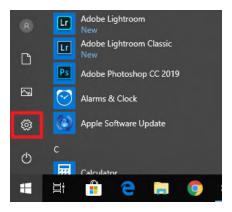
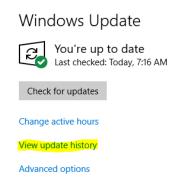
## Resolution for FRS "Can't find language DLL msain.dll" Error and Other Windows Update Related Issues

If a user receives an error such as "Can't find language DLL msain.dll" when attempting to open FRS, it may be due to Windows Update installing updates to the Microsoft Office Access Runtime that is part of the FRS 5.0 installation. The instructions below are for how to uninstall the update(s) that occurred **AFTER** the last time you were successfully able to use FRS.

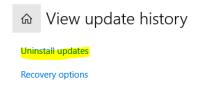
1. In the Start Menu, single click on the Settings icon – the icon that looks like a gear.



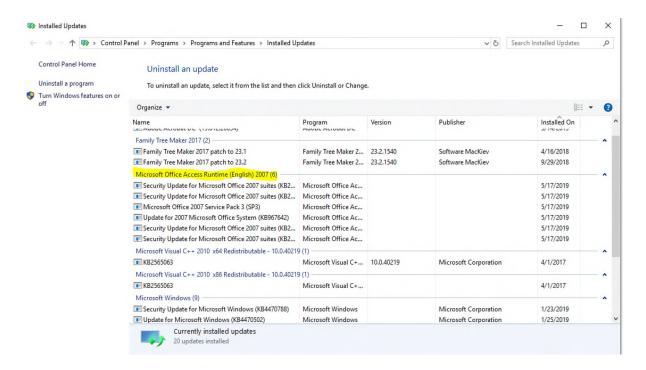
- 2. In the Windows Settings window, single click on the Update & Security button.
- 3. The window will now say Windows Update at the top of the area with a white background. Single click on the "View update history" link.



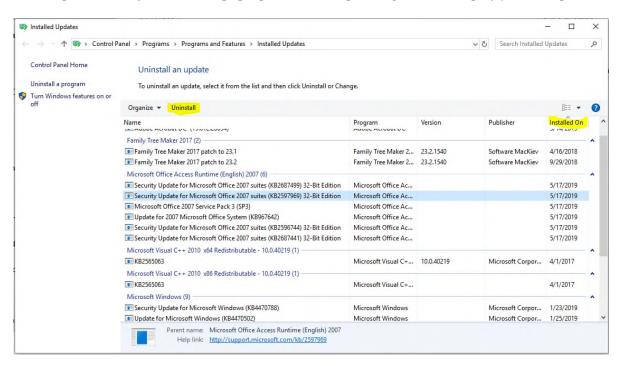
4. In the View Update History window, single click on the "Uninstall updates" link.



5. A window titled Installed Updates will open separately from the existing window. Find the heading labeled "Microsoft Office Access Runtime (English) 2007. You will see one or more updates listed below this heading.



6. On the right side of the window look for the "Installed On" column. Find the update that was installed AFTER the last time you were able to successfully use FRS. Single click on this update and above the list of updates in the toolbar single click on the Uninstall button. You may need to provide confirmation on pop-up windows depending on the setup of your computer.



7. If there are any additional updates that were installed AFTER the last time you successfully used FRS repeat step 6. Once all updates that were installed AFTER the last time you successfully used FRS have been removed, you can close the Installed Updates and View Update History windows.

8. In the Start Menu, single click on the Power icon – the icon that looks like a power button – and select the Restart option to restart your computer.

Note: It is possible that you will have to repeat these steps in the future since you cannot opt out of certain updates as you could do in previous versions of Windows.