



Could Not Load SSL Library

PM Support Runbook

DOCUMENT TYPE	PM Support Runbook
AUDIENCE	Internal
VERSION	[1.0]
EFFECTIVE DATE	July 28, 2026

RUNBOOK

Could Not Load SSL Library

Visual C++ 2013 Redistributable — DentiMax Practice Management

Applies To
DentiMax PM / Patient
Messenger

Severity
Medium

Est. Time
5 Minutes

Audience
Internal

Overview

When certain areas of DentiMax — such as claims, texting, or eligibility — are used, the software requires that **Microsoft Visual C++ 2013 Redistributable (x86)** be installed on the machine. If it is not installed, or if the existing installation has become corrupted, the following error will appear: *Could not load SSL library*

There are two scenarios that cause this error. The first is a fresh install — the redistributable is not present on the machine at all. The second is a corrupted installation — the redistributable is present but needs to be repaired. Both are resolved using the same installer (`vc_redist_x86.exe`), just with different options selected.

Before You Begin

1. Establish a remote connection (Splashtop or AnyDesk) with admin access to each machine encountering the error. If the user doesn't recognize "RDP," ask if they already have Splashtop or AnyDesk installed (usually a desktop icon, or located in their Downloads folder as `SplashtopSOS`) and request their session code to connect. If they're unsure or don't have either program installed, ask the user to go to splashtop.com to have the `SplashtopSOS` application automatically downloaded.
2. Download `vc_redist_x86.exe` from the Knowledge Base, or directly from Microsoft at: <https://www.microsoft.com/en-us/download/details.aspx?id=40784>. Save it to the machine's Downloads folder.
3. Ensure DentiMax is closed on all affected machines before proceeding.

TIP

Microsoft Visual C++ 2013 Redistributable (x86) is a legitimate Microsoft component, not third-party or unusual software — if a user asks whether this install is a virus, you can reassure them it's a standard component required by DentiMax, and that nothing else is being installed.

If you are unsure which scenario applies, start with **Step 1 — Fresh Install**. If the installer shows a **Repair** option, the redistributable is already present — switch to Step 2 instead.

Procedure

Step 1 — Fresh Install

Follow this step when Microsoft Visual C++ 2013 Redistributable is not currently installed on the machine.

- Open `vcredist_x86.exe` on the affected machine.
- Agree to the terms and conditions, then click **Install**.
- If a User Account Control prompt appears asking "Do you want to allow this app to make changes to your computer?", click **Yes**. If the prompt asks for an Administrator password, have a member of the office enter it.
- Once installation is complete, the installer will display **Setup Successful**. Click **Close**.
- Open DentiMax and attempt the action that previously triggered the SSL error to confirm it is resolved.

Step 2 — Repair the Existing Installation

Follow this step when Microsoft Visual C++ 2013 Redistributable is already installed but has become corrupted. The **Repair** option will appear in the installer in place of Install.

- Open `vcredist_x86.exe` on the affected machine.
- Click **Repair**.
- If a User Account Control prompt appears asking "Do you want to allow this app to make changes to your computer?", click **Yes**. If the prompt asks for an Administrator password, have a member of the office enter it.
- Once the repair is complete, the installer will display **Setup Successful**. Click **Close**.
- Open DentiMax and attempt the action that previously triggered the SSL error to confirm it is resolved.

Additional Troubleshooting

Symptom	Resolution
Error persists after a fresh install	The existing installation may be corrupted even if it appeared absent. Run <code>vcredist_x86.exe</code> again — if a Repair option is now shown, follow Step 2 to repair the installation.
Error persists after repair	Uninstall the Visual C++ 2013 Redistributable (x86) entry from Add or Remove Programs, then re-run <code>vcredist_x86.exe</code> to perform a fresh install.
UAC prompt requests a password staff cannot provide	Contact the office IT administrator or escalate internally to obtain administrator credentials before proceeding. Do not continue the installation without admin access.

Multiple machines are affected	This procedure must be completed on each affected machine individually. There is no mass-deployment option for this fix.
Error only appears for certain users on the same machine	The redistributable is a per-machine installation. If it is installed, it applies to all users. The issue may instead be a permissions problem — ensure the affected user has sufficient rights to run DentiMax.
The Install or Repair process itself fails outright	This is incredibly rare. Escalate to a senior support technician rather than improvising further troubleshooting.

For issues not covered by this runbook, contact **DentiMax Practice Management Support** at **1 (800) 704-8494 Ext. 805** or **Support@DentiMax.com**.