

Have you ever received the following error message:

“Palm-Tech Home Inspection Software has encountered an error and needs to close. Shut down the program and try again, if the problem persists contact the software vendor.”

Palm-Tech Home Inspection Software is known for its stability, however from time to time users can and will encounter an issue where Windows will encounter a problem and require it to shut the program down. With the varied nature of computer systems, as well as the variety of operating systems and security programs available to today’s user it is very difficult to pinpoint any one exact cause of the problem. However, this guide contains a few helpful tips to try should you find yourself in a strange situation.

### **Check your software compatibility**

One very important fact to go over before any others would be that Palm-Tech V5 **is not compatible with Windows 7**. If you are running into problems where you are losing your library files, templates are appearing distorted, items are not printing the way you specified, or other assorted oddities that are more difficult to explain, know that these problems are **common** when you are attempting to run V5 on a Windows 7 PC. If you have a new PC with Windows 7 and you are still on V5 we highly recommend upgrading to V6 to ensure your system is compatible with our software.

### **Spyware or virus issues**

The number one cause of sudden system instability is a virus or spyware infestation. These malicious programs can come from just about anywhere, and it is not always instantly noticeable when you have one on your system. If you find your computer slowing down, and you are having problems with Palm-Tech shutting down or just not working at all and it used to work before, the first thing to try would be to run a virus scan and see if something found its way onto your PC.

## Windows security settings

Although it isn't as common, there are times when running Palm-Tech in a Windows Vista or 7 environment that security settings play a part. If you are having problems where the software refuses to start, or you are unable to drag and drop pictures, then you may be experiencing a rights management problem in Windows. The process will be slightly different depending on your operating system, here is where you can find some helpful guides depending on which version of Windows you are running:

Vista:

Windows 7:

## Reboot your PC

This tip may sound basic, but sometimes the amount of time your computer has been on can get away from you. Over a few days time your PC may have installed several automatic updates, had several changes made to the configuration, or just generally very bogged down with processes. Sometimes the solution to your software issue could just be that your PC needs to be rebooted. So give it a shot, and after everything has loaded back up and its ready to go try the software again and see if it gives you the same problem.