

How to run the Key Diagnostic

This is a procedure on how to run the Key Diagnostic

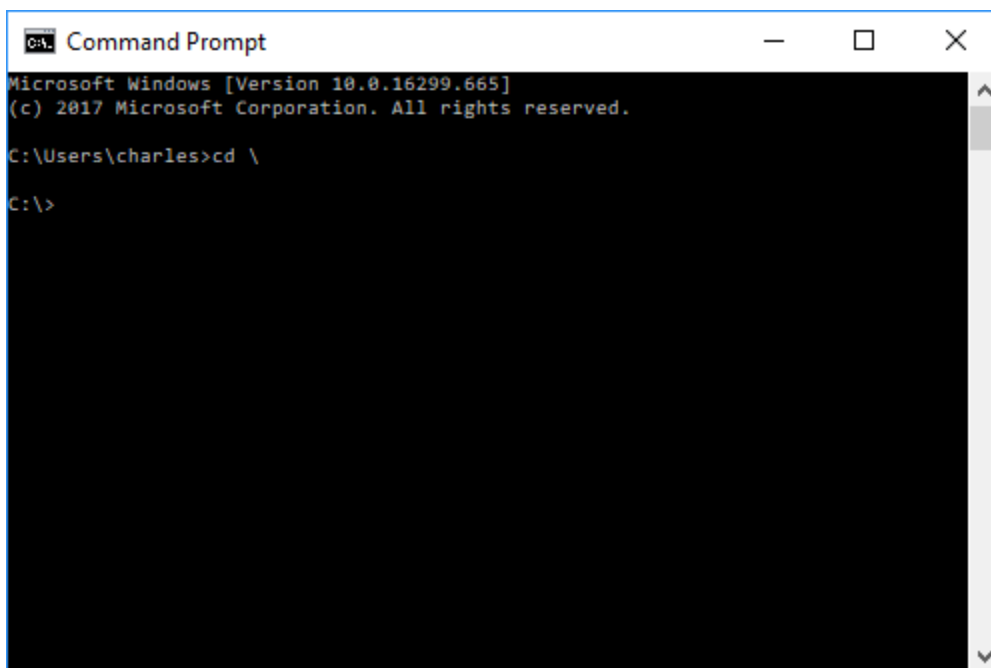
You will need to copy the file: Ekag20nt.exe to your PC or server and then access it with the command prompt. This file is available in a zip file on the same post you found this document.

You can find the command prompt by on server/PC by placing the mouse on the start button, and type: command prompt

In this example, we copied the Ekag20nt.exe to the folder we created called C:\apps

Navigate to this folder by typing at the command prompt:

cd \ (return) where (return) means hit the Enter button on the keyboard.

A screenshot of a Windows Command Prompt window. The title bar reads "Command Prompt". The window content shows the following text: "Microsoft Windows [Version 10.0.16299.665] (c) 2017 Microsoft Corporation. All rights reserved. C:\Users\charles>cd \ C:\>". The prompt is currently at "C:\>".

```
Microsoft Windows [Version 10.0.16299.665]
(c) 2017 Microsoft Corporation. All rights reserved.
C:\Users\charles>cd \
C:\>
```

This brings us to C:

Then type:

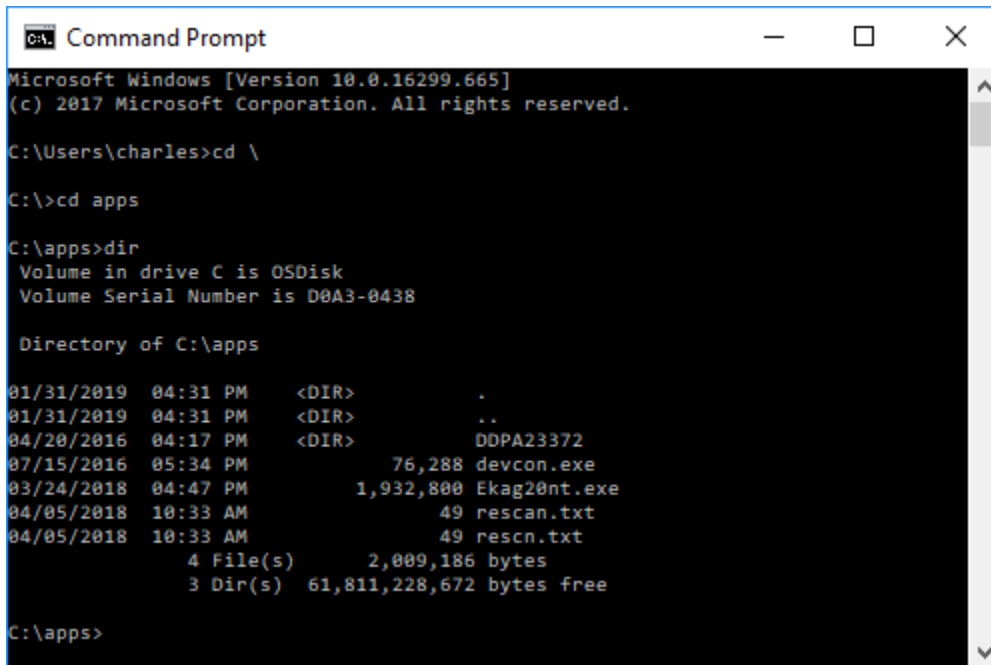
cd apps (return)

this brings us to C:\apps

where we copied the Ekag20nt.exe

you can verify the file is present by typing:

dir



```
Microsoft Windows [Version 10.0.16299.665]
(c) 2017 Microsoft Corporation. All rights reserved.

C:\Users\charles>cd \

C:\>cd apps

C:\apps>dir
Volume in drive C is OSDisk
Volume Serial Number is D0A3-0438

Directory of C:\apps

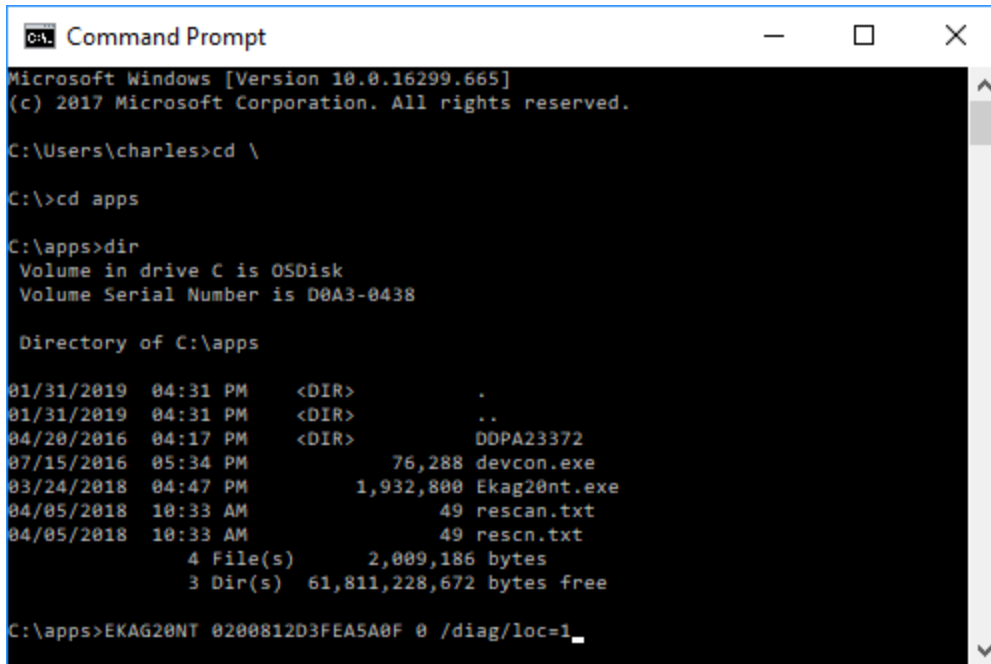
01/31/2019  04:31 PM    <DIR>          .
01/31/2019  04:31 PM    <DIR>          ..
04/20/2016  04:17 PM    <DIR>          DDPA23372
07/15/2016  05:34 PM                76,288 devcon.exe
03/24/2018  04:47 PM            1,932,800 Ekag20nt.exe
04/05/2018  10:33 AM                 49 rescn.txt
04/05/2018  10:33 AM                 49 rescn.txt
           4 File(s)          2,009,186 bytes
           3 Dir(s)      61,811,228,672 bytes free

C:\apps>
```

At the command prompt copy this string with a mouse right click:

```
EKAG20NT 0200812D3FEA5A0F 0 /diag/loc=1
```

And then right click in the command prompt and select paste:

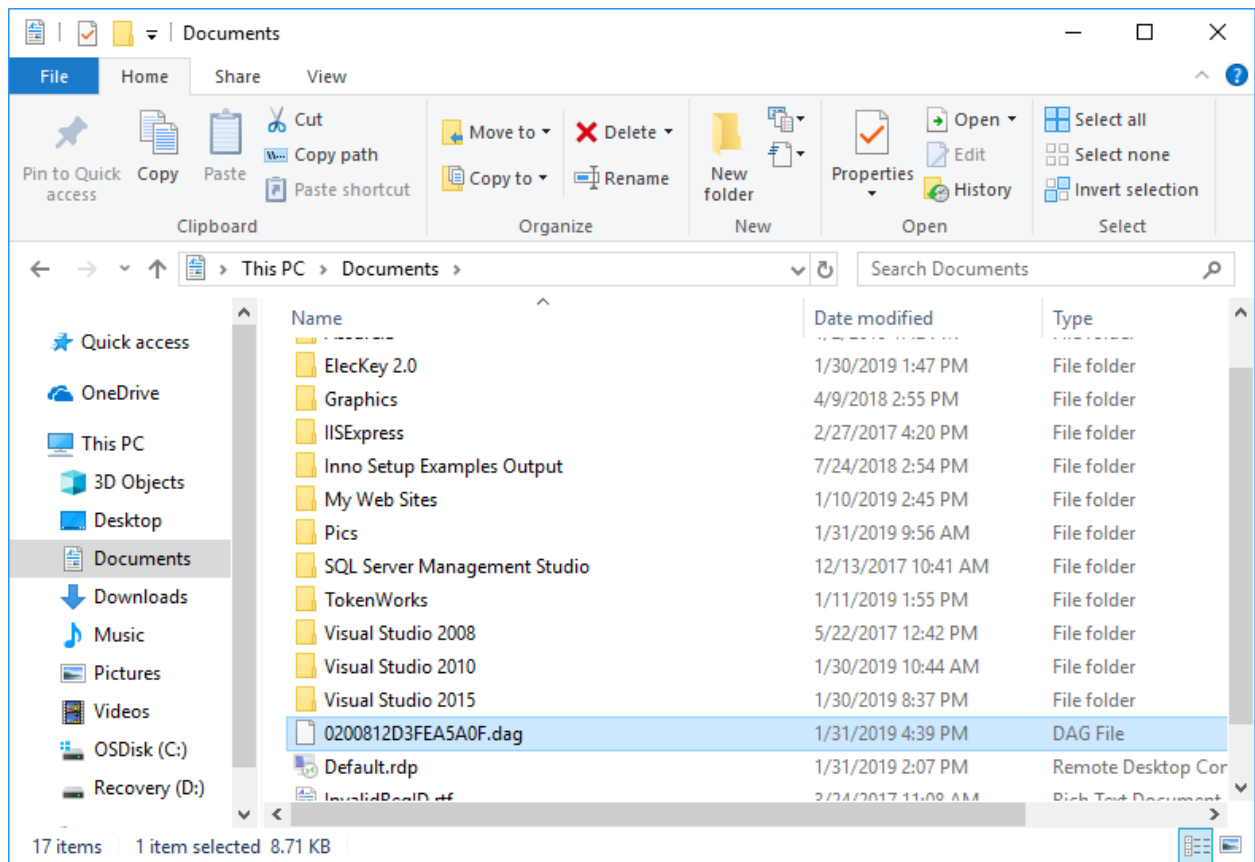


```
C:\Users\charles>cd \  
C:\>cd apps  
C:\apps>dir  
Volume in drive C is OSDisk  
Volume Serial Number is D0A3-0438  
  
Directory of C:\apps  
  
01/31/2019  04:31 PM    <DIR>          .  
01/31/2019  04:31 PM    <DIR>          ..  
04/20/2016  04:17 PM    <DIR>          DDPA23372  
07/15/2016  05:34 PM                76,288 devcon.exe  
03/24/2018  04:47 PM            1,932,800 Ekag20nt.exe  
04/05/2018  10:33 AM                 49 rescan.txt  
04/05/2018  10:33 AM                 49 rescn.txt  
            4 File(s)          2,009,186 bytes  
            3 Dir(s)        61,811,228,672 bytes free  
  
C:\apps>EKAG20NT 0200812D3FEA5A0F 0 /diag/loc=1_
```

The command is pasted into the command prompt wait for you to hit return.

Now hit return.

Then navigate to the Documents folder using explorer and locate the field with an *.dag extension:



Copy the file with the .dag extension and zip it, and e-mail it to support@tokenworks.com