

FAQ: "When I startup EasyMatch QC, an error message "Not a EZMQC hardware key" appears. Do you know what causes this?"



Check to see if this truly is a HunterLab hardware key. There should be a "HunterLab" label on the key.

If the key is ours and not a typical flash disk, the programming in the key may have been corrupted.

Contact HunterLab at [support@hunterlab.com](mailto:support@hunterlab.com) to return hardware key under RMA for replacement.