Technical instruction:

We have recently become aware of a problem with Q Local™ running on Windows 10 v.2004 which is the latest update of this operating system.

In some cases, users will encounter a Windows blue Error Screen and/or spontaneous restarts when installing Q Local or when accessing the USB report counter. The problem only occurs after the Windows 10 OS has been updated to version 2004. This problem is stemming from a compatibility issue with the software components (HASP driver) used to access the Q Local report counter, and our engineers are working to resolve that issue.

To ensure access to and use of Q Local on a specific computer, you may consider, in consultation with your Security and IT departments, delaying the update to Windows 10 v.2004 by pausing updates. Instructions on how to pause updates can be found here: https://support.microsoft.com/en-us/help/4028233/windows-10-manage-updates

Or follow these steps:
2. Select either Pause updates [select time period] or Advanced options. Then, in the Pause updates section, select the drop-down menu and specify a date for updates to resume. Note: After the pause limit is reached, you'll need to install the latest updates before you can pause updates again.

We are working on providing access to a compatible driver that will be available for download here. We expect this driver to be available the week of September 7th.

If delaying the update on your computer is not an option, please reach out to Customer Support about using Q-global® for your administration, scoring and reporting needs. All the tests available on Q Local are also available on Q-global.