Drop-down menus are not displaying any information when editing personal settings.

SYMPTOMS:

Drop-down menus are not displaying any information when editing personal settings.

CAUSE:

This problem results from the user's computer lacking the necessary Visual Basic libraries to process the controls.

MORE INFORMATION:

The file BAP_Hotfix.exe will resolve this issue when it is run on the user's computer. You can email this file to the user, though you may have to change the extension to by-pass email filters. You can also have them download the file from the ftp site at ftp://159.182.31.92/. The username and password for users on this site are ags and !Sp3ak0ut respectively.

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Software Support -> — A — -> ASSIST -> Visual Basic Products -> Drop-down menus are not displaying any information when editing personal settings.
https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=3547