

## MultiVapor™ Troubleshooting Tips

NIOSH has received inquiries regarding users having issues with a missing DLL file associated with MultiVapor™  
2.2.5. The below recommendations have provided success to end users regarding the missing DLL file.

### Recommendation 1 to Correct Registry Issues with the Missing DLL File:

1. Uninstall the MultiVapor™ program through Control Panel -> Programs and Features.
2. Restart the PC.
3. Install MultiVapor™ again from the web download.
4. Restart the PC prior to using the MultiVapor™ program.

### Recommendation 2 to Correct Registry Issues with the Missing DLL File (this recommendation will force the registry):

1. Open this folder location: C:\Windows\SysWOW64
2. Locate the command prompt, 'cmd.exe'
3. Right-click and choose 'Run as Administrator'
4. Type or paste (Ctrl + V) the following: Regsvr32 C:\Windows\SysWOW64\MSSTDFMT.DLL
5. Press Enter
6. Close the command prompt window

Your company's IT may want to run a System File Check (SFC) to scan and repair system files.

### Recommendation 3 from [superuser.com](http://superuser.com):

The procedure described in this blog post extracts the DLL from a tool built and distributed by Microsoft.

1. *download from Microsoft this tool for Exchange 2000, that incidentally is a VB6 program redistributed with msstdfmt.dll*
2. *run the program, extracting its contents to a folder of your choice*
3. *copy msstdfmt.dll to c:\windows\system32 if running on 32 bit OS or to c:\windows\syswow64 if running on a 64 bit OS*
4. *open a command prompt (cmd.exe) with administrator privileges*
5. *in the prompt type on **32 bit OS**: regsvr32 c:\windows\system32\msstdfmt.dll; or on **64 bit OS**: regsvr32 c:\windows\syswow64\msstdfmt.dll*
6. *now your VB6 program should start successfully*

Microsoft removed the liked page, but the library is available here [MSSTDFMT.DLL download missing file - DllDump](#)

### Recommendation 4 from [Microsoft Support Site](#) Regarding Error Code 0x8002801c:

1. *After downloading MSSTDFMT.DLL from [here](#), save it in C:\Windows\sysWOW64 folder. Stay in sysWoW64 folder and locate the file cmd.exe. Right click cmd.exe and click on "Run as administrator." The black command screen appears with C:\Windows\system32>*
2. *Type in Regsvr32 C:\Windows\SysWOW64\MSSTDFMT.DLL*
3. *Now on the command screen entry you have: C:\Windows\system32>Regsvr32 C:\Windows\SysWOW64\MSSTDFMT.DLL*
4. *Press "Enter"*