

SEDIGRAPH[®] III PLUS

PARTICLE SIZE ANALYZER



micromeritics[®]

ERROR MESSAGES

May 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.

2001 Error generating PDF file for report.

Cause: Software was not correctly installed.

Action: Contact your Micromeritics Service Representative.

2002 Error printing PDF file for report.

Cause A: Software was not correctly installed.

Action A: Contact your Micromeritics Service Representative.

Cause B: Network printer connected to instrument is not set up properly.

Action B: Contact your Micromeritics Service Representative.

Cause C: Unexpected network issue occurred.

Action C: Contact your Micromeritics Service Representative.

2003 2003- Error generating plot for PDF report.

Cause: Software was not correctly installed.

Action: Contact your Micromeritics Service Representative.

2010 Error accessing file [n]s, error code = [n].

Cause A: Media may be damaged.

Action A: Clean the media drive. If this does not eliminate the problem, attempt operation using a backup copy of the file.

Cause B: Hard disk may be damaged.

Action B: Contact your Micromeritics Service Representative.

Cause C: An application error occurred when the file was accessed.

Action C: Contact your Micromeritics Service Representative.

Cause D: The file name specified contains one or more invalid characters.

Action D: Enter a valid file name. Do not use characters such as * or ?. Refer to the operating system manual.

- 2011** **Cannot register file.**
- 2012** **Subset not found.**
- 2013** **Seek within file failed.**
- 2014** **Bad header in subset file.**
- 2015** **Subset owner denied access.**
- 2016** **Not a valid file format.**
- 2017** **Subset wrote the wrong amount of data.**
- 2018** **Error reading data.**
- 2019** **Error writing data.**

Cause: An unexpected error occurred when trying to access a data file.

Action: Contact your Micromeritics Service Representative.

2020 **Error copying sequential data segment.**

Cause: An internal processing and/or hardware error occurred while accessing a portion of a sample file

Action: Confirm that the media being accessed does not contain errors. Contact your Micromeritics Service Representative.

2030 **Error logger cannot be initialized. Error code [n]. Program will terminate.**

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

Action: Contact your Micromeritics Service Representative.

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 Micro-

meritics 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 reques-

ted.

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 password.

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: Ensure the cable is attached to 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.

2800 An error occurred while loading the application control information. Data entry cannot be performed. [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.

2810 The reference file is not valid. 'Diff. from ref.' column was deleted.

Cause: A tabular report was requested with *Difference from reference* selected as one of the columns. This quantity cannot be computed because the reference file is invalid.

Action: If no reference file has been specified, select one from the *Report Options* window and re-run the reports. If a file has been specified, ensure that it contains valid information.

2811 Coarser specification file is not valid. 'Out of spec.' column was deleted.

2812 Finer specification file is not valid. 'Out of spec.' column was deleted.

Cause: A tabular report was requested with *Out of Specification* selected as one of the columns. This quantity cannot be computed because the coarse specification file is invalid.

Action: If no specification file has been specified, select one from the *Report Options* window and re-run the reports. If a file has been specified, ensure that it contains valid information.

2813 The tabular report has no valid columns selected. No report produced.

Cause: A tabular report was requested with all of the columns set to none.

Action: Edit the options for that table and select a variable in at least one column of the table.

2814 No valid data are available for this report. No report produced.

Cause: The selected test in the sample file activated for reporting does not contain any valid data.

Action: If the sample is still analyzing, wait until enough data have been collected to allow reporting. If the sample is complete, an error or operator intervention stopped this analysis before sufficient data could be collected. The analysis may be deleted

from the file.

2815 An overlay file is not valid. It was not included in the report.

Cause: The sample file selected for overlay does not exist or contains invalid data.

Action: From the *Report Options* window, click **Overlays** and remove the sample file.

2820 In order to use [n] you must select a Statistics Type or Arithmetic Statistics Type.

Cause: The statistics to report need to be selected in the summary report editor.

Action: Select weighted, geometric, or harmonic as the statistics type. Optionally, select arithmetic length, surface area, or volume.

2821 In order to display summary statistics for the [n] you must select a Distribution Type.

2821 In order to use [n], you must select a Distribution Type.

Cause: A distribution type was not selected in the summary report editor.

Action: Select mass, area, or number in the *Statistic* distribution group.

6007 [n] Bubble elimination failed. Operation canceled.

Cause A: A wetting agent may be required to aid in bubble elimination.

Action A: Add one drop of Photo-Flo 200 or other wetting agent to the mixing chamber.

Cause B: Cold suspension fluid was introduced to the heated mixing chamber and cell, causing the release of dissolved gases.

Action B: Warm the suspension fluid prior to introduction, or allow it to circulate in the mixing chamber for several minutes before starting the analysis.

Cause C: Dispersion indicated in cell is not uniform.

Action C: Wait to see if bubbles are eliminated. Then check tubing for clogs or damage. Replace tubing if necessary.

Cause D: The sample material being analyzed requires more suspension energy.

Action D: Change the analysis options to increase the pump speed specified for the fullscale scan operation. After changing the sample file, repeat the analysis.

Cause E: The sample material being analyzed has a high density.

Action E: Change analysis options to reduce the sensitivity of the bubble detection method. After changing the sample file, repeat the analysis.

6008 [n] Bubble elimination difficulties encountered.

Cause A: A wetting agent may be required to aid in bubble elimination.

Action A: Add one drop of Photo-Flo 200 or other wetting agent to the mixing chamber.

Cause B: Cold suspension fluid was introduced to the heated mixing chamber and cell, causing the release of dissolved gases.

Action B: Warm the suspension fluid prior to introduction, or allow it to circulate in the mixing chamber for several minutes before starting the analysis.

Cause C: Dispersion indicated in cell is not uniform.

Action C: Wait to see if bubbles are eliminated. Then check tubing for clogs or damage. Replace tubing if necessary.

Cause D: The material under analysis requires more suspension energy.

Action D: Change the cell pump speed in your analysis options, then repeat the analysis.

Cause E: Material under analysis has high density.

Action E: Change the bubble detection method to medium or coarse in your analysis options, then repeat the analysis.

6009 [n] Failure reestablishing full scale concentration. Analysis will continue.

Cause A: The system could not reach the same level of sample suspension as during the previous full-scale scan.

Action A: Cancel the current analysis. Use manual control to change the cell pump speed to 5 and operate the pump for one or two minutes. Repeat the analysis.

Cause B: Sample residue is trapped in the system.

Action B: Check the tubing and fittings for clogs and residue. Squeeze the tubing at all locations where residue is trapped. Repeat the analysis.

6010 [n] Sample concentration is low. Analysis will continue.

Cause A: Too little sample was used, causing a 13% change in X-ray adsorption.

Action A: Cancel the current analysis. Using manual control, turn on both pumps and add more dispersed sample to the mixing chamber. Restart the analysis.

Cause B: The sample requires more suspension energy.

Action B: Cancel the current analysis. Using manual control, operate the cell pump in the UP direction at pump speed 5 for one or two minutes. Restart the analysis.

6011 [n] Sample concentration is high. Analysis will continue.

Cause: Too much sample was used, causing more than a 75% change in X-ray absorption.

Action: Cancel the current analysis. Using manual control, turn on both pumps and add more dispersing liquid to the mixing chamber to dilute the sample mixture. Restart the analysis.

6012 [n] No x-rays detected.

Cause A: The solid portion of the cell is blocking the X-rays from the detector.

Action A: Using manual control, move the cell to a different position.

Cause B: The slit in the X-ray source or detector is blocked.

Action B: Clean the slits in the X-ray source to remove any residue. Refer to *Cleaning the Collimating Slits* in the Operator Manual.

6013 [n] No x-rays detected due to key at Standby.

6014 [n] No x-rays detected due to door open.

6015 [n] No x-rays detected due to panel off.

6016 [n] No x-rays detected due to X-ray filament over-current.

6017 [n] No x-rays detected due to X-ray lamp-off.

Cause: No x-rays are detected due to the problem described in the error message.

Action: Correct the problem, then restart the operation.

6018 [n] No x-rays detected. Automatic operation will cancel.

Cause A: The solid portion of the cell is blocking the X-rays from the detector.

Action A: Using manual control, move the cell to a different position.

Cause B: The slit in the X-ray source or detector is blocked.

Action B: Clean the slits in the X-ray source to remove any residue. Refer to *Cleaning the Collimating Slits* in the Operator Manual.

6019 [n] No x-rays detected due to key at Standby. Automatic operation will cancel.

6020 [n] No x-rays detected due to door open. Automatic operation will cancel.

6021 [n] No x-rays detected due to panel off. Automatic operation will cancel.

6022 [n] No x-rays detected due to X-Ray filament over-current. Automatic operation will cancel.

6023 [n] No x-rays detected due to X-Ray lamp off. Automatic operation will cancel.

Cause: No x-rays are detected due to the problem described in the error message. The automatic operation that is in progress will be canceled.

Action: Correct the problem, then restart the operation.

6024 [n] Error rinsing system. Cannot reestablish baseline concentration.

Cause A: The dispersing liquid being used is different from the one used for measuring the baseline.

Action A: Perform a baseline measurement using the current dispersing liquid.

Cause B: Sample residue has remained in the cell.

Action B: Cancel the current operation. Using manual control, select the *Flow Up in Cell direction* for the cell pump at pump speed 5 for one or two minutes. Also check for clogs in the tubing and crimped tubing as necessary. Visually inspect the cell windows, clean or replace as necessary. Refer to *Preventive Maintenance* in the Operator Manual.

6025 [n] Cannot find beamsplit.

6026 [n] Cannot find beamsplit. Automatic operation will cancel.

Cause A: The cell has been removed from the analyzer.

Action A: Replace the cell and resume operation.

Cause B: The cell elevator is not operating properly.

Action B: Contact your Micromeritics Service Representative.

6027 [n] Not enough cell travel to perform an analysis.

6028 [n] Not enough cell travel. Automatic operation will cancel.

Cause A: Cell assembly is assembled improperly.

Action A: Disassemble the cell assembly and reassemble. Ensure the sloped portions of the cell body and the retaining plates are aligned. Refer to *Cleaning the Analysis Cell* in the Operator Manual.

Cause B: The upper limit switch of the cell elevator must be reset.

Action B: Contact your Micromeritics Service Representative.

6029 [n] Upper limit switch not found.

Cause A: The cell position counter is too far out of position to find the upper limit switch. The lower limit switch may have been triggered.

Action A: Using manual control, move the cell to the upper limit switch; this resets the cell position counter.

Cause B: The cell elevator is not operating properly.

Action B: Contact your Micromeritics Service Representative.

Cause C: The upper limit switch is operating improperly.

Action C: Contact your Micromeritics Service Representative.

6030 [n] Error moving cell.

6031 [n] Error moving cell. Automatic operation will cancel.

Cause A: Some object or the cell tubing is preventing the cell elevator from moving.

Action A: Check for and remove object, or reposition the cell tubing.

Cause B: The cell elevator is operating improperly.

Action B: Contact your Micromeritics Service Representative.

6032 [n] Sample concentration is low. Analysis will continue.

Cause: The temperature of the analysis compartment at the time of the analysis is not within the range defined by the liquid properties specified in the sample file.

Action: Go to **Unit [n] > Unit Configuration**. Either change the analysis compartment temperature, then click the **Set Temperature** or change the liquid properties in the associated sample file.

6033 [n] Liquid density must be less than sample density.

Cause: The density of the dispersing liquid is too high for the sample being analyzed

Action: Switch the dispersing liquid to one with density lower than that of the sample.

6034 [n] Fan problem [n].

Cause: One or both of the cooling fans are operating at less than 70% of the normal speed. The code values are: 1,0 means the PMT fan has the problem; 0,1 means the X-ray fan has the problem; 1,1 means both fans have the problem. The third fan (located under the tube's anode) will need to be checked visually. The third fan (located under the tube's anode) will need to be checked visually. To access to the fan, remove the analyzer cover then remove the shield.

Action: Turn off the analyzer. Contact your Micromeritics Service Representative.

6035 [n] Electronics problem.

Cause: An electronic component is not operating to specification.

Action: Power off the analyzer. Contact your Micromeritics Service Representative.

6036 [n] Using mixing chamber speed of (n) which differs from requested speed of (n). Analysis will continue.

Cause: The mixing chamber speed specified in the sample file being analyzed (requested speed) is not the same as the speed at which the mixing chamber is currently operating.

Action: No action required unless the mixing chamber speed needs to be adjusted. In this case, enable manual control and adjust the speed.

6037 [n] Fan problem [n]. Automatic operation will cancel.

Cause: One or both of the cooling fans are operating at less than 70% of the normal speed. The code values are: 1,0 means the PMT fan has the problem; 0,1 means the X-ray fan has the problem; 1,1 means both fans have the problem. The third fan (located under the tube's anode) will need to be checked visually. To access to the fan, remove the analyzer cover then remove the shield.

Action: Turn off the analyzer. Contact your Micromeritics Service Representative.

6038 [n] Electronics problem. Automatic operation will cancel.

Cause: An electronic component is not operating to specification.

Action: Turn off the analyzer. Contact your Micromeritics Service Representative.

6039 [n] Error moving turntable.**6040 [n] Error moving turntable. MasterTech automatic operation will cancel.****6041 [n] Error moving arm assembly.****6042 [n] Error moving arm assembly. MasterTech automatic operation will cancel.**

Cause: The arm is in the *Load* position or something is preventing the beaker tray from moving.

Action: Ensure the arm is not in the *Load* position or that nothing is preventing the beaker tray from moving.

6043 [n] Not present.

Cause A: The MasterTech has been powered off.

Action A: Check the power connection and ensure the POWER ON/OFF switch on the MasterTech is in the ON (1) position.

Cause B: The MasterTech is not properly connected to the analyzer.

Action B: Check the control cable from the MasterTech to ensure that it is properly connected.

6044 [n] Turntable not present.

6045 [n] Turntable not present. MasterTech automatic operation will cancel.

Cause: The turntable is not properly installed on the MasterTech.

Action: Install the turntable as described in the Installation Manual.

6046 [n] Arm assembly at the load position.

6047 [n] Arm assembly at the load position. MasterTech automatic operation will cancel.

Cause: An attempt was made to perform an operation that is inoperable when the arm is in the *Load* position.

Action: Press the front panel switch to take the arm out of the *Load* position.

6048 [n] Cannot find position 1 on the turntable.

Cause: The turntable may not be seated properly. If the turntable is moving properly, a service problem may be indicated.

Action: Contact your Micromeritics Service Representative.

6049 [n] No beaker is present in position (n).

6050 [n] No beaker is present in position (n). MasterTech automatic operation will cancel.

Cause: An action was requested, such as a MasterTech rinse, but there is no beaker present in the specified position.

Action: Insert a beaker at the specified position and restart the operation.

6057 Conversion aborted. Unrecoverable error converting [n] into [n].

Cause: An error occurred when converting a non-Windows file to the Windows format.

Action: The file cannot be converted. Contact your Micromeritics Service Representative.

6058 At least one item must be selected for recording.

Cause: The *Start Recording Service Test* step requires that at least one signal be selected for recording.

Action: Select a signal or click **Cancel**.

6059 An incompatible table with that name already exists.

Cause: In a *Service Test* script, data collected have names, each of which must be unique.

Action: Specify a different name for the data.

6060 Unable to read the calibration file [n].

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

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

6061 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 alleged calibration file has no problems.

Action B: Choose an alternate media to Save the calibration data.

6062 The instrument (unit number) is not calibrated.

Cause: Calibration information for various analyzer components are missing.

Action: Run the application setup program and reinstall calibration information for the specified unit.

6063 File cannot be opened for writing. It is already in use.

Cause: A *File Save As* operation failed because the specified file is already in use.

Action: Specify a different file.

6064 The sample file [n] is not in a valid state to resume the analysis.

Cause: The status of the sample file has changed since last used. It can no longer be used as part of an analysis.

Action: Select a new sample file, and restart the analysis.

6065 You need to choose a sample file.

Cause: **OK** was selected on a schedule entry window, but a sample file was not selected.

Action: Click **Browse** and select a sample file.

6066 There is no more room for another test in this sample.

Cause: A sample file was selected for analysis that already contains eight tests.

Action: Select a different sample file, or delete one of the previous tests from the file.

6067 The current baseline does not match the one already in the sample.

Cause: A sample file was selected that contains some analyses that were performed using a different baseline.

Action: Select a sample file that either has no tests, or has tests that were performed using the current baseline.

6068 The previous tests of this sample were run on a different SediGraph.

Cause: A sample file was selected that contains some analyses that were performed using a different analyzer.

Action: Either perform the new analysis on the same analyzer, or select a different sample file.

6069 The sample has an invalid status and cannot be used for this analysis.

Cause: A sample file was selected that cannot be analyzed.

Action: Select a file that has a status of *No Analysis* or *Complete*.

6070 [n] There is no baseline available for this unit.

Cause: No baseline has been measured for this unit.

Action: Measure a baseline before performing sample analyses.

6071 Configured serial number does not match instrument.

Cause: The serial number stored in the analyzer does not match the serial number stored with the software.

Action: Contact your Micromeritics Service Representative.

6078 The current hardware does not match the calibration.

Cause: One or more calibrated components have been replaced in the analyzer.

Action: Contact your Micromeritics Service Representative.

6079 The Schedule contains duplicate beaker entries. Are you sure you want to continue?

Cause: **Start** was clicked on the *MasterTech Schedule* window and there is more than one entry in the schedule that has the same beaker number.

Action: Click **No** to stop the operation and fix the schedule. Click **Yes** to continue with the schedule.

6080 Cell nominal temperature value not in the expected range of [n].

Cause: During temperature calibration, the value read is outside of the expected range.

Action: Confirm that the correct temperature calibration resistor is being used.

6082 Mixing chamber nominal temperature value not in the expected range of [n] to [n].

Cause: During temperature calibration, the value read is outside of the expected range.

Action: Confirm that the correct temperature calibration resistor is being used.

6088 The cell temperature reading of [n] is invalid. If an analysis is in progress you may choose to cancel it.

6089 The mixing chamber temperature reading of (nnn.nn) is invalid. If an analysis is in progress you may choose to cancel it.

Cause: A temperature reading outside of the valid range has occurred.

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

6090 The sample is already scheduled to be used for another analysis.

Cause: A sample file was requested for an analysis that is already scheduled in the *MasterTech schedule* or the *Repeat schedule*.

Action A: Select a different sample that is not scheduled in the *MasterTech schedule* or the *Repeat schedule*.

Action B: Remove the sample from where it is already scheduled and then try again.