

Error

Runtime Error 11

Runtime Error '11': Division by Zero

What it means

This error can occur in **Pull Tabs** when using **Weigh All Games**—typically right after putting a game into play or when adjusting a game already in play.

It happens when **Start Tare** (*empty bowl*) equals **Start Weight** (*bowl + tickets*). Because the “*ticket weight*” becomes zero, Tab Wizard attempts a division by zero.

- **Rule:** Start Weight must always be greater than Start Tare.
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Quick outcome

You'll delete a local weight cache file, reopen Tab Wizard, and correct the affected game so Start Weight > Start Tare.

Steps (if you know which game caused it)

1. **Note the game** you were editing when the error appeared.
 2. Dismiss the message by selecting **OK**.
 3. Open the **Windows Start** menu → **All Programs/Programs**.
 4. Find the **Tab Wizard** folder.
 5. Open **TabWizard Program Folder**.
 6. Sort the folder **by Name** (*alphabetically*).
 7. Scroll past the yellow year/month folders to the **white file icons**.
 8. Go to the **G** section.
 9. Right-click **GameWeight.mdb** → **Delete** → confirm **Yes**.
 10. Close the File Explorer window.
 11. **Reopen Tab Wizard**.
 12. In Tab Wizard, go to **Adjust > Games in Play**.
 13. Select the **same game** from step 1
 14. Check the weights:
 - **Start Tare** = empty bowl
 - **Start Weight** = bowl + all tickets
 - **Start Weight must be greater than Start Tare** (*never equal or lower*).
 15. **Fix the imbalance:**
 - Either **lower Start Tare** (*re-enter the correct empty bowl weight*), **or**
 - **Raise Start Weight** (*re-enter the correct bowl + tickets weight*).
 16. Select **Accept**.
 17. Go back to **Weigh All Games** and open that game to confirm it edits without error.
 18. **Done**.
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If you don't remember which game caused it

1. Repeat steps **2-11** above to delete **GameWeight.mdb** and reopen Tab Wizard.
 2. Go to **Weigh All Games** and **edit games one by one** until the error reappears.
 3. **Note the game** that triggered the error.
 4. Repeat the **Steps (if you know which game caused it)** section to fix weights for that game (ensure **Start Weight > Start Tare**).
 5. Re-check **Weigh All Games**, the error should be gone.
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Tips to prevent this next time

- Always **tare the scale to 0.000 LBS** before weighing.
 - Enter **Start Tare** immediately after weighing the **empty** bowl.
 - Enter **Start Weight** only after **all tickets** are in the bowl (check bag corners/creases).
 - If numbers look suspiciously close, **re-weigh** both values before saving.
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Need help?

If the steps above don't resolve the issue, contact **Technical Support** and include:

- The exact error message,
 - The game name/number, and
 - The **Start Tare** and **Start Weight** values you were using.
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