

# Error 13001: Product not registered with the FLEXnet Connect

## Error Description:

Error 13001: Product not registered with the FLEXnet Connect

## Resolution:

On  
the  
int  
er  
net  
ple  
as  
e  
go

to <http://www.pearsonassessmentsupport.com/support/index.php?View=files&CategoryID=261>  
and click on Software Update Service Redirection.exe and download and run the executable file.  
This will re-connect your software to the software update service.

If this still does not fix your problem, call 800-249-0659, and select the option for technical support

---

Article ID: 3601

Last updated: 02 Jul, 2010

Software Support -> — P — -> PsychCorpCenter -> Error 13001: Product not registered with the FLEXnet Connect

<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=3601>