

# Acenter Runtime error -2147221331 Er# 80040111 Automation Error Class factory cannot supply requested class

## Error Description:

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## Resolution:

This error can result from installing other applications on your computer such as antivirus software. To resolve this error you will need to run a repair of your newest PsychCorpCenter product. Please locate your software and contact our support center while at the computer, or consult you internal IT department. The number for support is 1-800-249-0659.

To run the repair (make sure the user logged into the machine has admin rights to the drive)

1. Please disable all background and open applications including antivirus software.
- 2.

<http://www.pearsonassessmentsupport.com/support/index.php?View=files&CategoryID=27>

3. Download and install the PsychCorpCenter Platform Update Version 3.3.3 and the WISC-IV\_Writer\_2.0.exe
4. You will have a choice of repair or remove, please make sure the dot is in repair
5. Accept all default options in the repair install.
6. Attempt to open the software and verify that it functions.

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Software Support -> — W — -> WISC-IV Writer -> Acenter Runtime error -2147221331 Er# 80040111 Automation Error Class factory cannot supply requested class

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