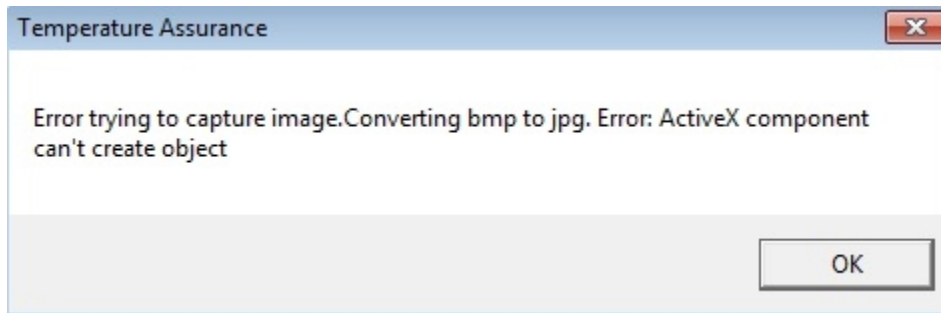


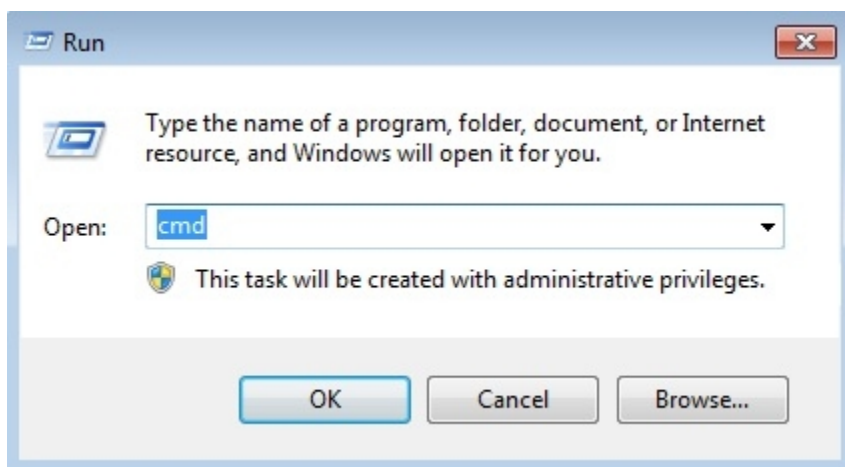
**Step by step guide: How to resolve “Error Trying To Capture Image. Converting bmp to jpg. Error: ActiveX component can’t create object”.**



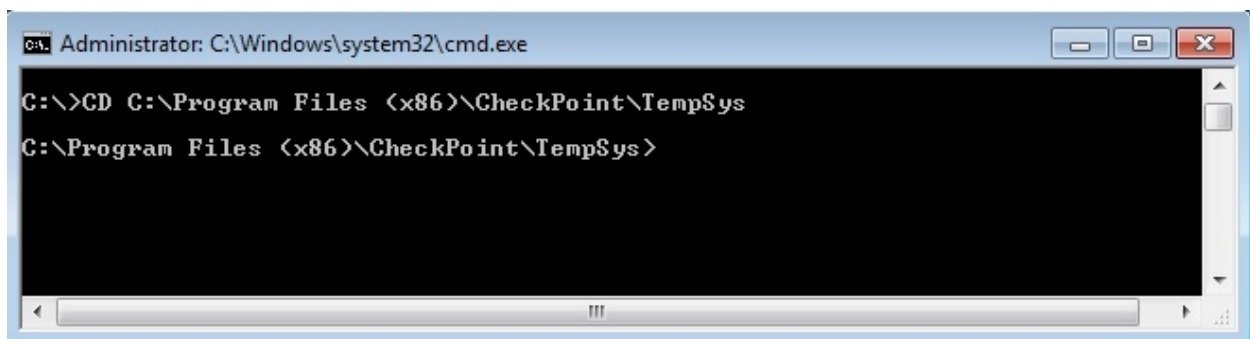
Cause: There is a .dll file that needs to be re-registered. The name of the file is jangraphics.dll and it is located at C:\Program Files (x86)\CheckPoint\TempSys on 64-bit systems or at C:\Program Files\CheckPoint\TempSys on 32-bit systems.

Step by step instructions:

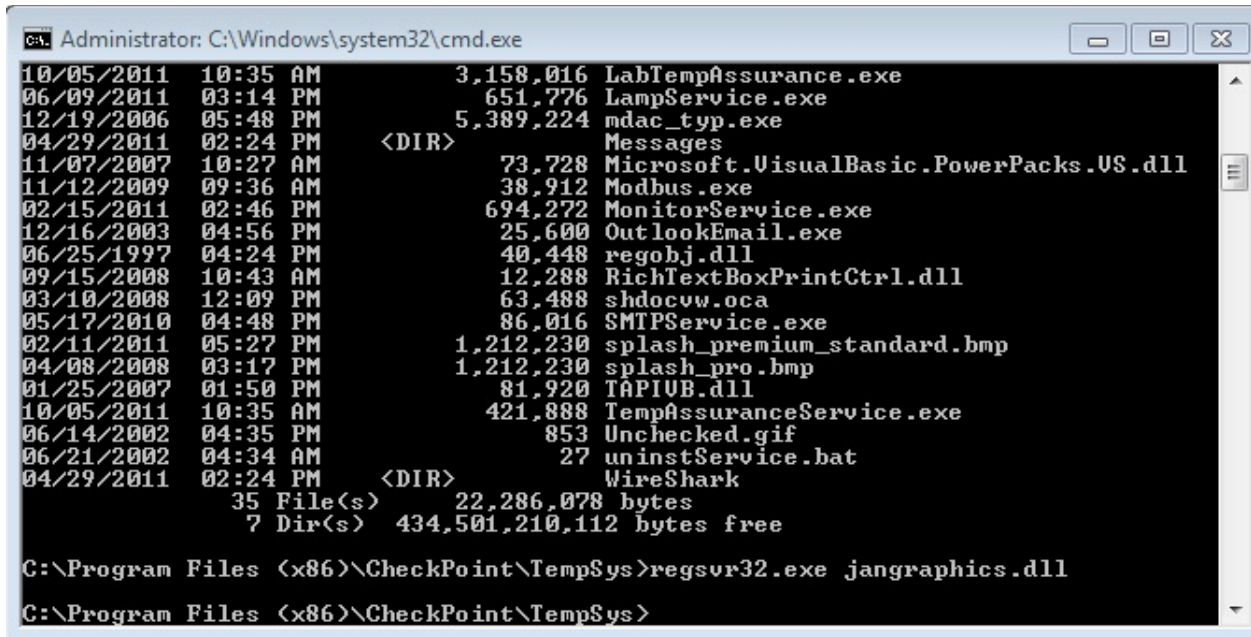
1. Open DOS command prompt by clicking on "Start" --> "Run" --> "CMD"



2. Navigate to directory by typing CD C:\Program Files (x86)\CheckPoint\TempSys on 64-bit systems or CD C:\Program Files\CheckPoint\TempSys on 32-bit systems.



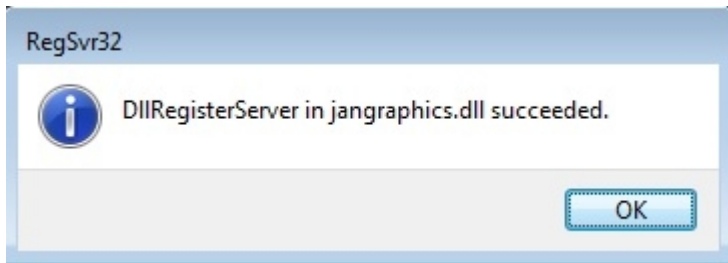
3. To register the .dll file, type regsvr32.exe jangraphics.dll and press the enter key.



```
Administrator: C:\Windows\system32\cmd.exe
10/05/2011 10:35 AM 3,158,016 LabTempAssurance.exe
06/09/2011 03:14 PM 651,776 LampService.exe
12/19/2006 05:48 PM 5,389,224 mdac_typ.exe
04/29/2011 02:24 PM <DIR> Messages
11/07/2007 10:27 AM 73,728 Microsoft.VisualBasic.PowerPacks.US.dll
11/12/2009 09:36 AM 38,912 Modbus.exe
02/15/2011 02:46 PM 694,272 MonitorService.exe
12/16/2003 04:56 PM 25,600 OutlookEmail.exe
06/25/1997 04:24 PM 40,448 regobj.dll
09/15/2008 10:43 AM 12,288 RichTextBoxPrintCtrl.dll
03/10/2008 12:09 PM 63,488 shdocvw.ocx
05/17/2010 04:48 PM 86,016 SMTPService.exe
02/11/2011 05:27 PM 1,212,230 splash_premium_standard.bmp
04/08/2008 03:17 PM 1,212,230 splash_pro.bmp
01/25/2007 01:50 PM 81,920 TAPIVB.dll
10/05/2011 10:35 AM 421,888 TempAssuranceService.exe
06/14/2002 04:35 PM 853 Unchecked.gif
06/21/2002 04:34 AM 27 uninstService.bat
04/29/2011 02:24 PM <DIR> WireShark
35 File(s) 22,286,078 bytes
7 Dir(s) 434,501,210,112 bytes free

C:\Program Files (x86)\CheckPoint\TempSys>regsvr32.exe jangraphics.dll
C:\Program Files (x86)\CheckPoint\TempSys>
```

4. You should see "DllRegisterServer in Jangraphics.dll succeeded". Click on OK.



5. At the DOS command prompt type exit and press the enter key.

6. Test fix. Log in to CheckPoint and select "Graph It" for a sensor, then click on "Capture Snapshot" and save the .jpg file. It should return "Image Captured" instead of the error message.

