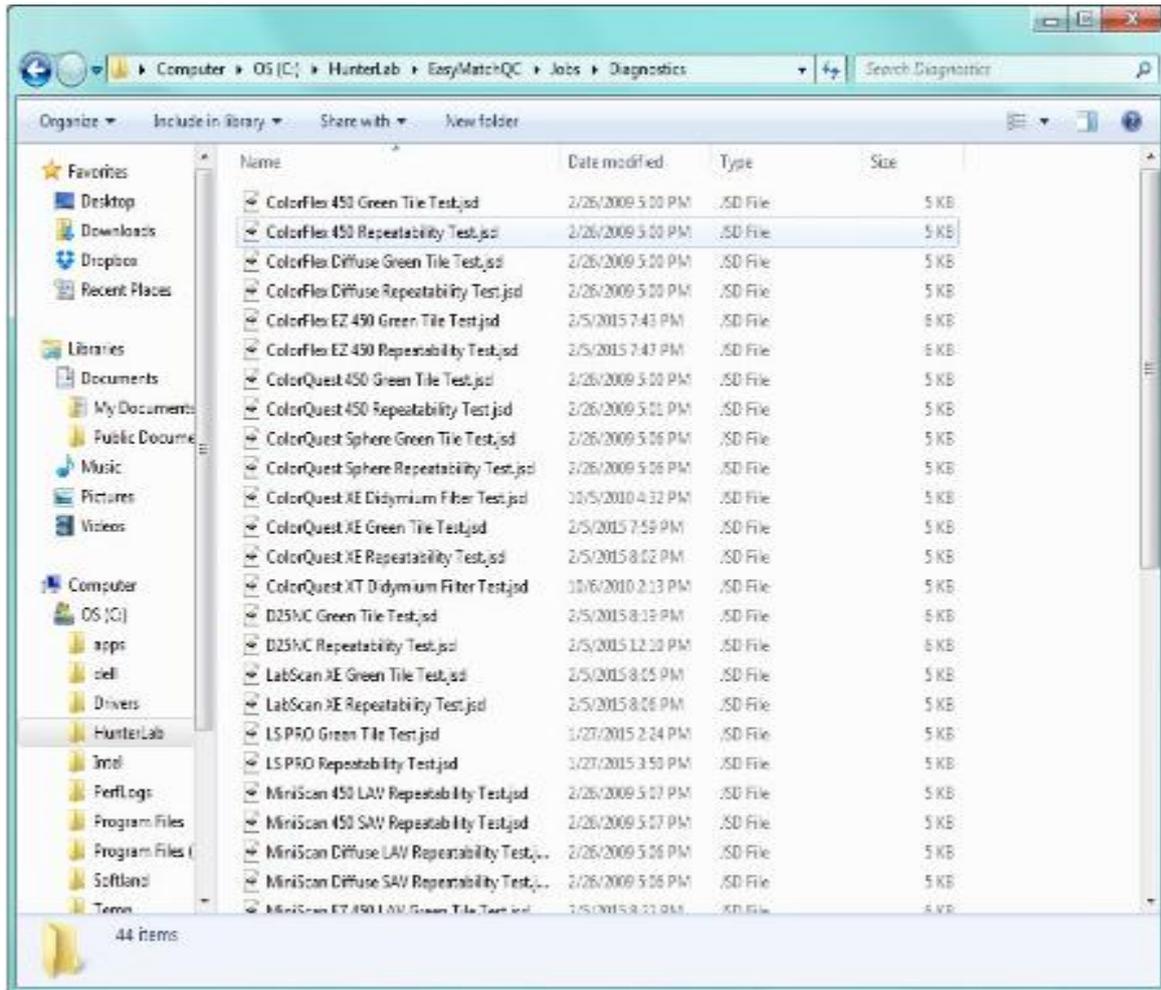
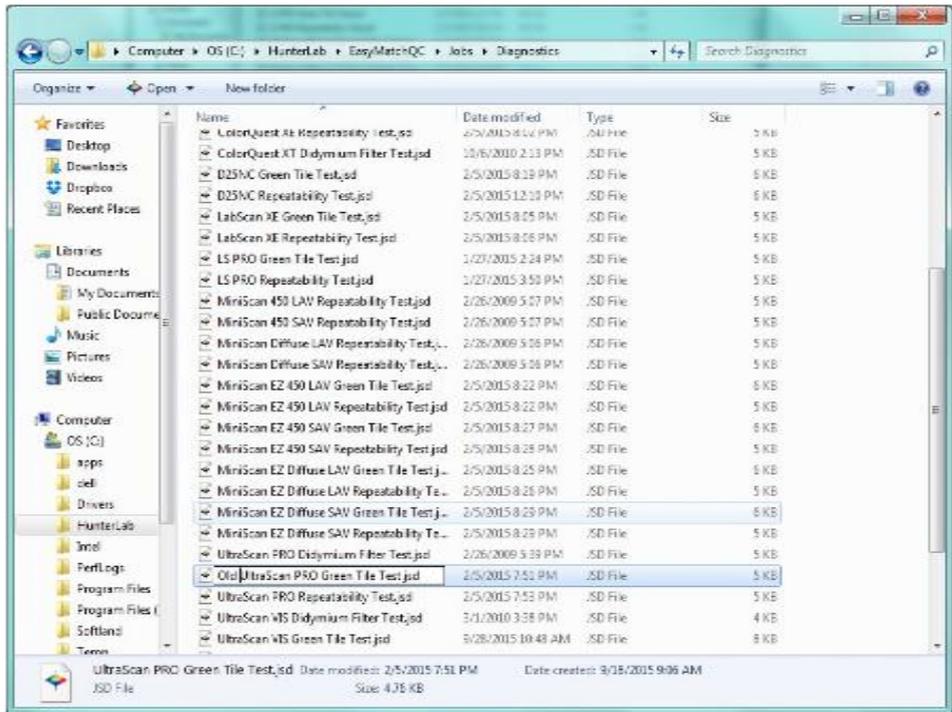


This can usually occur for one of two reasons. Either the location of the diagnostic Jobs were moved or the Jobs have become corrupt. To find out which of these is causing the issue we first need to close EZMQC and go to Start/(My) Computer and then navigate to C:\HunterLab\EasyMatchQC\Jobs\Diagnostics (if using EZMQC V 4.20 or older navigate to C:\HunterLab\Program Files\EasyMatchQC\Jobs\Diagnostics). If you are missing the whole Diagnostics folder or even your specific instruments Diagnostic Jobs from this folder a reinstall of the software will place fresh copies of the Diagnostic Jobs here. Please use your EZMQC instillation disk to run a repair (please contact HunterLab at support.hunterlab.com if you are unable to locate your instillation disk.) Please refer to the repair process below with screen captures for any assistance. Prior to any instillation please check with your IT department to ensure that you have full administrative privileges on the computer to install a program.

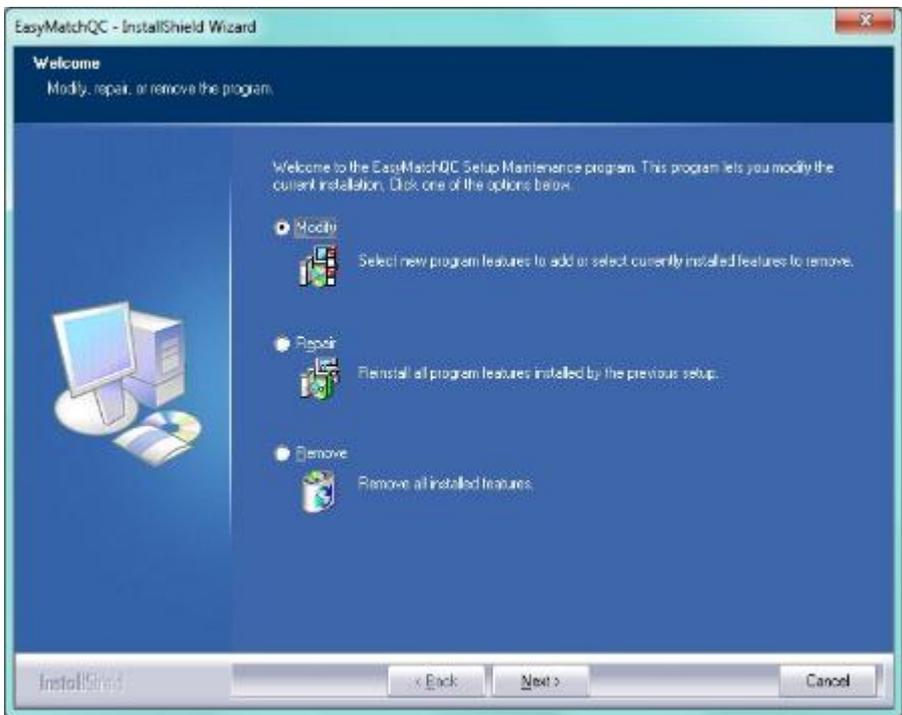


If you do find that the Diagnostic folder contains your instruments diagnostic Jobs then you will have to rename these Jobs. You can do so by selecting the Job right click on it and then select the Rename option. You can rename the Job to anything, just as long as it is different than the original Job name (see example below). Repeat this process for all diagnostic Jobs for your instrument type.

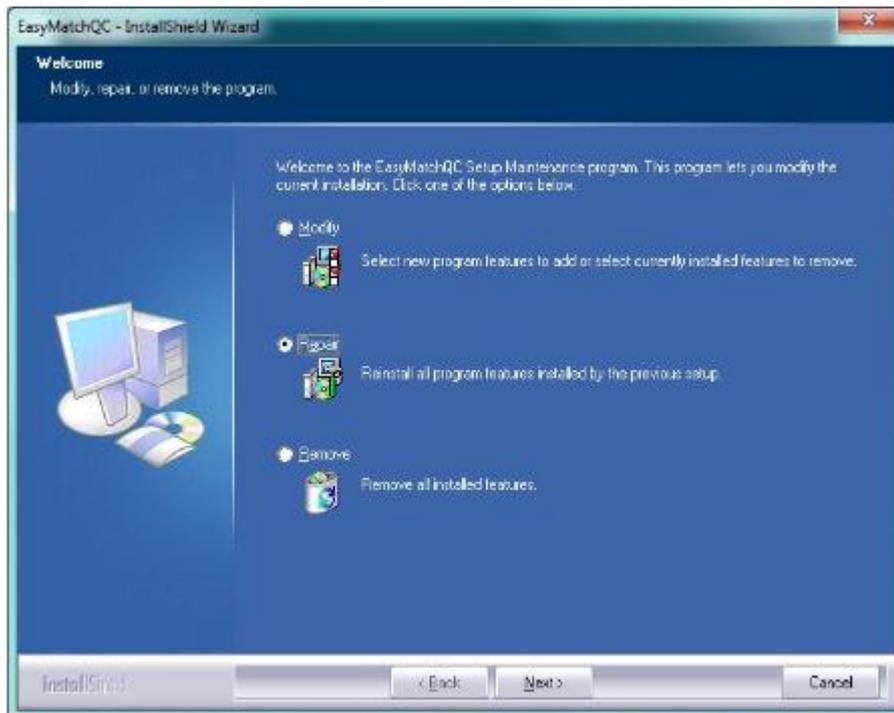


Once you have finished renaming the Jobs you will need to reinstall the EZMQC software with the repair feature. During this process the installation will see that the original Jobs are missing and will install fresh copies of these Jobs.

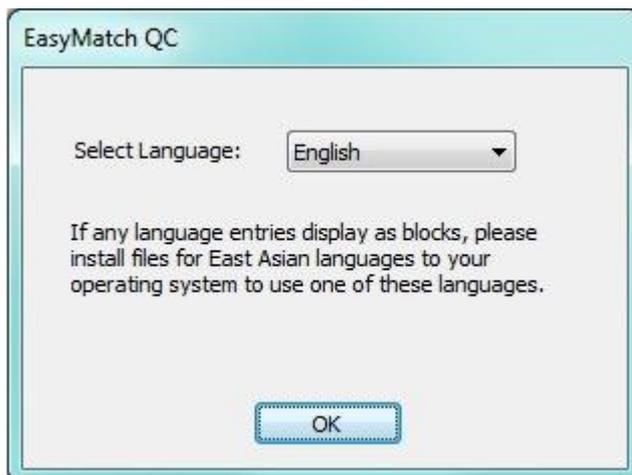
Prior to any installation please check with your IT department to ensure that you have full administrative privileges on the computer to install a program. To run the repair please locate your EZMQC installation disk and insert it into the computer. If the computer does not auto-run the CD you might have to navigate to the CD drive to activate the menu.



From the main menu please select the Repair function.



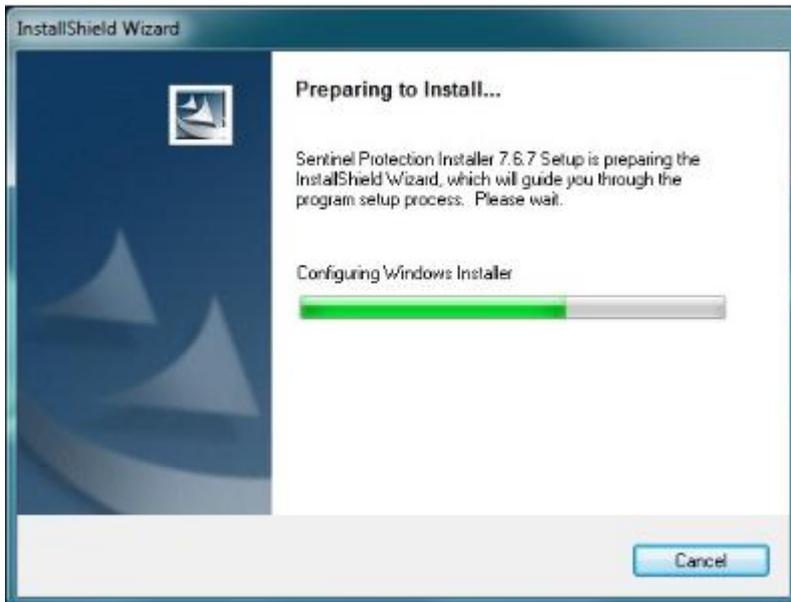
The repair process will begin by asking you to select a language.



Please follow all on screen prompts.



Part of the repair process will try to install your EZMQC key driver.



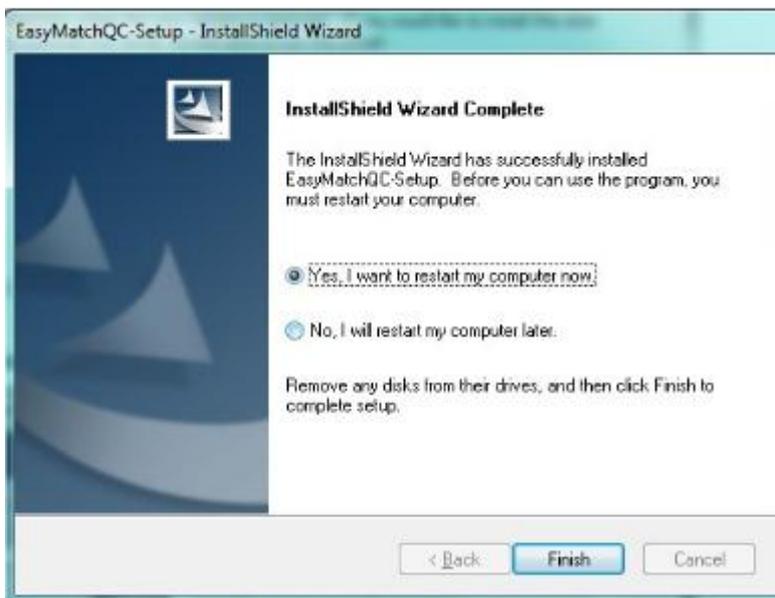
You may see the following screen letting you know that your EZMQC key driver is up to date.



If that is the case just click on the Finish buttons to move forward with the repair process.



When the installation has finished you will see the following screen. Please select to restart your computer at this time. It is necessary to restart your computer to ensure that all files were installed and registered correctly.



After your computer finishes the restart process please open the EZMQC software and go to the Sensor/Diagnostics menu to ensure that you now have all of your instrument diagnostics active again. If you are still experiencing issues please contact HunterLab support by going to www.support.hunterlab.com and submitting a ticket with the red Support tab on the right hand side of the page.