

Missing api-ms-win-crt-runtime-l1-1-0.dll prevents Allplan start and installation

Technical Support FAQ

Category: Technical Services

Programs: Allplan 2020
Allplan 2019
Allplan 2018
Allplan 2017

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Question:

During installation I get an error message saying that SetupSchedTaks.exe does not work anymore.

When I try to start Allplan or the Services application, the following message appears:

The program cannot start; api-ms-win-crt-runtime-l1-1-0.dll is missing.

Answer:

This problem is caused by missing DLI files, which are required by Allplan. These DLL files usually come with the operating system. You will only see these messages if the operating system is not up-to-date. These messages are not caused by Allplan.

Instead, this problem is caused by the KB2999226 or KB2918614 (Universal CRT) Windows updates, which contain parts of Visual C++ Redistributable for Visual Studio 2015. Sometimes you cannot install these updates or they are defective.

If you have not yet installed these updates, install them now. In addition, install all available updates.

If you have already installed these two updates, try to install them again.

If the operating system is configured to automatically install Windows updates, some clients report errors during installation of the KB2918614 or KB29992226 package. These errors are caused by Windows, which blocks installation of files of the Visual Redistributable 2015 package. In this case, you must uninstall or delete the updates. After this, try to install the updates again.

If you cannot install the updates, do the following:

1. Deactivate automatic updates
2. Start -> Control Panel -> Windows Update -> change the settings -> never check for updates
3. Restart the computer
4. Download and install missing updates
5. Activate automatic Windows updates again

If you still cannot install the updates, run Windows diagnostics to check your system for update problems.

You can also install the updates manually. Use the following links:

KB2918614:

<https://www.microsoft.com/de-DE/download/details.aspx?id=43759>

KB2999226:

<https://www.microsoft.com/de-de/download/details.aspx?id=49093>

Try this if you still cannot install the updates:

<https://www.smartftp.com/support/kb/the-program-cant-start-because-api-ms-win-crt-runtime-l1-1-0dll-is-missing-f2702.html>

Note:

Regarding this error message, we cannot fix anything on the part of Allplan. These DLL files, which are required by Allplan, are an integral part of the Windows operating system.

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