

# Please wait this might take a several minutes

## Frequently Asked Question:

I am receiving the following message when installing: "Please wait this may take several moments"

## Resolution:

If your system locks up while you see "Please wait this may take several moments," your network might have a firewall or proxy in place that is preventing the installer from accessing the Web Key Delivery site. You can disconnect from the network and restart the install in many cases to bypass the issue. If you cannot bypass this portion of the install, please call the Technical Support Center for assistance with the install at 800-249-0659 or email [esupport@pearson.com](mailto:esupport@pearson.com)

Our 2.0 .+ updates are friendlier with anti virus software and will normally go through with out getting hung up trying to contact our network. To down load the latest updates go to our web site at [www.pearsonassessmentsupport.com](http://www.pearsonassessmentsupport.com) or click the link below to be directed to the WISC IV SA installer update. It is a full version with your serial number. The PsychCorp Center Platform must be installed before the 2.0 versions of the software will install.

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Software Support -> — W — -> WISC-IV Scoring Assistant -> Please wait this might take a several minutes

<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=64>