

xPONENT[®] 4.3 Uninstall Instructions



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xPONENT® v4.3 UNINSTALL INSTRUCTIONS

Prior to uninstalling or upgrading xPONENT® software, please ensure that all system requirements are met for the version of software that will be reinstalled/upgraded. System requirements can be found in associated software installation instructions and/or release notes. Luminex does not support software installed on PCs that does not meet minimal system requirements.

NOTE: Contact Luminex Technical Support for the proper reinstall or upgrade software.

PERFORMING A BACKUP OF THE xPONENT® DATABASE

NOTE: Before starting this procedure, verify that your login has full administrative privileges.

NOTE: Backups are version-specific.

1. Close xPONENT® if opened.
2. From the bottom toolbar, open **File Explorer**.
3. Open the **OS (C:)** or **C Drive**.
4. Click **Program Files (x86) > Luminex > Common > DataManager > Luminex.ArchiveUtility.exe**.
5. In the Archive Utility window, click **System Backup**. If required, enter the appropriate admin login credentials and click **OK**.
6. The system defaults to the Public Documents Backup folder. Click **OK**.
7. Once backup is complete, close the **Archive Utility** window.
8. Verify that the data files have been backed up successfully.
 - a. Navigate to the backup folder on your desktop.
 - b. Confirm that the backup files are now located in this folder.
9. Close all software applications on the PC.

ARCHIVING THE xPONENT® DATABASE

NOTE: Before starting this procedure, verify that your login has full administrative privileges.

1. Close xPONENT® if opened.
2. From the bottom toolbar, open **File Explorer**.
3. Open the **OS (C:)** or **C Drive**.
4. Click **Program Files (x86) > Luminex > Common > DataManager > Luminex.ArchiveUtility.exe**.
5. Click **Manual Archive**. If required, enter the appropriate admin login credentials and click **OK**.
6. The **Manual Archive** dialog box will display. Choose the category of data (Batches, Logs, Protocols, etc.) that you wish to archive.
 - i. Move individual items to the To Be Archived list by selecting them and clicking the single right arrow icon.
 - ii. To move all data to the To Be Archived list, click the double right arrow icon.

iii. Click **Archive** and close the **Manual Archive** dialog box.

NOTE: The system will place the files in the Public Documents Archive folder, by default.

7. As files move, they will appear in the Archive Events box. When the archive is complete, click **Close**.
8. From the **Archive** desktop folder, open and confirm that all archived files have been moved.

UNINSTALLING xPONENT®

NOTE: The steps in this procedure must be performed in the exact order as listed.

NOTE: If an error is displayed at any time throughout this procedure, take a screenshot of the error and contact Luminex Technical Support.

NOTE: Luminex recommends taking screenshots of all data in the xPONENT® software before beginning the steps to uninstall. These screenshots can later be used to verify no data has been lost after the reinstall or upgrade is complete.

Perform the following steps to uninstall xPONENT with the Control Panel:

1. Close xPONENT.
2. Search for the **Control Panel** from the search bar and open it.
3. Click **Programs > Programs and Features**.
4. Choose xPONENT from the list.
5. Click **Uninstall**.
6. Click **Yes** in all subsequent confirmation dialog boxes displayed to complete the uninstall process.
7. Confirm that the uninstall was successful.
8. Close the Control Panel.

NOTE: The desktop data folders will disappear during the uninstall, but the data has not been lost.

9. Restart PC.

REINSTALLING OR UPGRADING xPONENT®

To reinstall or upgrade xPONENT, follow the instructions given in the appropriate installation manual for your software version. Contact Luminex Technical Support for specific instrument documentation.

NOTE: If you are reinstalling xPONENT, you must also reinstall any previously installed patches.

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