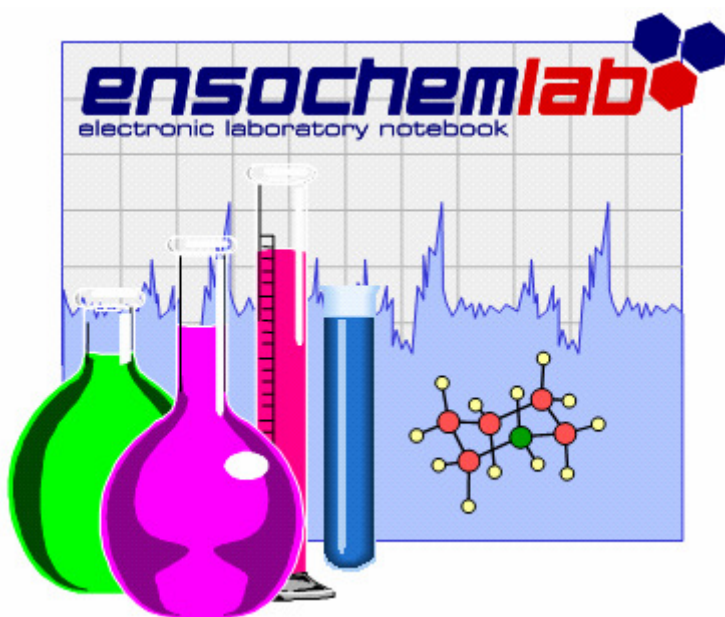


ensochemLab

Version 6.0

Troubleshooter



enso Software GmbH

Schulhohlstraße 10a
64711 Erbach

Tel. +49 (6062) 910888

Fax +49 (6062) 910886

E-mail Contact@enso-software.com

Content

1.	About this Manual	1
2.	Problems	2
2.1.	All logon tries to ensochemLab fail	2
2.2.	I cannot log on to ensochemLab with one account	2
2.3.	I want to create an experiment / access the administration dialog, but I cannot find the appropriate dialog.	2
2.4.	Is my system supported for ensochemLab?	2
2.5.	An experiment has been modified, but the application does not apply the new data	3
2.6.	I cannot install ensochemLab on my client or portable computer	3
2.7.	ensochemLab always shows demo remarks and / or does not allow data changes	3
2.8.	ensochemLab does not support a function my company really needs	3
2.9.	Which account shall I use directly after the server installation?	4
2.10.	ensochemLab does not do anything during the first login	4
2.11.	I cannot change the language	4
2.12.	The Server Setup program (Oracle Edition) is unable to install the database	4
2.13.	The -setup application does not work on Windows 2003 Server	4
2.14.	I cannot access my ensochemLab server under Windows XP SP2 or later	4
2.15.	I get chemistry errors when searching or creating a new experiment	4
2.16.	I cannot access the ensochemLab server through a firewall	5
2.17.	The chemistry editor does not start	5
2.18.	The message "Runtime environment could not connect to Oracle" appears during setup or when trying to log on to ensochemLab	5
2.19.	I get an error stating that there is already a newer version when trying to install ensochemLab Personal Edition	6
2.20.	I have another problem	6

1. About this Manual

This manual helps you to solve problems with your ensochemLab installation. It is structured in the following way: The questions / problems are the headlines (printed in bold). The solutions can be found under the specific headlines (printed in normal font).

2. Problems

2.1. All logon tries to ensochemLab fail

If all logon tries fail, no matter which account or computer you use, you have a general problem. Please open the „ensochemLab.ini“ file in your ensochemLab application directory. Then check if the server URL inserted there is correct. Otherwise, correct it and try again.

If the error code is „HTTP-0“, please check if the Microsoft XML libraries are installed properly. We recommend running the installation program again and then selecting the „Repair “option to automatically correct the problem.

If the problem persists, check if your web server is running and available. Your database server also needs to be active. If you are not responsible for the server, please ask your server administrator for advice.

2.2 I cannot log on to ensochemLab with one account

Please check if your account information (user name and password) is valid for the database server you use. Make sure that you have at least one of the ensochemLab privileges (read / write / administration) granted. If in doubt, please ask your database administrator or refer to the administration guide.

2.3. I want to create an experiment / access the administration dialog, but I cannot find the appropriate dialog.

For specific operations, you need additional privileges. Please ask your database administrator or the person who installed ensochemLab to get to know your user rights.

If the requested operation is allowed for you, please refer to the user's manual which contains an overview of all functions available via the main menu.

2.4. Is my system supported for ensochemLab?

The supported client systems are:

- Windows NT 4.0
- Windows 2000
- Windows XP
- Windows Vista

The client system's edition is not relevant. You can also use every supported server operating system as a client.

The supported server operating systems are:

- Windows 2000 Server
- Windows Server 2003

The server system's edition is not relevant either, under the condition that Microsoft Internet Information Services is included with it. For that reason, you cannot use Windows 2003 Storage Server, for example.

In general, you can also install the ensochemLab server on Windows 2000 / XP Professional. However, due to the Microsoft license agreement for these products, you are limited to 10 concurrent connections.

2.5. An experiment has been modified, but the application does not apply the new data

To improve the performance, ensochemLab uses a client-side cache system. Previously displayed experiments are stored in memory and, thus, need not be reloaded when the user access them next. If data was modified on another computer in this time, it is only shown when the user restarts the application.

However, you can also clear the cache by yourself or reload the current experiment: This function is available in the "Options" menu.

2.6. I cannot install ensochemLab on my client or portable computer

To install the Windows Client, you need administrator privileges on your computer. There are also some requirements for your operating system: With Windows NT 4.0 you need at least Service Pack 6 and Internet Explorer 6 to use the installation program.

The installer's error message should give you some information of what changes are necessary to use it.

If the installation of a system component required for ensochemLab fails with the error message stated below, you have to manually install it. The separate installation package is available in the "<Language> \ "<Component name>" directory.

```
Setup has detected that the file 'C:\Users \Administrator \AppData \Local  
\Temp \VSD2601.tmp \vcredist_x86 \vcredist_x86.exe' has either changed  
since it was initially published or may be corrupt.
```

Afterwards, you can try running the ensochemLab setup again.

For further information on installing the ensochemLab Client, please refer to the Client Installation Guide.

2.7. ensochemLab always shows demo remarks and / or does not allow data changes

The demo remarks indicate that you have a demo (trial) edition of ensochemLab. These editions work only for either a limited time period or a limited number of experiments. If it has expired or the maximum number of experiments is reached, it becomes a read-only version until you enter a license key for a full version. You can do so using the administration dialog.

2.8. ensochemLab does not support a function my company really needs

The application can be customized according to your specific enterprise needs. Contact enso for further information.

2.9. Which account shall I use directly after the server installation?

Directly after the installation, you can only use the account you specified for table creation during the setup. Please do not mix this account up with the chemistry server's one. We do not recommend using this account for your daily work. You should use it to create the „real“ ensochemLab user accounts immediately.

2.10. ensochemLab does not do anything during the first login

The first login may take some time. ensochemLab does something; however, you cannot see it as it is a background task: The .net Framework is initialized and started. After that, the ensochemLab server binaries are compiled for your platform. All future logins will have a better performance.

2.11. I cannot change the language

Please check that a file named “ensochemLab.lng” is installed. It has to be located in the same directory as the application executable file (ensochemLab.exe). If this file is missing, please contact your administrator or run the client installation program again. We recommend using the “Repair” mode.

2.12. The Server Setup program (Oracle Edition) is unable to install the database

For using ensochemLab, you need at least Oracle 8.1.7. and the corresponding OleDb-Driver. Please check your Oracle version and make sure that your account specified for table creation has DBA privileges. We recommend using a special user account that has been created solely for ensochemLab.

2.13. The -setup application does not work on Windows 2003 Server

To be able to use ensochemLab on Windows Server 2003, either the “Web Server” server role needs to be activated or Microsoft Internet Information Services (IIS) needs to be installed manually. Furthermore, you have to enable the “ASP.net” server extension on the computer. Additional information on these steps can be found in your Windows product documentation.

2.14. I cannot access my ensochemLab server under Windows XP SP2 or later

If you cannot access your ensochemLab server running under Windows XP with Service Pack 2 or a later system remotely, you might have a too restricted policy setting. You can verify this by running the ensochemLab client locally on the server machine – if that works, you have to enable the Web Server setting in your firewall configuration. Just open Control Panel, click on “Security Center” and then on “Configure the Firewall”. Now go to the “Exceptions” page and mark the row entitled “Web Server”. If such a row does not exist, create a new port exception for the correct port (TCP, default value 80). Close the dialog with the “OK” button.

2.15. I get chemistry errors when searching or creating a new experiment

If you get the -10022 error number without any meaningful error description, an internal error has occurred in ensoChemServer. If your installation has completed successfully and you can create experiments without a reaction, your chemistry interface has been configured wrongly which was an issue in older releases of the server setup application. To resolve the problem, go to your Windows\System32 directory and delete the file called "ensoChemSearchEngine.dll". The problem is fixed in newer setup releases.

2.16. I cannot access the ensochemLab server through a firewall

To use ensochemLab with a connection that has to be tunneled through a firewall, you have to enable port 80 (default web server port) or, if applicable, to port you have chosen your web server to listen on. Please refer to your firewall's user manual for further assistance.

2.17. The chemistry editor does not start

If you are using ensochemEditor Web Edition, its URL has to be set in the administrative options under "Defaults" / "URLs". At the installation time, the server setup program automatically creates these entries. The URL scheme is:

ensochemEdit URL:

<http://<Server>/<VirtualDirectory>/ensochemEditor/ChemEdit.htm>

ensochemEdit Info URL:

<http://<Server>/<VirtualDirectory>/ensochemEditor/ensochemEditorHelp.htm>

ensochemEdit also needs a Java Virtual Machine on every client computer to run. Please check that your system is able to load Java applets and applications. You can (re-)install the necessary software from the ensochemLab installation CD (folder "System Upgrade\Java Runtime")

For the use of ensochemEditor (not the Web Edition), two system components have to be installed on the client computer: Microsoft .net Framework 2.0 and Microsoft Visual C++ Runtime 8.0. If you have performed your installation with the setup application, they should already be present. If the components have been removed afterwards, you can restore them by launching setup again and selecting the "Repair" option.

For Accord Draw, you need the same two system components which are also part of the editor installation process.

If you are using another chemistry editor than ensochemEditor Web Edition, please make sure that it is installed and configured properly on all your client computers. Additional information can be found in the editor's documentation.

2.18. The message "Runtime environment could not connect to Oracle" appears during setup or when trying to log on to ensochemLab

After the actual installation, the server setup program performs a number of checks for known problem causes. The test that has failed here uses the Microsoft .net Framework to connect to your Oracle database.

There is a known issue of Oracle 9.2 that is not caused by ensochemLab in any way. To resolve the problem, please log in as an administrator on the ensochemLab server machine, open Windows Explorer and navigate to your Oracle installation directory. Then right-click on it and select "Properties". Switch to the "Security" tab and click on "Advances". Then, please check the field called "Reset permissions on all child objects and enable propagation of inheritable permission". Close the dialog by clicking on "OK" and confirm the question

message with “Yes”. Windows will now reset your Oracle home directory’s permissions to a functional set. Afterwards, please close all other open property pages with “OK”, too.

2.19. I get an error stating that there is already a newer version when trying to install ensochemLab Personal Edition

This error may arise if you have already an (older) ensochemLab version that was installed in another language. Before copying any files, Windows Installer checks whether there is already an installation with a newer file date. As the different language version may have time gaps of a few minutes, this error may occur. As a solution, please either install the same language version or first remove your old version and then install the new one. Please note that your database will neither be damaged nor replaced by the installer when doing so.

2.20. I have another problem

Please contact your appropriate sales partner for advice. He would appreciate offering you competent help for all your problems and questions concerning ensochemLab.

