AIS-MeRAM (FAQ) (20141225)

Q   While installing AIST-MeRAM, a setup dialog appears, asking to choose "Repair" or "Deletion" of the tool.

A   If you start the installation program with a computer that already has the same version of AIST-MeRAM, a repair/deletion dialog appears. If you want to reinstall AIST-MeRAM, you need to uninstall the application at first.

Q   During the startup of AIST-MeRAM, a short-cut error ("The parameter is incorrect.") appears.

A   This problem occurs when you execute your own shortcut after uninstalling AIST-MeRAM. If you uninstall AIST-MeRAM, please delete its shortcut as well.

Q   The text on my AIST-MeRAM screen is cut off.

A   This tool cannot handle DPI settings higher than 100%. Please set display settings on your computer to the default (100%).

Q   After booting the computer, an error message appears, saying "Failed to connect to database", and AIST-MeRAM does not start.

A   If you start AIST-MeRAM immediately after booting your computer (resident programs or various services are not loaded yet), you may not be able to connect to the database. Please wait till your computer is completely booted, and then restart AIST-MeRAM.

Q   During the startup of AIST-MeRAM, an error message appears, saying "Not enough free memory".

A   If you generate multiple assessment results or reports, your computer may run out of available memory. Please close unnecessary assessment result windows or other background applications when using AIST-MeRAM.

Q   While using AIST-MeRAM, an assessment result window completely turns blank.

A   Please restart AIST-MeRAM, and conduct assessment without any other assessment result windows opened.