Return Code: -3

Error Description:

Backup Error: The database could not be backed up / Log shows Return Code: -3

Error when they close Q Local. Q Local is trying to perform the backup on close and gives this error:

The database could not be backed up. Be sure you have adequate space....

MTxBackRest.log shows:

SEVERE: Backup Failed. Return Code: -3 -- Can`t Connect.

Resolution:

Check the b.cfg file for computer name in the line `mtx.dbserver`. This is located at:

C:\Program Files\Pearson\Q Local System 2\files.

If this does not match the current computer name, then Q Local will function normally but the backup will fail.

To resolve this issue, in the b.cfg file change the computer name to the loopback IP address: 127.0.0.1. This will prevent problems if the name changes again in the future.

Example of b.cfg file that was change to reflect the loop back address:

#Thu Mar 26 16:31:15 CDT 2009

mtx.remoteclient=FALSE

mtx.haspserver=

mtx.dbconnectionurl=./MTxDB;namedPipe\=true;INSTANCE\=QLocalInstance

mtx.dbserver=**127.0.0.1**

mtx.mtxinstallationtype=SOLO

This error could also reflect a missing or corrupted SQLDMO.DLL registry key.

Q local backup uses the SQLDMO.dll component, and if it has been removed or corrupted, the Q local backup will fail. It is possible that a registry cleaner could have removed the file from the windows registry.

To resolve this issue run updates for Q local. If the error persist attempt an clean uninstall and reinstall.

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https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=4054