

## How to fix iClone 6 crashes when launch the Open/Save dialog box?

Ref:

<http://en.community.dell.com/support-forums/software-os/f/3526/t/19634253>

There is a bug in Dell's Backup and Recovery software that is causing any 64-bit application which uses the Qt5 core DLLs to crash. The below are the 2 methods to fix.

### **1st Method:** -

#### Apply Fixed Patch

- 1) Make sure Dell's Backup and Recovery software is installed.
- 2) Confirm the installed path was under C:\Program Files (x86)\Dell Backup and Recovery\
- 3) Copy the Fixed Patch zip file from [ftp://ReallusionSupport:help@ftp.reallusion.com.tw/Fix\\_for\\_DELL.zip](ftp://ReallusionSupport:help@ftp.reallusion.com.tw/Fix_for_DELL.zip) to local drive and un-compress it.
- 4) Double click to run "UnregisterDellShellExtension.bat".

Note: If to restore from the Fixed Patch, just double click to run "Restore.bat" .

### **2nd Method:** -

May uninstall the **AlienRespawn** or **Dell Backup and Recovery** application that is responsible for the crash.

This utility software is pre-installed on new Dell and Alienware computers and is incompatible with iClone 6.

<http://www.alienrespawn.com/>

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<https://kb.reallusion.com/Product/50077/How-to-fix-iClone-6-crashes-when-launch-the-OpenSave-dialog-b>