

## XP – Palm software "rich text not supported"

**Source:**

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2004-10/3224.html>

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**From:** Ashley (*anonymous\_at\_discussions.microsoft.com*)

**Date:** 10/03/04

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I am unable to open up the palm software. "rich test not supported" comes up when I click on the icon. I've uninstalled and reinstalled the software over a dozen times. The Palm tech support said that I had a virus and it deleted the essential "riched.dll" file under "cabs". (see pasted email below) No longer do I have a "cabs" file.

XP was loaded on the computer when I acquired and do not have the cd/s.

Has anyone had experience with this? Any advice? I'd really like to be able to synch my palm pilot.

Ashley K.

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Dear Ashley:

Thank you for contacting palmOne's Technical Support . My name is Phani and I will be assisting you with regard to the message "cannot initialize the rich text support" whenever you try to open the palm desktop. I realize your concern and sincerely apologize for the inconvenience caused to you. Please be informed that the likely cause is that your copy of riched32.dll is either missing or corrupt. This dll is a windows dll that should be in your \windows\system directory. Certain viruses are known to mess with this file, so if you find it corrupt, you might want to thoroughly virus check your system with an up to date virus scanner. Simply replacing the corrupt dll will likely not solve all of your problems.

To recover a good riched32.dll, perform the following Microsoft recommended procedure:

Click Start, point to Find, and then click Files or Folders.

In the Named box, type riched32.dll, and then click Find Now.

In the list of found files, right-click the riched32.dll file, click rename, type a new name for the riched32.dll file (such as riched32.xxx), and then press ENTER.

NOTE: If you receive an "Access is denied" error message when you attempt to rename the riched32.dll, follow these steps:

Click start, click shut down, click restart in MS-DOS mode, and then click OK.

At the command prompt, type the following commands, pressing ENTER after each command:

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cd \windows\system
ren riched32.dll riched32.xxx
exit
```

Extract the riched32.dll file from the original Windows 95 or Windows 98 disks or CD-ROM to the windows\system folder. For information about how to extract a file, please see the following article in the Microsoft Knowledge Base: 129605 How to Extract Original Compressed Windows Files at the link here

<http://support.microsoft.com/default.aspx?scid=kb;EN-US;129605>.

We hope this issue has been resolved to your satisfaction. If you have any other questions or issues, please do not hesitate to email us again. You can also find troubleshooting articles and frequently asked questions at:

<http://kb.palmone.com/>

To learn more about palmOne handhelds, please visit the palmOne support web site at:

<http://www.palmone.com/us/support/>