

# Installation of SuperSMITH® and Troubleshooting guide on a Windows 10/11 Computer

06 Nov 2025 – Carl Tarum

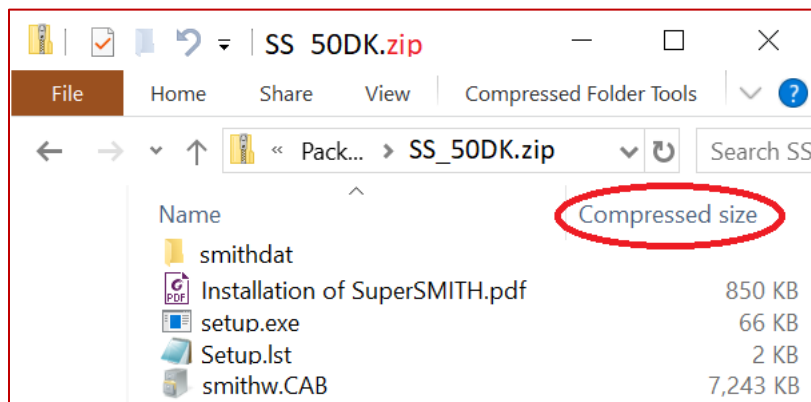
These instructions also apply for Windows XP, 7, Vista, 8.x, but some screen shots may appear different. This document includes the following Steps (Click below to jump to page):

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## Step 1: UNZIP and put the files where you can execute them.

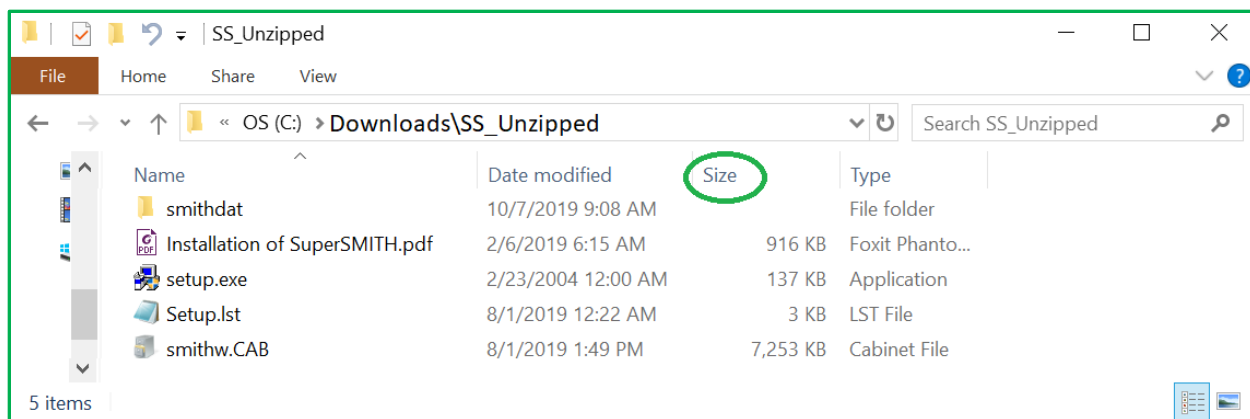
You may download or receive a ZIP file with the SuperSMITH® installation files.

<https://bathtubsoftware.com/demo> .It may look something like this:



If you start setup.exe from a zipped directory, it will fail as it won't recognize the other zipped files. Note the "Compressed Size" in the directory.

The first thing is to unzip the files, or copy them to an unzipped directory, and use your virus scanner to check them for any virus that may have infected the download.



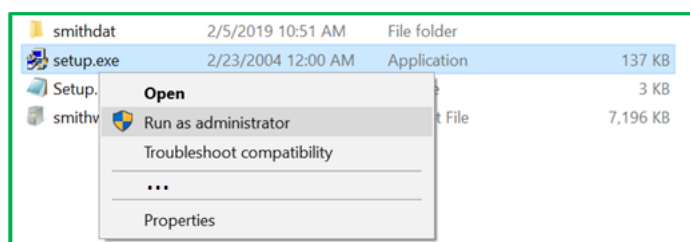
Note: autorun.inf was used for installation from a CD. Many corporate applications block autorun.inf, and it is no longer included in the distribution. If you have an older installation file, it is not necessary to copy autorun.inf. Note that the Zipped directory has the word “Compressed”, while a normal directory will list date modified and type for column headers.

### Step 2: Do a cold restart and log in as an administrator.

**Wait for any startup programs like drive mapping or antivirus updates to complete.**

If a file is in use when the Setup file starts to use it, the install will fail. For example, if you have another program that is using the same rich text control that SuperSMITH uses, the setup will fail. A cold restart (Shut computer off, count to 10 after all lights go off, turn computer on.) will minimize these issues.

### Step 3: Right Click setup.exe, and Run as administrator.

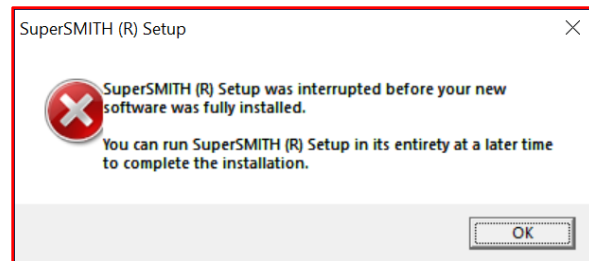
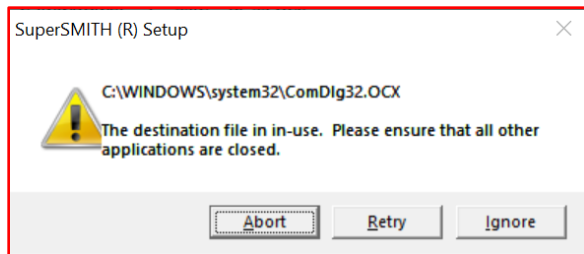


You are already logged in as administrator, but some corporate policies require you to select “Run as Administrator” for added security. (For one customer, it was necessary to click on Properties, compatibility, and check the box “Run as Administrator” as well, but this checkbox is usually not necessary.)

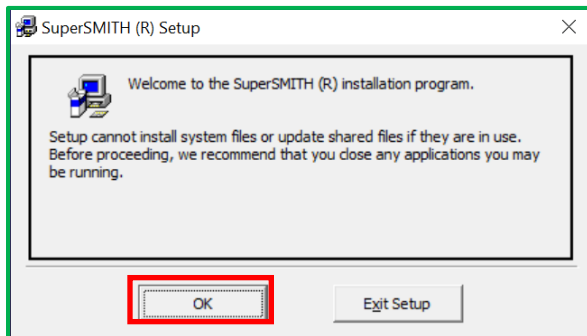
You will get a pop-up box asking if it is OK to run as administrator. Select “Yes”.

### Step 4: Install the program

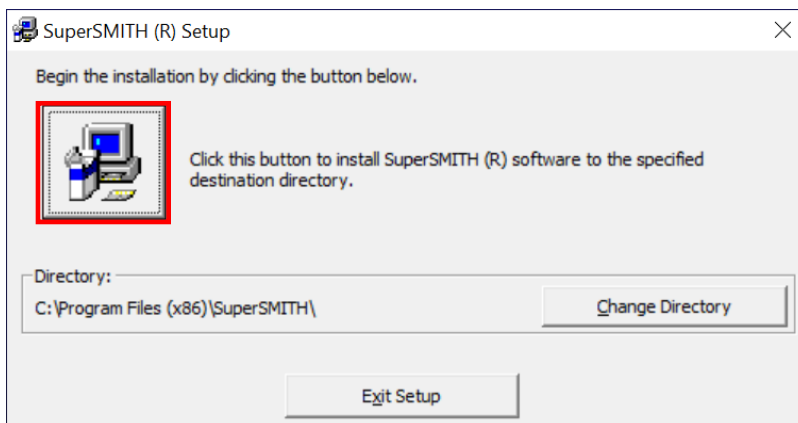
There will be a series of boxes to install the program. If you get boxes like the following, you probably had another program open. In the case of the two boxes below, a program that used the common dialog box was open. (Even though it wasn’t looking for a file to open at the time)



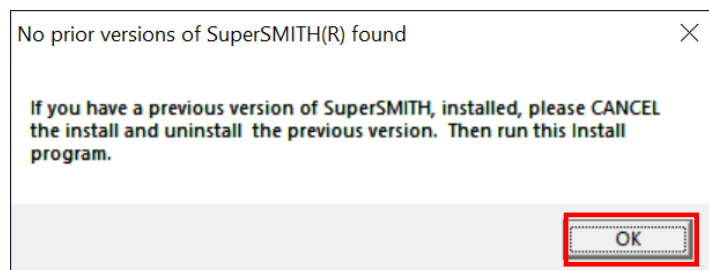
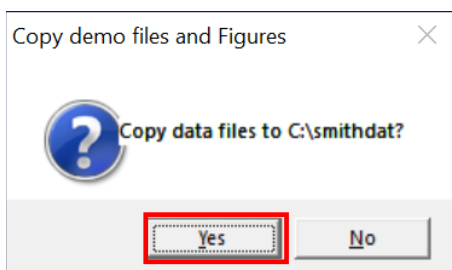
Normally, you should see this box pop up:



Click OK.

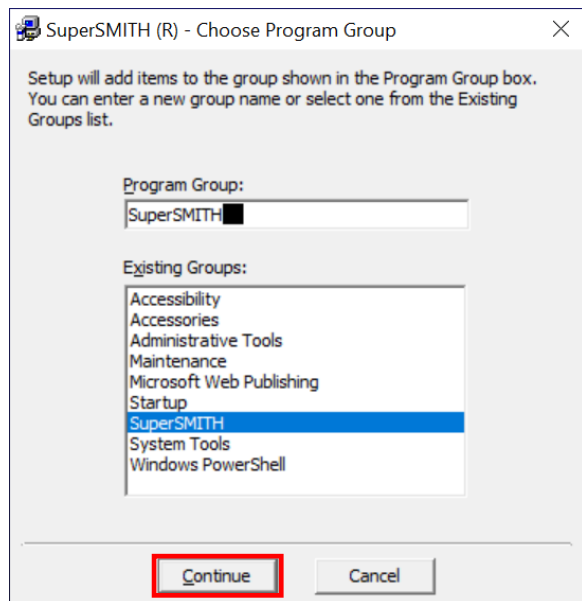


You can change the directory for the program files, but the default location is recommended. Click the large icon (marked here with a red box) to continue.

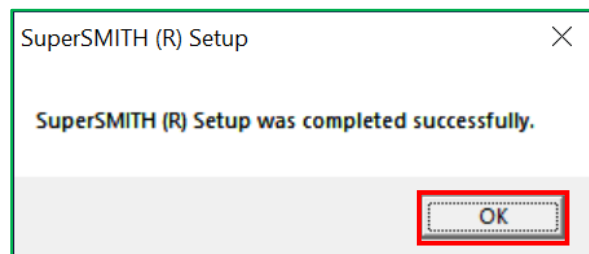


Usually click "Yes" to copy sample data files to your hard drive for easier reference. If you are taking a class, you will need these files for class work.

The install will remove a typical prior installation. If you have a prior installation, and you get the “No Prior versions found” box, you should cancel the installation, and remove the prior versions manually. If this is the first time installing SuperSMITH, there will be no prior versions, and you can click “OK” and the install will continue.



This is the default program group. Normally you will just select “Continue”



This will indicate that the setup was successful.

### Step 5: Add icons (If needed)

In most cases, the installation will add a SuperSMITH directory to the start menu. Sometimes corporate computer policy will block the addition of this on the start menu. In that case you may need to manually add shortcuts.

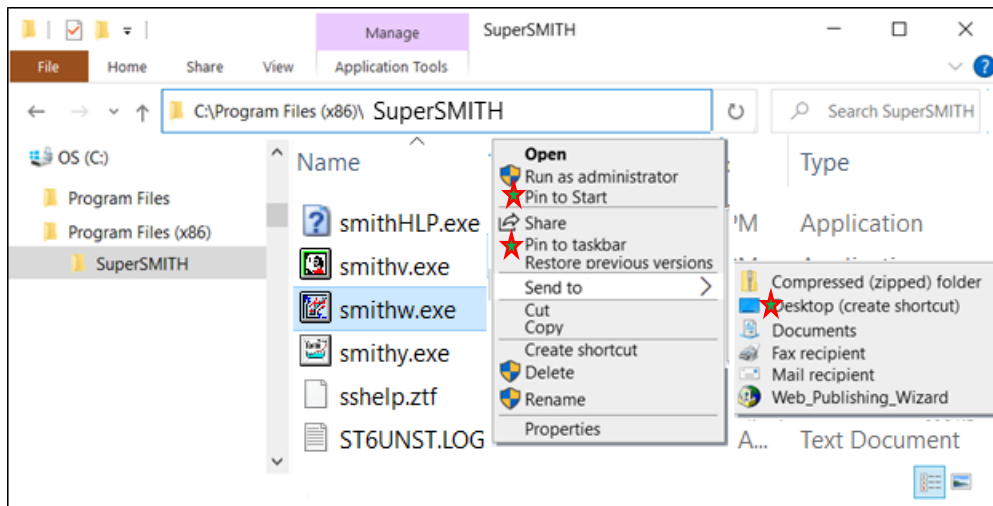
In File Explorer, navigate to the installation directory, usually

C:\Program Files (x86)\SuperSMITH [For 64-bit machines]

C:\Program Files\SuperSMITH [For 32-bit machines]

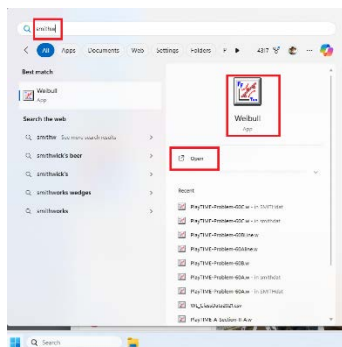
RIGHT-Click Smithw.exe. You will have options to pin to start, pin to taskbar, or send a shortcut to the desktop, as marked with stars. ★

Note: Smithv.exe, Smithy.exe, and SmithHlp.exe can be called from Smithw.exe (See graphic under Step 6), so it is your preference if you want to add shortcuts for them.



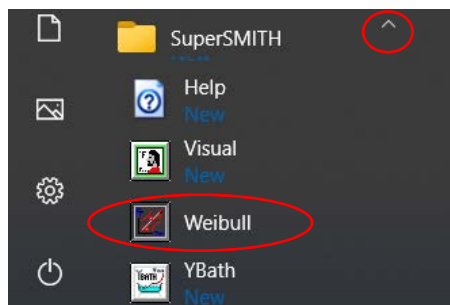
Starting with 6.0AP (Apr 2024), a shortcut and a short batch file is included in the program directory. If the program doesn't install a shortcut, you can RIGHT Click on MakeShortcut.bat, and select "Run as administrator" This will copy the shortcut link to your c:\users\public\desktop\ directory, where the shortcut will appear for all users. You can also include this line in the quiet install section shown later in this document.

## Step 6: Check the program



**Windows 11:** Click Start, then enter **Smithw** in the search path. Select the Weibull App.

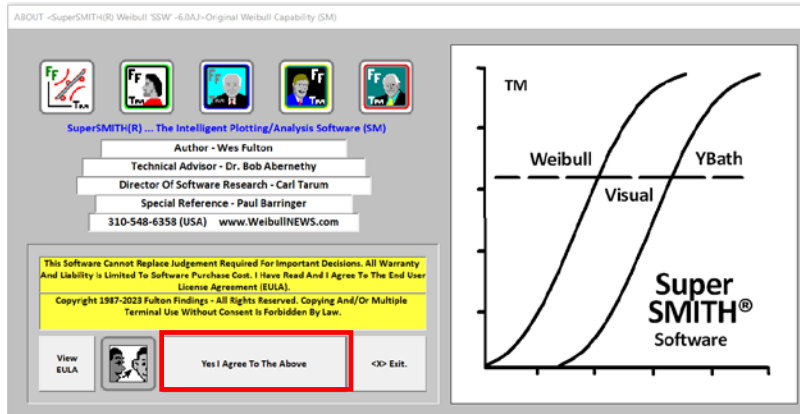
If you have a desktop icon, you can select it to load SuperSMITH Weibull.



**Windows 10:** Go to the SuperSMITH group, and select Weibull. Click the Windows Start button, scroll down to SuperSMITH. You may need to click the down arrow to expand it, then select "Weibull"

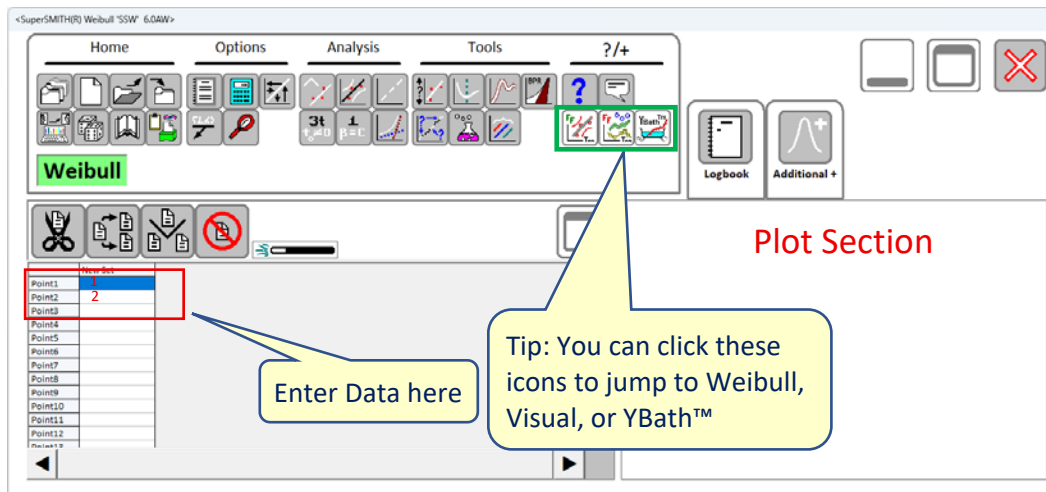
Note: Later, you can right click "Weibull" and select Pin to Start, or Send to Desktop to create shortcuts for easier access

You should see a splash screen like this:



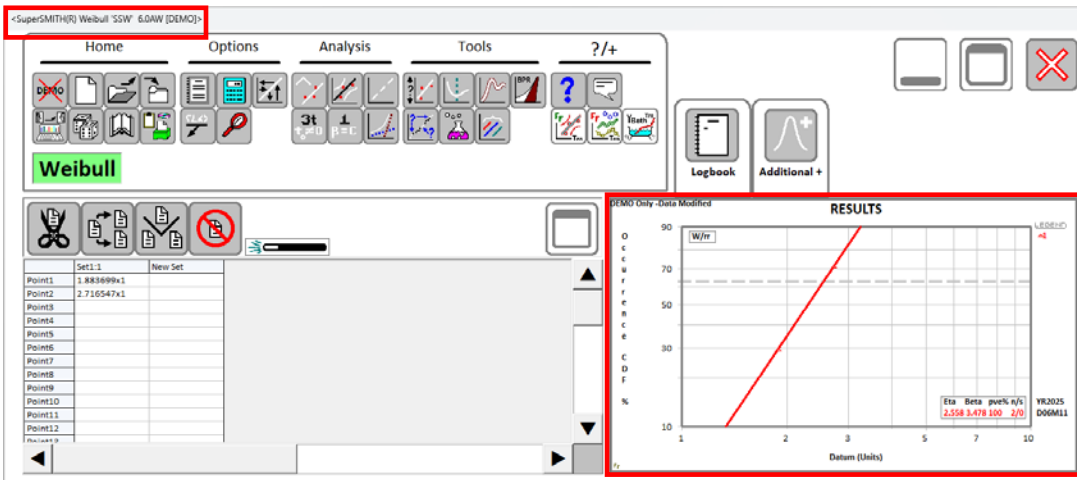
You can click “View EULA” to view the End user License agreement. This will display on the right hand side of the screen. You can also click the “talking heads” icon to change the language, (Although the EULA is English only.)

Click “Yes” to agree, and you should see a screen like this



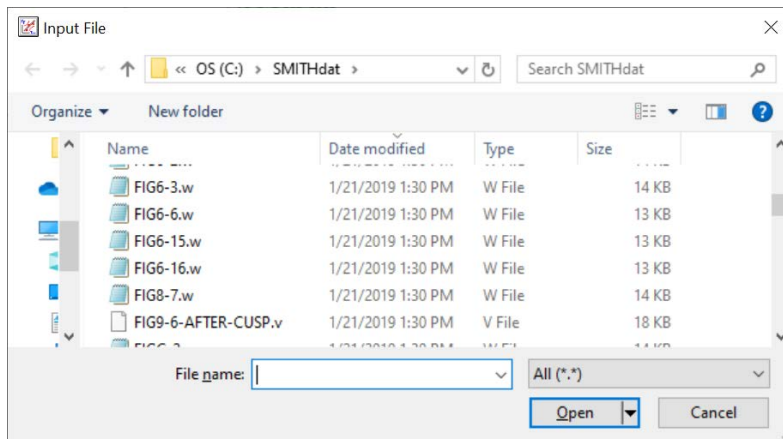
Where it says “Point 1” type a “1”, press enter, then “2”, and press enter. The program will add the “x1” and move down a row after each entry.

Move your mouse over the plot section, which is the large white square on the graphic above. SuperSMITH should generate a plot, and it should look like the screen shot below. You can click once on the plot to make it full screen, and then once again to take it back to this size



If you are in DEMO mode, the word “DEMO” will appear in the caption and at the top of the plot. Your data will also be modified slightly.

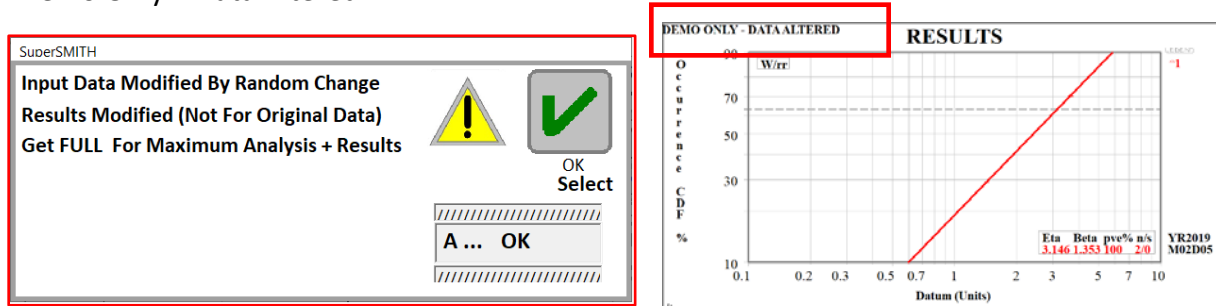
The installation should also install some data files which are useful for reference and for the class. On the screen above click the third icon from the left, and navigate to the “C:\smithdat\” directory and open a file with a .w extension.



If the SMITHdat directory does not exist, or is empty, you may not have had them installed. You can just copy the SMITHdat directory from the installation disk (No need to re-install), or you can download and copy the SMITHdat directory from our website:  
<https://bathtubsoftware.com/demo>

## Step 7: Converting DEMO to Full Mode

If you are running the DEMO mode software, you will see a box like this, and the plot will say “Demo Only – Data Altered”



The Demo mode will alter your data before doing calculations. You can see the capability of the software, but the results will not be useful. You can purchase a key by contacting Fulton Findings or Bathtub Software. You will typically get a key in an email that will look something like this: **5.0DG:ABC/Z2Q2D9+ND#Sample-jAct7uh7S47C3TgZgmY6tj-L7QE\$4**

You need to save your installation files and this key. We recommend burning to a CD and saving the e-mail as a pdf on the CD as well. If you change your computer in a few years, the same demo installation files may not be available, and you would need to purchase a software upgrade if you no longer have the installation files and key.

Close SuperSMITH Visual, the help file, and SuperSMITH YBath™, so the only SuperSMITH program running is SuperSMITH Weibull.



In SuperSMITH Weibull, click the left most icon on the Home tab, or on the top row, which is “Demo” with an X through it.



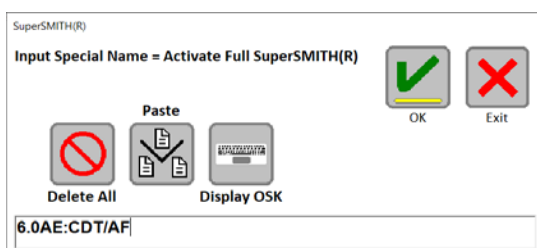
On version 6.0AK and later, you can also click the “Setup” icon, then select option

**W ... Get Special Name Information**

Note: On version 5.0DT and earlier, you clicked the “Computer” Setup icon, then clicked the “X-Demo” icon.

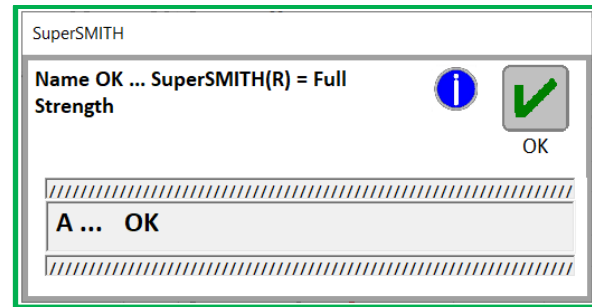
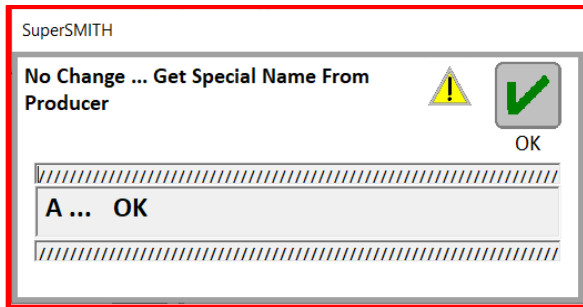


A pop-up box will appear where you can enter or paste the case-sensitive code. If you are on a touch screen device, you can tap the “Display OSK” icon to turn on the On-Screen Keyboard if desired.



You can type the code, or use the Paste button, or <Ctrl> V to paste the code if you have copied it from the e-mail. Then press the green check button. You will get one of these boxes





If you get the “No Change”, the code was invalid. Check for leading/trailing spaces on the code. Or perhaps your code was for a different demo version.

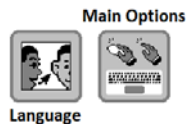
If “Name OK”, then **close SuperSMITH Weibull, and re-open it (This saves the code in the ini file)**. Then type some data points in the data grid, and click the plot. It should no longer say “Demo” in the title bar, and when you enter two points and plot them, it should not change them and it should not say “Data Altered”

Note: Once you have completed this sequence in SuperSMITH Weibull, all of the programs in SuperSMITH are converted to FULL. It is not necessary to repeat it for Visual or YBath, and the Help file does not have a separate Demo mode.

### Step 8: Customizing for touch screen, mouse, or keyboard. (Optional)





Are you a touch screen tapper, a mouse click maniac, or a keyboard commando? You can customize the interface for your style. Click the setup icon (computer with talking heads).



You have the option to change the menu language to one of 15 built in languages. The “Main Option” button will let you change the icon size, and the size of the menu bars (Bigger for a touch screen, smaller for mouse clickers.)

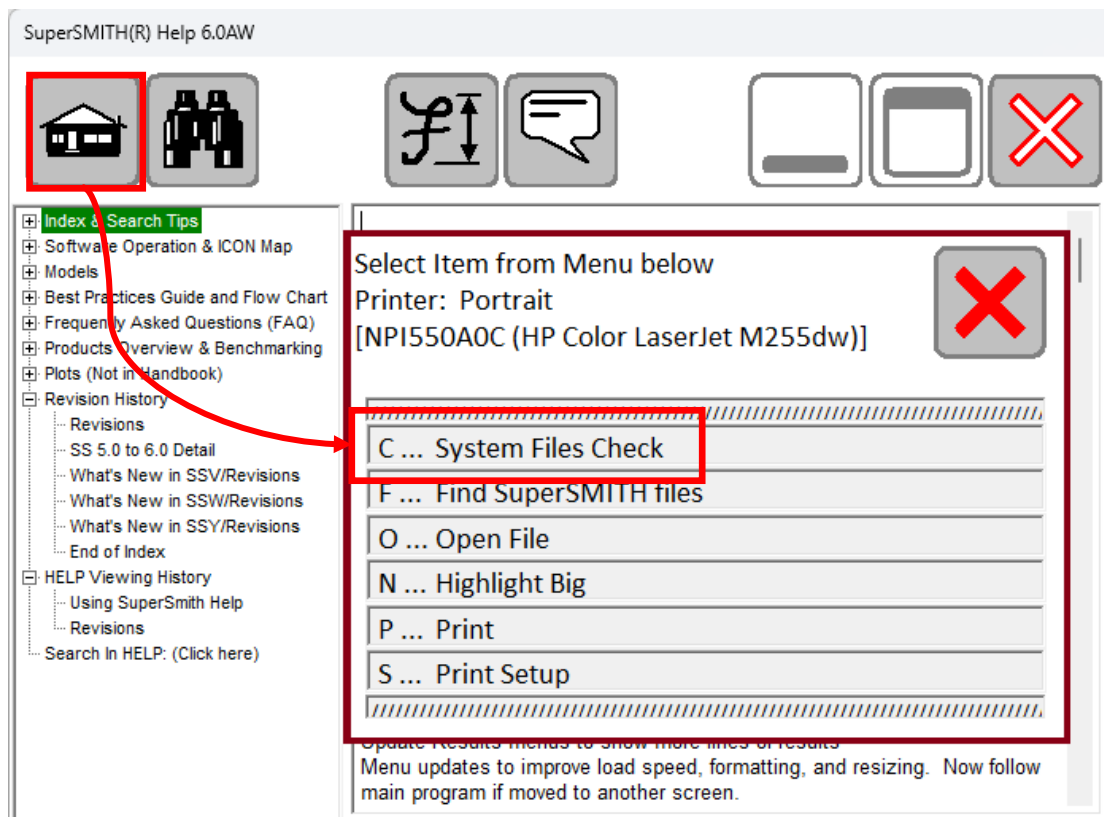
There are defaults to optimize for touch screen, or for mouse. You can also customize and save 2 presets to match your preferences. Note: If you are a keyboard commando, you can press and release the <alt> key on any menu. This will show small boxes like this: **W**. Type the letter/number to execute that item. The small boxes will turn off after 3 seconds. On Menus, scroll the mouse wheel to scroll the menu. On menus with a group of icons at the top, you can scroll the mouse wheel to scroll the icons. The keyboard arrows also scroll items.

For more information, start the Help file , click on the search icon,  and search for “Navigation”, or “First Time User”. The “Revisions” section may also be helpful for people used to prior versions.

### Step 9: Troubleshooting (If necessary)

If there is a problem during the installation, please send a screen shot of the error message. Usually these problems are due to a “Run as Administrator” issue, or trying to run the installation from within the zipped file. (One other known issue is if a directory has Unicode

characters, such as Chinese characters, or encryption, Setup1 may give Windows error code 52.)



### System Files Check:

If the program installs, but doesn't seem to be running correctly, it may be due to an old control that is maintained by Windows but has not been updated on your system. You can check this in Help. Click the Help Button, or from the start menu, click Help under the SuperSMITH group.

On the Help menu, click the "Home" Icon, then select System Files Check. This will replace the right-hand pane of the help file with several sections of data. A prompt will come up asking if you want to save this data to a file. You can enter a file name or select cancel. The top of the panel will show information, such as run date, license information, Windows version, screen resolution, and decimal separator. There is a URL to Microsoft support.

The next section shows controls that were shipped with your version of SuperSMITH, and the version that is currently installed on Windows.



The (System) controls should be the same size and date, or newer. It is possible that the time may be off by 1 to 24 hours. This is normal. System files are created at a specific time, but when a directory is processed, they are converted to local time, so depending on the location, and current status of daylight savings time, they may be off. If it is MORE THAN one day older, or IF the size is different, then the version is different and a “\*” will appear by the time of the file. You can navigate to the file in File Explorer and right click the file to check the properties to find out version numbers. System files shipped with software include: **Comctl32.Ocx**, **ComDlg32.Ocx**, **mscomct2.ocx**, **MSCOMCTL.Ocx**, **MSComm32.Ocx**, **MSFlxGrd.ocx**, **PicClp32.Ocx**, **RichEd32.dll**, **RichTx32.Ocx**, and **TabCtl32.Ocx**.

The next section is for Windows controls that are not to be distributed by developers, but are to be maintained by Windows and your IT department’s update policies. In some cases, you may have a very old control that causes issues. The best solution is for your IT department to update these files through the correct Windows Update procedures so they are consistent within your company policy. If needed, we can assist with the current files. These include: **asycfilt.dll**, **comcat.dll**, **msvbvm60.dll**, **oleaut32.dll**, **olepro32.dll**, **stdole2.tlb**, and **VB6STKIT.DLL**. The following API libraries are used: **advapi32.dll**, **gdi32.dll**, **kernel32.dll**, **shell32.dll**, **user32.dll**

The last section is a list of paths that are used by SuperSMITH®. These are listed along with the directory attributes. This will also list the entire contents of SSPaths.txt and SSWLib.ini.

For Technical support, you can send this section to us. If you didn’t save the file when the check first ran, re-run the system File Check and save the file when prompted.

### “File in Use” error

Sometimes the install will give an error about a file in use. This is usually due to another program that is still running that is using ActiveX controls required by SuperSMITH. You may check your Start-up Aps (Click Search, “Start”, and select Start up Aps.) You may wish to turn

off some apps that may be causing problems. Usually Mice, Anti-virus, drive access routines are **\*\*NOT\*\*** an issue. “Helper” files and local utility routines can be a problem. In one case it was an IT Logging utility that used a common dialog box. Before you turn something off, make sure you can turn it on again. Assistance from your local IT Support is recommended.

Another error can occur when asking for elevated privileges. The system will start setup.exe and then it will hang. You won’t even get to the Blue Install screen. You may need to use task manager to kill setup.exe or other stalled programs, then reboot your computer.

**Bad Image. Error Status 0xc0000020 Error (Local IT Support recommended.)**

Sometimes, a corrupted install (of SS or another program) or malware can damage system files. Here is a link to check and repair these files. (Note: The link wraps, but it must all be on one line in your browser.)

<https://support.microsoft.com/en-us/windows/using-system-file-checker-in-windows-365e0031-36b1-6031-f804-8fd86e0ef4ca>

In a corporate environment, check with your local IT support. Anti-virus or other programs may interpret this as a malware or pause it.

**Cannot find the source file c:...\@smithy.exe to install**

This can have many causes.

**Corrupt Download.** Try downloading again, and checking the SHA256 Hash codes. (Directions on the Demo page.)

**Leftover smithw.cab from prior install.** Delete your temp files and search for smithw.cab in another directory. If you find one other than in the install directory, delete it

**Anti-virus.** Sometimes one or more of the files will be incorrectly labeled as a threat. If the issue is Smithv.exe or Smithy.exe contact us for assistance. You may need to turn off your antivirus to install, and then let it know the files are OK.

**Step 10: Windows 2025-10 Updates. (Impacts Win10 and Win11)**

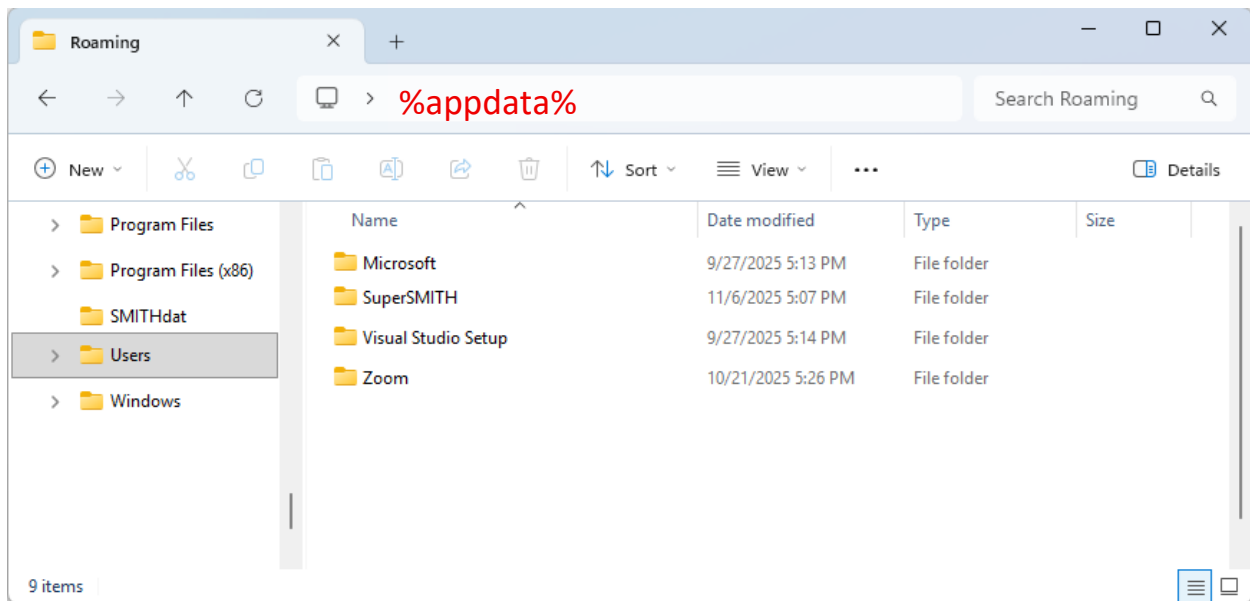
These updates impact how Windows interacts with SuperSMITH.

1. Double-click files and drag/drop files are sent to a program differently. Now they are sent in double quotes, where previously, just the text was sent.
2. Response of the DIR command, which looked for a file in a directory. Previously if a file did not exist, a blank string was returned. Now this sometimes generates an error which has to be handled by the program. SuperSMITH 6.0AW was upgraded to check for filenames in double quotes or with extra spaces. The DIR command was moved to a

separate function, and returns a blank string if a file does not exist. It will set internal flags if a drive is not available or there are other errors.

3. Some drives have write-cache enabled, and also have a Windows setting that shuts down the hard drive after a time. An issue can occur when SuperSMITH writes a file, the system puts it into cache, and then the drive goes to sleep. When SuperSMITH requests the same file, the drive wakes up, and returns what is written, but does not return what is cached and waiting to be written. SSW 6.0AW has added checks when files are closed to ensure that the full file is written to the hard drive. Some corruption checks were also added when files are opened.

**Finding the INI files.** SuperSMITH does not use the system registry, but stores things in “.ini” files. To find these, open File Manager, and enter %appdata% in the file path box. Then hit enter.



This should bring up a directory like: C:\Users\[YourUserName]\AppData\Roaming. Click on the SuperSMITH folder. That should show at least 3 files: SMITH.ini, SSPaths.txt, and SSWLib.ini. If any of these files are deleted or renamed, SuperSMITH will recreate them.

### **Corrupt SMITH.INI**

If you are directed to rename SMITH.INI, exit all SuperSMITH programs, wait 10 seconds, and then rename SMITH.INI to SMITH.old. Start SuperSMITH. You will need to reenter your license key. When accepted, exit SuperSMITH. Start SuperSMITH. If the problem is not fixed, you can exit SuperSMITH, delete the new Smith.ini, and rename SMITH.old to Smith.ini

### **Corrupt SSPaths.txt**

These are the directories that SuperSMITH uses for the program files, temporary files, and INI files. If one of the paths is corrupt, you may be prompted for a path.

### Corrupt SSWLIB.ini

This is the file for the Weibull Library. It typically has 7 or more lines, with the last line being **[End Library Definition File]**. In earlier versions, if the file was corrupted, the routine would not finish. Version 6.0AW will re-create the file if it is corrupt.

### Issues in older versions

You may have the following issues in 6.0AV or older versions of SuperSMITH. If you have these issues in version 6.0AW or later, please let us know. Some short term fixes are listed. Try the first Fix listed. If that doesn't help, try the next one. If none of the listed fixes work, contact us for technical support.



V ... View Drag/Drop File?

In version 6.0AW and later, if you drag/drop or double click a file to open, you can click the Former Files Icon, and then select option V to view what Windows sent to SuperSMITH.

**Known issues:** The following have been observed during testing and addressed in 6.0AW. Causes relate back to the 3 issues listed under the 2025-10 updates and hard drive sleep settings.

#### **Double clicking on a file no longer works.** SSW opens, but no file is loaded.

Fix: Open file in SuperSMITH, or drag/drop the file onto the data grid

Fix: You may have a Windows issue. Search "Double-Click does not open file" in your browser for possible solutions.

Fix: If you have version 6.0AW or later, use the V option in former files to see what Windows sent to SuperSMITH. Copy that to the clipboard, and paste it in an e-mail to us, along with what was expected, and we will help diagnose the issue.

#### **Program opens in DEMO mode, although key was previously entered.**

Fix: Close and re-open SuperSMITH (usually works)

Fix: Reenter your license key on the X-Demo button

Fix: You may have a corrupt SMITH.INI file. Follow Corrupt SMITH.INI above.

Fix: Make a shortcut on your desktop for SuperSMITH, and use the -k option to set the license key. The "Target" will look like the following. Program is in double quotes, followed by " -k", followed by your license key. Note the space in front of the -k.:

"C:\Program Files (x86)\SuperSMITH\smithw.exe" -k6.0AV:CDT/Sample-KPX EAA

#### **Requesting plot (pdf, cdf, etc) from SSW opens SSV, but there is no plot.**

Fix: Save the file in SSW, start SSV, and open the file. SSV will recognize that it is a Weibull file and ask if you want a pdf, cdf, etc.

Fix: Check for Corrupt SMITH.INI as above.

Fix: Make sure you have your license key. Try installing 6.0AW or later. If the system works, uninstall 6.0AW. If you are asked if you want to unload unused controls, say NO to keep them on your system. Then install your version of SuperSMITH. You may need

to enter your license key. If it now works, one of the controls was corrupt and has been repaired. If the behavior returns (no plot), contact us for assistance.

**Clicking File Open Icon results in an error, or Clicking File Open and then Cancel results in an error.**

For use with PlayTIME, the file open will check the clipboard to see if it is a filename, and then fill in the filename with what is on the clipboard. If the clipboard has something that is not a possible file (containing special characters), you may get an error  
FIX: Open the logbook, type and copy a single word so it replaces what is on the clipboard.

**File loads, but will not plot**

Fix: Try the Corrupt SMITH.INI procedure above. One possibility is that the SMITH.INI is corrupt and is trying to draw lines less than 1 pixel wide.

**User is prompted for a temporary directory**

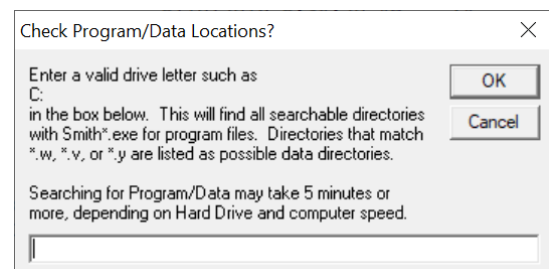
Fix: The SSPaths.txt file is corrupt. Exit out of SuperSMITH and delete ssPaths.txt

**Unable to open Weibull library**

You click the library icon and get a persistent hourglass or spinning circle mouse pointer (depending on your personal computer settings.) Delete SSPaths.txt and SSWLib.ini as noted in the sections above, and try again. IF that doesn't work, contact us.

**Step 11: Additional Debugging and lost file search.**

In some cases, everything above looks OK, but clicking on a SuperSMITH icon brings up an old program, which indicates that there one or more duplicate installation(s). In the Help program, under the "Home" menu option, click "Find SS Files". You will see a box like this. Enter a Drive letter and press OK. This will make two search passes on your computer. The first pass will find all directories that you are authorized to access. (e.g. on a group computer, this will not find other users directories if you are not logged in as an administrator.) The second pass will search each of these directories for the SuperSMITH program files, and SuperSMITH data files.



Normally, the Program directory should just list the installed version, and possibly the zipped and/or unzipped directory where you had the installation files. If there are other directories, you may have duplicate installations, and you can use the add/remove program functions in the control panel to remove unnecessary duplicates.

The data directories may be helpful if you saved a file somewhere and now cannot find it. You must have saved it with the default extension ( .w, .v, or .y). You will still need to navigate to

the directory and check the file, as other programs may have made files with these extensions as well.

## Step 12: Quiet Installation for IT automation

For a single user, the installation method described above is the best. If you are an IT professional, charged with updating 20 machines, that is tedious! You can do a quiet install. You will need to test it on some machines to make sure that it is working correctly. The conversion of Demo to Full cannot be done with a quiet install, as the license is typically per user, and they do not need administrator rights to convert to a full version. The file below shows a sample quiet install batch program.

```
@echo off
Rem This does a quiet install of SuperSmith SS_50BF and Later
Rem Remove prior version
:Remove_old
Rem The following lines are common previous directories.
if exist c:\smithw\st6unst.log st6unst -n c:\smithw\st6unst.log -f -q
if exist "C:\Program Files (x86)\Supersmith Weibull\st6unst.log" st6unst -n
"C:\Program Files (x86)\Supersmith Weibull\st6unst.log" -f -q
if exist "C:\Program Files (x86)\Supersmith\st6unst.log" st6unst -n
"C:\Program Files (x86)\Supersmith\st6unst.log" -f -q
if exist "C:\Program Files\Supersmith Weibull\st6unst.log" st6unst -n
"C:\Program Files\Supersmith Weibull\st6unst.log" -f -q
if exist "C:\Program Files\Supersmith\st6unst.log" st6unst -n "C:\Program
Files\Supersmith\st6unst.log" -f -q

:Quiet_Install
Rem The flag is "-s", not "\s". Setup.exe will convert to "\s" for Setup1.exe
Rem You must include a valid path for the silent log file
Rem http://support.microsoft.com/kb/182470
Rem Data will be appended to the silent log. If errors, they will be noted
Rem Depending on policy and UAC (User Account Control) settings
Rem the user may have to "Allow program to change computer"
Rem Silent mode will still show progress boxes, but no user input is required
setup.exe -s "c:\smithw\silent.log"

:Make_Data
Rem With a silent install, the data directory needs to be copied manually
Rem Create a target directory with a line like the following
Md c:\smithdat
Rem Copy the smithdat directory from the install directory
Rem to target directory
copy smithdat\*. * c:\smithdat\

:Make_Desktop_Shortcut
Rem If policy restrictions prevent desktop icons from being created, use
Rem the following all on one line (for 6.0AP and later)
if not exist "%public%\desktop\smithw.exe.lnk" copy
"%programfiles(x86)%\SuperSMITH\smithw.exe.lnk"
"%public%\desktop\smithw.exe.lnk" /Y
```



```
Rem All done with install.  Now return to windows
exit
```

Note that the “If Exist” lines are rather long and shown here as word-wrapped. They need to be one line in the batch file. The “If Exist” checks for common locations for prior installations of SuperSMITH. Since a user can select other installation locations, you may need to check other locations in your environment. (E.g. if 5 years ago, your corporate policy was to install class software in a “C:\Class\” directory, you would need to add that to the list.)

The install may or may not copy the data files in the “Smithdat” directory. Please check and remove the “Rem” from the make directory and copy files as needed. Also, the line near the end can create a desktop shortcut in the c:\users\public\desktop directory

### **Step 13: Technical Support**

If you are having installation or run-time issues, please try to describe the issue, with screen shots if possible, and send them to technical support:

#### **Technical Support**

Carl Tarum, [ctweb@att.net](mailto:ctweb@att.net)

Cell phone 989.780.5088 Eastern Time, USA