

User reports Q Local is missing usages after successful order.

Error Description:

End User reports that usages they ordered have not transferred to their report counter. They are using version 2.4 or earlier which is not supported in Windows 7.

Resolution:

Check "View Previous Orders" and note the time and number of usages ordered on the ticket. Gather all of the MTX#.log files. Update Q Local using System Updates or a new CD. Attach all of these to the ticket and escalate to Level 2.

Level 2 will verify that the usages were not delivered to the counter by decrypting the log files and then contacting the customer to verify that Q Local is updated to the latest version. Once this is done, Level 2 will conference in an Inbound Sales & Customer Support member to load the missing usages that we confirmed were not loaded. This will require explaining the situation to them, making sure the usages are 0 cost, and that they note the account that they were working with Tech Support on this. Finally, verify that the customer received the usages by checking their inventory.

Article ID: 4471

Last updated: 13 Feb, 2012

Software Support -> — Q — -> Q Local -> Report Counters -> User reports Q Local is missing usages after successful order.

<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=4471>