



SecureDisc for Rimage Technical Bulletin

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RE: DLL Error after installing SecureDisc for Rimage on Windows 2000

Requirements

SecureDisc for Rimage versions 1.0 and higher run on Windows 2000 and XP. The minimum OS and Rimage requirements are:

Operating systems:

- Windows 2000 with Service Pack 4 and KB835732
- Windows XP with Service Pack 2 and higher

Rimage software:

- Rimage Producer Software Suite 7.3 and higher
- OfficeNet 8.0 and higher

Installing SecureDisc using an operating system or Rimage software version that is not supported could have unpredictable results, such as a non-loading DLL or corrupted merge files. Always follow the minimum OS and software requirement guidelines when installing on a system for testing or production usage.

Description

In some instances when installing on Windows 2000, a missing DLL error will be displayed when attempting to open the SecureDisc Console (MSVCR90.DLL). This is a result of the KB835732 security patch not being present on the system. KB835732 applies some core functionality present in Windows XP to Windows 2000, in addition to various security fixes. If the system has Windows Update enabled, it should have already installed this patch.

Resolution

To resolve, download the KB835732 security patch from Microsoft and re-install SecureDisc. Windows 2000 must have Service Pack 4 installed prior to installing the security patch.

Links

- [KB835732 from Microsoft](#)