

# Alarm Monitor and System Admin crashed when any report preview close.

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## Symptom

The user opens any report to preview in Alarm Monitoring or System Administration. All reports open with information. The crashed occurs when the system user tries to close the Report Preview windows. It crashes both Alarm Monitoring and System Administration.

There are different errors for Alarm Monitoring crashes and System Administration crashes in Event Viewer. Alarm Monitoring crashes point to Microsoft Office 2010 as the faulty module. System Administration crashes point to the nddl.dll file as the faulty module.

## Resolution

Rename the file **C:\Program Files\Common Files\Microsoft Shared\Office10\usp10.dll** to **usp10.dll\_bak** and try the report again.

This is Microsoft Crystal Reports file which interferes with Lenel Crystal Reports.

## Applies To

OnGuard 2010 (6.4.500)

## Additional Information

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