

# Q local can not detect a scanner

## Error Description:

Q Local can not detect a scanner

## Resolution:

Use the Configure Scanner functionality within Q Local. Open Q and click on Find -> Find scanned batches. Then click on Enter -> Scanner -> Configure Scanner.

It is possible to Query & activate the scanner from this window. That should change the settings in ScanTools and allow scanning on the new port.

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Software Support -> — Q — -> Q Local -> Scanners -> Q local can not detect a scanner

<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=4265>