

CODESPEAR®

HELP CENTRAL

Date Created : 9/20/06
Date of Last Review : 9/25/06
Article Number : 50003

Knowledge Base Article

Error During Install or Uninstall - Cannot Find File Ctor.dll

SYMPTOMS

- During a maintenance install from Add/Remove programs, get the message "Error loading c:\progra~1\common~1\instal~1\profes~1\Runtime\0701\intel32\ctor.dll. The specified module could not be found."
OR
- The uninstall fails from Add/Remove Programs with the message "ctor.dll missing or corrupt".

CAUSE

Install error ctor.dll file missing or corrupt. Ctor.dll is a file used by the InstallShield engine. This file can become missing or corrupt sometime after the installation of SmartMsg, causing uninstall from Add/Remove programs to fail.

Workaround/Fix

To Fix for an Install:

1. Run the install from the install source (i.e. CD or network share) rather than from Add/Remove programs. Running it once from the install source will repair the InstallShield engine and allow maintenance installs from Add/Remove programs again.

Work Around for Uninstall:

1. Initiate the install by running setup.exe from CD or network share (rather than from Add/Remove programs).
2. When you see the screen that gives options for Modify/Repair/Remove, click Cancel. This restores the ctor.dll file (and any other InstallShield engine files needed).
3. Now, uninstall from Control Panel -Add/Remove programs.

Status

This is a known InstallShield issue.


More Information

Visit [Codespear's Help Central](#)

To contact our support staff by email, [click here](#).

You may also want to consult these SmartMsg support tools:

 [Contact Support](#) – Contact a support representative by filling out the following form.

 [Issue Reporting](#) - Found an issue that you would like us to know about? Click [Here](#) to report an issue to our support team for immediate consideration. We will contact you by email with a resolution.
