



Q Local™ Frequent Asked Questions Installing / Setting Up / Uninstalling / Upgrading

Setting up Your Personal Firewall Software to Work with Q Local™ Software

When you run Q Local software, its programs must have access to other programs and files. Your computer's personal firewall software may try to block some Q Local programs while they do their work. So that your Q Local software and personal firewall software will operate correctly together, you should tell your personal firewall software exactly what programs or applications should be allowed access.

Step-by-Step Instructions

1. Close your software applications.
2. Open your personal firewall software.
3. Find the personal firewall option that allows you to set up Programs or Internet Applications that should be set to "permit all," be "allowed full access," be "unblocked" or have "exception program status." (The exact words used by your personal firewall software will probably be similar to one of the previous phrases.)
4. Within that personal firewall option, make sure that these programs are selected:
 - Javaw.exe = C:\Program Files\Java\j2re1.4.1_03\bin\javaw.exe
 - Qlocal.exe = C:\Program Files\Pearson\Q Local System\QLocal.exe
(The above-listed path assumes you installed Q Local software in the default location.)
 - SQL Server Service Manager = C:\Program Files\Microsoft SQL Server\80\Tools\Binn\sqlmangr.exe
 - SQL Server Windows NT = C:\Program Files\Microsoft SQL Server\Mssql\$MTxInstance\Binn\MSSQL\$MTXINSTANCE\Binn\sqlservr.exe
 - Microsoft SQL Server Agent = C:\Program Files\Microsoft SQL Server\Mssql\$MTxInstance\Binn\MSSQL\$MTXINSTANCE\Binn\sqlagent.EXE

Once you have adjusted your settings, your Q Local software should operate as expected.

5. Norton™ and McAfee™ firewall software users who still have problems, try turning your firewall software off and then run your Q Local software. (Remember to turn the firewall software back on after trying this.) If the Q Local software works with the firewall software disabled, you'll need to take one more step:

Within the Norton or McAfee firewall software, unblock UDP port 1434. If you cannot figure out how to do this yourself, work with Norton or McAfee technical support. Tell them you have a software application that works fine when the firewall software is turned off. Also tell them that UDP port 1434 needs to be unblocked to run the Q Local software.

Note for cable modem users: If your cable modem has a built-in firewall, it may interfere with the operation of Q Local software. Check your modem for any option to unblock the Q Local programs or allow them access. You can also try disconnecting your cable modem (the cable end that attaches to your computer) while running your Q Local software.

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