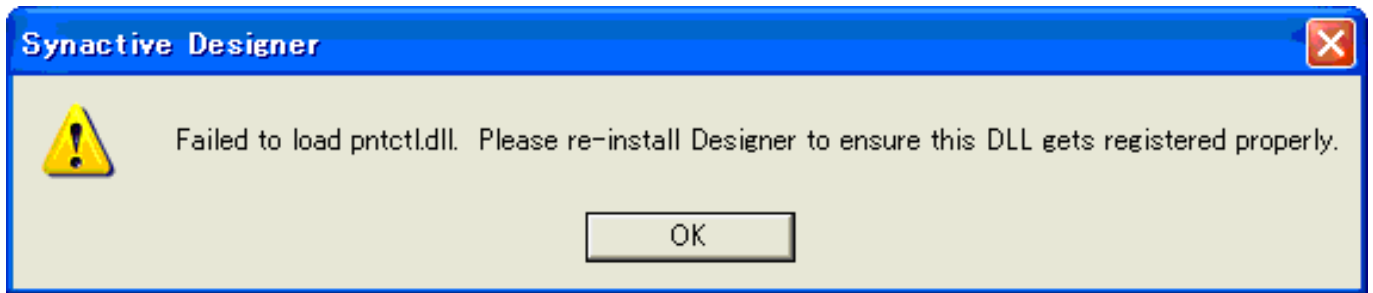


Designer Troubleshooting

8.02 Troubleshoot Installing Designer

Some users may encounter an issue where the following error message appears when Designer is launched.



There are two solutions, depending if your OS is 32-bit or 64-bit. Please select the appropriate Operating system type from the list below.

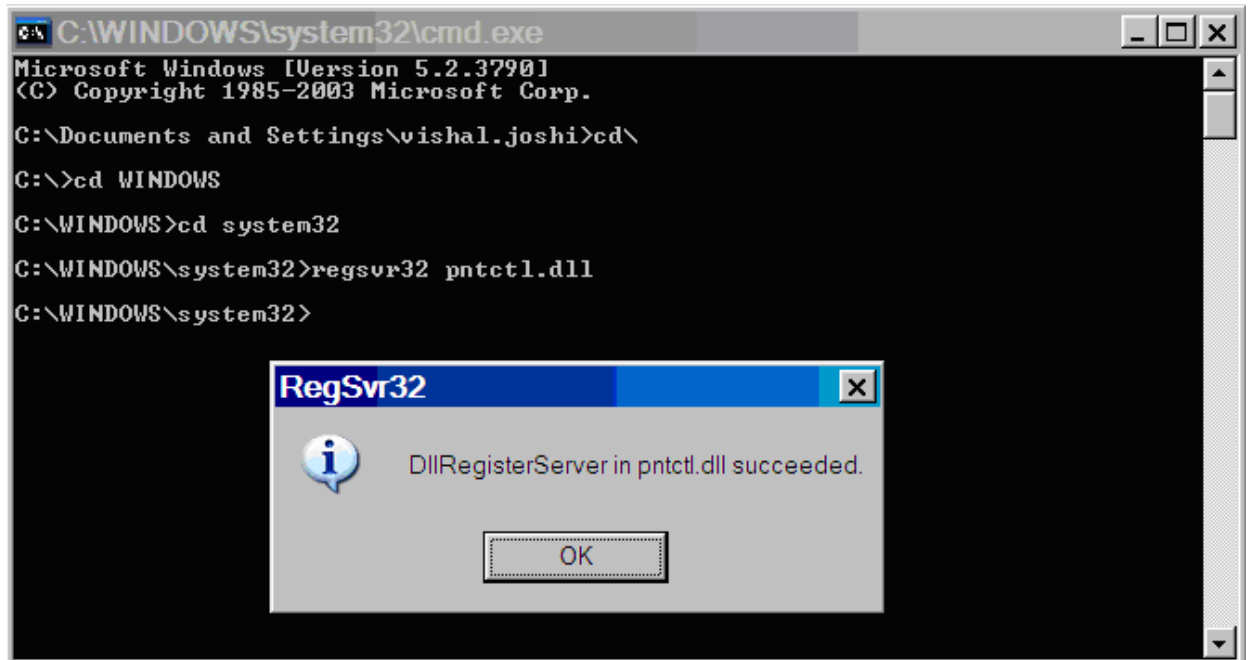
- [32-bit OSes](#)
- [64-bit OSes](#)

32-bit OSes

If your operating system is 32-bit, please do the following.

1. Launch a command prompt.
2. Type `cd\` and press the Enter key.
3. You are now at the root directory of your C drive. Type `cd WINDOWS` and press Enter.
4. You are now in the WINDOWS directory. Type `cd system32` and press Enter.
5. You are now in the system32 directory. Type `regsvr32 pntctl.dll` and press Enter.
6. The PntCtl.dll will load and the following dialog box will display when the operation successfully completes.

Designer Troubleshooting



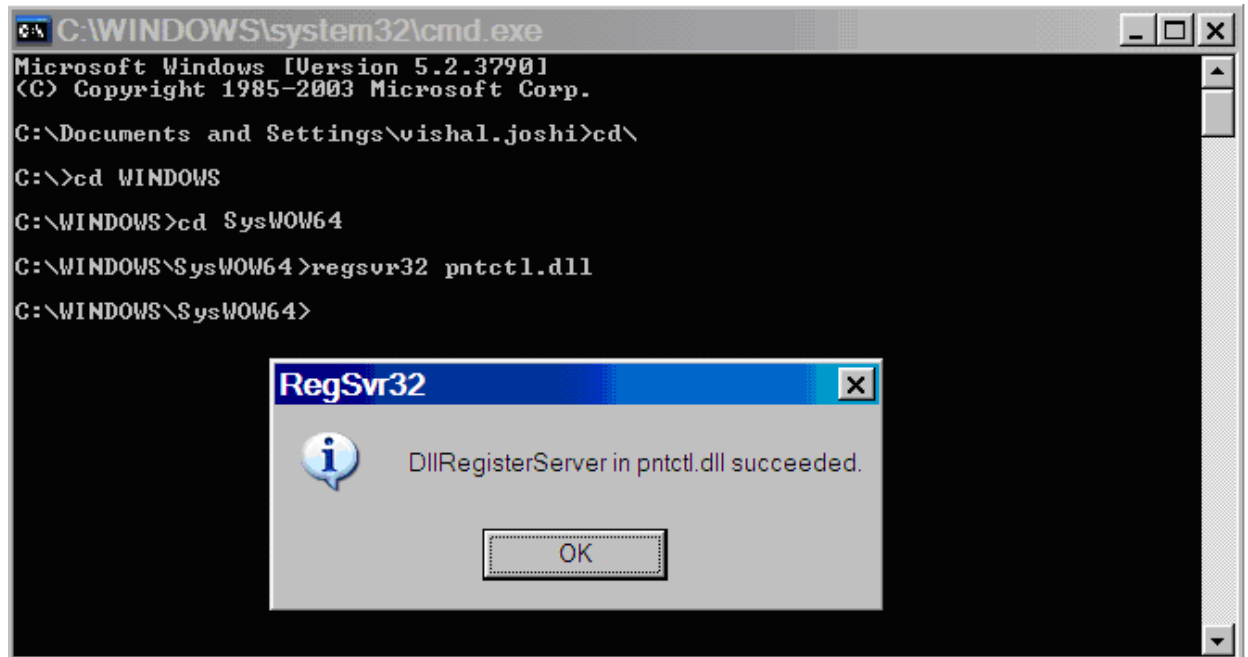
7. Re-launch Designer. The operation should now succeed.

64-bit OSes

If your operating system is 64-bit, please do the following.

1. Launch a command prompt.
2. Type `cd\` and press the Enter key.
3. You are now at the root directory of your C drive. Type `cd WINDOWS` and press Enter.
4. You are now in the WINDOWS directory. Type `cd sysWOW64` and press Enter.
5. You are now in the sysWOW64 directory. Type `regsvr32 pntctl.dll` and press Enter.
6. The PntCtl.dll will load and the following dialog box will display when the operation successfully completes.

Designer Troubleshooting



7. Re-launch Designer. The operation should now succeed.

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Author: Shilpa Sahu
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