# MSVT Only Shows IR score after full test administration

Try these following potential solutions:

1. Go to Reporting 🡪 Export All Data. Click Cancel on the Export Data window
2. Close the MSVT and re-open it
3. Set Write permissions to any folders named “Green’s MSVT” or “Green and Kramar” in all these locations (if they exist):
   * C:\Program Files
   * C:\Program Files (x86)
   * %LOCALAPPDATA%
   * %LOCALAPPDATA%\VirtualStore\Program Files(x86)
   * %LOCALAPPDATA%\VirtualStore\Program Files
   * %PROGRAMDATA%
   * %APPDATA%
   * %APPDATA%\Green and Kramar\
4. Re-install the MSVT (or at least the update file). You can contact us at +1-236-420-4351 and we will help you re-install

You will always want to set the write permissions and re-install the MSVT update file. So