

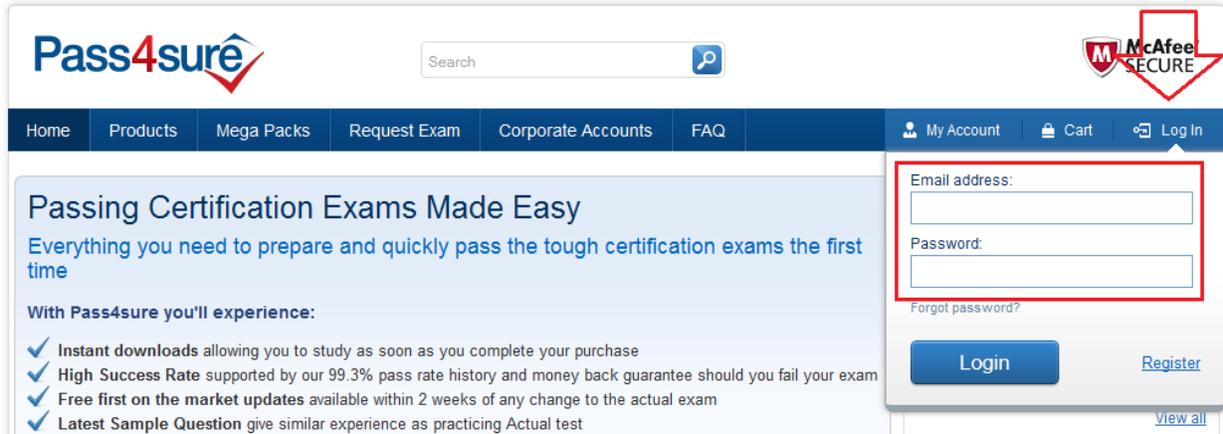
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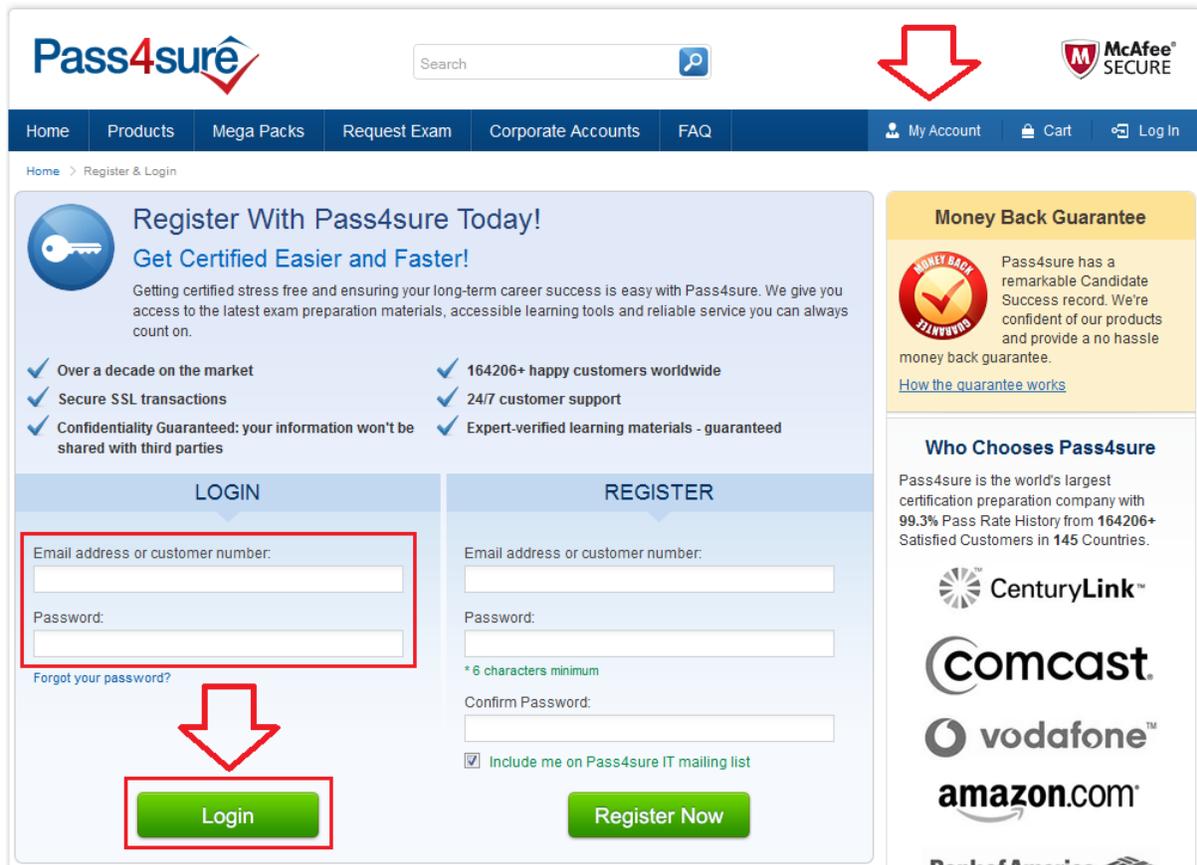
# Pass4Sure Download Instruction

## STEP 1 – Log into your Pass4Sure Member’s Area

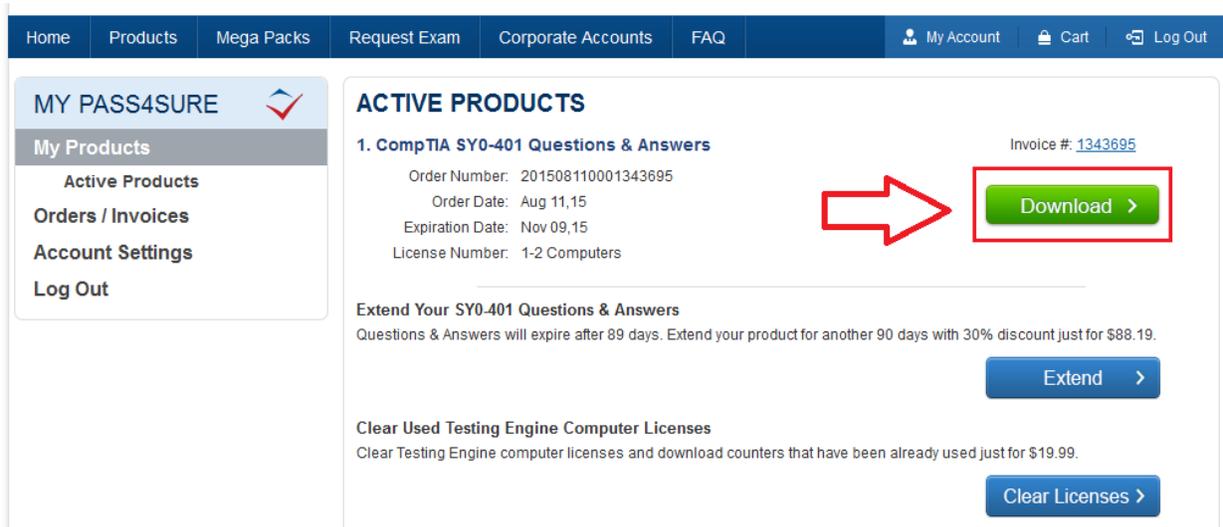
A) Click on the “Log In” link in top menu and use the appeared form:



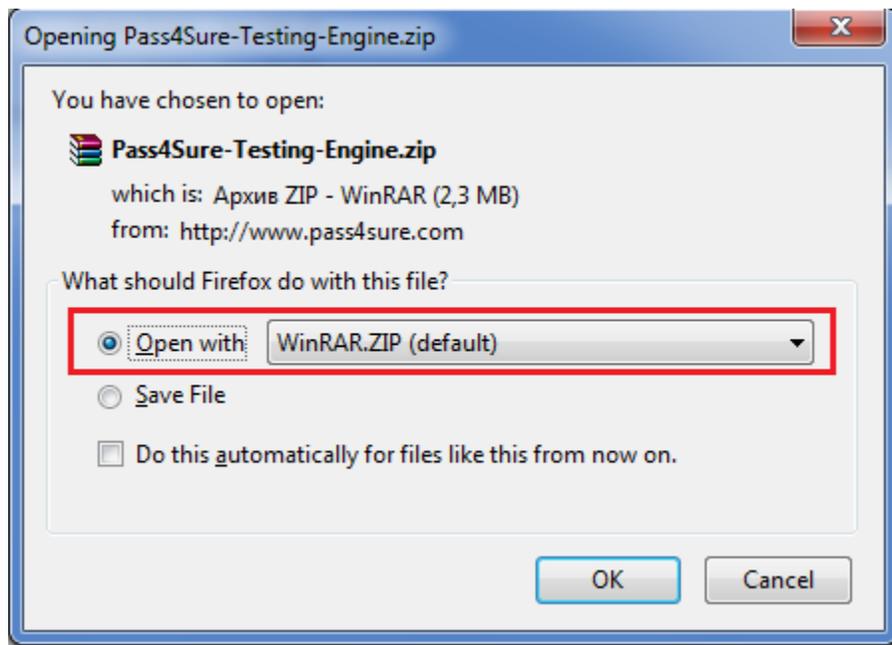
B) Also you can click on the “My Account” link in top menu, go to “Register & Login” page and and log in from there:



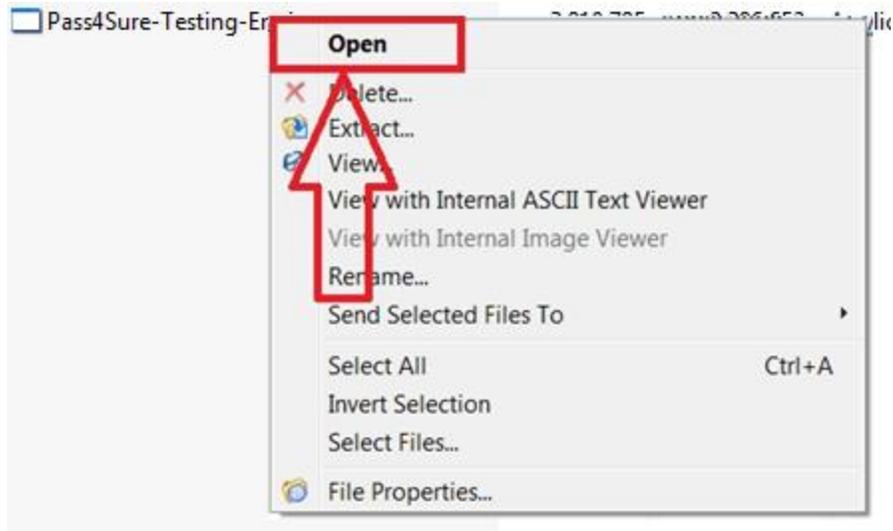
**STEP 2 – Click on “Download” button in your Pass4Sure Member’s Area:**



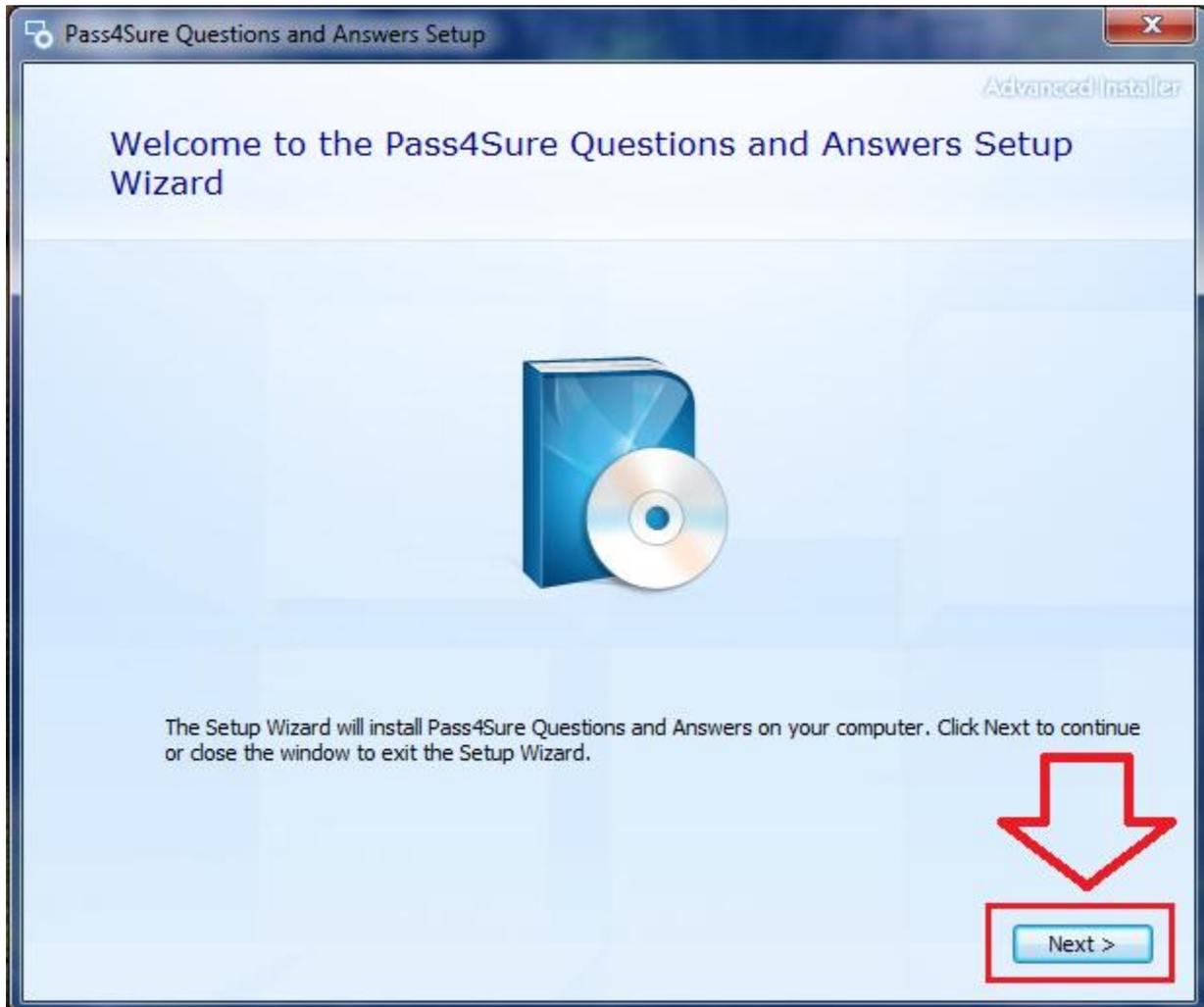
**STEP 3 – Choose “Open with” option in the appeared window:**



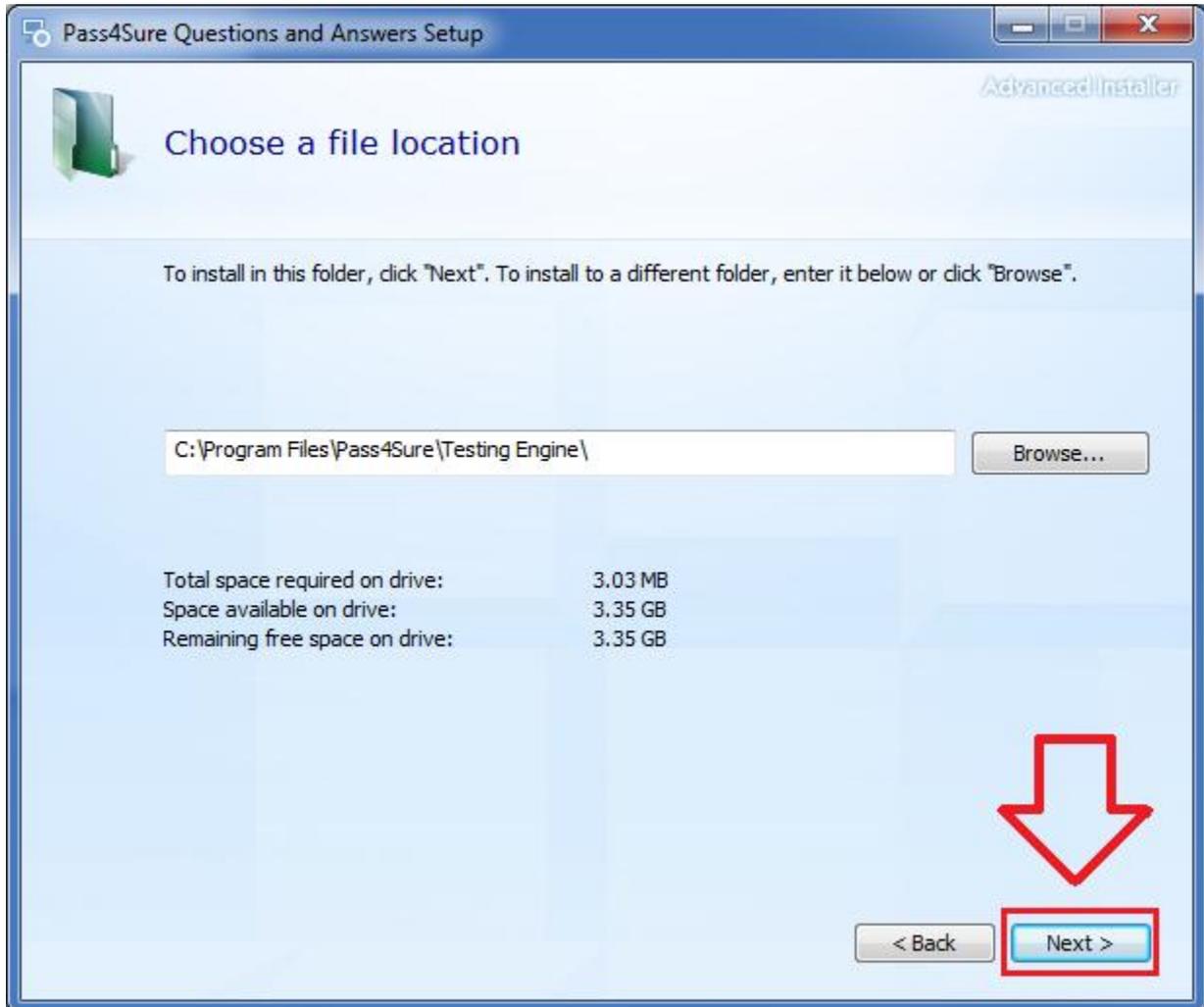
**STEP 4 – After the download process has finished start the installation: right-click on the installation file and select “Open”:**



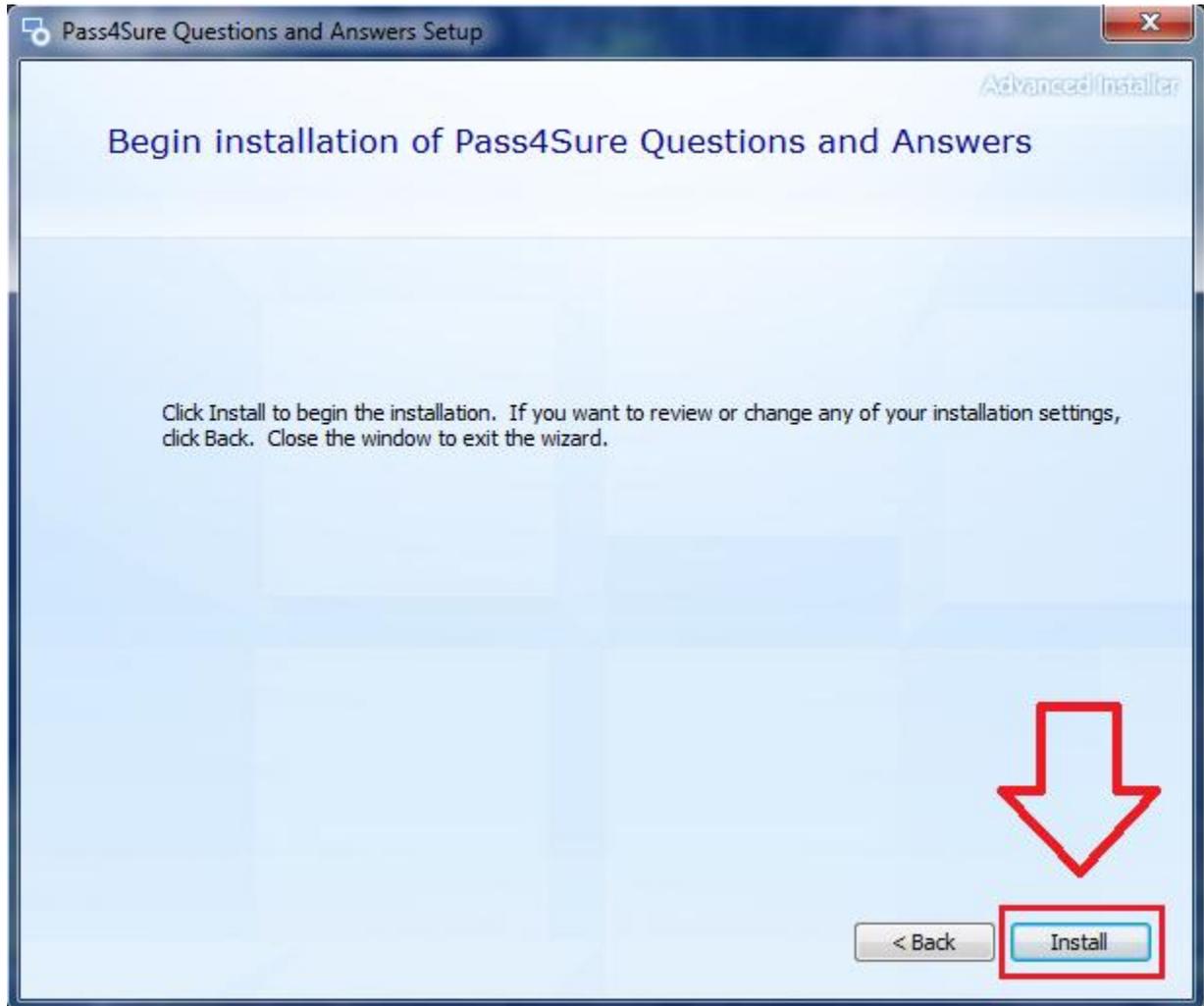
**STEP 5 – Start the installation wizard by clicking “Next” button:**



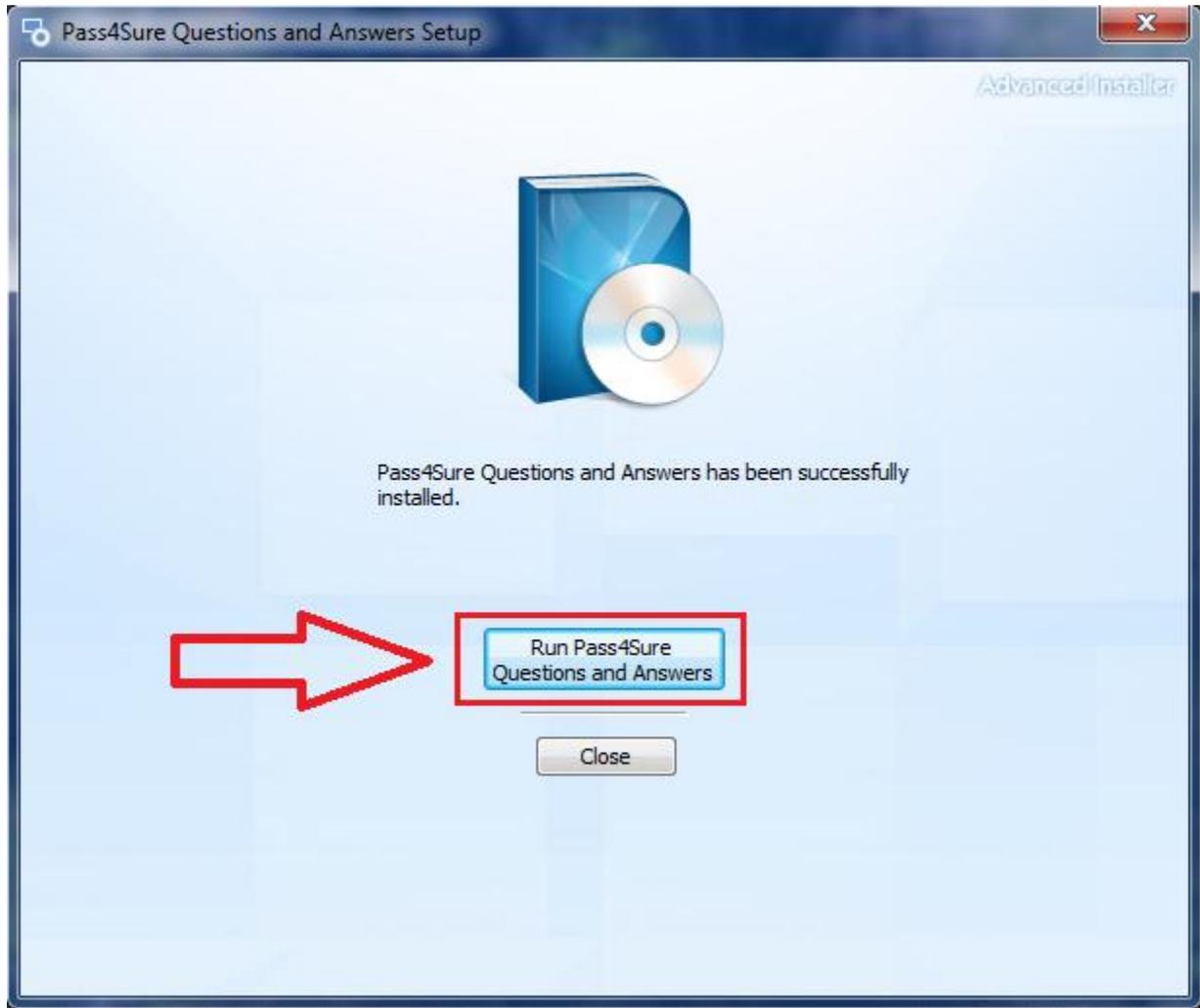
**STEP 6 – In the further window click on “Next” button - you don’t need to change default installation path:**



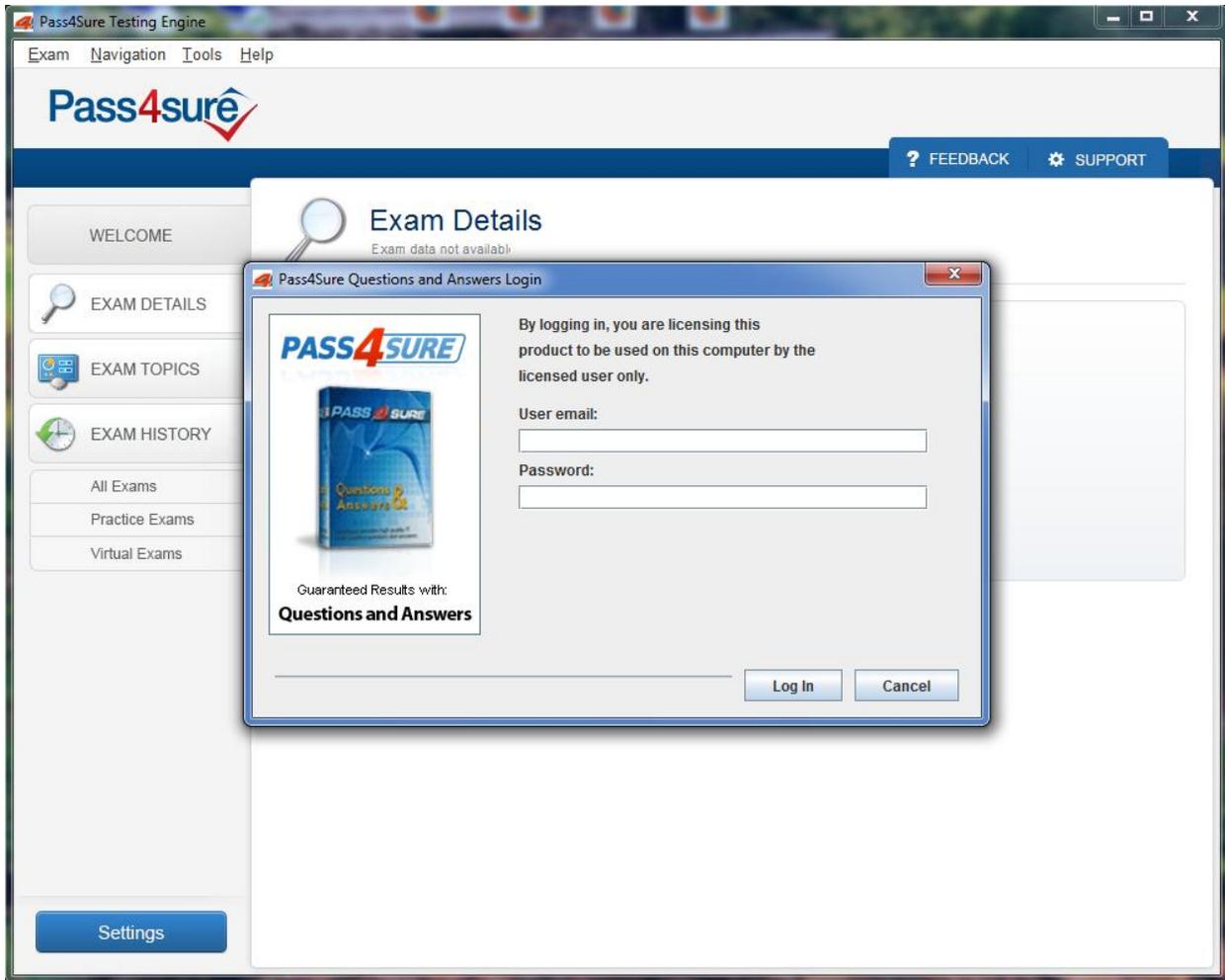
**STEP 7 – Click on “Install” button to start installation:**



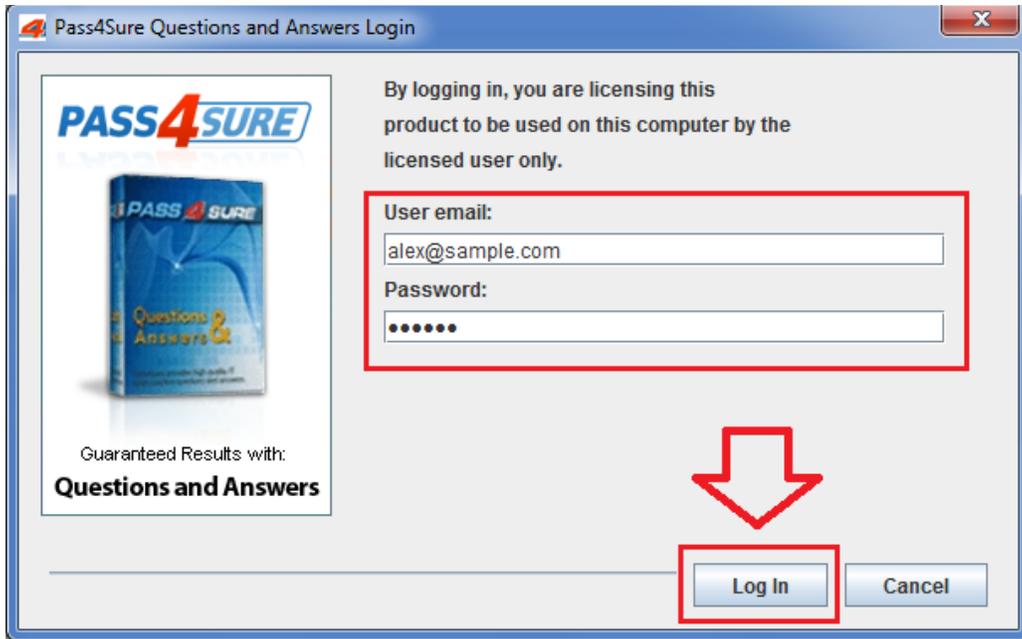
**STEP 8 - Pass4Sure Questions and Answers have been successfully installed. Click “Run Pass4Sure Questions and Answers” button to run the Testing Engine:**



**STEP 9 – “Pass4Sure Questions and Answers” Testing Engine will automatically start after few seconds. Also you can find the installed “Pass4Sure Questions and Answers” Testing Engine program through the System “Programs and Features” Panel.**

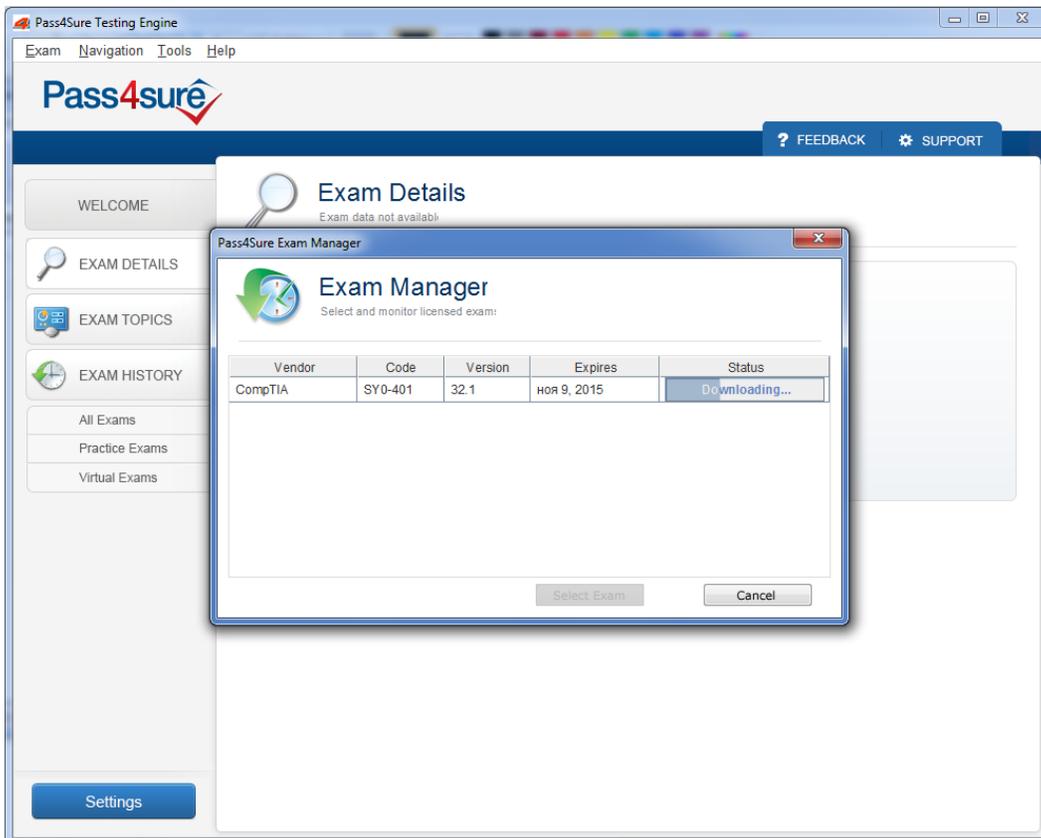


**STEP 10 – Enter your User Email and Password, then click on “Log In” button to log into the Testing Engine:**

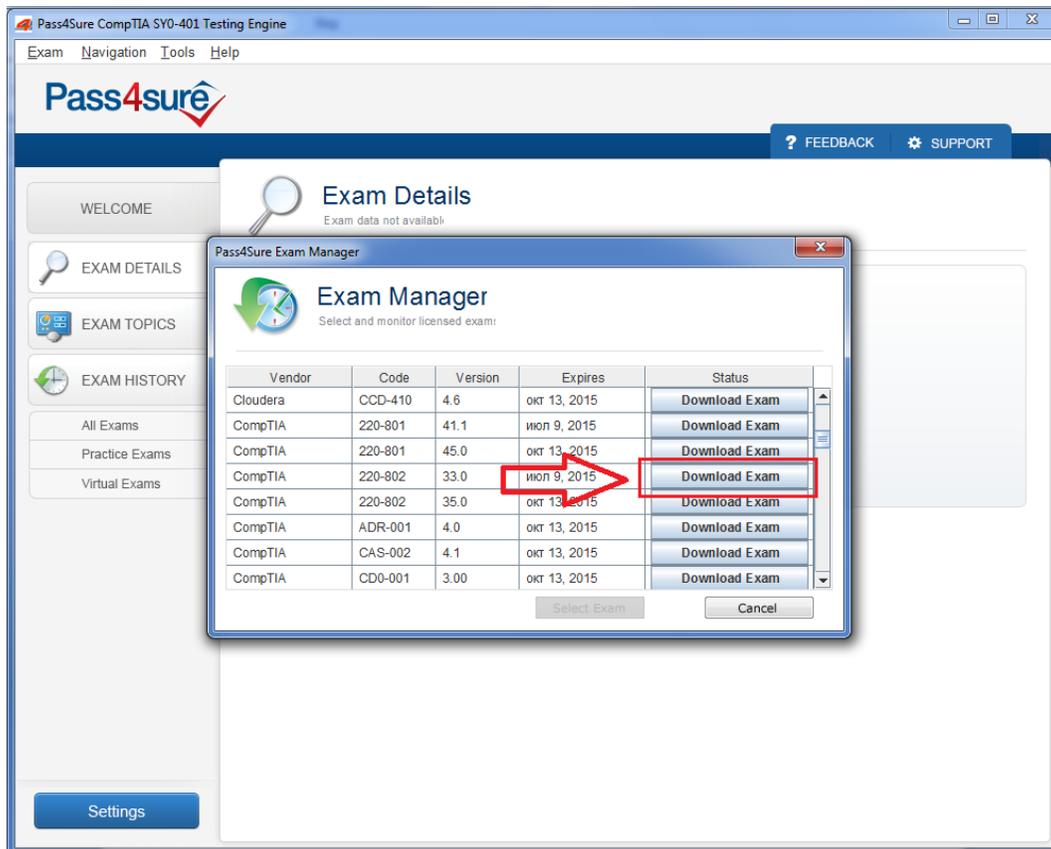


**STEP 11:**

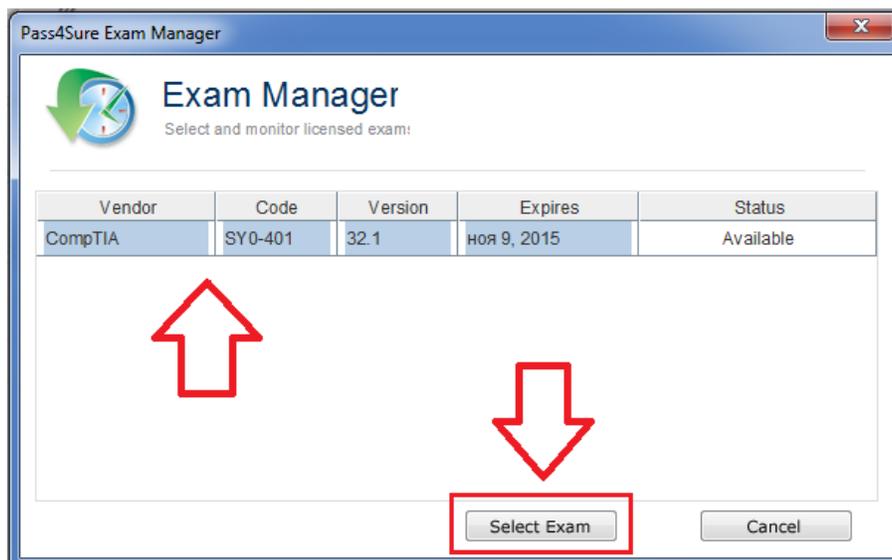
A) In case you have one or several purchased exams – the Engine will start downloading your purchased exam(s) automatically:



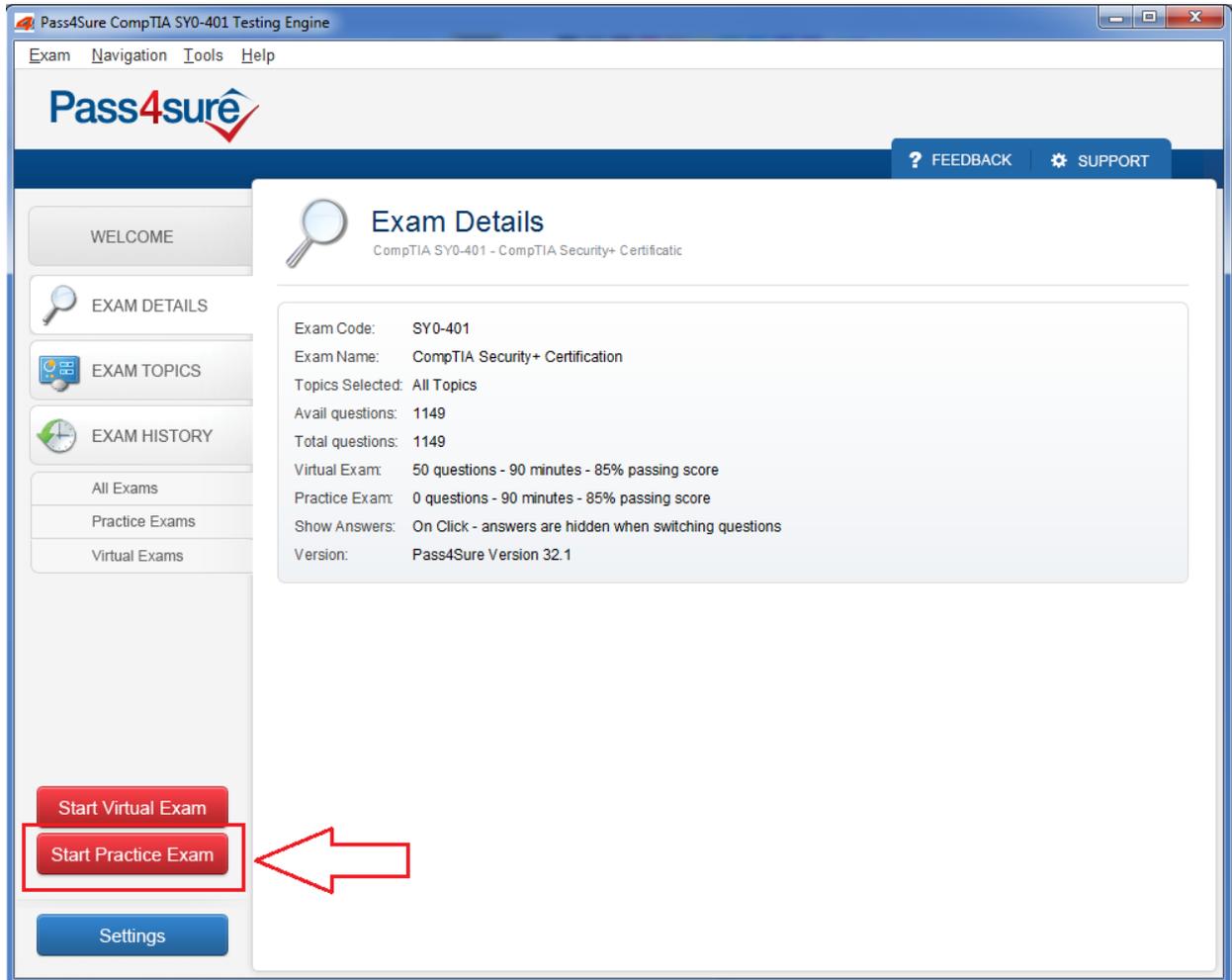
B) In case you have purchased Unlimited Access Mega Pack – you need to select the required exam code first, then click on “Download Exam” button:



**STEP 12 - Once the download process complete, click on the required exam code and then click on “Select Exam” button:**



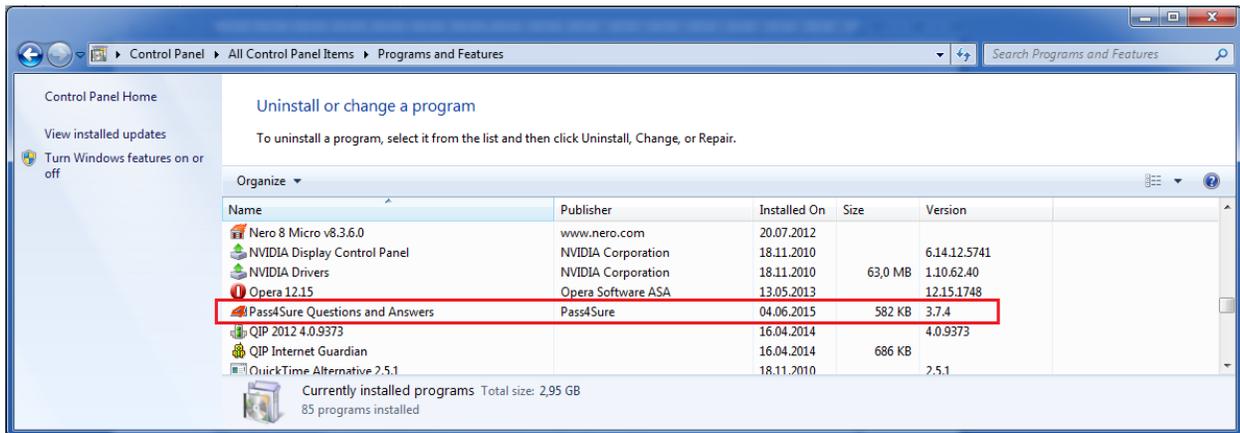
### STEP 13 – Start using “Pass4Sure Questions and Answers” Testing Engine:



# General Questions & Answers Unlocking Troubleshooting

## I) How to Re-install the Testing Engine?

1. Uninstall the current version by using Windows Control Panel: *Control Panel->All Control Panel Items->Programs and Features-> Pass4Sure Questions & Answers*



2. Delete previous installed folder from Program Files: *C:\Program Files\Pass4Sure\* if this folder hasn't been deleted automatically after uninstall. Also delete the following folder: *C:\Users\Your\_\_User\_Name\Pass4Sure\*.
3. Then go to your Pass4Sure Member's Account at <http://www.pass4sure.com/> and download the fresh copy of the Testing Engine.
4. Unzip and install the software, enter your User Email, which you used to buy the exam and the password, and Password instead of copy paste and log in the Testing Engine.
5. Consequently, the Exam Manager will start downloading the exam. After it completes, Click on your required exam and it will highlight the chosen exam. Then click on "Select Exam" button and you may start using your exam.
6. Kindly, make sure you are installing with Administrator Rights and that there is no Proxy.
7. Finally, Antivirus and Firewall should be deactivated (temporarily).

## II) No Licenses Found For This User

1. You can have no active Pass4Sure Questions and Answers product(s). It means that your product(s) have expired.
2. This error can also occur if you use corporate LAN or Proxy. You have to disable firewall and proxy. After that you will be able to activate the product(s).

## III) Maximum Licenses Reached

This error means that you have used your allowed limit of the Testing Engine's activations: the standard license is 2 (two) computers/devices, maximum license number is 5 (five)

computers/devices. You need to contact Pass4Sure Support Team via [support@pass4sure.com](mailto:support@pass4sure.com) to resolve this problem.

#### **IV) Not enough permission**

Right-click on the “Pass4Sure Testing Engine” link, select 'Run as Administrator'. In Windows 7 you can run with “compatibility mode” selected.

#### **V) High Security Corporate LAN**

The most common cause of such problem is to try to run the product on a high-security corporate LAN. There might be two reasons: you do not have enough permissions or corporate firewall can block the unlocking procedure.

We therefore recommend that you first try to install the software on a PC outside the high-security corporate LAN, such as a home PC. Or you can disable firewall or any antivirus if you can do in your company.

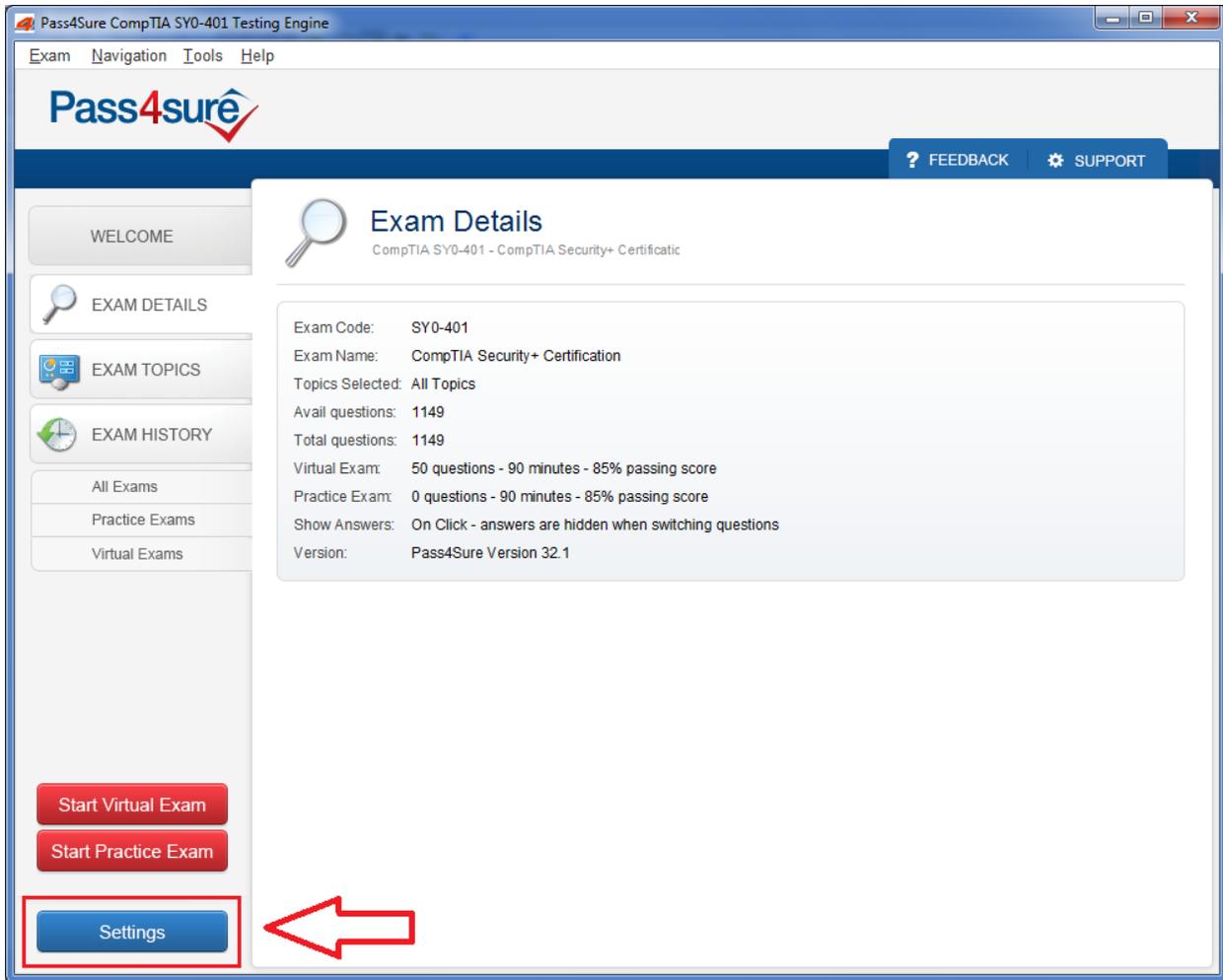
#### **VI) How can I install on 2nd PC?**

If you want to install it on the 2nd computer/device, you just need to download the Testing Engine again and do the same steps as mentioned above.

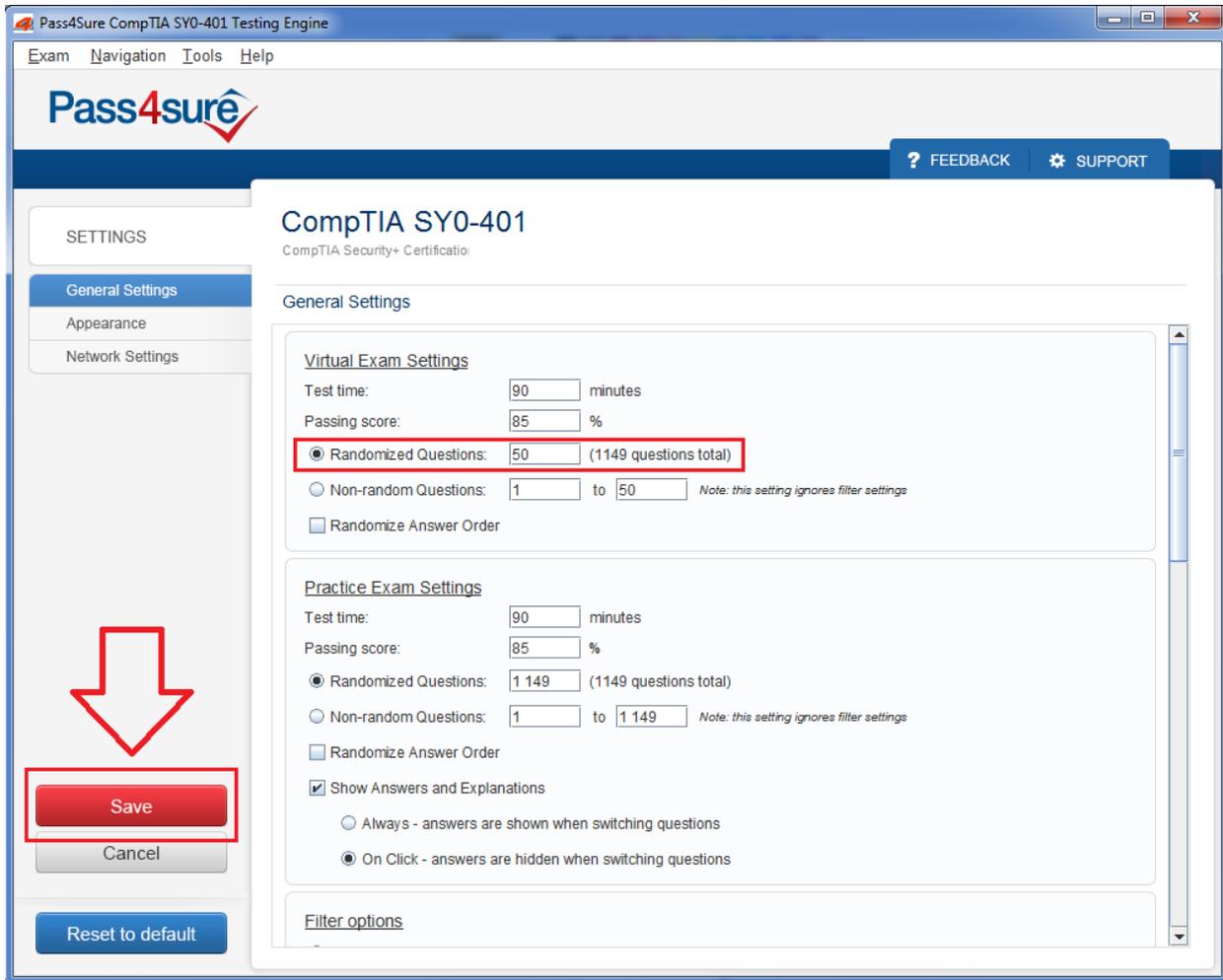
#### **VII) The Testing Engine Only Showing 50 Questions**

Follow the following steps:

1. Go in the Exam “Settings”:



2. Set maximum number of questions under “Randomized Questions” instead of 50 and Click on “Save” button.



## VIII) Listing of Problems

- 0) Not able to start the installation of the product. Permission or MSI problem.
- 1) Missing DLL file when finishing installation.
- 2) Unable to contact the Authorization Server. Firewall problem.
- 3) Problems related to the Java prerequisite. Try to install Java manually.
- 4) Product installs fine but sometimes question/exhibit fails to be displayed properly. Use lower screen resolution, update graphics driver, or try to install Java manually.
- 5) Unable to download the product. Use Internet Explorer. Check Security on your side.
- 6) If all fails try to reinstall the product.
- 7) If all still fails send us information regarding your problem.

### 0) Permission or MSI problem

- A)** You need to have sufficient permissions on your PC. Either local administrator permissions, or at least permissions to install programs.

If the security on your corporate LAN is too strict and does not allow you to install programs, then install the product on a home PC instead.

**B) Microsoft Windows Installer (MSI) Problem.**

Please refer to: <http://support.microsoft.com/kb/555175>

**1) "MSVCR71.dll" was not found**

You have a missing DLL file.

You can download it from <http://www.dll-files.com/dllindex/dll-files.shtml?msvcr71>

Put the DLL file in any folder that is accessible by windows such as *C:\Windows\System32*

Your problem might be related to the following:

\* "Msvcr71.dll cannot be found" error message when you repair Windows XP Media Center Edition or Windows XP Tablet PC Edition"

We refer to <http://support.microsoft.com/kb/827073>

You might get the error message: "Internal error, please repair or re-install Interactive Testing Engine".

If the product breaks you need to reinstall it.

See 2) above.

Here are possible causes:

In general try to avoid changing the Network, Security, or Logon settings of your PC.

Use the product outside a high security corporate LAN. A home PC is preferred.

**A) Windows 7**

There are no general problems using our products with Windows 7.

Possible Solutions:

4.A1) Turn off User Account Control (UAC)

Control Panel->User Accounts->Turn User Account Control On or Off

4.A2) Right-click on the Q&A shortcut and choose Run as Administrator.

4.A3) Internet Security is set to High.

Change the Internet Security to Normal.

4.A4) \* Norton Antivirus/ Norton Security

Some Vista users report that the problem disappears when they turn off the Norton Security

program.

### **C) Different Network Profiles**

If you use different Network Profiles it will break the product.

Resolution:

- 1) Use only a Network Profile when you use the product. Specifically log in as the same user.
- 2) Install the product once in each Network Profile.
- 3) Print the product and use the hardcopy

### **D) Different network connections**

This might break the product, though in general different connections should work fine.

### **E) You have insufficient permissions on the PC**

If you try to run the product with too little permission, you might get prompted to unlock the product again.

Resolution: Adjust the permission. Run the program with local Administrator permissions.

### **F) Windows itself** partially or completely resets the configuration of Windows at reboot

Resolution: Reconfigure Windows not to reset the system state.

**G) A third-party program** partially or completely resets the configuration of Windows at reboot. For example Cybersitter.

Resolution: Reconfigure or uninstall the third-party program.

### **H) You are running product remotely** using a Microsoft Terminal Server, Citrix, VPN, or similar.

Resolution: Avoid this. It would break the product.

**I)** The connection between your PC and our server broke during the installation process.

### **J) You hibernate** your computer while keeping the Q&A product open.

Resolution: Close the Q&A product, then hibernate your PC.

## **2) Unable to contact the Authorization Server**

If you receive this error message a firewall on your side is blocking the Q&A program from contacting the Authorization Server.

Possible Solutions:

**0)** Try once again. There might be a network connectivity problem.

**A)** If you have full control of the Firewall then try to temporarily turn it off.

The following firewalls have caused problems for some of our customers:

- ☒ Norton Anti Virus ad Firewall
- ☒ CA Firewall

**B)** Use a computer outside the firewall, such as a home computer.

**C)** Configure Internet Explorer to use your Firewall as a proxy server

Tools->Internet Options->Local Network (LAN) Settings

Then set your proxy server settings. Try to un-tick „Bypass proxy server for local addresses“.

**D)** Tweaking Java proxy settings

By default the Q&A products are configured to use local Proxy Settings. This works fine for most basic proxy servers. It might not work for authentication servers that requires authentication however.

If you want adjust the proxy server settings then use the Java Control Panel:

Control Panel->Java->Network Settings.

The Java Control Panel has the same proxy options as Internet Explorer.

If you do not want to use the local Proxy Settings, then you need to remove one line in the Q&A product ini file as follow:

Find the "*\\#examcode#*" files in the "*C:\Program Files\... \\#examcode#*" directory.

Open them in notepad and remove the line:

Virtual Machine Parameters="-Djava.net.useSystemProxies=true"

Just before the [Class Path]

**E)** Contact your network Administrator and ask him/her to reconfigure the firewall to allow the Q&A program to contact Authorization Server.

TCP port 80 is used by Pass4Sure Questions and Answers Testing Engine program when it connects to the Authorization server. IP is 88.208.207.73.

**F)** Proxy server that requires authentication.

At the moment it is not possible to connect to the authorization server through a Proxy Server that requires authentication. We will address this problem and are working on a solution at the moment

Proxy servers that requires authentication would typically be found in a corporate environment with strict security policies. Your home PC should be fine.

**G)** If you still have problems then let us know. If possibly describe what type of firewall/proxy server is used on your side.

### 3) Java related problems. Make sure you have the latest Java

Note: The JAVA prerequisite is also known as the J2SE Runtime Environment.

Make sure you have the latest Java. You can install it manually.  
See A) below.

#### A) Problems installing the Java prerequisite

Try to manually install the Java program.

Use this URL [www.java.com/en/download/manual.jsp](http://www.java.com/en/download/manual.jsp)

After you have installed Java prerequisite then run the Q&A installation program.  
Make sure you run the product as an administrator (in particular on Vista).

#### B) JRE version in use incompatible with the JRE Version used by Q&A

This could happen if you use Cisco Works, HP-Openview, Air-Magnet, Concord, Everest for example. In this case you should use separate computers/OSes for your Java based programs.

#### C) "Could not find main class com/configuration/titv3/dialog/DActivate"

This error message is either caused by an update that broke, or an old version of Java that is in use.

Resolution: Make sure you have the latest version of the Java prerequisite [see A) above], then reinstall the product (see 2 above).

#### D) JRE version lower than 1.5.

Resolution: Make sure you have the latest version of the Java prerequisite [see A) above]

#### E) US Embargo.

Java is produced by Sun. Sun follows the US Embargo which means the Java program cannot be run in countries such as Cuba, North Korea, Iran, Libya, Syria and Burma.

See the following URL for details: <http://www.connectathon.org/license.html>

### 4) Product installs fine but sometimes DRAG DROP/HOTSPOT/exhibit fails to be displayed correctly. Or you have problems selecting options.

Possible Solutions:

A) You might need to change the DPI (custom text size) setting back to default as follows:

#### A1) Windows 7

Control Panel->Display->Set custom text Size (DPI)->Scale to this percentage of normal size:  
100%

**A2) Windows Vista**

Right click the Desktop->Personalize->Adjust font size (DPI)>Default scale (96 DPI)

**A3) Windows XP (and earlier):**

Right click the Desktop->Properties->Settings->Advanced->General->Choose "DPI setting", and set the size as Normal size(96DPI).

Then restart your computer.

**B) Use less questions per exam**

**C) On Vista right click on the shortcut and select Run as Administrator.**

Use the Topics in the Testing Engine to practice questions for one Topic at a time.

**D) Use a lower screen resolution**

**E) Turn of the Hardware Acceleration:** Right-click on the *Desktop->Properties->Settings->Advanced->Troubleshoot->Hardware* acceleration: None

**F) Install latest JAVA.** Use this URL [www.java.com/en/download/manual.jsp](http://www.java.com/en/download/manual.jsp).

**G) Update your graphics device driver**

**H) In the Advanced tab of My Computer properties window, change from "adjust for best performance" to "adjust for best appearance"**

## 5) Unable to download the product

Note #1: If a download fails you might have to reinstall the product.

See 2) above.

You would at least have to request a new Registration Code.

See 1) above.

Note #2: Some products are large, up to 25 MB, so a stable internet connection might be required.

### Checklist

**A) Browser problem**

Use Internet Explorer (version 7.0 or later) or FireFox (Version 2.0 or later)

Try to install and use a second browser (either Internet Explorer or FireFox) and use it instead.

**B) Firewall problem.**

The firewall can prevent download. Some users have had problems with the CA Firewall. You can temporarily disable the firewall during the installation.

The following firewalls have caused problems for some of our customers:

- ☒ Norton Anti Virus.and Firewall
- ☒ CA Firewall

**B1) Unlocking of product.**

See 4) above)

**B2) Download of product.**

See C).

**C) Not able to download ZIP file.**

Firewall, Anti-virus software, content filtering, download monitor programs (such as Internet Download Manager), or local security polices can prevent downloading of ZIP files.

Resolution:

- ☒ Use another PC. In particular use a PC outside the corporate LAN, such as a home PC.
- ☒ Reconfigure Firewall, Antivirus software; download monitor, and local security policies.

**D) Slow/unstable Internet connection.**

See 4) above.

- ☒ Slow download speed

Try to download at a local hour when internet usage is lower. Such as, early morning hours.

**6) If you still have problems to unlock the product then try to reinstall the Testing Engine**

See step 2) above.

**7) If all fails then contact us again and include**

A) Your login ID (e-mail address) and order number.

B) Name of product

C) What is the exact error message or problem? If possible include a screenshot.

D) List further information relating to your problem such as

oWhich version of Windows is in use? (Vista 64 bit, Vista 32-bit, XP, 2000, 98)?

oWhich web browser are you using? (Such as Internet Explorer 8.0, 7.0, 6.0, FireFox, or Google Chrome)

- oWhat Antivirus program are you using?
- oIn what environment are working (corporate LAN, home PC, other)?
- oWhat kind of PC are you using? (Desktop, LapTop – if so in more than one location)
- oDo you have local Administrators rights on your PC?
- oWhat type of Firewall/Proxy in use on your side?
- oIs other Java application in use?
- oWhat is your internet connection?
  - ☐ Type (dialup, DSL, Cable, other)
  - ☐ Speed