



Ref: FAQ0172

Version: 1.0

Title – MicroCall + application error

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(Issue 2)

## MicroCall + Correction process for Application error resulting in file corruption

When using MicroCall+ there is an unknown operating circumstance where an error message can be generated on the unit as follows:-

*Fatal application error - application CS.exe has performed an illegal operation and will be shut down. If the problem persists, contact the vendor.*

*Program: CS.exe*

*Exception:0xC0000005*

*address: 038de2c8*

This is generated when customers have too many results stored in their unit and the application "cs.exe" can't handle so many files and causes this error message.

The unit can be recovered by following this procedure and deleting the files –

1. Start up the MicorCall+
2. From the opening screen select '5 Settings'
3. In Settings select '4 Material Data Base'
4. In Material database select Zero (0) to restore defaults.
5. Press 'Enter' (OK)
6. Now press 'Cancel' (to return to the Settings menu)
7. Press 'Enter' (to return to the main menu)
8. Now in Main Menu Select '1' (Correlate)
9. In Correlate Select '4' (File)
10. Select '5' (delete) to remove the files.
11. Then select 'OK'
12. Now turn off the unit (leave it off for at least 10 seconds)
13. Now turn the unit back on.

The unit should now perform correctly.

### Document History:

Edition	Date of Issue	Modification	Notes
1st		Release	
2nd	17/09/15	Format update	