

# Unable to decrement count to Serial Number #

## Error Description:

Unable to decrement count to Serial Number #

## Resolution:

This is an installation issue that exists after all files have been copied to the drive, when the install count is being written to our Webkey Authorization site through the installation.

This occurs when there is a firewall or proxy in place that prevents this type of communication to exterior websites.

Please consult your IT department before continuing. As a workaround, unplug the network cable during the install. You will need to call our support center to get an authorization code to complete the installation.

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Software Support -> — W — -> WIAT-II Scoring Assistant -> Unable to decrement count to Serial Number #

<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=617>