

Cannot install or uninstall

Close all background applications, including toolbars, anti-virus software, and Internet or modem connections before installing or uninstalling CVLT-II.

Installation:

Close all background applications, including toolbars, anti-virus software, and Internet or modem connections before installing. Such programs running in the background during installation can prevent correct installation. If errors occur after installation, backup the database, uninstall CVLT-II, turn off all background applications and reinstall.

To install:

CD version:

- Insert the CD into your computer's CD-ROM drive.
- Insert the diskette labeled ""Disk 1 Install"" into your computer's diskette drive.
- Installation begins automatically.
- Follow the on-screen prompts to complete installation.

Diskette version:

- Insert the diskette labeled ""Disk 1 Install"" into your computer's diskette drive.
- Choose Run from the Start menu.
- Type a:\setup.exe (or b:\setup.exe), then click OK.
- Insert Disk 2 and subsequent disks when prompted.
- Follow the on-screen prompts to complete installation.

System Errors:

Installation may show the following errors:

- Cannot install: Severe UnUseDll Failed: Still in memory. SevereX
- Dll or Runtime errors
- Cannot go past the demographics screen

Check the display settings. CVLT-II requires screen display resolution at 800x600, small fonts, and color display at 256 colors or better. To change screen display:

CVLT-II requires screen display resolution at 800x600, small fonts, and color display at 256 colors. To change screen display:

- Right-click the mouse on a blank section of the desktop, select Properties, Settings.
- If the display/desktop slider bar is set to other than 800x600, move the bar until 800x600 is set
- If color is not set to 256 colors, click the arrow at Color Palette and select 256 colors.
- Font Size must be Small Fonts; change if set to Large Fonts or Others.
- Click OK to save the changes.

CVLT-II should have the date set to mm/dd/yyyy for best performance. To change the date format:

- Click Start, Settings, Control Panel, Regional Settings, Date.
- At the Regional Settings screen, click the Date tab.
- Click the arrow at Short Date style and select mm/dd/yyyy.
- Click Apply, OK.

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Software Support -> — C — -> CVLT-II Scoring Assistant -> Cannot install or uninstall

<http://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=722>