

# Please wait this may take several moments

## Frequently Asked Question:

I am receiving the following message when installing: "Please wait this may take several moments"

## Resolution:

If your system locks up while you see "Please wait this may take several moments," your network might have a firewall or proxy in place that is preventing the installer from accessing the Web Key Delivery site. You can disconnect from the network and restart the install in many cases to bypass the issue. If you cannot bypass this portion of the install, please call the Technical Support Center for assistance with the install at 800-249-0659 or email [esupport@pearson.com](mailto:esupport@pearson.com)

---

Article ID: 1579

Last updated: 05 Apr, 2010

Software Support -> — W — -> WISC-IV Integrated Scoring Assistant -> Please wait this may take several moments

<https://pearsonassessmentssupport.com/support/index.php?View=entry&EntryID=1579>