Overcome DLL Errors when you Launch Cisco Security Manager

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Introduction

This document discusses the DLL errors that appear when you launch the Cisco Security Manager. Cisco Security Manager is installed in the Windows 2000 platform which includes the Windows 2000 server, Advanced server, and Professional and Windows 2003 server.

Cisco Security Manager centrally provisions all aspects of device configurations and security policies for firewalls, VPNs, and Intrusion Prevention System (IPS) devices. It also supports advanced settings that are not strictly related to security, such as Quality of Service (QoS) routing and Simple Network Management Protocol (SNMP).

Cisco Security Manager is part of the Cisco Security Management suite, which also includes Cisco Security Monitoring, Analysis, and Response System (MARS) for monitoring and mitigation. Refer to the Cisco Security Manager Products and Services page in order to learn about the features and highlights of this product. Also refer to the *Installing, Upgrading, Downgrading, Uninstalling, and Reinstalling Server Applications* chapter of the Installation Guide for Cisco Security Manager 3.0.1 for information about how to install, upgrade, downgrade, uninstall, and reinstall server applications.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco Security Manager 3.0.1 installed in any of the Windows 2000 platforms.

Refer to the *Requirements and Dependencies* section of the Installation Guide for Cisco Security Manager 3.0.1 for more information about the system requirements.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure

that you understand the potential impact of any command.

Conventions

Refer to the Cisco Technical Tips Conventions for more information on document conventions.

Problem

Some of the DLL errors you can see when you launch Cisco Security Manager 3.0.1 in any of the Windows 2000 platforms are listed and described here:

- This application has failed to start because WINMM.dll was not found. A reinstall of the application might fix this problem.
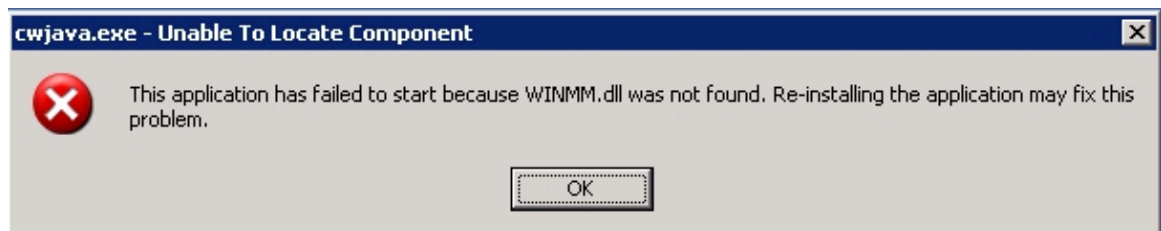
- This application has failed to start because WS2_32.dll was not found. A reinstall of the application might fix this problem.
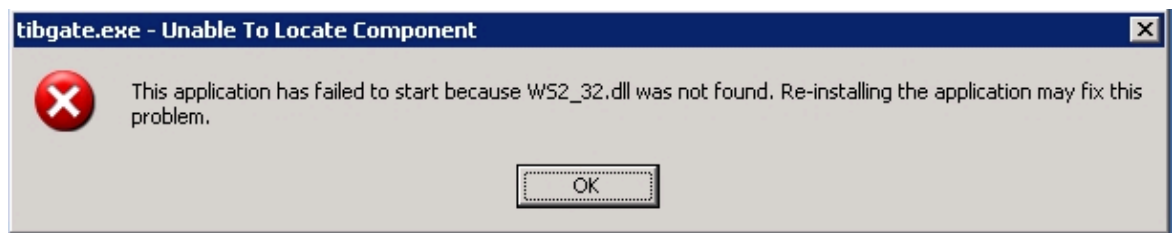
- This application has failed to start because ODBC32.DLL was not found. A reinstall of the application might fix this problem.

Note: Go through the Readiness Checklist for Installation before you reinstall the Cisco Security Manager.

Cause

These DLL error can appear when Cisco Security Manager is installed on a different drive than the operating system.

Solution

Try one of these solutions in order to correct this problem:

- Add the **casusers** group to the local Administrators group on the machine so that casusers has permission to access the needed DLLs. In order to accomplish this choose **Start > Programs > Administrative Tools > Computer Management > Local Users and Groups > Groups**, right−click **casusers** and select **Add to Group**.
- Uninstall and then reinstall the Cisco Security Manager in the logical drive of the Windows machine where the operating system is installed.

Refer to the *Troubleshooting* section of the Installation Guide for Cisco Security Manager 3.0.1 for more details that can help you to troubleshoot problems that might occur when you install, uninstall, or reinstall Cisco Security Manager−related software applications on a client system or on a server, including the standalone version of Cisco Security Agent.

Related Information

- **Cisco Security Manager Product Support Page**
- **Cisco Security Manager Installation Guide**
- **Technical Support & Documentation – Cisco Systems**

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