QLocal Report Counter Blinking- Does not Connect to Q Local

If the report counter is blinking the most likely cause is that the driver installed is not compatible. Sometimes this happens when they plug the report counter in before any drivers are loaded and Windows picks an incompatible driver. This driver may be an Aladdin or Safenet driver but might not be the one we need. This can also happen when they update Q Local as Windows may not swap out the older driver for the newer one correctly.

In either case we need to resolve this issue before trying other troubleshooting. If the report counter is flashing, nothing will work until the light is solid.

First we need to establish that the proper driver set is available for Windows. Click on "Start -> (All) Programs -> Q Local 2 -> HASP Driver Info" What we should end up with is a "HASP SRM Run-Time Environment Installer v. X.XX" If we end up with something else then we already know the proper drivers are not likely installed.

This window will typically show:

```
HASP SRM Run-time Environment Installer v. 5.75

Installed Package Drivers 5.75:

        aksclass.sys              1.21
        akshasp.sys               4.25
        akshhl.sys                1.20
        aksusb.sys                3.30
        akspccard.sys             0.0
        akshsp51.dll              1.21
        akshhl27.dll              1.21
        aksusb3.dll               1.31
        hasplms.exe              12.47
        hardlock.sys              3.65
        aksfridge.sys             1.51

Installer Package Drivers 5.75:

        aksclass.sys              1.21
        akshasp.sys               4.25
        akshhl.sys                1.20
        aksusb.sys                3.30
        akspccard.sys             1.2
        akshsp51.dll              1.21
        akshhl27.dll              1.21
        aksusb3.dll               1.31
        hasplms.exe              12.47
        hardlock.sys              3.65
        aksfridge.sys             1.51


                    [    OK    ]
```

Notice that the Installer and Installed Package Drivers match for version #. Notice the various version #s for the different files match up. These drivers are properly installed. If the Installed Package Drivers are different then you might need to fully uninstall the existing drivers and reinstall.

The easiest way to do this is to use the batch files located at: "C:\Program Files\Pearson\Q Local System 2\Hasp Tools". Run the "UninstallHasp.bat" and make sure it says it is successful. Then run "InstallHasp.bat" and make sure that one states it is successful. If you then check the HASP Driver Info the versions should match but the top of the list of files will most likely be all 0.

Now insert the Report Counter and Windows should find new hardware and say that it is installing the HASP. The light should now be solid.

If Windows did not attempt to install hardware we may have to look in the Device Manager and see what it thinks the HASP is. This can be difficult to determine. What we won't see is: "Aladdin HASP Key" or "Aladdin USB Key". It may show up as a Safenet HASP key which may or may not work for Q Local.

Occasionally if you can find the USB device that is installed that Windows believes the report counter to be, or the device that Windows can't see beyond to see the report counter and uninstall it then Windows will detect everything correctly and install the proper drivers to use the HASP. You may want to escalate this to level 2 to resolve.