

# Program crashes when entering a certain number of zeros

## Frequently Asked Question:

Program crashes when entering a certain number of zeros

## Answer:

Memory issues can cause software to crash when the computer is unable to completely process the information. In this case, the excess of zeros prevents the system from completing the required computations. Try restarting the computer and turning off all open applications before running CMS:

Close programs using the System Tray:

1. Place your mouse over an icon in the System Tray in the lower right-hand side of the desktop.
2. Right-click the icon to bring up the available options.
3. Select Exit, Disable, Close, etc., as available, to close down the application.
4. Repeat for other items in the tray.

Use the Close Program screen to disable or turn off programs that cannot be closed from the System Tray:

1. Press [Ctrl]+[Alt]+[Del] to bring up the Close Program screen.
2. Quit ALL applications except Systray and Explorer.
3. To close: Highlight the application and click End Task. Repeat for any other applications still open.

If the problem continues, uninstall and reinstall CMS-SA.  
Uninstall:

1. Click Start, Programs, CMS-SA, Uninstall CMS-SA.
2. Click Yes to confirm deletion
3. Follow the prompts to complete the uninstall
4. Use Windows Explorer to confirm that the CMS.ini file was removed; the path is {C:\Windows\CMS.INI}

Shut down the computer completely:

1. Click Start | Shut Down the Computer.
2. When the system is completely shut down, reboot.
3. Close open applications as shown above.

Reinstall:

1. Click Start, Run.
2. Type A:\INSTALL - Click Open, OK.
3. Follow the on-screen prompts to complete the installation."

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<http://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=1906>