



# Windows 11 update may result in Q Local incompatibility

Dear Q Local customer,

Early November 2021, we have had a couple of customers report that after installing the Windows® 11 update, they were unable to generate a report in Q Local®. We do know this has not impacted all customers that have updated to Windows 11.

The development team is working to recreate the issue and identify whether there is a problem with compatibility of Windows 11 and Q Local. If you need to ensure that you will have access to Q Local on a specific computer, you might, in consultation with your Security and IT departments, consider delaying updating to Windows 11 on that computer until we have communicated that there is not a problem.

If you are unable to maintain access to a computer that has not been updated with Windows 11, our [customer support team](#) can help get you set up to administer and score your Q Local assessments via Q-global®.

We understand the role these tools play in your workday and apologize for any inconvenience this may have caused. You will receive another communication from us as soon as we have determined if there is a problem and, if so, what the solution is.

Regards,

Your Q Local Team

**1-866-335-8418**

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