Hot Tips Report

ID 0036 Description Sub or Function Not Defined

Date 8/15/2005 2:51:27 PM

Manager ADMIN Status Active

Text Troubleshooting "Sub or function not defined" error

Problem

This "Sub or function not defined" error can be caused by old files remaining in folders on the C: drive

Solution

1. Check to see if the old following files exist

C:\WINDOWS\SYSTEM

C:\WINNT\SYSTEM

If the files exist continue on to step 2. If they do not exists skip to skip 3.

- 2. Delete files C:\WINDOWS\SYSTEM and C:\WINNT\SYSTEM
- 3. Ensure the new files have been successfully created and stored:

C:\WINNT\SYSTEM\Mmecg200.vbx

C:\WINNT\SYSTEM\Mmres100.dll

C:\WINNT\SYSTEM\mmscp200.dll

C:\WINNT\SYSTEM\Mmscpecg.dll

If after completing the above steps you have not solved the problem, contact Technical Support.