

# **HASP Checksum is invalid.**

## **Error Description:**

Q Local log file states:

"com.pearson.assessments.mtx.reportusage.control.HaspCtrlRMImpl getCache :  
SEVERE: Severe error attempting to read HASP: **HASP checksum is invalid.**"

## **Resolution:**

This means that the data on the report counter has somehow been corrupted. To resolve this issue we should gather the QLocal2.dump file and attach it to the ticket then do a counter exchange process having them send in the report counter.

The QLocal2.dump file can be located using the "Access Log Files" program in the Start Menu.

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Software Support -> — Q — -> Q Local -> Error Code -> HASP Checksum is invalid.

<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=4546>