

Advanced Troubleshooting

If you are still unable to load the TX Text control after verifying that ComplianceGuardian is a Trusted Site, running the TX Text Installer as an Administrator, and verifying that the anti-virus software is disabled additional Troubleshooting will be required.

Verify that ComplianceGuardian is listed as a "Full Trust" in the Code Access Security Policy Tool (*caspol*)

The Code Access Security (CAS) Policy tool (Caspol.exe) enables users and administrators to modify security policy for the machine policy level.

1. Open a command prompt as an Administrator and navigate to
C:\Windows\Microsoft.NET\Framework\v2.0.50727
2. Execute the command: `caspol -lg` (this will list the Trusted Code Groups)
3. If you have the appropriate level of permissions to add a Code Group then you will see "Level = Machine" in the output
4. If you see the output "Level = User", re-run the `caspol` commands as an Administrator.
5. If ComplianceGuardian is not listed, manually add it by running the following command:

`caspol -addgroup 1 -url https://www.complianceguardian.com/* FullTrust -name "https://www.complianceguardian.com/*"`
6. Re-run the `caspol -lg` command to verify that the Trust has been added to `caspol`.
7. After confirming the presence of the trust close ALL open instances of Internet Explorer and try running the control again.

Special considerations for machines running Internet Explorer 11 and/or Microsoft .NET Framework 4.5 (or higher)

With the release of .NET 4.5, Microsoft changed how certain types of controls are loaded in Internet Explorer. One of these changes was to explicitly block the use of "hosted" controls like the TX Text Control. In order to allow the control to load follow the steps below depending on if the machine is running a 64-bit or 32-bit operating system. If the machine is running Internet Explorer 11 it most likely has .NET 4.5 installed as well.

Important Information from Microsoft regarding the use of the Registry Editor:

"Using Registry Editor incorrectly can cause serious, system-wide problems that may require you to re-install Windows to correct them. Microsoft cannot guarantee that any problems resulting from the use of Registry Editor can be solved. Use this tool at your own risk."

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After opening the Registry Editor you can manually check for the presence of .NET Framework 4.5 by navigating to the following registry path:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\NET Framework Setup\NDP\v4\Client\

Check the value of the "Version" key. There are also downloadable tools available online that will show the exact versions of .NET running on the machine if you are unsure.

1. If it is a 32-bit system and .NET 4.5 is installed add the following registry key:
 - a. Browse to [HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\NETFramework]
 - b. Add a new DWORD with a name of "EnableIEHosting".
 - c. Modify the key and set the value to "1"
2. If it is a 64-bit system with .NET 4.5 installed add this key instead:
 - a. Browse to [HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\NETFramework]
 - b. Add a new DWORD with a name of "EnableIEHosting".
 - c. Modify the key and set the value to "1"
3. If the machine has one of the following keys in place – delete it.
 - a. 32-bit Windows: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Internet Explorer\ActiveX Compatibility\{00000000-0000-0000-0000-000000000000}
 - b. 64-bit Windows (32-bit IE):
HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Internet Explorer\ActiveX Compatibility\{00000000-0000-0000-0000-000000000000}
4. Close ALL open instances of Internet Explorer. **NOTE:** In certain circumstances the entire machine may need to be restarted.