ACCUPYC® II

GAS DISPLACEMENT PYCNOMETER SERIES

ERROR MESSAGES

Apr 2023

CORPORATE PROFILE

Micromeritics Instrument Corporation is the world's leading supplier of high-performance systems to characterize particles, powders and porous materials with a focus on physical properties, chemical activity, and flow properties. Our technology portfolio includes: pycnometry, adsorption, dynamic chemisorption, particle size and shape, intrusion porosimetry, powder rheology, and activity testing of catalysts. The company has R&D and manufacturing sites in the USA, UK, and Spain, and direct sales and service operations throughout the Americas, Europe, and Asia. Micromeritics systems are the instruments-of-choice in more than 10,000 laboratories of the world's most innovative companies, prestigious government, and academic institutions. Our world-class scientists and responsive support teams enable customer success by applying Micromeritics technology to the most demanding applications. For more information, please visit www.Micromeritics.com.

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ERROR MESSAGES

If the *Action* response indicates to contact a Micromeritics service representative, record the error message, then make backup copies of any files involved in the operation.

2420   Invalid defaults. Program will terminate.

Cause: The application .ini file is missing or invalid.

Action: Re-install the application from the installation media.

2421   Invalid file subsystem. Program will terminate.

Cause: The application could not read the default method files.

Action: Delete the default method files and restart the application

2432   Invalid response from MMI 'FILE_READ' request.

Cause: An internal processing and/or hardware error has occurred.

Action: Contact a Micromeritics service representative if this error message continues.

2433   New entries have been found in this directory. Refresh the directory information?

Cause: Several analyzer files have been added to this directory by some function other than the analysis application.

Action: Click **Yes** to update the directory information with data from each new file. This operation may take a minute.

Click **No** to locate the file manually. This option may be feasible if a large number of files have been copied into the directory and the file name is known.

2434   File [n] — Subset [n] wrote [n] bytes, expected [n] bytes.

Cause: An internal processing and/or hardware error has occurred.

Action: Contact your Micromeritics Service Representative.

2437   File name [n] does not exist.

2437   Overlay file [n] does not exist.

Cause: The file selected in the report option does not exist.

Action: Enter an existing file specification, or select a file name from the list box.

2438   **Cannot open scheduling diagnostic data save file: [n].**

Cause: The file necessary for ***Unit [n] > Diagnostics > Schedule Diagnostic Test*** (...\Hardware\scheddiagtests.dat) could not be read. It is likely corrupted.

Action: Exit the application. Delete or rename the file mentioned in the error message and restart the application . A new file will be created. Also ensure that the hardware directory is not write-protected.

2448   **The export data file directory *[n]* cannot be used. Resetting to the installation directory.**

2448   **The reference file directory *[n]* cannot be used. Resetting to the installation directory.**

2448   **Default convert sample file directory *[n]* is invalid. Resetting to the installation directory.**

2448   **Default mass spectrometer file directory *[n]* is invalid. Resetting to the installation directory.**

2448   **Default parameter file directory *[n]* is invalid. Resetting to the installation directory.**

2448   **Problem diagnostic directory *[n]* is invalid. Resetting to the installation directory.**

2448   **User python script directory *[n]* is invalid. Resetting to the installation directory.**

2448   **Default report directory *[n]* is invalid. Resetting to the installation directory.**

2448   **Default sample file directory *[n]* is invalid. Resetting to the installation directory.**

2448   **The SPC report directory *[n]* is invalid. Resetting to the installation directory.**

2448   **The z-table file directory *[n]* cannot be used. Resetting to the installation directory.**

2448   **File directory *[n]* is invalid. Resetting to the installation directory.**

2448   **Default script test file directory *[n]* is invalid. Resetting to the installation directory.**

Cause: A working directory specified in the .INI file is invalid, has been moved or deleted.

Action: The installation directory will be substituted. The next time a file is opened, use the directories list to move to the correct directory.

2449   **This field does not contain a valid file specification.**

Cause: An invalid file name was entered.

Action: See the description of file naming conventions in a Windows manual, then re-enter the name.

2451   **The specified folder does not exist.**

Cause: Path entered in the file selector does not exist.

Action: Enter the correct file path, or browse for the correct file path.

2452   **The instrument is busy performing an operation of which this application is unaware. Do you want to cancel?**

Cause: The instrument is performing an operation which is not recognized by the application.

Action: Click **Yes** to have the application cancel the operation. Click **No** to allow the operation to continue.

2456   **Insufficient file handles available. Application cannot continue.**

Cause: More than 50 files are open at the same time.

Action: Refer to a Windows operating system manual then set the limit for open files to 50 or greater. Alternatively, close any unused open files.

2458   **An instrument is performing a critical operation. Wait a few moments before exiting the application.**

Cause: An attempt was made to exit the application while the analyzer was performing a critical operation. This operation must be completed before the application can be exited.

Action: Wait a short time and attempt to exit the application again.

2459   **An instrument is busy. A delay in restarting this application could result in loss of new data. Continue with program exit?**

Cause: An attempt was made to exit the application while an analysis was in progress. While this is possible, the data collected when the application is inactive will not be permanently recorded until the application is restarted. A power failure to the analyzer could cause some data to be lost. Continued data collection may also exhaust the memory of the controller.

Action: If not concerned with the potential for loss of data should a power failure occur, click **Yes** to continue; otherwise, click **No**.

2460 **Fatal Communications error on [n].**

Cause: There was a fatal error in communication between the application and the software in the analyzer. All displays for that analyzer will be closed.

Action: Ensure that the analyzer is connected to the computer on the communications port configured in the *Setup* program. Stop and restart the analyzer application. Contact your Micromeritics Service Representative.

2461 **No instruments are in operation. This application will unconditionally terminate.**

Cause: At least one analyzer must be active for the application to operate. The initialization of all analyzers configured with the *Setup* program has failed. The application stops.

Action A: Usually this message is preceded by another message giving the reason for the analyzer 's failure to initialize. Refer to the instructions for that message.

Action B: Ensure that the analyzer is attached to the computer on the communications port configured with the *Setup* program. Verify that the analyzer's power switch is in the ON position and that the light on the front panel is illuminated. Contact a Micromeritics service representative if this error message continues.

2477 **[n] did not properly initialize.**

Cause: The application was unable to initialize this analyzer. This is usually caused by one of the conditions listed in the previous error messages.

Action:
- Correct the problem indicated in the previous error message, then restart the application.
- Run the *Setup* program and ensure that a valid port is specified; if not, specify a valid one when prompted.
- Reinstall the application, then restart the application.
- Contact a Micromeritics service representative if this error message continues.

2479 **Cannot open [n] because it is a [n] file.**

Cause: The file cannot be opened because it came from a different Micromeritics application

Action: Select a different file.

2480   **File [n] cannot be analyzed. It is currently being edited.**

Cause: An attempt was made to start an analysis using a file that is open for editing.

Action: Finish editing the file, save and close it, then start the analysis.

2481   **Error accessing the sample information file [n].**

Cause A: An unexplained error prevented access to this file.

Action A: The hard disk drive may be corrupt. Run diagnostics.

Cause B: An attempt was made open a file that is already open, possibly minimized.

Action B: View the minimized icons, locate and maximize the file.

Cause C: A computer or network problem occurred.

Action C: Check the performance of the computer devices or network.

2482   **File cannot be opened for writing.**

Cause: An attempt was made to open a file currently being used.

Action: Locate the application using the file. In the Micromeritics application, use the Window menu item for a list of all open windows.

2483   **An analysis cannot be performed on [n]. It is open for editing and contains errors.**

Cause: An attempt was made to use a sample file containing errors that is currently open.

Action: Go to the window containing the file, correct the errors, then save it.

2484   **The edit session for [n] must be saved before the analysis. Save changes and continue with the analysis?**

Cause: An attempt was made to start an analysis using a file that contains unsaved changes and is open for editing.

Action: Click **Yes** to save the changes, then proceed with the analysis. Click **No** to cancel the analysis, then continue editing the sample file.

2485   **Sample file [n] has an invalid status and cannot be used for this operation.**

2485   **The service test file has an invalid status and cannot be used for this analysis.**

Cause: The selected file has a status other than *No Analysis*.

Action: Select a file, or create a new one and click **Replace All** to copy parameters from the file originally selected.

2486   Cannot construct [n] report type. Program will terminate.

Cause A: Full rights to the application folders and files is required.

Action A: Contact a system administrator to have full rights granted.

Cause B: An internal processing and/or hardware error has occurred.

Action B: Contact your Micromeritics Service Representative.

2488   File [n] cannot be opened. It is already in use.

2488   File [n] cannot be opened for editing.

Cause: The specified file is open for editing.

Action: Check the Window menu item to locate the other edit session or check if the file is open in another application.

2489   File [n] cannot be opened for writing.

Cause A: The specified file in a *Save As* operation is open.

Action A: Select a different file for the *Save As* operation.

2491   Highlighted fields contain errors. Please correct the errors before closing.

Cause: The fields highlighted in red contain invalid entries. The window cannot be closed until all errors are corrected.

Action: Check the entries, correct the errors, then close the window.

2492   This field's entry is invalid.

2493   An entry is required for this field.

Cause: The highlighted field contains an invalid entry.

Action: Check the entry and correct the error.

2494   Value is out of the valid range.

2495   Enter a value between [n] and [n].

Cause: The entered value in the highlighted field is outside the valid range of values.

Action: Check the entry, then either enter or select an appropriate value. The valid range is shown in the information bar.

2496   **Invalid number.**

2497   **This field contains an invalid character.**

Cause: An invalid number (or character) was entered in the highlighted field.

Action: Check the entry, then either enter or select a valid number (or character).

2498   **The requested change to the Sample's status is invalid at this time.**

Cause: A request to change the file status, for example, from *automatically collected* to *manually entered* could not be done.

Action: Contact your Micromeritics Service Representative. Record the name of the same file in which the problem occurred.

2499   **Sequence number must contain at least 3 digits.**

Cause: An attempt was made to enter a sequence number that did not contain at least three digits.

Action: Enter a sequence number that contains at least three digits.

2500   **All sample file names that can be created using the sequence number pattern already exist. You may want to modify the next sequence number.**

Cause: No more sample files can be created using the currently entered file name sequence number.

Action: Go to **Options > Default Method**, then enter another sequence number.

2502   **The file name must contain a $ character.**

Cause: An error occurred in the file being written to during a print operation.

Action: Ensure there is sufficient space on the drive containing the file.

2506   **Sample file [n] has a No Analysis status and cannot be used for this operation.**

Cause A: An internal processing error has occurred.

Action A: Contact your Micromeritics Service Representative.

Cause B: The selected output device is not installed.

Action B: Select a different output device.

2507   **The sample has an invalid status and cannot be used for degassing.**

Cause: An attempt was made to degas a sample that has a status other than *No Analysis*.

Action: Select a sample with a status of *No Analysis*.

2508   The selected file [n] does not contain a valid script.

Cause: The selected service test file does not contain any steps or the file has become corrupted.

Action: If the service test file has no steps, open the service test file and add steps to the file using the *Service Test Script* tab.

2513   Unable to read the calibration file [n].

Cause: An invalid calibration file was selected or cannot be read.

Action: Ensure the media containing the calibration file has no problems.

2514   Unable to write the calibration file [n].

Cause: An attempt to save calibration data has failed due to possible media problems.

Action: Ensure the destination location has no problems or choose an alternate media to save the calibration data.

2518   Analysis data are not suitable for smoothing. Smoothing has been disabled.

Cause: The Analysis data contains volume adsorbed values that are less than or equal to zero.

Action: No action required; this is a status message only.

2519   Entered or merged data must have at least two points with unique mass percent values.

Cause: Entered or merged data with less than two data points cannot be smoothed. This message may refer to the number of points in the repeat analysis if it is selected for reporting.

Action: No action required; this is a status message only.

2520   No data points available for reporting.

Cause: The selected sample file does not have collected data and cannot be used for reporting.

Action: Select a different sample file.

2521 **Unable to program controller.**

Cause: A hardware malfunction has occurred.

Action: Contact your Micromeritics Service Representative.

2522 **Invalid controller application file.**

Cause: The application's control file has been corrupted or deleted.

Action: Reinstall the analysis program.

2523 **Programming the controller failed.**

2524 **CRC check failed on programming controller.**

2525 **Unknown error programming controller.**

2526 **Controller download was not successful.**

2527 **Controller CRC error on boot block.**

2528 **Controller DRAM error.**

2529 **Controller Com 1: error.**

2530 **Controller Com 2: error.**

2531 **Controller debug port error.**

Cause: An internal processing and/or hardware error has occurred.

Action: Contact a Micromeritics service representative if this error message continues.

2532 **The instrument contains a different software version. Do you want to reset it?**

Cause: The application has discovered a different version of application operating in the analyzer.

Action: If there are no analyzers other than the one connected to the computer, click **Yes**, then allow the updated application to load.

2533 **Analyzer initialization failed.**

Cause: An internal processing and/or hardware error has occurred.

Action: Contact your Micromeritics Service Representative.

2534 **Unable to establish the TCP connection with [n].**

2534 **Unable to establish the TCP connection with the instrument.**

Cause: There was a problem establishing communication with the analyzer.

Action: Ensure that the communications cable is seated firmly in the Ethernet slot at the analyzer connection and the computer connection.

Ensure that no other Micromeritics application is initializing another analyzer. If there is another Micromeritics application open and initializing an analyzer, wait until the analyzer initialization completes or is canceled.

Contact a Micromeritics service representative if this error message continues.

2542 **The file [n] could not be written. Check that the directory permissions are correct.**

Cause: The person logged into the computer does not have write access to the program and/or data directory.

Action: Contact your system administrator set up proper privileges for all users

2548 **System status 1 [n].**

2548 **System status 2 [n].**

Cause: There was a problem establishing communication with the analyzer.

Action: Ensure that the communications cable is seated firmly in the Ethernet slot at the analyzer connection and the computer connection. Contact your Micromeritics Service Representative.

2549 **Error accessing online manual file [n].**

Cause: The Operator Manual file could not be located.

Action A: Reinstall the application.

Action B: Copy the contents of the manual folder from the setup media to the application directory.

2551 **Cannot access web page [n].**

Cause: The Micromeritics web page for DFT models cannot be accessed. This could be caused by an ISP problem of high internet traffic.

Action: Try the operation later.

2552 **Configured serial number does not match instrument.**

Cause: An analyzer was substituted without properly changing the analyzer serial number.

Action: Use the installation program to add or move devices as necessary.

2553 **Dialog ID [n] can not be created.**

Cause: A required window could not be found by the application.

Action: Re-install the application.

2554 **File [n] does not contain any report data.**

Cause: The selected sample file has no reports selected for printing.

Action: Edit the sample file and select reports to print in *Report Options*.

2556 **File [n] cannot be opened. It is currently selected for analysis.**

Cause: The sample file is currently selected and is undergoing a critical operation.

Action: Open the sample file after the critical operation has completed.

2557 **Directory [n] does not exist.**

Cause: The directory entered in a file selector is not valid.

Action: Enter a valid directory.

2558 **The instrument is busy. The requested operation cannot be executed.**

Cause: The analyzer is analyzing and cannot be interrupted.

Action: Try the operation later.

2560 **File [n] cannot be created or opened. It has an unrecognized extension.**
2560 **File [n] cannot be created. It has an unrecognized extension.**

Cause: The extension specified in the file you are trying to create is not one which is recognized by the application.

Action: Change the extension of the file in the file name field of the file selector.

2563 **Cannot write. File or directory [n] read only.**

Cause: The specified file name is marked as read-only

Action: Select a different file name.

2564 **Directory database [n] error [n].**

Cause: There is a problem creating the directory file used in file selectors.

Action: Verify the directory specified in this message is not marked read-only.

2570 **Instrument log database could not be opened: [n]**

2571 **Instrument log database [n] error [n].**

Cause: There is a problem opening the analyzer log file [SN.LOG].

Action: Exit the application. Go to the \HARDWARE subdirectory of the analyzer 's program directory and rename the [SN.LOG] file where SN is the serial number of the analyzer . A new log file will be created.

2572 **File [n] already selected for the analysis.**

Cause: The file selected for analysis on one port has already been specified for another port.

Action: Select a different sample file for each port.

2573 **A maximum of [n] files may be selected.**

2573 **A maximum of [n] files may be selected for analysis.**

Cause: When using one file selector to select samples for all ports, the number of samples selected exceeds the number of ports on the analyzer.

Action: Select the proper number of samples or pick the sample for each port individually.

2574 **No samples, entered samples, or completed samples selected.**

Cause: When using one file selector to select samples for all ports, either no samples were selected or a file with *Complete* status was selected.

Action: Select samples that do not have a *Complete* status.

2575 **The application is running an analysis of which the instrument is unaware. The analysis will be restarted and canceled to ensure that the instrument is in a safe state.**

Cause: The analyzer was power cycled or rebooted during an analysis.

Action: Allow the termination to complete and run the analysis again.

2576 **The instrument [n] is not calibrated.**

Cause: The analyzer application is in the process of initializing the analyzer and is unable to locate the calibration files.

Action A: Click **OK**. Go to *Unit [n] > Calibration > Load from File*, then select a file containing calibration data.

Action B: Click **OK**. Close the application, then use the *Setup* program to reinstall calibration files.

2577 **The python directory is missing or some of its contents have been removed.**

Cause: When using *Advanced* reports, a necessary component is missing.

Action: Re-install the application.

2578 **Not enough available resources. Application will have reduced functionality. Reduce the number of open files or report windows.**

Cause: There is not enough memory available to open the requested window.

Action: Close any unnecessary applications, then try the operation again.

2579 **The selected file has a status that is not compatible with the operation requested.**

Cause: The selected sample file cannot be used for the selected operation. For example, a sample file with a *Complete* status cannot be used for analysis.

Action: Select a different sample file.

2584 **The application encountered an unexpected error and will be halted.**

Cause: : Files necessary for the application are missing or have been corrupted.

Action: Re-install application.

2585 **Please re-install to make use of Windows libraries for file management. The following libraries are missing: [n]**

Cause: This message is triggered on application start up if any of the library files used by an application do not exist on disk.

Action: Add the library into the libraries folder.

2586 **Sample file [n] has no pressure table entries.**

2587 **Sample file [n] has no dose increment table entries.**

Cause: Trying to analyze a sample file with no pressure entries in *Analysis Conditions*.

Action: Either edit the *Analysis Conditions* and enter the pressure points to be used for analysis, or select a sample file that already has the pressure points entered.

2588   Sample file [n] is a [n] file and can not be analyzed on this instrument.

Cause: The specified sample file is from another Micromeritics application which is not usable with this application.

Action: Select a different sample file.

2589   Sample file [n] can not be analyzed on this instrument.

Cause: The file specified for analysis cannot be used.

Action: Select a different file.

2590   The default sample file [n] cannot be selected.

2590   The default sample file [n] can not be overwritten.

2590   An error occurred accessing file or directory [n].

Cause: The default sample file (default method) cannot be used in this operation (e.g., as a sample file for analysis).

Action: Select a different sample file from the data directory.

2591   Cannot open problem diagnostic data save file: [n].

Cause: The file necessary for *Unit [n] > Diagnostics > Schedule Diagnostic Test* (\Hardware\probdiag.dat) could not be read. It is likely corrupted.

Action: Exit the application. Delete or rename the file mentioned in the error message and restart the application. A new file will be created.

2592   The selected file has an extension that is not supported by this operation.

Cause: The selected file does not have a supported file extension.

Action: Open the adsorptive properties file. Open the .FPI file selector and select another file with a supported file extension.

2593   Warning: The selected file uses Unicode (UTF-8 or UTF-16LE) encoding with non-ASCII characters.

2594   The selected file uses Unicode [UTF-16BE or UTF-32) encoding and could not

be read.

Cause: The *Advanced* report is not saved in ASCII format, which is required by Python.

Action: Edit the file and save it in ASCII (ANSI) format.

2595 **The selected file is too large (maximum allowed size is [n]).**

Cause: The *Advanced* report is too large.

Action: Edit the file and reduce the size.

2596 **Can not find a file selected for analysis: [n]**

Cause: A sample file for a currently running analysis was moved or deleted while the application was closed.

Action: The analysis may not complete correctly. If this occurs, close the application and cycle power on the analyzer using the analyzer power switch. Contact a Micromeritics service representative if this error message continues.

2607 **Default sample file [n] is invalid. Try deleting it and restarting the application.**

Cause: The default sample file is invalid.

Action: Delete the default sample file from the applications directory and restart the application.

2608 **Default sample file [n] is not writable. Program will terminate.**

Cause: The default sample file has been set to read only.

Action: Disable the read only setting from the default sample file or delete the default sample file from the applications directory and restart the application.

2609 **Preview data has been truncated due to length. Consider exporting directly to a printer or to a text, PDF, or XML file.**

Cause: A preview report was produced with a data set that is too large to display.

Action: Export or print the report to see all the data.

2610 **Failed to create directory [n].**

Cause: Bad permissions for selected directory.

Action: Ensure that permissions on the parent directory of the selected folder match the permissions of the installation directory. If they do, contact your Micromeritics service

representative.

2611   Browsing outside of the configured location is not allowed.

Cause: File browsing is limited to the application directory and custom repository location if one was specified during installation.

Action: Restrict file browsing to the allowed locations. No user should be able to browse outside the installation directory or custom repository location when using the application.

2612   File [n] cannot be created by [n]. It is a restricted file type.

2613   File [n] cannot be modified by [n]. It is a restricted file type.

Cause: Confirm Analyst accounts cannot open, create, or modify parameter files.

Action: Use a Confirm Developer account to open, create, or modify parameter files.

2614   File [n] cannot be modified by [n]. An error in the audit trail occurred. Changes cannot be saved.

Cause: The Confirm sample audit trail could not be written, preventing changes to the sample file.

Action: Contact your Micromeritics Service Representative.

2615   [n] cannot belong to both the analyst and developer group in order to run this application. Program will terminate.

Cause: The user attempting to log on to the Confirm application cannot be a member of both the Confirm developer group and the Confirm analyst group.

Action: In Windows Users and Groups, verify that the user does not belong to both groups.

2616   [n] must belong to the analyst or developer group in order to run this application. Program will terminate.

Cause: The user attempting to log on to the Confirm application must be a member of either the Confirm developer group or the Confirm analyst group.

Action: In Windows Users and Groups, verify that the user belongs to one of the groups.

2617   [n] has been locked out. Please contact your system administrator.

Cause: The user has attempted to log in to the Confirm application too many times and the user account has been locked.

Action: Contact your system administrator to unlock the user account.

2618 **Application will be terminated due to an error [n] during a password update for [n]. Please contact the system administrator to change the password manually.**

2619 **Failed to automatically update password for [n]. Please contact the system administrator to change the password manually.**

Cause: An unsuccessful attempt was made to update the password for the specified user.

Action: Contact the system administrator to change the password manually in Windows Users and Groups.

2620 **Too many environment variables in use. Reduce the number of Windows environment variables.**

Cause: An attempt was made to use too many Windows environment variables.

Action: Ensure the total number of characters in the Windows environment does not exceed 5120 characters.

2621 **Large environment variables found. Remove any environment variables exceeding 2048 characters.**

Cause: Environment variables are too large.

Action: Ensure there are no long environment variables.

2622 **Critical error [n] encountered. The application may not work as expected.**

Cause: An attempt was made to run the Confirm application in a Windows environment other than Windows 10 Professional or Windows 10 Enterprise or higher.

Action: Run the Confirm application in a Windows 10 Professional or Windows 10 Enterprise or higher environment only. If you are already running the required operating system, contact your Micromeritics service representative.

2623 **Application will be terminated due to an error [n] in acquiring a windows cryptographic context.**

Cause: An attempt was made to acquire a Windows cryptographic context and the process failed.

Action: Contact your Micromeritics Service Representative.

2624 **Application will be terminated due to an error [n] in generating a random pass-**

word.

Cause: The Confirm application failed to generate a random password for the specified user.

Action: Manually create a password in Windows Users and Groups.

2625 **Application will be terminated due to an error [n] in acquiring a windows cryptographic service context.**

Cause: An attempt was made to acquire a Windows cryptographic service context and the process failed.

Action: Contact your Micromeritics Service Representative.

2626 **Could not retrieve logged in username or domain.**

Cause: The installation process failed.

Action: Reinstall the Confirm application by using the default installer options. Contact a Micromeritics service representative if this error message continues.

2627 **Error opening communications port for the balance.**

Cause: Serial communications with a balance could not be established.

Action: Ensur the cable is attached the balance and the computer. Ensure the balance is powered on and that the settings in *Options > Configure Balance* are correct

2628 **Incorrect password for [n].**

Cause: An incorrect password was entered when an attempt was made to start an analysis.

Action: Re-enter the correct password.

2629 **The application controller [n] must not belong to either the analyst or developer group in order to run this application. Program will terminate.**

Cause: The application controller was placed in the analyst or developer group (or both).

Action: Remove the application controller from the group(s).

2630 **Failed to get user account information [n].**

2631 **Failed to acquire credentials handle [n].**

2632 **Failed to initialize security context [n].**

2633 **Failed to complete authorizing token [n].**

2634 **Unsupported operation to authorize token [n].**

2635 **Failed to accept security context [n].**

2636 **Cannot log in as a guest. [n]**

2637 **Application will be terminated due to an error [n] in decryption.**

2638 **Error handling new user credentials [n].**

2639 **Error handling password expiration [n].**

2640 **Timeout error [n].**

2644 **Application will be terminated due to an error [n] in initializing the controller process.**

Cause: Refer to the error code provided.

Action: Contact your Micromeritics Service Representative.

2649 **The models cannot be located in the models folder. Re-install the software.**

Cause: The models could not be located. They may have been inadvertently deleted or moved.

Action: Reinstall the application.

4200 **An error occurred while loading the application control information. Data entry cannot be performed. (Code [n]).**

Cause: An error occurred accessing the control information disk file required by this application.

Action: The disk drive may have failed or be corrupt. Run diagnostics on the disk drive.

5000 **Total solids concentration is invalid; liquid density is greater than or equal to solids density.**

Cause: The solids density must be greter than the liquid density to calculate total solids concentration.

Action: Check that the densities entered in the *Material Parameter*s editor are correct.

6110 **Error accessing the sample information file [n].**

Cause: There was an error opening a file.

Action: Code 5: There is a problem with the computer login permissions. Consult your IT department.
Code 2: File not found. Select a different file name.

6120   Unable to read the calibration file [n].

Cause: The selected calibration file is not valid or cannot be read.

Action: Ensure the media containing the calibration file has no problems.

6121   Unable to write the calibration file [n].

Cause: An attempt to save calibration data has failed due to possible media problems.

Action A: Confirm the media containing the calibration file has no problems.

Action B: Select an alternate media to save the calibration data.

6122   File contains calibration data for a different unit [n].

Cause: A calibration file from a different unit was loaded.

Action: Load a file for the current unit or go to **Unit > Calibration** and select the appropriate menu item.

6123   The device has no calibration data for the selected insert.

Cause: A calibration report was produced for an insert that has not been calibrated.

Action: Perform a volume calibration for the insert or produce a report for a different insert.

6126   The cell and expansion volumes must be positive. Enter positive values and recalibrate.

Cause: According to the calibration data, the cell volume or expansion volume for the selected insert is zero or a negative value

Action: Perform these steps:

    1. Select *Setup > Calibration Data*.
    2. In the Cell volume field, enter the volume of the sample cell (or insert).
    3. In the *Expansion volume* field, enter half of the sample cell volume.
    4. Perform a volume calibration.

6127   The entered calibration volume is < 10% of the cell volume. The resulting calibration may be inaccurate.

Cause A: An incorrect volume was entered for the calibration standard.

Action A: Correct the volume entry.

Cause B: The calibration standard is too small for the cell.

Action B: Use a larger calibration standard.

6160 Device in recognizable state. Analysis canceled.

Cause: The application was closed during an analysis. When the application was restarted, the analysis had been canceled.

Action: None required. The data collected up to the point of cancellation is saved in the sample file.

6161 The sample file [n] is already present in the sequence.

Cause: An attempt was made to insert an existing file into the Sample File list.

Action: None required. The same file cannot be inserted into the list multiple times.

6162 The sequence list is full.

Cause: An attempt was made to add another file to the Sample File list for sequenced analyses when the list already contains eight entries.

Action A: Run the sequence analysis with the current list and include the preferred file in the next sequence analysis.

Action B: Remove one of the files from the list, then add the preferred file.

6163 The sample file has an invalid status and cannot be used for analysis.

Cause: A sample file with a status other than No Analysis was selected.

Action: Select a sample file that has not been used in an analysis.

6164 FoamPyc analyses cannot be done on a 1 cm^3 unit.

Cause: An attempt was made to perform a FoamPyc analysis on a unit that does not support it. FoamPyc analyses cannot be performed on a unit with a 1 cm^3 or 2L sample cell.

Action A: Start the analysis on a different unit.

Action B: Close the analysis window, open the sample file, and select **Standard Method**. Then restart the analysis.

6165 Failure to fill sample cup.

Cause: There was insufficient pressure to allow filling within five minutes during an analysis.

Action: Increase the regulator pressure or, if there is insufficient helium in the tank, obtain a new tank of helium.

6166   Pressure overrange.

Cause A: A pressure overrange occurred during an analysis because the regulator pressure is set too high.

Action A: Adjust the pressure so that it is equal to the higher of the two fill pressures specified in the analysis parameters plus 2.0 psig.

Cause B: A pressure overrange occurred during an analysis because an error occurred in the pressure measurement electronics.

Action B: Contact your Micromeritics Service Representative.

6167   Pressure underrange.

Cause: A pressure underrange occurred during an analysis because an error occurred in the pressure measurement electronics.

Action: Contact your Micromeritics Service Representative.

6168   Pressure failed to equilibrate.

Cause A: The sample being analyzed failed to equilibrate in 1000 seconds.

Action A: Check the system carefully for leaks following the instructions in the analyzer Operator Manual. Ensure the sample is properly prepared before performing an analysis.

Cause B: Sample (foams, organics, etc.) absorbs helium slowly.

Action B: Set the equilibration rate to progressively higher values until reasonable equilibration times (15 sec to 120 sec) are achieved.

6169   The instrument lost power during analysis.

Cause: A power failure occurred and when power resumed, the automatic operation was canceled.

Action: Restart the automatic operation.

6170   The measured volume is < 10% of the cell volume. Results may be inaccurate.

Cause: Not enough sample was placed in the sample cup to give an accurate reading.

Action: Rerun the sample using enough material to occupy the maximum amount of the nominal cell chamber volume

6171   **Valve failed to respond.**

Cause: The analyzer valves failed to operate.

Action: Contact your Micromeritics Service Representative.

6200   **At least one report item must be selected. Press Cancel if you do not want a report.**

Cause: No reports were selected in the *Selected Reports* list. No output could be produced.

Action: Ensure that at least one report is selected for the sample and re-submit the sample for reporting, or click **Cancel**.

6201   **No data available in [n] for reporting.**

Cause: The requested report file does not contain collected data.

Action: Use the file in an analysis before requesting reports.

6202   **Total solids concentration is invalid; liquid density is greater than or equal to solids density.**

Cause: A report was requested on a file containing invalid densities for Total Solids Concentration.

Action A: Specify appropriate densities for liquid and solids.

Action B: Do not request that total solids concentration be reported.

ERROR MESSAGES FOR KEYPAD

Press **CHOICE** to cycle through the messages and data. To delete the message, press **CLEAR**. Messages that are not cleared will remain in the queue until the next analysis or calibration is performed; at that time, any remaining messages will be cleared automatically.

- NN = Number of cycles completed
- ZZ = Number of cycles requested

Add Unit

Cause A: A new analysis module has been attached to the instrument where previously a different module had been attached.

Action A: Press **Choice** and select *Yes* to add the new analysis module.

Cause B: An incorrect serial number was read by the analysis module.

Action B: Press **Choice** and select *No* to use the serial number and calibration information stored in the command module. Contact a Micromeritics service representative if this error message continues.

ANLSERR: Eq failure — NN/ZZ cycles completed

Cause A: The sample being analyzed failed to equilibrate in 1000 seconds.

Action A: Check the system carefully for leaks following the instructions in the instrument Operator Manual. Ensure the sample is properly prepared before performing an analysis.

Cause B: Sample (foams, organics, etc.) absorbs helium slowly.

Action B: Set the equilibration rate to progressively higher values until reasonable equilibration times (15 sec to 120 sec) are achieved.

ANLSERR: Fill failure — NN/ZZ cycles complete

Cause: There was insufficient pressure to allow filling within five minutes during an analysis

Action: Increase the regulator pressure or, if there is insufficient helium in the tank, obtain a new tank of helium.

ANLSERR: Overrange — NN/ZZ cycles completed

Cause A: A pressure overrange occurred during an analysis because the regulator pressure is set too high.

Action A: Adjust the pressure so that it is equal to the higher of the two fill pressures specified in the analysis parameters plus 2.0 psig.

Cause B: A pressure overrange occurred during an analysis because an error occurred in the pressure measurement electronics.

Action B: Contact your Micromeritics Service Representative.

ANLSERR: Underrange — NN/ZZ cycles completed

Cause: A pressure underrange occurred during an analysis because an error occurred in the pressure measurement electronics.

Action: Contact your Micromeritics Service Representative.

Automatic operation has been canceled

Cause: The automatic operation has been canceled.

Action: Wait for the termination process to complete or end the termination process by pressing **Alt** + **CLEAR** two more times.

CAL_ERR: Reset Pressure Cal. ?

Cause: The calibration information could not be read from the command or analysis module.

Action A: Select *Yes* and press **Enter** to reset the pressure and temperature calibration to nominal values. Resetting to nominal may restore normal readings but a proper calibration should be performed by a service technician.

Action B: Select *No* to avoid resetting the calibration. The instrument will be unresponsive.

CAL_ERR: Temperature Calibration Failed

Cause: The temperature calibration was unsuccessful.

Action: Contact your Micromeritics Service Representative.

CAL1ERR: Eq failure — NN/ZZ cycles complete

Cause: The empty cell chamber failed to equilibrate in 1000 seconds during the first pass of calibration.

Action: Check the system for leaks.

CAL1ERR: Fill failure NN/ZZ cycles completed

Cause: There was insufficient pressure to allow filling within five minutes during the first pass of calibration.

Action: Open the tank valves if shut, increase the regulator pressure or, if there is insufficient helium in the tank, obtain a new tank of helium.

CAL1ERR: Overrange — NN/ZZ cycles completed

Cause A: A pressure overrange occurred during the first pass of calibration because the regulator pressure is set too high.

Action A: Adjust the pressure so that it is equal to the higher of the two fill pressures specified in the analysis parameters plus 2.0 psig.

Cause B: A pressure overrange occurred during the first pass of calibration because an error occurred in the pressure measurement electronics.

Action B: Contact your Micromeritics Service Representative.

CAL1ERR: Underrange — NN/ZZ cycles complete

Cause: A pressure underrange occurred during the first pass of calibration because an error occurred in the pressure measurement electronics.

Action: Contact your Micromeritics Service Representative.

CAL2ERR: Eq failure — NN/ZZ cycles completed

Cause: The calibration standard failed to equilibrate in 1000 seconds during the second pass of calibration.

Action: Check the system for leaks.

CAL2ERR: Fill failure — NN/ZZ cycles completed

Cause: There was insufficient pressure to allow filling within five minutes during the second pass of calibration.

Action: Open the tank valves if shut, increase the regulator pressure or, if there is insufficient helium in the tank, obtain a new tank of helium. (Tank pressure should be at least 200 psi above regulator pressure.)

CAL2ERR: Overrange — NN/ZZ cycles completed

Cause A: A pressure overrange occurred during the second pass of calibration because the regulator pressure is set too high.

Action A: Adjust the pressure so that it is equal to the higher of the two fill pressures specified in the analysis parameters plus 2.0 psig.

Cause B: Adjust the pressure so that it is equal to the higher of the two fill pressures specified in the analysis parameters plus 2.0 psig.

Action B: Contact your Micromeritics Service Representative.

CAL2ERR: Underrange — NN/ZZ cycles completed

Cause: A pressure underrange occurred during the second pass of calibration because an error occurred in the pressure measurement electronics.

Action: Contact your Micromeritics Service Representative.

DATA_ERR: Chamber volumes must be > 0

Cause: According to the calibration data, the cell volume or expansion volume for the selected insert is zero or a negative value

Action: Perform these steps:

1. Select *Setup > Calibration Data*.
2. In the *Cell volume* field, enter the volume of the sample cell (or insert).
3. In the *Expansion volume* field, enter half of the sample cell volume.
4. Perform a volume calibration.

DATA_ERR: No data to compute

Cause A: An automatic operation was canceled before a complete cycle could be completed.

Action A: Restart the automatic operation.

Cause B: All the cycles have been excluded in review mode.

Action B: Return to review mode and include some cycles.

DTA_WRN: Cal std — 10% of full-scale

Cause A: You entered a value for the calibration standard that was less than 10% of the nominal cell chamber volume. Resulting data may be inaccurate.

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Action A: Be sure you enter the value recorded on the Calibration Standard case.

Cause B: You used an inappropriate calibration standard for the nominal cell chamber.

Action B: Use a calibration standard of sufficient size (calibration standards are available from Micromeritics). The calibration standard should occupy at least 10% of the nominal cell chamber volume and the more nearly filled the cell is, the better the calibration.

DTA_WRN: Volume — 10% of full-scale

Cause: There was not enough sample placed in the sample cup to give an accurate reading.

Action: Rerun the sample using enough material to occupy the maximum amount of the nominal cell chamber volume.

HW_ERR: Calibration could not be read

Cause: The calibration information could not be read from the command or analysis module.

Action: Close the application and cycle power on the instrument. Contact a Micromeritics service representative if this error message continues.

MAN_ERR: Pressure overrange

Cause: The fill valve was left open until the maximum system pressure was exceeded.

Action: Close the fill valve and open the vent and expansion valves. Allow the pressure to stabilize.

No A.C. Found

Cause: The control module cannot detect an analysis module.

Action: Contact your Micromeritics Service Representative.

No collected data to report, or all cycles excluded

Cause: You requested a report in which there is either no data available or data have been excluded via review mode.

Action: Initiate an automatic operation or return to review mode and include at least one cycle.

Printer port not responding

Cause: Printer port not responding

Action: Check to make sure the printer is properly connected to the pycnometer, is turned on, and is online.

Queuing print job [ESCAPE] to cancel

Cause: Status message displayed when a report is being printed.

Action: None; this is a status message only.

Reset to factory defaults

Cause: The . (period) key was pressed at startup and the instrument was reset. Data files and HTML reports have been erased. Setup options have been returned to default values.

Action: Review setup options.

Sending line (line number) [ESCAPE] to cancel

Cause: Status message displayed when data are being transmitted.

Action: None; this is a status message only.

SYS_ERR: Power Fail — NN/ZZ Cycles Completed

Cause: A power failure occurred and when power resumed, the automatic operation was canceled.

Action: Restart the automatic operation if desired.

Transmission port not responding

Cause: The receiving device took longer than five seconds to acknowledge receipt of data from the pycnometer.

Action: Make sure the receiving device is properly connected to the pycnometer RS232 port and is turned on. Verify that the serial I/O parameters controlling the receiving device correspond with the data transmission parameters in the set up mode.

Transmission port waiting for Xon

Cause: The receiving device stopped transmission by sending an Xoff, and hasn't resumed the transmission by sending an Xon.

Action: None; when the receiving device is ready for more data, it should send the pycnometer an Xon.

TRN_ERR: Timeout failed to respond

Cause: The receiving device took longer than 10 seconds to acknowledge receipt of data from the pycnometer.

Action: Make sure the receiving device is properly connected to the pycnometer RS232 port and is turned on. Verify that the serial I/O parameters controlling the receiving device correspond with the data transmission parameters in the set up mode.

Updating Unit [n] failed: Press [CLEAR]

Cause: One of the analysis modules has malfunctioned.

Action: Press CLEAR and follow the instructions displayed in the keypad window. After disconnecting the faulty unit (as instructed), you may reconnect the control module with the remaining analysis module(s) and continue using your system.

USR_ERR: Cal std 10% of full-scale

Cause: You tried to enter a calibration standard volume that is less than 10% of the nominal full-scale volume.

Action: Enter a volume that represents at least 10% of the nominal cell chamber volume.

USR_ERR: No data to review

Cause: You tried to review data for an automatic operation when there were no data to review.

Action: Abandon request.

USR_ERR: Number of cycles must be ≥ 5

Cause: You tried to enable run precision without increasing the number of runs to at least five.

Action: Increase the number of runs to five or abandon request.

USR_ERR: Out of range

Cause: You tried to enter a value that is out of the valid range.

Action: Enter a value in the specified range.

USR_ERR: Pressure overrange

Cause: A pressure overrange occurred but was left uncorrected.

Action: Return to manual mode and vent the system.

USR_ERR: Cal std 10% of full-scale

Cause: You tried to enter a calibration standard volume that is less than 10% of the nominal full-scale volume.

Action: Enter a volume that represents at least 10% of the nominal cell chamber volume.

USR_ERR: No data to review

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USR_ERR: Number of cycles must be ≥ 5

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Cause: You tried to enter a value that is out of the valid range.

Action: Enter a value in the specified range.

USR_ERR: Pressure overrange

Cause: A pressure overrange occurred but was left uncorrected.

Action: Return to manual mode and vent the system.