



## EPISTEMIC MINDWORKS

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### **PROBLEM: WinBreak 3.7 fails to start due to “Out of Memory” Problem**

We have received reports, and have independently confirmed, that WinBreak 3.7 may fail to start on some computers, causing an “Out of Memory” problem (#7). We have been able to trace the cause of this problem to the fact that some installations of the Microsoft Windows™ operating system do not include an object library, called FM20.DLL, which is required for the proper operation of WinBreak 3.7. FM20.DLL is usually installed with Microsoft Office™, so the “Out of Memory” problem usually appears on computers that do not have this software suite installed.

### **How to Fix the Problem**

1. The easiest way to fix this problem is by downloading and installing the Microsoft ActiveX Control Pad™ library of components, which includes FM20.DLL. You can download the installer directly from Microsoft (copy and paste this web address into your browser):

**<http://download.microsoft.com/download/activexcontrolpad/install/4.0.0.950/win98mexp/en-us/setuppad.exe>**

Save the executable to a temporary location on your hard drive and run it. If asked by the operating system, confirm that this is a safe and authorized installation. If the installer fails to execute properly, run it again. If, upon failure to install, the operating system suggests reinstalling with recommended parameters, accept the reinstallation. When the installation is complete, run WinBreak 3.7.

2. If the first method fails, please do the following. Insert the WinBreak 3.7 CD into your CD-ROM drive. Go to the folder named “Support.” Find the file named FM20.DLL. Copy it to the Windows\System32 folder. Usually, this is located at:

C:\Windows\System32\

When the copy operation is complete, highlight the file and click the right mouse button. Select “Register Library” from the pop-up menu. If you receive the message “DllRegisterServer in fm20.dll succeeded,” the registration was completed successfully, and you should be able to run WinBreak 3.7.

If the operation fails, select “Unregister Library” and then “Register Library” again. If the operation fails again, run the executable cmd.exe in the System32 folder. When a black window with a command prompt pops up, type:

```
regsvr32 fm20.dll
```

If the operation fails, type

```
regsvr32 -u fm20.dll
```

and then

```
regsvr32 fm20.dll
```

again. If the operation fails again, please contact [support@epistemic.net](mailto:support@epistemic.net) for additional troubleshooting options. Epistemic Mindworks sincerely apologizes for the inconvenience that this problem may have caused and will do everything to help you install and use the software.