

The alert message below is displayed when a service that is required by SofTest has stopped and needs to be started.

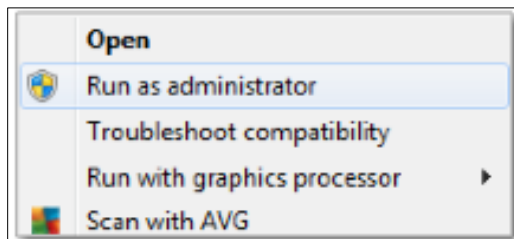


There are a few reasons that you can receive this message. The most common cause is that there is too much data at the start of SofTest that it takes too long to start the services needed and Microsoft stops the process. In order to resolve the error message, you can run the SofTest application as an administrator.

### How do you run as an administrator?

You can right click the SofTest icon on your desktop and choose 'Run As' or 'Run as administrator', or if you do not see these options, navigate to the ExamSoft folder on your computer:

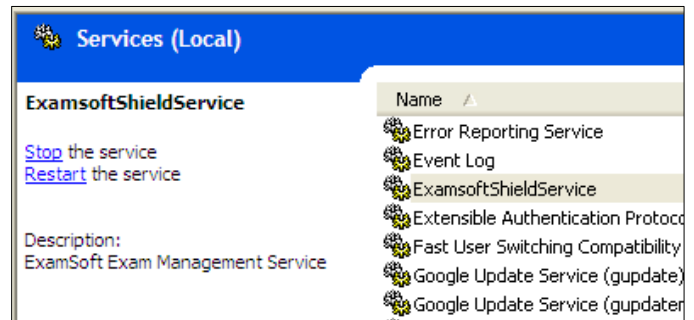
- Click Start
- My Computer
- (C:) Drive
- Program Files (x86)
- ExamSoft
- SofTest v11
- Right click on the SofTestWin File
- Select "Run as" and select the administrator account.



Launch SofTest again and the error should not be present.

### Manually Start the SoftShield Service

From the Start button, select 'Run' and type 'services.msc', this will open a list of services running on your computer. Search for 'ExamsoftShieldService' and select it from the list by clicking on it. Then click on the 'Restart' button to the left as in the next image.



### Reinstalling .NET Framework

Although unlikely, if the two options above did not resolve the ability to run SofTest's services, you may have a corrupt installation of .NET Framework. In order to correct this, you must uninstall, re-download, and reinstall .NET Framework.

1. [Uninstall Microsoft.NET Framework](#)
2. [Download Microsoft.NET Framework](#)

Once the .NET Framework is properly installed, you will be able to launch SofTest without receiving the original error message.

If you need additional assistance, or have any questions, please contact our support team:

**Monday – Friday** 7:30am-8:30pm ET  
**Saturday** 8:30am-6:30pm ET

(866) 429-8889 support@examsoft.com