

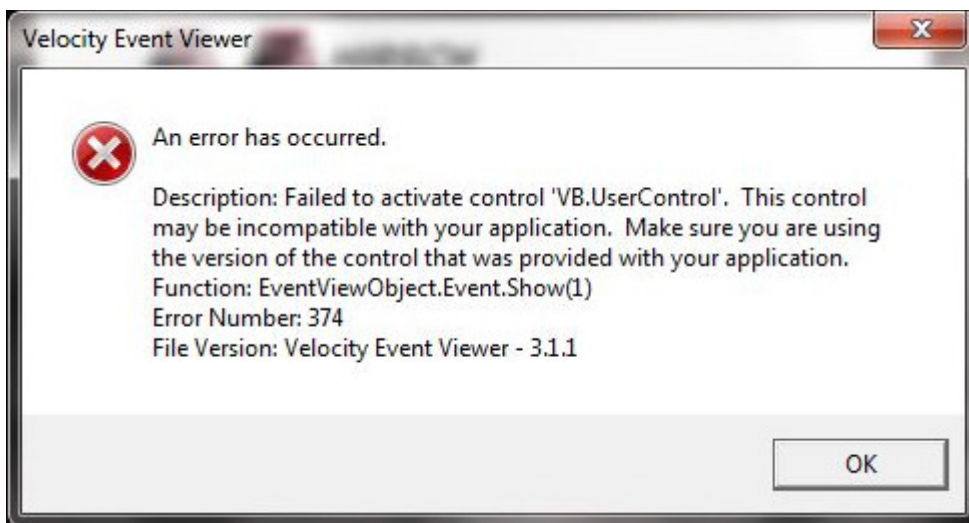
Tech Tips

Topic: Failed to activate control 'VB.UserControl'. This control may be incompatible with your application.

Product: Velocity

Explanation:

This error message comes up when launching Velocity and HirschGrid.ocx and Hirschgird2.ocx are not registered. These files not registered usually happen when KB updates are applied and the account logged in does not have sufficient permission to register files.



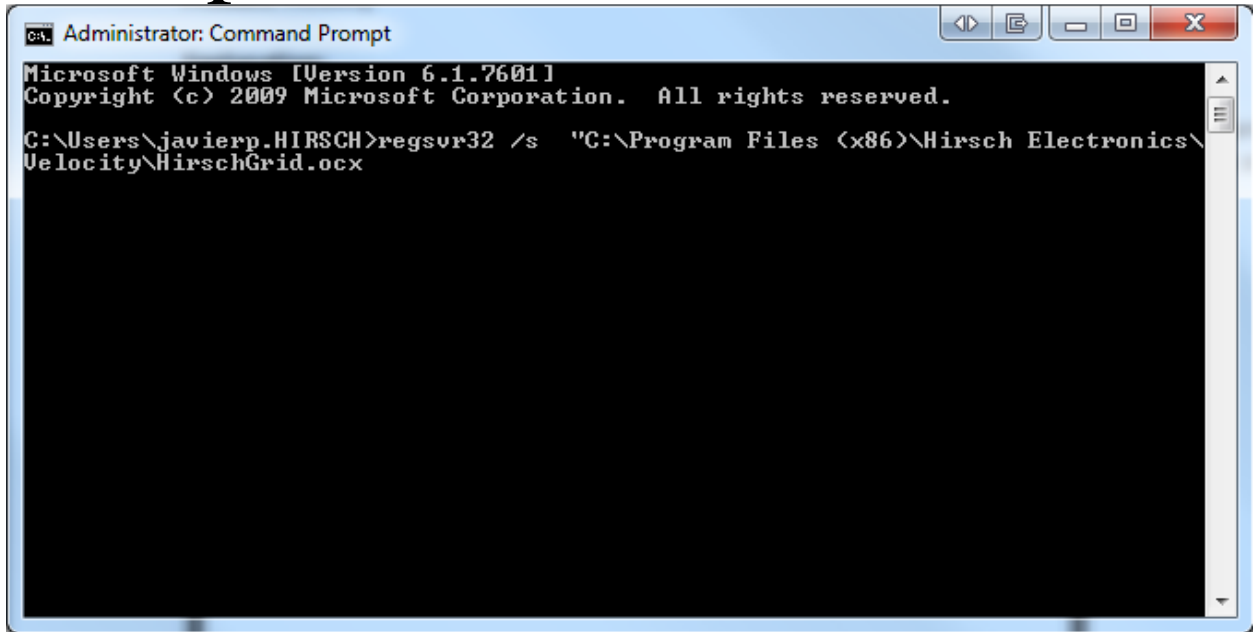
Troubleshooting steps:

You will need to register both of the HirschGrid.ocx and Hirschgird2.ocx files to resolve this issue. There are a few ways to get files registered.

1. Register files in Velocity Directory - Navigate to the Velocity Directory (e.g. C:\Program Files (x86)\Hirsch Electronics\Velocity), locate HirschGrid.ocx and Hirschgird2.ocx files, drag and drop each into the REGSVR32.EXE located in the same Velocity Directory.
2. Use Command Prompt - Start>All programs>Accessories>Command prompt. Once command prompt is up type commands below:

```
regsvr32 /s "C:\Program Files (x86)\Hirsch Electronics\Velocity\HirschGrid.ocx"  
regsvr32 /s "C:\Program Files (x86)\Hirsch Electronics\Velocity\HirschGrid2.ocx"
```

Tech Tips



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Administrator: Command Prompt
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\javierp.HIRSCH>regsvr32 /s "C:\Program Files (x86)\Hirsch Electronics\
Velocity\HirschGrid.ocx
```