

"Scan assessment records" is grayed out.

Error Description:

"Scan assessment records" is grayed out in Q Local.

Resolution:

The most obvious reason for this might be that the Scanner Support portion of Q Local is not installed. If so, have them insert the Q Local CD and run the installer. When it asks if you want to Modify or Uninstall select "Modify" and check the Scanner Support box. It will be highlighted but they need to actually click on it to check the box for it to install that portion. This misleads many people.

(If they updated from the web you can go to "Access Log Files" and open up the latest "Q Local Upgrade x.x.x" folder and run the setup file from there.)

If you perform the "Modify" option but find out that "Scanner Support" is already checked, Cancel out of that installation. Open up the following folder, C:\Program Files\Pearson\Q Local System 2\bin. Inside there should be QLocalScan.exe. If the Scanner Support was checked but this file is missing we will need to replace it. You can transfer across your version of this file.

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Software Support -> — Q — -> Q Local -> Scanners -> "Scan assessment records" is grayed out.

<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=4547>