

User says that they have lost usages from their report counter

Frequently Asked Question:

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Answer:

The report counter does not decrement a usage unless a report is run by Q Local, so the most likely explanation is that they have more than one counter attached to the computer.

To troubleshoot, start removing report counters from the computer until you see Q Local present a message that no report counter is found.

They may have USB, LPT or a combination of counters.

This matter may be complicated if they have Q Local Network.

Typically a user believes usages have been used by a reprint. Explain to the user that reprint does not cost a usage.

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Software Support -> — Q — -> Q Local -> Report Counters -> User says that they have lost usages from their report counter

<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=4280>