Software lock up or freezes during the test

Frequently Asked Question:

Software lock up or freezes during the test

Answer:

Other programs running at the same time as MicroCog for Windows, may cause the test to freeze during administration. Please close all active programs prior to test administration. Running applications can have an effect to test timing. For assistance with this, follow the steps below.

- After returning to your desktop, press Ctrl+Alt+Delete. This displays the Close Program dialogue. Click the Task Manager button, and select the Applications tab.

- Highlight any of the items in the list except Explorer and Systray, and choose End Task.

- Older versions of Windows require you to repeat steps 1 & 2 until all programs except Explorer and Systray are closed.

Do the following to update Microcog:

1. Go to http://www.pearsonassessmentsupport.com/support/
2. Click on the download button.
3. Choose the download product updates link
4. Choose Product Updates for 32-bit Windows .
5. Choose Other products
5. Find your product in the product update list and click on the update button

http://www.pearsonassessmentsupport.com/support/index.php?View=files&CategoryID=54

6. Click on the links to download the software and install it. Choose in the order they are listed. Choose the Platform first, download and then install and then do the updates.
7. If during the installation it asks for an authorization code please call us at 800-249-0659 and we will obtain this for you.
8. Reboot your computer after the installs.

Please note that when you are prompted to remove or repair, choose repair - removing the software would completely uninstall the program from your PC. You will need to run the update for all you software that you have installed on your computer. You only need to install the platform once because it is the same for all the products.