Frequently Asked Questions

Error "Class not registered" or "cannot start Jet Engine"

Introduction

When trying to start BSI software you receive the error "Class not registered", "Cannot start Jet Engine", or other errors related to the file dao350.dll. Additionally, if the application is able to start, you do not have access to the audio library or are unable to open SoundHound.

Manual Installation for DAO350.dll file in 64-bit environment

In some cases of 64-bit Windows 7, 8 and 10 operating systems, the installation and registration of dao350.dll is blocked, either by anti-virus software or by Windows itself. BSI applications like Simian and WaveCart require the 3.5 version specifically for building an audio database as newer versions (3.60 / dao360.dll) are not backwards compatible. If you are receiving errors "class not registered" or "cannot start Jet Engine", then you will need to manually register the DAO350.dll file
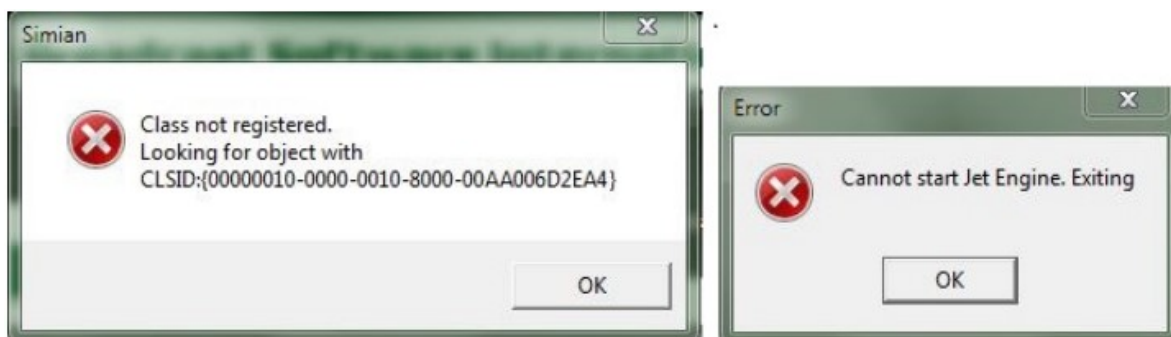

Figure 1 - Common error messages due to missing or unregistered DAO350.dll

To manually install this component perform the following steps:

1. Verify the dao350.dll file is located in the following folder: **C:\Program Files (x86)\Common Files\Microsoft Shared\DAO**

> NOTE: If you are experiencing this issue on a 32-bit OS, the location of the file is: **C:\Program Files\Common Files\Microsoft shared\DAO**.

If the file is not present on your system, a copy can be downloaded from https://www.bsiusa.com/downloads/DAO350.DLL and then moved to the folder specified above.

Figure 2 - Folder location of DAO350.DLL

2. After saving the file to the proper location, go to the Windows Start menu (left click in Windows 7 or right click on Windows 8.1 or click in the search box next to the Windows Start menu button in Windows 10) and use the Search feature to search for: cmd
3. The cmd.exe (a.k.a Command Prompt) application will be found.
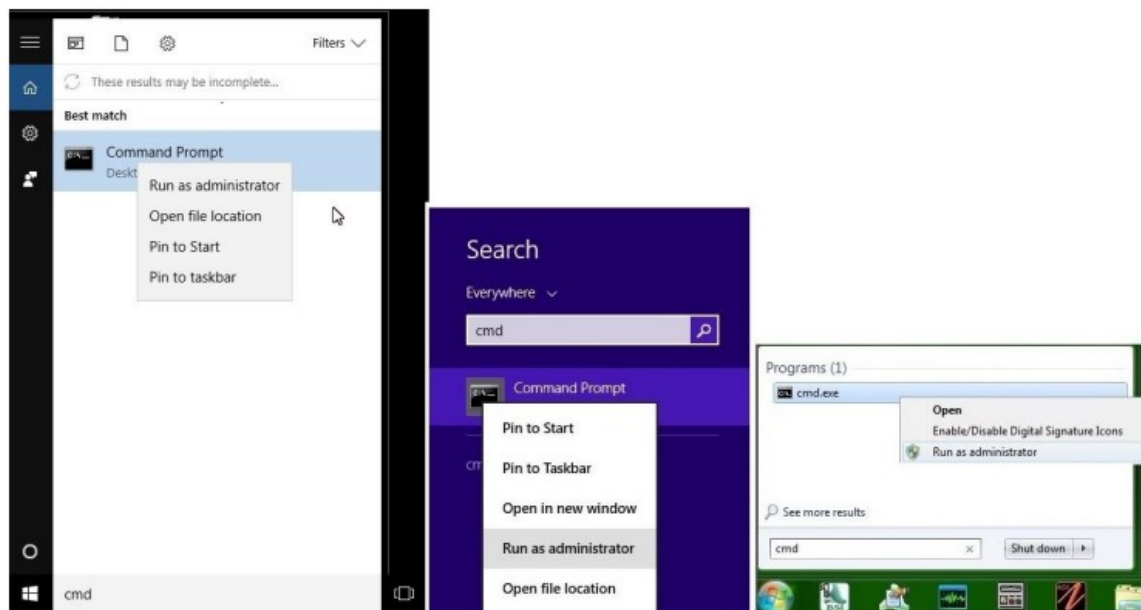4. Right click on the cmd.exe result and choose Run as administrator.

Figure 3 - Windows 10, 8 & 7 searches for Command Prompt "cmd" with right click menu option Run as administrator being selected

5. At the command prompt, type: `cd \windows\syswow64`
6. Press the **Enter** key.

7. On the next line, enter the following: **regsvr32 "C:\Program Files (x86)\Common Files\Microsoft Shared\DAO\DAO350.DLL"**
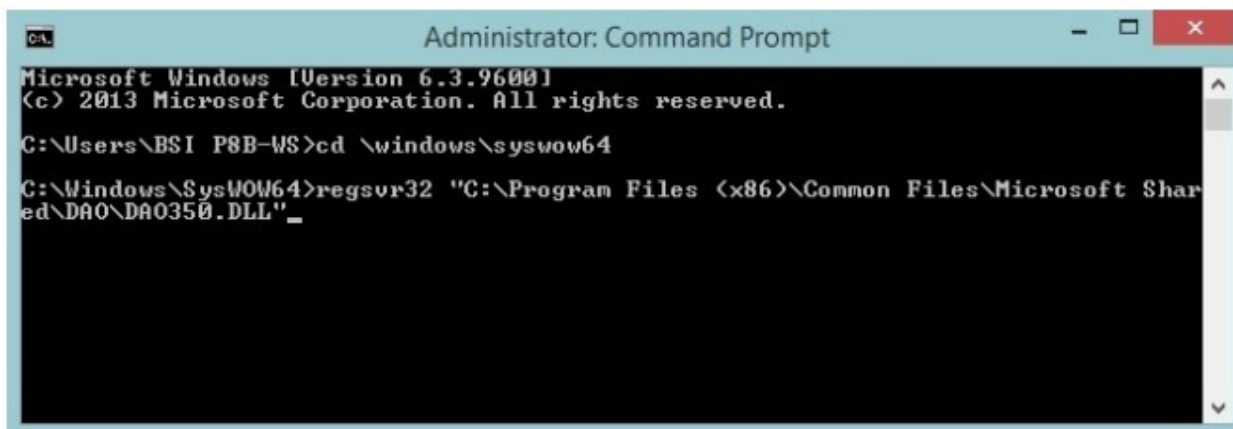8. Then press the **Enter** key

Figure 4 - Getting the correct syntax in the regsvr32 command is important. The word wrap is OK.

9. When all the steps are followed and entered correctly, as shown in Figure 4, you will receive the RegSvr32 succeeded message, as shown in Figure 5.
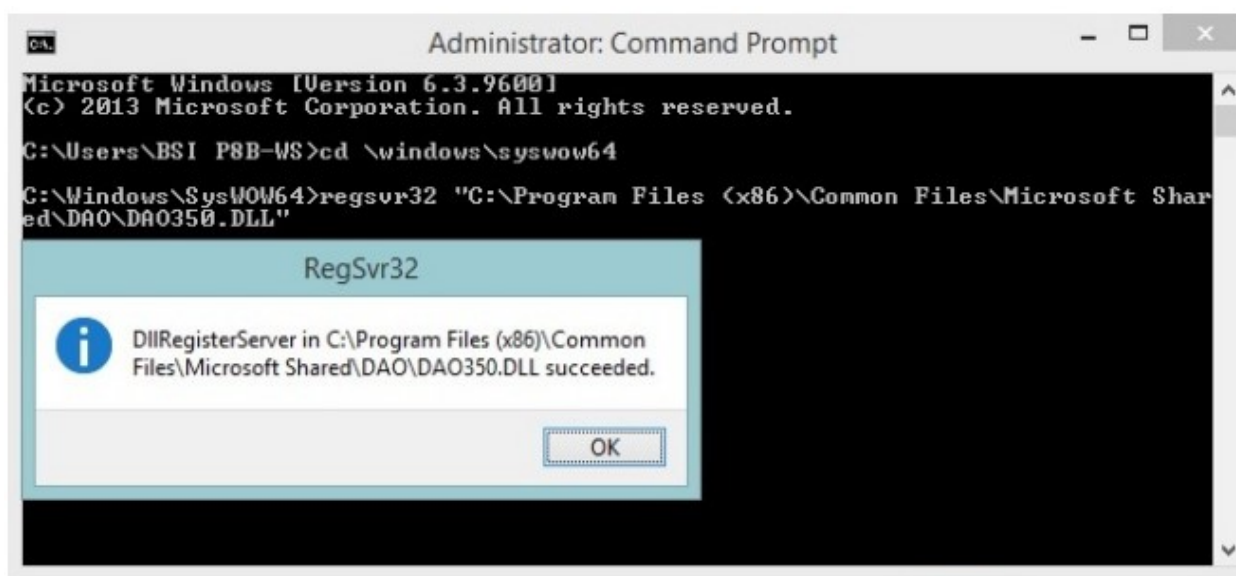

Figure 5 - Success.