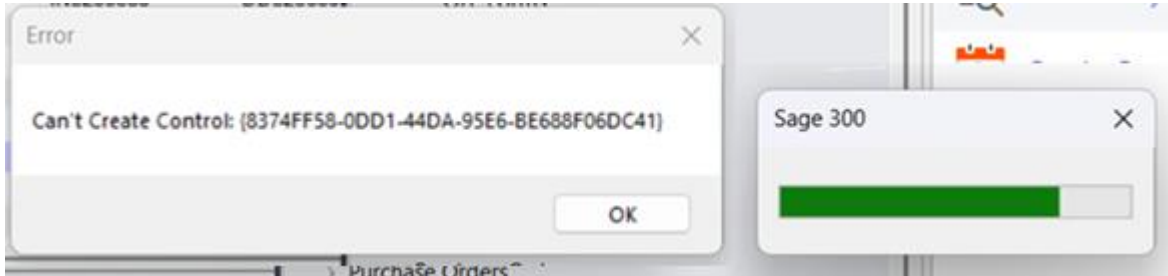


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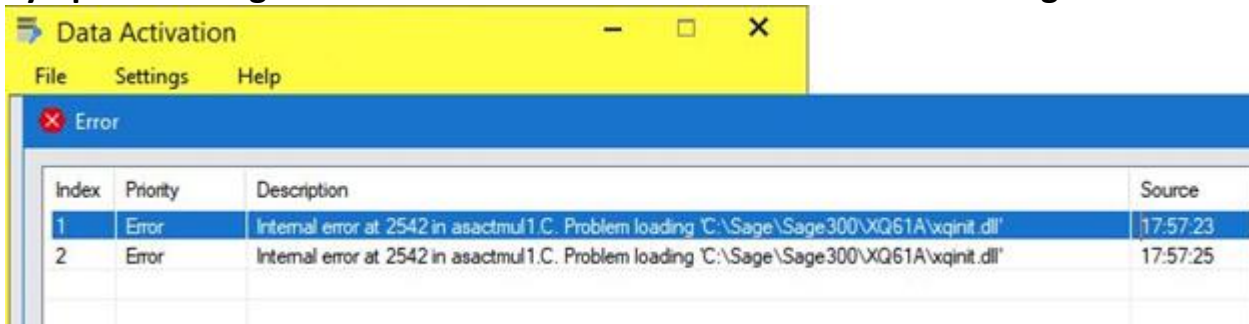
Programs Fail on New Computers

Summary: TaiRox programs may not work on a newly purchased computer because new versions of Windows may not include older versions of the C/C++ runtime used to compile the TaiRox programs. **To Fix:** The TaiRox distribution file contains the appropriate runtime, which is redistributable by Microsoft development partners or freely available for download on Microsoft sites.

Symptom When Launching A Program – Can't Create Control



Symptom During Data Activation – Internal Error ... Problem loading ... dll



Why Do TaiRox Programs Work This Way?

TaiRox programs are not Sage 300 version-specific. The programs work for Sage versions 2012 forward – the same executable adjusts itself to the minor variations in Sage 300. TaiRox compiles the programs once and then tests in the different Sage 300 environments.

Benefits:

- **Cost:** Development time and error rates are reduced. Different versions of the program don't need to have the same bug fixes or feature updates. This helps TaiRox maintain modest prices.
- **Flexibility:** Customers running older versions of Sage 300 can get all the latest features without being forced to update Sage 300 itself.
- **Reliability:** Testing the same executable in multiple environments means that subtle errors are more likely to be forced into the open.

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How to Fix:

You have to install the appropriate C/C++ runtime. For convenience, the "redistributable runtime" is included in the TaiRox distribution file.

The Contents of a Typical Distribution File:

 READ-WHY-NEEDED-vcredist_2013_x86.txt	Text Document	1 KB	No
 Setup-2018-2026.msi	Windows Installer Package	56,392 KB	No
 vcredist_2013_x86.exe	Application	6,146 KB	No

The Text of a Typical READ-WHY File:

Sage 300 data activation for a TaiRox application may fail, or the application may not run if the C/C++ runtime on which it is based is not present. The C/C++ runtime may not be present on newer versions of Windows such as Windows 10 or 11. Running the C++ Redistributable Package vcredist_2013_x86.exe that is in the TaiRox distribution may be required.

Install Check

TaiRox provides a free utility, Install Check, that documents hundreds of environmental settings related to Sage 300. Multiple C++ runtimes are commonly present in Windows environments and are designed to co-exist. This enables both programs compiled at different times to run on the same computer.

```
Microsoft Visual C++ Runtime Versions Installed
Microsoft Visual C++ v14 Redistributable (x86) - 14.50.35719, Version 14.50.35719.0
Microsoft Visual C++ v14 Redistributable (x64) - 14.50.35719, Version 14.50.35719.0
Microsoft Visual C++ 2013 Redistributable (x86) - 12.0.30501, Version 12.0.30501.0
```