# Install fails at 50% with illegal dump error 105

## Frequently Asked Question:

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## Answer:

Installation errors can have many causes. A Temp folder may be missing or have files from a previous (possibly incomplete) installation, or the Recycle folder may have too many files. Windows background applications can interfere with installing software. Applications such as MS Office, Internet startup, and similar programs must be turned off before trying to load new software. If the computer is on a network, exit the network and restart Windows without logging-on. Also, check the computer's system resources. If they are at a very low level, restart your computer.

1. Delete Windows Temp files:
   a. Open My Computer or Windows Explorer.
   b. Double-click the Windows folder and double-click the Temp folder.
   c. Click Edit and choose Select All.
   d. Click File and click Delete.
2. Empty the Recycle bin:
   a. From My Computer or Windows Explorer, highlight the Recycled folder.
   b. Click File and choose Delete. Close open applications, including any toolbars and anti-virus software, prior to installing.
3. Close programs using the System Tray:
   a. Place your mouse over an icon in the system tray in the lower right-hand side of the desktop.
   b. Right-click the icon to bring up the available options.
   c. To close down the application, select Exit, Disable, Close, etc., as available.
   d. Repeat for other items in the tray.
4. Close programs using the Windows Close Program Screen for applications that cannot be closed from the System Tray:
   a. Press [Ctrl]+[Alt]+[Del] to bring up the Close Program screen.
   b. Quit ALL applications except Systray and Explorer.
   c. To close: Highlight the application and click End Task; repeat for any other applications still open.

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"