

Hot Tips Report

ID	0052	Description	Conflict between Office Medic and CardioView
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Manager	ADMIN	Status	Active

Text **Fixing the CardioView Viewer Conflict with Office Medic**

When you install the CardioView Viewer on a machine that already has the Office Medic software installed you may experience a problem running an ECG test or even viewing ECG test data that you have already accumulated.

What occurs during the CardioView installation is that some DLL and VXD files that pertain to Office Medic are over written with a newer version by CardioView. The Office Medic software uses a slightly older version of those same files so when CardioView installs the newer version of these files the ECG function of Office Medic will fail to work. This document will walk you through the process of replacing the files needed to get Office Medic ECG working again.

1. Right click on the **Start** button in the lower left corner of your screen and select **Explore**. This will open Windows Explorer. Browse to the **C:\Windows\System32** folder and locate the **mmecg200.vbx** and **mmscp200.dll** files. Hold down the **"CTRL"** key and mouse click on each file to select multiple files. Once you have these two files selected go up to the **Edit** menu and select **Copy**.
2. Now that you have the two files copied use Windows Explorer again to browse to the **C:\Windows\System** directory. Once you are in the C:\Windows\System directory go back up to the **Edit** menu and select **Paste**. This is going to paste the two files from the Windows\System32 directory to the Windows\System directory.
3. Your computer will prompt you with a warning stating that the files you have selected already exist in the destination directory; do you want to replace them? Select **Yes** so the files in the **Windows\System** directory are overwritten. Once the copy is complete go ahead and close out of Windows Explorer.

Once these steps are completed the ECG function for both Office Medic and CardioView should now work on the same PC.
