

GPF in module INS0433._MP

Error Description:

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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.

Sometimes when attempting to install the SAWS-A software, you may encounter error messages regardless that you have all background applications closed. If this happens, the best way to perform the installation is to copy the disks to your hard drive, and perform the installation from the hard drive in Windows Safe Mode.

Here's how:

1. Right-click on the Windows Desktop.
2. Click on New, Folder. A new folder will display on the desktop with a flashing cursor at the end of the name.
3. Type SAWSA and press [Enter] on your keyboard.
4. Place disk 1 of SAWS-A into your floppy drive.
5. Double-click on My Computer.
6. Double-click on the 3.5 floppy icon. A window should open with a list of the files on disk 1.
7. Click on the Edit menu and choose "Select All".
8. Click on the Edit menu and choose "Copy".
9. Close the 3.5 floppy window.
10. Right-click on the SAWSA folder you created on your desktop, and then left-click on "Paste". All files from the disk will be copied into the SAWSA folder.
11. Repeat steps 4-10 with disk 2 of the SAWS-A software.

Once the contents of both disks have been copied into the SAWSA folder on your desktop, follow these instructions:

1. Click Start, Shut Down, and choose "Restart the computer in MS-DOS mode?".
2. Your computer should restart giving you a DOS prompt which should read "C:Windows".
3. At the DOS prompt type "win /d:m" (without the quotes) and then press the [Enter] key on your keyboard.
4. Your computer should launch into Windows Safe Mode, which is a special diagnostic mode for trouble-shooting Windows and other applications.
5. Once in Safe Mode, double-click on the SAWSA folder on your desktop.
6. Locate the file called {setup.exe} (with the blue computer icon above or beside it).
7. Double-click on this file.
8. SAWS-A should begin installing.
9. Once the installation is complete, restart your computer, except this time boot up in Normal Mode. (Check the "Restart the computer" option.)

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"

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<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=2086>