



TECHNICAL BULLETIN

Tenor™ Configuration Manager on Microsoft® Windows Server™ 2003 – Work Around

This Technical Bulletin applies only to those using the Tenor Configuration Manager running on Microsoft® Windows Server™ 2003.

This technical bulletin documents a work around for installing Tenor Configuration Manager on Microsoft Windows Server 2003. Place this document with your user documentation and reference when necessary.

PROBLEM OVERVIEW:

Tenor Configuration Manager cannot be installed on Microsoft Windows Server 2003.

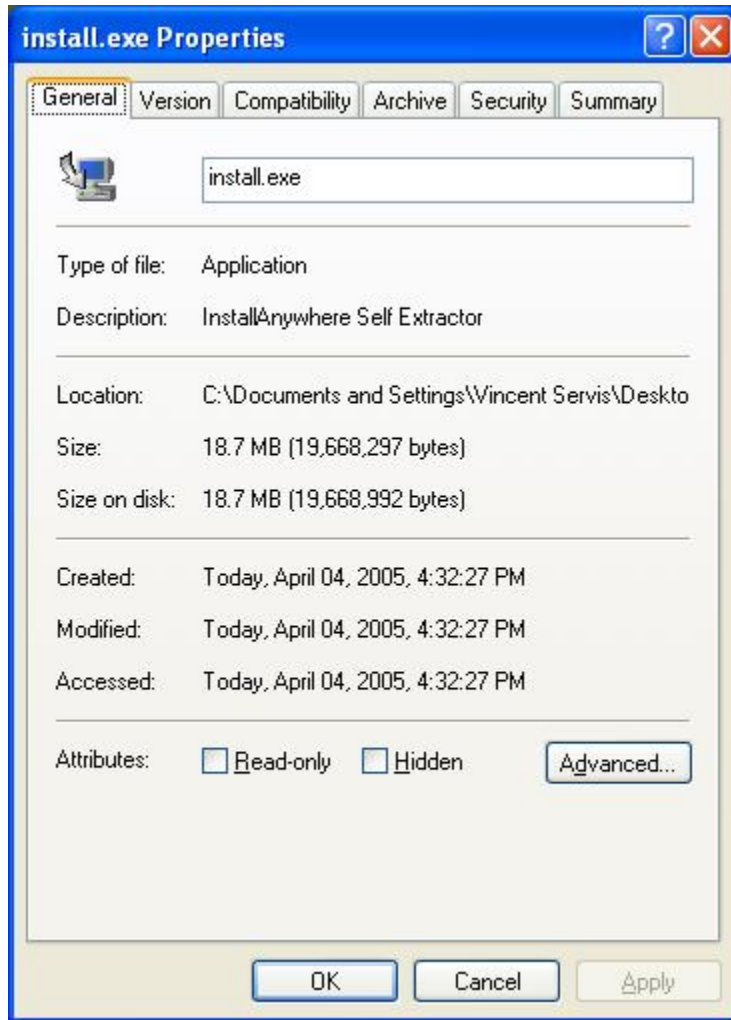
IMMEDIATE WORK AROUND:

NOTE: The instructions below assume you have already downloaded the Tenor Configuration Manager install.exe file.

1. Ensure the **install.exe** file is downloaded (available through www.quintum.com or the Documentation CD ROM you received with your system).
2. Access the **install.exe file** (the default file location is in c:\IA_Installers\Tenor_Configuration_Manager (the actual directory or directory name of the Tenor Configuration Manager may be different, depending upon the name you selected during installation).

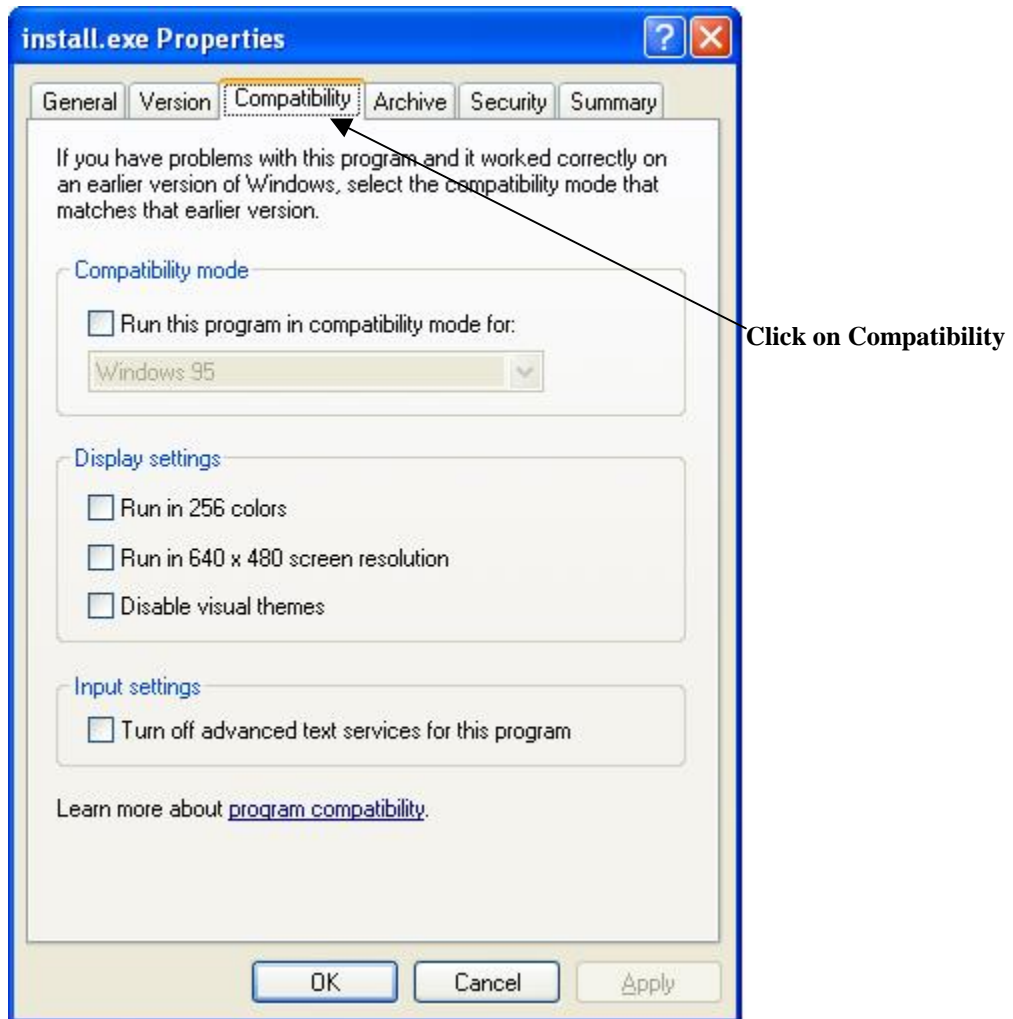
3. Right-click on **install.exe**. The **install.exe Properties** window is displayed. See Figure 1.

Figure 1 Properties Window



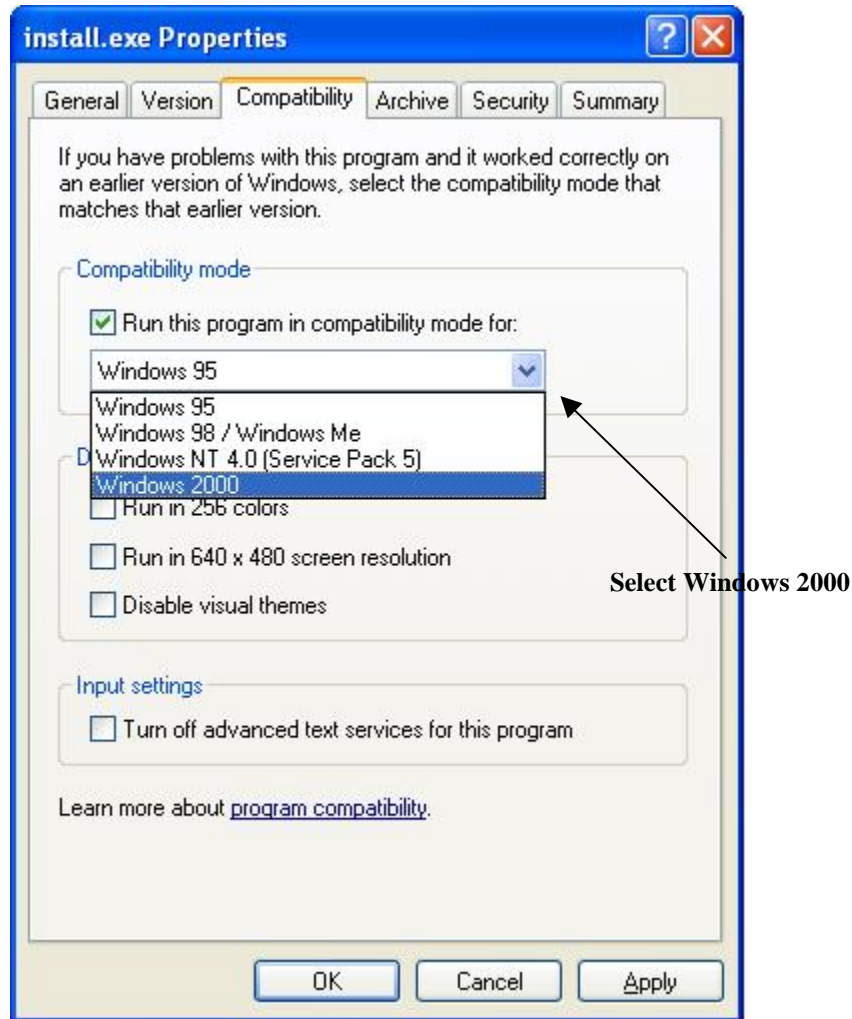
4. Click on the **Compatibility** tabbed panel. The **Compatibility** tabbed panel is displayed.

Figure 2 Compatibility Window



5. Click on the check box for the option, “Run this program in compatibility mode for” and select **Windows 2000** from the drop down list.

Figure 3 Run this Program Check Box



6. Click **Apply and OK**.
7. Run the **install.exe** again.
8. Run the Tenor Configuration Manager.