



SkillCheck Professional FAQ and Troubleshooting Guide

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SkillCheck Professional FAQ and Troubleshooting Guide

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 4.0* systems. If the solutions offered here do not solve the problem you are experiencing, please call SkillCheck Technical Support at **1-800-347-0395** for assistance.

General

Question:	What are the minimum requirements to run <i>SkillCheck Professional</i> ?
Answer:	<i>SkillCheck Professional</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.

Question:	How do I enable or disable the passwords?
Answer:	<ol style="list-style-type: none">From <i>TestCenter</i>, select Advanced Administration from the Advanced submenu in File.You may be prompted for a password. The default password for the <i>Advanced Administrator</i> is "admin". Enter the password, if necessary, and click OK.Click the Change System Settings tab.Click on the Passwords button and then choose either Change TestCenter password settings or Change Administrator's password settings.For the <i>TestCenter</i>:<ul style="list-style-type: none">Check any of the following boxes, Require password to start TestCenter, Require password at the end of a test session or Display password dialog box at the end of a test session. For a full description of each option, see the Passwords section of the "Advanced Administration" chapter in this manual. If none of these options is chosen, a password will not be required for the <i>TestCenter</i>.Enter a password in the text field.Click OK.You will need to restart <i>SkillCheck Professional</i> for the changes to take effect.For the <i>Advanced Administrator</i>:<ul style="list-style-type: none">Check or uncheck the Use password to access advanced administrative options box.If desired, enter a password in the text field.Click OK.You will need to restart <i>SkillCheck Professional</i> for the changes to take effect.

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

General (continued)

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

Question:	How do I end a Software test before it is finished?
Answer:	First, continue with the test until you reach a screen with Go to the next question/Try this question again buttons. Then press Control, Shift, and F4 . Important: if you exit a test by this method, no scores will be recorded for the exam.

Question:	How do I end an Employment Skills test before it is finished?
Answer:	At any time during the test press Control, Shift, and F4 . Important: if you exit a test by this method, no scores will be recorded for the exam.

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

Question:	How do I set a time limit for all tests?
Answer:	<ol style="list-style-type: none"> 1. Select Advanced Administration from the Advanced submenu in File. 2. You may be prompted for a password. The default password for the <i>Advanced Administrator</i> is “admin”. Enter the password, if necessary, and click OK. 3. Click the Change System Settings tab. 4. Click the Global Test Settings button to access the test timing options. 5. To assign <i>all tests</i> given using <i>SkillCheck Professional</i> the same time limit, click the Timed checkbox, then specify a time in minutes (15 minutes is the default). Then click the Use these settings for all Professional and Professional Plus tests checkbox. 6. Click OK. <p>Note: If your <i>SkillCheck Professional</i> software has test-making capabilities, you can change the test timing for individual tests using the appropriate test-making program.</p>

General (continued)

Question:	How do I change the settings so that Typing and/or Data Entry tests do not print the detailed reports?
Answer:	<ol style="list-style-type: none"> 1. Select Advanced Administration from the Advanced submenu in File. 2. You may be prompted for a password. The default password for the <i>Advanced Administrator</i> is "admin". Enter the password, if necessary, and click OK. 3. Choose the Create Data Entry Tests or Create Typing Tests button. 4. Go to the File menu and open the test you want to change. 5. Go the Test menu and select Change Test Settings. 6. Uncheck the Create Detailed Report box. 7. Click OK. 8. From the File menu, select Exit, and click Yes to save changes. 9. Exit <i>Advanced Administrator</i>.

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

Problem:	My computer crashes when I close <i>SkillCheck Professional</i> and then open Microsoft Excel or Microsoft Word. Excel and Word are on a network and <i>SkillCheck Professional</i> is on a local computer.
Probable Cause:	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.
Solution:	Purchase a network version of <i>SkillCheck Professional</i> or shut down and restart your computer when you are going to switch from local to network programs.

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

General (continued)

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

Creating SkillCheck Icons

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 **Shortcut**.
4. In the **Create Shortcut** dialog box, go to the **Command Line** text box and type in the following: "C:\PROGRAM FILES\SKILLCHECK\PRESENT.EXE" ADMIN\ICONWARE\STARTUP.IWM ADMIN.
5. Click on **Next**. Go to the **Select a Name for the Shortcut** text box, and type in "SKILLCHECK PROFESSIONAL."
6. Click **Finish**.

Installation

Question:	How long does it take to install a complete <i>SkillCheck Professional</i> package?
Answer:	Approximately 15 minutes.

Question:	Can <i>SkillCheck Professional</i> be installed on more than one computer at a time?
Answer:	<p>No. <i>SkillCheck Professional</i> is copy protected and can only be installed on one computer at any given time. You can purchase a network version or additional systems if you want the same <i>SkillCheck Professional</i> products on more than one computer.</p> <p>Contact our Sales Department at 1-800-648-3166 for information on network versions.</p>

Question:	I bought several copies of <i>SkillCheck Professional</i> . Can I copy one hard drive to the other computers so I don't have to install each separately?
Answer:	<p>No. Our product is copy protected and has to be installed on each individual computer.</p> <p>Contact our Sales Department at 1-800-648-3166 for information on a network version of <i>SkillCheck Professional</i>.</p>

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

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

Installation Error Messages

Problem:	During installation, I receive a fatal error that says there is not enough memory.
Probable Cause:	Your computer may not have enough RAM or free disk space.
Solution:	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 16MB of RAM and 65 MB of free hard disk space.

Problem:	I'm switching computers and <i>SkillCheck Professional</i> won't install on my new computer.
Probable Cause:	<ul style="list-style-type: none">• <i>SkillCheck Professional</i> was not uninstalled from the original computer. Go to the "Installation" chapter in this manual for instructions on uninstalling.• Your CD and/or License Diskette may be damaged.
Solution:	<ul style="list-style-type: none">• Make sure SkillCheck was uninstalled from the original computer back to the original CD and License Diskettes.• If you need a replacement CD and/or License Diskette, contact SkillCheck sales at 1-888-648-9777 for information.

Uninstallation

Question:	We created a test but need to uninstall <i>SkillCheck Professional</i> , and we don't want to lose the test. How do you save the test that was created?
Answer:	The process for saving or importing/exporting each type of test used in <i>SkillCheck Professional</i> is different. Go to the individual chapters in this manual for specific instructions on how to save each type of test.

Test Administration

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

Problem:	The computer froze at the <i>Contact Test Administrator</i> screen. Pressing F2 doesn’t work.
Probable Cause:	The screen saver is conflicting with SkillCheck.
Solution:	The screen saver 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 screen saver and then press F2 again. Consider permanently deactivating the screen saver to prevent this from happening again.

Checking Potential RAM and Hard Drive Space Problems

Checking Amount of RAM

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 16mb to run *SkillCheck Professional*. If you have less, contact your computer manager.

Checking Free Disk Space

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 Programs Running

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.

Scores

Problem:	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.
Probable Cause:	<ul style="list-style-type: none"> You may be typing from the wrong document. The text for your test may have been altered or deleted.
Solution:	<ul style="list-style-type: none"> Make sure you are typing from the actual test and not the practice test. Make sure you are typing from the document specified on screen before the test begins. Make sure your test has not been altered (see the instructions below).

Reviewing Text of a Data Entry or Typing Test

1. Go to the *Advanced Administrator*.
2. Select the **Create Data Entry Tests** or **Create Typing Tests** button.
3. Using the **File** menu, open the test you want to preview.
4. Compare the text that appears on screen with the hard copy from which test takers are typing or entering data.


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

To Retrieve Previous Scores

If you need scores from the last test you gave:

1. Go to the *TestCenter*.
2. From the **File** menu, select the **Print** submenu, then select **Print Previous Results**.

If you need scores from a test given any time before the last test you gave:

1. Go to the *TestCenter*.
3. From the **File** menu, select **Reporting...**
4. Select the **Standard Test Report** button.
4. Type in the correct search criteria.
5. Click the **Search now** button at the bottom of the screen.
6. Highlight the test you would like to see the results for.
7. Click **View**.
8. Click the  on the top of the page.

Scores (continued)

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

Printing

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

Checking Default Printer Settings
<ol style="list-style-type: none">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).

Printing (continued)

Problem:	I have a networked printer and my scores do not print from the <i>TestCenter</i> .
Solution:	Make sure that: <ul style="list-style-type: none">• You can print from other programs (such as Notepad).• Printer must be installed via captured LPT ports. (See instructions below)

Capturing Printer Port
<ol style="list-style-type: none">1. Open Network Neighborhood.2. Browse to locate the network printer.3. Right click on the printer.4. Select Capture Printer Port... from the shortcut menu.5. Click OK.

Problem:	I keep getting printing Error 1010.
Probable Cause:	SkillCheck uses the Windows printer drivers to print reports. There may have a problem with your computer's print configuration.
Solution:	<ul style="list-style-type: none">• Check to see if you can print through <i>Notepad</i>, which is located in your Accessories group.• If you can't, it's a general computer problem. Call your computer manager for assistance.• 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.