1 Please check and make sure 5 xulrunner files and cefsharplib file are in the Documents path of your PC, if not, you can download them from links below:

**[http://developer.botchief.com/xulrunner29.0.zip](http://developer.botchief.com/xulrunner29.0.zip%EF%BC%8C%22%20%5Ct%20%22http%3A//support.whitehatbox.com/Ticket/_parent)**

**[http://developer.botchief.com/xulrunner33.0.zip](http://developer.botchief.com/xulrunner33.0.zip%EF%BC%8C%22%20%5Ct%20%22http%3A//support.whitehatbox.com/Ticket/_parent)**

**[http://developer.botchief.com/xulrunner45.0.zip](http://developer.botchief.com/xulrunner45.0.zip%EF%BC%8C%22%20%5Ct%20%22http%3A//support.whitehatbox.com/Ticket/_parent)**

**[http://developer.botchief.com/xulrunner60.0\_x86.zip](http://developer.botchief.com/xulrunner60.0_x86.zip%EF%BC%8C%22%20%5Ct%20%22http%3A//support.whitehatbox.com/Ticket/_parent)**

**[http://developer.botchief.com/xulrunner60.0\_x64.zip](http://developer.botchief.com/xulrunner60.0_x64.zip%22%20%5Ct%20%22http%3A//support.whitehatbox.com/Ticket/_parent)**

**[http://developer.botchief.com/cefsharplib.zip](http://developer.botchief.com/cefsharplib.zip%22%20%5Ct%20%22http%3A//support.whitehatbox.com/Ticket/_parent)**

[Unzip the downloaded files and unzip them(if it's prompted the file is empty or damaged, please install a 7-zip tool to unzip them).Put the unzipped files into Documents path and make sure they don't contain double directories, which could happen when you unzip them or move them.](http://developer.botchief.com/cefsharplib.zip%22%20%5Ct%20%22http%3A//support.whitehatbox.com/Ticket/_parent)





Please check if C:\Program Files (x86)\xulrunner60.0\_x64 exists and it cannot be a C:\Program Files (x86)\xulrunner60.0\_x64\xulrunner60.0\_x64. ( This is very important.)

2 Please download and install X86 and X64 versions of vc++2013 and vc++2015-2019:

<https://support.microsoft.com/en-us/help/2977003/the-latest-supported-visual-c-downloads>

If they are installed successfully, you can find them in control panel like this:



3 Download and install .net 3.5 and .net 4.8 if they are not installed on your device:

[https://dotnet.microsoft.com/download/dotnet-framework](https://dotnet.microsoft.com/download/dotnet-framework%22%20%5Ct%20%22http%3A//support.whitehatbox.com/Ticket/_parent)