



### **TechTip #8 - Runtime Error C++ or Crystal Reports (PC based installations)**

If you encounter a “Runtime error C++” or for “Crystal Reports”, it is very likely your installation has not been finished.

To correct this, do the following;

1. Ensure you are logged onto the PC with full rights - that is, as PC Administrator
2. Using My Computer or Windows Explorer, browse to the folder location C:\PROGRAM FILES\SKILLCHECK
3. In this folder, there will be a file named SYSUPDATE. Double click on this file to run it. The setup routine may take several minutes.
4. You **MUST** be logged into WINDOWS as the COMPUTER ADMINISTRATOR with FULL RIGHTS to do this and any other installation of files to your PC.

This will update the files on your PC and add those that are missing.