

# *Service Bulletin*

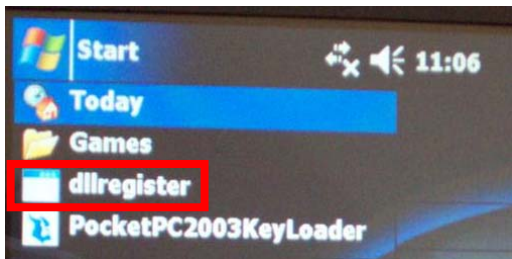
To: All EFJohnson® Customers, Dealers, and EFJohnson Associates

Subject: Subscriber Management Assistant (SMA) Keyloader Error

Recently a customer reported an error while saving a newly created database in the EFJohnson SMA keyloader. This bulletin addresses the error and provides the user with the recommended method to handle this issue.

While attempting to save a newly created database file, the customer received the following error message: “CoCreateInstance.” This error is a result of a register error with the SMA.

In order to correct the problem, the dynamic link library (.dll) files need to be re-registered for the keyloader program to function correctly. On the main screen, tap **Start>dllregister**.



Two error screens will be displayed (one after the other) and should be ignored by tapping OK on the top right of the error message.

You will then get a “Setup Successful” screen. Tap **ok**.

The SMA will now function correctly.

For Questions regarding this Service Bulletin, please contact EFJohnson at 1-800-328-3911 press 3

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