

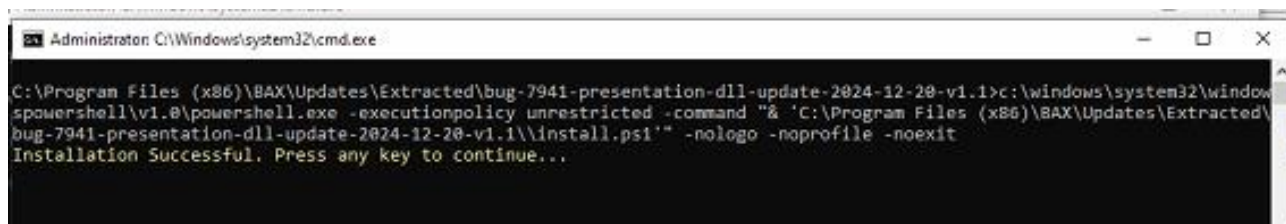
## BAX® Q7 Software – Instructions to Install Patch to Resolve Software Interruption Issue

### UpdatePresentationPatch 1.1

Revision: 20 December 2024

The purpose of this document is to provide instructions for how to install a software patch that was developed to resolve an issue that causes disruption of the Hygiena® BAX Q7 software, and, in turn, prevents the instrument from running.

1. Restart your computer to ensure all processes are stopped and that the Q7 program is completely shut down.
2. Download the bug-7941-presentation-dll-update-2024-12-20-v1.1.zip from this [link](#) to a memory stick or directly to the computer. Note: this patch file can be used for installation on more than one computer.
3. Copy the compressed .zip file to C:\Program Files (x86)\BAX\Updates folder.
4. In C:\Program Files (x86)\BAX\Updates, right-click on 'Updatesystem.bat' and select 'Run as Administrator'.
5. Once the process is complete, a 'Installation Successful. Press any key to continue...' message will appear in the Command Prompt Window. As instructed, press any key to continue.



**Note:** A unsuccessful installation will say "Error Updating file ..."

6. At this time, launch the Q7 application. Make sure to power on the Q7 instrument before launching the software.
7. If the Run full process option under the operations menu is not greyed out, you now have communication with the instrument and you can proceed with normal operations. You can test the communication by running some of the cyclor control options in the diagnostics menu.

### Troubleshooting

If you should receive "Error Updating file ..." message.

- Please take a screen shot of the command line window with the error
- Restart your computer
- Try again

- If the issue persists, please contact Hygiena Technical Support with details of the error message(s).  
[Techsupport@hygiena.com](mailto:Techsupport@hygiena.com) , [Techsupport-EMEA@hygiena.com](mailto:Techsupport-EMEA@hygiena.com), [Techsupport-APAC@hygiena.com](mailto:Techsupport-APAC@hygiena.com)  
Make sure to attach a copy of your BAX log file and the screenshot of the command line window with the error.