Q Local™

Quick Start Guide

Pearson

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Q Local™ Installing Q Local Software and Attaching the Report Counter

These instructions help ensure that your software installation proceeds smoothly as it interacts with the operating system and firewall/anti-virus/anti-spyware software. These instructions also provide Q Local tips and troubleshooting instructions.

Contents

Quick Installation or Upgrade Instructions

In most cases, you can install or upgrade Q Local software by following these steps:

- Check the system requirements.
- Ensure all Windows updates have been applied.
- Disable firewall/anti-virus/anti-spyware software.
- Close any software applications.
- Install or upgrade Q Local software.

The following pages describe these steps. If you encounter problems, follow the relevant instructions in this guide.

Note: Installation will take approximately 10–20 minutes, depending on your pre-installed components. Be sure to complete installation of the software before attaching your USB report counter.

Check System Requirements

Before proceeding with the install, check to make sure your system meets the standard requirements.

Note: Windows users must either log in with System Administrator rights or elevate their credentials via UAC to install the software.

System Requirements
- Processor: Intel compatible   - Processor Speed: 1 GHz or faster   - RAM: 2 GB recommended   **Operating System:** Please see our website for supported operating systems (www.PsychCorp.com/qlocal.)   **Hard Drive:** 5 GB of free hard disk space required for StandAlone and Network versions with all three components installed 1 GB of space required for Network version with Client installed 1 GB of space required for Network version with HASP® server only installed **Note:** Q Local cannot be installed on a compressed drive.   **USB Port:** 1 available USB port for the report counter.
Microsoft® SQL Server™ 2014 Express Edition, SP2 is installed with the first-time Q Local installation. Microsoft.NET 4.5.2 is installed if not already present. A private Java 1.8.0_151 JRE is delivered to a subdirectory of the Q Local installation directory. (This JRE is used by Q Local exclusively and will not affect other applications on your system.)
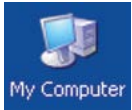
To find information about your processor speed, RAM, and operating system:

- Right-click on the **My Computer** icon on your computer's desktop or in the Start menu.
- Then choose **Properties**.

Your computer's processor speed and RAM will be listed under "Computer" on the **General** tab. The operating system will be listed under "System" on the same tab. If the speed and RAM do not meet the minimum requirements, and/or your operating system is not listed above, you'll need to upgrade or install Q Local on another computer.

Screen Settings: The minimum screen resolution required is 800 x 600. (To change the screen resolution, click the **Start** button in the lower left corner of your computer's display, choose **Control Panel,** then **Display,** and finally the **Settings** tab. Move the screen resolution marker to 800 x 600 or higher.)

Scanner: Your computer must have a serial or USB port if you want to attach an OpScan®/*i*NSIGHT™ scanner. A USB adapter is available from Pearson if your computer has a USB port.

Note: If you are using the Q Local Network version, do not install the HASP server or the database server on a machine set to *hibernate*, *sleep*, or *power-saver* mode. Doing so will block client access.

Ensure All Windows Updates Have Been Applied

A system restart is recommended to fully apply all updates.

Disable Firewall/Anti-Virus/Anti-Spyware Software

The purpose of security software is to block and interfere with unwanted or malicious software. Unfortunately, security software can also prevent installation and operation of Q Local and its database server, Microsoft® SQL Server® Express.

Check with your security software vendor for configuration instructions. If there is a way to configure your security software to prompt you when it detects a potential threat, choose that option. Then when you are installing or running Q Local, you can choose to allow/unblock/permit all. Otherwise, follow the instructions below.

> **Installation:** To prevent your security software from interfering with Q Local or Microsoft SQL Server Express installation, first try disabling the security software. If that doesn't work, try using the msconfig utility (Start ➜ Run ➜ msconfig ➜ Startup tab) to temporarily disable all software that might interfere with the installation.

Operation: After Q Local has been successfully installed, if it does not operate correctly, you might need to configure your security software to allow Q Local and Microsoft SQL Server Express. The executables are:

> **<QLocal_4_Installation_Directory>**\QLocal.exe
> **<QLocal_4_Installation_Directory>**\bin\QLocalApp.exe
> **<QLocal_4_Installation_Directory>**\SSEE\MSSQL.n\MSSQL\Binn\sqlservr.exe

Note: **<QLocal_4_Installation_Directory>** refers to the directory where the Q Local program was installed. The default location of this directory is **C:\Program Files\Pearson\Q Local System 4 (for 32-bit Windows)** or **C:\Program Files (x86)\Pearson\Q Local System 4 (for 64-bit Windows).**

Check with your security software vendor for configuration instructions.

Once you've configured your security software to allow Q Local and Microsoft SQL Server Express, you can re-enable your security software.

If you cannot configure your security software for specific programs, try disabling it completely to allow the operation of Q Local and Microsoft SQL Server Express.

Some security software is so aggressive that it must be completely removed from the machine before Q Local can be installed or run successfully. In some cases, the security software can continue to interfere with Q Local installation or operation even though it appears to be disabled. Check with your security software vendor for removal instructions.

Note: Computer vendors frequently sell machines with trial versions of security software. You might not be aware of such add-ons. Check Programs and Features in the Control Panel for the presence of these add-ons and check with your computer vendor for a list of installed security software components.

Close Any Software Applications

Close any software that is open.

Installing Q Local 4 (Existing 3.x Customers)

Backup Q Local 3.x data

1. Before installing Q Local 4 please back up data from your existing Q Local 3.x installation via "File ➜ Back Up System" as shown in the picture below.
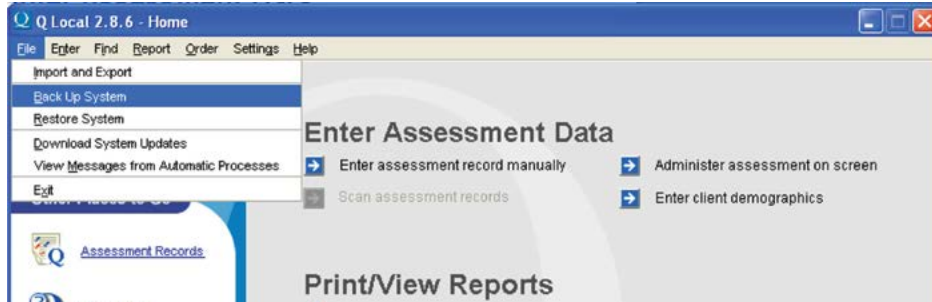
2. Identify location of backup outside of Q Local directory. This will avoid deletion of backup during uninstall of Q Local 3.x

3. On successful back up following screen will be displayed

Installing Q Local 4

1. Insert the Q Local 4 software CD into your CD-ROM drive.

2. If an Autoplay window appears, click Run Setup.exe and select **OK.**

3. If an Autoplay window does not appear, click the Windows Key + R. In the Open box, enter **x:\Setup.exe** (replace the "x" with the letter of the drive where your CD-ROM drive is located). Then click on **OK.**

4. Follow the instructions on the computer screen. When the instructions ask what "destination location" to use to install the software, choose the **default** (suggested) directory.

Restore Q Local 3.x data into Q Local 4

1. Launch Q Local 4.

2. Navigate to "File ➜ Restore System."

3. In the window presented select the file which was backed up before installing Q Local 4.

4. Click on "Restore" after selecting the file.

5. You will be notified about the successful completion of restore.

6. On successful restore you will be able to see and use your Q Local 3.x data.

7. It is NOT recommended to run both Q Local 3 and Q Local 4 at the same time.

8. Please remember to update the preferences to indicate correct location of back up, TRQ and comparison group files.

Installing or Upgrading Q Local 4 (New or Existing Q Local 4 Customers)

Installing Q Local 4

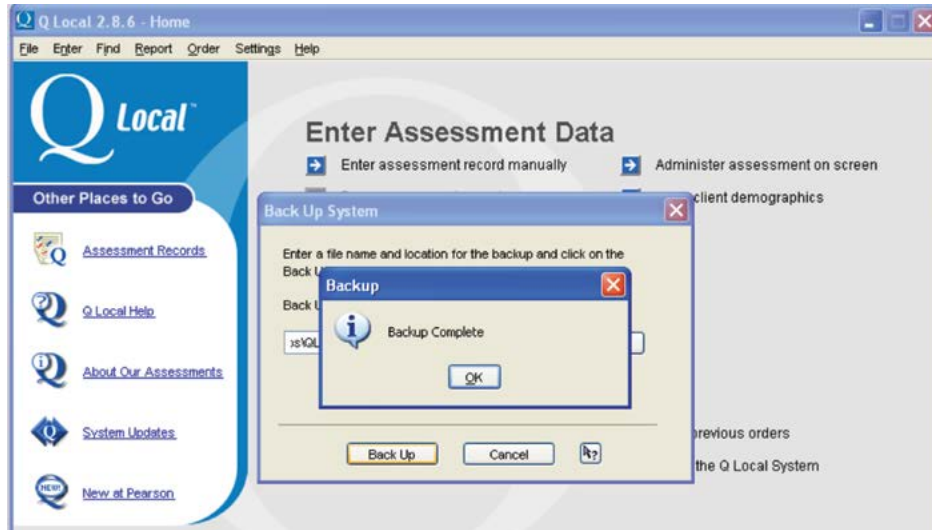1. Insert the Q Local 4 software CD into your CD-ROM drive.

2. If an Autoplay window appears, click **Run Setup.exe** and select **OK.**

3. If an Autoplay window does not appear, click the Windows Key + R. In the Open box, enter **x:\Setup.exe** (replace the "x" with the letter of the drive where your CD-ROM drive is located). Then click on **OK.**

4. Follow the instructions on the computer screen. When the instructions ask what "destination location" to use to install the software, choose the **default** (suggested) directory.

Messages During Installation:

Your computer may display messages or security alerts during the installation. For example:

Message: **Security Alert: sqlservr.exe is attempting to connect to the Internet.**
What to do: Choose **Always Allow Connections…** Or if other security alerts are displayed, don't choose to Block the installation. Choose responses with the words *unblock* or *allow* in them.

Message: **Setup failed to configure the server. Refer to the server error logs and setup error logs for more information.**
What to do: Call Technical Support at 800-627-7271.

If something happens that makes you think you need to re-install the software, refer to "How to Re-Install the Software" on page 13 or call Technical Support.

Permissions for Q Local Software

Setting up necessary permissions for Windows operating systems will ensure that users of Q Local software do not experience problems when attempting to create reports, save on-screen tests, and perform other necessary software operations.

Requirements

- To install Q Local 4 software, you must be logged in with System Administrator rights. (If you are the sole user of a system, you probably already have System Administrator rights.)

- To use Q Local 4 software and administer assessments on-screen, we recommend that users have Local Administrator rights.

- System Administrators must give all Q Local users "Full Control" permissions to the install directory (**Program Files\Pearson\Q Local System 4**) and all sub-directories.

- System Administrators must give all Q Local users "Full Control" permissions to the application data directory (**Application Data\Pearson\Q Local System 4**) and all sub-directories. To locate the application data directory, click on **Start,** select **Programs** and **Q Local 4,** and click on **Access Log Files**.

- System Administrators must give all Q Local users "Full Control" permissions to the configuration file (**Program Files\Pearson\Q Local System 4\files\b.cfg**).

Note to Windows 7, 8, and 10 Users

Windows allows you to "elevate" your security credentials for a particular program. To do this, right-click on the program and then choose **Run as Administrator** from the menu. Be aware that using this feature will not block clients from accessing the Ctrl-Alt-Delete functions during on-screen administration and therefore could allow an unsupervised examinee to shut off the computer, switch to another user, or interact with other open programs. (To prevent this, you must be logged into Windows as a Local Administrator.)

Install Internet Explorer for On-Screen Administration

With Q Local software, you can administer tests on-screen. This does **not** mean online (as in "on the Internet"). Q Local software uses Internet Explorer® software (version 6.0, SP1 or higher) from Microsoft for display purposes only. Q Local software does **not** connect to the Internet except for specific functions such as ordering report usages online. If your system doesn't already have Internet Explorer software version 6.0, SP1 or higher installed, the Q Local software installation will inform you that you must install it in order to administer tests on-screen. New versions of Internet Explorer are available on the Microsoft Web site (www.microsoft.com.)

Install Adobe Reader Software

Q Local software uses Adobe® Reader® software for reporting. You need this software if you want to view reports on the computer screen or display them in .pdf format. You don't need this software if you print reports to a printer or save them to files. If your system doesn't already have Adobe Reader software version 6.0 or higher installed, the Q Local software installation will inform you that you must install it in order to view reports on-screen. You can install Adobe Reader software right from your Q Local CD by choosing **Run** and then **Browse** to find the /Adobe/AdbeRdr80_en_US.exe file. Double-click on the **AdbeRdr80_en_US.exe** file to install the software.

Attach the Report Counter

The report counter is a device that keeps track of the report usages you have in inventory. You must have a report counter attached to the computer you use to generate reports.*

Note: If an earlier version of Q Local was previously installed, Q Local 4 will use the same report counter.

To attach the report counter:

1. Attach the report counter to the computer's parallel or USB port (depending on which counter you have).

2. If you are using a parallel report counter and you have another device that needs to be attached to the parallel port, attach the report counter directly to the parallel port and then attach the

Report Counters

USB report counters   parallel report counter

plugs into USB port   plugs into parallel port

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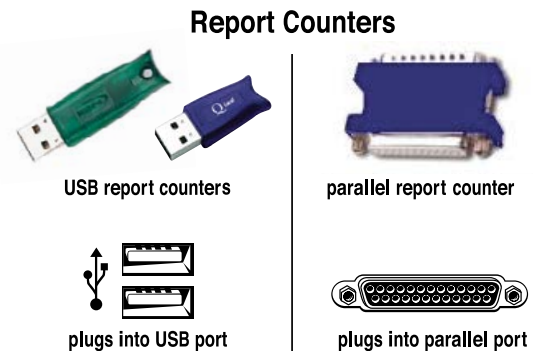
* *Network customers:* The report counter can be shared with the computer that is used to generate reports for network installations. See the *Additional Information for Network Installations* section on page 14 for more information.

additional device to the other end of the report counter. For example, you can attach the report counter to your computer and then attach a printer cable to the report counter.

Note: If you have a network printer or a printer with a USB cable and you are printing through the USB port, your parallel report counter should be attached directly to the parallel port. Nothing needs to be attached to the other end of the report counter.

computer

pin side toward computer

side with holes

report counter

If necessary, the printer cable can be plugged into the back of the report counter.

DO NOT LOSE—The report counter is your responsibility.
If it is lost, stolen or misplaced, Pearson will not refund any of the remaining test administrations.
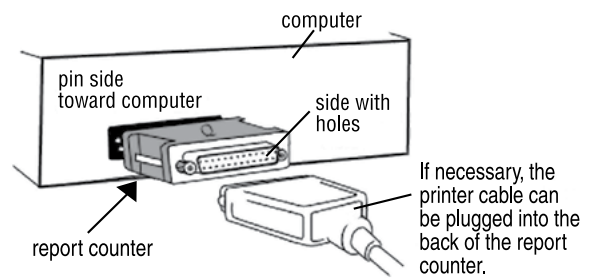
Start Q Local Software

To start Q Local software, double-click on the Q icon on your desktop, or click on the Windows button, browse Programs, and then choose **Q Local 4.**

Important How-To Instructions

How to Exit and Save an On-Screen Assessment: Administrator Code

This information about how to stop an online assessment and exit the testing screen is something you won't want to forget!

- **To stop an incomplete assessment and exit the testing screen,** press the **Ctrl** and **E** keys simultaneously. Then enter the code **zzz** in the field in the Assessment Paused window.

- **To exit the testing screen for a complete assessment,** enter the code **zzz** in the field in the Assessment Complete window.

You can now change the password for exiting on-screen administration. In the preferences section of Q Local, click the General tab and enter your new password. The new password must be 0 to 8 characters in length. It is not case-sensitive. You can use any character in the password. **Note:** Changing the password will affect all users on the installed system.

Note Regarding Security and On-Screen Administration

For optimal security and performance, it is recommended that you shut down all other programs on the computer before a client takes an assessment on-screen. Q Local attempts to lock the keyboard to prevent respondents from using Ctrl-Alt-Delete functions. However, certain characteristics of newer Microsoft operating systems may make it impossible to reliably lock the keyboard.

Under some circumstances, once an on-screen administration is started, you will notice a warning message stating that the keyboard is not locked. If you plan to administer client assessments on-screen, it is your responsibility to supervise the client. Unsupervised clients may be able to shut down the computer, switch to another user, or interact with other open programs.

How to Get Help

Q Local software has two kinds of on-screen help:

- Q Local Help–to get the software up and running with ease
- About Our Assessments–to provide information about each assessment

Both kinds of help are found on the Q Local home window and on the **Help** menu. Q Local Help includes a quick tour of the software.

How to Check Report Inventory

From the Q Local home window, click on **View Report Inventory.** This will show you exactly how many usages of each report you have on your counter.

How to Connect the Scanner

The following scanners are supported for Q Local:

- OpScan *i*NSIGHT 70
- OpScan *i*NSIGHT 150
- 5000i
- OpScan 2/*i*NSIGHT 2 (OMR only)
- OpScan 4/4U/*i*NSIGHT 4 (OMR only)

- OpScan 3
- OpScan 5/6
- OpScan 7/8
- OpScan 10
- OpScan 15

- OpScan 21
- OpScan 9010M/9020M
- OpScan *i*NSIGHT 4 with imaging
- OpScan *i*NSIGHT 2 with imaging

To use an OpScan *i*NSIGHT scanner to enter data, you must connect it to the computer. Complete illustrated instructions for installing the scanner are found in the scanner's installation guide. (Also see "How Do I Set Scanner Communications?" in that guide.)

To set up and connect your scanner:

1. Be sure that it is completely assembled.

2. Attach the scanner's cable to a serial port on your computer.

3. Plug the scanner into an electrical outlet.

4. Be sure the scanner is turned on. (Some OpScan scanners are always on and ready; consult your scanner operator's guide if you are unsure about this.)

iNSIGHT and OpScan 2, 3, and 4 scanners only: Be sure the communications cartridge is inserted in the scanner just under the input tray (the tray into which forms are fed into the scanner).

How to Transfer Data

Creating a transfer file is the only reliable way to transfer data from one Q Local installation to another. Other methods, such as installation folder hierarchy or individual file copying, cannot be relied upon for accurately transferring Q Local data.

To create a transfer file:

1. From the Q Local Home Page on the original computer, select **Import and Export** from the **File** menu, and choose **Export assessment records to a Q Local Transfer file (*.trq)**. Then click **Next.**

2. Select **Export All Assessment Records** to capture all records. To export only specific records, select the **Export Selected Assessment Records** option.

3. Choose a file name and destination folder for the transfer file. Use the **Browse** button to select an existing file or type in the full path of your desired destination (beginning with the drive letter).

   Note: To avoid confusion, you may want to name the file with the same name as the folder that the records originally came from. The path and file names you choose are displayed in the **Transfer File** field.

4. Click the **Export** button. The assessment records are exported to the destination folder as a transfer file (*.trq).

5. Click **OK** to close the Import and Export wizard.

To import files to the second system:

1. From the Q Local Home Page on the *new* computer, select **Import and Export** from the Q Local **File** menu, and choose **Import assessment records from a Q Local transfer file (*.trq)**. Then click **Next.**

2. Click the **Browse** button to navigate to the .trq file that contains the assessment records to be imported.

3. Select the destination folder for the assessment records by clicking on a folder in the database tree. (This folder name should match the folder name used for these records on the first system.)

4. Click the **Import** button. The assessment records are imported to the destination folder.

5. Click **OK** to close the Import and Export wizard.

How to Back Up the System

You should regularly back up your Q Local 3 data using one of the following options:

- Manual Backup
- Backup on Exit
- Q Local Backup Utility

Manual Backup

Use the **Back Up System** option from the **File** menu. This will back up all of your client data (demographic and test data), software preferences, passwords, and folder structure.

Note: You can create transfer files to back up test data only. Choose **Import and Export** from the **File** menu. Then choose **Export assessment records to a Q Local transfer file (*.trq).**

Backup on Exit

Upon installation, the Q Local 4 default is set to create a backup file upon exiting the program. This backup is created in the Q Local Application Data Directory. To locate the application data directory, click on **Start,** select **Programs** and **Q Local 4,** and click on **Access Log Files.**

If you do not want Q Local to create a backup file upon exit, select **Change Preferences** from the **Settings** menu. Under the **Data Backup** tab, select the option "Do not back up my data or remind me." If you would like to have the backup file created in a different location, keep the default as is and click **Browse** to select a different location for your data.

Q Local Backup Utility

The Q Local Backup Utility is a tool designed to be run from a command line. It is located in the Q Local Installation Directory **(QLocalBackup.exe).** Running the utility from the command line will create a new backup file in the default location **(Application Data\Pearson\Q Local System 4\backups).**

Optionally, you can pass it an argument telling it to write the backup file somewhere other than the default location. For example:

QLocalBackup **C:\savedata\backups**

Remember to put quotes around paths that have embedded spaces. For example:

QLocalBackup **"D:\My Backups\Q Local"**

Caution: *This tool is not designed to be used in conjunction with Backup on Exit.* You are strongly encouraged to save your backup to another location to avoid any possible interactions with the Q Local Backup on Exit tool. **Whenever the Backup on Exit feature creates a backup file, it *removes* all previous backup files in that location**. If you are going to use the Q Local Backup Utility to create regular backups and want to keep them all, be sure to direct your backups to a location other than where the Backup on Exit feature is pointing. Or simply confirm that Backup on Exit has been disabled.

Of Special Interest to Network Administrators

The real usefulness of the Q Local Backup Utility is that there is now a non-interactive way to set up Q Local backups to be run automatically by a task scheduler, such as Windows Task Scheduler.

Note: While the backup utility runs, it will record its progress to the **BackRest0.log** file in the log subdirectory. If it fails for some reason, it will exit with a non-zero error code. There is no visible indication of whether or not it succeeded unless you decide to check the log. *It is recommended that you set the scheduler program to notify you if the file cannot to be written to the intended location.*

How to Re-Install the Software

Important Note:

These instructions are not for upgrading your Q Local software. Upgrading your software is accomplished by installing the upgrade ON TOP of your existing software. Upgrade instructions begin on page 3 of this guide. **Please note: You will not be able to upgrade from a 3.x version of Q Local to 4**. Because of substantial software redesign, a full installation will be necessary. However, this installation will not overwrite data on previously installed versions.

Re-installing Q Local software is done when there are problems with the software you've installed and you need to start over from scratch. When re-installing, you actually remove the Q Local software (and the database with the assessment records) from your computer. (See the following instructions.)

Re-installing the software is a three-step process:

> 1. Back up Q Local data and settings.
>
> 2. Uninstall the software.
>
> 3. Re-install the software.

Note to Network Users: If you try re-installing the software over your Q Local installation without first uninstalling it, the software will display a window that allows you to modify or remove the software. Select

Cancel, confirm the cancellation, select **Finish,** and remove the CD. Then follow the instructions below.

Back Up Q Local Data and Settings

- **Caution:** If you plan to uninstall your Q Local software and re-install it, you must back up your data and settings first so you don't lose them. You can restore your data and settings after you re-install Q Local software.

- To back up your Q Local data and settings, follow the instructions under "How to Back Up the System" (page 12).

Uninstall the Software

1. Close any software that is open.

2. Uninstall Q Local software using the **Programs and Features** function in the Control Panel.

Re-install the Software

- Follow the instructions under "Installing Q Local 4 (Existing 3.x Customers)" (page 5).

Additional Information for Network Installations

Setting Up and Installing the Q Local 4 Network Version Software

Q Local software uses SQL Server 2014 Express Edition (SSEE) and can be installed over an existing TCP/IP network infrastructure to share a central database and report counter with multiple users on a network. We highly recommend installing all components of Q Local 4 software (Client, Shared Database, and Shared Report Counter) on the server first. (We encourage you to leave the client on the server for diagnostic purposes.) Once Q Local software is running on the server, you can install Q Local software clients across your network. (Network configurations and specific instructions to install Q Local follow.) These steps should guide your network installation:

1. Get everything running on the server machine (Client, Shared Database, and Shared Report Counter). Verify that Q Local (the client) can open the home page and that it can view the report usage inventory.

2. Turn off all server firewalls and port-blocking features. Turn off all prospective client machine firewalls and port-blocking features. Q Local software communicates with the database through UDP port 1434 and a dynamically chosen TCP port. Q Local software communicates with the Shared Report Counter through TCP port 1099 (these port references pertain to the server).

3. Use SQLPing (a troubleshooting program in the Utilities folder on the software CD) on a prospective client machine to verify that it can reach the server. The SQLPing command should return information about the server (for example, server name and TCP port). This will indicate that the client machine is able to communicate with the SQL server and that it is ready for a Q Local client installation. (If no information is returned, there is a connectivity problem.)

4. Install Q Local (the client) on the client machine (or workstation) and verify that Q Local software can open the home page and can view the report usage inventory.

Before Installing Q Local 4: If you are performing a **side-by-side** installation, it is recommended that you first un-install your 3.x report counter server. See page 22 for details.

Note: Do not install the database server or report counter server on a machine set to *hibernate, sleep,* or *power-saver* mode. Doing so will block client access.

Network Configurations

When sharing a central database and report counter with multiple users on a network, the network can be configured in a number of ways. The following configuration examples are in order of complexity with the simplest mentioned first:

**1. Traditional Client/Server With Single Server for Database and Report Counter**

The most common way to set up the network is to use a computer in a server room as the database server and as the report counter server. The server computer is then accessed by the other computers running Q Local software.

Q Local Client   Q Local Client   Q Local Client

Q Local Database Server
Q Local Report Counter Server
Q Local Client

### 2. Traditional Server for Database, but Not for Report Counter

The database server is set up in a server room, but another computer on the network provides access to the report counter. This configuration is recommended when it is difficult to access the server room to connect the report counter. Instead, the report counter is connected to another computer on the network.

Q Local Client   Q Local Client & Q Local Report Counter Server   Q Local Client

Q Local Database Server
Q Local Client
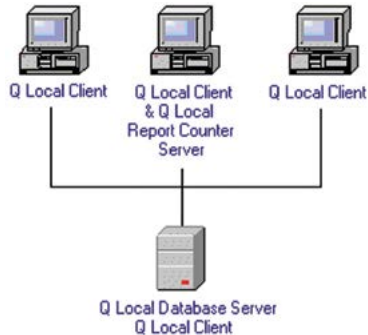
Note: With this configuration, the machine hosting the **report counter server** must stay powered on (but a user can still log out).

3. No Traditional Server

No server is set up in a server room. Instead, individual PCs are used, and one is set up as the database server and another is set up as the report counter server.

Q Local Client

Q Local Client
Q Local Database
Server

Q Local Client
Q Local Report Counter
Server

Q Local Client
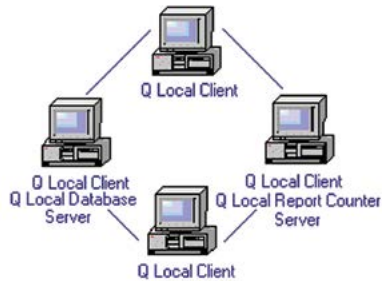
Note: With this configuration, the machine hosting the either **database server** or the **report counter server** must stay powered on (but a user can still log out).

Installing Q Local Network Version Software

To install software on the **database server** computer:

1. Exit all Windows programs. Disable Internet security software. Install the software by logging into the console if possible. (Access to the report counter will be blocked if you are logged in via Terminal Services or Remote Desktop Connection.)

2. Insert the Q Local 4 software CD into your CD-ROM drive.

3. If an Autoplay window appears, click **Run Setup.exe** and select **OK.** If an Autoplay window does not appear, click the Windows Key + R. In the Open box, enter **x:\Setup.exe** (replace the "x" with the letter of the drive where your CD-ROM drive is located). Then click on **OK.**

4. Follow the instructions on the computer screen. When the instructions ask what "destination location" to use to install the software, choose the **default (suggested) directory**.

5. When the Select Features window is displayed, leave **Q Local Client, Q Local Shared Database,** and **Q Local Shared Report Counter** (assuming this is the machine from which you want to share the report counter) selected. Deselect **Q Local Shared Report Counter** only if you will be sharing the report counter from one of the workstations rather than from the database server. Select **Scanning Support** only if you wish to use an OpScan or *i*NSIGHT scanner at this specific workstation.*

6. Verify that Q Local software is functioning correctly. Open Q Local on the server and be sure that it connects to the database. If Q Local will not open at this point, you will have to troubleshoot this issue before proceeding. Re-enable your security software and be sure Q Local will still connect to the database.

7. If this computer is to host the **Q Local Shared Report Counter,** verify that Q Local software can see the Report Counter. Be sure that the report counter is physically attached. Under **Order,** select **View Report Inventory.** If a list of tests with the number of usages appears, your system can see the counter correctly.

Note: The network version of Q Local software is not supported in a virtual server environment.

To install the software on the **individual workstations:**

1. Follow steps 1 through 4 above.

2. When the Select Features window is displayed, deselect **Q Local Shared Database.** Leave **Q Local Shared Report Counter** selected only if you are going to share the report counter from this workstation with other workstations in the network. Deselect **Q Local Shared Report Counter** if the report counter will be hosted by a different computer. Select **Scanning Support** only if you wish to use an OpScan or *i*NSIGHT scanner at this specific workstation.*

3. The Installer will prompt you for the location of the **Q Local Shared Database** and/or **Q Local Shared Report Counter** if you are not installing them here. Direct Q Local to the appropriate computer on your network by using the IP address or the computer's name on the network.

4. Verify that the client is functioning by following steps 6 and 7 above.

Report Counter Note: A Q Local Network client can accommodate more than one report counter. For example, an individual workstation may have a locally attached report counter that is not to be shared with other workstations. Q Local software will first look to the individual workstation to see if there is a locally attached report counter. If a local report counter is not attached, then the software will look for the shared report counter.

Provide Q Local Full Access in Firewall Software

When Q Local software runs, its programs must have access to other programs and files. Your computer's personal firewall software may block Q Local from accessing resources it needs in order to run. To allow Q Local to operate correctly, you may need to configure your personal firewall software to ensure that Q Local has the access it needs. Refer to page 3 for additional information.

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* *Scanning Support Note:* Scanners cannot be shared with other computers, so make sure the scanner will be physically attached to your machine before selecting this feature.

Ports Utilized by Q Local System 4 Network

Make sure the following ports are open on the network and not blocked by any Internet security:

UDP port 1434
TCP port 1099
TCP port <server-assigned number>

The third port is dynamic and selected by your server. To find this port, review "Situation #2" in the following Troubleshooting section (page 20).

Within the firewall software, unblock UDP port 1434. If you don't know how to do this yourself, call the manufacturer's technical support line. Tell them you have a software application that works fine when the firewall software is turned off. Also tell them that UDP port 1434 needs to be unblocked to run Q Local software.

Note for cable modem users: If your cable modem has a built-in firewall, it may interfere with the operation of Q Local software. Check your modem for any option to unblock Q Local programs or allow them access. You can also try disconnecting your cable modem (the cable end that attaches to your computer) while running Q Local software.

If you have problems running Q Local software (for example, when it attempts to start programs or connect to the database), call Technical Support at 800-627-7271. You may be instructed to allow access to additional Q Local programs.

Troubleshooting the Connection to the Q Local Database

Situation #1: The local client on the server shows the following error: "Connection to Q Local Database failed."

- Check firewalls. Be sure UDP port 1434 on the server is allowed.

- Allow access to the following programs on the local server within your Internet security software:
  QLocalApp.exe
  QLocal.exe
  SQL Server Windows NT (server only)
  (Refer to page 4 of this guide for specific program paths.)

Situation #2: The local client on the server connects fine, but the remote client shows the following message "Q Local is unable to connect to the database at [computer name/IP address]."

- Verify that the computer name or IP address is correct. Modify if necessary.

- If the problem persists, browse from a command prompt to the **Utilities** folder on the Q Local System Network version CD. Run **SQLPing.exe** with the usage format of "SQLPing" followed by the target IP or host name of the server. For example, type SQLPing.exe B436LXP0054 where B436LXP0054 is the computer name of the machine where the server is installed.

  X:\Utilities\SQLPing.exe **<computer name> (Note: Omit the angle brackets when you enter the computer name.)**

  If it can connect to the server, you should see something like the following:

  SQL-Pinging xxx.xxx.xxx.xxx
  Listening....
  ServerName: **<computer name>**
  InstanceName: QLOCAL4INSTANCE
  IsClustered: No
  Version: 10.50.2500.0
  tcp: 1185   **(Note: This is a dynamic port number and will vary on your machine.)**
  np:**<computer name>**\pipe\MSSQL$QLOCAL4INSTANCE\sql\query

  If you do not see this, it is possible that something is blocking the communication through your network. You can insert the Q Local 3 CD in the server computer and run the same command to determine which TCP port the database is using.

Troubleshooting the Connection to the Q Local Shared Report Counter

Situation #1: The local client on the server states that the report counter is not connected.

- Check to make sure your report counter is physically connected.

- Download the latest driver for the report counter. You can find it at **http://www.aladdin.com/support/hasp/hasp4/enduser.asp.** Look for the **HASP4 Driver Setup.zip** file.

- If you are using a USB report counter, you should see a light in the counter when it is connected. If no light is visible, disconnect and reconnect the report counter. If this problem persists, contact Technical Support at 800-627-7271.

- The HASP® driver will not work if you are logged in through Terminal Services or using a Remote Desktop Connection. This is a security feature of the HASP driver.

Situation #2: The remote client cannot see the shared report counter but the client on the server can.

- Open Q Local on the remote client and click on **Help** and **About the Q Local System.** Verify that the "Shared Report Counter from" field is correct. If not, modify as necessary with the **Change** link.

- Make sure **port 1099** is open on your network. This is the port used for the shared report counter.

- Being logged into the server with a Terminal Service causes problems with the connection to the shared report counter. Using Q Local through Terminal Service or using a Remote Desktop Connection is not recommended.

- Although a Q Local Shared Report Counter Windows service is installed to the Services, it is not a true Windows service. It is used simply to get the Shared Report Counter process running when the machine boots. It shows up in Task Manager as a QLocalApp.exe process. Make sure it is started by the system and runs under the Local System account. If it is started by a user and that user logs off the machine, remote clients will not be able to connect to the shared report counter.

- Sometimes you may need to stop and restart the shared report counter. On the server, in the Q Local 4 installation folder, there are two shortcuts to start and stop the Shared Report Counter Service. **Note:** If your server is running on a Vista machine machine, you will need to right-click on **Start Q Local 4 Report Counter** and select **Run as administrator.**

Situation #3: The remote client can see the shared report counter but does not see a locally connected report counter.

- You may need an updated driver installed on the client machine. You can find it at **http://www.aladdin.com/support/hasp/hasp4/enduser.asp.** Look for the HASP4 Driver Setup.zip file.

Side-by-Side Network Installations for Q Local System 4

When you are installing Q Local System 4 on a machine where Q Local 3.x Network is already installed, Q Local 4 **will not** overwrite Q Local 3.x. Rather, the two programs will reside **side-by-side**. Both programs will look at the same report counter via the report counter server.

Questions?

We hope you find this information helpful. If you have other questions regarding Q Local software, please contact us. For Q Local technical information and Frequently Asked Questions, visit us on the Internet at **www.PsychCorp.com/qsupport.**

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