

WAIS _RO: CreateVIQPIQFOOTERRECORD, Error#: 3265/ Error Line: 0 Item cannot be found

Error Description:

The full error is "WAIS _RO: CreateVIQPIQFOOTERRECORD, Error#: 3265/ Error Line: 0 Item cannot be found in the collection corresponding to the requested name or ordinal. Item cannot be found in the collection requested name or ordinal."

Resolution:

When installing an older PsychCorpCenter product first, then WAIS-III Canada Scoring Assistant, then uninstalling the previous product, when running a WIAT-II Canadian report, the error occurs. Follow the steps below.

1. If you have access to the internet go to downloads page located at the top of this page and select product updates.
2. Select your operating system type and then Wechsler Products and locate the folder for the WAIS-III Canadian Scoring Assistant.
3. Download the PsychCorpCenter platform 1st, and then the product update for the WAIS-III CA SA.
4. Install the PCC-I 1st and then the WAIS-III CA SA.

If you do not have access to the internet you can also restore from the CD directions are listed below. We do however highly recommend updating from the website. Newer versions of the Windows may not run older versions of the PCC-I and WAIS-III CA SA without doing the updates from website.

1. Insert the installation CD for WAIS-III Canadian Scoring Assistant.
2. The software installer should start automatically. Choose the option for Repair, then click Next.
3. Follow the on-screen prompts to finish the process. Allow the PC to reboot with the CD left in the drive if prompted to reboot

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<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=1054>