



COLUMNISTS

*ChessBase  
Cafe*

Steve Lopez



## Fritz 10 Installation Issues

User feedback for *Fritz10* has been overwhelmingly positive; however, a few have experienced a glitch or hiccup with the program's installation process. This month we'll address the most prominent of these concerns.

The first item deals with installing *Fritz10* on *Windows XP* machines. Some users were unable to complete the installation because of a "missing .dll file." It took a while to track this one down (and my thanks go out to Mark Warriner for his invaluable help), but the answer's actually pretty simple: *Windows XP Service Pack 2* is required to install and run *Fritz10*. So you'll need to upgrade your operating system to the latest version before trying to install and run *Fritz10*.

Those who have tried to install the program to a laptop or notebook computer sometimes receive an error message about the inability to open a particular .cab file (the exact file name varies). Well, one customer circumvented this by installing *Fritz 10* via an external DVD drive. This leads me to believe that the problem is likely caused by a misaligned DVD drive or one with a dirty lens. So try cleaning the drive's lens (there are a number of products that do this, most often through use of a special disk-mounted brush) and check the *Fritz10* DVD for any physical damage (scratches, etc).

Some users reported a problem with the chess fonts being too large when they printed a gamescore, but ChessBase has already released a service pack to fix this problem. You can download the service pack by logging onto the Playchess server (see the print documentation accompanying your *Fritz10* DVD), going to the Help menu, and selecting "Query upgrade." When you see a box that says "Update now," click that button to launch the Setup Wizard and follow the prompts. The service pack file is about 5MB in size (approximately a 15 minute download via dialup at 56.6 kps). If the service pack installs properly, you'll see the *Fritz10* splash screen appear with a separate message box reading "Internet Update OK."

You can also manually download the service pack file [here](#), and then place it into the folder:

**C:\Windows\Application Data\ChessBase\Updates\**

If you don't have an **\Updates** folder at that location, just create one manually. After the file has completely downloaded, you'll need to run the *IUPgrade.exe* program to install the service pack. If you used the suggested default folder for your *Fritz10* installation, the file will be found here:

**C:\Program Files\ChessBase\ChessProgram10**

Otherwise it will be located in the folder you originally specified for *Fritz10's* installation. When you run the *IUPgrade.exe* file, you'll see the "Update now" button appear on your screen. Click it and follow the prompts as described above for an online upgrade.

Finally, for users like myself, who are still running *Windows ME*, it is possible to run *Fritz10*, albeit with some potential risks. For those adventurous enough to try, you will need to download a particular .dll file in order to make *Fritz10* work.

First, though, my usual caveat about third-party software:

- ChessBase GmbH, **ChessCafe**, and I accept no responsibility or liability for any problems or damages that may occur when running third-party programs, files, or utilities;
- ChessBase GmbH, **ChessCafe**, and I offer no technical support (beyond this article) for any of the third-party programs, utilities, files, and procedures that may be mentioned in this article;
- As with any third-party software downloaded from the Internet, you should virus scan all files **before** you run them, **and make sure your anti-virus program's AV signature files are current and updated!**

Now here's the solution. You'll need to do an Internet search and download the file **gdiplus.dll**. It doesn't come with *Windows ME*, but it can be added to that operating system. Next copy the file into your **\Windows\System** folder, exit all running programs, and reboot your computer. You should then be able to run most *Fritz10* functions without any problems. (I've experienced two glitches that may or may not be *WinME* related).

The vast majority of *Fritz 10* users will have no trouble installing and running the program, but for those few that do, these tips should get you past the most frequently encountered problems.

Until next month, have fun!

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All the ChessBase software described by Steve in this column, as well as many more ChessBase programs, are available in the [ChessCafe Online Catalog](#).

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***Steve wants your questions!! Send it along and perhaps it will be answered in an upcoming column. Please include your name and country of residence. [Yes, I have a question for Steve!](#)***

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