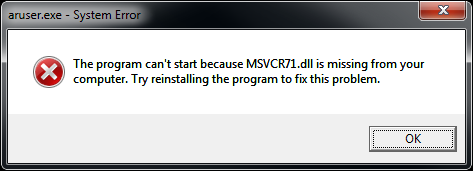
Remedy Issue: Installing Remedy User Tool on Windows 7 - .dll Files Missing

**Issue:**

On some installs of the Remedy User Tool on newer Windows 7 machines the following error message appears:



**Resolution:**

1. Copy both **msvcp71.dll and msvcr71.dll** file to your machine to the location **C:\Windows \SysWOW64** folder either from some other machine having **msvcp71.dll and msvcr71.dll** installed (You may find this file from the location C:\Windows\system32 on other machines) or the files have been included in this zipped archive.
2. Run the Remedy User Tool user.exe set up files

Here is supporting information from Microsoft about the msvcr71.dll relocation: <http://support.microsoft.com/kb/326922>