

Fun Fact: Some apps need SQLs to be installed with their programs. Our software requires a specific SQL, and for some reason, running the Ekidna software conflicts with another SQL or installed app on the device. To fix this, we have steps to follow.

Troubleshooting Download Struggles:

No matter where you are in the journey to installing Ekidna's software, please follow these steps:

1. Uninstall all existing versions of the Ekidna Application from your computer
 - a. Go to "Add or Remove Programs" using the search function in the Windows start menu. Search for the Ekidna software and uninstall it.
2. Go to <https://ekidna.ca/resources/manual/> and click "Download Troubleshooting Files" OR open the USB folder that came with the Reader Device.
3. Open the "Troubleshooting" folder
4. Run the SQL installer "sqllocaldb.msi"
5. Confirm installation successful
6. Go to <https://ekidna.ca/resources/manual/> and click "Download Ekidna Software (Windows Only V3.12.2)" OR open the USB folder that came with the Reader Device.
7. Install Ekidna by using the setup.exe file
 - a. If faced with the "Windows protected your PC" pop-up, click "more info" and click "Run anyway"
 - b. Follow the install wizard prompts
8. Confirm Ekidna installed correctly by opening the program
9. Go forth and test!

5-Steps to Ensure a Successful Update (3.12.2):

We strongly recommend you run a "blank" on every computer to confirm the new software is installed correctly. The procedure to do so is as follows:

1. Install the new version of the Ekidna software.
2. Attach your reader and open the Ekidna software, following the prompts to connect to the device.
3. On the Sample Information page, enter your name. In the Sample Name field, enter "blank" or "software check." In the dropdown menus, select the following options:
 - Version: 2
 - Cannabinoid: THCa
 - Sample Type: Whole Fresh Bud
4. Click Next to go to the Sample Mass page. Enter a value of "1050.0," then select Skip to Test.
5. **Do not insert a testing tube!** Run the test with nothing in the reader. At the end of the test, you will see "Error_202." If you do not observe this error, please contact Ekidna immediately for support.