



Tips & Tricks

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Steps for resolving the “Active-X Control failed to load” error message when attempting to print mailing labels from Paragon.

With the security updates that Microsoft introduced for the Windows XP operating system and Internet Explorer 7, Paragon users may experience an error when attempting to print mailing labels from the Paragon MLS system.

When initially opening the Paragon Mailing Label screen, Paragon will attempt to install a small program that allows the user to select from a predefined set of Avery mailing labels. Based upon the security settings on a computer, the user may receive an error stating “An Active-X control has failed to load. Please update your security settings and try again.” However, in some cases, modifying the security settings inside of Internet Explorer will not resolve the issue.

Once you have saved the necessary file onto the desktop, please follow these steps to resolve the issue.

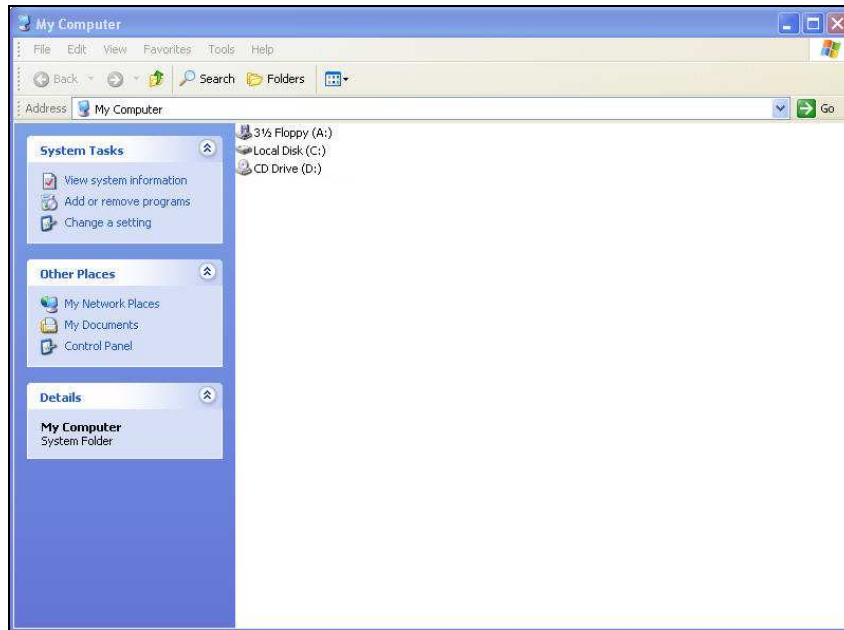
- 1) Locate the icon on the desktop named “labelselector” or “labelselector.ocx”



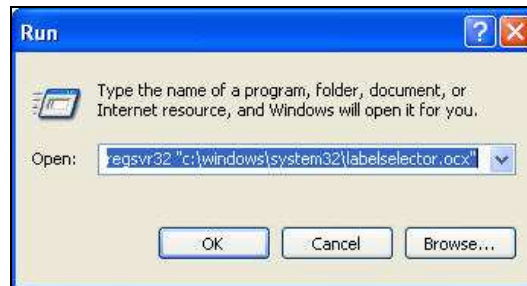
- 2) Right-click on the labelselector icon, then left-click on **Copy**.
- 3) Left-click on the **Start** button, which is normally located in the lower left of the screen.



- 4) Click on the **My Computer** option in the Start Menu, which will open another window, similar to the example given below.



- 5) Double-click on the “**Local Disk (C:)**” Option. This may be named slightly differently depending on your manufacturer of the computer, however it will always have “(C:)” after the name.
- 6) Double-click on the “**WINDOWS**” folder.
 - a. If the screen states that the files are hidden, left-click on the option stating “Show the contents of this folder”
- 7) Right-click on the “**SYSTEM32**” folder and then left-click on the “**Paste**” option
- 8) At this point, close out of all open windows.
- 9) Click on the **Start** button again, and this time, left click on the “**Run**” option. This will open a window similar to below.



- 10) In that window, next to the Open box, type the following command: **regsvr32 "c:\windows\system32\labelselector.ocx"**. Once the command has been typed in, click the OK button.
- 11) After a few moments, you should receive the following message: “**DllRegisterServer in c:\windows\system32\labelselector.ocx succeeded**”. At this point, click ok on the message and restart the computer.

Performing the above steps should allow the user to successfully use and print the mailing labels from Paragon.

Fidelity MLS Systems Division

If you have a suggestion for Tips & Tricks, please email mlsinfo@fnis.com or call 877-657-4357.

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