# CuteFTP can't start; missing DLL

**THE INFORMATION IN THIS ARTICLE APPLIES TO:**

- CuteFTP, v9.x

**SYMPTOM**

"The program can't start because api-ms-win-crt-stdio-l1-1-0.dll is missing from your computer. Try reinstalling the program to fix this problem"

**SOLUTION**

Install the Visual C++ Redistributable, which CuteFTP requires, availble from the link below:

https://support.microsoft.com/en-us/help/2999226/update-for-universal-c-runtime-in-windows

GlobalSCAPE Knowledge Base
https://kb.globalscape.com/Knowledgebase/11394/CuteFTP-cant-start-missing-D...