

## Error #9000

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An Error 9000 is a very general non-specific error that can be caused by a variety of conditions. For this reason it can be difficult to pinpoint the source of the problem.

Often times it results from a missing or incorrectly registered file needed for the software. The first thing we suggest doing is uninstalling and reinstalling the software, ensuring that when you reinstall, no other programs are running (even in the background). When installing, right click the installation file and choose "Run as Administrator." We suggest that you go to our [website and make sure you have the latest version of the software, as you may be experiencing a known issue that has already been fixed. You can find the version of the software you are running if you are using Remark Web Survey by clicking the \*\*Application Button\*\* \(uppermost left side\) then \*\*Web Survey Options, Resources\*\* and \*\*About Remark Web Survey\*\* in the software.](#) In Remark Classic OMR or Remark Office OMR, this information can be found by going to **Help / About**. In Remark Test Grading Edition, you will find the version by clicking **SETTINGS|RESOURCES**. Most products also list the version number in the lower right corner of the software. **Note:** Beginning with Remark Office OMR 2014, you are required to have support and maintenance in order to receive product updates. Please contact our sales department if you are interested in support and maintenance. If you are still experiencing the error after completing the above steps, we ask that you write down the steps you were performing when the error occurred along with the exact error message in its entirety (you can also take a screen print of the error) and email it to us at: [support@gravic.com](mailto:support@gravic.com) and we will attempt to diagnose the problem.

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Online URL: <https://support.gravic.com/remark/kb/article/error-9000-3.html>