

## OLE Error when inserting graphics into WordPerfect + Presentations won't launch

- WordPerfect Office Suite
- WordPerfect Home & Student

## **Symptoms**

User receives OLE error when inserting a graphic into WordPerfect.

User cannot open Presentations. When pressing Alt+Tab after trying to open Presentations, they see an error message on the Alt-Tab rotation, but cannot make the message come onto the screen.

Error message says that the registry entries for Presentations are damaged and to reinstall Presentations.

## Cause

Damaged software prevents the insertion of graphics into WordPerfect and the use of Presentations.

## **Resolutions:**

Method 1) Attempt a repair via Apps:

- 1. Press Win+X
- 2. Choose Apps & Features, wait for the list to populate
- 3. Click on WordPerfect Office
- 4. Click on Uninstall
- 5. Click on Uninstall again
- 6. Choose Repair, click Next.
- 7. Follow the on-screen prompts.
- 8. Retry WordPerfect and Presentations.

If this method does not work, close setup and proceed to method 2. If it does work, skip method 2.

Method 2) Repair from Command Prompt:

- 1. Click start
- 2. Type cmd
- 3. Right click on Command Prompt in the search results, select "Run as administrator"
- 4. Type the following and press enter: cd "C:\Program Files (x86)\WordPerfect Office 2021\Setup"
  - 1. NOTE: This path may differ if you're using a version of WordPerfect other than version 2021!
- 5. Type the following and press enter: setup.exe /qn /f
- 6. Open Task Manager by pressing Ctrl+Shift+Esc on the keyboard.
- 7. If you see Show more in the lower left, click it.
- 8. Click Details at the top.
- 9. Locate Setup.exe in the list. Wait for it to exit/finish.
- 10. When Setup is done, retry WordPerfect and Presentations.