

# Tidal Enterprise Orchestrator: Remote Console Crashes in 64-bit OS

Document ID: 112999

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## Introduction

This document describes how to resolve Cisco Tidal Enterprise Orchestrator (TEO) remote console crashes when running the remote console on a 64-bit operating system (OS).

## Prerequisites

### Components Used

- TEO 2.1+
- Windows 64-bit OS
- .NET Framework

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

## Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Problem

When running the remote console on a 64-bit OS, the console does not start or show as visible and displays .NET Runtime 2.0 errors. Other symptoms of a crash might be evident as well.

## Solution

This is caused by a "clean" or unpatched .NET Framework install.

In order to resolve this problem, install all the relevant .NET Framework patches, including these two in particular:

- Microsoft .NET Framework 3.5 Family Update for Windows XP x64, and Windows Server 2003 x64

- Microsoft .NET Framework 3.5 Family Update for Windows Vista x64, and Windows Server 2008 x64

## Related Information

- **Technical Support & Documentation – Cisco Systems**
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Updated: May 13, 2011

Document ID: 112999

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