

## Photo Simple FAQ

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**Q: "Run-time error 339: Component ... or one of its dependencies not correctly registered..."**

**Q: "Run-time error 372: Failed to load control..."**

A: Un-installing and re-installing the program should fix this, or alternatively run the DLL installer for this program which you can download from [www.2simple.com](http://www.2simple.com) > support > downloads.

**Q: "Run-time error 480: can't create autoredraw image"**

A: Download and install Microsoft VB runtime from the following location:

[http://support.2simpleweb.com/public/tools/3rd\\_party/Microsoft/VB\\_runtime/vbrun60sp6.exe](http://support.2simpleweb.com/public/tools/3rd_party/Microsoft/VB_runtime/vbrun60sp6.exe)

**Q: "Photo Simple has encountered a problem and needs to close"**

A: Contact 2Simple for the latest version which fixes this issue. If you already have the latest version, then if the event log refers to "faulting module dlbxtwds.ds" this may indicate a corrupt graphics card.

**Q: "Device unavailable" > "Run-time error 5"**

A: If you are running the software on an RM CC4 network, try change the workstation security level for that computer to NONE in the RMMC. You may need to restart the workstation after you have done this.

**Q: When I print a picture, it prints it full size on an A4 page even if the picture is small**

A: This will happen if you are using the "simple mode". If you print in "advanced mode", you will get more printing options.

**Q: Can I use my own custom frame image in Photosimple?**

A: No, Unfortunately this is not a feature of this program. However you can do this using the "All Tools" section of 2Paint A Picture (eg. Open the frame file, then import the main image and resize it to fit in the frame.)

2Simple Software

[support@2simple.com](mailto:support@2simple.com)

020 8203 1781

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