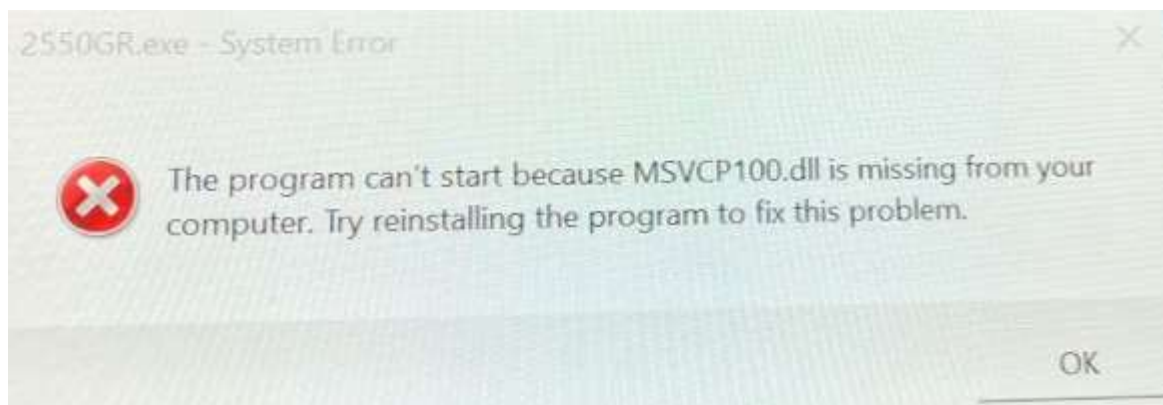**Issue:** Computers running Windows 10 pc's experiencing missing ".dll" file error during installation of 2550GR software
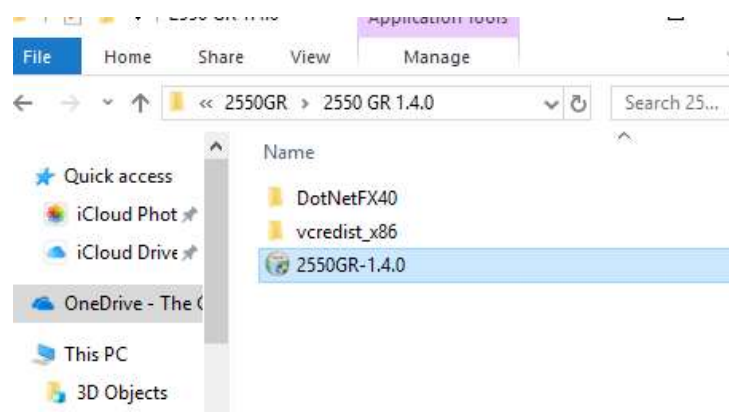
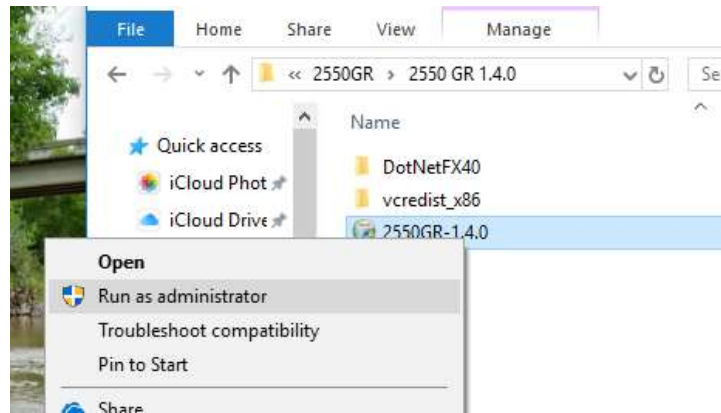**Equipment:** 2550GR/ Panasonic FZ-G1 / Panasonic CF-20 (production)

Notes: Panasonic FZ-G1 Issue : "MSVCP.dll" error

- Laptops and tablets running Windows 10 may display the error below.
- This error allows the 2550 v1.4.0 (production) to be installed although it would not run the program.

Resolution: Install 2550GR v1.4.0 program with the folders DotNetFX40 and vcredist_x86 included in the installation folder. Do not move 2550GR-1.4.0 to the desktop. "Run as Administrator" must be used when running 2550GR-1.4.0 See example below:

Follow prompts

Open 2550GR program

Re-register 2550GR