# Leiter-3 Scoring Software Troubleshooting

We, at Stoelting, are happy you have purchased the Leiter-3 Scoring Software (cat # 34100SS). The scoring software can help produce accurate reports in an efficient manner, allowing the clinician to focus on supporting their clients, rather than spending time compiling scores.

There are some issues which may arise as you're using the scoring software. We wanted to provide you with some ways to address these issues to ensure no disruption in your use of the scoring software. As always, if you require support with these or any other issues, please feel free to contact Stoelting at the contact information below.

1) **Problem**- *You attempt to generate a report, but an error message similar to the following is produced.*
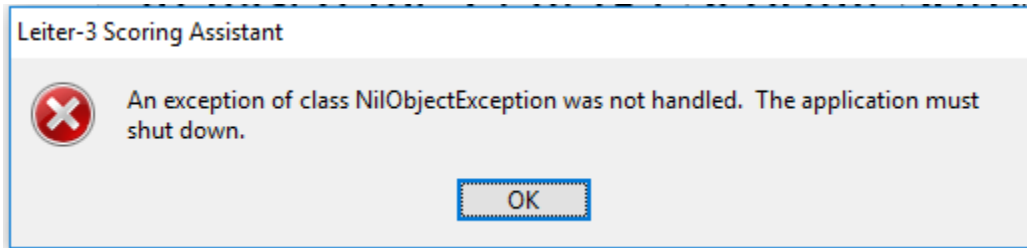
Solution- This error likely occurs when there is an attempt to generate a report when there is a scale without any scores recorded, typically in the Cognitive Battery.
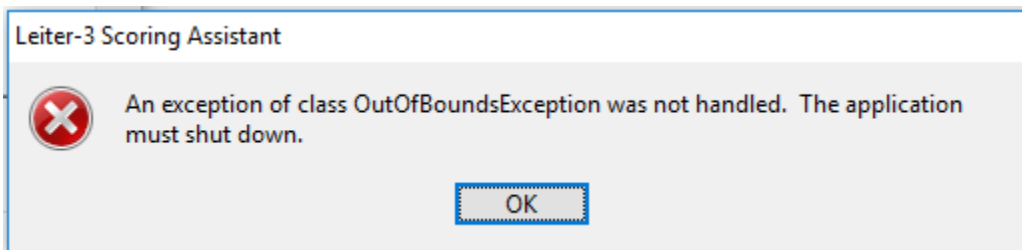

The solution is to enter at least one score in the cognitive battery. Entering a score of 0 is ok.

Subtests	Raw Score	Scaled Score	Percentile
Figure Ground:	☐	--	--
Form Completion:	☐	--	--
Classification/Analog	☐	--	--
Sequential Order:	☐	--	--
Visual Patterns:	0	0	<0.1

Composites	Standard Score	Percentile	Confidence Interval
NonVerbal IQ:	30	<0.1	24-36

When the user then attempts to generate the report, the report can be generated successfully.

2) **Problem**- *You attempt to generate a report and the following error is produced:*

> **Leiter-3 Scoring Assistant**
>
> ❌ An exception of class OutOfBoundsException was not handled. The application must shut down.
>
> [OK]

You may also receive this error message, as well:

> **Leiter-3 Scoring Assistant**
>
> ❌ An exception of class NilObjectException was not handled. The application must shut down.
>
> [OK]
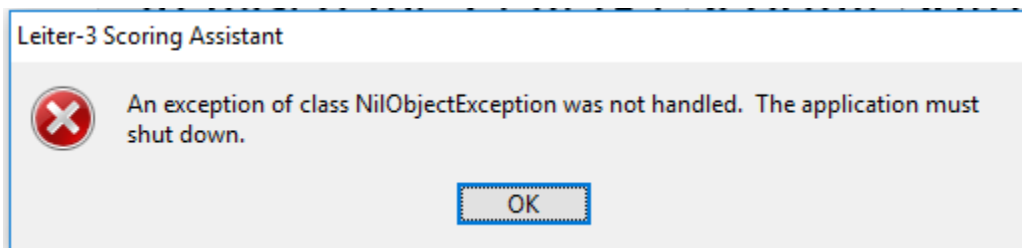
Solution- This problem often occurs when computers with settings that use date formats different than those used in the USA (where the Leiter-3 scoring software was created) are used. In the USA the typical
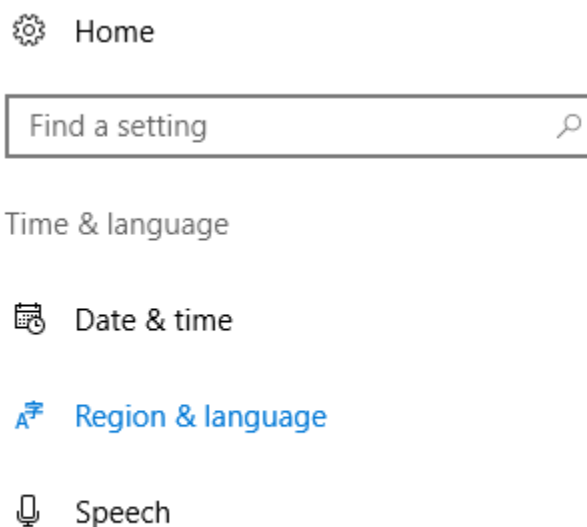
date format is Month-Date-Year. In other regions, different formats are used. In many places in Europe, for example, Date-Month-Year is the preferred format. The problem is that the scoring software does not recognize the different format.

The solution to this issue is to change your computer's region settings to USA region setting. To do this:

1) Go to Settings in Windows. (You can find Settings by searching "Settings" in the Windows search bar.)
2) Click on Time & language button

Time & language
Speech, region, date

3) Click on Region & Language

⚙ Home

Find a setting 🔍

Time & language

📅 Date & time

🇦 Region & language

🎙 Speech

4) Select United States as the Country or region, then "X" out of the Window

Country or region

Windows and apps might use your country or region to give you local content

United States ⌄

5) On bottom, click "Change data formats"

Regional format data

Select Change data formats to switch among calendars, date, and time formats supported by the region.

Calendar:	Gregorian Calendar
First day of week:	Sunday
Short date:	1/12/2022
Long date:	Wednesday, January 12, 2022
Short time:	11:35 AM
Long time:	11:35:02 AM

Change data formats

6) Choose 4/5/2017 style format
7) After you do this, check to make sure your date settings look like:

Regional format data

Select Change data formats to switch among calendars, date, and time formats supported by the region.

Calendar:	Gregorian Calendar
First day of week:	Sunday
Short date:	6/2/2022
Long date:	Thursday, June 2, 2022
Short time:	10:44 AM
Long time:	10:44:53 AM

Change data formats

8) You may need to re-enter your client information. Then you can run the report.

3) **Problem**- *The USB cannot be read or the computer is stating that the USB needs to be formatted, with a variation of the following message appearing:*
When the USB is inserted, the below message appears:
• You need to format the disk in drive D before you can use it. Do you want to format it?

When that message is closed, the below message then appears:
• Location is not available. The volume does not contain a recognized file system. Make sure all required system drivers are loaded and that the volume is not corrupted.

Solution- This is likely a problem with the USB itself. Please contact Stoelting to make arrangements to fix the USB.

Problems with the USB often can occur from improperly ejecting the USB. Please see the following label with procedures to help ensure that you are properly ejecting the USB each time you remove it from your computer.

CAUTION: Please be sure to properly eject USB before removing from drive. Failure to do so can result in corruption of USB.

To properly remove USB in Windows:

1) Exit scoring software, saving all desired information
2) Click on "Safely Remove Hardware and Eject Media"
3) Click on "Eject Mass Storage"
4) A message will appear that it is "Safe To Remove Hardware"
5) Remove USB from drive

To properly remove USB on a Mac:

1) Exit scoring software, saving all desired information
2) Click on software/DVD desktop icon
3) Then go to "File" and "Eject"
4) Icon will disappear from desktop
   Remove USB from drive

Your satisfaction with the Leiter-3 and all Stoelting products is our number one priority. If you have any questions or concerns, please contact us:

Brian Syzdek, Psy.D. | Product Manager

P 630.860.9700   **F** 630-860-9775   **E** BSyzdek@StoeltingCo.com

620 Wheat Lane | Wood Dale, IL 60191