Support

When I double-click the icon or shortcut to run the program, I get this error: "The procedure entry point..."

Q: When I double-click the icon or shortcut to run the program, I get this error: "The procedure entry point... ?stripWhiteSpace@QString@@QBE?AV1@XZ could not be located in the dynamic link library QtCore4.dll."
A: There was an issue during installation that caused the Install Shield Wizard not to properly install your software. In some cases this occurs because the user may have permissions to install software, but may not have permissions to make changes to the System Properties > Advanced > Environment Variables > Variable Name: Path as the shorcut that you have double-clicked is looking for ".\Common\Libraries", try putting this into your Path separated by a semi-colon ; to see if it solves your issue. You may also want to temporarily disable your anti-virus as this may give the installer issues during installation.
Otherwise, we have workarounds below:
Please find your product below and follow the workaround steps. This is the fastest way to fix the issue. Otherwise you may uninstall your product, delete the home product (DonJohnston or Read:OutLoud University) folder and install your product again. Make sure that you are logged in as an Administrator and that your anti-virus, anti-malware, anti-spyware, etc. are temporarily disabled when installing and uninstalling. This fix may also fix the following error: "Read:OutLoud has encountered a problem and needs to close."
Read:OutLoud 6, Draft:Builder 6 and Write:OutLoud 6:
1. Click Start.
2. Click My Computer.
3. Go to this location: C:\Program Files\DonJohnston\SOLO\Applications\Common\Libraries
4. Copy all the .dll files in this folder then go back to this location: C:\Program Files\DonJohnston\SOLO\Applications
5. And paste all of the .dll files you copied into this folder.
6. You should now be able to launch Read:OutLoud 6, Draft:Builder 6, Write:OutLoud 6.
Read:OutLoud University edition:
1. Click Start.
2. Click My Computer.
3. Go to this location:C:\Program Files\ReadOutLoud University\SOLO\Applications\Common\Libraries
4. Copy all the .dll files in this folder then go back to this location: C:\Program Files\ReadOutLoud University\SOLO\Applications
5. And paste all of the .dll files you copied into this folder. This should take care of the error you are seeing.
6. You should now be able to launch Read:OutLoud University edition.

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