

# Audatex *Estimating*<sup>TM</sup>

## An Error Occurred While Copying File \*\*\*.ocx

### Cannot Copy to File Destination Directory

#### Overview

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##### Problem

ActiveX control prompts display, but they are unable to be installed.

The error message: Cannot copy file to destination directory appears when doing one of the following actions in Audatex Estimating:

- Logging in
- Printing
- Emailing
- Exporting
- Using Move / Get Work
- Going to the Damage page

##### Error Message

The ocx file referenced in the error may vary depending on the action being performed. (ExportCtrl.ocx, PrintCtrl.ocx, FileMgmtCtrl.ocx, DamagePage.ocx, or EmailControl.ocx)

- An Error occurs while copying file \*\*\*.ocx
- Cannot copy file to destination directory.
- Click to retry the operation or click Cancel.

#### Solution

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Try these solutions in the order shown.

1. Configure Internet Explorer for Audatex Estimating.
  - 1) Navigate to [MySupportGarage.com](http://MySupportGarage.com).
  - 2) Log in and click the **Product Support** tab.
  - 3) Type **Internet Settings** in the **Search** field.
  - 4) Click the magnifying glass icon.
  - 5) Click the **Internet Explorer Settings** link.
  - 6) Follow the instruction in the document.

2. Run Internet Explorer as the Administrator.

There are three ways to run a program as the administrator. Some programs or domain group policies may not allow one or more of these methods to be performed. When the steps cannot be completed, contact local or corporate IT or Helpdesk for additional assistance.

The first two methods provide steps to set a program to run as the administrator every time the program is launched. It is recommended to do both methods when the options are available. Otherwise, make the changes that can be done, and then test the program to see if it has improved the performance. The third method only runs the program as the administrator temporarily and must be repeated each time the program is opened.

##### Windows 10: When Compatibility Settings are not available.

- 1) Right click the shortcut for the program.
- 2) Select **Troubleshoot Compatibility**.

- 3) Click **Troubleshoot** Program.
- 4) Select **The program requires additional permissions**.
- 5) Click **Test Program**.
- 6) Save the settings.

#### Method 1: Compatibility Settings

- 1) Right click the shortcut for the program.
- 2) Select **Properties**.
- 3) Click the **Compatibility** tab.
- 4) Select the **Run this program as an administrator** check box.  
**Note:** When there are multiple users that log into the computer and use the program, click the **Change settings for all users** button, then select the above check box.
- 5) Click the **OK** button.

#### Method 2: Advanced Shortcut Properties

- 1) Right click the shortcut for the program.
- 2) Select **Properties**.
- 3) Click the **Shortcut** tab.
- 4) Click the **Advanced** button.
- 5) Select the **Run as administrator** check box.
- 6) Click the **OK** button.

#### Method 3: Run as Administrator Temporarily

**Note:** These steps must be repeated each time the program is opened. For a permanent change, see **Method 1** or **Method 2**.

- 1) Right click the shortcut for the program.
- 2) Select **Run as administrator**.
3. Clear Windows Temporary Files.
  - 1) Close any running programs.
  - 2) Click **Start**.
  - 3) Type **%temp%** in the **Search** bar.
  - 4) Select all files in the folder (Ctrl + A).
  - 5) Press the **Delete** key.  
**Note:** Some files may be in use and will not delete. This is normal.
  - 6) Close the **Temp** folder.
  - 7) Return to the **Start** menu and type **%windir%\temp** in the **Search** bar.
  - 8) **Delete** all files in this folder.  
**Note:** Again, some files may be in use and will not delete. This is normal.
4. Log in to an Administrator Windows user account.  
**Note:** When on a domain, a domain administrator may be needed. Domain rights triumph local Windows rights.
5. Clean install Spectrum.
  - 1) Log out of **Audatex Estimating**.
  - 2) Close all **Internet Explorer** windows.
  - 3) Click **Start**.
  - 4) Click **Control Panel**.
  - 5) Click **Programs and Features**.
  - 6) Uninstall all the below components:  
**Note:** Click **No** when prompted to reboot after uninstalling.
    - Audatex Estimating Utilities
    - CM Utilities And Spectrum Imaging Components
    - Spectrum Imaging Components And CM Utilities
  - 7) Close **Programs and Features**.
  - 8) Rename the Spectrum folders in the following locations (Suggestion: Spectrum\_old):
    - C:\Program Files (x86)\adpe\Estimating\Spectrum

- C:\Program Files (x86)\Common Files\ADPCSG\Spectrum
- 9) Browse to **C:\Windows\System32\** or browse to **C:\Windows\SysWOW64\**.
  - 10) Delete **EMSInternetRoutines.dll**.  
**Note:** *The file may have been deleted during uninstall.*
  - 11) Reboot the computer.
  - 12) Reinstall Spectrum Imaging Components.
    - 1) Log in to **Audatex Estimating**.  
**Note:** *Click **Install** or **Allow** to any prompts during this process.*
    - 2) Open an existing estimate.  
**Note:** *When no estimates have been created yet, create a new test estimate.*
    - 3) Navigate to the following pages to force Audatex Estimating to check for and install ActiveX controls:
      - Damage
      - Print/Email, then click the Email button
      - Attachments
      - Work List
    - 4) Click the **Install** button on the **Spectrum** window.
    - 5) Follow the prompts to complete the installation.
    - 6) Reboot the computer.
6. Contact Audatex Technical Support at (866) 420-2048 when the above steps do not resolve the issue.