## **Error 7 error Line 20 Out of Memory**

## **Error Description:**

Error 7, error line 20 after entering new password
Error number 13 error line 20 description- type mismatch
Unhanded exception 0x800401F9 description unknown error
Unhanded exception error 0x80040e21, Multi Step OLE DB Operation generated errors
[ system windows error install installation launch enter data ]

## **Resolution:**

If you receive the message, ""7 / Error Line 20, Out of Memory"" while working in the PsychCorpCenter, this may be due to low system resources. To correct this issue it is necessary to restart your computer. Save all of your work and close all open programs before proceeding.

- Click Start, Shutdown, and select the Restart or Shut Down option.
- Once the computer has rebooted, enter the PsychCorpCenter where you should be able to work without this message.

The Error number 13 error line 20 description- type mismatch, indicates that the WIAT II Scoring Assistant did not install properly due to the presence of background applications running. Follow these steps to uninstall and reinstall the software:

- Close all open applications before proceeding.
- Click Start, Programs, select Psych Corp Center and click Un-Install.
- You will be prompted to insert Setup Disk 1 before proceeding with the uninstall process.
- Restart the computer and close open applications. This includes background applications. (On your system tray icons by the Windows clock, right-click and disable, exit or close all).
- Reinstall the Assistant and reboot the system before launching the program.

"Unhanded exception 0x800401F9 description unknown error" or "Unhanded exception error 0x80040e21, Multi Step OLE DB Operation generated errors."

• The error indicates the need to perform all suggested Windows Updates at http://www.windowsupdate.com. The error is caused by a failure of the MDAC components; these can be updated individually at http://www.microsoft.com. Once the necessary updates are applied, uninstall WIAT II Scoring Assistant completely and reinstall with all background applications turned off.

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https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=161