

# ScanTools Plus Link is not properly installed. (Error Code 13)

## Error Description:

ScanTools Plus Link is not properly installed. (Error Code 13)

## Resolution:

Review the QLocalInstall.log for any mention of ScanTools.

If no mention is found, it means ScanTools is not installed.

Use the Q Local 2 CD to modify the installation and add the scanning software.

You may want to reboot the computer and unplug the scanner for 20 seconds.

Then try scanning in Q2.

If problem persists, it may mean that the program and the registry have become out of synch. (This is a known issue in ScanTools Plus Link Runtime v6.4).

To troubleshoot, look in A/R Programs for ScanTools Plus Link Runtime. If it appears in A/R Programs, then check the reference counts in the Windows Registry. Go to HKLM\Software\Pearson NCS\ScanTools Plus Link Runtime\Runtime Ref Count. You will see several `counts` on the right hand side of the screen:

count

count61

count62

count64

Check the data column for each. If ScanTools Plus Link Runtime appears in A/R Programs then these counts must all be at one (1). Zero, or a number greater than one, is bad. Change the counts as necessary and reboot the computer. Then, try to configure the scanner through Q Local (Find -> Find Scanned Batches -> Enter -> Scanner -> Configure scanner). Poll ports for scanners and if successful, then Query & Activate scanner. If successful, try scanning a form.

If ScanTools Plus Link Runtime does not appear in A/R Programs then these counts must be at zero.

---

Article ID: 4284

Last updated: 15 Nov, 2010

Software Support -> — Q — -> Q Local -> Scanners -> ScanTools -> ScanTools Plus Link is not properly installed.  
(Error Code 13)

<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=4284>