

Error R6034 running Universal Time Conversion utility on Windows Vista: "An application has made an attempt to load the C runtime library incorrectly."

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Symptom

After launching the Universal Time Conversion utility on a computer running Windows Vista, you may encounter the following error message.

Microsoft Visual C++ Runtime Library

Runtime Error!

**Program: C:\Program Files\OnGuard\LnI.OG.UTCCConversion.Utility.exe
or Program: C:\Program Files (x86)\OnGuard\LnI.OG.UTCCConversion.Utility.exe**

R6034

**An application has made an attempt to load the C runtime library incorrectly.
Please contact the application's support team for more information.**

Resolution

To resolve the issue, follow the steps below.

- 1) Navigate to the **C:\Program Files\OnGuard** folder or **C:\Program Files (x86)\OnGuard**
- 2) Right-click on file **LnI.OG.UTCCConversion.Utility.exe**, then select **Run as Administrator**.
- 3) Enter any required credentials for the Administrator account, and/or proceed through any User Account Control (UAC) prompts.

The Universal Time Conversion utility should now launch successfully.

Applies To

OnGuard 2009 Plus (6.3.249) or later

Additional Information

None
