

# The install seems to hang on Copying Files at 0% for a long time

## Frequently Asked Question:

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## Resolution:

This issue is most pronounced on Pentium and Pentium II based computers. Please be patient with the install during this process. Because the Cancel Button is disabled in the Copying Files Dialog, DO NOT manually stop the install by using [Ctrl]+[Alt]+[Del], the install will continue once finished its prerequisite processes.

If the program is manually terminated you can relaunch the setup program. It should clean up problems that this created, however it may add additional processing time.

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Software Support -> — W — -> WISC-IV Scoring Assistant -> The install seems to hang on Copying Files at 0% for a long time

<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=52>