

# Error code 3

## Error Description:

### Microsoft Event Viewer:

Login failed for user `plxxx` . [CLIENT...]

### MtxX.log shows:

Cannot open database "MTxDB" requested by the login. The login failed.

### QLocalInstall.log

Locate the ERRORLOG - default location C:\Program Files\Pearson\Q Local System 2\SSEE\MSSQL.x\MSSQL\LOG. If you can't find the file in that location then look for another folder - C:\Program Files\Pearson\Q\MSSQL.x\MSSQL\LOG.

Error: An error occurred attempting to register a binary file. Please contact Pearson when installation is complete.

## Resolution:

Installing Q Local 2 and you get this error: An error occurred attempting to register a binary file. Please contact Pearson when installation is complete.

When you attempt to open Q Local you get this error: Connection to Q Local database failed.

Error code 3 means that it couldn't find the path. This type of error with Q local typically reflects a truncated folder structure. To confirm this go to:

C:\Program Files\Pearson

On a successful install of Q local 2 you should see a folder "Q Local System 2". What we have seen with this error is the Q local system 2 folder will not exist but a folder named "Q" will be there. The existence of the `Q` folder indicates that for some reason the machine mishandled the spaces in the Q Local System 2 installation folder and truncated it to `Q`.

If the "Q" folder exists, then the solution is to uninstall Q Local System 2 and remove all

remnants of both `Q Local System 2` and `Q`. Then reinstall Q Local but change the installation directory from `Q Local System 2` to `QLocalSystem2` (no spaces).

**Note:** This issue was very common with Q Local 2.1 and Windows Vista Home Premium and Ultimate.

**Note:** If the above solution dose not resolve the issue you can attempt to register the DLLs manually. In Windows VISTA and 7, you will need to turn off User Account Controls (UAC). Open a command prompt Start>Run>CMD and enter the following commands.

```
cd C:\program files\pearson\Q Local System 2\bin
```

```
regsvr32 QSysLock.dll
```

```
regsvr32 IzmJniComAx.dll
```

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<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=4073>