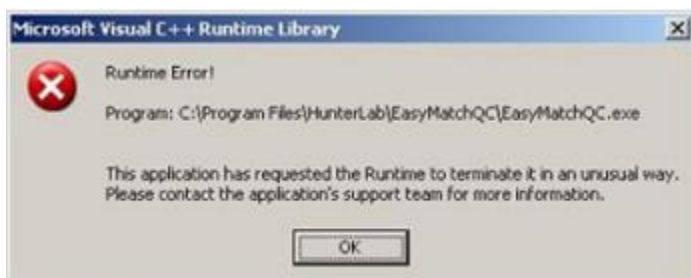


**FAQ: “During EZMQC installation, the installation of the Sentinel Driver for the HunterLab hardware key starts, and then rolls back and gives me a runtime error message. What is happening?”**

During EZMQC installation, the installation of the Sentinel Driver starts but then rolls back out of the installation.



The following Runtime Error message may appear.



The only occasion when the Sentinel driver has failed to install has been due to another program ("LabView" has been one instance) locking out the port location (6001 port) that EasyMatch QC is trying to configure the driver for.

To resolve this problem:

- Try installing EZMQC on a different computer. If it installs fine, it's a port conflict on your PC.
- Try to determine what program on your PC that could be locking up the port, and disable it by having your IT department change the other program to a different port.