

## Troubleshooting Guide for ICP Expert II

This is a quick guide to identifying and correcting software problems in ICP Expert II and the Varian Spectroscopy Database Administrator (VSDA). The list of problems is not exhaustive, so if you cannot correct the problem using the information provided, you should contact your Varian Field Support Representative.

The following table outlines the most common problems encountered in ICP Expert II and the VSDA and the actions required to resolve it.

Table 1. Problems and required actions.

Error type	Error messages	Solution
<b>1. Server and Database connection errors</b>	<p><b>Errors received in VSDA:</b></p> <p><a href="#">Error: Server Connection Error</a> There was an error connecting to the server [PC Name]</p> <p><a href="#">Details on: Error: Server Connection Error</a> Failed to connect to database server [PC NAME\VARIAN]</p> <p><a href="#">Error: Inner Error on (Error: Server Connection Error)</a> Failed to connect to server [PC NAME\VARIAN]</p>	<p>These problems may occur when Windows Service Packs or Hot fixes are installed on the PC.</p> <ol style="list-style-type: none"> <li>In Microsoft SQL Server 2005, check that the SQL Server (VARIAN) and SQL Server Browser are Started. Perform Procedure 1 outlined in the Appendix.</li> <li>If the PC Fire Wall settings are turned ON, perform Procedure 2 outlined in the Appendix.</li> </ol>

Error type	Error messages	Solution
<p><a href="#">Error: Inner Error on (Error: Inner Error on</a></p>	<p><a href="#">(Error: Server Connection Error))</a>                      An error has occurred while establishing a connection to the server. When connecting to SQL Server 2005, this failure may be caused by the fact that under the default settings SQL Server does not allow remote connections. (provider: SQL Network Interfaces. Error: 26 – Error Locating Server/Instance Specified)</p>	<p>If trying to connect to a server over a network, ensure that SQL Server 2005 is set up for remote connections, in the following way:</p>
<p><a href="#">Error: Logon Error</a></p>	<p>There was an error with logging on to the database server                      [PC NAME\VARIAN]</p>	<p>Open 'SQL Server Surface Area Configuration' via Start &gt; All Programs &gt; Microsoft SQL server 2005 &gt; Configuration Tools. Select 'Surface Area Configuration for Services and Connections'. Under 'VARIAN', 'Database Engine', select 'Remote Connections' and ensure the 'Local and remote connections' radio button is selected. The default option of 'Using TCP/IP only' will also be selected. Click 'OK'.</p>
<p><a href="#">Details on: Error: Logon Error</a>                      The current user does not have access.</p>		<p>Ensure that the user name is entered correctly in the 'Server Accounts' tab in VSDA. The domain part of the user name (i.e. <b>VARIANINC</b>\jbloggs) is case specific and must be entered correctly, otherwise the user will not be recognised.</p>
		<p>Ensure the firewall is either switched off or an exception is set up for SQL.</p>

Error type	Error messages	Solution
<p><b>Errors received in ICP Expert II:</b></p>	<p><u>Error Database connection error</u>            There was an error connecting to a database. The desktop user '[PC NAME]\[User Name]' does not have permission to access one or more of the following databases:</p>	
<p>*</p>	<p>Please contact your administrator before continuing.</p>	
<p><u>Details on: Error: Database connection error</u></p>	<p>Failed to connect to database server [PC NAME\VARIAN]</p>	
<p><u>Error: Inner Error on (Error: Database connection error)</u></p>	<p>Failed to connect to server [PC NAME\VARIAN]</p>	
<p><u>Error: Inner Error on (Error: Inner Error on (Error: Database connection error))</u></p>	<p>Open 'SQL Server Surface Area Configuration' via Start &gt; All Programs &gt; Microsoft SQL server 2005 &gt;</p>	

Error type	Error messages	Solution
<p><b>2. Server and Database connection error due to PC name change</b></p>	<p>An error has occurred while establishing a connection to the server. When connecting to SQL Server 2005, this failure may be caused by the fact that under the default settings SQL Server does not allow remote connections. (provider: SQL Network Interfaces. Error: 26 – Error Locating Server/Instance Specified)</p> <p>Database offline: An exception occurred while executing a Transact-SQL statement or batch.</p> <p>(Note: The database is not accessible and the 'No Entry' symbol is shown.)</p>	<p>Configuration Tools. Select 'Surface Area Configuration for Services and Connections'. Under 'VARIAN', 'Database Engine', select 'Remote Connections' and ensure the 'Local and remote connections' radio button is selected. The default option of 'Using TCP/IP only' will also be selected. Click 'OK'.</p>
	<p><b>Errors received in VSDA:</b></p> <p><u>Error: Server Connection Error</u> There was an error connecting to the server [PC Name]</p> <p><u>Details on: Error: Server Connection Error</u> Failed to connect to database server</p>	<p>These problems occur when renaming the PC after ICP Expert II and VSDA have been installed.</p> <p>In VSDA click 'Load Defaults' to insert new PC name as default server. Connect to this server to ensure the server connection remains in the future.</p>

Error type	Error messages	Solution
	<p>[PC NAME\VARIAN]</p> <p><a href="#">Error: Inner Error on (Error: Server Connection Error)</a> Failed to connect to server [PC NAME\VARIAN]</p> <p><a href="#">Error: Inner Error on (Error: Inner Error on (Error: Server Connection Error))</a> An error has occurred while establishing a connection to the server. When connecting to SQL Server 2005, this failure may be caused by the fact that under the default settings SQL Server does not allow remote connections. (provider: SQL Network Interfaces. Error: 26 – Error Locating Server/Instance Specified)</p> <p><b>Errors received in ICP Expert II:</b></p> <p><a href="#">Error Database connection error</a> There was an error connecting to a database. The desktop user '[NEW PC NAME]\[User Name]' does not have permission to access one or more of the following databases:</p>	<p>In ICP Expert II, click 'Worksheet' followed by 'Open'. Right click on 'Servers' and select 'Browse server...'. If the new server name is present in the list, select it and open a worksheet to maintain the connection for the future. If the server name is not present in the list then the PC should be rebooted and these instructions repeated.</p> <p>If in certain circumstances this procedure fails then uninstallation may be necessary.</p> <ol style="list-style-type: none"> <li>1. For ICP Expert II v1.0 (Build 115), perform Procedure 3 outlined in the Appendix.</li> <li>2. For ICP Expert II v1.1 (Build 195) and v1.1.1 (Build 203), perform Procedure 5 outlined in the Appendix.</li> </ol>

Error type	Error messages	Solution
	<p data-bbox="770 358 1243 459">* Please contact your administrator before continuing.</p> <p data-bbox="770 542 1316 678"><a href="#">Details on: Error: Database connection error</a> Failed to connect to database server [OLD PC NAME\VARIAN]</p> <p data-bbox="770 725 1299 862"><a href="#">Error: Inner Error on (Error: Database connection error)</a> Failed to connect to server [OLD PC NAME\VARIAN]</p> <p data-bbox="770 909 1316 1300"><a href="#">Error: Inner Error on (Error: Inner Error on (Error: Database connection error))</a> An error has occurred while establishing a connection to the server. When connecting to SQL Server 2005, this failure may be caused by the fact that under the default settings SQL Server does not allow remote connections. (provider: SQL Network Interfaces. Error: 26 – Error Locating Server/Instance Specified)</p>	

Error type	Error messages	Solution
<p><b>3. Software access due to date change</b></p>	<p>You are not registered to use this application.</p>	<p>If the PC date/time is rolled backwards, to before the last time the ICP Expert II software was opened, then the software will refuse you access. Under no circumstances should this be allowed to happen.                      If this does occur then the software should not be opened.                      If this has been opened then it may be possible to recover the situation by closing the software and not re-opening it for a period greater than the difference between the PC time and the actual time. The clock can then be rolled backwards and access to the software should be granted.                      Reinstalling the software in this situation will not help.                      If this fails then the PC will need to be ghosted or the hard drive re-formatted.</p>
<p><b>4. Foreign language installation error</b></p>	<p><b>Error appears during installation.</b></p> <p><a href="#">Microsoft SQL Server 2005 Setup</a></p> <p>SQL Server Setup could not validate the service accounts. Either the</p>	<p>On a Foreign Language PC, this problem occurs if you change the Regional Options to English (Australia) before you install ICP Expert II.</p> <p>1. Perform Procedure 6 outlined in</p>

Error type	Error messages	Solution
5. Cannot access database:	<p>service accounts have not been provided for all the services being installed, or the specified username or password is incorrect. For each service, specify a valid username, password, and domain, or specify a built-in system account.</p>	<p>the Appendix.</p> <p><b>Note:</b> If the Regional Option on the PC is not one of the supported regions for ICP Expert II installation (i.e. French, German, Japanese, Italian, Spanish and Chinese) then the English version of SQL Server 2005 will be installed by default.</p>
a) created in ICP Expert II v1.0 b115 whilst running v1.1.1 b203	<p><a href="#">Error: Database query error</a> There was an error with a query to the database 'VAIMDB_database name(000)'.</p>	<p>Databases created in ICP Expert II version 1.0 must be upgraded before worksheets can be used in ICP Expert II version 1.1.1 (VSDA &gt; Simplified Setup &gt; Upgrade Database).</p> <p>In addition to the database upgrade, the ES workspace must be registered before it can be used. This is done by selecting the tick box (lower right hand side the screen) in VSDA &gt; Advanced setup &gt; Database &gt; Information, followed by the Register button.</p>
b) created in ICP Expert II	<p><a href="#">Error: Database query error</a></p>	<p>No database upgrade is required in</p>



Error type	Error messages	Solution
<p><b>v1.1 b195 whilst running v1.1.1 b203</b></p>	<p>There was an error with a query to the database 'VAIMDB_database name(000)'.</p>	<p>this instance but the ES workspace must be registered before it can be used. This is done by selecting the tick box (lower right hand side the screen) in VSDA &gt; Advanced setup &gt; Database &gt; Information, followed by the Register button.</p>
<p><b>c) created in ICP Expert II v1.0 b115 whilst running v1.1 b195</b></p>	<p><u>Error: Database query error</u> There was an error with a query to the database 'VAIMDB_database name(000)'.</p>	<p>Databases created in ICP Expert II version 1.0 must be upgraded before worksheets can be used in ICP Expert II version 1.1 (VSDA &gt; Simplified Setup &gt; Upgrade Database). However, no workspace registration is required.</p>
<p><b>6. Cannot import worksheets:</b></p>		
<p><b>a) from ICP Expert II v1.0 b115 into v1.1.1 b203</b></p>	<p><u>Error: Database query error</u> The import workspace is not registered in the destination database</p>	<p>A worksheet created in v1.0 can only be imported into a database created in v1.0. This database must then be upgraded and have the new workspace (v1.0.1.20) registered, as described in section 6, above.</p>
<p><b>b) from ICP Expert II v1.1</b></p>	<p><u>Error: Database query error</u></p>	<p>A worksheet created in v1.1 can be</p>

Error type	Error messages	Solution
<b>b195 into v1.1.1 b203</b>	<u>The import workspace is not registered in the destination database</u>	imported into any database created in v1.1 which has had the new workspace (v1.0.1.20) registered, as described in section 6, above. Alternatively the worksheet can be imported into the Supplied Worksheets database.
<b>c) from ICP Expert II v1.0 b115 into v1.1 b195</b>	<u>Error: Database query error</u> <u>The import workspace is not registered in the destination database</u>	A worksheet created in v1.0 can only be imported into a database created in v1.0. This database must then be upgraded, as described in section 6, above.
<b>d) ...but I'm importing into a database that should work!</b>	<u>Error: Database query error</u> <u>The import workspace is not registered in the destination database</u>	If you are importing (or copying) a worksheet into a database which contains a full stop, comma or semicolon in the name then the import will fail. Do not create databases with these characters in the name, but if it is too late, then import the worksheet into an alternative database, without these characters in the name.

Error type	Error messages	Solution
7. Locked worksheets	<p><u>Workspace locked</u>                      The workspace is currently in use. Do you wish to open the workspace as read only?</p>	<p>Try the following things:</p> <ul style="list-style-type: none"> <li>- Close ICP Expert II and re-open.</li> <li>- Look in VSDA&gt;Viewer&gt;. The fifth column is entitled 'Locked' and the server name will appear if the worksheet is 'in use'. Right click on the worksheet name and select 'Unlock worksheet'.</li> <li>- If all else fails, use the COPY function in ICP Expert II (under the FILE menu item in Analysis page) to make a copy of the worksheet. The copied file shouldn't be read only. Note: The copy function in VSDA can also be used, with the same outcome.</li> </ul>

Error type	Error messages	Solution
7. Error saving worksheets		<p>If this is an error found on a foreign (i.e. not English) language PC then there is a good chance that this is related to the use of commas instead of full stops. If the language settings are changed, so that the commas are replaced with full stops, the worksheet should save ok.</p>
8. Help	<p>a) Hardware and Software Tours do not play</p>	<p>Reinstall Macromedia Flash 8 from the Help disc. If this fails then upgrade to Macromedia Flash 9.</p>

## Appendix

### Procedure 1 - SQL Server Configuration Manager

To re-start the SQL Server (VARIAN) and SQL Server Browser services, perform the following steps;

1. Go to 'Start' > 'All Programs' > 'Microsoft SQL Server 2005' > 'Configuration Tools' > 'SQL Server Configuration Manager'.
2. Select the 'SQL Server 2005 Services'
3. Right-mouse click on 'SQL Server (VARIAN)' and select 'Properties'
  - a. Go to the 'Service' tab.
    - i. Change the 'Start Mode' to 'Automatic' by left-mouse clicking.
    - ii. Press the 'Apply' button.
  - b. Go to the 'Log On' tab
    - i. Press the 'Start' button. The SQL Sever (VARIAN) will start.
    - ii. Press the 'OK' button.
4. Right-mouse click on 'SQL Server Browser' and select 'Properties'
  - a. Go to the 'Service' tab.
    - i. Change the 'Start Mode' to 'Automatic' by left-mouse clicking.
    - ii. Press the 'Apply' button.
  - b. Go to the 'Log On' tab
    - i. Press the 'Start' button. The SQL Sever Browser will start.
    - ii. Press the 'OK' button.

### Procedure 2 – Fire Wall Settings

If the Firewall setting is turned ON, the SQL Server can be added to the Exceptions list by doing the following steps:

In the Control Panel:

1. Click on Windows Firewall in the Control Panel.
2. Select the Exceptions tab.
3. Click on Add Program...
  - a. Browse to Local Disk (C:) > Program Files > Microsoft SQL Server > MSSQL.1 > MSSQL > Binn
  - b. Select sqlservr.exe and click on the Open button
  - c. On the Add a Program window, click the OK button.
4. The sqlservr.exe should be now in the Programs and Services list with its radio button ticked.

### **Procedure 3 – Instructions for Re-Installing ICP Expert II v1.0 b115**

Before un-installing the software, locate the <product key number>.lic file in the run directory (c:\Program Files\Varian\ICP Expert II 7XX-ES\Run). Copy this file and place it in a separate location. This will save you from registering the software again.

To completely uninstall the software:

1. Open the Control Panel and open 'Add or Remove Programs'
2. Remove the ICP Expert II and Help software.
3. Remove SQL Server 2005. Make sure all the check boxes are ticked before continuing.
4. Remove the remaining SQL Server items in the 'Add or Remove Programs' list. This will probably include:
  - Microsoft SQL Server Native Client
  - Microsoft SQL Server VSS Writer
  - Microsoft SQL Server Setup Support Files (when removing the last two, you may get the error "This action is only valid for products that are currently installed". This is expected. Click OK to continue).
5. In the folder C:\Varian Spectroscopy Databases, copy the required Database files (.mdf) created by the customer and store them in a separate location. The VAIMAdminDatabase.mdf file is also NOT required as the re-installation will create a new file.
  - The re-installation will create a new Supplied Worksheets Database but if the customer requires worksheets that were created in the original Supplied Worksheets Database, copy the 'vaimdb\_suppliedworksheets(000).mdf' file found in the folder C:\Program Files\Varian\ICP Expert II 7XX-ES\Run\Supplied Worksheets, and rename it to 'VAIMDB\_SuppliedWorksheets(000).mdf'. Store this file in a separate location.
6. Delete the entire Varian installation directory from the previous install. (c:\Program Files\Varian\...)
7. Remove the folder C:\Varian Spectroscopy Databases.

After the completing the steps outlined above:

8. Re-install the ICP Expert II and Help software.
9. Setup the VSDA as per the Help instructions. E.g. Under Advance Setup, Load Defaults
10. Copy the saved Database mdf files (step 5) into the folder C:\Varian Spectroscopy Databases (except for the Supplied Worksheets database if applicable).

- If the original Supplied Worksheets database is required, go into the VSDA and detach the new supplied worksheets database. Delete the installed supplied worksheets mdf file and LDF file in the folder C:\Program Files\Varian\ICP Expert II 7XX-ES\Run\Supplied Worksheets. Copy the original (renamed) Supplied Worksheets mdf file (step 5) into this folder (copy and paste the mdf database file only and NOT the LDF log file).
11. Through the VSDA, re-attach all the databases (step 10) required.
  12. Copy the saved <product key number>.lic file in the run directory (c:\Program Files\Varian\ICP Expert II 7XX-ES\Run).
- You should then be able to operate ICP Expert II

#### **Procedure 4 – Instructions for Re-Installing ICP Expert II v1.1 b195 and v1.1.1 b203 after deleting an attached database**

To completely un-install the software:

1. Open the Control Panel and open 'Add or Remove Programs'
2. Remove the ICP Expert II and Help software.
3. Remove SQL Server 2005. Make sure all the check boxes are ticked before continuing.
4. Remove the remaining SQL Server items in the 'Add or Remove Programs' list. This will probably include:
  - Microsoft SQL Server Native Client
  - Microsoft SQL Server VSS Writer
  - Microsoft SQL Server Setup Support Files (when removing the last two, you may get the error "This action is only valid for products that are currently installed". This is expected. Click OK to continue).

After the completing the steps outlined above:

5. Re-install the ICP Expert II and Help software.
  6. Through the VSDA, re-attach all the databases.
- You should then be able to operate ICP Expert II

#### **Procedure 5 – Instructions for Re-Installing ICP Expert II v1.1 b195 and v1.1.1 b203 after a PC name change**

To completely un-install the software:

1. Open the Control Panel and open 'Add or Remove Programs'
2. Remove the ICP Expert II and Help software.
3. Remove SQL Server 2005. Make sure all the check boxes are ticked before continuing.

4. Remove the remaining SQL Server items in the 'Add or Remove Programs' list. This will probably include:
  - Microsoft SQL Server Native Client
  - Microsoft SQL Server VSS Writer
  - Microsoft SQL Server Setup Support Files (when removing the last two, you may get the error "This action is only valid for products that are currently installed". This is expected. Click OK to continue).

After the completing the steps outlined above:

5. Re-install the ICP Expert II and Help software.
6. In the Varian Spectroscopy Databases folder (C: Drive), delete the following files:
  - VAIMAdminDatabase.mdf
  - VAIMAdminDatabase\_log.LDF
7. In the VSDA (advanced setup view), click on 'Load Defaults', then logon to the new server name and re-attach all the databases.

In the ICP Expert II software:

8. Click the 'Worksheet' button and then click 'New'. In the 'Create a New Worksheet' window, right click on the old server name and select 'Remove Server'.
9. Right click on the left panel of the 'Create a New Worksheet' window and select 'Browse Server'. Locate the new server name.

#### **Procedure 6 – Instructions for Re-Installing a failed ICP Expert II installation on a foreign language PC**

1. Open the Control Panel and open 'Add or Remove Programs'
2. Remove SQL Server 2005. Make sure all the check boxes are ticked before continuing.
3. Remove the remaining SQL Server items in the 'Add or Remove Programs' list. This will probably include:
  - Microsoft SQL Server Native Client
  - Microsoft SQL Server VSS Writer
  - Microsoft SQL Server Setup Support Files (when removing the last two, you may get the error "This action is only valid for products that are currently installed". This is expected. Click OK to continue).

After the completing the steps outlined above:

4. Change the Regional Options back to the original settings.
5. Install ICP Expert II
6. Change the Regional Options to English (Australia)