

# HOWTO: Recover a failed OSA

## How To:

Recover a failed OSA for a customer.

## Follow the steps below:

1. Gather the OSAResp.sav file from the computer on which they had the issue. Make sure the date and time match the last testing.
2. Attach the file to the ticket and note the date and time of the test and what particular test it was they were taking then escalate to Level 2.

## Level 2 Steps:

1. Save the OSAResp.sav file to a folder on your computer named for the ticket number. All these files look the same so as to not violate HIPAA we need to be certain at all times we are working with the correct file.
2. Open Q Local 2 and clear any records out of the general Database folder. You can store them in a subfolder but the main folder needs to be clear.
3. Run the ConvertOSA.bat file from the Q Local System 2 directory. It will open a Command Prompt window and then the recovery interface.
4. Browse to the OSAResp.sav file and Select it. The system will flash briefly and if you hit the "Refresh Folders" button within Q Local 2 you should see a new assessment in Q Local. It will lack the name, this is intentional to protect HIPAA.
5. Open an Edit screen and be certain that there is data for the test.
6. Export the single record as a Q Local Transfer File (.trq) and attach it to the ticket then have original tech download and import it into their Q Local 2. They need to be certain the name doesn't show up, that the status is set to Needs Editing, and that "Printed" is marked as "N". The original tech can then transfer the file to the customer and help them import it into their Q Local 2.

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