

# When clicking on View Report Inventory or Score/Report and get no response

## Error document:

**When clicking on View Report Inventory or Score/Report user gets no response. Screen does not freeze/lock-up but they cannot get to the inventory screen or print screen.**

**This behavior has been seen before and is associated with Q 1.x and is able to reproduce this behavior in Q 2.0.14**

**If critical components of the dongleapi.dll are missing, Q Local does not throw any error message. The current screen and Q Local stay active, but they are unable to proceed to the next screen as desired.**

**User will need to update the version of Q Local to the latest version of the software.**

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Software Support -> — Q — -> Q Local -> General Information -> When clicking on View Report Inventory or Score/Report and get no response

<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=4264>