

# Cannot start your application, the workgroup information file is missing or opened exclusively by another user

## Error Description:

Cannot start your application, the workgroup information file is missing or opened exclusively by another user

## Resolution:

This problem is inconsistent. At this time, it is believed that the SQL calls in AS\_UTIL.DLL are being used before PsychCorpCenter has a chance to close connections with AS\_DATA.MDB.

Please do the following to resolve your issue.

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 Wechsler 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=33>

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.

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Software Support -> — W — -> WPPSI-III Writer -> Cannot start your application, the workgroup information file is missing or opened exclusively by another user

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