Please note, you undertake these steps at your own risk. Crick Software is not responsible for any damage that may occur to your computer.

This guide is for people with these products:

- **Clicker 6**
- **Clicker 7**
- **WriteOnline**
- **DocsPlus**

You may receive a **SAPI5** error message when trying to launch your product, or it may not launch at all.

The issue is probably caused by one or more faulty speech engines belonging to other programs. These programs may still be installed, or they may have left behind registry folders when they were uninstalled.

To identify the cause of your issue, please follow these steps:

1. Hold down the **Windows** key on your keyboard and press **R**. In the window that appears, type **regedit** and click OK to launch the Windows Registry Editor.

2. In the folder tree on the left, navigate to:
   HKEY_LOCAL_MACHINE\Software\Microsoft\Speech\Voices

   If your Windows is **64 bit**, you may need to repeat this guide for this location too:
   HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Speech\Voices
   (If the **Wow6432Node** folder does not exist, your Windows is **not** 64 bit)

   The **Voices** folder contains two folders named **TokenEnums** and **Tokens**.
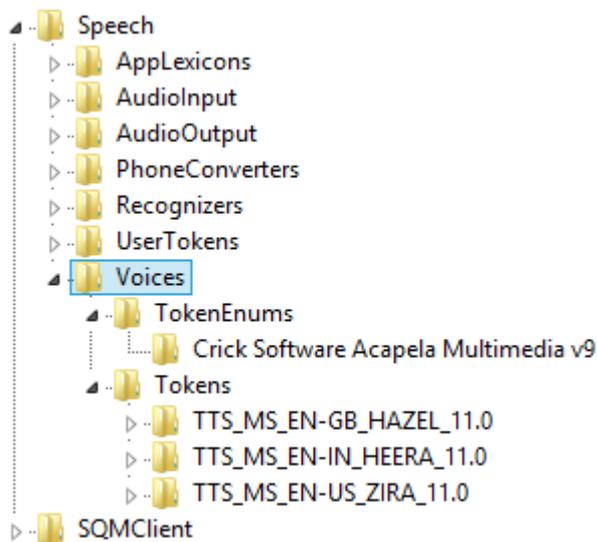
Example: Clicker 7 installed on Windows 8

3. Make a backup: right-click the **Voices** folder, choose **Export**, and save the file somewhere safe (e.g. your Desktop) with a suitable name.

4. Open the **TokenEnums** folder.

    It should contain a folder named **Crick Software Acapela Multimedia**. The version will depend on your product:

Folder	Used by
Crick Software Acapela Multimedia <mark>v6</mark>	Clicker 5, old WriteOnline versions
Crick Software Acapela Multimedia <mark>v8</mark>	Clicker 6, WriteOnline
Crick Software Acapela Multimedia <mark>v9</mark>	Clicker 7, DocsPlus

    If you see a folder for another version of Clicker / WriteOnline:

    a) Ensure that the other version has been uninstalled.

    b) If it has, but the folder remains, right-click it and choose **Delete**.

    c) Minimize the Registry Editor and test whether your product now launches correctly.

5. If the issue persists, are there are other folders in **TokenEnums** besides the **Crick Software Acapela Multimedia** folder?

    If so, for each folder at a time:

    a) Right-click the folder and choose **Delete**.

    b) Minimize the Registry Editor and test whether your product now launches correctly.

    If deleting a certain folder solves your issue, proceed to **Step 7**.

    Otherwise, if the issue persists after deleting all folders in **TokenEnums** <u>except</u> the **Crick Software Acapela Multimedia** folder(s), proceed to **Step 6**.

6. Open the **Tokens** folder.

    Depending on your Windows version, it may contain these folders:

Folder	Used by
MSSam	Windows XP
MS-Anna-1033-20-DSK	Windows Vista, Windows 7
Folders beginning with "TTS_MS_"	Windows 8, Windows 10

    Are there other folders in **Tokens** besides these?

    If so, for each folder at a time:

    a) Right-click the folder and choose **Delete**.

    b) Minimize the Registry Editor and test whether your product now launches correctly.

    If deleting a certain folder solves your issue, proceed to **Step 7**.

    Otherwise, if the issue persists after deleting all folders in **Tokens** <u>except</u> the Windows ones, proceed to **Step 8**.

7. If your issue stops after deleting certain folder(s), then you have found the cause(s).

    a) Run the **backup file** you saved in **Step 3** to restore all deleted folders.

    b) Back in the Registry Editor, **delete only the problematic folder(s)**, leaving the rest intact.

    Please note: if the program that the folder(s) belong to is still installed, the deletion may affect its speech capabilities.

8. If the issue persists, remember to repeat all steps if your Windows is **64bit** (see **Step 2**).

If the issue persists after following this guide, then unfortunately, your issue isn't straightforward to solve.

If possible, the best course of action is to transfer your product license to another computer instead. To do this, uninstall your product, and then contact Support with your serial number to request the transfer.

Contact Support:

www.cricksoft.com/support/contact