



How to Resolve a Run-time Error 339 when Running CFAWin8 Reports with Prompts

When attempting to run CFAWin8 reports with prompts, the following message appears:

Run-time error '339': Component 'CRViewer.dll or one of its dependencies not correctly registered: a file is missing or invalid.

- This error occurs when the application needs a specific file that cannot be found in the Windows registry.
- The step to run the CFAWinV8SupportModules2.exe was skipped during the CFAWin8 client install.
 - CFAWinV8SupportModules2.exe installs and registers the Crystal Reports run-time files needed to run reports in CFAWin8.

Resolve Run-time 339 error by installing the CFAWinV8SupportModules2.exe

1. *Exit CFAWin8*
2. *Locate the CFAWin8SupportModules*
 - i. *Navigate to \\application-server-name\CFAWin8-share-name\Wksetup*
3. *Right-click on CFAWinV8SupportModules2.exe*
4. *Click Run as administrator*
 - i. *An InstallShield Wizard will display*
5. *Click Next*
6. *Click Install*
7. *Click Finish when installation is completed*
8. *Launch CFAWin8*
9. *Run the report previously prompting the error*
 - i. *If the error persists, contact CFA Support*