

# Error isinst30 - illegal operation after installing 43% of Install Shield

## Error Description:

Error isinst30 - illegal operation after installing 43% of Install Shield

## Resolution:

If you are having trouble installing the SAW-A. Please call technical support at 1-800-249-0659. Technical support will mail you a copy of the program that does not require the floppy disk. It will take 3 to 5 business days for shipping to reach your destination.

Make sure you close all applications prior to installing any software. This includes any toolbars and anti-virus software.

To disable or turn off open programs with Windows 98:

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

Restart in Safe Mode:

- Click Start, Shut Down the Computer.
- When the system is completely shut down, reboot.
- Press and hold down the [Shift] key to start in Windows 98 Safe Mode.

If SAWS-A has been previously installed on this system, delete the {SAWS-A.INI} file:

- Launch Windows Explorer.
- Locate the C:WINDOWS folder.
- Highlight {SAWS-A.INI}, press [Delete].

Reinstall SAWS-A.

Some errors are indicative of either a bad diskette, or malfunctioning floppy diskette drive.

Note: If you are having trouble installing the SAWS-A because of a defective floppy. Please call technical support at 1-800-249-0659. Technical support will mail you a copy of the program that does not require the floppy disk. It will take 3 to 5 business days for shipping to reach your destination.

The SAWS A is no longer available for purchase. Support for this software will continue for computers that fall within the parameters of the system requirements. For a list of system requirements please see the article in this section titled "System Requirements"

