

Known issues in ensochemLab

We have done every effort to make the quality of ensochemLab as good as possible by all means, however, few minor bugs may still exist. We have noticed the following ones during later development:

Legend:



This is confirmed as a bug. A feasible workaround is not available. The bug will be fixed as soon as possible.



This is confirmed as a bug. A workaround is described in this document. The bug will be fixed as soon as possible.



This was a bug in the previous release. It has been fixed in the current version or service release.



This was a bug that has been fixed in earlier releases. That kind of issue is also marked with gray text color.



This issue is not a bug but might require configuration changes on the client or server system.



This issue is not a bug but might require additional information. That kind of issue is marked with gray text color.



This issue is a bug in a 3rd party module. enso might not be able to implement a workaround.



058 ensochemLab terminates when a dialog for drawing chemistry with ensochemEditor Web Edition is opened

Applies to:

Computers with Java version 6 when ensochemEditor Web Edition is selected as chemistry editor

Problem:

When Java VM (JRE) is installed on the PC in version 6, ensochemLab terminates immediately when a dialog for editing chemistry with ensochemEditor Web Edition is opened. This is not the case when Java is used in version 5.xx.

Workaround:

Either uninstall version 6 of the Java VM or use another editor for drawing chemistry.

Status:

When a Java Applet running in an embedded Internet Explorer is able to crash the Java VM together with the hosting process, this is surely a problem with Java. It occurred first with Java 6.0, previous versions worked fine. We can only wait for future versions that do not contain this problem any more.

Status: March, 2008

The latest update of Java Version 6 released by the end of February 2008 (Update 5) seems to correct the described behavior. We will keep that issue tracked and like to encourage users to test ensochemEditor Web Edition after updating Java to the newest version.



083 Server error message is displayed during random operations

Applies to:

All users of ensochemLab on Windows 2000 Server with more than 2 GB of physical memory

Problem:

After your ensochemLab server has operated normally for some time (depends upon the workload), you receive an error message during a random operation. The error text states an "OutOfMemoryException".

Workaround:

Decrease the maximum amount of memory available to an ASP.NET process. Open the "machine.config" file in the "Microsoft.net\Framework\v2.0.50727\config" subdirectory within your system folder. There, add or change the following lines:

```
<system.web>
```

```
<processModel
    enable = "true"
    memoryLimit = "20" />
</system.web>
```

The value of 20 is the recommended setting for systems with 4 GB of physical memory. It specifies the percentage of the total RAM that shall be available to ASP.NET applications and should not exceed 800 MB ($0.2 * 4 \text{ GB} = 0.8 \text{ GB}$ still OK).

Status:

This problem occurs due to an invalid (default) memory configuration of ASP.NET on Windows 2000 Server. The configuration change described in the "Workaround" section resolves the issue.

Important note:

This article is solely intended for Windows 2000 Server. On later server operating systems, ASP.NET memory configuration is implemented differently.

Background: The configuration of the ASP.NET runtime defines how much memory can be consumed by fresh allocation before old memory areas need to be recycled. By default, this is 60% of the overall physical memory. On a system with 4 GB of RAM, this would be 2.4 GB. However, on 32 Bit systems, a single process operates in a logical memory region that only provides addresses for 2 GB. This means that the process tries to allocate more memory than it can address. The recommended resolution is to decrease the memory limit so that recycling starts earlier. For more information, see <http://msdn2.microsoft.com/en-us/library/ms972959.aspx>



084 Import of process description with commentary data from CSV file fails

Applies to:

All ensochemLab users

Problem:

If you create a process description containing commentary rows where the first regular data column has another data format than "Text", you can still export your table to CSV, but the re-import fails with error messages similar to the following ones:

"1 of 5 records could not be imported"

"The data in your CSV file could not be converted into a date value."

If you ignore these errors, all "normal" data is imported, but all comment rows are lost.

Workaround 1:

Open the file in Microsoft Excel, select everything except the first row and copy the contents into your clipboard. In ensochemLab please click on the "Paste" button.

Workaround 2:

Import your file in ensochemLab, ignore the records and select the “Skip invalid records” option. Then recreate your comment rows.

Status:

Fixed in service release 4.0.1



085 Date format on printout footer does not match system locale settings

Applies to:

All ensochemLab users

Problem:

When printing out an experiment, the format of the printout date located in the footer section does not necessarily match your operating system's locale settings. Instead, a static format (date<Point>month<Point>year) is used. In non-German environments, this may result in misleading dates.

Workaround:

No suitable workaround available.

Status:

Fixed in service release 4.0.1



086 Starting ICEdit, providing initial chemistry, seems to fail

Applies to:

All ensochemLab users using ICEdit, Version 1.7.3.9

Problem:

When starting ICEdit, providing initial chemistry (EDIT) data an invisible instance of ICEdit is created but does not show up. Doing the same with no chemistry (NEW) preset, everything works fine.

This behaviour is caused by a workaround implemented in ensochemLab's OLE link interface to ICEdit, which was necessary to use that third party product with versions older than 1.7.3.9. Due to corrections made by InfoChem, that workaround fails now.

Workaround:

Start ICEdit as a separate instance and exchange data via Copy & Paste (using the clipboard) or Export & Import (using files) functionality.

Status:

Changed in service release 4.0.1



087 Using ICEdit via OLE Link might result in unexpected behaviour

Applies to:

All ensochemLab users using ICEdit, Version 1.7.3.9

Problem:

Whenever a Link to a Chemistry Editor has been established by ensochemLab, a re-launch would cause the specific external application to be re-activated. If a user does so with ICEdit a new instance will be created instead.

Modifying data after launching ICEdit, closing the editor and answering the question if the data should be transferred back to the calling application with NO, results in receiving 'empty chemistry' instead of no change at all.

Closing a dialog in ensochemLab having an active link to ICEdit will cause a notification dialog to be shown with the option to 'Force' the Editor to be closed. That call won't succeed.

This behavior is also reproducible when using MS Office e.g. and embedding 'ICEdit Document' objects.

Workaround:

Try to avoid re-activating ICEdit by double click, do not dismiss transfer of modified data and avoid to terminate ICEdit by launching application.

Status:

The behavior is caused by an incomplete or erroneous implementation of the ICEdit OLE server. We need to wait if the next version does not show these problems anymore.



088 Defaults for path and/or filenames are not properly set when using integrated ensochemEditor

Applies to:

Integrated ensochemEditor

Problem:

Some placeholders in defaults for path and/or filenames which should equal to applications name (ensochemEditor) are set to 'ensochemLab' instead. This might cause irritations when trying to access help files e.g. or standard templates.

Workaround:

No feasible workaround available

Status:

Fixed in service release 4.0.1



089 Temporary report is marked as invalid after edit

Applies to:

All ensochemLab users

Problem:

If a temporary report whose data is currently in display is modified via the report wizard and then committed, it will be marked as invalid.

Workaround:

Select another entry in the navigator and then change back to the report. This will remove the “invalid” mark.

Status:

Fixed in service release 4.0.2



090 Unit for automatic binary file download limit is not displayed

Applies to:

All ensochemLab users

Problem:

This problem arises in two contexts:

1. The administrator has configured a global limit up to which binary files are automatically downloaded. If the user now opens his personal settings dialog, this value is always displayed in bytes, the unit field stays empty.
2. If the administrator lets the user have his own configuration, the same display problem occurs with a prior value in the now disabled limit fields.

Workaround:

As the problem only arises with disabled (informational) fields, you can either ignore it or manually transform the value into the correct unit.

Status:

Fixed in service release 4.0.2



091 Duplicate page breaks in print preview when using comment lines in the process description

Applies to:

All ensochemLab users

Problem:

Create a process description for an experiment and mark one or more rows as comment lines. Then insert a page break behind this line in one of the print preview display modes. A second page break above the line will also be created.

Workaround:

No feasible workaround available.

Remarks:

Although the page break icon at the print preview frame's left side is still located at a record (e.g. non-comment) row, the corresponding page break is always inserted in front of all comment rows above this row. This means that if you insert a page break after a data row, not only the next data row is placed on the new page, but also all comment rows in between.

Status:

Fixed in service release 4.0.2



092 Some binary files are not included in the print preview and printout

Applies to:

All ensochemLab users

Problem:

If you add a binary file whose format cannot natively be displayed by the client but requires conversion on the server to an experiment and then switch to the preview display mode, your image will not be visible.

The affected binary formats are: GIF, TIFF and (if applicable) user-defined conversion modules.

Workaround:

With print preview mode enabled, switch to a different experiment in the navigator and then return to the

Status:

Fixed in service release 4.0.2



093 Reports folder does not work in CD Demo

Applies to:

ensochemLab CD Demo

Problem:

This problem arises in two contexts:

1. When you try to open the "Reports" navigator section in the ensochemLab CD demo version, you receive an error message: "An error has occurred while parsing the report header data for IDs loaded from the database".

2. If you click on one of the existing reports, the error message "The report from the database could not be parsed" is displayed and the report is marked as invalid.

Workaround:

No feasible workaround available.

Status:

Fixed in service release 4.0.2



094 Returning from ISIS/Draw might result in wrong z-order of windows

Applies to:

All ensochemLab users selecting ISIS/Draw as chemistry editor

Problem:

If a user click on the "Transfer Button" sometimes shown in the upper left corner of ISIS/Draw User Interface (seems to be somehow version dependent) the notify event send to the caller of ISIS/Draw might be followed by an activate procedure of that editor. This results in loosing the focus bringing the main form of ensochemLab to front instead of the active dialog launching ISIS/Draw

Workaround:

Use ALT+TAB to re-initialize the correct z-order.

Status:

Communication routine modified in service release 4.0.3 to work around misbehavior of 3rd party product



095 Edit lookup values fails when changing between lower and upper case only

Applies to:

ensochemLab Administrators

Problem:

Trying to edit a lookup value like "Method", "Department", etc. using the appropriate administration dialog fails with a message similar to "Entry already exists" when only the writing is changed from lower to upper case or vice versa.

Workaround:

Delete the "misspelled" value and add the corrected one as a new value.

Status:

Fixed in service release 4.0.3



096 Display options to hide reactants / products by type might result in not selecting the chosen one

Applies to:
ensochemLab users

Problem:

When taking advantage of the display options for reactants or products to hide the appropriate component in shown reaction, it's possible that a copy or select structure for search action does not result in selecting the chosen one.

Example: Someone might choose to not display solvents but catalysts. Providing a reaction with Reactant 1 (reactant), Reactant 2 (solvent), Reactant 3 (catalyst) and e.g. right-click the catalyst to search for structure will transfer the structure of the solvent to the appropriate search dialog.

Workaround:

Change the display option for reactants and products to 'all' or refer to reaction and select the appropriate reactant or product respectively within chemistry editor.

Status:

Fixed in Version 4.1



097 ensochemLab fails to set data when opening ensochemEditor Web Edition for edit

Applies to:

Computers with Java version 6, Update 15 (Build 1.6.0_15-b03) when ensochemEditor Web Edition is selected as chemistry editor

Problem:

When Update 15 for Java VM (JRE) is installed on the PC updating version 6, ensochemLab fails to set chemistry by using an appropriate published method of the applet. This concrete behavior does not occur when Java is used in previous versions (see Issue 058 also)

Workaround:

Either not install update 15 for version 6 of the Java VM or use another editor for drawing chemistry.

Status:

This is surely a problem with Java. It occurred first with Java 6.0, Update 15, previous versions worked fine. We can only wait for future versions that do not contain this problem any more.

Status: August, 2009

The latest update of Java Version 6 (Build 1.6.0_15-b03) released was the first one causing this problem. We will keep that issue tracked and like to encourage

users to test ensochemEditor Web Edition after updating Java to the next versions available.



098 Deleting reactant or product in wizard is not possible

Applies to:

ensochemLab users

Problem:

It's not possible to delete a reactant or product. When a user tries to remove a reactant or product by executing the appropriate action in data wizard, a system error message ("access violation") is shown.

Workaround:

No feasible workaround available.

Status:

Fixed in Version 5.0.2



099 Assigning catalog compound data might result in formula and/or mol weight mismatch

Applies to:

ensochemLab users

Problem:

In case a reactant contains a structure and the user takes advantage of a component lookup, transferring data from that catalog entry might result in an erroneous formula and/or mol weight according to the chemistry. This happens whenever the catalog does not provide a structure but values for the two fields and the user chooses the option to "Skip transfer of chemistry".

Workaround:

Copy the current structure first, then select the appropriate compound, transfer the data and finally paste the chemistry from clipboard back to the reactant.

Status:

Fixed in Version 5.0.2



100 Binary attachments in docx format appear to be corrupted

Applies to:

ensochemLab users

Problem:

When importing binaries, ensochemLab might add 2 zero-bytes to the end of the file stream. This behavior didn't cause any malfunction in the past but seems to have an impact on MS Office documents provided in that special format.

Workaround:

No feasible workaround available (except for using a tool to remove the last two bytes from the exported file)

Status:

Fixed in Version 5.0.3



101 Hiding a data block in experiment view via context menu might not synchronize list of chapters

Applies to:

ensochemLab users

Problem:

When choosing the appropriate context menu item to hide a data block in experiment view after right clicking the corresponding checkable list of chapters' entry might remain checked. This is especially the case for any of Fraction data blocks.

Workaround:

Either don't worry about the temporarily inconsistent display since it will be updated as soon as the user navigate to another experiment or uncheck the chapter in the list of available ones (below the navigator section) directly.

Status:

Fixed in Version 5.0.3



102 Unprintable binary attachments will be listed although the user suppressed their display

Applies to:

ensochemLab users

Problem:

When choosing to not include e.g. binaries attached to the experiment description in printout, those which are not printable due to their file type will be still listed in the appropriate section.

Workaround:

No feasible workaround available

Status:

Fixed in Version 5.0.3



103 Deleting the name of a reactant when using the data wizard might result in removing the structure too

Applies to:
ensochemLab users

Problem:
After double click the name section in view mode of an experiment the data wizard is launched with the name control pre-selected. In case a user now deletes the previously set name, a structure assigned to that reactant will be removed too.

Workaround:
Navigate to another control before selecting the name's combo box again.

Status:
Fixed in Version 5.0.4



104 Process description dialog size not changeable although appropriate behavior is shown

Applies to:
ensochemLab users

Problem:
The Process description data dialog provides system menu entries and mouse actions to resize the window. The result of such an attempt is not a change of dimensions but only the position might be different.

Workaround:
No feasible workaround available

Status:
Fixed in Version 5.0.4



105 Deleting a component from reaction might result in an exception when navigate to reactant/product page

Applies to:
ensochemLab users

Problem:
Whenever a user selected a reactant on the appropriate wizard page which is then deleted using the reaction page (starting chemistry editor and removing the component) it might happen that as soon as navigated back to the page of the reactants, an exception is fired.

The same behavior might occur if the first selected and then deleted component is a product.

Workaround:

Delete the reactant or product using the appropriate functionality provided by the data pages.

Status:

Fixed in Version 5.0.4



106 Display of binary data, except for MS Office or PDF documents, does not work properly.

Applies to:

ensochemLab users

Problem:

Starting with Version 5.0.7, when enhanced Office functionality - improved docx, xlsx, etc. awareness - has been implemented, the display of binary attachments that are not in MS Office or PDF format did not work properly any longer. This misbehavior affects both preview in "mouse over hint" and printout.

Workaround:

No feasible workaround available

Status:

Fixed in Version 5.2.0



107 Editing chemistry using ensochemEditor Web Edition does not work properly.

Applies to:

ensochemLab users when ensochemEditor Web Edition is selected as chemistry editor (see issue 058 and especially 097 also)

Problem:

The problem described in 097 occurred with newer updates of the JAVA runtime after working fine with versions before.

Workaround:

Starting with Version 5.3.0 of ensochemLab the method for sending data to the applet has been changed and seems to work better (so far). On the long hand it is recommended to take advantage of the embedded ensochemEditor .NET Edition which is included in your ensochemLab license and is more user friendly anyhow.

Status: April, 2012

The latest update of Java Version 6 available (Update 31, Build 5b) seems to work properly with the mentioned workaround implemented in Version 5.3.0.

We will keep that issue tracked and like to encourage users to test ensochemEditor Web Edition after updating Java to newer versions.



108 Updating an experiment's reaction data might result in outdated link to chemistry database.

Applies to:

ensochemLab users

Problem:

In case a user modifies an experiment's reaction within ensochemLab, the reaction itself is stored properly and will be displayed or used respectively with no loss of data. However, the internal link by an appropriate id to chemistry database might be outdated.

Workaround:

No feasible workaround available

Status:

Fixed in Version 5.3.1

Additional Info for Administrators:

Since ensochemLab registers chemistry related reaction data with database objects handling all relevant data for an experiment this is not a problem in terms of synthesis documentation but for consistency reasons an update of the internal link id is advisable.

With Version 5.3.1 update ship an Administrator Tool will be available to check ensochemLab database for outdated link id and to update those values.



109 Access violations in fraction dialogs.

Applies to:

ensochemLab users working with Windows 7 (no problem on Windows XP)

Problem:

Opening the dialog as well as moving the mouse on a grid header row will cause access violations. This happens only with Windows 7.

Workaround:

No workaround available

Fix:

Update client file ensochemLab.exe.

Status:

Fixed in version 5.3.3

