TSN_028 How to Resolve MSWINSCK.OCX Error 339 Issues 08/24

Purpose of Note

Occasionally, after installing Selcom Premium or Basic, runtime error (RTE) 339 (**mswinsck.ocx** missing or not registered) occurs whilst running the application. The error occurs when trying to use:

- The Automatic Interface,
- The Edit Panel Data page to find a NIC panel, or,
- The Direct terminal connection from the Comms menu.

Possible Causes

A. A non-administrator PC account or an account that lacks administrative/elevated privileges is being used to perform the installation
B. The User Account Control (UAC) slider is not set to maximum "Always Notify" before installation
C. The PC operating system failed to register the mswinsck.ocx file
D. The Windows Installer of the PC operating system corrupted the mswinsck.ocx file during extraction and copying

Causes (A) and (B) are often encountered by inexperienced users. Please refer to the software installation instructions and double-check/change the Account Type and UAC settings as necessary. If subsequent re-installation and running are successful, reading further is not needed.

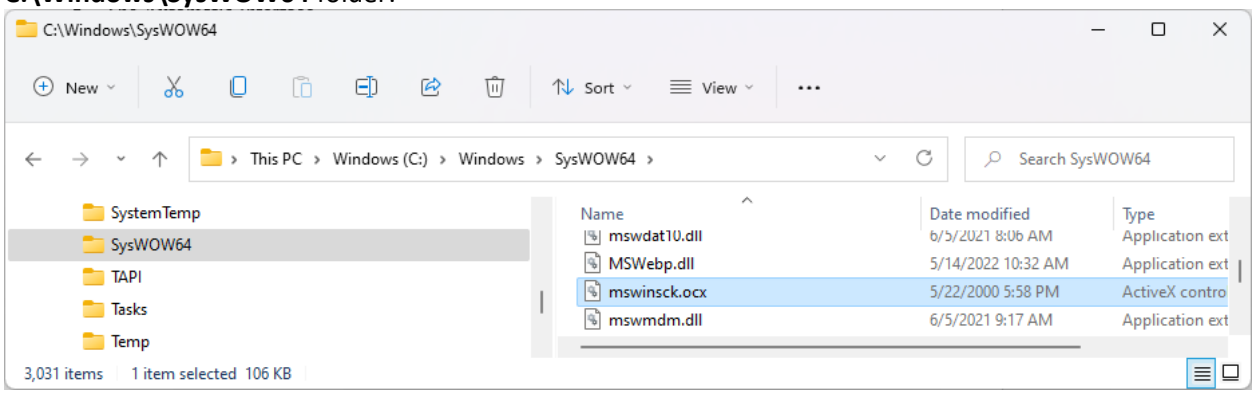
Causes (C) and (D) have been seen in Windows 10 and 11 64-bit operating systems. This support note suggests possible resolutions in these cases.

Warning: The following information is provided in good faith to help resolve software installation issues on PC. SES did not provide the PC, its operating system (OS) or associated system files, and is thus not responsible for PC/OS behavior. Performing the steps that follow will be entirely at your own risk and by doing so you and your organization agree to exempt SES and any affiliates from liability for any resulting issues. If in doubt about any of these steps, please consult a PC expert or administrator for assistance.

Cause (C) – MSWINSCK.OCX File Not Registered

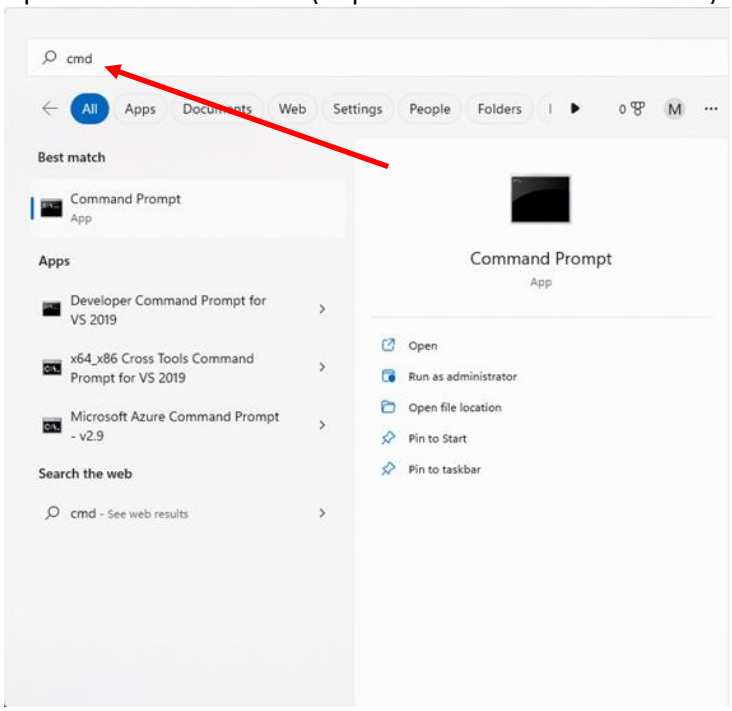
Note: You MUST be logged into an Administrator account to follow these steps.

1) Close Selcom and then confirm the location of the mswinsck.ocx file. It should be in the **C:\Windows\SysWOW64** folder:

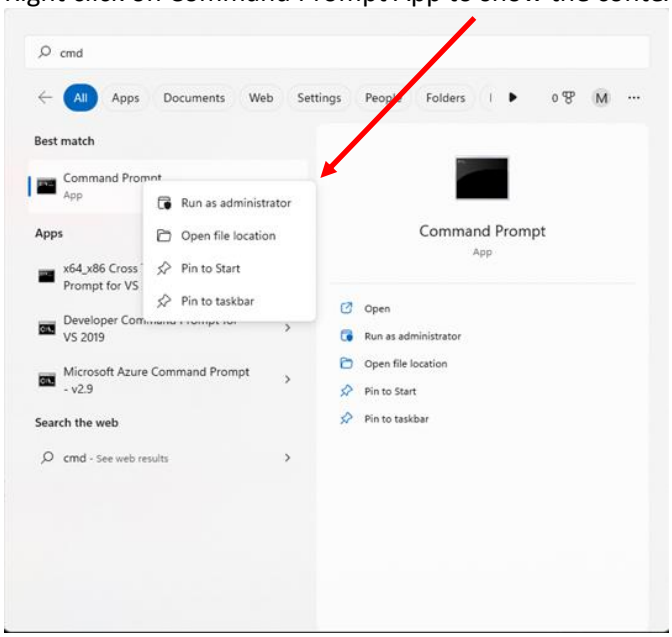


If the file is not there then go no further. Please uninstall Selcom then re-install with the correct settings and privileges (items A and B in the introduction), then repeat this instruction.

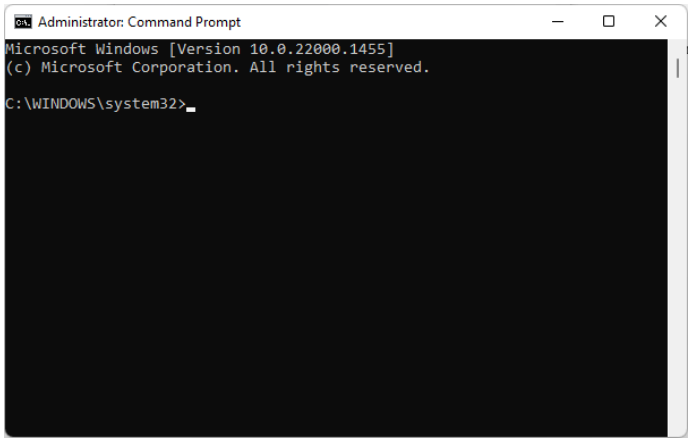
2) Open the Search window (or press the Windows button + S) and type “cmd” in the search bar.



3) Right click on Command Prompt App to show the context menu.



4) Left click on “Run as administrator”. This elevates Windows security and initiates the Windows prompt asking you to confirm you wish to run this application. Click Yes.
5) Once you click yes, the command prompt will open in Administrator mode. Notice that the title of the box is Administrator: Command Prompt.



6) As this opens in the Windows System 32 folder in the 64-bit system, you can register mswinsck.ocx directly using the instruction:
regsvr32 C:\Windows\SysWOW64\mswinsck.ocx
7) If the command prompt returns a success message, then please try Selcom again.
8) If the issue still continues, close Selcom and then de-register as follows:
regsvr32 C:\Windows\SysWOW64\mswinsck.ocx /u
The /u is important as it unregisters the file. If the command prompt returns a success message, please retry step 6.

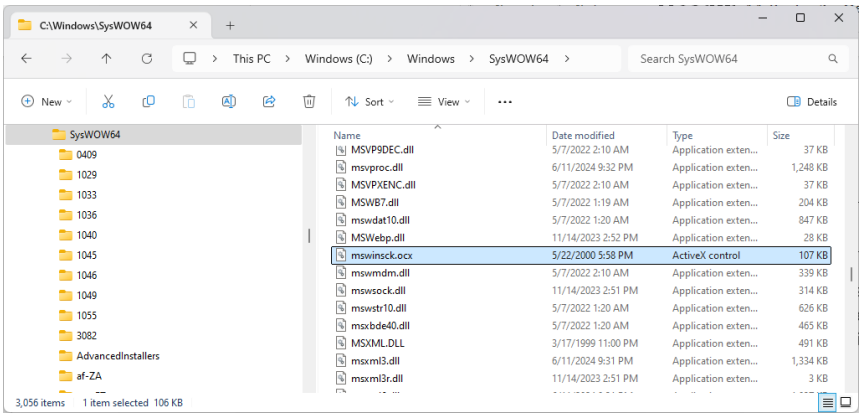
Cause (D) – MSWINSCK.OCX File Possibly Corrupted by Installation Process

Note: You MUST be logged into an Administrator account to follow these steps.

Instances have been found where the process of installation by the PC's in-built installer software corrupts the mswinsck.ocx file itself, preventing OS registration. This was determined when installing Selcom onto two different PCs using the same flash drive (.msi installer) file. In one case, installation would be successful and Selcom would run with no issues, and in the other case, running Selcom would generate the 339 mswinsck.ocx error, even after repeated installs.

If the steps in (C) above do not resolve the 339 error, the method suggested is to ***directly replace the mswinsck.ocx file*** in its installed location ***after*** the Selcom installation is complete.

The location of this file is C:\Windows\SysWOW64. It is in amongst hundreds of other files in the same folder but is highlighted in the image below (Windows 11 File Explorer):



The easiest way to find the file is to navigate to the C:\Windows\SysWOW64 folder in File Explorer and then click on "Name" at the column header. This will set the names in alphabetical order. You will probably have to scroll down past many sub-folders also located in SysWOW64. Once you find any file, click once on it and then press the "m" key. This will take you to files starting with "m".

Having located the file, contact SES Tech Support to request a clean copy of the mswinsck.ocx file. It is not a large file but may be blocked by some email servers, so it is easiest to allow SES Tech Support to use TeamViewer to copy the clean file directly into the SysWOW64 folder, or onto your PC at a location of your choosing, so that you can copy into the SysWOW64 folder.

Once done, you can immediately try to run Selcom to see if the issue has been fixed. If necessary, you may need to follow steps in (C) above to re-register the file, although in practice this has not been found necessary immediately after a Selcom installation.