



Why don't my Exaquantum Administration Tools start?

If the Administration Tools Console will not start at all with an error message stating “Unable to open file” then the most likely cause is a corruption of the registry.

To check this do the following:

Click Start | Run and enter Regedit, press Enter

In the Regedit program expand the HKEY_LOCAL_MACHINE\SOFTWARE\Quantum key

Check that the InstallDir value is set to the correct location where Exaquantum is installed

Expand the Install key and check the value QuantumRoot to ensure it is also set to the location where Exaquantum is installed.

If the Administration Tools Console opens but the individual screens fail to open do the following:

Search for the file Exaquantum.msc.

Hold 'Shift'-key and right mouse click on the file to open the context menu.

Select 'Open with...' and choose mmc.

Go to Start, Programs, Exaquantum, Exaquantum Administration Tools.

Repeat for each computer.