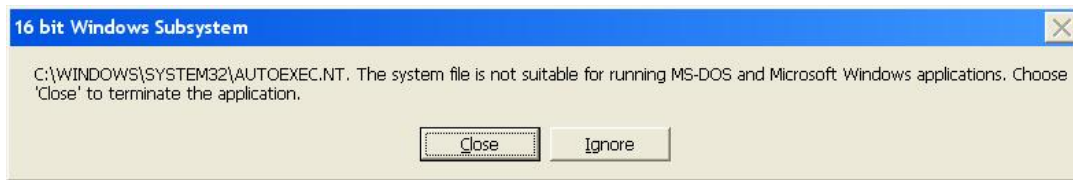


SYMPTOMS



You receive a 16 bit Windows Subsystem error when installing Quick Glance. **This is a known Windows problem. The resolution is provided by Microsoft at <http://support.microsoft.com/default.aspx?scid=kb:en-us:324767>**

CAUSE

This issue may occur if one or more of the following files are missing or damaged:

- Config.nt
- Autoexec.nt
- Command.com

RESOLUTION

1. Insert the Windows CD into the CD drive or DVD drive.
2. Click **Start**, and then click **Run**.
3. In the **Open** box, type cmd, and then click **OK**.
4. At the command prompt, type the following commands, pressing ENTER after each command:

```
expand CD-ROM Drive Letter:\i386\config.nt_ c:\windows\system32\config.nt
expand CD-ROM Drive Letter:\i386\autoexec.nt_ c:\windows\system32\autoexec.nt
expand CD-ROM Drive Letter:\i386\command.co_ c:\windows\system32\command.com
exit
```

example command:

```
expand d:\i386\config.nt_ c:\windows\system32\config.nt
```

5. Try installing Quick Glance again.

APPLIES TO

- Quick Glance 2B
- Quick Glance 2S
- Quick Glance 2SH
- Quick Glance 3S
- Quick Glance 3SH