

# **The information saves but will not print or display the report (Both Platforms)**

## **CAUSE:**

This issue is isolated to ASSISTs that have an aptitude achievement screen. These include the KeyMath-R/NU, WRMT-R/NU, and the PIAT-R/NU. The issue stems from the user not fully understanding the function of this screen. The aptitude-achievement screen is designed to allow the user to compare either a specific section, or the entire test, with an achievement test such as the WISC-III. If no such test was administered the user must select None on this screen. If this is not done, the program will attempt to compare to a test that has not been given and as such the program will not display the report. In the latest version of the WRMT-R/NU (1.6), this manifests as an error message saying “problems with the setup of your computer” as opposed to a blank screen but the problem is the same.

## **MORE INFORMATION:**

Have the user click on Examinees from the menu and select add\edit examinee. Double-click on the examinee’s name and\or test record. Navigate to the aptitude-achievement screen and select None. Save the record and the report should generate normally.

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Software Support -> — A — -> ASSIST -> FoxPro ASSIST Products -> The information saves but will not print or display the report (Both Platforms)

<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=3544>