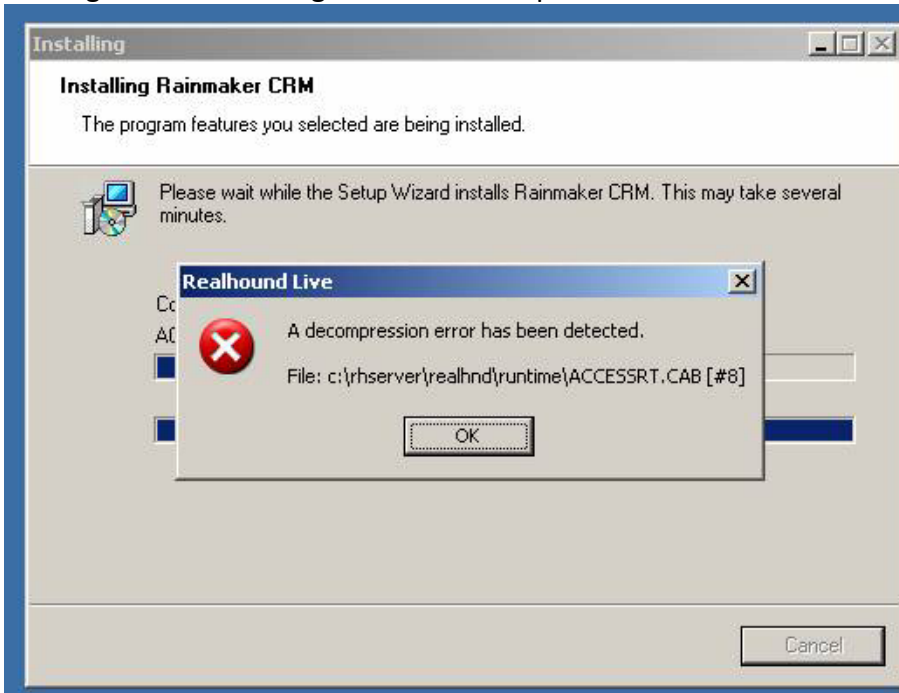


Access Runtime Decompression error message when running the Installation executable, .exe

Keywords (words are separated by a “;”): Access; ACCESSRT; accessrt.cab; decompression; error; install; download; problem; runtime; cab; 8

Introduction (Please Read): This document will help you to resolve a decompression error message received during the installation process.



Step 1: Please download the zip file in this link; <http://www.realhound.com/download/ACCESSRT.zip>

Step 2: Save this file to your "C" drive or your Desktop.

Step 3: Once saved right click on the zip file and select extract all. This will extract the contents into a new folder created in the same location of the zip file. So if you saved this to your desktop a new folder called "ACCESSRT" will be on your desktop.

Step 4: Open this folder and inside you will find two files, ACCESSRT.CAB and ACCESSRT.MSI copy both these files.

Step 5: Now paste these files into the location SHOWN IN THE ERROR MESSAGE. This should be (but not always) C:\rhserver\realhnd\runtime\

Step 6: Once you have copied the files into this location, run the installation file again. This time it will go past the point that an error was received and complete the installation.