

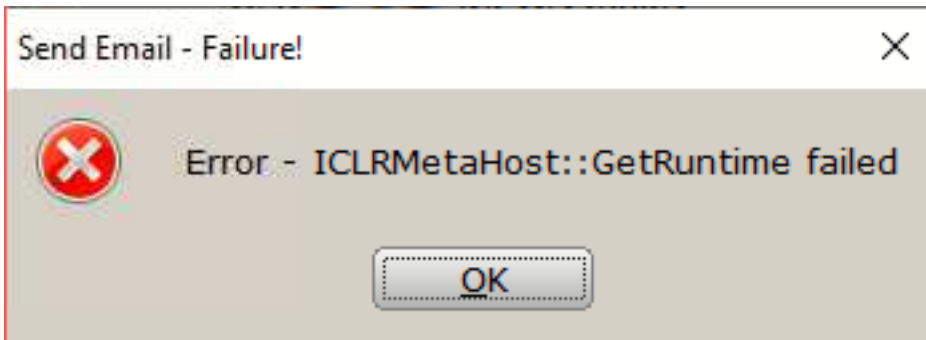
"Error - ICLRMetaHost::GetRuntime failed"

Thu, Apr 22, 2021 [Communications](#), [Desktop Program](#), [Error Message](#)

Symptoms

When attempting to send email or using TextLink, the following message appears:

'Error - ICLRMetaHost::GetRuntime failed'



Cause

This occurs when the computer does not have the required .NET Framework.

Resolution

1. Close the tax software
2. Navigate to the **xlink##** folder
3. Open the **utils** folder
4. Right click on **NetFx20SP2_x86.exe** and run as administrator
5. Follow any user account control request with YES responses
6. Launch the software and test email or TextLink functionality

7. If the above step are not successful, you may need to continue troubleshooting with the following KB article:
<https://kb.erosupport.com/article-401.html>

Online URL: <https://kb.erosupport.com/article-819.html>