

Cedex⁺

Cedex HiRes⁺

Cedex 2.1

2

Software

Frequently Asked Questions



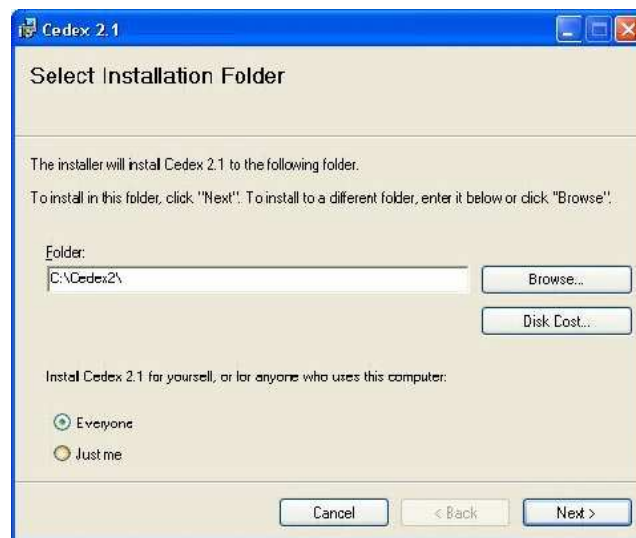
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QUALITY THAT COUNTS



Installation

- 1) When adding a new Windows account, the new user cannot access the Cedex 2 software.

The installation was probably carried out by another user account with the option **Just Me** selected (see figure below). If more users need to work with the software, the installation must be carried out with the option **Everyone** selected. Please de-install the software and then re-install it.



Login

- 1) I can't log in. I keep getting the message "Connection to Cedex Server failed".

The **Cedex Server** was most likely not started. Please start the application **Cedex Sever** before starting the **Cedex Client**.

It is also possible that an error appeared when the **Cedex Server** application was started. If this is the case, please open the **Cedex Server** application (a black console window will appear), and send all error messages to the innovatis AG Service & Support team.

- 2) I can log in, but the following messages appear: "No valid functions. Either licenses are invalid or innovatis AG validation certificate not installed" and / or "No

granted functions for the user”. There are no functions available in the Control Center other than “Log Out”.

Installation of the Test and Archive certificate needs to be carried out for every user set up with access to the Windows operating system. The certificates for the factory installed user, Win-Admin, should already be installed, but the certificates will need to be installed separately for each user subsequently added at the operating system level. To start the installation procedure, log into the Windows operating system by using the appropriate user name and password and follow the instructions of the Administrator manual (version 2.0.1 or higher, page 13ff).

- 3) The start of the Cedex Server went wrong. In the console, the following message appeared: “Unable to complete network request to host localhost. File C:\Cedex2\DB\CEDEX:FDB”.**

The database server under Windows was either not automatically started when the system was started or it was deactivated at some point. This can be checked in the **System** applet in the **Control Panel**. In this section there is a **Firebird 2.0 Server Manager** that should look like this when clicked on:



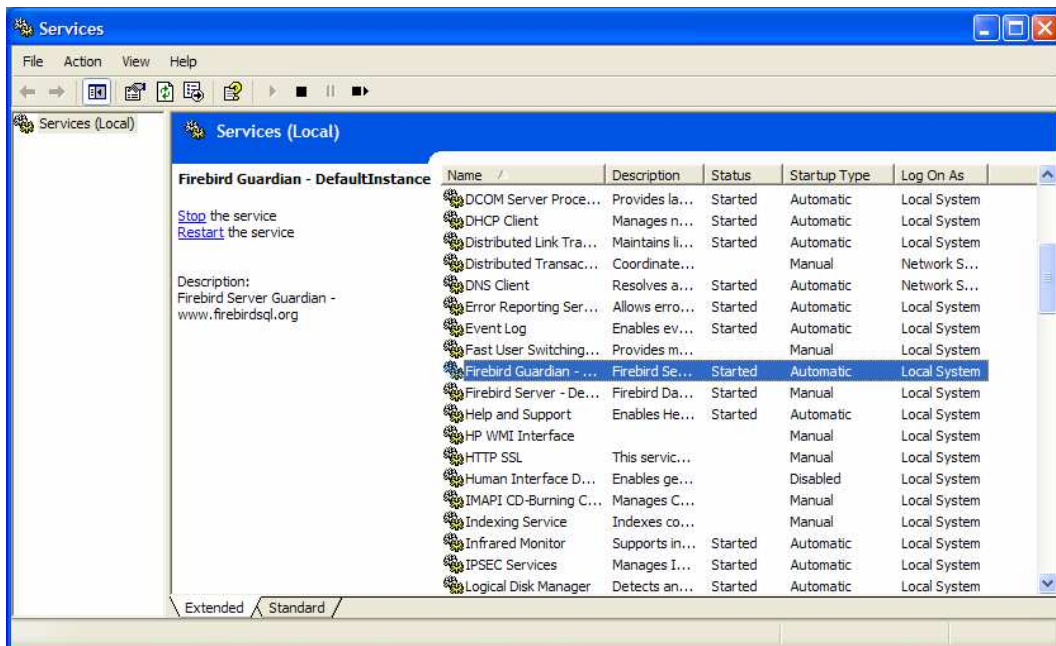
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If the icon at the top left corner has a red line through it, the server has to be re-started (button **START**). All settings must be set as shown in the screenshot above so that everything runs normally the next time Windows is started.

In some cases, the **Firebird Server Control** is not directly available via the **System** applet. If this is the case, open the **Administrative Tools** applet in the **Control Panel**, then double-click on **Services**. The **Firebird Guardian** should be listed in the **Services** window as “Started” under the status column. See below:

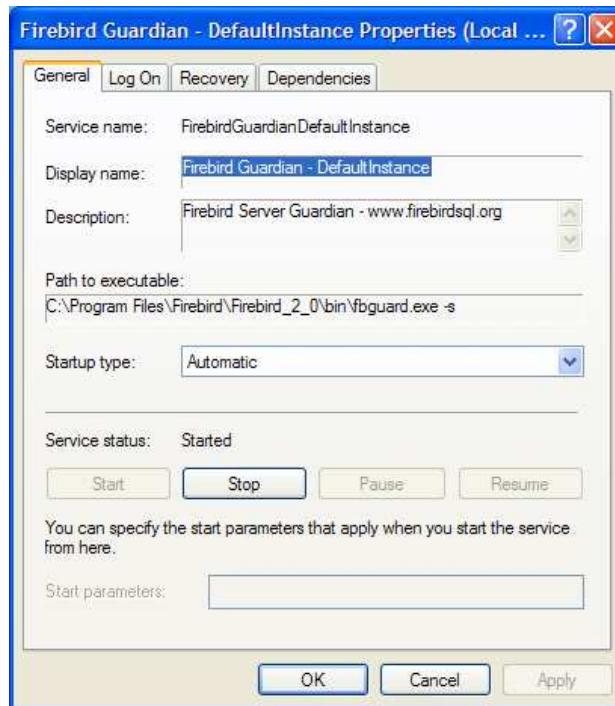


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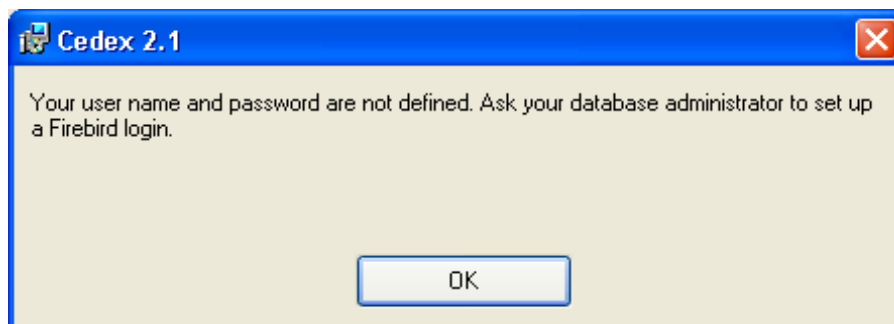


Double-click on **Firebird Guardian** to open the **Firebird Guardian** window:



If the service status is not listed as “Started”, the server has to be re-started (button **START**). All settings must be set as shown in the screenshot above so that everything runs normally the next time Windows is started.

- 4) While starting the Cedex Server and/or at the Login, the following message appeared:



The database password in the Cedex application was changed (**Change db password**). The new password must now also be registered in the database. Please contact innovatis AG Service & Support.

Measurements

- 1) **The measurement was not marked as “valid” because of a failed Prescan. After assessment of the Prescan, however, the measurement should be considered valid. How can I note for future reference that the Prescan was checked and accepted?**

To note that the Prescan has been accepted as valid, a new data set with the relevant information can be created and labeled the **Effective** (i.e. correct) data set. Follow the instructions below to create a new data set and label it **Effective**:

1. Select the relevant measurement from the list in the **Measurement List** window.
2. Click on the button **REPROCESS** in the **Measurement List** window.
3. In the **DataSet** field, type in (for example) “Reprocess: Prescan OK”.
4. Don’t make any further changes!
5. Click on the button **REPROCESS** in the Measurement window.
6. Answer **Yes** to the question “Should the new dataset be effective (actual)”.
7. Open the **Measurement List** window and select the reprocessed measurement.
8. Click on the button **VIEW** to open the measurement in a **Measurement** window
9. Click on the **Effective** box next to the **DataSet** field to mark the reprocessed measurement as the effective (i.e. correct) data set.
10. The reprocessed measurement will be marked as the effective data set in the Measurement List.

Multi Run

- 1) **I would like to add new measurements to the list in the middle of a Multi Run, how can I do this?**

See chapter 5.4, section “Adding Measurements to the List while the Measurements are Running”, in the user manual.

- 2) **Do I have to activate the individual entries in the Multi Run list before starting a Multi Run?**

In Cedex Software versions 1.x, entries had to be manually activated before the run could be started. This is no longer necessary as all measurement entries in the Multi Run list are automatically activated when the **START** button is selected.

- 3) If I can't activate entries individually anymore, how should I proceed if I have a large amount of sample data to enter and I want to analyze the available samples as quickly as possible? Up to now, I could enter of the relevant data in advance and only activate the entries when the appropriate samples were available.**

The activation of individual samples was removed in order to make the software more user-friendly (see above) and increase the fitness of the system for Good Laboratory Practices (GLP).

There is a new function available for users with high sample throughput who have, up to now, entered data on sample identification and process parameters in advance and then activated samples individually. The function "Automated Sample Identification" (Button "Load Data from XML") allows for the automatic import of a large amount of data in to the Cedex 2 system.

A small supplementary program is being planned that will enable local data to be imported. Please contact the innovatis AG Product Management team if this solution is applicable for you.

In principle, however, it is recommended that the Cedex 2 system should be connected to an already existing sample administrative database via the function "Automated Sample Identification" function (Button "Load Data from XML"). Innovatis AG offers custom-made, individual solutions for this application. Please contact the innovatis AG Product Management team for more information.

- 4) The progress bar is clearly complete before the measurement is actually finished.**

The progress bar is calculated on the basis of the time required for the last measurements. If the process parameter **Precision** has been frequently changed for the last measurements, the calculation of the progress bar may not be very exact. The calculation may also not be very exact if the preceding measurement was aborted.

Print Reports

- 1) **Printing out is not possible. The print preview is not generated, and the computer freezes instead.**

It is possible that there is no printer or virtual printer (e.g. PDF Print) installed. Please install the drivers for a real printer and try to print again.

Cleaning

- 1) **The time counter is at 00:00 and apparently doesn't work.**

The calculated length of time required for cleaning routines is based on the time required for previously executed routines. When a cleaning routine is run for the first time, there is no data and the time counter is not used.

Scheduler

- 1) **In case of several scheduler entries only the first entry will be executed.**

The problem will be fixed in a future patch approximately available in the 4th quarter of 2007.

Export

- 1) **Exported results of measurements are incorrectly shown in Excel, e.g. as shown in the figure below:**

Avg Diameter	Avg Area	Avg Perimeter
13.515.427.345.142	120.254.545.084.612	525.844.611.528.822

The PC used to open and view exported files must have the same country settings as the PC from which measurements are exported. Therefore, the regional settings must be properly adjusted in **Regional and Language Options** control panel applet.

- 2) **Export takes too long – it seems that the program freezes during export (CTC export as well as export to file)**

Even though the task manager shows that the application is not responding the export is taking place in the background - just wait.

The problem will be fixed in a future patch approximately available in the 4th quarter of 2007.

Miscellaneous

- 1) The result values are shown as 1,234.56*10⁵ instead of 1.234,56*10⁵ , or vice versa.**

The choice and/or adjustment of the format for numbers is determined system-wide via the **Regional and Language Options** control panel applet.

- 2) For scientific purposes, the measurement results should be displayed in 10⁶ (or 10⁰) instead of 10⁵.**

This can be adjusted by Service & Support via a change in the database.

- 3) Measurements and cleanings are not going to be completed correctly and error messages come up (Cedex Standard systems only).**

When the live viewer of Cedex Standard systems is activated the system is loaded with transferring camera images.

Only use the live viewer when viewing the chamber condition and switch it off when no longer required.

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