

When SofTest experiences a fatal abnormality, it is not able to automatically revert the computer into its native environment. Consequently, SofTest must be configured into returning to this state so that the exam can be recovered. There are three alternate methods to restore a computer to secure exam mode. Always complete steps 1 and 2 then add step 3a, 3b, or 3c, and finally step 4. Try each one in subsequent order until the issue is resolved. (Example: Complete steps 1, 2, 3a, & 4.. If this does not work, then complete steps 1, 2, 3b, and 4.)

1

Access Safe Mode

Safe Mode is a Windows specific environment that permits low level access to a machine for diagnostic and recovery purposes.

1. It is easily activated by first shutting down a machine by holding down the power button.
2. Power on the computer and immediately begin striking the **F8 key** rapidly until the **Advanced Boot Options** screen is

2

Safe Mode with Command Prompt

Command Prompt allows a variety of command line behaviors to be activated with simple parameters.

1. For this purpose, we need to type in **explorer** and then hit **Enter**.
2. This will bring up the **Windows Explorer**, the operating system's default file explorer.

3a

ESWINSR

To manually extricate the computer from its lock-down, we need to utilize ESWINSR program. This program is packaged with all installations of SofTest.

1. It can be accessed by navigating using Windows Explorer > C: > Program Files (if x86 is available, use it) > ExamSoft > SofTest.
2. Right click on ESWINSR.exe and select Run as Administrator.

3b

Delete Configuration Files

When ESWINSR is incapable of initiating changes to the computer, we need to manually implement them. To do this, we delete two components of SofTest. These files are self-populating. *There is no harm in deleting them.*

1. Navigate to the SofTest folder from Windows Explorer > C: > Program Files (if x86 is available, use it) > ExamSoft > SofTest.
2. Select and delete both files:
stdb.s3db
softest.datn
3. The stdb.s3db backup file needs to be deleted from one more location.
 - On Windows XP go to C: > Documents and Settings > All Users > Application Data > SofTest > delete **stdb.s3db**
 - On all other Windows machines go

3c

Change the Windows Shell

The final step we can take is making a change to the registry.

1. In Command Prompt, type "regedit". This opens the Windows Registry.
2. On the left, navigate to HKEY_Local_Machine > Software > Microsoft > Windows NT > CurrentVersion > Winlogon.
3. On the right, locate **shell** and double click on it.
4. Change the existing entry to **explorer.exe**.
5. Exit the Windows Registry.

4

1. Restart computer by returning to Command Prompt, type "shutdown-r" and select **Enter**.
2. SofTest will ask you to re-register.
3. If not, then start this troubleshooting cycle again.

These steps are intended to identify and resolve the majority of these issues but sometimes the complexity of the situation requires deviation from them. Do not be afraid to be backward to other steps if you feel it might help. If following these measures fails to resolve the issue, contact our support line. There are some common factors which may inhibit you from carrying out these steps:

1. Anti-virus products typically will stop you from altering the registry. Turn it off if you feel it necessary. The computer is secured from connecting to the internet in Safe Mode with Command Prompt so it cannot be infected.
2. After implementing any of these changes, the computer has to adapt to its new settings. It will naturally take longer to restart than it would normally; be patient. When you restart during any of these steps, give the computer a few minutes before concluding that the step was not successful.
3. If ESWINSR is not working in Safe Mode with Command Prompt, try using the Task Manager (select CTRL + ALT + DELETE) to manually start the Windows Explorer during a normal boot.
 - a. When the Task Manager is open, go to the Processes Tab and select New Task.
 - b. Type in explorer and the select ok to try to restart.
 - c. You can then navigate to ESWINSR to enable it.
 - d. Always run ESWINSR as an administrator.