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# Error Message: MXL File Missing or MSXML May not be installed

Last Modified on 05/25/2016 12:54 pm EDT

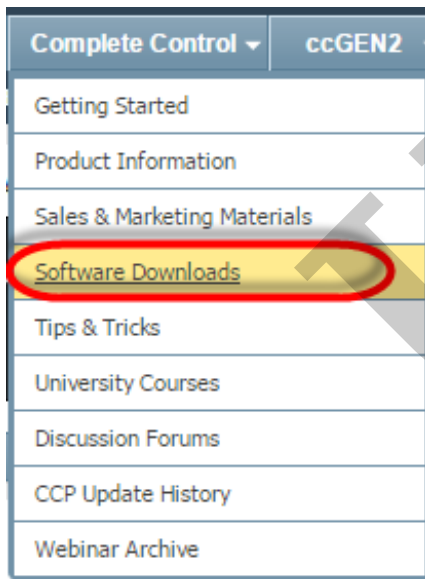
## Symptom:

**Error Message:** MXL File Missing or MSXML May not be installed.

This error occurs when specified Microsoft software is not currently installed on the programming PC.

## Solution:


1. Go to **URC Control Room** [www.urccontrolroom.com](http://www.urccontrolroom.com)
2. Go to the **Complete Control** pull-down and select **Software Downloads**




3. **Select Complete Control Residential** towards the bottom of the page

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File ▲



[Complete Control Program - RESIDENTIAL](#) : Residential Complete Control Program is a unified, whole-l remotes base stations and devices. All new products will be introduced into this editor using CCP's "Live



Complete Control Program - COMMERCIAL : Commercial Complete Control Program is a unified, whole-remotes base stations and devices. All new products will be introduced into this editor using CCP's "Live Size)



MX-450 Archiver Software : The MX-450 Archiver Software allows you to easily update your MX-450's I programming to the computer allowing you to clone and/or restore your old programming to the MX-45

+ Add New File

4. Select "Windows MSXML Service Pack (iOS Activation Requires this) Download Link"

**Software Requirements:**

**Operating System:** Windows XP, Windows Vista, Windows 7, Windows 8, Windows 10  
**Screen Resolution:** 1024x768

**Software Dependencies:**  
(You will likely need to install these if you haven't already)

**32-Bit Windows Mobile Device Center:** [Download Link](#)  
~~**64-Bit Windows Mobile Device Center:** [Download Link](#)~~  
**Windows MSXML Service Pack (iOS Activation Requires This):** [Download Link](#)

5. This link directs the user to the Microsoft download page for **Windows MSXML**. Select the language and click **Download**. Follow the on-screen directions for installing the update.

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Select Language:  ▼ [Download](#)

MSXML 4.0 Service Pack 3 (SP3) is a complete replacement of MSXML 4.0, MSXML 4.0 Service Pack 1 (SP1) and MSXML 4.0 Service Pack 2 (SP2). MSXML 4.0 SP3 provides a number of security and reliability bug fixes.

[⊕ Details](#)

[⊕ System Requirements](#)

[⊕ Install Instructions](#)

[⊕ Related Resources](#)

If you require any additional information or have any questions, please do not hesitate to contact our **technical support** team at **914-835-4484**.