

Support Note:

Resolving the design thumbnail display issue in Bernina V8.

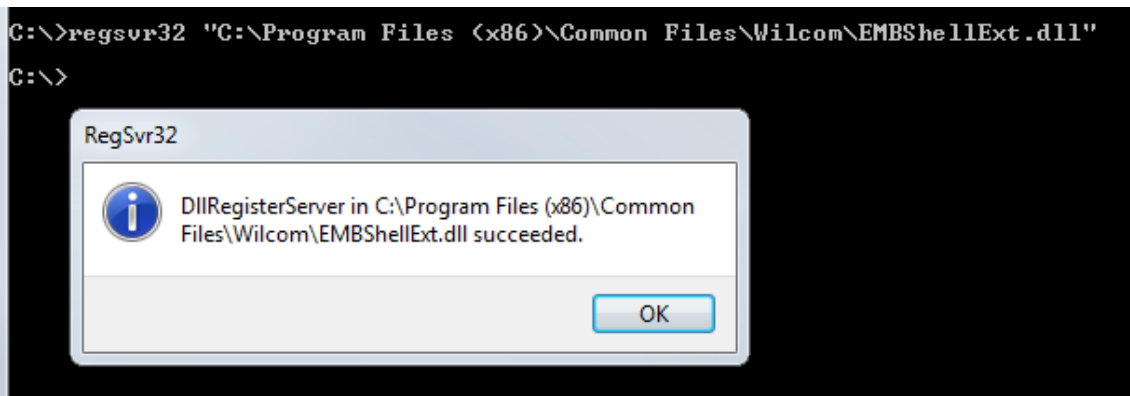
Cause: The EMBSHellExt.dll has not registered correctly during the installation of Bernina V8

- 1) Windows, please run cmd with "Run as administrator"
 - i) In case you have Windows 10,
 - a) right click on the Windows "Start" button
 - b) In the right click menu, click on "Command Prompt (Admin)" menu
 - c) Click on OK button in the warning message to allow it to run
 - ii) in case you have Windows 7,
 - a) in Windows run box, type: cmd
 - b) under Programs, right click on "cmd"
 - c) in the right click menu, click on "Run as administrator"

2) In cmd box, type command line (you may copy and paste it):

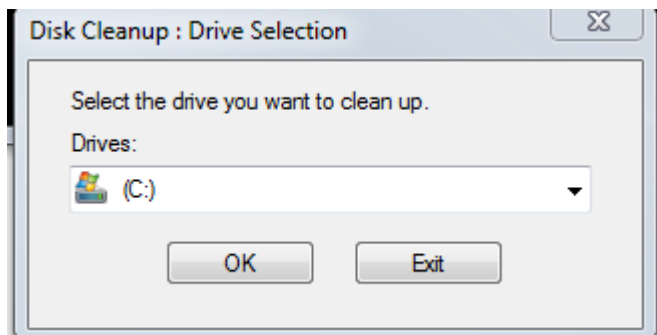
```
regsvr32 "C:\Program Files (x86)\Common Files\Wilcom\EMBSHellExt.dll"
```

Note: If using a different language operating system the program files path may differ.



3) Now in cmd box, type command line (you may copy and paste it):

```
%windir%\system32\cleanmgr.exe
```

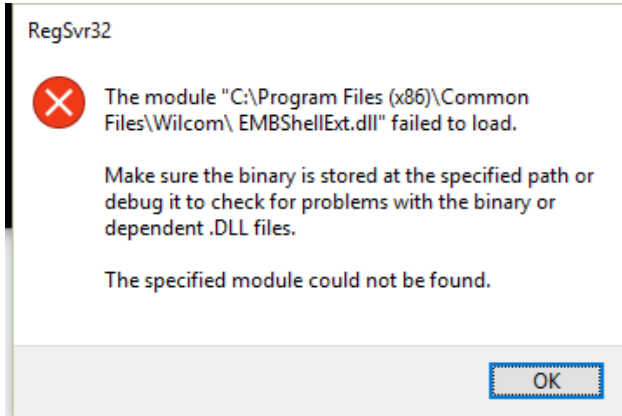


Note: it will open PC cleaning up dialog box.

4) Click OK button to continue, when the disk clean has completed the thumbnails will be restored.

NOTE: If the following error appears when attempting to register the DLL this may indicate an issue with the windows operating system.

Please consult your local PC technician as it may require a restore of the windows OS to an earlier date.



Cause: A 3rd party application is preventing the embshellExt.dll from registering correctly.

Currently we are aware of the following 3 applications (Embrilliance, Sewiconz and MyThreadBox) icon programs affecting the display of design thumbnails.

Uninstalling the conflicting icon application from the PC can resolve the thumbnail display issue.