



Clarity Support: Problem with msvcr80.dll – apparent clash with MSN or Office 2007 or other .NET applications

Many Clarity network programs are packaged for delivery using a tool called ZINC. This tool uses a method of linking to the Windows system files that can clash with the latest applications that use the .NET framework on Win XP. Examples that we know about are Office 2007, some MSN versions and Windows Defender.

Symptoms

If this happens to you, you will see a message similar to this when you try to start the Clarity program:

```
Executable
'C:\Clarity\Reactions\Start.exe' had
the following unrecoverable error:
Couldn't find library MSVCR80.dll
(required by
C:\PROGRA~1\COMMON~1\MICROS~1\OFFICE
12\xxxxxxx)
Please ensure that it is installed
```

Temporary solution

There are two Windows system files that are the cause of this problem. Msvcr80.dll and msvcp80.dll. If you put a copy of these files into the Clarity program folder, this should provide a workaround.

As a general rule, copying Windows system files like this is not good practice, but until a full solution can be offered this is a risk-free option as these files can easily be removed should another application clash with them.

There are two ways to get these files.

- Firstly you can run a search of your c:\Windows folder and c:\Program Files folder to find any existing copies that you have. If you have just one copy, then copy that pair to the C:\Clarity\AuthorPlus folder (or other folder based on the program name). If you have more than one copy of these files, copy the files either from a Microsoft folder or the pair with the latest version number.

- A second option is to download the files from our website. The link below includes these two files, with version number v8.0.50215.44, from the ZINC distribution.

www.clarity.com.hk/support/downloads/msvcrFix.zip

Program name	Default folder to copy files to
Tense Buster	C:\Clarity\TenseBuster
Reactions!	C:\Clarity\Reactions
Study Skills Success	C:\Clarity\StudySkillsSuccess
Business Writing	C:\Clarity\BusinessWriting
Author Plus	C:\Clarity\AuthorPlus
My Canada	C:\NAS\MyCanada
Grammar in Use	C:\Cambridge\EGU or C:\Cambridge\AGU

Full solution

Clarity needs to rebuild our programs using the latest version of ZINC which has completely fixed this problem. However, this latest version clashes with some other parts of our programs so we can only do this with the next release of our programs.