

Error number 13 error line 20 description- type mismatch

Error Description:

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Unhanded exception 0x800401F9 description unknown error

Unhanded exception error 0x80040e21, Multi Step OLE DB Operation generated errors

Resolution:

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

1. Go to <http://www.pearsonassessmentsupport.com/support/>
2. Click on the download button.
3. Choose the download product updates link
4. Choose Product Updates for 32-bit Windows .
5. Choose other products
5. Find your product in the product update list and click on the update button

<http://www.pearsonassessmentsupport.com/support/index.php?View=files&CategoryID=51>

6. Click on the links to download the software and install it. Choose in the order they are listed. Choose the Platform first, download and then install and then do the updates.
7. If during the installation it asks for an authorization code please call us at 800-249-0659 and we will obtain this for you.
8. Reboot your computer after the installs.

Please note that when you are prompted to remove or repair, choose repair - removing the software would completely uninstall the program from your PC. You will need to run the update for all you software that you have installed on your computer. You only need to install the platform once because it is the same for all the products

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Software Support -> — D — -> D-KEFS Scoring Assistant -> Error number 13 error line 20 description- type mismatch

<http://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=793>