

Re: IE7 Error Message

Source:

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- *From:* "PA Bear" <PABearMVP@xxxxxxxxxx>
 - *Date:* Sun, 10 Dec 2006 19:51:27 -0500
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1. Motive SmartBridge© is distributing an old version of PSAPI.DLL. As a result, users might receive the following error message after installation of Internet Explorer 7:

"SmartBridge Alerts:MotiveSB.exe Entry Point Not Found The procedure entry point GetProcessImageFileNameW could not be located in the dynamic link library PSAPI.DLL"

2. Hal Screen Reader and Supernova Reader Magnifier by Dolphin both may stop responding when users click commands from Internet Explorer's file menu. These two programs are shipped with an older version of psapi.dll that causes the program to stop responding in Internet Explorer 7.

To work around this error:

- * Go to the installation location for SmartBridge (\Program Files\Verizon...\Smart...) or Dolphin Hal Screen Reader or Supernova Reader Magnifier.
- * Find PSAPI.DLL and rename it to something like PSAPIOLD.DLL
- * NB: Do NOT rename the PSAPI.DLL file in C:\Windows\System32 directory!
- * Restart the computer.

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~Robear Dyer (PA Bear)
MS MVP—Windows (IE, OE, Security, Shell/User)

christine rowe wrote:

I downloaded IE7 but every time I turn on my pc I get this error message heading in blue: Smartbridge AlertsMotiveSB.exe Entry Point Not Found, then underneath it says: The Procedure Entry Point GetprocessimagefilenameW could not be located in the dynamic link library PSAPI.DLL. Please can anyone help, I did try uninstalling then reinstalling again but it is still the same, everything works fine but it is rather annoying getting the message every time I turn on. Is there anyway of getting rid of it I would be very grateful for any advice
Thanx Chris