



## **SkillCheck Professional FAQ and Troubleshooting Guide**

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## SkillCheck Professional FAQ and Troubleshooting Guide

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This section contains the answers to frequently asked questions (FAQ) and advice for troubleshooting problems that may occur when you are installing or using the *SkillCheck Professional* or *Professional Plus* systems. If the solutions offered here do not solve the problem you are experiencing, please call SkillCheck Technical Support for assistance.

### General

<b>Question:</b>	What are the minimum requirements to run <i>SkillCheck Professional</i> ?
<b>Answer:</b>	<i>SkillCheck</i> requires a 486 or Pentium machine with at least 16 MB of RAM. For a <i>Master Pack</i> , you need at least 65 MB of free hard disk space.

<b>Question:</b>	How do I enable or disable the password?
<b>Answer:</b>	<ol style="list-style-type: none"><li>1. Open the <i>Test Administrator</i> and click the tab marked <b>Change System Settings</b>.</li><li>2. Click on the <b>Passwords</b> button and then choose either <b>TestCenter</b> or <b>Test Administrator</b>.</li><li>3. Check the <b>Password</b> box to use the password or uncheck it to not use the password.</li></ol>

<b>Question:</b>	Can I modify SkillCheck Software tests?
<b>Answer:</b>	You need the <i>Professional Plus TestMaker</i> to modify, create, or delete tests. For more information, contact the SkillCheck Sales Department at 1-888-648-9777.

<b>Question:</b>	Can examinees skip questions during a test?
<b>Answer:</b>	Yes. Examinees can skip a question by clicking the <b>Skip Question</b> button on the bottom right-hand side of the screen. <b>Note:</b> when a question is skipped, the examinee does not receive credit for it and the question is marked “incomplete” in the scores report.

<b>Question:</b>	How do I end a Software or Employment Skills test before it is finished?
<b>Answer:</b>	First, continue with the test until you reach a screen that reads “Go to the next question/Try this question again.” Then press <b>Control, Shift, and F4</b> . For Employment Skills tests, you can press <b>Control, Shift, F4</b> at anytime. <b>Important:</b> if you exit a test by this method, no scores will be recorded for the exam.

<b>Question:</b>	How do I end a Typing or Data Entry test before it is finished?
<b>Answer:</b>	Hold <b>Control, Shift</b> and press <b>F4</b> at anytime, or type “-=-=” at any typing or data entry screen to end the test. <b>Important:</b> if you exit a test by this method, the examinee’s score will be based solely on what he or she typed up to that point.

## General (continued)

<b>Question:</b>	How do I set the timing for the tests?
<b>Answer:</b>	<ul style="list-style-type: none"> <li>Open the <i>Test Administrator</i> and clicking the <b>Change System Settings</b> tab. In the dialog box that appears, click <b>Change Global Test Settings</b> to access the test timing options.</li> <li>If your SkillCheck software has test-making capabilities, you can change the test timing for individual tests using the appropriate test-making program.</li> </ul>

<b>Question:</b>	How do I change the settings so that Typing and/or Data Entry tests do not print the detailed reports?
<b>Answer:</b>	<ol style="list-style-type: none"> <li>Open the <i>Test Administrator</i>.</li> <li>Choose <b>Create Data Entry Tests</b> or <b>Create Typing Tests</b>.</li> <li>Go to the <b>File</b> menu and open the test you want to change.</li> <li>Go the <b>Test</b> menu and select <b>Change Test Settings</b>.</li> <li>Uncheck the <b>Create Detailed Report</b> box.</li> <li>Click <b>OK</b>.</li> <li>From the <b>File</b> menu, select <b>Exit</b>, and click <b>Yes</b> to save changes.</li> <li>Exit the <i>Test Administrator</i>.</li> </ol>

<b>Question:</b>	How can I import and/or export database scores?
<b>Answer:</b>	Scores are saved in a file called SCORES.DBF, which is located in the SKILLCHK\SCORES directory on your hard drive. The scores database is saved as a standard dBASE IV file and can be imported and/or exported like any other database file. It can also be opened by a spreadsheet program such as Microsoft Excel.

<b>Problem:</b>	My computer crashes when I close SkillCheck and then open Microsoft Excel or Microsoft Word. Excel and Word are on a network and SkillCheck is on a local computer.
<b>Probable Cause:</b>	Computers can be set either to a network or local drive. Programs can get confused when switching from one setting to another and can cause your computer to crash.
<b>Solution:</b>	Purchase a network version of SkillCheck or shut down and restart your computer when you are going to switch from local to network programs.

<b>Question:</b>	Is there a way to backup SkillCheck so we don't have to pay for replacement disks each time the computer crashes?
<b>Answer:</b>	Yes. Backup SkillCheck like you would any other program. Contact your computer manager for further instructions.

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For technical assistance, please call 1-800-347-0395

For sales assistance, please call 1-888-648-9777

## General (continued)

<b>Question:</b>	I have SkillCheck on my computer, but I don't have the <i>SkillCheck Professional</i> program group or icons. How do I create the icons?
<b>Answer:</b>	See the instructions below.

### Creating SkillCheck Icons in Windows 95

**First, create a *SkillCheck Professional* folder:**

1. At the **Desktop**, click once with your right mouse button.
2. From the drop list that appears, highlight **New**.
3. From the list that appears, click on **Folder**.
4. A new folder appears with a text box under it. Type in SKILLCHECK PROFESSIONAL for the name of the folder. Press **Enter**.
5. Double-click the newly created **SkillCheck Professional** folder to open it.

**Next, create the *TestCenter* icon:**

6. In the **SkillCheck Professional** folder, click once with the right mouse button and scroll down to **New**.
7. From the list that appears, click on **Shortcut**.
8. In the **Create Shortcut** dialog box, go to the **Command Line** text box and type in the following: C:\SKILLCHK\PRESENT.EXE, then a space, then C:\SKILLCHK\ADMIN\ICONWARE\STARTUP.IWM
9. Click on **Next**. Go to the **Select a Name for the Shortcut** text box, and type in TESTCENTER.
10. Click on **Finish**.

**Finally, create the *Test Administrator* icon:**

11. Repeat steps 6–8, except type the following in the **Command Line** text box: C:\SKILLCHK\PRESENT.EXE, then a space, then C:\SKILLCHK\ADMIN\ICONWARE\ADMIN.IWM
12. Click on **Next**.
13. Go to the **Select a Name for the Shortcut** text box and type in TEST ADMINISTRATOR.
14. Click on **Finish**.

Both icons should now appear in the **SkillCheck Professional** folder.

## General (continued)

### Creating SkillCheck Icons in Windows 3.1

**First, create a *SkillCheck Professional* program group:**

1. At the **Program Manager**, go to the **File** menu and select **New**.
2. In the **New Program Object** dialog box, click on the **Program Group** radio button and click **OK**.
3. In the **Program Group Properties** dialog box, go to **Description** text box and type SKILLCHECK PROFESSIONAL. (You don't need to type anything in the other text box).
4. Click **OK**.

**Next, create the *TestCenter* icon:**

5. From the **File** menu, select **New**.
6. In the **New Program Object** dialog box, select the **Program Item** radio button and click **OK**.
7. In the **Program Item Properties** dialog box, go to the **Description** text box and type TESTCENTER.
8. In the **Command Line** text box, type the following:  
C:\SKILLCHK\PRESENT.EXE, then a space, then  
C:\SKILLCHK\ADMIN\ICONWARE\STARTUP.IWM
9. Click **OK**.

**Finally, create the *Test Administrator* icon:**

10. Follow the same instructions given for the *TestCenter*, except type TEST ADMINISTRATOR in the **Description** text box and the following in the **Command Line** text box: C:\SKILLCHK\PRESENT.EXE, then a space, then C:\SKILLCHK\ADMIN\ICONWARE\ADMIN.IWM
11. Click **OK**.

## Installation

<b>Question:</b>	How long does it take to install a complete <i>SkillCheck Professional</i> package?
<b>Answer:</b>	<ul style="list-style-type: none"> <li>• From diskettes, it takes approximately 20 minutes on a Pentium PC and 60 minutes on a 486 PC.</li> <li>• From a CD, it takes approximately 15 minutes.</li> </ul>

<b>Question:</b>	Can SkillCheck be installed on more than one computer at a time?
<b>Answer:</b>	<p>No. SkillCheck is copy protected and can only be installed on one computer at any given time. You can purchase one of the SkillCheck network versions or additional SkillCheck systems if you want the same SkillCheck products on more than one computer.</p> <p>Contact our Sales Department for information on network versions.</p>

<b>Question:</b>	We are upgrading to Windows 95 from Windows 3.1. Do we need to do anything with SkillCheck during the upgrading process?
<b>Answer:</b>	As a precautionary measure, either uninstall SkillCheck before upgrading or back it up as you would any other program.

<b>Question:</b>	I bought several copies of SkillCheck. Can I copy one hard drive to the other computers so I don't have to install each separately?
<b>Answer:</b>	<p>No. Our product is copy protected and has to be installed on each individual computer.</p> <p>Contact our Sales Department for information on a network version of SkillCheck.</p>

<b>Question:</b>	Can I install SkillCheck on a laptop computer?
<b>Answer:</b>	Yes, if there is enough memory and free disk space.

<b>Question:</b>	Can I install SkillCheck on an Iomega Zip drive?
<b>Answer:</b>	Yes, but it will run very slowly.

## Installation (continued)

<b>Question:</b>	<ul style="list-style-type: none"> <li>I skipped a test during the installation process. How can I add it later?</li> <li>I exited the installation process after the system disks were installed but before all the tests were installed. How can I install all the tests?</li> </ul>
<b>Answer:</b>	<ol style="list-style-type: none"> <li>Open the SkillCheck <i>TestCenter</i>.</li> <li>Go to the <b>File</b> menu and choose <b>Install Product</b> or hold <b>Control</b> and press <b>N</b>.</li> <li>Follow the on-screen prompts.</li> </ol> <p><b>Important:</b> You will not need the System Disks to install an additional product by this method.</p>

## Installation Error Messages

<b>Problem:</b>	During installation, I receive a fatal error that says there is not enough memory.
<b>Probable Cause:</b>	Your computer does not have enough RAM or free disk space.
<b>Solution:</b>	Check to see if your machine is short on RAM (see page 9). If so, close some unneeded programs to free up RAM or upgrade your memory. You need at least 16 MB of RAM and 65 MB of free hard disk space.

<b>Problem:</b>	<ul style="list-style-type: none"> <li>I received a fatal error message during installation.</li> <li>During installation, my computer does not recognize one of the disks and instead keeps asking for the same disk that is in the drive.</li> <li>During installation, I receive an error with one of the disks that states “A .dll file has failed the CRC check. Source disk may be damaged.”</li> <li>A “General Protection Fault” appears during installation.</li> </ul>
<b>Probable Cause:</b>	Your disks are faulty.
<b>Solution:</b>	<ul style="list-style-type: none"> <li>Quit the installation by clicking <b>Exit This Installation</b> button at the bottom right-hand corner of the screen.</li> <li>If the problem occurred while installing the System Disks, please contact SkillCheck Technical Support.</li> <li>If the problem occurred while installing one of the Product Install Disks, skip the disk that was not recognized and finish the installation. If the installation is successful, open the <i>TestCenter</i>, go to the File menu, and select <b>Install Product</b>. Try installing the faulty disk using this method. If you are still unsuccessful, please contact SkillCheck Technical Support.</li> </ul>

## Installation Error Messages (continued)

<b>Problem:</b>	I'm switching computers and SkillCheck won't install on my new computer.
<b>Probable Cause:</b>	<ul style="list-style-type: none"><li>• SkillCheck was not uninstalled from the original computer</li><li>• Your disks may be damaged.</li></ul>
<b>Solution:</b>	<ul style="list-style-type: none"><li>• Make sure SkillCheck was uninstalled from the original computer back to the original disks.</li><li>• If you need replacement disks, contact SkillCheck sales at 1-888-648-9777 for information.</li></ul>

## Uninstallation

<b>Question:</b>	We created a test but need to uninstall SkillCheck, and we don't want to lose the test. How do you save the test that was created?
<b>Answer:</b>	You can export the test through the SkillCheck test maker that you used to create the test. Then import the test using the <i>TestCenter</i> . See the <i>TestCenter</i> and appropriate test-maker documentation.



## Test Administration

<b>Problem:</b>	<ul style="list-style-type: none"> <li>• My computer freezes after the <i>Registration</i> screen.</li> <li>• After I log on to a software test, it goes directly to the <i>Contact Test Administrator</i> screen and bypasses the test.</li> <li>• My SkillCheck program stops running during a test. It goes to the <i>Contact Test Administrator</i> screen or just freezes up.</li> <li>• My computer freezes on the last question.</li> <li>• My computer freezes if I give more than one test at a time.</li> <li>• A “General Protection Fault” appears during a test.</li> <li>• The <i>Test Administrator</i> screen is jumbled, that is, only half of the screen appears and not all of the graphics load.</li> </ul>
<b>Probable Cause:</b>	Your machine either does not have enough memory or free disk space.
<b>Solution:</b>	Check your computer’s memory and free disk space (see page 9).

<b>Problem:</b>	When I try to run a test, I get a “graphics cannot load” message.
<b>Probable Cause:</b>	Either there was a problem during installation, or your disks are faulty.
<b>Solution:</b>	<ul style="list-style-type: none"> <li>• Try uninstalling and then reinstalling the test from the product disks.</li> <li>• If uninstalling doesn’t work, call SkillCheck for replacement disks.</li> </ul>

<b>Problem:</b>	The computer froze at the <i>Contact Test Administrator</i> screen. Pressing <b>F2</b> doesn’t work.
<b>Probable Cause:</b>	The screensaver is conflicting with SkillCheck.
<b>Solution:</b>	The screensaver comes up behind the <i>Contact Test Administrator</i> screen when the <i>TestCenter</i> is inactive for a period of time. Move the mouse to deactivate the screensaver and then press <b>F2</b> again. Consider permanently deactivating the screensaver to prevent this from happening again.

## Test Administration (continued)

<b>Problem:</b>	<ul style="list-style-type: none"> <li>• The screen is jumbled and I am getting an “out of bitmap memory” message.</li> <li>• The text on the screen looks distorted.</li> </ul>
<b>Probable Causes:</b>	<ul style="list-style-type: none"> <li>• The screen resolution is not set correctly.</li> <li>• Your computer may not have enough memory.</li> </ul>
<b>Solution:</b>	<ul style="list-style-type: none"> <li>• Check your screen resolution to make sure it is at 640 by 480 pixels for a Windows 95 computer and VGA for a Windows 3.1 computer. If the setting is other than 640 x 480, follow the instructions below for changing the monitor display setting.</li> <li>• Check your memory and free hard disk space (see page 9).</li> </ul>

### Changing Monitor Settings in Windows 95

1. Go to the **Start** menu and click **Settings**.
2. Select **Control Panel** and then double-click **Display**.
3. At the top of the **Display Properties** dialog box, click the **Settings** tab.
4. Under **Desktop Area**, move the arrow left (toward **Less**) to select 640 by 480 pixels.
5. Click **OK**. (You may be asked to restart your machine after changing this setting.)
6. Click the **X** at the top right-hand corner to close the **Control Panel**.

### Changing Monitor Settings in Windows 3.1

1. From the **Program Manager**, double-click on the **Main** program group.
2. Double-click on **Windows Setup**.
3. From the **Options** menu, select **Change System Settings**.
4. From the **Display** field, use the pull-down list and select **VGA** (without any extension). (If a message appears saying “A driver for this display...,” click on **Current**.)
5. Click on **Restart Windows**.

## Checking Potential RAM and Hard Drive Space Problems

### Checking Amount of RAM in Windows 95

1. At the **Desktop**, click the right mouse button once on the **My Computer** icon.
2. With the left mouse button, click on **Properties**.
3. At the bottom right-hand corner of the screen, above the **Support Information** button, is a number ending with "RAM." This is the amount of RAM memory you have. You need at least 8MB to run *SkillCheck Professional*. If you have less, contact your computer manager.

### Checking Amount of RAM in Windows 3.1

1. At the **Program Manager**, go to the **File** menu and select **Exit Windows**.
2. At the prompt, select **OK** to exit Windows.
3. At the C:\ prompt, type MSD.
4. Add the numbers next to the **Memory** field, for example, 640K + 15306K = 15946K
5. The sum should be at least 8000K or 8MB.
6. 4. If it is less, your computer does not have enough RAM memory to run *SkillCheck Professional* properly. Contact your company's computer manager.

### Checking Free Disk Space in Windows 95

1. From the **Start** menu, select **Programs**.
2. From the **Programs** menu, select **Accessories**.
3. From the **Accessories** menu, select **System Tools**.
4. From the **System Tools** menu, select **Drive Space**.
5. Click on the drive (e.g., C:\) you want to check.
6. Select **Properties** from the **Drive** menu.
7. A pie chart will show you how much available free disk space you have. It should be at approximately half of your total disk space. If it is less than half, you may experience memory problems.
8. If you do not have enough free disk space, contact your computer manager.

## Checking Potential RAM and Hard Drive Space Problems (continued)

### Checking Free Disk Space in Windows 3.1

1. At the **Program Manager**, double-click on the **Main** icon.
2. Double-click on the **File Manager** icon.
3. On the bottom left-hand side of the screen, there are two numbers. The first tells you how much disk space is free. The second tells you how much you have in total.
4. The amount of free disk space should be approximately half of your total disk space. If it less than half, you may experience memory problems.
5. If you do not have enough free disk space, contact your computer manager.

### Checking Programs Running in Windows 95

1. Do you see any programs listed on the **Taskbar** at the bottom of the screen next to **Start** or the clock? (For example, a shield next to the clock may indicate a virus program is running.)
2. From the **Start** menu, choose **Programs**, then **StartUp**. Is anything listed to the right? If so, close these programs to free up RAM. Ask your computer manager for any needed help.

### Checking Programs Running in Windows 3.1

1. Hold the **Control** key and press **ESC**. A task list will appear with all the programs running on your computer.
2. If you are unsure about any programs that are running, consult your computer manager before closing the applications.

## Checking Potential RAM and Hard Drive Space Problems (continued)

### Reconfiguring Memory in Windows 3.1

Sometimes a computer's memory is not well organized. The *Memmaker* program reorganizes a computer's memory to hold more information. To understand this better, think of a refrigerator that seems full. If you move a few bottles and jars, your refrigerator can often hold much more.)

1. At the **Program Manager**, go to the **File** menu and select **Exit Windows**.
2. Select **OK** to end the Windows session.
3. At the C:\ prompt, type MEMMAKER. Read the screen and press **Enter** to continue.
4. Read the screen, then type YES. Press **Enter** to accept **Express Setup**.
5. Read the screen and press **Enter**.
6. Remove any disks from the drives, then press **Enter** to restart the computer. (*Memmaker* may ask you to repeat this step.)
7. If you did not receive any error messages and your screen looks normal, press **Enter**.
8. Press **Enter** again to exit the *Memmaker* program.

## Scores

<b>Problem:</b>	I'm taking a Data Entry test or a Typing test. My answers are correct, but the report says they are wrong or it gives me a negative score.
<b>Probable Cause:</b>	<ul style="list-style-type: none"><li>• You may be typing from the wrong document.</li><li>• The text for your test may have been altered or deleted.</li></ul>
<b>Solution:</b>	<ul style="list-style-type: none"><li>• Make sure you are typing from the actual test and not the practice test.</li><li>• Make sure you are typing from the document specified on-screen before the test begins.</li><li>• Make sure your test has not been altered (see the instructions below).</li></ul>

Reviewing Text of a Data Entry or Typing Test
<ol style="list-style-type: none"><li>1. Start the <i>Test Administrator</i>.</li><li>2. Select <b>Create Data Entry Tests</b> or <b>Create Typing Tests</b>.</li><li>3. Using the <b>File</b> menu, open the test you want to preview.</li><li>4. Compare the text that appears on screen with the hard copy from which examinees are typing or entering data.</li></ol>

## Scores (continued)

<b>Question:</b>	I have <i>SkillCheck Professional</i> and I want to print an examinee's scores from a previously taken test.
<b>Answer:</b>	See the instructions in the following table.

To Retrieve Previous Scores
<p>If you need scores from the last test you gave:</p> <ol style="list-style-type: none"> <li>1. Start the <i>TestCenter</i>.</li> <li>2. Type in the password, if necessary.</li> <li>3. At the <i>Test Selection</i> screen, from the <b>File</b> menu, select <b>Print Previous Results</b>.</li> </ol> <p>If you need scores from a test given any time before the last test you gave:</p> <ol style="list-style-type: none"> <li>1. Start the <i>TestCenter</i>.</li> <li>2. Type in the password, if necessary.</li> <li>3. At the <i>Test Selection</i> screen, from the <b>File</b> menu, select <b>Database Viewer</b>.</li> <li>4. Type in the correct search criteria.</li> <li>5. Click the <b>Search Now</b> button at the bottom of the screen.</li> <li>6. Click <b>Print</b> when you have the desired test results on screen.</li> <li>7. Click <b>Return</b> after the results have printed.</li> <li>8. Click <b>Exit Database Viewer</b>.</li> </ol>

<b>Problem:</b>	The scores from the final test (when given in a series to one examinee) do not appear.
<b>Probable Cause:</b>	Your computer may not have enough memory or free disk space.
<b>Solution:</b>	Check your computer's memory and free disk space (see page 9).

## PRINTING

<b>Problem:</b>	<ul style="list-style-type: none"> <li>At the <i>Scores</i> screen, I selected <b>Print</b> but scores are not printing.</li> <li>My printer is printing gibberish.</li> <li>I received Error 1040.</li> </ul>
<b>Solution:</b>	<p>Make sure that:</p> <ul style="list-style-type: none"> <li>The printer is on.</li> <li>The printer is on-line.</li> <li>The printer has paper.</li> <li>The correct printer is selected in the Windows <b>Print Manager</b> (see instructions below).</li> </ul>

### Checking Default Printer Settings in Windows 95

1. From the **Start** menu, select **Settings**.
2. Select **Printers**.
3. Look for a printer icon labeled with your printer name. Make sure it is the same make and model printer that you use for printing.
4. Right click on it and make sure **Set as Default** is selected (checked).

### Checking Default Printer Settings in Windows 3.1

1. From the **Program Manager**, double-click **Main**.
2. Double-click **Print Manager**.
3. The printer listed on the top right-hand side of the screen should match your printer.
4. If they do not match, contact your computer manager for assistance.

<b>Problem:</b>	I keep getting printing Error 1010.
<b>Probable Cause:</b>	SkillCheck uses the Windows printer drivers to print reports. There may have a problem with your computer's print configuration.
<b>Solution:</b>	<ul style="list-style-type: none"> <li>Check to see if you can print through <i>Notepad</i>, which is located in your <b>Accessories</b> group.</li> <li>If you can't, it's a general computer problem. Call your computer manager for assistance.</li> <li>If you can, try purging the database first. (See the <i>Test Administrator</i> documentation for instructions.) If that doesn't work, try uninstalling and reinstalling.</li> </ul>