

# ExamBank Troubleshooting Manual

FOCUS  
VERKEN

**AFRIKAANS**  
SONDER GRENSE

**AFRIKAANS**  
*ons taal*

Isisekelo  
Solimi

**A RE ŠOGENG**  
THARI

**Simnandi**  
**IsiXhosa**

ExamBank



MASKEW MILLER  
LONGMAN

(021) 532 6000  
customerservices@mml.co.za  
www.mml.co.za

## Table of Contents

<u>Section</u>	<u>Page</u>
1. Introduction Minimum system requirements	3
2. Opening the <b>ExamBank CD-ROM</b> programme	4
3. Access Control Screen <i>Registering your <b>ExamBank CD-ROM</b> by entering your pin number.</i>	7
4. Open Screen <i>Opening existing exams and test papers.</i>	9
5. Compilation Screen <i>Compiling your exams and tests.</i>	10
6. Suggested Solution <i>Accessing and previewing your suggested solutions (answer papers/memorandum).</i>	15
7. Miscellaneous Issues	21
7.1 The programme does not move past installation	21
7.2 Adding your school logo on the Compilation Page.	21
7.3 Issues that may affect Computer Applications Technology teachers.	21
7.4 The Topics, Learning outcomes and Cognitive levels graphs do not add up to 100%	22
7.5 You are asked for a “database password”	22
7.6 Problems with the screen display - the screen displayed is “cut-off” on the right-hand side or the display “doesn’t fill” the whole screen.	22
8. Contact Details	23
Addendum 1 – List of Gr12 <b>ExamBank CD’s</b> and corresponding databases	24
Addendum 2 –Disabling the Norton AntiVirus Office plug-in	25
Addendum 3 – Installation instructions with screenshots	27
Addendum 4 – Frequently Asked Questions (FAQ’s)	31

## 1. Introduction

The **ExamBank CD** - Troubleshooting Manual is designed to help assist users with any queries, problems or errors, which they may experience while using the **ExamBank** software. The manual outlines the known issues and bugs that have been experienced by users of a similar programme, which has been in the market for over three years.

Hopefully this will provide solutions for most of the queries that may arise, however it is difficult to predict all the issues that may be encountered.

The errors listed in this manual are set out under the section of the **ExamBank** programme in which they may occur. Each error is then dealt with by listing the error, the probable cause of the error and the resolution to the error.

Should there be any issues that arise that are not covered in this manual, please contact Sumaya, Malan or Rushda in our Customer Services Department on (021) 532 6000.

### System Requirements

Please note that in order to run the *Maskew Miller Longman ExamBank CD-ROM* programme you computer needs to have the following requirements:

- Microsoft Windows NT 3.51 or later, or Microsoft Windows 95 or later
- Microsoft Word 97 or later
- 80486 or higher microprocessor
- VGA or higher-resolution screen supported by Microsoft Windows
- 10 MB of available hard disk space
- 16 MB of RAM
- A CD-Rom disc drive
- A mouse

### Note

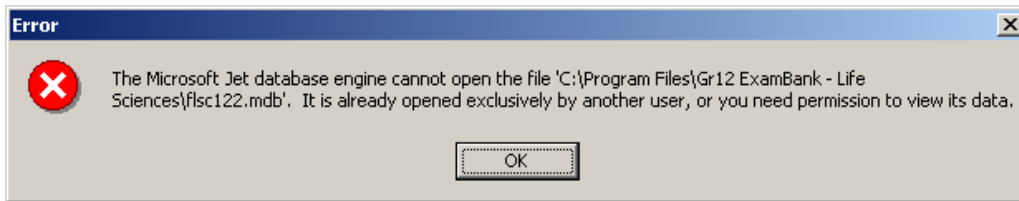
- This program is best viewed using a screen resolution of 800 x 600 or higher
- When using the program, always make sure that The **ExamBank CD** is in the CD-ROM drive

**Please note:** Checking and adhering to the above list will ensure that you are able to run the programme optimally and with a smaller margin of error.

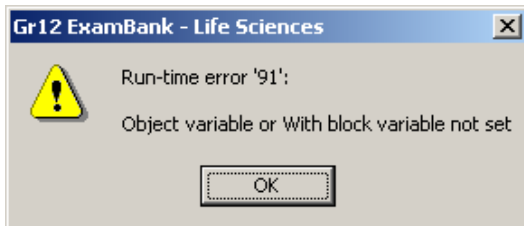
## 2. Opening the *ExamBank CD-ROM* programme

### 2.1 **Error Message:** Experienced by users working on a network

When the user tries to open the *ExamBank* programme the following error message may appear:



And then if the user clicks OK, the following message appears:



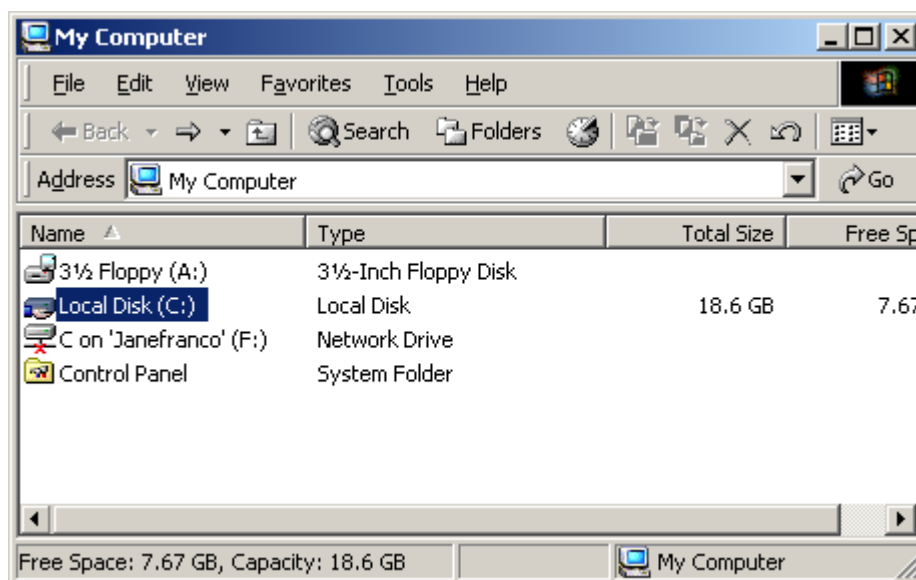
**Cause:** This error is due to the user not having the necessary user permissions to access the database file 'flsc122.mdb'.

#### **Solution:**

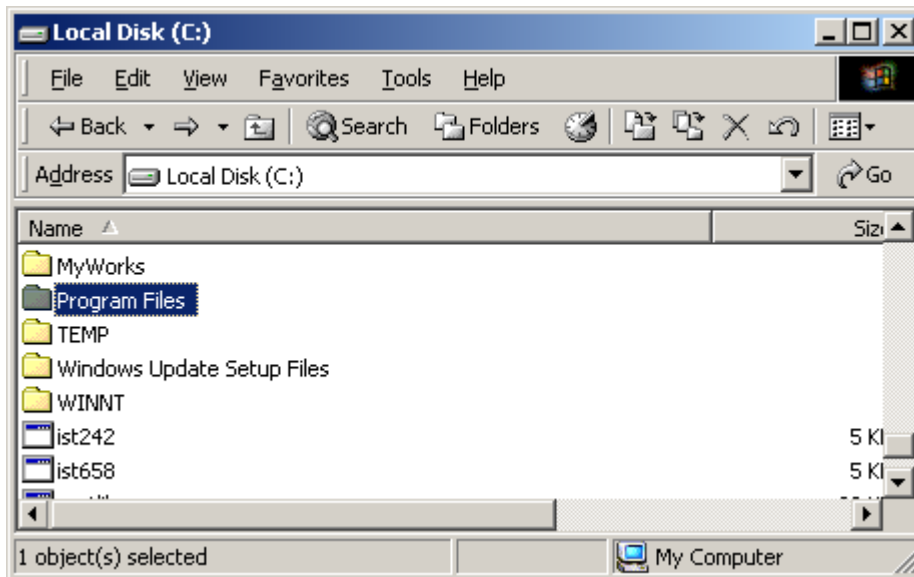
1. Contact your network administrator or IT manager and provide them with the following details.
2. The network administrator must allow you full permissions for the database file 'flsc122.mdb'.
3. The 'flsc122.mdb' file is located by following this folder path: "C:\Program Files\Gr12 ExamBank - Life Sciences"

To locate the 'flsc122.mdb' file:

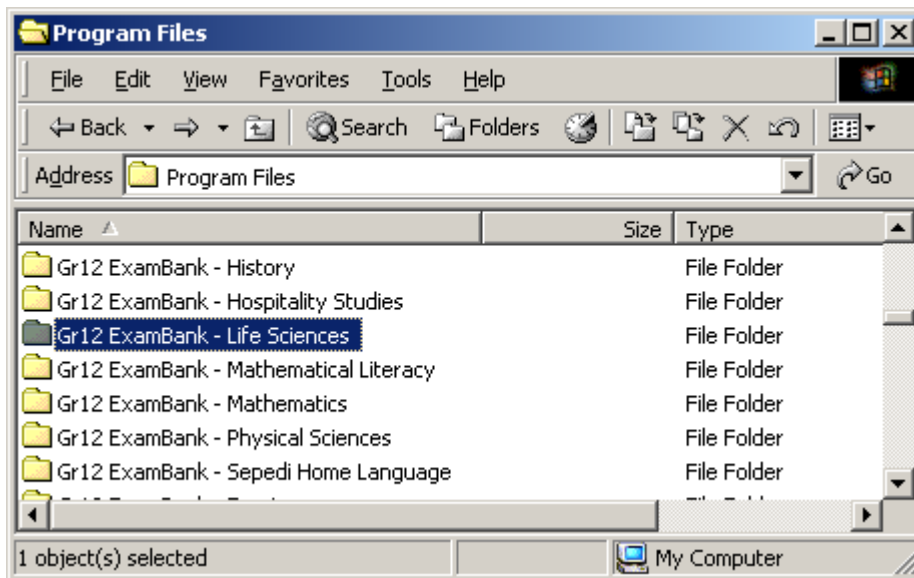
- 1) Go to My Computer, double-click "Local Disk (C:)":



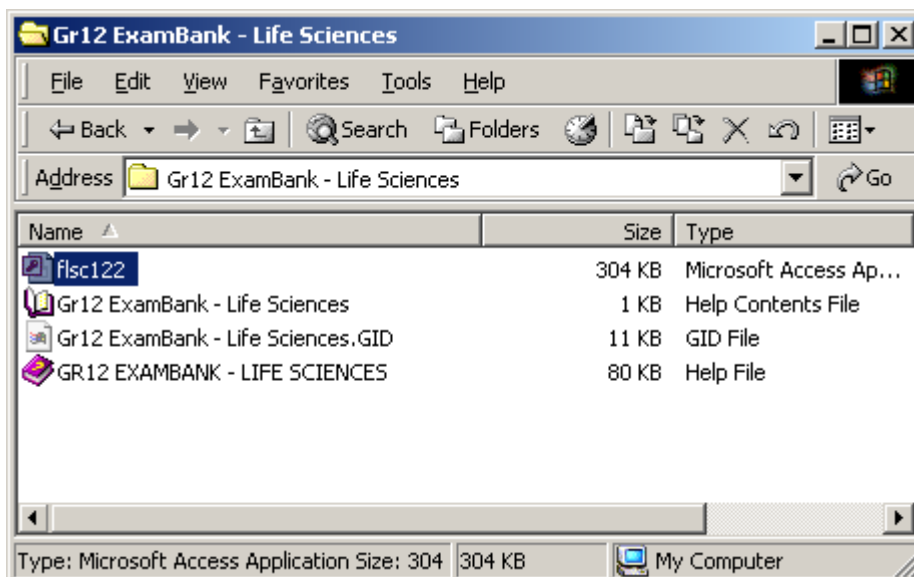
- 2) Double-click "Program Files":



- 3) Double-click "Gr12 ExamBank - Life Sciences":



- 4) The "flsc122" file appears in this folder, as shown below:

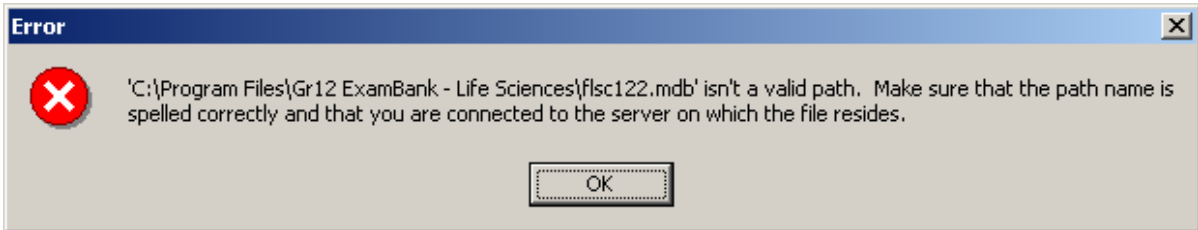


**Please note:**

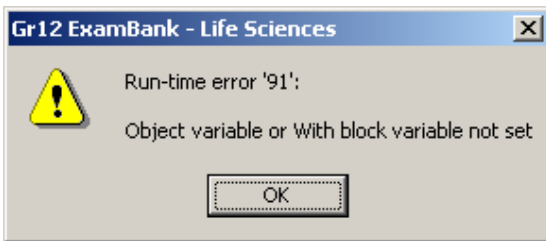
- The name and location of this database file differs for the various subjects.
- Example for the **Gr12 ExamBank – Accounting CD**, this file is called 'facc122.mdb' and it is located using this folder path: "C:\Program Files\Gr12 ExamBank - Accounting\".

**Reminder:** Addendum 1 lists the names and locations of these database files for each of the Gr12 ExamBank programmes.

**2.2 Error Message:** When the user tries to open the programme the following error message may appear:



And then if the user clicks OK, the following message appears:



**Cause:** This error may occur if Windows is installed in a language other than English (e.g. an Afrikaans version or German version etc). The error occurs because the folder for "Program Files" is in another language and thus the path "C:\Program Files\Gr12 ExamBank - Life Sciences\ flsc122.mdb" does not exist.

**Solution:**

- Either re-install the **ExamBank** CD on a computer with an **English** version of Windows
- OR**
- Re-install Windows and choose English as the language for installation.

**Please note:** If you do not know how to re-install either the **ExamBank** CD or Windows please contact your network administrator or IT manager.

- **Alternatively**, the user can create a folder called "Program Files" on the C-drive and then copy the 'Gr12 ExamBank - Life Sciences' folder, from the folder for "Program Files" (in the other language), to this folder.

### 3. Access Control Screen

This section deals with errors or problems you may experience while registering your **ExamBank** programme using your pin number.

**Access Control**

**Access instructions**

The ExamBank CD is sold under a license agreement whereby the purchaser is entitled to install this software on only one computer. In order to gain access you must first register this product by sending us the following information:

- 1) Your Product Number (shown here):
- 2) Your name and the name of your school
- 3) Your telephone number

We will send you your Pin Number, by phone or e-mail, within 24 hours of receiving this information. Once you have received your Pin Number, enter it in the space provided below and click the "Confirm Pin Number" button.

**Pin Number**

Enter your Pin Number here:

**Contact details**

Email: [exambank@mml.co.za](mailto:exambank@mml.co.za) Telephone: (021) 532 6191/5

#### 3.1 **Error:** The full 12-digit Product number does not appear (is cut off) on the Access Control Screen.

**Cause:**

The programme is designed to resize its display for different screen resolution settings, but this setting must be at least 800×600 pixels. If the screen resolution is set to 640×480 pixels, then the full Product number may not be visible. This screen resolution setting may also result in other text in the programme not displaying correctly.

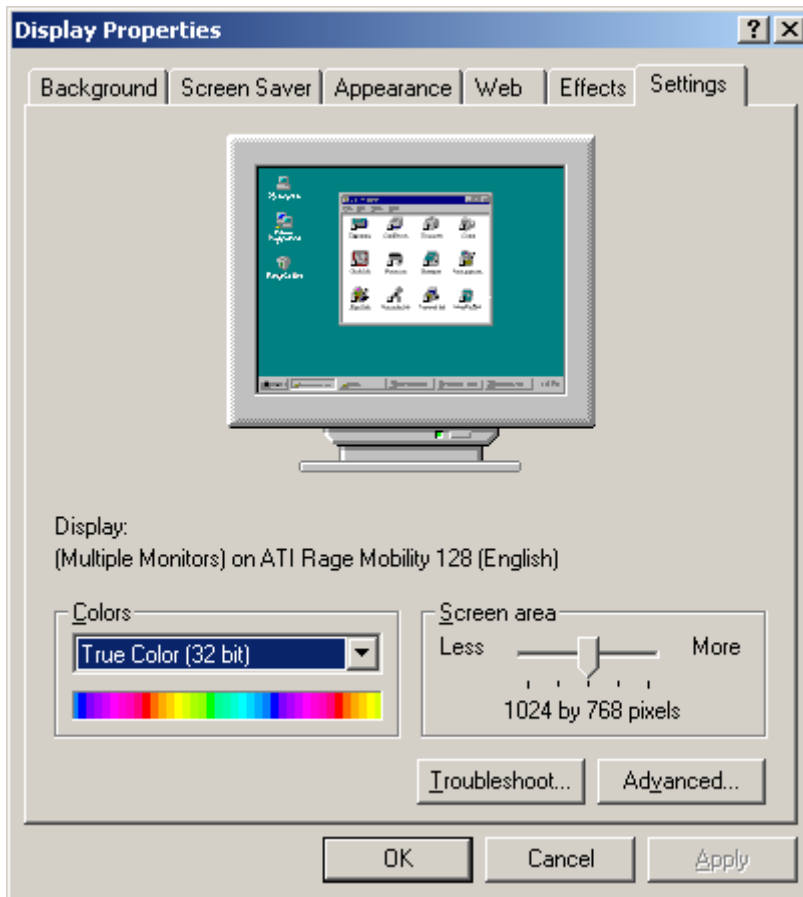
**Solution:**

1. Increase the screen resolution to at least 800×600 pixels. (This is one of the minimum system requirements listed on the packaging.)
2. It is also recommended that the 'Display' colour setting be set to 'True Color (32 bit)' for the graphics to display clearly.

See following page for instructions on how to do above.

**To change the Screen resolution or Display colour settings:**

1. Click Start.
2. Point to Settings.
3. Click Control Panel.
4. Double-click the Display icon.
5. The Display Properties dialog will appear.
6. Click the Settings Tab.



- To change the Display colour, select from the “Colors” list.
- To change the Screen resolution, move the “slider button” in the “Screen area” box.

**3.2 Error: The Pin number does not allow the user access to the programme.**

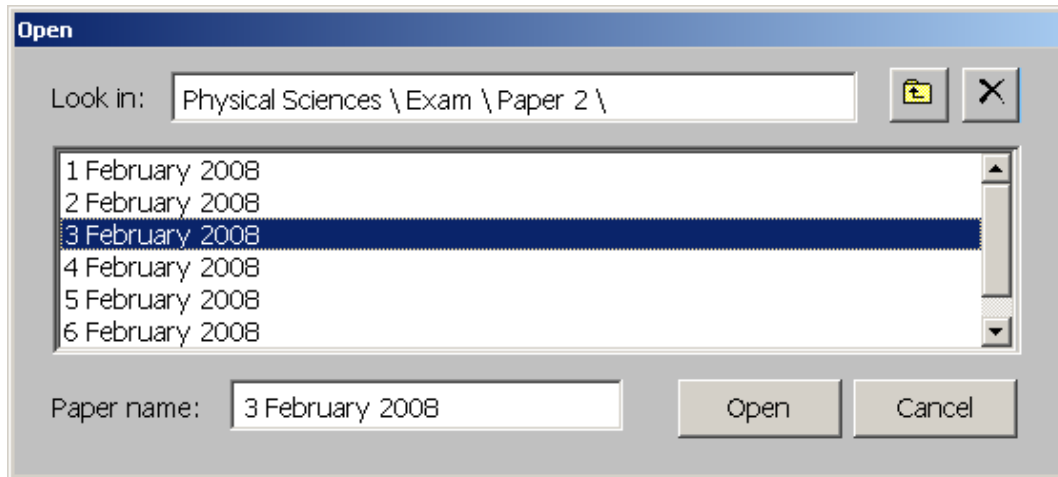
**Cause:** This is most probably due to human error. Either the Product number or the Pin number was incorrectly conveyed.

**Solution:**

- Please type in your pin number again.
- If this still doesn't allow you access then contact the Customer Services again with your Product number.

## 4. Open Screen

*This section deals with errors or problems you may experience while opening existing exam/test papers.*



### **Error: The Open Screen is not visible.**

**Cause:** On some systems the Open Screen may not appear when the user clicks the “Edit existing Paper” button. The exact cause of this is unknown, but it seems to be due to the configuration of the 3½ Floppy (A) drive settings, which causes this screen not to have “focus” and thus not appear on the screen.

**Solution:** There are three methods to resolve this problem:

#### **Option 1**

1. Click in the center of the screen (the Open Screen is there but not visible).
2. The “Cancel” button should now appear.
3. Click the “Cancel” button.
4. Then click the “Edit existing Paper” button again.
5. The Open Screen should now appear.

#### **Option 2**

Put a disk in the 3½ Floppy (A) drive while using the programme, this should resolve the problem.

#### **Option 3**

Disable the 3½ Floppy (A) drive while using the programme, this should resolve the problem. To disable the 3½ Floppy (A) drive:

1. Go to My Computer
2. Right click on 3½ Floppy (A)
3. Click Properties
4. Click the Hardware tab
5. Click the Floppy disk drive in the list of drives
6. Click the Properties button
7. Under “Device usage” select “Do not use this device (disable)”
8. Click OK
9. Click OK again

## 5. Compilation Screen

This section deals with complications that may arise when you try to compile an exam/test paper you have just set.

**Compilation Page**

**Message**

The ExamBank CD is now ready to generate your Exam and Suggested Solution. When this process is complete, your Exam and Suggested Solution will be saved in Microsoft Word document format as follows:

**Paper:** C:\Gr12 ExamBank\Physical Sciences\Exams\Paper 2\24 September 2008 (Q)

**Solution:** C:\Gr12 ExamBank\Physical Sciences\Exams\Paper 2\24 September 2008 (S)

You will be able to open, edit and print your Paper and Solution in Microsoft Word.

**Logo Option (for exams only)**

Check this box to include the school logo on the Exam

**Proceed with Compilation**

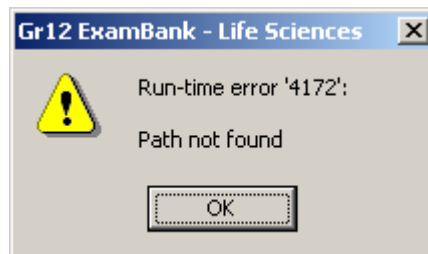
**Generate my Exam Paper**

**Progress Monitor**

**Note**

This product and all its content, including all question papers and memoranda, is protected by international and South African copyright law. All rights reserved.

### 5.1 Error: "Runtime error '4172' – Path not found".



**Cause:** This error may occur during the compilation process if the programme is unable to read/access the CD. The cause of this would most likely be a damaged CD or faulty CD-Rom.

#### **Solution:**

1. Check that the CD is not scratched or damaged and that the CD-Rom is in working order.
2. If this does not work, test the CD-Rom.
  - Place another CD into your CD-ROM drive. If you are able to access the information on that CD then the CD-Rom is working correctly.
  - If the CD-ROM drive is working correctly then try copying the contents of the **ExamBank CD** to the hard drive.

**Please note:** If an error occurs while copying, then the CD is damaged and will need to be replaced.

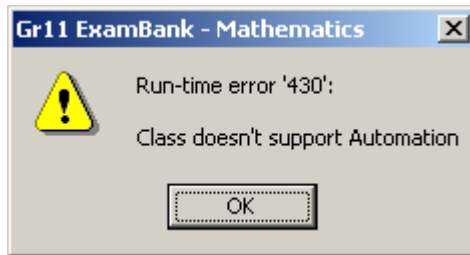
**5.2 Error Message: “Microsoft Word has encountered a problem and needs to close. We are sorry for the inconvenience.”**

An error occurs during compilation on a system with **Norton AntiVirus** software.

**Cause:** The Norton AntiVirus plug-in for Microsoft Office scans documents for macro virus infections in Office products. This plug-in may cause an error to occur during the compilation process.

**Solution:** Disable Norton AntiVirus Office plug-in (see instructions in Addendum 2).

**5.3 Error Message: “Run-time error 430 (Class doesn’t support Automation)”**



An error occurs during compilation process on a computer which has **Office 2007** installed on it

**Cause:** This problem may be related to a known Microsoft bug caused when an Excel library object (XI5en32.olb) is registered on the system after the Word library object (msword.olb). If this is the cause of the problem, then the fix is simply to re-register the Word library object (msword.olb).

**Solution:**

Re-register the MS Word library object (msword.olb) as follows:

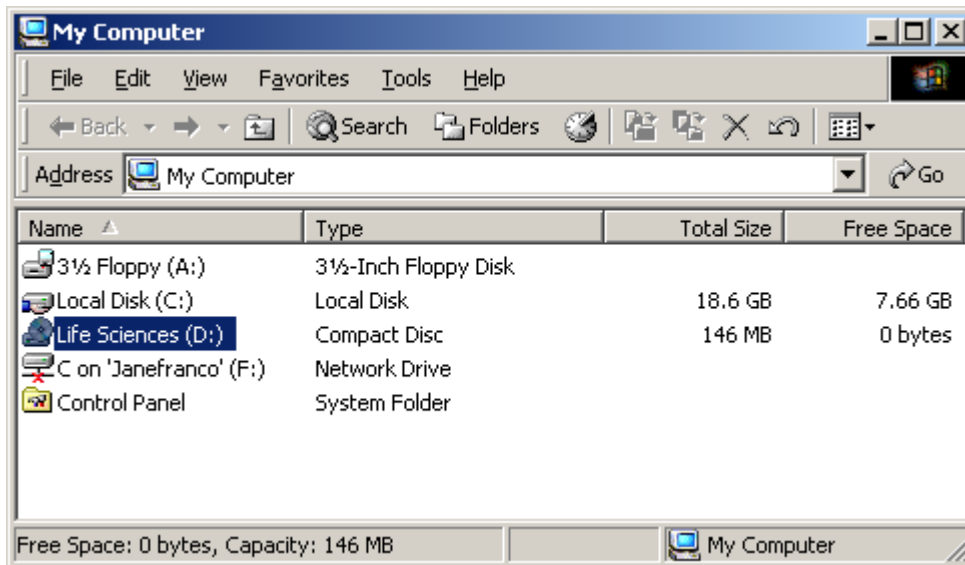
**Important:** Before re-registering the MS Word library object (msword.olb), please check that the "Regtlib.exe" file (which is required in order to register the msword.olb file) is on the computer system. To do this:

1. Locate the "Regtlib.exe" file by accessing the "C:\WINNT\" or "C:\WINDOWS\" folder.
2. If the "Regtlib.exe" file is not present, then copy it from the ExamBank CD to the "C:\WINNT\" or "C:\WINDOWS\" folder.
3. The "Regtlib.exe" file can be found in the “Tools” folder on your **ExamBank** CD.

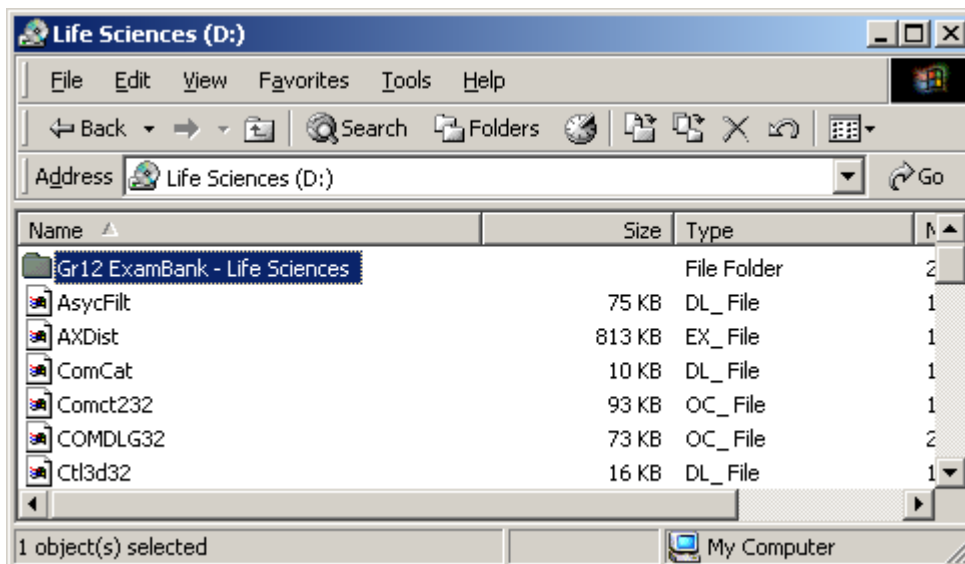
For example on the Life Sciences CD: “Gr12 ExamBank - Life Sciences\Tools\”

To locate the "Regtlib.exe" file on the **ExamBank CD**:

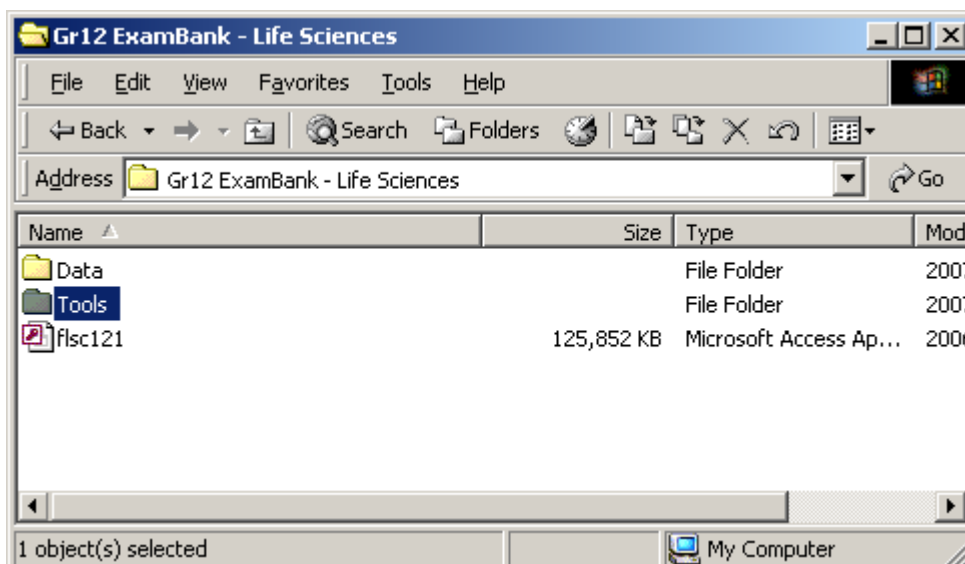
- 1) Go to My Computer, double-click "Life Sciences (D:)":



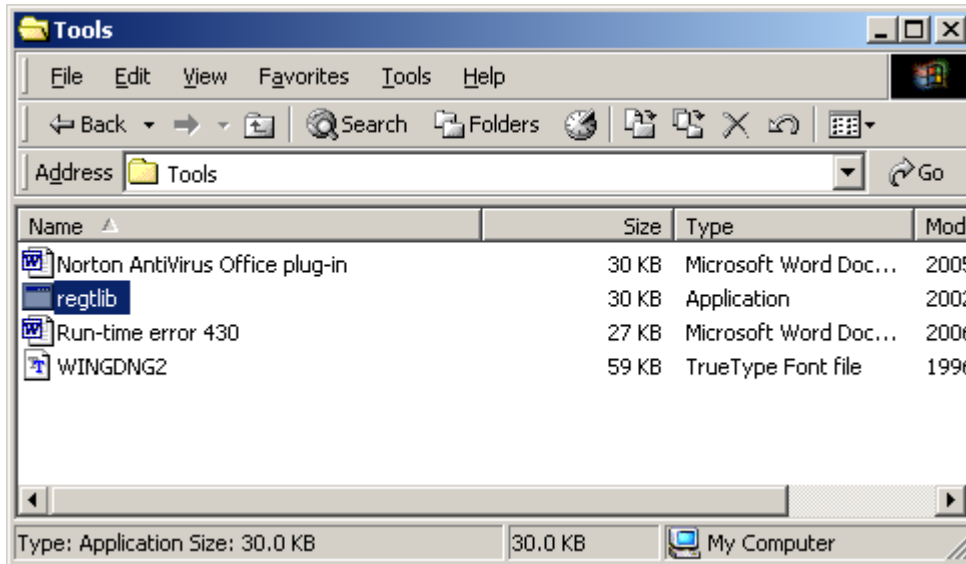
- 2) Double-click "Gr12 ExamBank - Life Sciences":



- 3) Double-click "Tools":

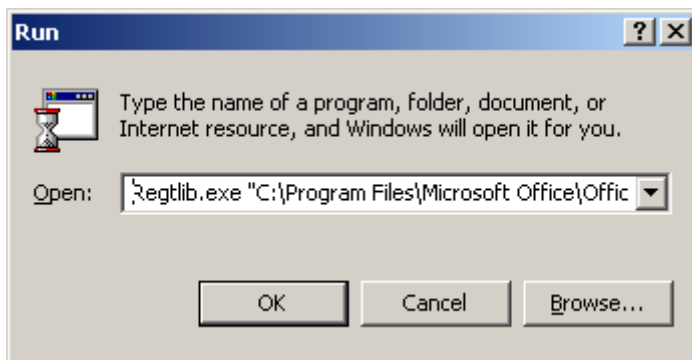


4) The "regtlib" file appears in this folder, as shown below:

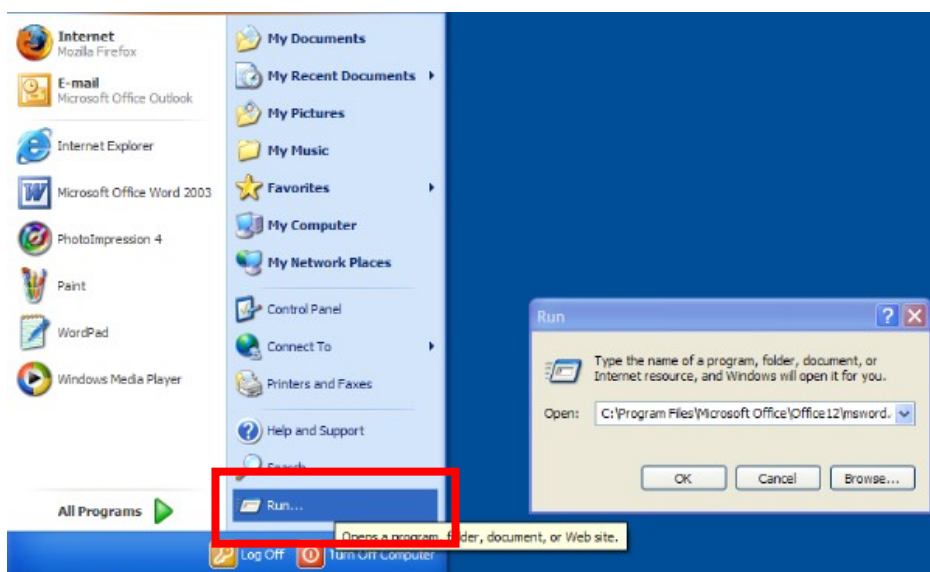


Once you have located or copied the "Regtlib.exe" file you may proceed to re-register the MS Word library object (msword.olb) as follows:

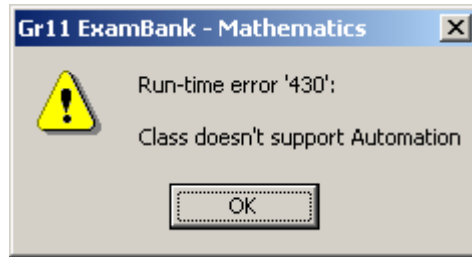
- 1) Click the start button
- 2) Click "Run"
- 3) Type the following: Regtlib.exe "C:\Program Files\Microsoft Office\Office12\msword.olb"



4) Click "OK"



#### 5.4 **Error Message: “Run-time error 430 (Class doesn’t support Automation)”**



**Cause:** This error will occur if MS Word is not installed on the computer.

#### **Solution:**

1. Check that MS Word is installed on the computer
2. If MS Word is not installed on your computer please have it installed on the computer.
3. This is one of the minimum system requirements listed on the packaging.

#### **Please note:**

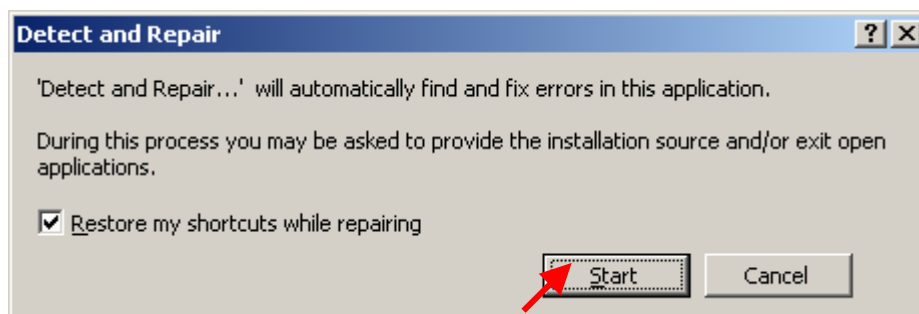
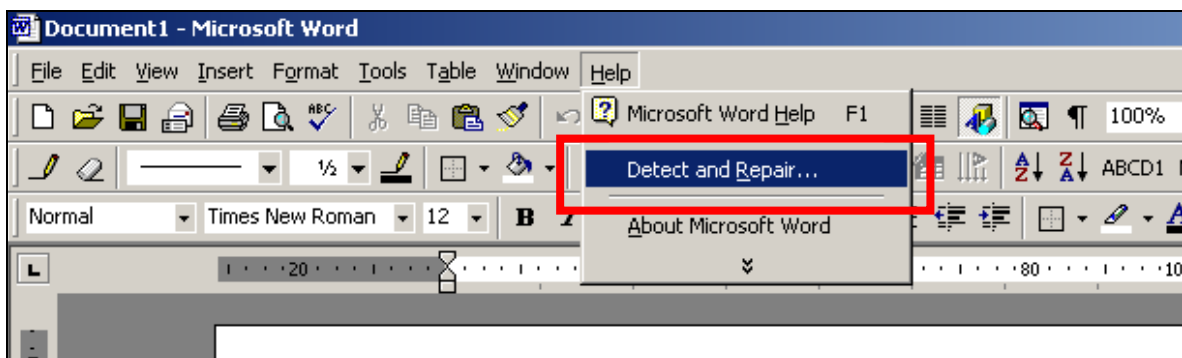
- If you do not know how to install MS Word please contact your **network administrator or IT manager**.
- Please **do not** contact the *Maskew Miller Longman* customer services department, as they will not have the facilities to assist you.

#### 5.5 **Error:** If none of the afore-mentioned methods solves your problem please try the following.

**Cause:** An error could occur during the compilation process if MS Word not configure correctly.

#### **Solution:**

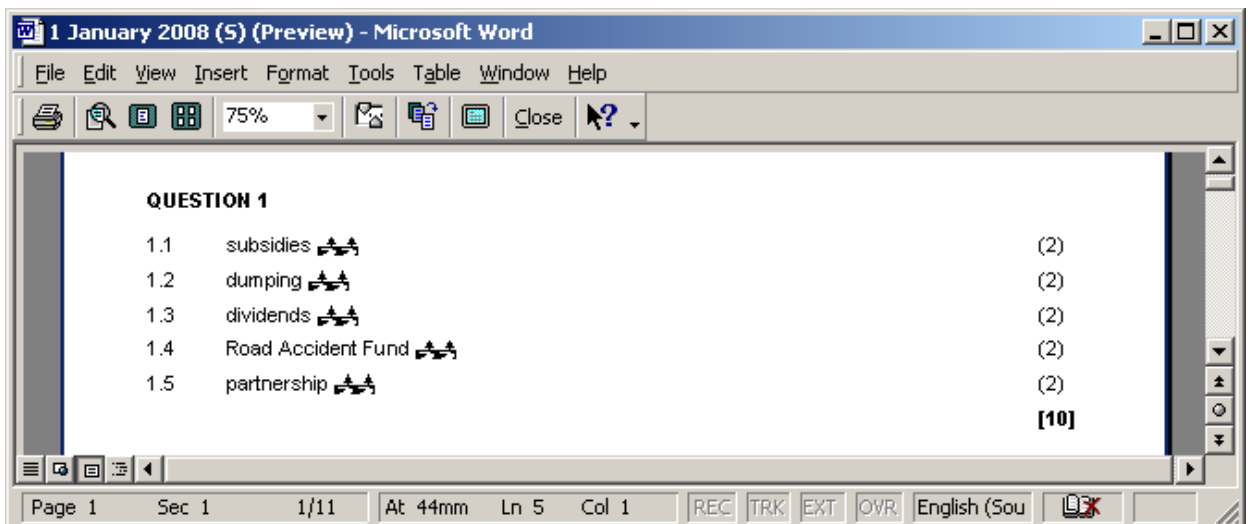
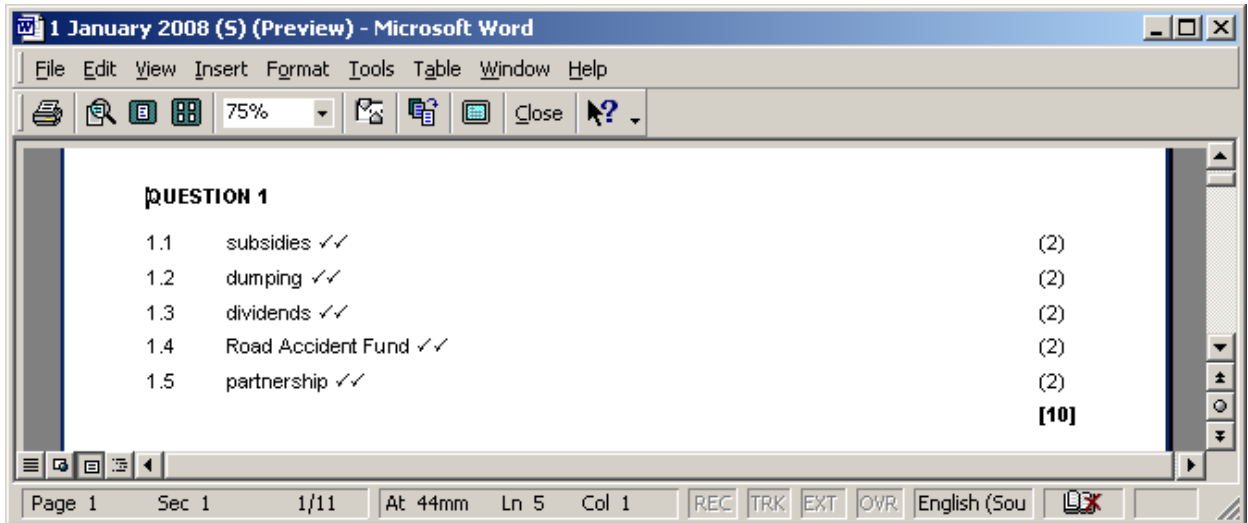
1. Open MS Word.
2. Go to the Help menu
3. Click “Detect and Repair” and follow the instructions on the screen.



## 6. Suggested Solution

This section deals with errors or problems that may occur when you are viewing your Suggested Solution paper (answer paper/memorandum).

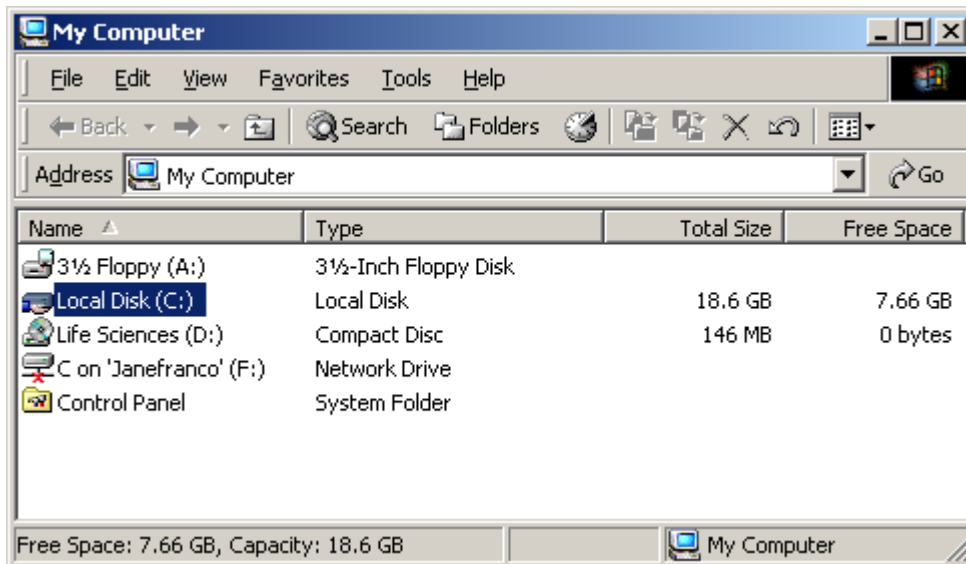
**Error:** The tick marks (✓) in the Suggested Solution document do not display correctly (they may appear as follows 🐛).



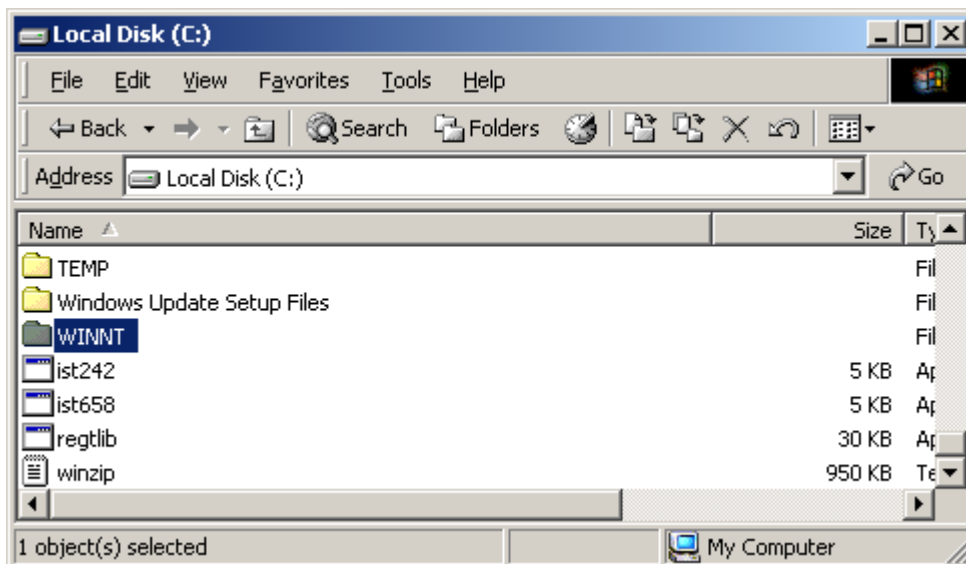
**Cause:** This error occurs if the Wingdings 2 font is not installed on the computer. The Wingdings 2 font is automatically copied to the fonts directory during the installation process. However, on some systems it may not be installed automatically.

**Solution:** You need to install the Wingdings 2 font on your computer. See the following page for instructions on how to do this

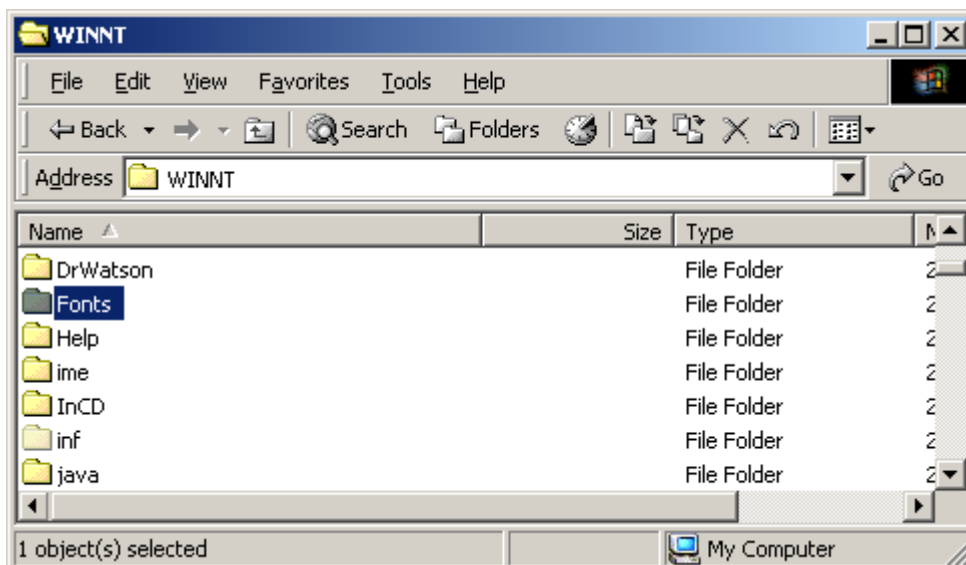
1. Go to 'My Computer' and double-click 'Local Disk (C:)':



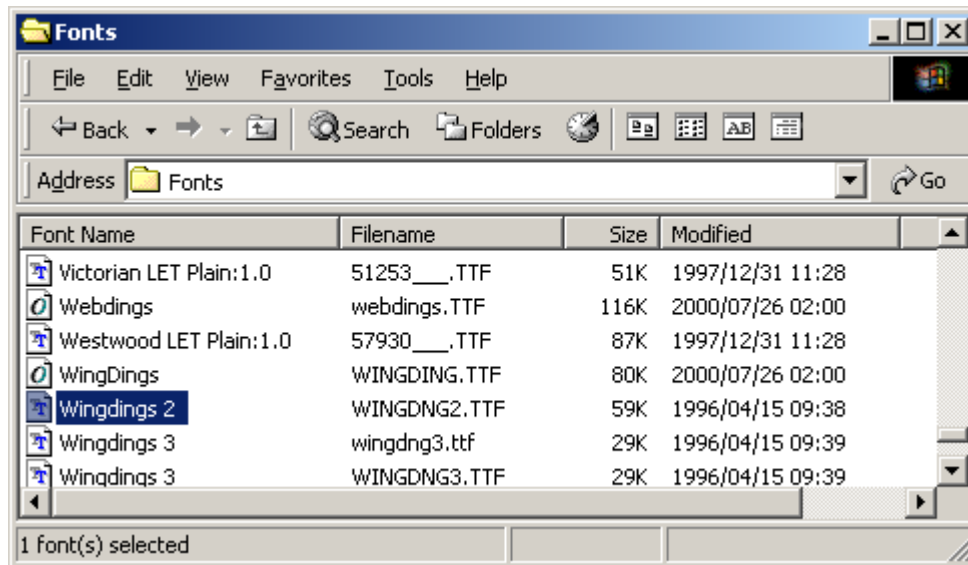
2. Double-click 'Windows' (or 'WINNT')



3. Double-click 'Fonts':

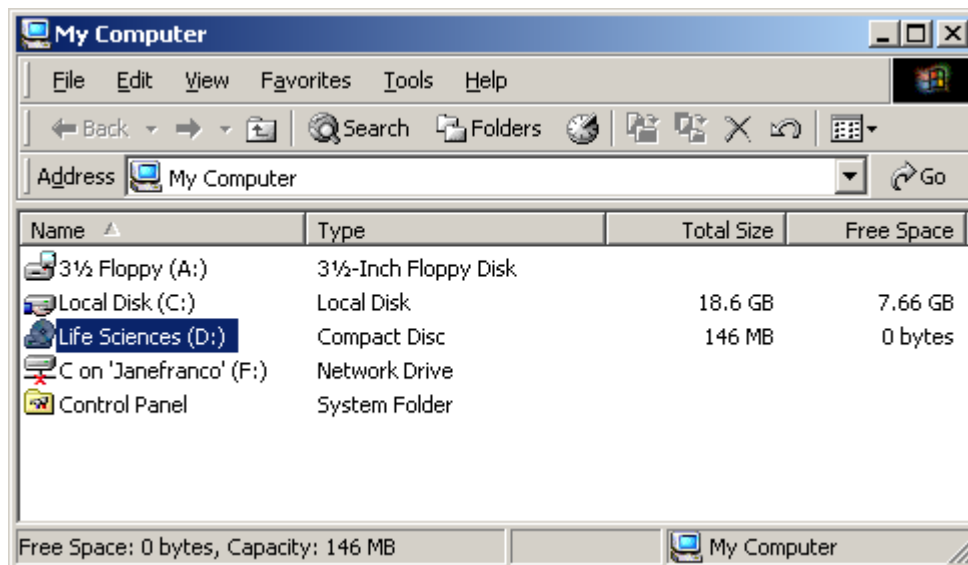


4. Make sure that the Wingdings 2 font appears in the Fonts folder, as shown below. This should automatically complete the installation process for the Wingdings 2 font and the tick marks should now be display correctly in the Suggested Solution.

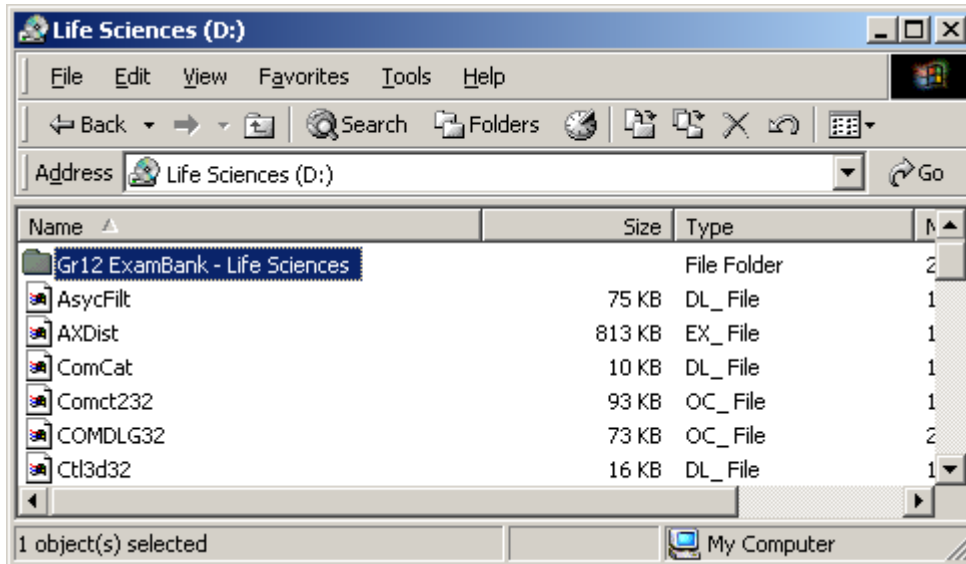


If the Wingdings 2 font is not in the Fonts folder or ticks still do not display correctly. Copy the Wingdings 2 font from the **ExamBank** CD to the fonts folder as follows:

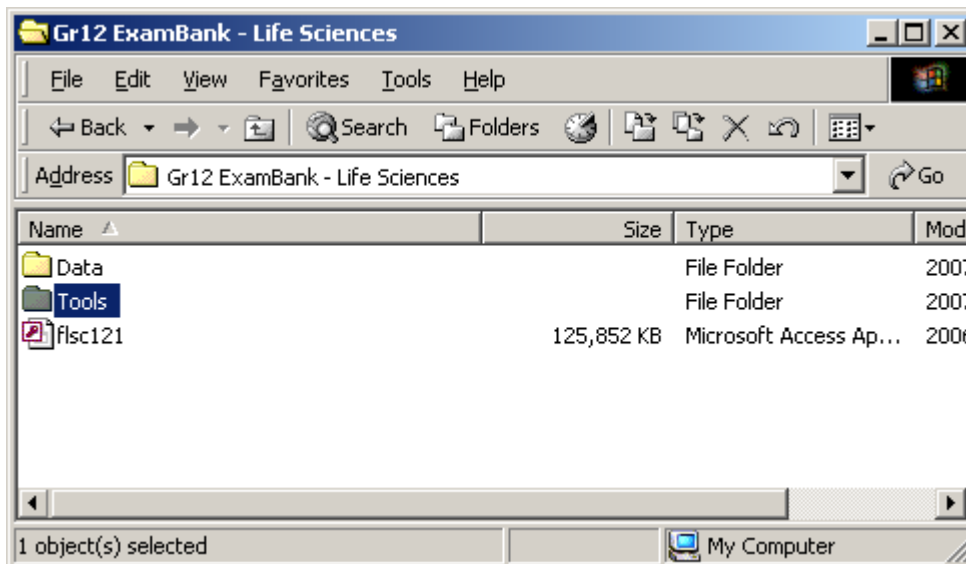
- 1) Go to My Computer, double-click "Life Sciences (D:)":



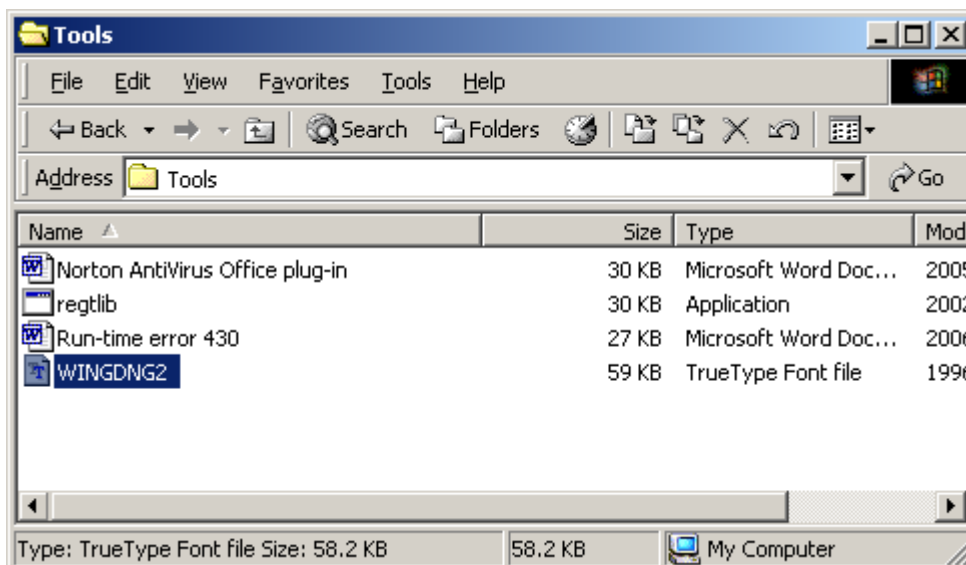
- 2) Double-click "Gr12 ExamBank - Life Sciences":



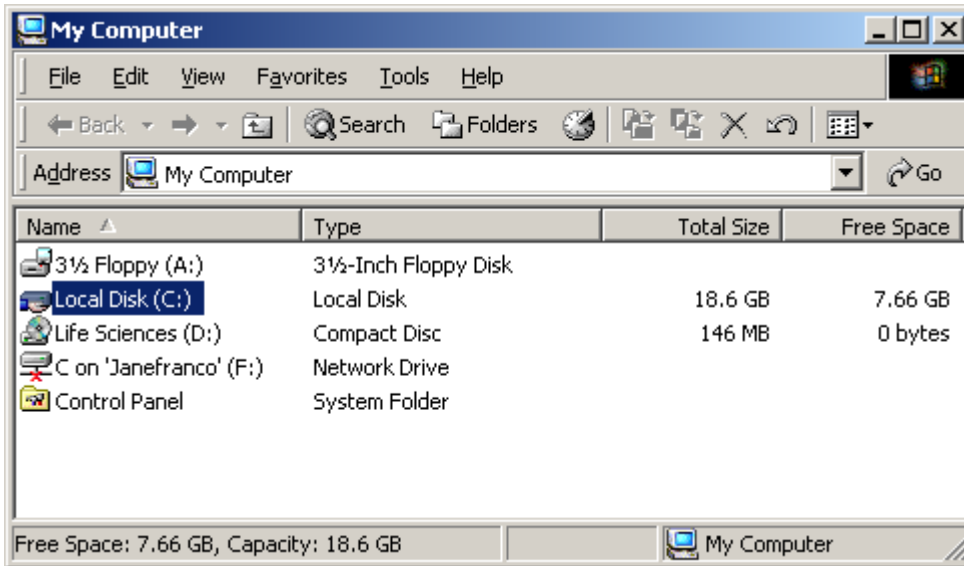
- 3) Double-click "Tools":



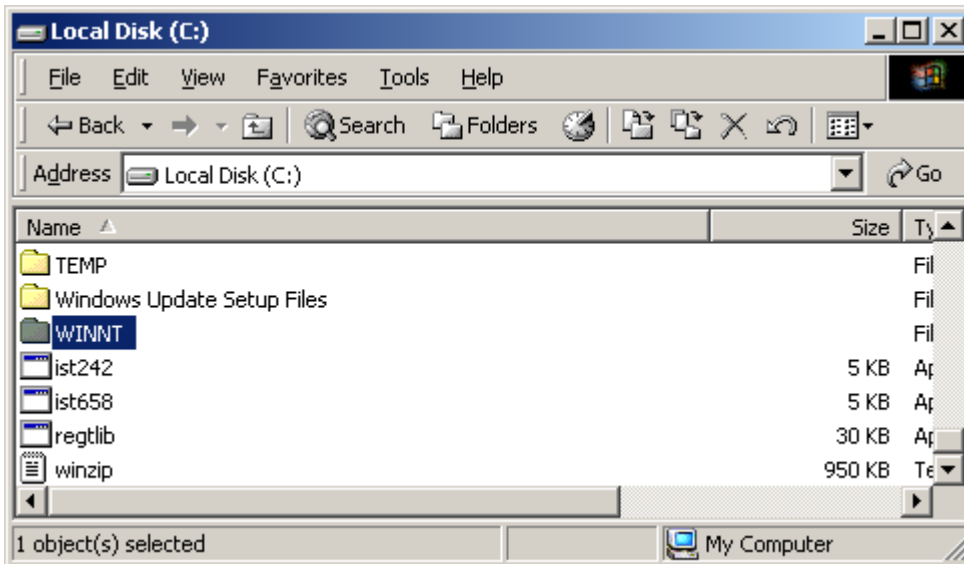
- 4) The Wingdings 2 font file ("WINGDNG2") appears in this folder, as shown below.



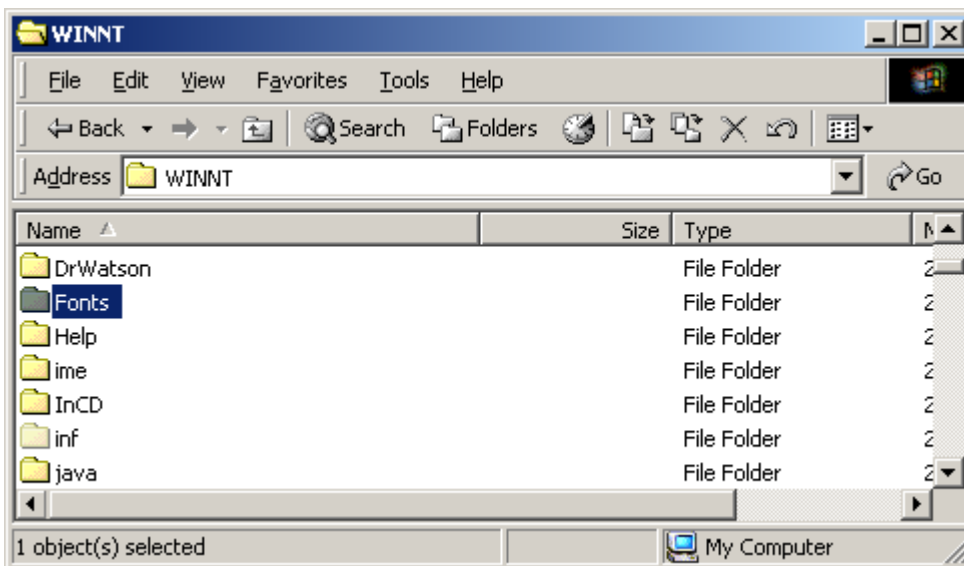
- 5) Copy the "WINGDNG2" file. Now go to 'My Computer' and double-click 'Local Disk (C:)':



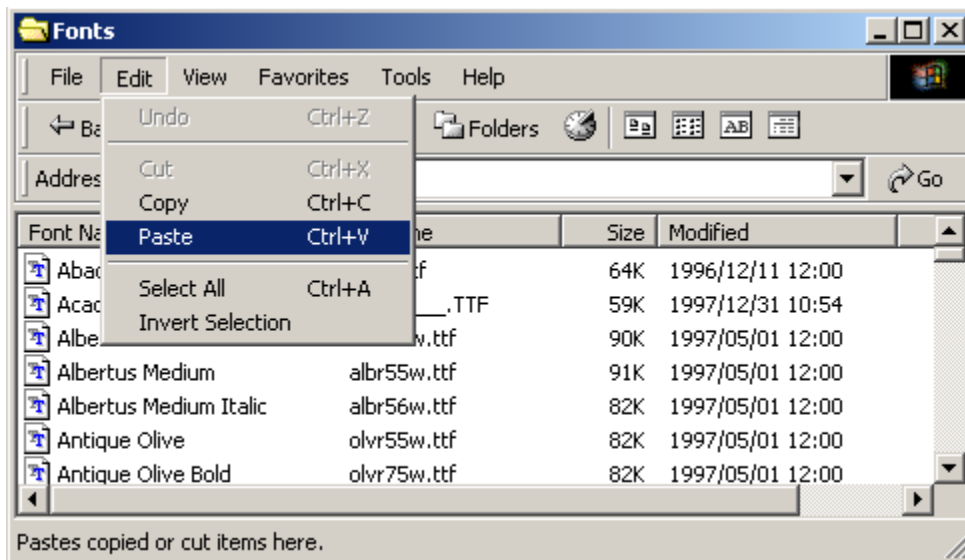
- 6) Double-click 'Windows' (or 'WINNT')



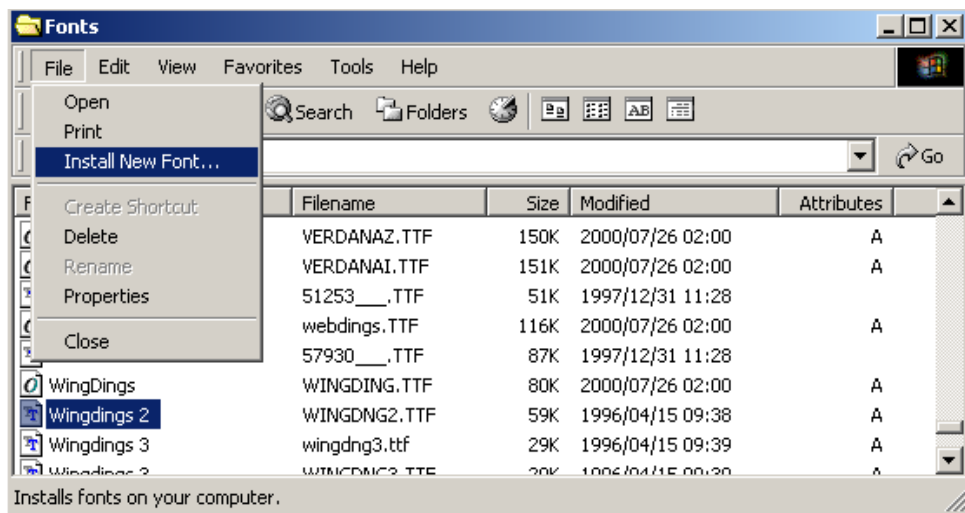
- 7) Double-click 'Fonts':



- 8) Click the "Edit" menu and then select "Paste":



- 9) If the Wingdings 2 font is not installed automatically (a message should appear showing that the font is being installed), then click the 'File' menu and then click 'Install New Font ...':



## 7. Miscellaneous issues

### 7.1 The programme does not move past installation

During the installation process the system might “hang” at 100% complete. This is caused by the installation of the Wingdings 2 font. This may take several minutes, please wait until this process is complete. If you do not progress past the installation process after 5 minutes please contact our Customer Services department.

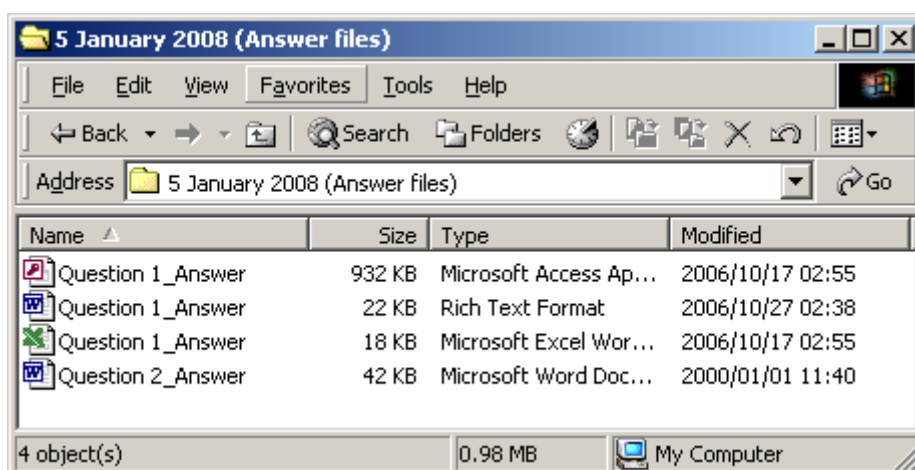
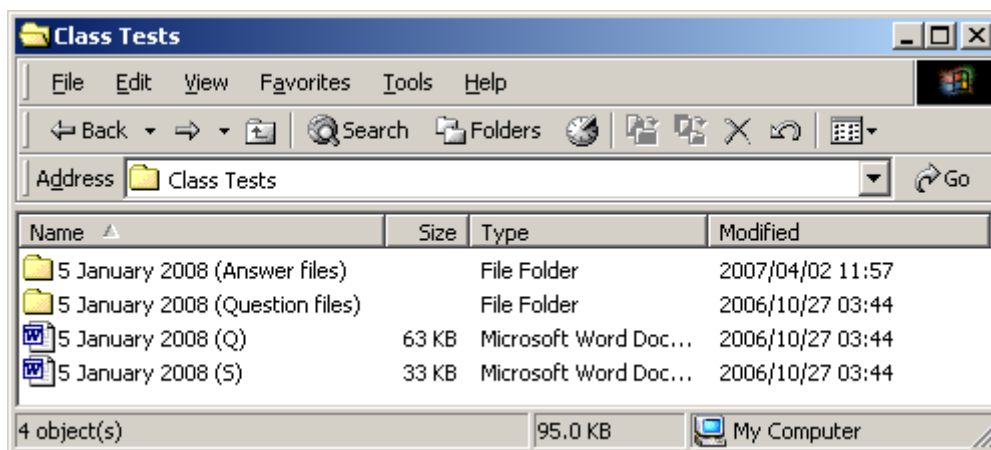
### 7.2 Adding your school logo on the Compilation Page.

On the ‘Compilation Page’ users have the option of including their school’s logo in their Exam Papers. In order to use this feature, the user must first save the school’s logo, in JPEG image format. The image should be saved in this folder: “C:\Program Files\Gr12 ExamBank - Life Sciences\Logo1.jpg”

The file size of the logo should not exceed 300 KB. The dimensions of the logo should not exceed 150 mm in width X 50 mm in height. (This information is also included in the Help File).

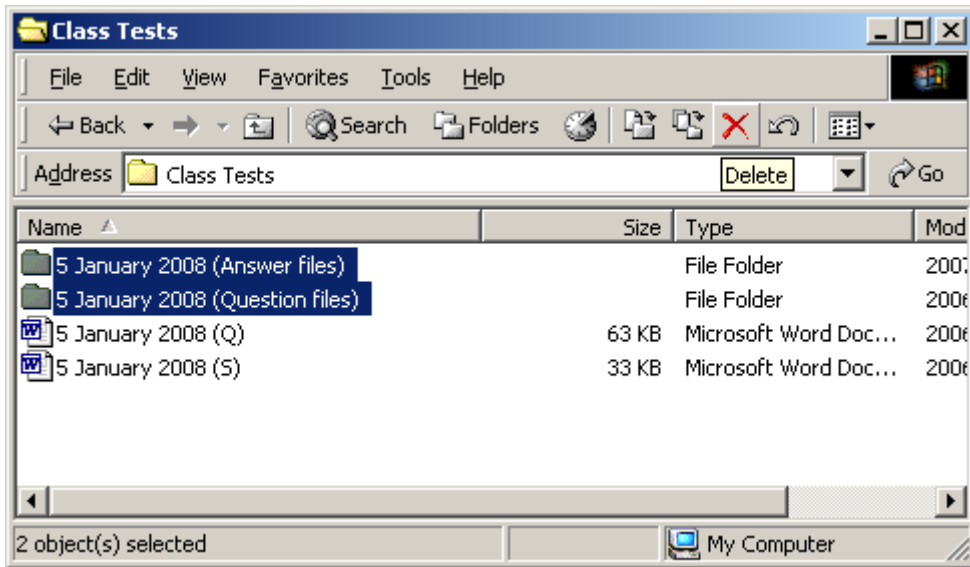
### 7.3 Issues that may affect Computer Applications Technology teachers.

7.3.1 For Computer Applications Technology Paper 1 (the practical paper) electronic Question files and Answer files are created with the papers. If the user sets a paper with the same date and the same type as a previously set paper, then some of the previously set Question files and Answer files may remain in the Question files and Answer files folders.



This can be fixed by manually deleting (or renaming) the Question files folder and Answer files folder and then recompiling that paper using the “Edit existing Paper” feature of the programme.

**For example:** To delete the Question files folder and Answer files folder for the Class Test set for 5 January 2008, go to My Computer, then Local Disk (C:), then Gr12 ExamBank, then CAT and then Class Tests. Now select the folders as shown below and click delete.



**7.3.2** Also for Computer Applications Technology Paper 1, there may be Answer files, which are linked due to the nature of the question.

For example, there may be a “mail merge” type question, where a document file is created using MS Word and it is then linked to a database file created in MS Excel or MS Access. Both these files will be saved in the Answer Files folder, however the link between these files will need to be re-established. (This shouldn't be difficult for CAT teachers).

#### **7.4 The Topics, Learning outcomes and Cognitive levels graphs do not add up to 100%**

The programme includes graphs showing the weighting of the Exam Papers according to Topics, Learning outcomes and Cognitive levels. In some instances the percentages for a complete Exam Paper may not add up to exactly 100% percent, but rather 99% or 101%. This is not an error, but is due to the programme rounding off these figures to the nearest percent. I.e. 37.5% becomes 38%.

#### **7.5 You are asked for a “database password”**

If the programme is asking you to enter the “database password”, then you have mistakenly tried to open one of the database files (e.g. flsc121 or flsc122 for Life Sciences). These databases are used by the programme, and **you do not need access to them.** Follow the installation procedure (as provided in the *ExamBank CD* booklet) and then contact the customer services once you have the Product number.

#### **7.6 Problems with the screen display - the screen displayed is “cut-off” on the right-hand side or the display “doesn't fill” the whole screen.**

If there is a problem with the screen display then the screen resolution setting needs to be adjusted. The screen resolution should be set to at least 800×600 pixels. It can be set at a high resolution, but they must ensure that the setting that they choose is in the ratio of 4:3. For example: 800 X 600; X 768; 1600 X 1200 etc

To adjust your screen resolution setting:

1. Click on Start, (click Setting) and click Control Panel
2. Select Display and click on Settings
3. Adjust the screen resolution setting under 'Screen Resolution' accordingly.

## 8. Contact details

### **ExamBank Support**

Malan Marais

Rushda Slamang

Sumaya Wallenburg

Please contact them on (021) 532 6000 or send an email to [customerservices@mml.co.za](mailto:customerservices@mml.co.za).

## **Addendum 1 – List of Gr12 ExamBank/ EksamenBank CD's and corresponding databases**

<b>Gr12 ExamBank/EksamenBank CD</b>	<b>Location of the database file</b>	<b>Database file</b>
Accounting	C:\Program Files\Gr12 ExamBank - Accounting\	facc122.mdb
Agricultural Sciences	C:\Program Files\Gr12 ExamBank - Agricultural Sciences\	fags122.mdb
Business Studies	C:\Program Files\Gr12 ExamBank - Business Studies\	fbus122.mdb
CAT	C:\Program Files\Gr12 ExamBank - CAT\	fcats122.mdb
Consumer Studies	C:\Program Files\Gr12 ExamBank - Consumer Studies\	fcst122.mdb
Economics	C:\Program Files\Gr12 ExamBank - Economics\	feco122.mdb
English 1st Additional Language	C:\Program Files\Gr12 ExamBank - English 1st Add Lang\	feaf122.mdb
English Home Language	C:\Program Files\Gr12 ExamBank - English Home Lang\	fenh122.mdb
Geography	C:\Program Files\Gr12 ExamBank - Geography\	fgeo122.mdb
History	C:\Program Files\Gr12 ExamBank - History\	fhis122.mdb
Hospitality Studies	C:\Program Files\Gr12 ExamBank - Hospitality Studies\	fhos122.mdb
Life Sciences	C:\Program Files\Gr12 ExamBank - Life Sciences\	flsc122.mdb
Physical Sciences	C:\Program Files\Gr12 ExamBank - Physical Sciences\	fpsc122.mdb
Mathematics	C:\Program Files\Gr12 ExamBank - Mathematics\	fmat122.mdb
Mathematics Literacy	C:\Program Files\Gr12 ExamBank - Mathematics Literacy\	fmal122.mdb
Tourism	C:\Program Files\Gr12 ExamBank - Tourism\	ftou122.mdb
Sepedi Home Language	C:\Program Files\Gr12 ExamBank - Sepedi Home Lang\	fseh122.mdb
Xhosa Home Language	C:\Program Files\Gr12 ExamBank - Xhosa Home Lang\	fxhh122.mdb
Zulu Home Language	C:\Program Files\Gr12 ExamBank - Zulu Home Lang\	fzuh122.mdb
Aardrykskunde	C:\Program Files\Gr12 EksamenBank - Aardrykskunde\	fgeo122a.mdb
Afrikaans 2de Addisionele Taal	C:\Program Files\Gr12 EksamenBank - Afr. 2de Add. Taal\	fasa122.mdb
Afrikaans Huistaal	C:\Program Files\Gr12 EksamenBank - Afrikaans Huistaal\	fafh122.mdb
Besigheidstudies	C:\Program Files\Gr12 EksamenBank - Besigheidstudies\	fbus122a.mdb
Ekonomie	C:\Program Files\Gr12 EksamenBank - Ekonomie\	feco122a.mdb
Gasvryheidstudies	C:\Program Files\Gr12 EksamenBank - Gasvryheidstudies\	fhos122a.mdb
Geskiedenis	C:\Program Files\Gr12 EksamenBank - Geskiedenis\	fhis122a.mdb
Lewenswetenskappe	C:\Program Files\Gr12 EksamenBank - Lewenswetenskappe\	flsc122a.mdb
Natuur- en Skeikunde	C:\Program Files\Gr12 EksamenBank - Natuur- en Skeikunde\	fpsc122a.mdb
Rekeningkunde	C:\Program Files\Gr12 EksamenBank - Rekeningkunde\	facc122a.mdb
Toerisme	C:\Program Files\Gr12 EksamenBank - Toerisme\	ftou122a.mdb
Verbruikerstudies	C:\Program Files\Gr12 EksamenBank - Verbruikerstudies\	fcst122a.mdb
Wiskundige Geletterdheid	C:\Program Files\Gr12 EksamenBank - Wisk. Geletterdheid\	fmal122a.mdb
Wiskunde	C:\Program Files\Gr12 EksamenBank - Wiskunde\	fmat122a.mdb

## **Addendum 2 – Disabling the Norton AntiVirus Office plug-in**

The Norton AntiVirus plug-in for Microsoft Office scans documents for macro virus infections in Office products. This plug-in may cause performance issues, the inability to open files within Office, or the inability to install some Office programs. To work around these issues, use either of the following methods.

### **Method 1: Run Live Update**

Obtain the latest version of the Norton AntiVirus Office plug-in that is available through the Live Update option site in your Norton AntiVirus software. An update to the Norton AntiVirus Office plug-in may not be available in all languages.

### **Method 2: Disable Norton AntiVirus Office plug-in**

**Warning:** This workaround may make your computer or your network more vulnerable to attack by malicious users or by malicious software such as viruses. We do not recommend this workaround but are providing this information so that you can implement this workaround at your own discretion. Use this workaround at your own risk. When the Norton AntiVirus plug-in is disabled, the Norton AntiVirus Office plug-in does not scan documents when you open the documents. Even if the Norton AntiVirus Office plug-in is disabled, the Norton AntiVirus Auto-Protect feature still provides on-going protection by scanning any file that you run, download, open, create, or delete.

To disable the Norton AntiVirus Office plug-in, use one of the following methods, depending on the version of Norton AntiVirus that is installed on your computer. Because there are several versions of Microsoft Windows, the following steps may be different on your computer. If they are, see your product documentation to complete these steps.

#### **Norton AntiVirus 2004, Norton SystemWorks 2004, Norton AntiVirus 2003, Norton SystemWorks 2003, Norton AntiVirus 2002 or Norton SystemWorks 2002 is installed**

Disable the Norton AntiVirus Office plug-in. To do this, follow these steps. Norton AntiVirus 2002 is used as an example.

1. Start Norton AntiVirus. To do this, click Start, point to All Programs, point to Norton AntiVirus, and then click Norton AntiVirus 2002.

**Note:** If you installed Norton AntiVirus as part of the Norton SystemWorks 2002 program, click Start, point to All Programs, point to Norton SystemWorks, point to Norton AntiVirus, and then click Norton AntiVirus 2002.

2. Click Options.

**Note:** In Norton SystemWorks 2002, click Options, and then click Norton Antivirus.

3. Under Other, click Miscellaneous.
4. Under How to keep Microsoft Office documents protected, click to clear the Enable Office Plug-in check box, and then click OK.
5. Restart the computer.

### **Norton AntiVirus 2001 or Norton SystemWorks 2001 is installed**

Disable the Norton AntiVirus Office plug-in. To do this, follow these steps:

1. Start Norton AntiVirus. To do this, click Start, point to All Programs, point to Norton AntiVirus, and then click Norton AntiVirus 2001.

**Note:** If you installed Norton AntiVirus as part of the Norton SystemWorks 2002 program, click Start, point to All Programs, point to Norton SystemWorks, point to Norton AntiVirus, and then click Norton AntiVirus 2002.

2. Click Options, and then click General.
3. Under How to keep Microsoft Office documents protected, click to clear the Enable Office Plug-in check box, and then click OK.
4. Restart the computer.

### **Norton AntiVirus 2000 or Norton SystemWorks 2000 is installed**

Unregister the Norton AntiVirus OfficeAV.dll file. To do this, follow these steps:

1. Quit all programs.
2. Click Start, and then click Run.
3. Depending on how Norton AntiVirus 2000 is installed, type one of the following commands:

If the Norton AntiVirus program is installed as a **stand-alone product**, type the following command, and then press ENTER:

```
regsvr32 /u "c:\program files\norton antivirus\officeav.dll" where c is the drive where Norton AntiVirus is installed.
```

If the command is successful, you receive the following message: DllUnregisterServer in C:\Program Files\Norton AntiVirus\OfficeAV.dll succeeded.

If the Norton AntiVirus program is installed as part of **SystemWorks**, type the following command, and then press ENTER:

```
regsvr32 /u "c:\program files\norton systemworks\norton antivirus\officeav.dll" where c is the drive where SystemWorks is installed.
```

If the command is successful, you receive the following message: DllUnregisterServer in C:\Program Files\Norton Systemworks\Norton AntiVirus\OfficeAV.dll succeeded.

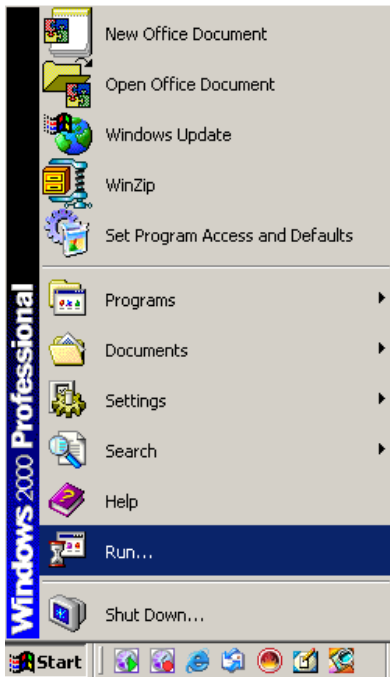
4. Click OK.
5. Restart the computer.

### Addendum 3 – Installation instructions with screenshots

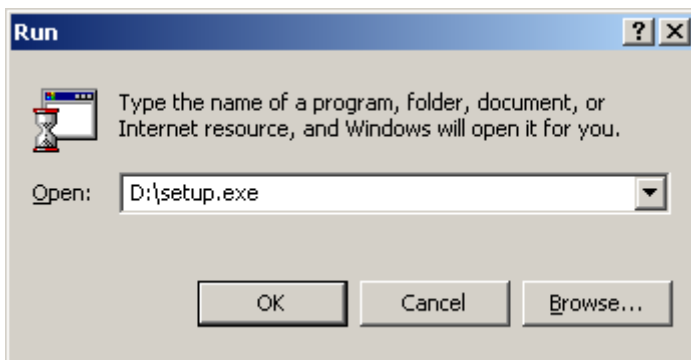
1. Insert the ExamBank CD into your CD-ROM, click Start



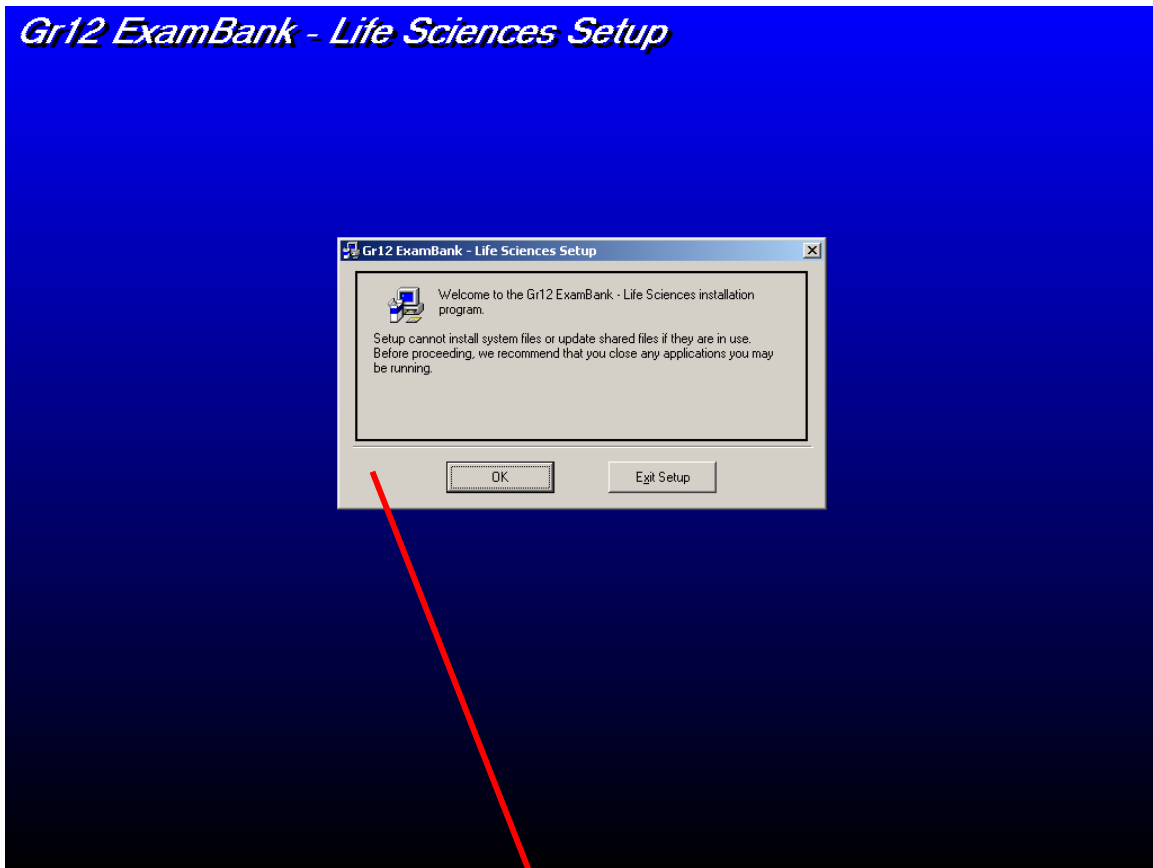
2. Click Run



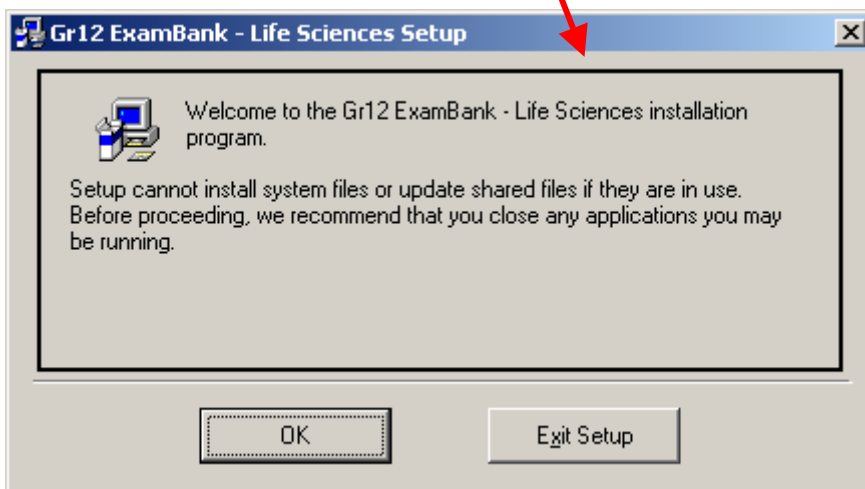
3. Type D:\setup.exe, where D is the name of your CD-ROM drive and then click OK



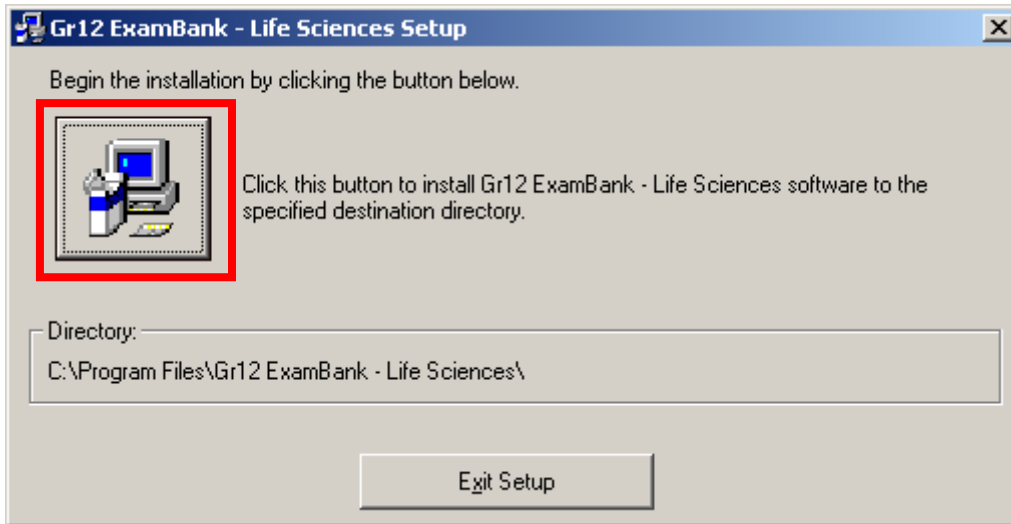
4. The Gr12 ExamBank – Life Sciences Setup screen will appear as follows:



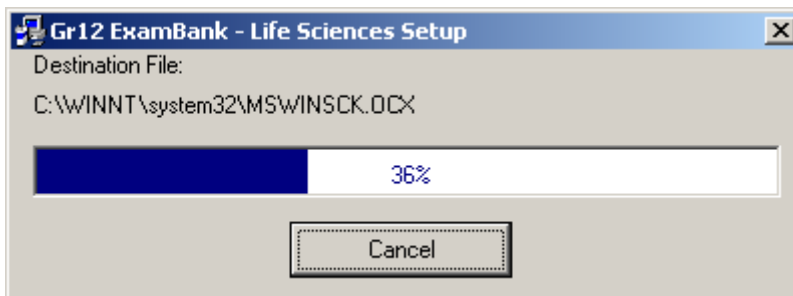
5. Click OK



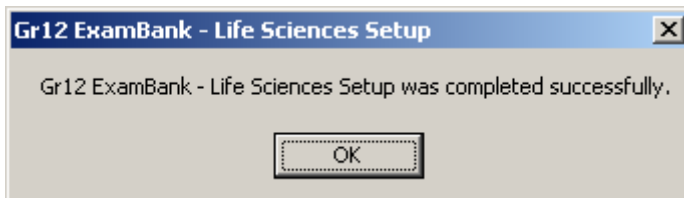
6. Click the button “with the picture of the computer”.



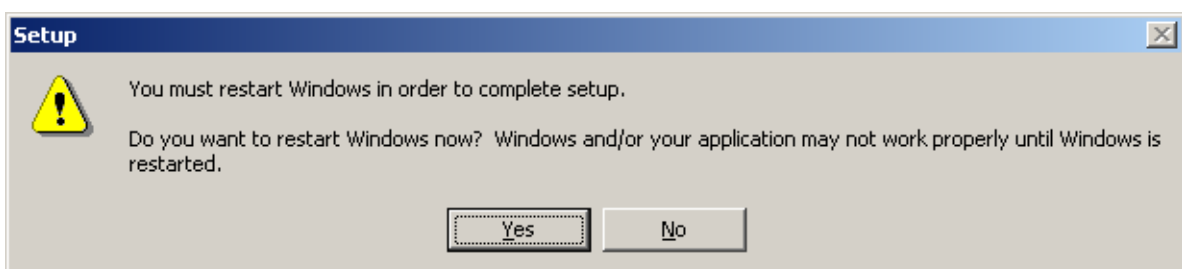
7. The installation will start and the progress monitor will be displayed as follows:



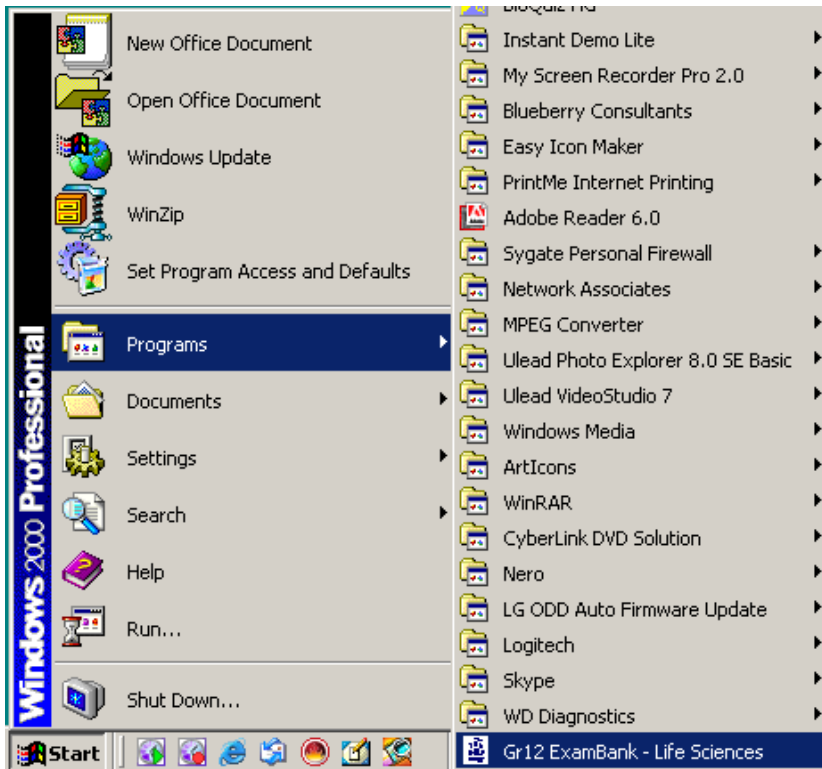
8. Wait until the progress monitor reaches 100%, then the following screen will appear. Click OK.



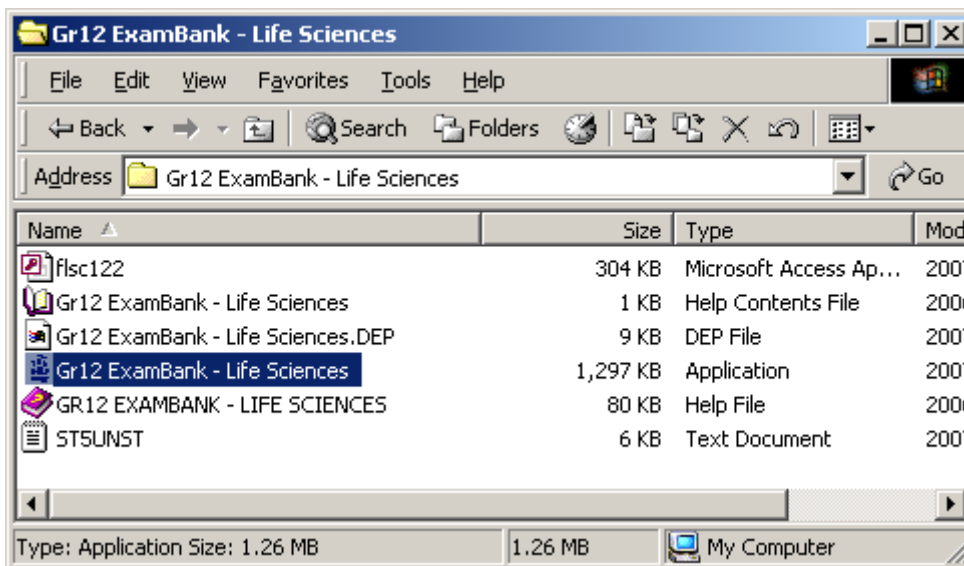
9. The following screen will appear, click “Yes” to restart your computer.



- Once the computer has restarted, access the Gr ExamBank – Life Sciences programme by clicking Start, then Programs and then Gr ExamBank – Life Sciences (which should appear at the bottom of the Programs list) as follows.



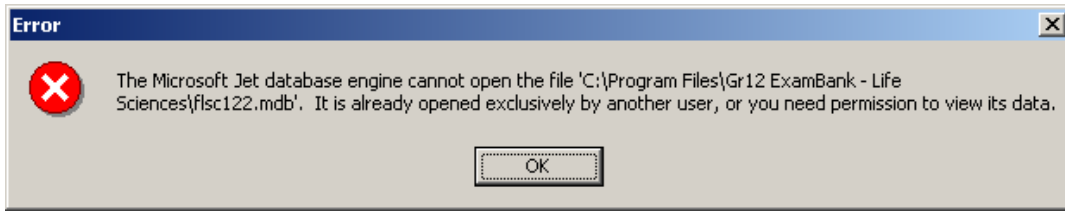
- Alternatively, you can access the Gr ExamBank – Life Sciences programme by going to My Computer, double-clicking Local Disk (C:), double-clicking Program Files and double-clicking Gr12 ExamBank - Life Sciences. Now double-click the Gr ExamBank – Life Sciences programme file as shown below.



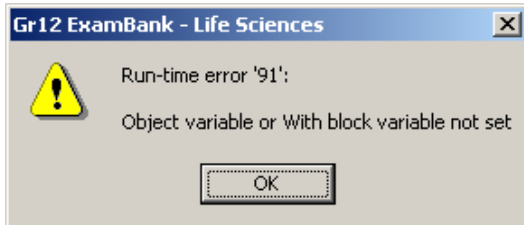
- The Access Control screen will appear showing the Product Number. Contact the MML Customer Services department with this Product Number in order to receive the Pin Number, which will allow you access to the programme.

## **Addendum 4 – Frequently Asked Questions (FAQ'S)**

1. When I try to open the ExamBank programme I receive the following error message:

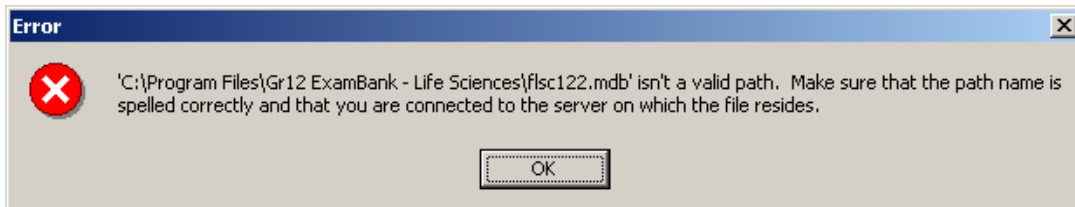


And then I click OK and the following message appears:

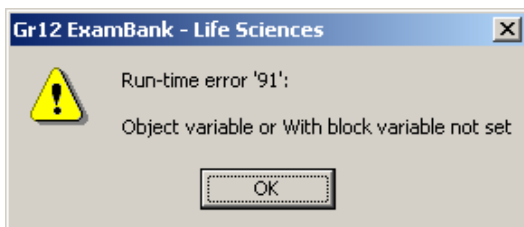


**Solution:** See *The ExamBank CD - Troubleshooting Manual*: Section 2.1

2. When I try to open the ExamBank programme I receive the following error message:



And then I click OK and the following message appears:



**Solution:** See *The ExamBank CD - Troubleshooting Manual*: Section 2.2

3. I cannot see/read all 12 digits of the Product number on the Access Control Screen.

**Solution:** See *The ExamBank CD - Troubleshooting Manual*: Section 3.1

4. The Pin number that I was given does not allow me access to the ExamBank programme.

**Solution:** See *The ExamBank CD - Troubleshooting Manual*: Section 3.2

5. When I click the “Edit existing Paper” button, the Open Screen is not displayed correctly.

**Solution:** See *The ExamBank CD - Troubleshooting Manual*: Section 4

6. The ExamBank programme encounters an error during the compilation process.

**Solution:** See *The ExamBank CD - Troubleshooting Manual*: Section 5.1 to 5.5

7. The ExamBank programme encounters an error during the compilation process. An error message appears as follows: “Runtime error ‘4172’ – Path not found”

**Solution:** See *The ExamBank CD - Troubleshooting Manual*: Section 5.1

8. The ExamBank programme encounters an error during the compilation process. An error message appears as follows: “Microsoft Word has encountered a problem and needs to close. We are sorry for the inconvenience.”


**Solution:** See *The ExamBank CD - Troubleshooting Manual*: Section 5.1 to 5.5.

9. The ExamBank programme encounters an error during the compilation process. An error message appears as follows: “Microsoft Word has encountered a problem and needs to close. We are sorry for the inconvenience.” I have Norton AntiVirus software installed on my computer.

**Solution:** See *The ExamBank CD - Troubleshooting Manual*: Section 5.2

10. The ExamBank programme encounters an error during the compilation process. An error message appears as follows: “Run-time error 430 (Class doesn’t support Automation)”

**Solution:** See *The ExamBank CD - Troubleshooting Manual*: Section 5.3 and 5.4

11. The tick marks (✓) in the Suggested Solution document do not display correctly (they may appear as follows ).

**Solution:** See *The ExamBank CD - Troubleshooting Manual*: Section 6

12. During the installation process, the installation seems to “hang” when it reaches 100%.

**Solution:** See *The ExamBank CD - Troubleshooting Manual*: Section 7.1

13. Why doesn’t my school’s logo appear on my Exam Paper when I check the “Logo Option” box?

**Solution:** See *The ExamBank CD - Troubleshooting Manual*: Section 7.2

14. Why do some of the files, in the Question files folder and Answer files folder, not relate to any of the questions in my CAT exam/test?

**Solution:** See *The ExamBank CD - Troubleshooting Manual*: Section 7.3.1

15. When I open a particular CAT Answer file, I get a message indicating that the file is a “mail merge document” and that “Word cannot find its data source”.

**Solution:** See *The ExamBank CD - Troubleshooting Manual*: Section 7.3.2

16. Why do some of the graphs, for the Topics, Learning outcomes and Cognitive levels, not add up to 100%?

**Solution:** See *The ExamBank CD - Troubleshooting Manual*: Section 7.4

17. What is the database password?

**Solution:** See *The ExamBank CD - Troubleshooting Manual*: Section 7.5

18. Why is the screen “cut-off” on the right-hand side?

**Solution:** See *The ExamBank CD - Troubleshooting Manual*: Section 7.6

19. Why does the display not “fill” the whole screen?

**Solution:** See *The ExamBank CD - Troubleshooting Manual*: Section 7.6