



Q Local™ Frequent Asked Questions Troubleshooting

Error Installing Hasp (Report Counter) Driver or Report Counter Error for Q Local Software

If you are trying to install a new hasp driver (software your report counter needs) or start your Q Local software and an error message like one of the following is displayed:

- Aladdin Device Driver Installation Utility for Win32. Failed to Start Aladdin Device Driver...
- Report Counter Missing (make sure it's plugged into your computer)
- Could not locate the report counter device (make sure it's plugged into your computer)

you will need to download, unzip, and install the latest hasp driver file.

Step-by-Step Instructions

Download, Unzip, and Install the Latest Hasp Driver File

1. Download the **latest** hasp device driver file (named **HASP4_driver_setup.zip**) from the Aladdin® website at: <http://www.aladdin.com/support/hasp/hasp4/enduser.asp> by clicking it:

HASP Device Driver Downloads					
Description	Operating Systems	File	Size	Version	Released
HASP Device Driver GUI Installation (HDD32) <i>NEW! Supports Vista</i>	Win32 Win64	HASP4_driver_setup.zip	5 MB	4.102.5.22	01/2007

and choosing to **Save** the file in the C:\My Documents folder on your hard drive.

2. Once the download is complete, choose to **Open** the file. (If this choice isn't automatically displayed, open Windows® Explorer by clicking on the **Start** button at the bottom left of your screen and choosing **Programs** and then **Windows Explorer**. Then find the **HASP4_driver_setup.zip** file in your c:\My documents folder and double-click it.)

Your system's Winzip software should open and display the **hdd32.exe** file and the **readme.html** file. If your system doesn't open WinZip software window to "unzip" the file, you probably don't have WinZip software installed on your computer. You can download the WinZip software from the WinZip site at: <http://www.winzip.com>

3. Click on the **hdd32.exe** file and click the **Extract** icon. Choose to put the extracted file in a location of your choice (like c:\My documents or c:\temp). Click the **Extract** button.
4. When the unzipping (or extracting) is complete, close the Winzip software.

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5. Locate the **HASP4_driver_setup** folder in the location you chose. Open the folder, locate the **hdd32.exe** file and double-click it.

The Hasp Welcome window is displayed.

6. Choose **Next**.

The next window displays the license agreement.

Once you accept the license agreement and click the **Install** button, the hasp driver will be updated. When the updating is complete, this message is displayed: "HASP4 Device Drivers have been successfully installed."

7. Click the **Finish** button.

Your Q Local software should now recognize the report counter. If you still get a report counter error message when running Q Local software, call Technical Support.

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