This is a report from Thuy, a support technician, about an issue a customer named Mary Jane had with her laptop. It happened at 2:30 PM on May 29th. Mary Jane's laptop is a Dell Inspiron running Windows Vista with 2GB of RAM. She called to say that she couldn't install a video editing program. The screen showed an error message saying "missing DLL files," but there was no specific error code. Mary Jane tried downloading the missing DLL files from the internet, but it didn't fix the problem. I think there might be an error with the installation. If that's the case, she should use the system file checker to fix it. It's also possible that the program isn't compatible with her current operating system. I suggest upgrading the operating system to the latest version. Since I couldn't solve the problem right away, I escalated it to tier 2 support. Thanks for reading.