


Enabling PQRM to run on a new version of Java (Java 7 update 40 and upwards):

1. Click on Start  and go to Control Panel.
2. In Control Panel, locate “view by” in the top right hand corner and change to “Large Icons”.

View by: **Large icons** ▼

3. Click on the Java icon to open the Java control panel.




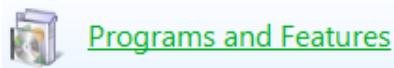
4. Under the Java control panel, you can click the “About” button to find out what version of Java you are running. Now, go to the “Security” Tab and drop the Security Level to “Medium” as depicted below:





5. Once this has been done, you can now click on “Apply” and then on “OK”
6. You may now try to re-launch the PQRM application from the ctlab.com website.

In the event that above mentioned steps do not work, please do the following:

1. Click on Start  and go to Control Panel.
2. Click on “Programs and Features”.



3. In the programs and features list, locate Java. If the Java installation has (64-bit) next to it, for example  Java 7 Update 45 (64-bit) , we will need to uninstall it and reinstall the 32 bit version, which will look as follows  Java 7 Update 55 .
4. To uninstall the 64-bit version, click on it and then click on “Uninstall” in the top bar and follow the on-screen prompts.
5. Now to install the 32-bit version, download and install it from the following link: http://filehippo.com/download_jre_32/ by clicking on “Download Latest Version” upon opening the link and running the installation once downloaded.