

# Error while performing report counter operation. Log file says: &quot;HASP has not been formatted...&quot;;

## Error Description:

Q Local 2 error "Error while performing report counter operation." and the log file states:  
"10/17/12 9:01:59 AM CDT  
com.pearson.assessments.mtx.reportusage.control.HaspCtrlRMIIImpl getCache : SEVERE:  
Severe error attempting to read HASP: HASP has not been formatted for read."

## Problem:

The report counter is blank, this sometimes happens with new counters. The counter was not properly setup before it was shipped.

## Resolution:

For Q Local 2 to properly read the counter, it must have a proper account number. **We cannot resolve this remotely.** The customer will need a new report counter. If they are a U.S. customer contact IS&CS and have a new report counter shipped to them. If this is a foreign customer they will need to contact their local office for a replacement counter.

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Article ID: 4551

Last updated: 17 Oct, 2012

Software Support -> — Q — -> Q Local -> Report Counters -> Error while performing report counter operation. Log file says: &quot;HASP has not been formatted...&quot;;

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