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There are several common causes for this:

- Ensure that the addin was built against the same version of icelib as the client. This is not always a requirement, but there are ININ tracelib dependencies that cause issues when mismatched.
 - CIC 4.0 SU0-SU6 use tracelib v1-2 (64 bit uses v1-3)
 - CIC 4.0 2015 R1 uses tracelib v2-0
 - CIC 4.0 2015 R2 uses tracelib v2-1
 - Additional information on tracleib dependencies can be found in the Developer Blog post: [IceLib Dependency Changes in CIC 2015 R1](#)
- The addin requires the .NET framework 4.5.1. If this does not exist (4.5 is not suitable; the update is required), the addin will not be loaded.