# ISO Analyze software installation error due to Windows OS missing ".dll" files
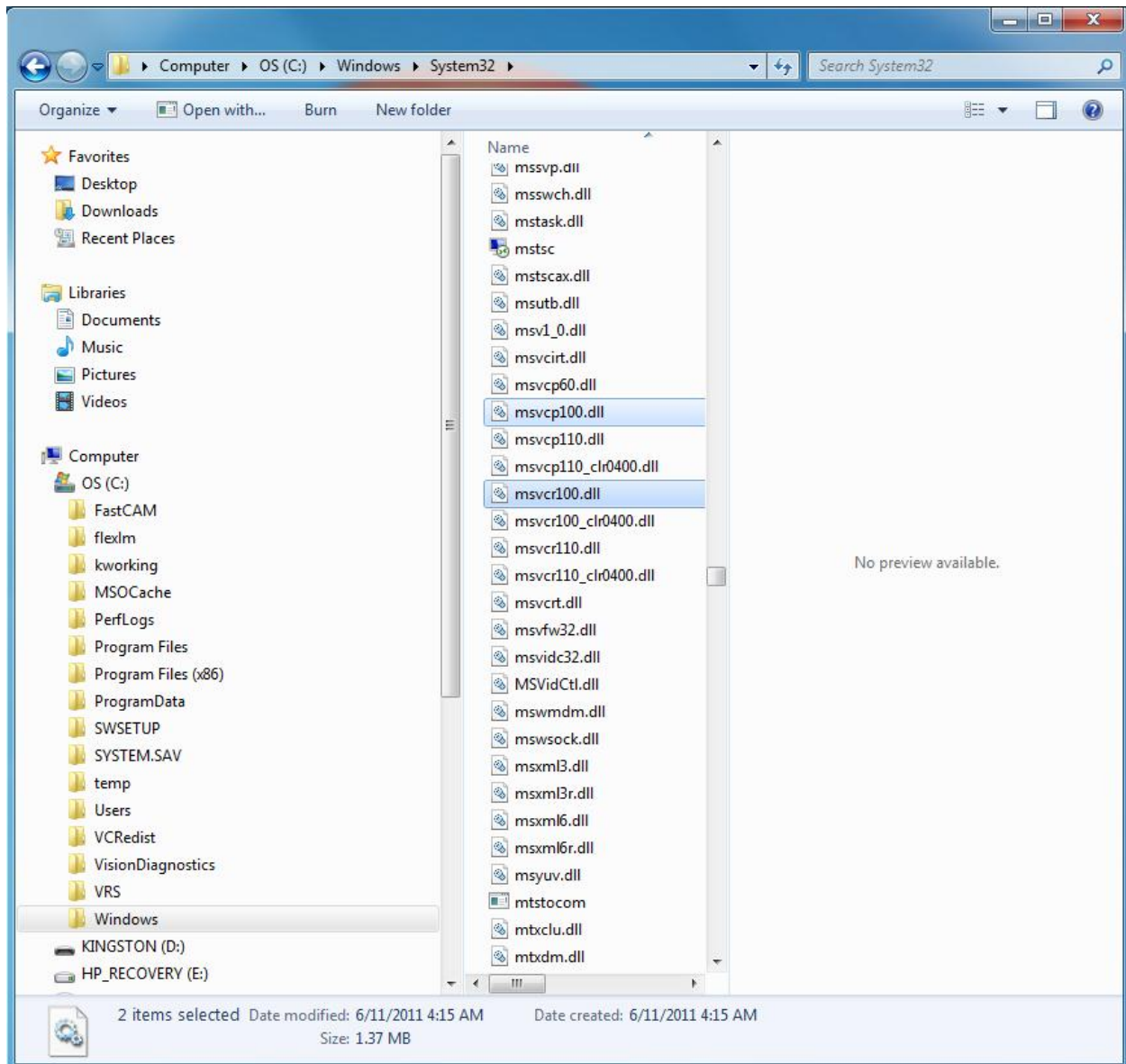
## Troubleshooting:

1. Check to see if indeed the "msvcp100.dll" and "msvcr100.dll" are missing.
   By default, these files are found in:
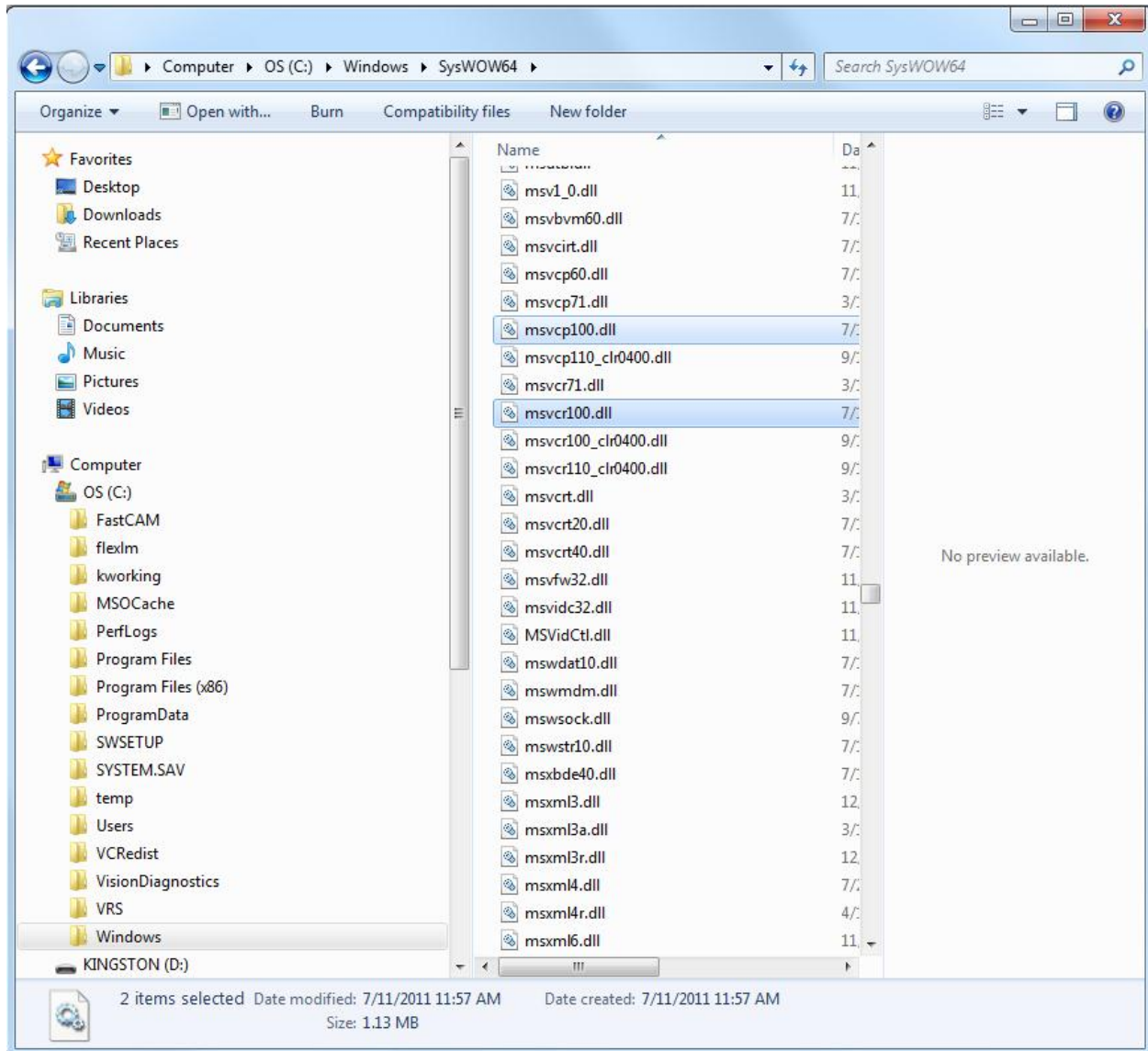   C:\Windows\System (Windows 95/98/Me)
   C:\WINNT\System32 (Windows NT/2000)
   C:\Windows\System32 (Windows XP, Vista, 7)

Note:
If you use a 64-bit version of Windows OS, you should also check "C:\Windows\SysWOW64" for "msvcp100.dll" and "msvcr100.dll".



2. If files are present make a copy of these files.

3. Download the zipped folder "Missing dll files for ISO Analyze"
   Note: The files "msvcp100.dll" and "mscvr100.dll" were taken (copied) from a PC with Windows OS that contained them being therefore Windows OS original files not downloaded ones. Should you want to take extra security checks you can scan the zipped folder content with an antivirus program.

4.  Unzip/extract the content of "Missing dll files for ISO Analyze" in "C:\Windows\System32". Overwrite the existing files if needed.
    Note:
    If you use a 64-bit version of Windows OS, you should also unzip/extract the content of "Missing dll files for ISO Analyze" in "C:\Windows\SysWOW64". Overwrite the existing files if needed.

5.  Reboot the computer.

6.  Verify that ISO Analyze software runs correctly.

7.  Should you still experience errors during installation and running of the software please take screenshots of the error message windows and contact CIRS at Software@cirsinc.com. Reinstall back your original copies of "msvcp100.dll" and "msvcr100.dll" and reboot your computer.