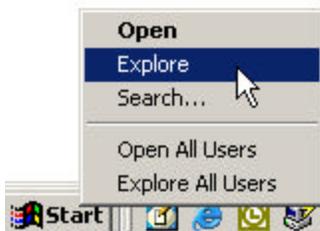


## ImageR Viewing Problems

**Software Problem Report:** It has been determined that in certain reported cases dependent on 'other applications' installed on the users machine, the viewing program ImageR, as installed, may not be able to successfully open drawing files for viewing.

**Correction Procedure:** If a user attempts to open any drawing and consistently receives the message 'File Cannot Be Opened' the following correction procedure is recommended.

1. Right Click on the Start Button. Select Explore (Windows Explorer) from the pop-up menu



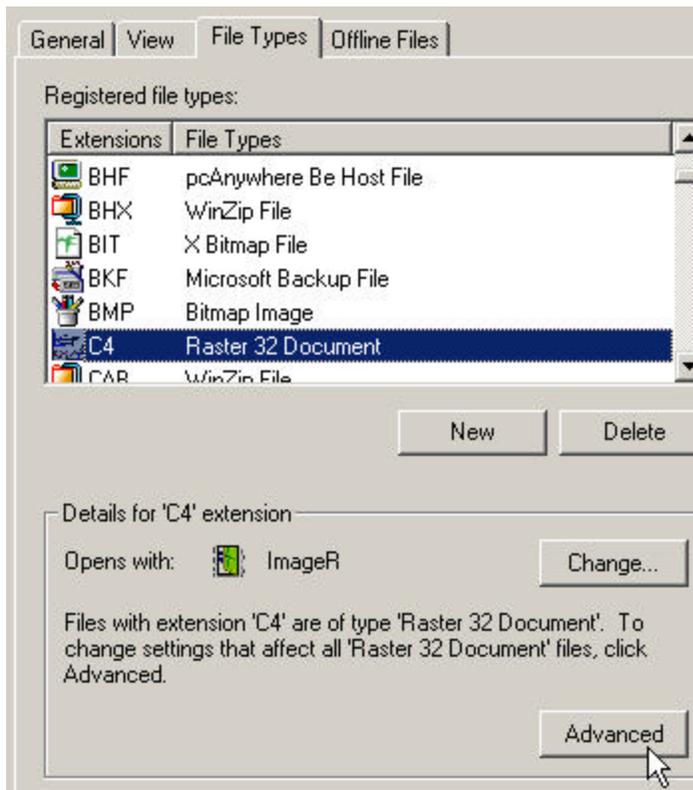
2. Click on the Tools Menu of Windows Explorer. Select the Folder Options menu item



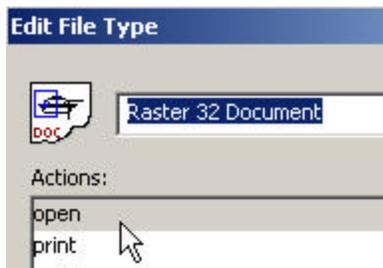
3. Select the File Types Index Tab near the top of the menu window. The user's Registered File Types (in alphabetical order) will display within the open window.



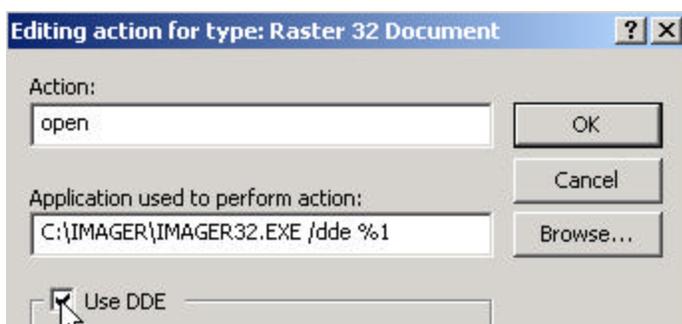
4. Type the letter 'C' to quickly scroll the 'File Type window' locate the C4 file type. With 'C4 Raster 32 Document' item highlighted, Click on Advanced



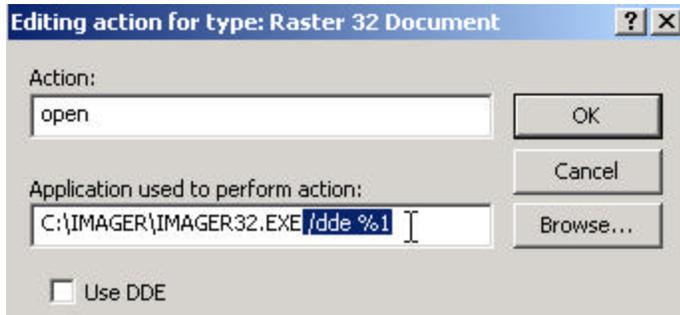
5. Double-Click on the 'open' command to the Edit File Type window.



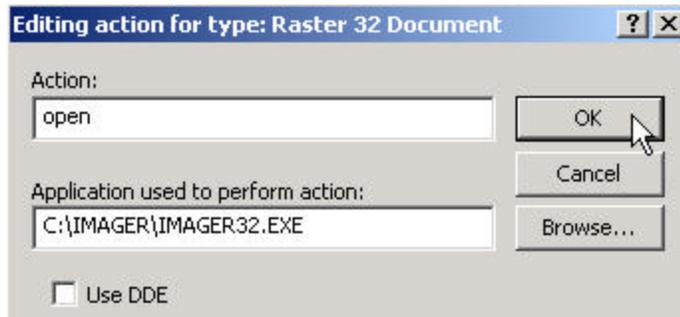
6. In the Editing Action Window, locate the checkbox indicating 'Use DDE'. Make sure that the 'Use DDE' checkbox is unchecked (If it is checked, click the checkbox to uncheck).



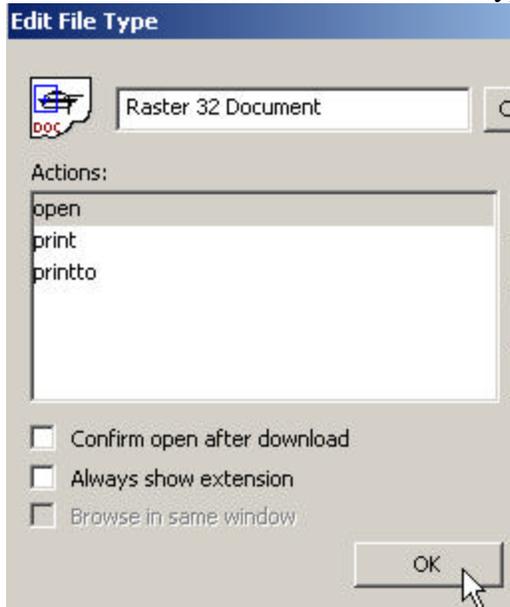
Delete the /dde %1 from the command line field.



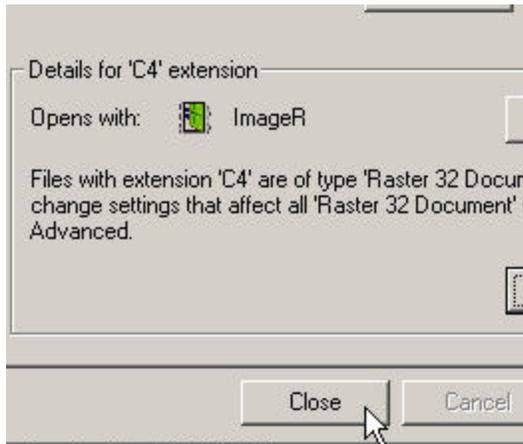
7. Click on the OK Button, to apply this change.



8. Click the OK Button in "Edit File Type" window.



9. Click the Close Button (near bottom) to exit the last remaining open window.



10. Exit Windows Explorer Program by clicking the X button, very top right.



11. Verify that drawings can be now viewed, thru the ImageR view program.