



TB-1113

THERMAL TECHNICAL BULLETIN

Units Effected: **Discovery Mass Spectrometer**

Issue: Process Eye Script Error after Microsoft Update March 10, 2015

Description: The March 10, 2015 update KB2920794 / KB2920813 KB2965291/ KB2920754 for Microsoft Office 2007 / 2010 / 2013 breaks some functions in MKS Process Eye Software.

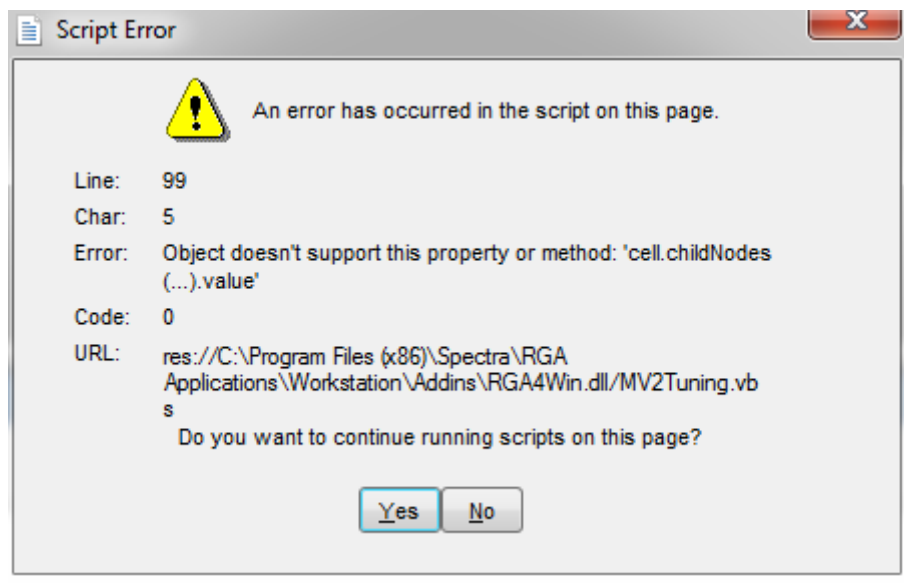


Fig1: Launching Easyview

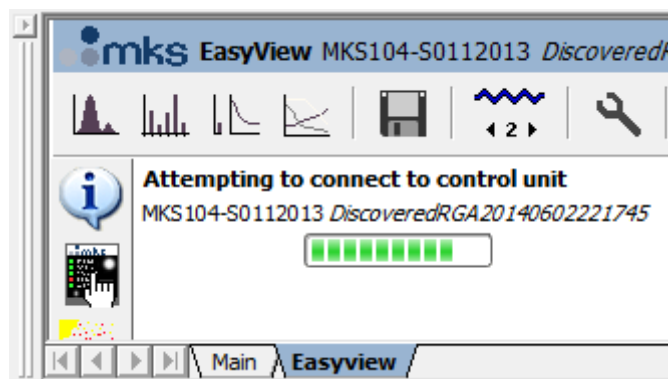


Fig2: Any action requiring exclusive access will display this connection issue

Solution: Uninstall this update until a more permanent solution is available. The specific update is dependent on your version of Microsoft office.

Windows 7, Vista, and XP:

1. Click the Windows Start menu, and then click Run.
2. Type Appwiz.cpl, and then click OK.

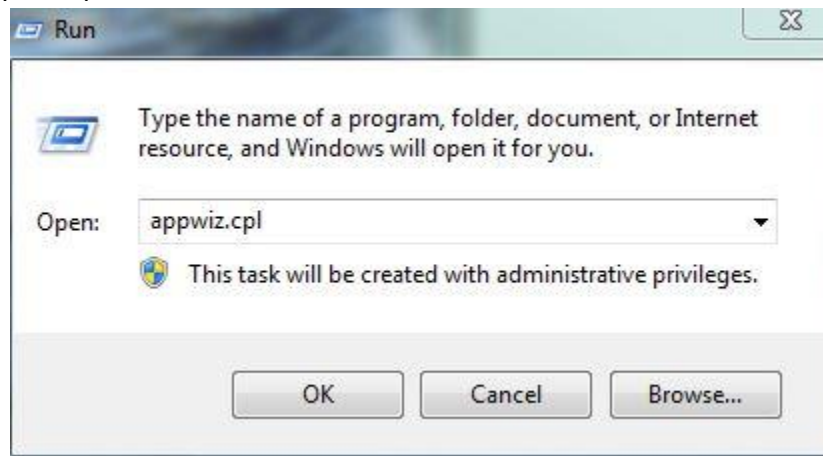


Fig3

3. Windows 7/Vista: Click View Installed Updates.

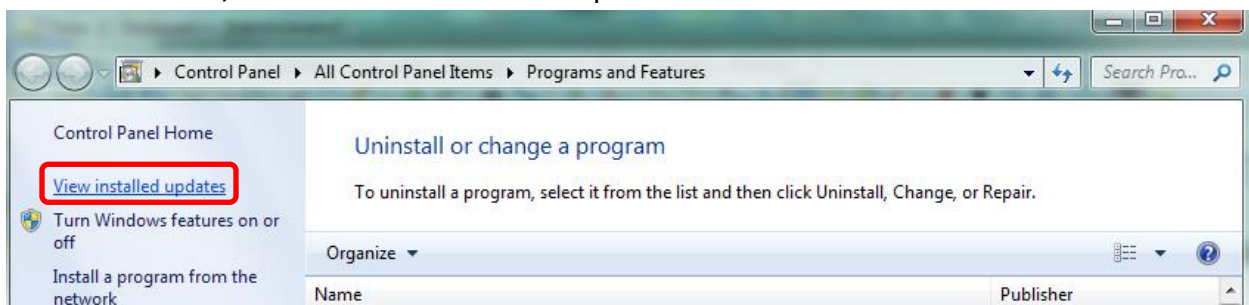


Fig4: Windows 7 pictured

Windows XP: Click to select the Show updates check box.

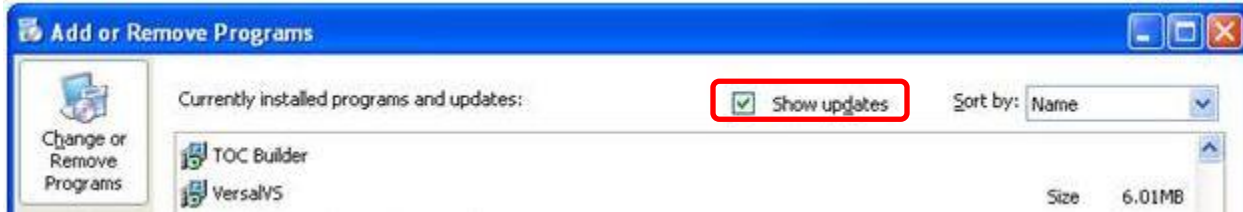


Fig5: Windows XP pictured

4. Locate the update according to your version of MS Office installed:

Office 2007 is KB2920794

Office 2010 is KB2920813, KB2965291

Office 2013 is KB2920754

5. Right-click the update and choose Uninstall/Remove.

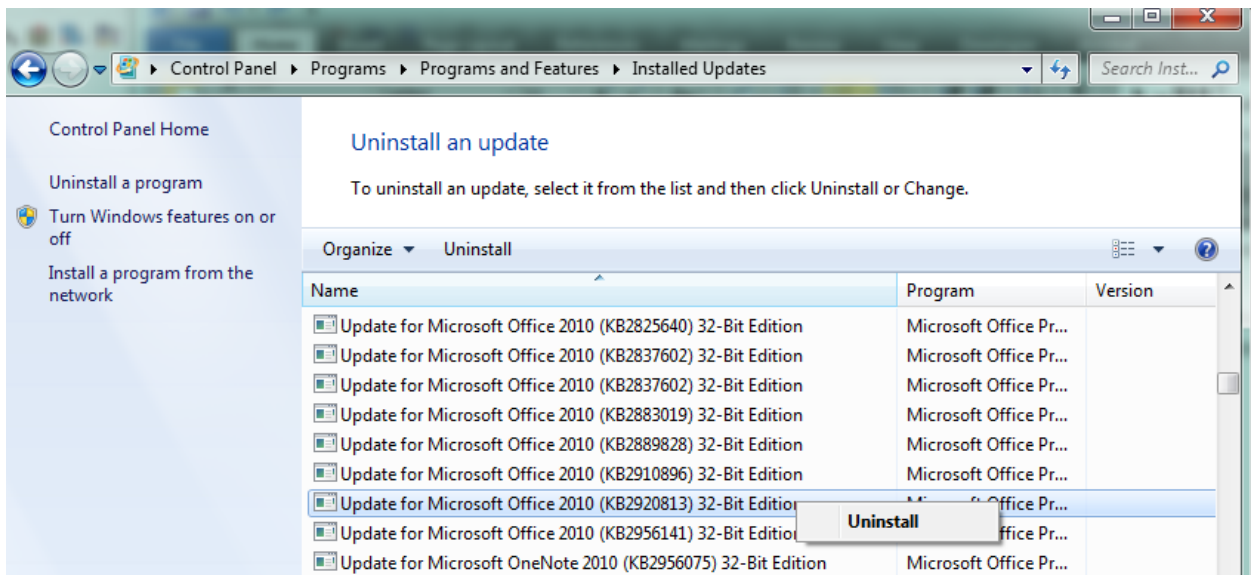


Fig6: Windows 7 & Microsoft Office 2010 pictured

5. Reboot the computer.
6. Turn off Windows Automatic Updates if allowed, or uncheck this update when running Windows Update.