


Agilent Technologies
Life Sciences and Chemical Analysis Service Note

Service Note Number: G3335AA MassHunter Software-190

Supersedes: False

Title: Correct Order for MassHunter LC/MS Software Installation

Summary:

MassHunter LC/MS Software across all QqQ and QTOF/TOF platforms must be loaded in the correct order to ensure proper functionality.

Parts Required:
Situation:

The most recent set of Service Packs (MassHunter Qualitative Analysis B.06.00 SP1 MassHunter Quantitative Analysis B.06.00 SP1 MassHunter Quantitative Analysis Reporting B.06.00 SP1 and MassHunter Acquisition Service Packs) must all be installed together to properly enable reporting.

Software must be installed in the correct order to ensure that all reports are generated and that there are no communications errors with the instrument.

The correct order for offline software (does not include Acquisition) is also documented in the following:

http://intranet.chem.agilent.com/Library/usermanuals/Public/G3335-90145_MassHunter_Offline_Installation.pdf.

Failure to install in the correct order will lead to errors in generating reports in Acquisition Qualitative Analysis and Quantitative Analysis. These errors are unrecoverable and will require uninstallation and reinstallation of software. A brute force method of removing the software via the registry edit will be required.

Solution/Action:

The correct order of software installation is as follows:

1. Close all applications and reboot the workstation
2. Install MassHunter Acquisition
3. Install MassHunter Qualitative Analysis
4. Install MassHunter Qualitative Analysis Service Packs
5. Install and configure Microsoft Excel software
6. Install MassHunter Quantitative Analysis
7. Install MassHunter Quantitative Analysis Compliance (if needed)
8. Install MassHunter Quantitative Analysis Reporting
9. Install MassHunter Quantitative Analysis Supplemental files
10. Install MassHunter Quantitative Analysis Service Packs
11. Install MassHunter Quantitative Analysis Reporting Service Packs
12. Install MassHunter Acquisition Service Packs

Serial Numbers:

Serial Low

Serial High

Attachments:
Additional Information:

If an uninstall and reinstall are required:

1. Uninstall all MassHunter Suite Programs (Acquisition Qualitative Analysis and Quantitative Analysis). If there are issues uninstalling MassHunter Qualitative Analysis B.06.00 SP1 refer to Service Note: [SN G3335AA MASSHUNTER SOFTWARE-188](#)

2. Delete the MassHunter entries from the Windows registry. Type `regedit` into the Windows `Run` dialog box from the Start menu and navigate to the following entries and delete the associated `MassHunter` folders:

a. `regedit | HKEY_LOCAL_MACHINE | SOFTWARE | Agilent | MassHunter`

b. `regedit | HKEY_LOCAL_MACHINE | Wow6432Node | SOFTWARE | Agilent | MassHunter`

3. Reboot the PC (to ensure Excel is not active before proceeding)

4. Reinstall Acquisition (do not install the Acquisition Service Pack at this point)

5. Reinstall Qualitative Analysis B.06.00

a. Then install Qualitative Analysis B.06.00 Service Pack 1

6. Reinstall Quantitative Analysis B.06.00

a. Then install Quantitative Analysis B.06.00 Service Pack 1

7. Reinstall Quantitative Analysis Reporting B.06.00

a. Then install Quantitative Analysis Reporting B.06.00 Service Pack 1

8. Install Acquisition Service Packs

Related Products:

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Administrative Information:

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Additional Information:

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