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 <u>support.hunterlab.com</u> 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.

Compute	r > OS(C) > HunterLab > EasyMatchQC + J	obs + Diagnostics		++ Search Diagnomer		
rganize 🔹 Include in	ilorary				E •]	16
Favorites	Name	Date modified	Туре	Size		
E Desktop	Golorfiles 450 Green Tile Test, isd	2/25/2009.5:00 PM	.SD File	5 KB		
Downloads	Colorfiles 450 Repeatability Test is:	2/26/2009 5:00 PM	.50 File	5 KB		
Uropisca	ColorFlex Diffuse Green Tile Test, sd	2/25/2009 5:00 PM	.SD File	5 KB		
Recent Places	ColorFlex Diffuse Repeatability Test isd	2/26/2009 5:00 PM	.SD File	5 KB		
	ColorFlex EZ 450 Green Tile Testind	2/5/2015 7:43 PM	.SD File	5 KB		
Libaries	Colorflex EZ 450 Repeatability Test, sd	2/5/2015 7:47 PM	.5D File	5 KB		
Documents	ColorQuest 450 Green Tile Test isd	2/25/2009 5:00 PM	.50 File	5 KB		
My Documents	ColorQuest 450 Repeatability Test jad	2/26/2009 5:01 PM	.SD File	5 KB		
📕 Public Docume	ColorQuest Sphere Green Tile Test, isd	2/26/2009 5:06 PM	.SD File	5 KB		
J Music	ColorQuest Sphere Repeatability Test.jsd	2/25/2009 5 06 PM	.5D File	5 KB		
E Pictures	ColorQuest XE Didymium Filter Test jsd	10/5/2010 4 32 PM	.5D File	5 KB		
Vicieos	ColorQuest XE Green Tile Testjød	2/5/2015 7:59 PM	.50 File	5 KB		
	ColorQuest XE Repeatability Test ad	2/5/2015 8:02 PM	.50 File	5 KB		
Computer	🖗 ColorQuest XT Didymium Filter Test.jsd	10/6/2010 2:13 PM	/SD File	5 KB		
🚢 06 (C)	D25NC Green Tile Test, sd	2/5/2015 8:19 PM	.5D File	5.KB		
📕 apps	D25NC Repeatability Test jsd	2/5/2015 12:22 PM	.5D File	5 KB		
📕 cel	🗟 LabScan XE Green Tile Test,isd	2/5/2015 8:05 PM	.SD File	5 KB		
Drivers	👻 LabScan XE Repeatability Test.jsd	2/5/2015 8:06 PM	.SD File	5 KB		
HunterLab	🗟 LS PRO Green Tile Test jsd	1/27/2015 2-24 PM	/SD File	5 KB		
🌲 imei	LS PRO Repestability Test jsd	1/27/2015 3 50 PM	.SD File	5 KB		
📕 PerfLogs	🗟 MiniScan 450 LAV Repeatability Testjisd	2/25/2009 5:17 PM	.50 File	5 KB		
🎍 Program Files	👻 Minišcan 450 SAV Repeatability Testjod	2/26/2009 5:17 PM	.SD File	5 KB		
👃 Program Files (👻 MiniScan Diffuse LAV Repeatability Test.j	2/25/2009 5 05 PM	.SD File	5 KB		
📕 Softland	MiniScan Diffuse SAV Repeatability Test	2/26/2009 5:05 PM	./SD File	5 KE		
Terron *	ChiniSon F7 150 LAU Scene Tile Test ind	1/5/30153-22.014	XD Dia	5.V.D		

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.

Computer	• US(C) • Homerize • Ezsystemetics	oos + Diagnostics	-	** Secret Linghomer	
Organizz 🔹 🔶 Open	 New folder 				e • 🔳 🛛
Favorites	Name ColorQuest At Repeatability Test, 53	Date modified 255/2015/81/2 PM	Type JSU Hoe	Size 5 K B	
	 ColorQuest XT Didym um Filter Testysd 	10/6/2010 2:13 PM	.5D File	5 KB	
	B25NC Green Tile Test,sd	2/5/2015 8:19 PM	.SD File	5 KB	
	 D25NC Repeatability Test.jsd 	2/5/201512-10 PM	./SD File	6 KB	
	🖉 LabScan XE Green Tile Test.jsd	2/5/2015 8:05 PM	,SD File	5 KE	
🙀 Libories	LabScan XE Repeatability Test.jsd	2/5/2015 8-06 PM	JSD File	5 KB	
	🖉 LS PRO Green Tile Test jod	1/27/2015 2-24 PM	.5D File	5 KB	
E We Documents	🔟 LS PRO Repeatability Testjod	1/27/2015 3:50 PM	.SD File	5 KE	
hink Dourse	Minišcan 450 LAV Repeatability Test.jsd	2/26/2009 5:17 PM	./SD File	5 KB	
Music Docume	MiniScan 450 SAV Repeatability Test.jsd	2/26/2009 5 17 PM	./SD File	5 KB	
E Dirturer	MiniScan Diffuse LAV Repeatability Test,	2/26/2009 5:06 PM	./SD/Frie	5 KB	
S Vielans	🕐 MiniScan Diffuse SAV Repeatability Test _{or} .	2/26/2009 5:56 PM	.SD File	5 KB	
a viceos	🛃 MiniScan EZ 450 LAV Green Tile Test.jsd	2/5/2015 8-22 PM	./SD:File	6 KB	
Consider	🛃 Minišcan EZ 450 LAV Repeatability Test jsd	2/5/2015 8-22 PM	./SD File	5-KB	
A consula	MiniScan EZ 450 SAV Green Tile Test.jsd	2/5/2015 8:27 PM	./SD File	6 KE	
	MiniScan EZ 450 SAV Repeatability Test jsd	2/5/2015 8:25 PM	.5D file	5 KB	
apps	🖻 MiniScan EZ Diffuse LAV Green Tile Test j	2/5/2015 8 25 PM	.SD File	5 KB	
a ce	MiniScan EZ Diffuse LAV Repeatability Te	2/5/2015 8 25 PM	JSD File	5 KB	
Divers	🖻 MiniScan EZ Diffuse SAV Green Tile Test j	2/5/2015 8/29 PM	JSD File	SKB	
FunterLab Intel	MiniScan EZ Diffuse SAV Repeatability Te	2/5/2015 8-29 PM	./SD File	5 KB	
	🖉 UltraScan PRO Didymium Filter Test.jsd	2/26/2009 5:39 PM	./SD File	5 KB	
Pencogs	🔮 Old UltraScan PSO Green Tile Test jud	2/5/2015 7:51 PM	.SD File	5 KB	
Program miles	🛃 UltraScan PRO Repeatability Test, isd	2/5/2015 7:53 PM	.ISD File	5 KB	
Frogram Fries (👻 UltraScan VIS Didymium Filter Test.jsd	3/1/2010 3:38 PM	/SD File	4 KB	
J Temp	UltraScan VIS Green Tile Test jid	9/28/2015 10:48 AM	.SD-File	# KB	

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

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. To run the repair please locate your EZMQC instillation 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.

Select Language:	English 🔹
If any language entrinstall files for East (ries display as blocks, please Asian languages to your
If any language enti install files for East / operating system to	ries display as blocks, please Asian languages to your use one of these languages.

Please follow all on screen prompts.



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

InstallShield Wizard	
	Preparing to Install
	Sentinel Protection Installer 7.6.7 Setup is preparing the InstallShield Wizard, which will guide you through the program setup process. Please wait.
1.	Configuring Windows Installer
	Canad
	Carte

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 instillation 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.

EasyMatchQC-Setup - Instal	IShield Wizard
	InstallShield Wizard Complete The InstallShield Wizard has successfully installed EasyMatchQC-Setup. Before you can use the program, you must restart your computer. Image: Measurement of the start my computer now: No, I will restart my computer later. Remove any disks from their drives, and then click Finish to complete setup.
	K Back Finish Cancel

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 <u>www.support.hunterlab.com</u> and submitting a ticket with the red Support tab on the right hand side of the page.