

Wissensdatenbank > Deskpro Legacy > Missing MSVCR DLL error when trying to install

## Missing MSVCR DLL error when trying to install

Ben Henley - 2017-11-09 - Kommentare (0) - Deskpro Legacy

## **Question:**

During the installation process, when I run php-cgi.exe from the command line, I get an error about a missing MSVCR110.dll like this:

php-cgi.exe - System Error 🗙
The program can't start because MSVCR110.dll is missing from your computer. Try reinstalling the program to fix this problem.
OK

How do I fix this?

## **Answer:**

You need to install a Visual C++ Redistributable.

For PHP 5.5 or 5.6, you will need to install <u>Visual C++ Redistributable for Visual Studio</u> <u>2012</u>. Install the x86 version (you should be using an x86 build of PHP; the x64 build is experimental and not suitable for production use).

For PHP 5.4, you will need to install Visual C++ Redistributable for VS 2008 <u>x86</u>.

PHP 7 is not yet supported by Deskpro.