

Error 429 You do not have the appropriate license to use this functionality

Error Description:

Error 429 You do not have the appropriate license to use this functionality
[Error encountered when generating a report]

Resolution:

This error typically means that the ActiveX controls are not properly registered on the system (or the registry became corrupt). This error generally occurs when generating reports and may be resolved by performing the steps below.

1. Find the ActiveX control labeled "Tx4ole.ocx" under:
C:\Program Files\Common Files\TxTextControl9
2. If found, please move on to the next step, else repair the PsychCorpCenter platform using Add/Remove programs.
3. Click START | RUN
4. Type in: regsvr32 /u "C:\Program Files\Common Files\TxTextControl9\Tx4ole.ocx"
5. You will receive a message that states DllReigisterServer in C:\Program Files\Common Files\TxTextControl9\Tx4ole.ocx succeeded. [This unregisters the ActiveX control]
6. Type in: regsvr32 "C:\Program Files\Common Files\TxTextControl9\Tx4ole.ocx"
7. You will receive a message that states DllReigisterServer in C:\Program Files\Common Files\TxTextControl9\Tx4ole.ocx succeeded. [This re-registers the ActiveX control]
8. Re-launch the PsychCorpCenter Platform and generate a report.

If the error persists, please contact the Pearson eSupport Center at (800) 249-0659 M-F from 7AM-6PM CST.

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