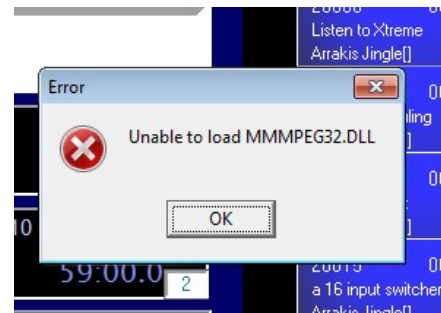


System – mmmpeg32.dll error

Symptoms:

The Digilink-Xtreme doesn't play audio files (MP3 audio files) and comes up with a message "Unable to load MMMPEG32.DLL." It looks as though audio is playing but there is no audio.

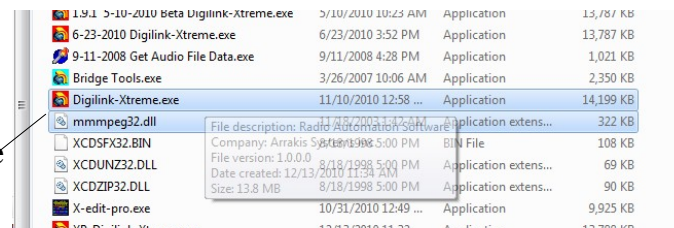


Solutions:

This error happens when the Digilink-Xtreme.exe program is not in the same folder as the mmmpeg32.dll. Both the Digilink-Xtreme.exe and the mmmpeg32.dll should be inside the Arrakis folder on the C: drive.

This most commonly occurs when the user has opened the program from the desktop. To correct this issue:

- 1) open the **C:** drive
- 2) open the **Arrakis** folder
- 3) inside here should be the **Digilink-Xtreme** program and the **mmmpeg32.dll**
- 4) if the **Digilink-Xtreme.exe** is on the desktop, then drag the program into the [C:/Arrakis](#) folder
- 5) to create a true shortcut on the desktop, right click on the Digilink-Xtreme.exe inside the [C:/Arrakis](#) folder and select **Send to – Desktop (create shortcut)**



The key to correcting the mmmpeg32.dll error is to make sure that both the most recent version of the **Digilink-Xtreme.exe** and the **mmmpeg32.dll** are inside the [C:/Arrakis](#) folder.

If you have lost the Digilink-Xtreme.exe software or the mmmpeg32.dll, then go to: <http://arrakis-systems.com/user-software.html>

Digilink-Xtreme.exe - may be found in the **2) Individual Software** section
mmmpeg32.dll - may be found at **Arrakis Software Support Files.zip**