

# RESULT Software Administration User Guide



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# Chapter 1 Overview

This section describes the administrative features of RESULT Operation software and explains how RESULT works with the security features of Windows and Thermo Scientific Security Administration software. The following topics are covered:

- **Administrator Accounts**, which describes the administrative accounts for Windows® and for RESULT Operation software and lists the initial duties for each administrator.
- **About Windows**, which contains information the Windows administrator needs to know in order to properly set up users to access the workstation and RESULT software. This section also describes how Windows interacts with RESULT to provide security to the system. Further documentation of the features discussed in this section is available in your Windows documentation.
- **About Security Administration**, which explains the security features of our Security Administration software. This section also describes how Security Administration interacts with RESULT and Windows to provide additional security to the system. Detailed descriptions of the features discussed in this section are provided in your *Security Administration User's Guide*.
- **Configuring RESULT Operation Software**, which describes how to configure the software for initial use, including setting up the RESULT audit log.
- **Setting RESULT Operation Options**, which describes the options available in RESULT Operation software and provides instruction in setting up these options.

**Note** Many of these options can also be controlled by the security policies of Security Administration. Security policies set in Security Administration supersede duplicate settings in RESULT Operation Options. ▲

- **Managing Users**, which describes how to set up user accounts, grant and remove user privileges, disable user accounts, and delete user accounts in RESULT Operation software.
- **Managing Workflows**, which describes how to set up workflows developed in RESULT Integration software for use in RESULT Operation software.
- **Setting ValPro Options**, which describes the options available for those systems with the ValPro System Qualification package.
- **Troubleshooting**, which describes some of the possible problems you may encounter when administering RESULT Operation software and offers suggestions that may resolve the problems.

Aside from the first two chapters, the chapters in this section pertain to RESULT Operation software only. There are no administrative features or tasks in RESULT Integration software after initial installation and setup.

## Chapter 2 Administrator Accounts

This chapter describes the default configuration of Windows (if your computer was purchased from us) and RESULT software. It also describes the roles of both the Windows administrator and RESULT administrator in configuring the workstation after the software has been installed.

### About the administrator accounts

Windows and RESULT Operation both have administrator accounts. The term Windows administrator refers to a user who has administrative privileges to the Windows operating system software. The term RESULT administrator refers to a user who has administrative privileges to RESULT Operation software. Depending on your company's policies, the Windows administrator for the workstation and the RESULT administrator may be the same user or different users.

If you purchased a computer from us, Windows was installed on the workstation with a built-in Windows administrator account with a blank password. After logging on, the Windows administrator should immediately set up a password to secure administrative rights to Windows.

**Tip** To set up a password, press Ctrl + Alt + Delete to open the Windows Security dialog box, and then choose the Change Password button. ▲

### RESULT default configuration

When RESULT Integration and/or RESULT Operation software were installed, the software created directory paths for locating and archiving information. These paths can be changed to a different location on the workstation's local drive or on a network drive. Any user of RESULT Integration software can change these paths in RESULT Integration software. A RESULT administrator can change these paths in RESULT Operation software.

See "Chapter 1 Getting Started" in the "RESULT Integration User Guide" for more information about changing these settings in RESULT Integration software. See "Chapter 4 Setting RESULT Operation Options" in this manual for more information about changing these settings in RESULT Operation software.

The following RESULT Operation software options were enabled when the software was installed:

- The Windows administrator is automatically added to the RESULT user list.
- The Windows administrator is given the administrative-level privilege to RESULT Operation software.

This allows the Windows administrator to open RESULT Operation software, configure the audit log, and create another RESULT administrator user account, if necessary.

During installation, RESULT Operation software created an audit log database to track software access, changes made to the software, data archived, and other pertinent information. The audit log is stored on a local drive on the workstation. A RESULT administrator can make changes to the audit log settings. See “Chapter 3 Configuring RESULT Operation Software” in this manual for more information about the audit log.

## Configuration tasks

Both the Windows administrator and RESULT administrator have certain tasks which need to be completed before the workstation is ready to run RESULT Operation and/or Integration software:

- **To set up RESULT Integration software.** In order to run RESULT Integration software, the Windows administrator for the workstation must assign each user a Windows user name and password to access the workstation. Any user who has access to the workstation can then change the directory paths for archiving and locating information and set up a target instrument for workflows. See “Chapter 1 Getting Started” in the “RESULT Integration User Guide” for more information about setting RESULT Integration options.

**Note** If RESULT is configured to run with the Security Administration software, an administrator must use the Security Administration application to grant a Windows user access to RESULT Integration. See “Controlling Access to RESULT” in *Setting Up RESULT for Security Administration* for instructions. ▲

- **To set up RESULT Operation software.** Because RESULT Operation software contains more security features than RESULT Integration, more tasks are required to set up the software for use. The following table



shows the configuration tasks necessary to set up the workstation for RESULT Operation software. The table lists the tasks in the order they should be completed, and lists the administrator who should be responsible for the task.

Task	Responsibility
Set up users in Windows	Windows administrator
Set up Windows security features	Windows administrator
Change any settings to the RESULT Operation audit log, if necessary	Windows administrator
Set up another RESULT administrator account, if necessary	Windows administrator
Change any RESULT Operation software options, if necessary	RESULT Administrator
Set up users in RESULT Operation software	RESULT Administrator
Set up workflows in RESULT Operation software	RESULT Administrator
Set up ValPro options in RESULT Operation software	RESULT Administrator

All of these tasks are discussed in more detail in the sections that follow.

Depending upon the security requirements of your organization, the Windows administrator for the workstation and the RESULT Administrator for the software may be the same person or different people. If the same person will hold the roles of Windows administration and RESULT administration, then the task of setting up another RESULT administrator account is unnecessary.

## Chapter 3 About Windows

RESULT software runs with the Windows operating system, and the software relies on settings in Windows to secure the system.

This chapter describes issues the Windows administrator should take into consideration when setting up users for RESULT Operation and RESULT Integration software, setting up Windows users, and using Windows security features. This chapter also includes instructions for configuring the workstation to automatically start RESULT each time a user logs on to the workstation.

### Setting up Windows users

In order for users to open RESULT Operation and/or RESULT Integration software, they must be given access to the workstation. Each user must be assigned a Windows user name and password to log on to the system. The Windows administrator must add each user to the list of users who can access the workstation. The user name will be the user's log on name when accessing the workstation.

**Note** If your organization needs to comply with CFR 21, part 11, it must have a mechanism in place to ensure that the same log on name is never given to two different people. ▲

Through the Windows User Manager, the Windows administrator can add each user's network user name to access the workstation or can create new users specifically for that workstation. The Windows administrator can also specify the rights and privileges each user has to the workstation.

Windows passwords are required for each user of RESULT Operation or RESULT Integration software. Windows passwords are required for digitally signing files in both software applications, and also for providing security using the security features of RESULT Operation software or Security Administration.

**Note** After each user has been added to the workstation user list, no other set up or administrative tasks are required to be performed by the Windows administrator for users of RESULT Integration software. However, the Windows administrator should take into consideration the Windows security features described in this chapter when deciding the rights and privileges that should be assigned to RESULT Integration and RESULT Operation users. If you plan to use Security Administration software to provide additional security to RESULT Integration, the Windows administrator should also review the security features described in “Chapter 2 About Security Administration.” ▲

## **System- assigned GUIDs**

RESULT Operation software uses the Windows globally unique identifier (GUID) feature to help ensure uniqueness of user identities. Each user is assigned a GUID when added to the RESULT Operation user list. This GUID will not be assigned to any other user. Other items that are assigned GUIDs include workflows and events noted in RESULT Operation’s audit log.

**Note** To completely insure that GUIDs are unique and have no possibility of being reassigned, it is recommended that each workstation running RESULT Operation software contains a network interface card. Network interface cards help facilitate uniqueness when the system generates a GUID. ▲

## **Windows security features**

RESULT software runs within the Windows operating system. Windows provides logon authentication and security features for RESULT Operation software. The software uses the password authentication features in Windows to provide access to the software.

**Note** Our Security Administration software can be installed with Windows and RESULT to provide logon authentication and security features for RESULT Operation and RESULT Integration. See “About Security Administration” in this manual for more information. ▲

This section describes some of the features available in Windows that your Windows administrator can take into consideration to better secure RESULT software and the workstation.

**Note** The items mentioned in this section can be accessed by a Windows administrator through Windows Administrative Tools. The Windows administrator can find more information regarding these features in the Windows help files or the Windows documentation. ▲

## Log on security features

The User Manager window in Windows has many features to make passwords and logging on to the workstation more secure:

- The Windows administrator can assign user passwords and prevent users from changing those assigned passwords, or can require users to change their passwords the next time they log on. Requiring users to change their passwords at the next logon session helps to ensure that only users know their own passwords. If users forget their passwords, the passwords can be reassigned by the Windows administrator and the users can then change those assigned passwords at their next logon session. These settings can be changed for each user by choosing Properties from the User menu.
- The Windows administrator can specify whether passwords must have minimum and maximum ages and minimum lengths. The Windows administrator can also specify password uniqueness by setting the system to remember a certain number of passwords and to prohibit their reuse. These password settings can be changed for the workstation by choosing Account in the Policies menu.
- The Windows administrator can specify that user accounts be locked out after a specified number of failed attempts to log on. The account can remain disabled for a specified period of time or until the Windows administrator resets the account. These settings can be changed for the workstation by choosing Account in the Policies menu.

**Note** If your organization needs to comply with CFR 21, part 11, it must have a mechanism in place to ensure that the same log on name is never given to two different people. ▲

## Locking a workstation

Users or the Windows administrator can specify that workstations be locked by modifying screen saver settings. The screen saver can activate after the system is inactive for a specified amount of time, and the currently logged-on user must enter his or her password to unlock the screen saver.

Individual users can set this option by going into their Windows settings and opening the Display Properties dialog box, or the Windows administrator can set this option for all users by designing a profile and assigning it to the users as a mandatory profile.

## Event logging

Windows contains an Event feature with three different logs:

- **Security log.** The security log tracks security events, such as attempts to log on a local computer or events related to use of resources (for example, creating, opening, or deleting files).
- **System log.** The system log tracks events logged by the Windows components, such as failure of a driver or other system component to load during startup.
- **Application log.** The application log tracks specific events logged by programs, such as a file error. Program items that appear in the application log are controlled by the developer of the application.

The Windows administrator may want to set up the Event Viewer to log any of the following:

- Logging on and logging off the workstation.
- Access to specific files or objects.
- When a user accesses any other rights assigned to him or her.
- Any changes in user and group management.
- Any changes made to user rights or audit policies.
- System restarts, shutdowns, and other events that affect system security.
- Activation of a program or exit of a process.

The Windows administrator can specify the events to log in the User Manager window by choosing Audit in the Policies menu. Settings for the event log, such as specifying the maximum size of the log and when to overwrite events, can be modified by opening the Event Viewer window and selecting the Log Settings option from the Log menu.

**Note** If RESULT is configured to run with the Security Administration software, change events for a variety of file types used in RESULT are automatically logged in the Thermo events section of the Windows event log. See “About Security Administration” in this manual for more information. ▲

## **Local user groups and rights**

The Windows administrator can set up local user groups to manage users more efficiently. Rights and permissions can be assigned to a local group, and users can be added and deleted from the local group. Local groups can also contain global groups from a network domain.

Local groups can be set up in the User Manager window by choosing New Local Group in the User menu. Rights and privileges can then be assigned or unassigned to those groups by choosing User Rights in the Policies menu. Some of the rights that can be assigned or removed from groups include:

- The right to access the workstation from a network.
- The right to change the system date and time.
- The right to log on to the system locally.
- The right to shut down the system.
- The right to take ownership of files or other objects.
- The right to manage the event viewer.

**Notice** Restricting the right to change the system date and time is an important security feature. If this right is removed from a specific user group, the users in that group cannot collect data under a falsified date and time. ▲

## **User profiles**

Users can be assigned mandatory profiles by the Windows administrator. These mandatory profiles can control the users’ desktop settings and prohibit users from permanently changing their desktop settings. The Windows administrator can create and assign profiles in the User Manager window or the System Policies editor.

## Other security features

If the workstation will be hooked up to a network with Windows Server, or if Windows Server client-based administration tools are installed on the workstation, the Windows administrator can take the following additional security features into consideration:

- Allowing users to have access to the network or workstation only during specified hours.
- Restricting users from logging on or allowing users to log on to specific workstations on a network.
- Specifying user account expiration dates.

## Configuring RESULT to start automatically

The Windows administrator can set up Windows to automatically start RESULT Operation or RESULT Integration software each time a user logs on to the workstation.

**Note** The Security Administration software can be used to provide additional security for RESULT Operation by preventing users from accessing Windows functions. See “Denying users access to the Windows desktop” in the section titled “RESULT Operation policies” in *Setting Up RESULT for Security Administration* for details. ▲

**Note** Windows can be set up to start RESULT Operation or RESULT Integration automatically only if RESULT software was installed for all workstation users. ▲

To configure RESULT to start automatically each time a user logs on to Windows, use Windows Explorer to browse to the start menu programs directory for all users. This directory is normally located at:

C:\Documents and Settings\All Users\Start Menu\Programs

Copy the file RESULT Operation.exe or RESULT Integration .exe to the Startup folder in the same location:

C:\Documents and Settings\All Users\Start Menu\Programs\Startup

The software program you copied will now start automatically when any authorized user logs on to the workstation. For more information, refer to the documentation that came with your Windows software.

**Notes** If you no longer want RESULT software to automatically start when logging on the workstation, simply remove the shortcut from the Startup folder for all users.

If you want RESULT software to automatically start for only specific users when they log on to the workstation, add the appropriate program to those users' individual startup folders in their profiles instead of into the profile for all users.

If you configured RESULT Operation software to start automatically, be sure to add all users to the RESULT Operation user list before they log on to the workstation. When a user logs on to the workstation, RESULT Operation software will not function unless that user has been added to the software's user list. ▲



## Chapter 4 About Security Administration

RESULT software can be configured for use with the Security Administration application to set up special system policies and other security features for RESULT Operation and RESULT Integration. These features are used as an addition to the standard security features of RESULT.

Security Administration uses the Event Log service in Windows® to record client application operations, or “events,” in a log that you can view with Event Viewer. See the “Event logging” section in this chapter and “Event logging” in the “Overview of Windows Administration” chapter of the *Security Administration User’s Guide* for details.

**Note** The items mentioned in this section can be accessed by a Windows administrator through the Security Administration application. The Windows administrator can find more information regarding these features in the *Security Administration User’s Guide* and in *Setting Up RESULT for Security Administration*. Security Administration can be installed on a network or local workstation with RESULT. See the manual titled *Installing Your Software* for instructions for installing Security Administration. ▲

### Controlling access to RESULT

The Access Control features of Security Administration let you set the rights of individual users or groups of users to use RESULT Integration and RESULT Operation.

### Event logging

Security Administration and RESULT track changes to a variety of file types. These change events are automatically logged in the Windows event log once Security Administration and RESULT have been installed. You can view these events by starting Event Viewer and clicking the Thermo Fisher Scientific icon in the navigation pane. The sources of events that are logged include the following:

Admin – Tracks changes to Security Administration’s security database.

Thermo Security Service – Tracks activity of and changes to Thermo Security Service.

Thermo Log Service – Tracks changes to files that are registered to RESULT. This tracking occurs whether or not RESULT is running. The types of files whose changes are tracked is determined by the extensions specified by the .xml file.

RESULT – Tracks activity in RESULT and changes to files while RESULT is running.

**Note** See “Setting Up Result for Security Administration” for a list of events that are logged with the above services. The specific file types that are audited by RESULT and Thermo Log Service include files with the following extensions: .wfl, .qnt, .lbd, .lbt, .spa, .jdx, .spc, .csv, .srs, .sri and .cnc. ▲

## Setting system policies

The System Policies features of Security Administration let you set many system policies controlling the use of RESULT Integration and RESULT Operation. For example, you can prevent the overwriting of workflow files or require users to enter a comment when saving a workflow.

**Note** Some system policies correspond to similarly named options in RESULT; that is, they are designed to control the same aspect of software operation. In these cases, the system policy setting supersedes the RESULT option setting. The affected option appears in RESULT but is unavailable. ▲

## Assigning signature meanings

The Signature Meanings features of Security Administration let you specify the meanings that will be available for electronic signatures supplied by specified users of RESULT. For example, you could set the Signature Meanings features so that only a particular user—for instance, a manager—is allowed to sign a file with the “Approval” meaning.

## Setting file permissions

After you have set the security policies for your system, set file permissions to control which Windows file operations—such as overwriting a workflow file—can be performed by specified users.

**Note** It is your responsibility to set permissions as necessary to comply with 21 CFR Part 11 or other security requirements of your organization. ▲

## Chapter 5 Configuring RESULT Operation Software

When RESULT Operation software was installed, the software automatically created a default path for storing system configuration files and created an audit log database on the computer's local drive. This chapter includes information about changing these configuration settings.

**Note** Configuration of RESULT Operation software can only be done by a RESULT administrator. Any installation changes to the software can only be done by a Windows administrator. ▲

### The Configure System dialog box

In RESULT Operation software, the Configure System dialog box is used to specify the path for saving system configuration files and to set up the audit logging feature. When the software was installed, it automatically created a default system path and audit log on the computer's local drive. However, these settings can be changed to point to a different folder, a network drive, or to create a different database version.

To open the Configure System dialog box:

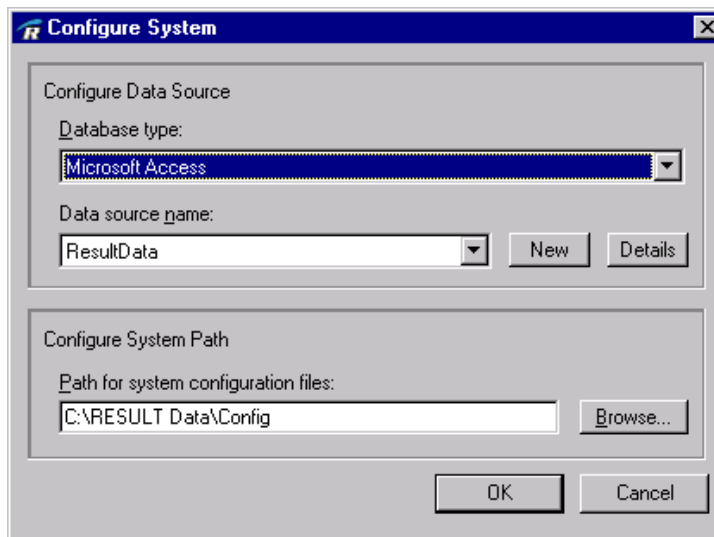
#### 1. Open RESULT Operation software.

See “Chapter 1 Getting Started” in the “RESULT Operation User Guide” for instructions on how to log on to RESULT Operation software.

#### 2. In the RESULT main window, select Configure System from the Administration menu.

**Note** If the Administration menu does not appear in the RESULT main window, then you do not have the administrative-level privilege to the software. See your RESULT or Windows administrator. ▲

The Configure System dialog box displays.



## About the data source and audit log

The data source points to a Microsoft Access database that contains the RESULT audit log. The audit logging feature is RESULT Operation software's tracking system. It tracks:

- Additions to the data archives
- Pass/fail results, ValPro, and instrument test results
- Service log entries
- Changes made to RESULT Operation administrative settings
- Changes made to workflows or user settings in RESULT Operation software
- Values stored to the database from workflows, which can then be queried to provide a report of concentration or other trends.

The audit log is set up as a Microsoft Access database, and can be queried using the Logs menu in RESULT Operation software.

Each entry into an audit log is assigned a key ID number. Other pertinent information is logged, such as the date of the entry, the PC where the entry originated, the name of any associated workflow, the user logged on, and results of events.

**Note** The audit log does not contain archived information. The log notes changes made to archives, but archive data is stored separately from the log. ▲

The audit log can be viewed in a compatible database application, such as Microsoft Access. The database consists of various tables set up to log items, along with an integrity table that assists in identifying suspect data when performing queries through the software.

**Note** When the software was installed, it automatically created an audit log database compatible with Access version 2.0. In order to view the database in later versions of Access, you will need to create a new audit log database and specify a different version. See “Configuring the Data Source” in this chapter for more information about creating a new audit log database. ▲

**Notice** As a security feature, if any changes are made to the log through another application, the changes will be marked as suspect data. Users can identify suspect data when performing queries in RESULT Operation software. See “Chapter 4 Working with the Audit Log” in the RESULT Operation User Guide” for more information about querying the audit log and identifying suspect data. ▲

If suspect data is found in an audit log report, it is recommended that the audit logs be archived and the RESULT administrator create a new database for logging purposes. □

## **Configuring the data source and database**

A data source is a vendor-independent link to a database. The data source in RESULT Operation software points to a Microsoft Access database. The software automatically created a Microsoft Access database and a data source when it was installed. These settings can be changed by a Windows or RESULT administrator.

**Note** If the RESULT administrator is making changes to the data source and database, then the RESULT administrator must have the security privilege to change the Registry Key for the database. See your Windows administrator if you do not have access to the Windows Registry Key for the database. ▲

To configure or change configuration of the data source and database:

- 1. If the Configure System dialog box is not already open, open the Configure System dialog box.**

Select Configure System from the Administration menu in the RESULT Operation main window to open the dialog box.

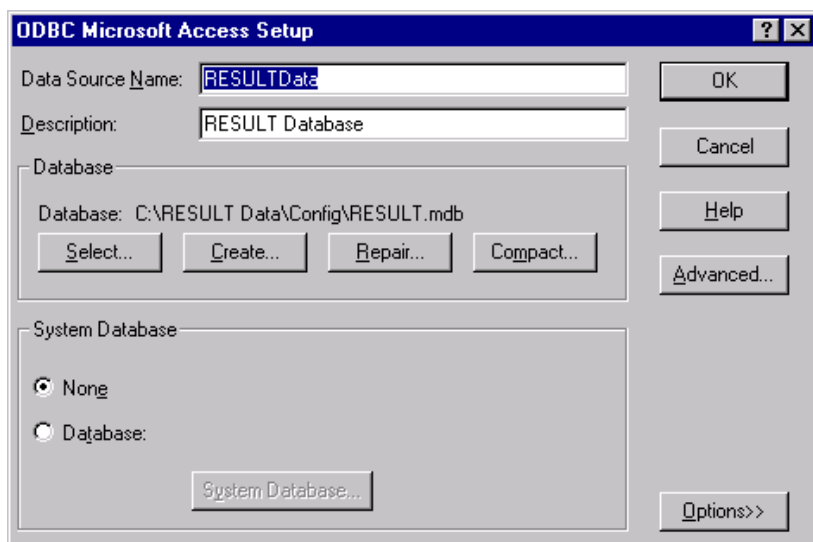
**2. Confirm that Microsoft Access appears in the Database Type drop-down list.**

If Microsoft Access does not appear in the drop-down list, see your Windows administrator.

**3. Select or create a data source name.**

The software automatically created a data source entitled RESULTData. If you have already created a different data source, select it from the Data Source Name drop-down list.

If you want to create a new data source, then choose New. The software opens the Windows ODBC Microsoft Access Setup dialog box, as shown below.



- 4. If you choose to use a different data source name than RESULTData, type the name in the Data Source Name text box.**
- 5. If you choose to use a different description than RESULT Data, type the description of the data source in the Description text box.**

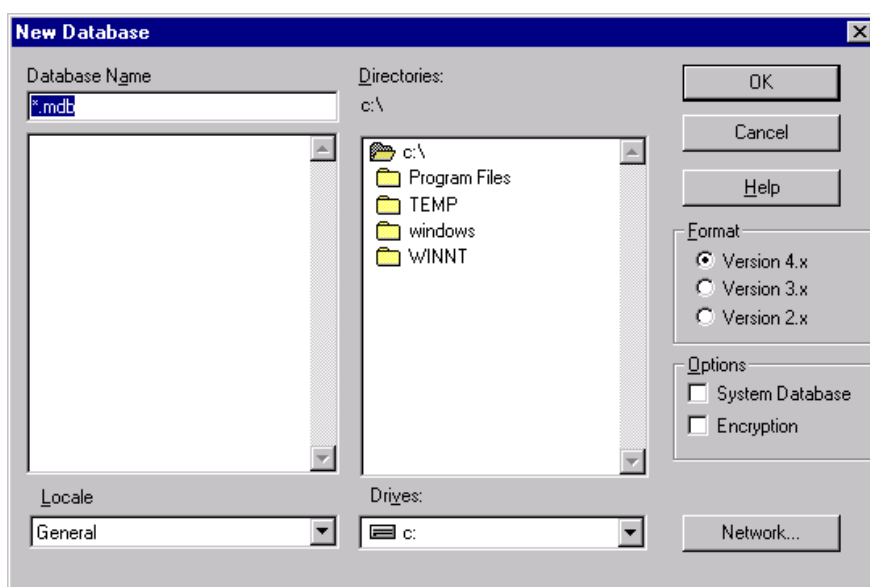
6. If you have already created the audit log database, choose **Select to navigate to the database.**

The software opens the Select Database dialog box. Navigate to the appropriate database and select it, and then choose OK to close the Select Database dialog box.

**-or-**

**If you need to create the database, choose the Create button.**

The software opens the Create Database dialog box, as shown below.



Navigate to the appropriate directory where you want the database to be stored.

If you want the database to be stored on a network drive, then first select the appropriate drive from the Drives drop-down list or if the network drive is not mapped to the local computer, choose Network to map the network drive.

Enter the name of the database in the Database Name text box.

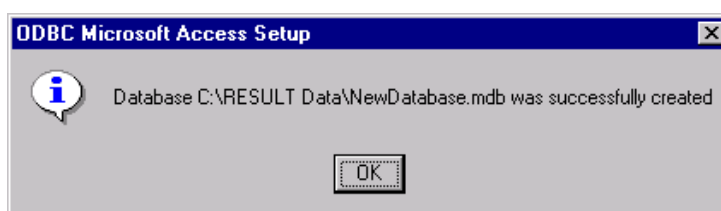
Select a Format for the database. Choose one of the following:

- **Version 4.x**, which is a Unicode format and is compatible with Access 2000.

- **Version 3.x**, which is an ANSI format and is compatible with Access version 7.0.
- **Version 2.x**, which is an ANSI format and is compatible with Access version 2.0.

For information about the other options available in this dialog box, choose the Help button to open Windows Help.

Once you have finished creating the database, choose OK to close the dialog box. Windows displays the following message, indicating that the database has been set up.



**7. Choose OK to close the ODBC Microsoft Access Setup dialog box.**

The software displays a message asking you if you want to replace the data source with the definition you just created.

Choose OK to replace the data source.

**8. The software displays a message indicating that the data source has changed.**

The message also indicates that you should make sure the correct data source is selected. Choose OK to close the message.

On the Configure System dialog box, make sure the Data Source Name drop-down list shows the name of the data source you just created. If it does not, select the proper name from the drop-down list.

**9. Choose OK to close the Configure System dialog box if you have no other items to configure at this time.**



If you do not choose OK before closing the dialog box, your changes will not be saved. Choose Cancel only if you want to close the dialog box without saving your settings.

**Note** Once the data source has been configured, it is not recommended that these settings be changed. Frequent changes to the data source may jeopardize the integrity of your data. Minimizing the number of users with administrative privileges can help ensure that these settings do not change.

However, you may want to start a new log on a regular schedule. For example, establish a procedure to create a new data source and database every three months and store the prior log in an archive directory.

If your data source produces a report that has suspect data, then you may want to archive that data source and create a new data source. See “Chapter 4 Working with the Audit Log” in the “RESULT Operation User Guide” for more information about how to identify suspect data in audit log queries and reports. ▲

## Specifying a path for configuration files

RESULT Operation software automatically creates a path and directory for storing the software’s configuration files on the computer’s local drive. The system configuration files contain all RESULT settings, including specified RESULT options, user settings, workflow settings, and ValPro settings. The RESULT administrator can change this path to be elsewhere on the computer’s local drive or on a network drive. The information can be stored in an existing folder, or a new folder can be created while specifying the path.

To specify a location for storing system configuration files:

1. **If the Configure System dialog box is not already open, open the Configure System dialog box.**

To open the dialog box, select Configure System from the Administration menu of the RESULT Operation main window.

2. **Enter the appropriate path in the Directory Path For System Configuration Files text box, or choose Browse to find the folder or create a new folder.**

If typing the directory path, be sure to include the drive name when keying in the path. An example path is shown below:

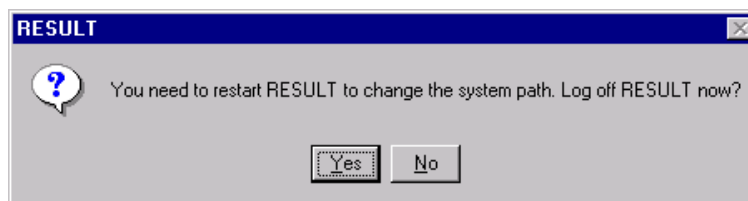
c:\Result Data\Config

If you choose Browse, the software opens a standard Windows Browse dialog box. Navigate to the appropriate folder or create a new folder, and then choose Select to close the dialog box.

**3. Choose OK to close the Configure System dialog box if you have no other items to configure at this time.**

If you do not choose OK before closing the dialog box, your changes will not be saved. Choose Cancel only if you want to close the dialog box without saving your settings.

If you choose OK to close the dialog box, the software displays the following message:



**4. Choose Yes to log off the software.**

The software will close, and the next time you log on to RESULT Operation software, the system path will be changed.

If you choose No and do not log off the software, the system path will not change.

## Chapter 6 Setting RESULT Operation Options

This chapter describes the options available in RESULT Operation software, including specifying directory paths for data, specifying instrument options, and options for starting and logging off the software.

**Note** RESULT options can only be changed by a RESULT administrator. ▲

### RESULT Options dialog box

The RESULT Options dialog box contains features a RESULT administrator can change to customize startup and shut down of the software and to specify paths for locating and storing information. To open the RESULT Options dialog box:

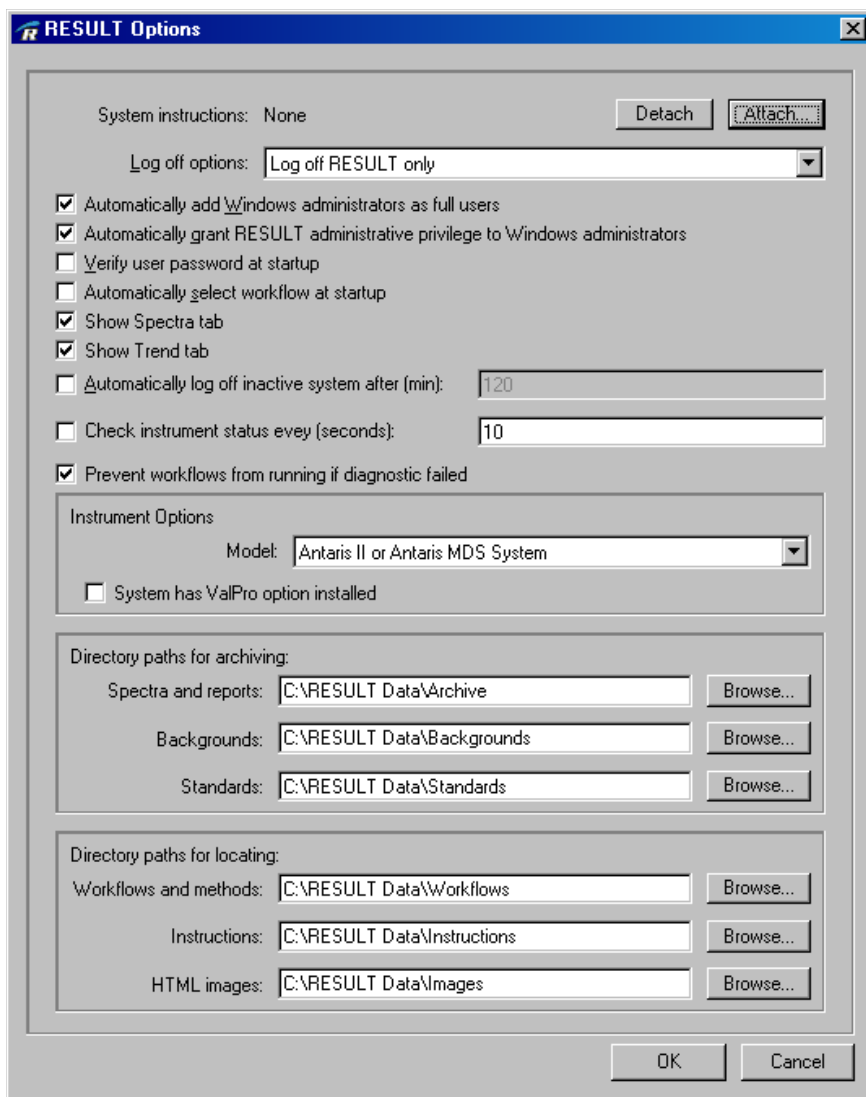
1. **Select the Administration menu in the RESULT Operation main window.**

**Note** If the Administration menu does not appear on the RESULT main window, then you do not have the RESULT administration privilege. A RESULT administrator must grant you this privilege before you can perform any administrative tasks. ▲

2. **Choose RESULT Options from the Administration menu.**

The RESULT Options dialog box displays.

Some of the options in this dialog box correspond to similarly named system policies in the Security Administration software; that is, they are designed to control the same aspect of software operation. In these cases, the system policy setting supersedes the RESULT Options setting. The affected option appears in RESULT but is unavailable.



RESULT options can be modified at any time by a RESULT administrator. Any modifications made to RESULT options are recorded in the RESULT audit log.

## Attaching instructions

The RESULT Options dialog box allows the RESULT administrator to attach a Portable Document Format (\*.PDF) document to the software. This feature can be useful for attaching general system instructions or standard operating procedures (SOPs). Attaching the document as a \*.PDF file to the software is a convenient way to give all software users quick and easy access to instructions, procedures, and other important information.

**Note** Adobe Acrobat provides tools to digitally sign \*.PDF files if you need to have these documents signed to comply with regulations or procedures. ▲

Once the document is attached, it will appear in the Instructions drop-down list in the RESULT Operation main window. A user can select the document from the list to open it in the display area with Adobe® Reader®.

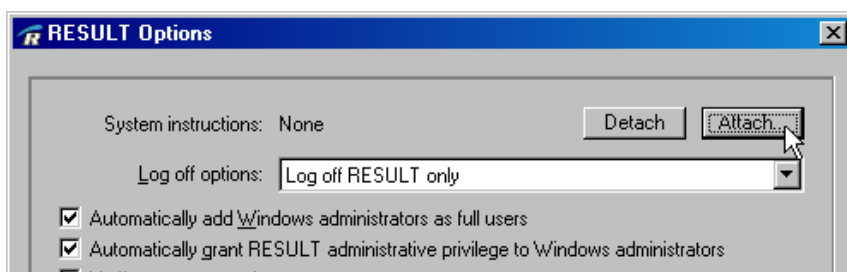
**Note** This feature should be used for general instructions or standard operating procedures. When setting up workflows and ValPro options, you will also have the options of attaching specific instructions or another type of document to each workflow and the ValPro qualification package. ▲

To attach a \*.PDF document to the software:

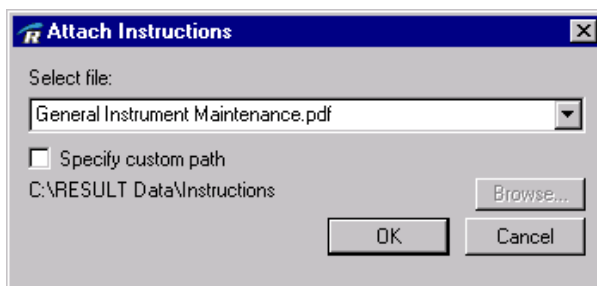
**1. If the RESULT Options dialog box is not already open, open the dialog box.**

Select RESULT Options from the Administration menu in the RESULT main window.

**2. Choose the Attach button opposite the System Instructions display.**



The software opens the Attach Instructions dialog box.



If the document is stored in the standard location for instructions (as specified in the Directory Paths portion of the RESULT Options dialog box), then it will appear in the Select File drop-down list. Select the appropriate document from the drop-down list.

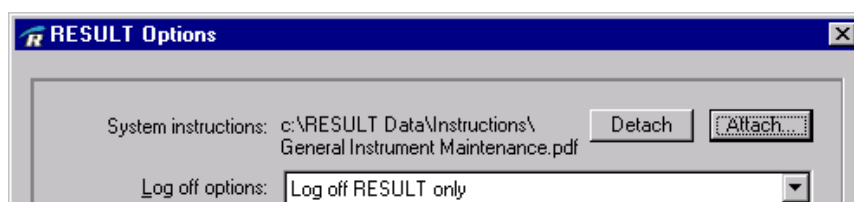
If the document is stored in a different location, then:

- Select the Specify Custom Path check box.
- Choose Browse. The software opens a standard Windows Browse dialog box.
- Navigate to the appropriate directory where the instructions are located, and choose Select.

Once the path has been specified, all \*.PDF documents in the specified directory will appear in the Select File drop-down list. You can then select the appropriate document from the Select File drop-down list.

### 3. Choose OK.

The Attach Instructions dialog box closes, and the document you attached appears in the System Instructions display in the RESULT Options dialog box.



### 4. If you have no other options to specify at this point, choose OK to close the RESULT Options dialog box.

If you close the dialog box without choosing OK, your changes will not be saved. Choose Cancel to close the dialog box without saving your changes.

After you have attached instructions to the software, the Instructions drop-down list will appear in the RESULT Operation main window. A user can select the document from the list to open it in the display area.

**Note** To remove system instructions, choose the Detach button in the RESULT Options dialog box and then choose OK to close the dialog box. The document will no longer appear in the instructions drop-down list in the main window of the software. ▲

## Log off options

The RESULT administrator can specify how the software should react when a user logs off the system. The administrator can choose between the following two options:

- **Log off RESULT only.** When a user logs off RESULT, the software closes, but the user remains logged on to Windows.
- **Log off and restart system.** When a user logs off RESULT, the user is logged off both RESULT and Windows. Windows will restart and be ready for the next user to enter a Windows user name and password.

**Note** The Log off and restart system option can be an important feature to provide additional security to the workstation. When a user logs off RESULT Operation software, that user is also automatically logged out of the workstation and only an authorized user can log back into the workstation. ▲

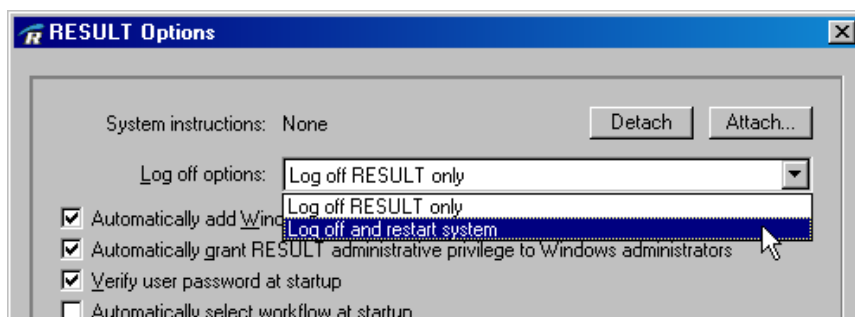
**Note** If Security Administration is installed with the Deny User Access To Windows Desktop policy enabled for RESULT Operation, the user is logged off both RESULT and Windows after logging off RESULT. This is true regardless of the setting for Log Off Options in the RESULT Options dialog box. ▲

RESULT was installed with the Log Off RESULT Only option selected. To change this option:

1. **If the RESULT Options dialog box is not already open, open the dialog box.**

Select RESULT Options from the Administration menu on the main window to open the dialog box.

2. **Select Log Off and Restart System from the Log Off Options drop-down list, as shown below.**



3. If there are no other settings you want to specify at this time, choose OK.

Choose OK when you are ready to close the RESULT Options dialog box. If you fail to choose OK before closing the dialog box, the settings will not be saved. Choose Cancel to close the dialog box without saving your changes.

## Other RESULT options

The RESULT Options dialog box contains other startup and logoff options. A RESULT administrator can enable or disable these options by selecting or clearing the check box next to the option. The following options are available:

- **Automatically add Windows administrators as full users.** With this option enabled, all users with Windows administrative-level privileges to the workstation are automatically added to the RESULT Operation user list. The user would not automatically be granted any RESULT privileges, however, unless the next option is enabled.

RESULT is installed with this option enabled. Keeping this option enabled ensures that Windows administrators can always gain access to RESULT Operation software.

- **Automatically grant RESULT administrative privilege to Windows administrators.** With this option enabled, any Windows administrator added to the RESULT user list is automatically granted the administrative level privilege to RESULT. Windows administrators are not automatically added to the RESULT user list, however, unless the above option is selected.



RESULT is installed with this option enabled. Keeping this option enabled ensures that Windows administrators can always have access to the administrative features of RESULT.

**Notice** If the above two options are disabled, you run the risk of not having any user able to access the administrative features of RESULT (if the RESULT administrative user is deleted before another administrative account is opened). If no user is able to gain administrative access to RESULT, then RESULT will need to be reinstalled in order to enable the above two options. ▲

**Note** Disabling the above two options does not automatically remove Windows administrators from the RESULT user list, nor does it un-assign the administrative-level privilege from users who have already been assigned that privilege. To remove users and privileges, a RESULT administrator must make these changes to each user through the Manage Users dialog box. See “Chapter 5 Managing Users” for more information about removing users and privileges. ▲

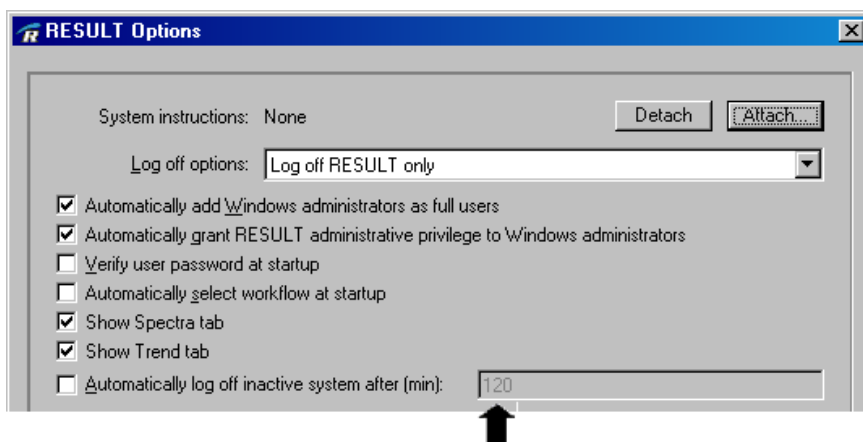
- **Automatically grant RESULT administrative privilege to OPC Client.** With this option enabled, any Windows administrator added to the RESULT user list is automatically granted the administrative level privilege to the OPC Client.
- **Verify user password at startup.** This option is automatically enabled when the software is installed. When enabled, the software will require a user to enter his or her Windows password when opening RESULT Operation software. The software will then verify that the user’s logon name is on the RESULT user list and that the password matches the user’s Windows password.

If this option is disabled, RESULT will only verify whether the user who is logged on Windows is on the RESULT user list. Keeping this option enabled allows an extra level of security for RESULT Operation software. However, if your system is configured to start RESULT Operation software automatically and/or to restart the system when logging off RESULT, you may want to disable this feature to avoid the redundancy of requiring users to enter their Windows password twice when starting the system.

**Note** You may also want to disable this feature if Security Administration is installed with the Deny User Access To Windows Desktop policy enabled for RESULT Operation to avoid requiring users to enter their Windows password twice when starting the system. ▲

- **Automatically select workflow at startup.** If this option is enabled, when RESULT is started the software will automatically open the Select Workflow dialog box.
- **Show Spectra tab.** If this option is enabled, RESULT Operation will allow the operator to view the spectral data as well as the report data when collecting data from a workflow. The RESULT Operation display area will include both a Report tab, which can be used to display sample reports during data collection, and a Spectra tab, which can be used to display the spectral data as it is collected. See “Viewing collected spectra while running a workflow” in the “RESULT Operation User Guide” for more information.
- **Show Trend tab.** If this option is enabled, RESULT Operation will allow the operator to view a series of data measured from one or more workflows over a period of time. The data can be viewed in a graphical or tabulated format or in both formats. The workflows must be set up to store the measured data in the RESULT database and the software must be configured to display that data on the Trend tab. See “Viewing trend data while running a workflow” in the “RESULT Operation User Guide” for more information.
- **Automatically log off inactive system after (min).** If this option is enabled, the software will automatically close and log off the current user if the software is inactive for a specified period of time. The actions of RESULT and Windows after the software closes are dependent on other enabled options. Windows may also close, or a user may need to re-enter his or her password to open RESULT.

To enable this option, the RESULT administrator must also specify the amount of time the system should remain inactive before the user is automatically logged off. Enter the amount of time, in minutes, in the entry box.



- **Check instrument status every (sec).** If this option is enabled, RESULT adds an Instrument Status indicator to the RESULT Operation main window and monitors the instrument operation when the system is idle. If the indicator is a green check mark, the instrument is running and properly connected to the computer.

If the indicator is a red X, the instrument failed a diagnostic test. Run an Instrument Status check to determine the source of the problem. See “Instrument Status” in “Chapter 6 System Maintenance” of the “RESULT Operation User Guide” for more information.

- **Prevent workflows from running if diagnostic failed.** If this option is enabled, the software will prevent all operators from running workflows if the instrument fails a diagnostic test.
- **Prevent workflows from running if unsigned.** If this option is enabled, the software will prevent all operators from running a workflow if the selected workflow does not contain a valid digital signature.

**Note** To save your changes, choose OK to close the RESULT Options dialog box. If you do not choose OK, your changes will not be saved. Choose Cancel to close the RESULT Options dialog box without saving your changes. ▲

## Instrument options

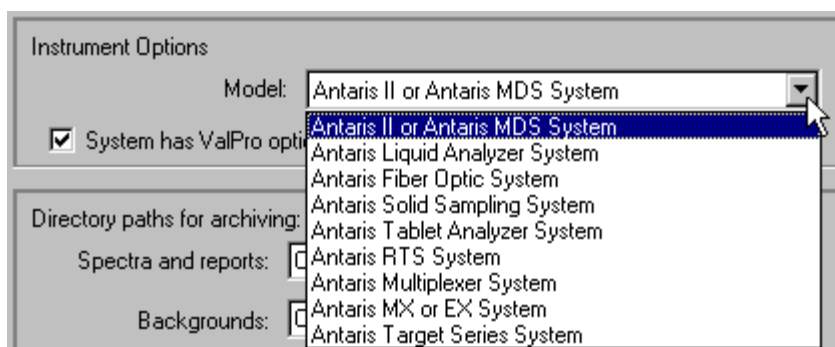
In order for the software to function correctly with the Antaris instrument and the ValPro System Qualification package, the RESULT administrator must specify the instrument model on the workstation. This option must be configured before performing any ValPro or instrument functions.

To set instrument options:

1. **If the RESULT Options dialog box is not already open, open the RESULT Options dialog box.**

Open the dialog box by selecting RESULT Options from the Maintenance menu in the RESULT Operation main window.

2. **Select the correct instrument model from the Model drop-down list in the Instrument Options section of the dialog box.**



Be sure to select the option that correctly matches your instrument model. The following table describes the available options:

Instrument Model	Description
Antaris II or Antaris MDS System	Includes transmission module, integrating sphere and fiber optic sampling station.
Antaris Liquid Analyzer System	Configurable Antaris or Antaris II system that includes only the transmission module.
Antaris Fiber Optic System	Configurable Antaris or Antaris II system that includes only the fiber optic sampling station.
Antaris Solid Sampling System	Configurable Antaris or Antaris II system that includes only the integrating sphere.
Antaris Tablet Analyzer System	Configurable Antaris or Antaris II system that includes only the standard and/or softgel tablet analyzer.

Instrument Model	Description
Antaris RTS System	Configurable Antaris or Antaris II system that includes the transmission module and integrating sphere.
Antaris MX or EX System	A compact fiber optic system with 2 or 4 channels for connecting fiber optic accessories.
Antaris Target Series System	A compact, near-infrared analyzer dedicated to real-time monitoring of pharmaceutical powder blending. Installs directly on the bin and can also be used for desktop sampling.

**Note** If your system has the ValPro System Qualification package, then you must also set ValPro Options. See “Chapter 7 Setting ValPro Options” for more information about setting these options. ▲

**3. If you have no other options to specify at this time, choose OK to close the RESULT Options dialog box.**

If you close the dialog box without choosing OK, your settings will not be saved. Choose Cancel to close the dialog box without saving your settings.

## Setting directory paths

When the RESULT Operation software was installed, the software automatically created a directory path and directories for the following items:

- **Archiving spectra and reports.** Spectra and reports, if designated to be archived by a workflow, will be saved in this directory.
- **Archiving backgrounds.** Background spectra, if designated to be archived by a workflow, will be saved in this directory.
- **Archiving standards.** Standards run for a particular measurement item in a workflow will be saved in this directory.
- **Locating workflows and methods.** The software will use this directory to locate workflows and method files.

- **Locating instructions.** Instructions and standard operating procedures (SOPs) should be stored in a specific folder for use by RESULT Operation software. The software will use the folder you specify when loading instructions or SOPs associated with workflows.
- **Locating HTML images.** HTML images, such as corporate logos for reports, should be stored in a specified directory. RESULT will then search for images in that directory when creating reports. Other HTML images used by RESULT Operation software will also be stored in this directory.

The RESULT administrator can change any of these directory paths to another directory on the local computer or on a network drive. The following steps apply to any directory path that needs to be changed.

To change a directory path:

1. **If the RESULT Options dialog box is not already open, open the dialog box.**

Open the RESULT Options dialog box by selecting RESULT Options from the Administration menu in the RESULT Operation main window.

2. **For the path you want to specify, type the path in the corresponding text box, or choose Browse to find the folder or create a new folder.**

If you choose to type the directory path, be sure to include the drive name when keying in the path. An example path is shown below:

c:\RESULT Data\Workflows

3. **After you have changed the appropriate directory paths, choose OK to close the RESULT Options dialog box if you have no other options you want to specify at this time.**

If you do not choose OK before closing the dialog box, your changes will not be saved. Choose Cancel only if you want to close the dialog box without saving your settings.

**Note** If you change a directory path, the software does not automatically move files from the old directory into the new directory. Therefore, make sure to move any files from an old directory into a new directory. This can be accomplished using Windows Explorer. ▲

## Chapter 7 Managing Users

In order to use RESULT Operation software, users must be added to the software's user list. The RESULT administrator must add each user to the software's user list and add software privileges to each user's software privileges.

This chapter discusses the different tasks a RESULT administrator can perform for users, such as:

- Setting up new users
- Granting privileges
- Disabling user accounts
- Deleting user accounts.

**Note** RESULT user settings can only be accessed and changed by a RESULT administrator. ▲

### Manage Users dialog box

The Manage Users dialog box allows the RESULT administrator to set up new users, delete user accounts, and grant each user privileges to software functionality. To open the Manage Users dialog box:

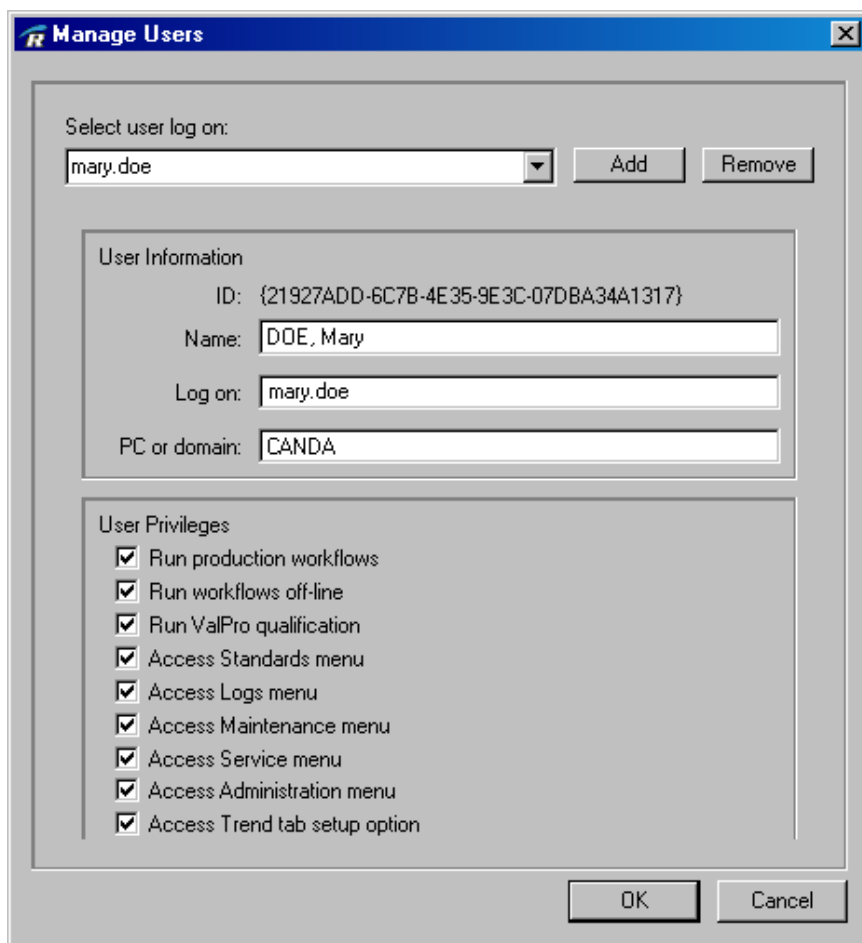
**1. From the RESULT main window, select the Administration menu.**

**Note** If the Administration menu does not appear on the RESULT main window, then you do not have the RESULT administrative-level privilege. A RESULT administrator must grant you this privilege before you can perform any administrative tasks. ▲

**2. Choose Manage Users.**

The Manage Users dialog box opens, as shown below.





A RESULT administrator can add new users, change user privileges, disable user accounts, and delete user accounts at any time through the Manage Users dialog box. Any changes made to the RESULT user list, including adding and removing privileges, are recorded in the RESULT audit log.

## Adding a user

Users must be added to both the RESULT Operation and Windows user lists before they can access RESULT Operation software.

### Note

While it is not required that users be added to the Windows user list first, it is recommended. RESULT software uses the Windows user information to allow access to the software. A user's logon name and the computer/domain name must match the user's Windows information in order for the user to open RESULT Operation. ▲

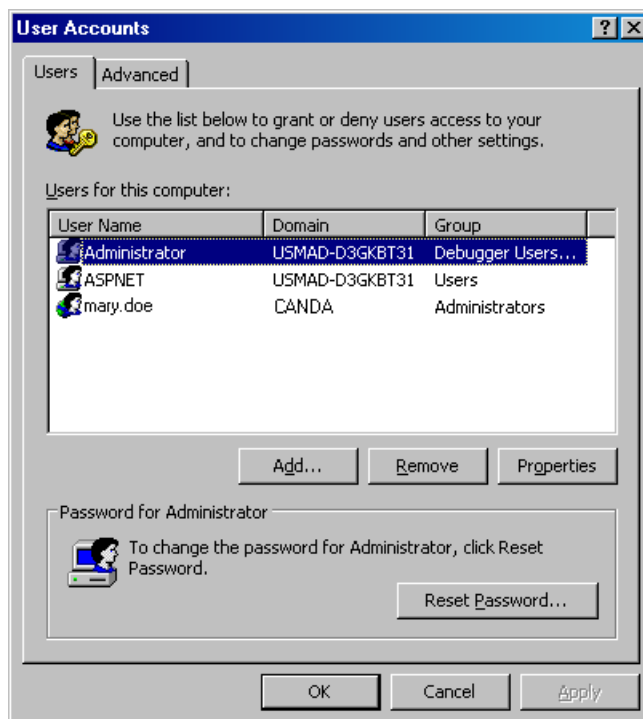
**Tip** If you are adding many users to the RESULT user list, you may want to first create a list containing the Windows logon information for the users. Your Windows administrator should be able to provide you with a list of Windows Full Names and user names. ▲

If you have access to Administrative Tools in Windows, you can view this list yourself. Here are the instructions to view a list of Windows Full Names and user names:

1. Open the Windows Control Panel (and Switch To Classic View for Windows XP if you are using another view).
2. Display the User Accounts dialog box.

For Windows XP, follow these steps:

- a. Double-click User Accounts. The User Accounts dialog box displays, showing the list of user names for users who are able to access the workstation.



- b. To see the Full Name for a user name, select the user name and choose Properties.
- c. Choose Cancel to close the dialog box.

For Windows 7, follow these steps:

- a. Select System And Security.
- b. Select Administrative Tools.
- c. Double-click Computer Management. The Computer Management dialog box is displayed.
- d. Select Local Users & Groups on the left side of the dialog box and Users on the right side.
- e. To see the Full Name for a user name, select the user name and then right-click and choose Properties.
- f. Close the dialog box.

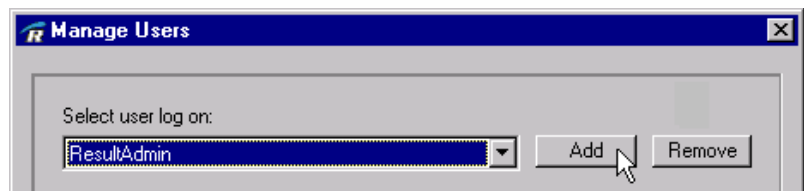
To print this list, press Alt + Print Screen. Windows copies the Computer Management window onto the Windows Clipboard as a graphic. You can then paste the graphic into a word processing application or into Windows Paint, and then print the graphic. □

To add a new user to the RESULT Operation user list:

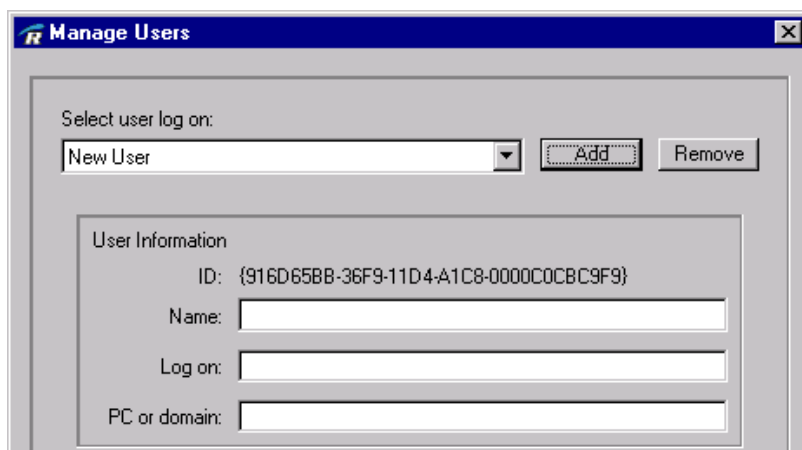
- 1. If the Manage Users dialog box is not already open, open the dialog box.**

Select the Manage Users option in the Administration menu of the RESULT main window to open the Manage Users dialog box.

- 2. Choose the Add button in the Manage Users dialog box, as shown below.**



The dialog box changes to display New User in the Select User Logon drop-down list.



The software automatically assigns a globally unique identifier (GUID) to the new user. The ID will not be assigned to any other user in the software system.

**3. Enter the user's full name in the Name text box.**

The User Name corresponds with the user's Full Name in Windows. While these two names do not have to be the same, for consistency, it is recommended that the RESULT User Name and Windows Full Name be the same for each user.

**4. Enter the user's logon in the Log On text box.**

The Logon corresponds with the user's Windows user name. A user's RESULT Logon and Windows user name must match in order for the user to open RESULT.

**5. Enter the domain or computer name into the Domain text box.**

If the user is using a local Windows user name for that workstation only, then enter the workstation's computer name. If the user is using a network user name, then enter the workstation's domain name. These names must match the workstation's settings.

- Tip** To find out the computer and domain name for Windows XP, double-click the System icon in the Windows Control Panel to display the System Properties dialog box and then select the Computer Name tab. The software lists both the computer name and the domain name for the workstation. Choose Cancel to close the dialog box. ▲
- Tip** To find out the computer and domain name for Windows 7, open the Windows Control Panel, select System And Security, and then choose System. The computer and domain names appear on the right panel. ▲

When you have completed entering the user information, the Manage Users dialog box should resemble the following:

The screenshot shows the 'Manage Users' dialog box with the following details:

- Select user log on:** A dropdown menu currently showing 'New User', with 'Add' and 'Remove' buttons to its right.
- User Information:**
  - ID:** {3FCAC662-71A9-4239-BF4B-810AF1C9E577}
  - Name:** Result Operation Operator 1
  - Log on:** Operator 1
  - PC or domain:** PC\_Name
- User Privileges:** A list of checkboxes:
  - ☐ Run production workflows
  - ☐ Run workflows off-line
  - ☐ Run ValPro qualification
  - ☐ Access Standards menu
  - ☐ Access Logs menu
  - ☐ Access Maintenance menu
  - ☐ Access Service menu
  - ☒ Access Administration menu
  - ☐ Access Trend tab setup option
- Buttons:** 'OK' and 'Cancel' buttons at the bottom right.

The new user is automatically given access to the Administration menu in RESULT software.

**6. Either choose OK to add the new user, or proceed to assigning user privileges.**

If you choose OK at this point, the user is added to the software's user list, and the Manage Users dialog box will close. However, the user has

no privileges except to open RESULT software and access the Administration menu. The user must be assigned privileges before he or she can access any other functionality within the software.

**Note** You can add multiple users, assign, and change privileges before you choose OK and close the Manage Users dialog box. You are not required to choose OK after adding each user. ▲

## User privileges

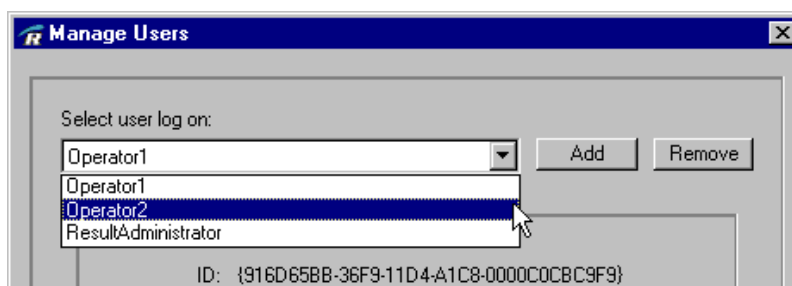
The Manage Users dialog box contains check boxes that can be selected to assign RESULT functionality privileges to users. When a check mark appears in the check box, the selected user has been granted the corresponding privilege.

To grant privileges to or remove privileges from a RESULT user:

1. **If the Manage Users dialog box is not already open, open the dialog box.**

Select Manage Users from the Administration menu in the RESULT main window to open the Manage Users dialog box.

2. **If the appropriate user logon name does not appear in the Select User Logon drop-down list, select the appropriate user logon name.**



**Tip** To save time scrolling through the names in the drop-down list, enter the first letter of the user's logon name. The drop-down list scrolls to the first name that begins with that letter. Continue to key the first letter of the user's logon name until the appropriate user's name is selected. ▲

Once you have selected the user, that user's User ID, User Name, Logon, and Domain appear in the appropriate areas of the Manage Users dialog box.

The privilege check boxes indicates the privileges the selected user already has been assigned.

### 3. Select or clear any of the check boxes to assign or remove the corresponding privileges.

The user can have one or more of the following privileges:

- **Run production workflows**, which allows the user to run workflows that have been set up in RESULT Operation software.
- **Run workflows off-line**, which allows the user to conduct diagnostic runs of a production workflow without affecting production data.
- **Run ValPro qualification**, which allows the user to run the ValPro qualification tests as specified in the ValPro Options dialog box, if the system has the ValPro Qualification package.
- **Access Standards menu**, which allows the user to configure and collect standards for a measure event in a workflow.
- **Access Logs menu**, which allows the user to create reports from audit log queries detailing user access changes, data archive changes, workflow changes, ValPro qualification information, administrative changes, or trends in sample data.
- **Access Maintenance menu**, which allows the user to align the instrument, run sample tests, run background tests, run measurement tests, create instrument status reports, use the Quick Collect feature, and update the service log.
- **Access Service menu**, which allows the user to view parts replacement help and videos, if available, and to update instrument information, such as serial numbers for parts that were replaced.
- **Access Administration menu**, which allows the user to set up users, delete users, and assign user privileges. The user can also set up workflows, change RESULT and ValPro options, and configure the system.

- **Access Trend tab setup option**, which allows the user to configure the display settings for the trend tab when it is selected for display in the RESULT Operation main window. The trend tab can be used to view a series of data measured from one or more workflows over a period of time. The data can be viewed in a graphical or tabulated format or in both formats. This option controls access to the Display Setup button on the Trend tab.

**Note** The privileges in the Manage Users dialog box take precedence over settings in the Manage Workflows dialog box regarding a user's access to workflows. For example, if a user is granted access to a workflow in the Manage Workflows window, but was not granted the above privilege to run production workflows, then the user will be unable to run the workflow. ▲

**4. Once you have assigned or removed the appropriate user privileges, choose OK or select the next user whose privileges you want to modify.**

**Tip** You can add multiple users, assign, and change privileges before you choose OK and close the Manage Users dialog box. You are not required to choose OK after adding each user. ▲

If you close the Manage Users dialog box without choosing OK, the software will not save your changes. Choose Cancel to close the dialog box without saving your changes.

After you choose OK, the software closes the Manage Users dialog box, and the user's new settings will take effect the next time he or she logs on to the software.

## **Disabling a user account**

If a user is going to be away for a period of time or if a user needs retraining in an area before he or she is able to access the workstation and/or RESULT software, the user's account can be disabled.

The user account can be disabled through RESULT Operation software, Windows, or both. If the user will still need access to Windows or the network, then it is recommended that the user be disabled in RESULT Operation software only. If the user should not be able to log on to the workstation at all, then it is recommended that the user account be disabled in both RESULT and Windows.



## **Disabling a user account in Windows**

The Windows administrator can disable user accounts in the Windows User Manager window. The Windows administrator can also restrict the user's user account to just the specific workstation or to the entire network. Disabling an account prevents a user from using RESULT software, the workstation, and/or the network without permanently deleting the user account.

## **Disabling a user account in RESULT Operation software**

To disable a user account in RESULT:

### **1. Open the Manage Users dialog box.**

Select Manage Users in the Administration menu in the RESULT main window to open the dialog box.

### **2. Select the appropriate user from the Select User Logon drop-down list.**

### **3. Clear all selected privilege check boxes associated with the user.**

To fully disable the account, no privilege check boxes should remain checked.

### **4. Once you have finished making your changes, choose OK to close the Manage Users dialog box.**

If you do not choose OK, your changes will not be saved.

A user with a disabled account will be able to log on to RESULT Operation software but will be unable to access any of the software's features. Once the user can again have access to RESULT features, you can select the appropriate privileges that should be assigned to the user.

## Deleting a user account

A RESULT administrator can delete a user account from the RESULT user list through the Manage Users dialog box. If a user is no longer accessing the workstation and/or the network, the Windows administrator should also delete the user account in Windows or restrict the user's access to the workstation.

**Notice** While simply deleting a user account in Windows will prevent users from being able to access RESULT, it is recommended that the user be deleted from the RESULT software user list as well. If the user is not deleted from the RESULT software user list and a matching user account has access to the workstation (either for the same user or a different user granted the same logon name), the user would automatically have access to RESULT software. ▲

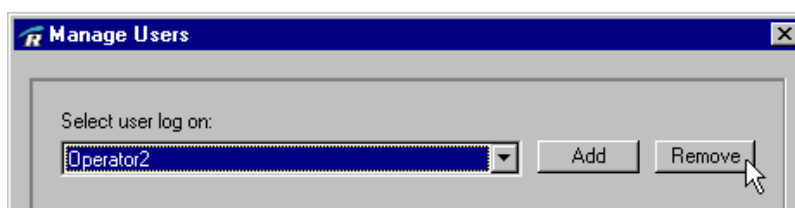
To delete a user from the RESULT user list:

- 1. Open the Manage Users dialog box.**

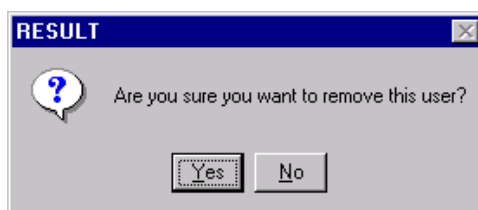
Select Manage Users from the Administration menu of the RESULT main window to open the dialog box.

- 2. Select the user you want to delete from the Select User Log On drop-down list.**

- 3. Choose Remove, as shown below.**



The software displays a message asking you if you are sure you want to delete the user account, as shown below.



**Note** Once a user account has been deleted from RESULT, the account cannot be restored. While you can create a new user account with the same user information, the software will assign that account a different GUID. GUIDs cannot be assigned to more than one account. ▲

Choose Yes to remove the user account.

**4. After you have made your modifications to the RESULT Operation software user list, choose OK to close the dialog box.**

If you close the dialog box without choosing OK, your changes will not be saved. Choose Cancel to close the dialog box without saving your changes.

## Chapter 8 Managing Workflows

A workflow is a series of instructions for collecting, measuring, reporting or saving spectral data. Workflow files are comprised of workflow events and workflow specifications created using Thermo Scientific RESULT Integration software. Workflows control collecting samples and validation of other workflows, and can be run by users with the appropriate privileges in RESULT operation software.

This chapter describes how to set up workflows in RESULT Operation software, including selecting the workflow, specifying verification settings, specifying the workflow state, and how to grant workflow access.

**Note** Workflow settings can only be changed by a RESULT administrator. ▲

### Manage Workflows dialog box

The Manage Workflows dialog box is used to control workflow settings in RESULT Operation software. To open the Manage Workflows dialog box:

1. **From the RESULT main window, select the Administration menu.**

**Note** If the Administration menu does not appear on the RESULT main window, then you do not have the administration privilege to the software. A RESULT administrator must grant you this privilege before you can perform any administrative tasks. ▲

2. **Select Manage Workflows.**

The Manage Workflows dialog box displays.

If no workflows have been added to the software, then the Manage Workflows dialog box appears without the Workflow Specifications, Workflow Verification, and Workflow Access boxes.

The screenshot shows the 'Manage Workflows' dialog box. At the top, there's a 'Select workflow:' dropdown menu with 'Autosampler RS Basic' selected, and 'Add...' and 'Remove' buttons. Below this is a section for workflow details: ID: {180E718D-D1F0-4E81-A214-53042C459E6E}, Name: Autosampler RS Basic, and Location: C:\RESULT Data\Workflows. The 'Workflow Specifications' section includes dropdowns for Type (Production workflow), State (Enabled), and Operation (Run once), along with 'Instructions: None', 'Detach', and 'Attach...' buttons, and a checked checkbox for 'Allow collection of standards'. The 'Workflow Verification' section has a 'Require verification' checkbox, and fields for 'Verification workflow', 'Required frequency' (After specified number of days), and 'Days' (7). The 'Workflow Access' section has a checked checkbox for 'All users can run workflow' and a 'Specify users...' button. 'OK' and 'Cancel' buttons are at the bottom right.

Workflow settings can be changed at any time by a RESULT administrator. Any changes made in the Manage Workflow dialog box are noted in the RESULT audit log.

## Transferring workflows to RESULT Operation

Workflows are developed in RESULT Integration software. The workflows can contain attachments, such as \*.PDF files with instructions or SOPs, HTML images for reports, methods, and verification workflows. These items must be transferred along with the workflow in order for it to function properly when used in RESULT Operation software.

The following list contains items that should be taken into consideration before setting up workflows in RESULT Operation software:

- **Where will the workflow be stored?** If possible, store the workflow in the directory designated for workflows and methods, as specified in the RESULT Options dialog box. If the workflow cannot be stored in that directory, make sure the workstation has access to the directory where the workflow is actually stored.
- **Are there any method files associated with the workflow?** If there are method files linked to the workflow to allow quantitative or qualitative measurements, the method files should be stored in the same directory as the workflow.
- **Are there any HTML images associated with the workflow?** HTML images such as a company logo are often used in the reports generated by a workflow. HTML images used in workflow reports need to be stored in the directory designated for HTML images, as specified in the RESULT Options dialog box.
- **Is there an instructions file for the workflow?** If the workflow has an associated \*.PDF file with instructions or an SOP, store the file in the directory designated for instructions, as specified in the RESULT Options dialog box. If the instructions cannot be stored in the standard directory, then make sure the workstation has access to the directory where the instructions file is actually stored.
- **Does the workflow require a verification workflow?** If the workflow requires a verification workflow, then store the verification workflow in the directory designated for workflows and methods, as specified in the RESULT Options dialog box. When setting up workflows in RESULT Operation, it is recommended that you set up the verification workflow before setting up the production workflow associated with it.

**Note** To set directory paths for the above items, see “Chapter 3 Setting RESULT Options.” ▲

The following additional factors should be determined before a workflow is released into a production environment:

- Should users be allowed to collect standards for the workflow?
- Should all users (who have the privilege to run workflows) be given access to the workflow, or only specific users?

- If the workflow requires verification, how frequently does the verification workflow need to be run?
- If this is a new workflow, should it be enabled immediately or run off-line for a period of time?

## Setting up a new workflow

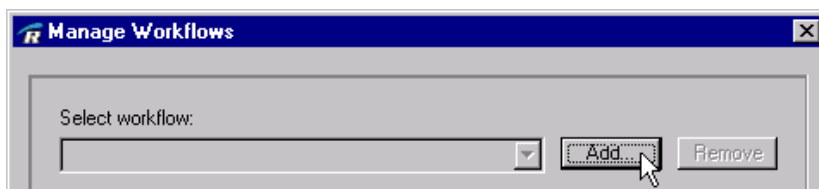
After determining the factors in the previous section, the RESULT administrator can set up workflows in RESULT Operation software through the Manage Workflows dialog box.

To set up a new workflow:

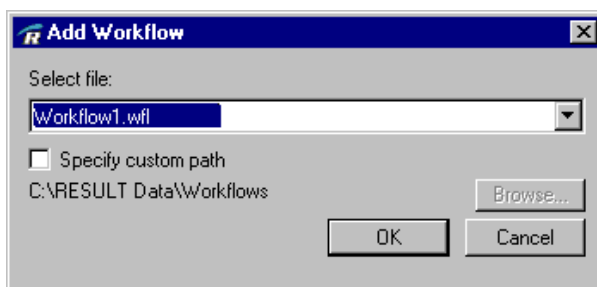
1. **If the Manage Workflows dialog box is not already open, open the dialog box.**

Select Manage Workflows from the Administration menu of the RESULT main window to open the dialog box.

2. **Choose the Add button adjacent to the Select Workflow drop-down list.**



The Add Workflow dialog box displays:



If the workflow is stored in the directory designated for workflows and methods, then it will appear in the Select File drop-down list.

**3. Select the appropriate file name from the Select File drop-down list.**

**-or-**

**If the workflow is stored in a different directory:**

- Select the Custom Path check box.
- Choose the Browse button to open a standard Windows Browse dialog box.
- Navigate to the appropriate directory and choose Select. The Browse dialog box closes, and the path appears in the Add Workflow dialog box.
- Once the custom path has been specified, select the appropriate file from the Select File drop-down list.

**4. Choose OK to close the Add Workflow dialog box.**

If you close the dialog box without choosing OK, the software will not retain the workflow you have selected. Choose Cancel to close the dialog box only if you do not want to add the workflow.

After you choose OK, the Add Workflow dialog box closes, and the Manage Workflows dialog box contains the information for the workflow you have selected.



The software has assigned the workflow a GUID. Each workflow is assigned a unique GUID.

**Manage Workflows**

Select workflow: Autosampler RS Basic [Add... Remove]

ID: {180E718D-D1F0-4E81-A214-53042C459E6E}  
Name: Autosampler RS Basic  
Location: C:\RESULT Data\Workflows

**Workflow Specifications**

Type: Production workflow  
State: Enabled  
Operation: Run once  
Instructions: None [Detach Attach...]  
☒ Allow collection of standards

**Workflow Verification**

☐ Require verification  
Verification workflow: [dropdown]  
Required frequency: After specified number of days [dropdown]  
Days: 7

**Workflow Access**

☒ All users can run workflow [Specify users...]

[OK Cancel]

**5. Select a type from the Workflow Type drop-down list in the Workflow Specifications group.**

Workflows can be one of the following:

- **Production workflow**, which is a workflow used in normal production.
- **Verification workflow**, which is a workflow that helps ensure that a particular production workflow is working properly for the purpose it was intended to be used.

## 6. Select a state from the Workflow State drop-down list.

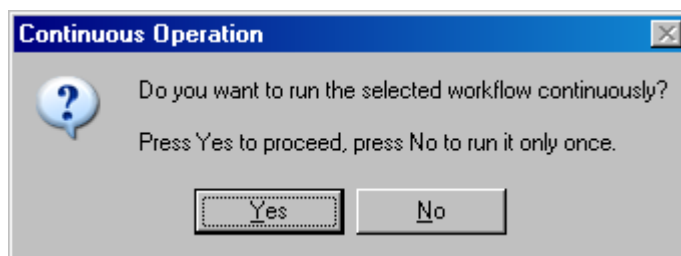
Choose from one of the following three options:

- **Enabled**, which means that the workflow can be run in a normal mode or for diagnostic purposes.
- **Off-line**, which means that the workflow can be run for diagnostic purposes, but it cannot be run in a normal production mode. This setting is helpful if a problem is encountered and the workflow needs to be tested but the data should not be included with actual production data, or if a new workflow is being tested in a production environment.
- **Disabled**, which means that the workflow cannot be run at all. This is helpful if the RESULT administrator does not want the workflow to be run, but does not want to remove it from the system.

## 7. Select an operation mode from the Operation drop-down list.

Choose from one of the following three options:

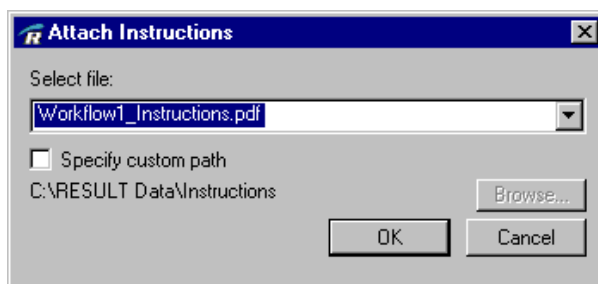
- **Run once**, which means that the workflow will run all the way through one time and then RESULT Operation will wait for the operator to initiate the next action.
- **Run continuously**, which means that the workflow will run all the way through and then continuously restart until the operator intervenes by pressing Pause or Stop. This setting is useful for workflows designed for instrument diagnostics and to test incoming materials (you can include a Before Sample prompt to change materials).
- **Prompt for continuous operation**, which means the software will query the operator to determine whether the workflow should be run once or run continuously. The following message displays:



The operator can choose “Yes” to run the workflow continuously or choose “No” to run the workflow once.

**8. If instructions need to be attached to the workflow, choose the Attach button adjacent to the Instructions indicator.**

The software opens the Attach Instructions dialog box.



**If the document is stored in the directory designated for instruction files, then it will appear in the Select File drop-down list.**

Select the appropriate file name from the Select File drop-down list.

**-or-**

**If the document is stored in a different directory:**

- Select the Custom Path check box below the Select File drop-down list.
- Choose Browse. The software opens a standard Windows Browse dialog box.
- Navigate to the appropriate folder where the document is located and choose Select. The software closes the Browse dialog box, and the path appears in the Custom Path indicator.

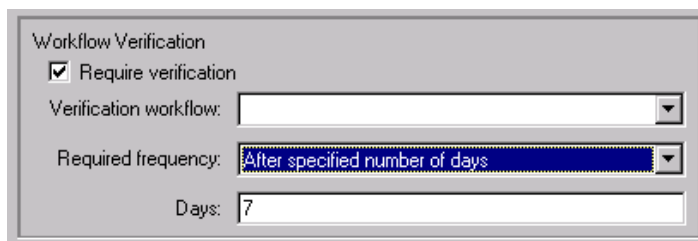
- Once the custom path has been specified, select the appropriate file from the Select File drop-down list.

**9. If you want to allow standards to be collected for the workflow, select the Allow Collection Of Standards option.**

If you allow collection of standards for the workflow, then users who are authorized to access the Standards menu can configure and run standards for measure events in the workflow.

**10. If the workflow has a verification workflow associated with it, then select the Require Verification option.**

If you enable this feature, the other verification options become available.



If the workflow is not associated with a verification workflow, then do not select the option, and proceed to Step 13.

**11. Select the verification workflow from the Verification Workflow drop-down list.**

Verification workflows must be stored in the directory designated for workflows and methods in the RESULT Options dialog box or they will not appear in the drop-down list.

**Tip** If you cannot find the appropriate workflow in the list, the workflow may be saved in the incorrect directory, or it may not be designated as a verification workflow. Use the Manage Workflow dialog box to open the workflow's settings and check the location of the workflow and the workflow Type. ▲

**12. Select the frequency the workflow should be run from the Required Frequency drop-down list.**

Choose from one of the following options:

- Before every production run
- After specified number of hours
- After specified number of days

If you selected either the second or third option, specify the number of days or hours in the text box below the Frequency text box. The entry box will be labeled Hours or Days, depending on the Frequency option you selected.

**13. If all users (with the privilege to run the type of workflow designated) should be allowed to run the workflow, choose OK to close the Manage Workflows dialog box.**

RESULT Operation software defaults to allow all users with the appropriate authority (from the Manage Users dialog box) to run the workflow by enabling the All Users Can Run Workflow option, as shown below.



If you want only specific users to be granted access to the workflow, then proceed to the next section, Granting Workflow Access.

If you close the dialog box without choosing OK, your settings will not be changed. Choose Cancel to close the dialog box without saving your changes.

**Tip** If you are setting up multiple workflows, it is not necessary to choose OK and re-open the Manage Workflows dialog box. You can simply proceed to adding another workflow. Choose OK when you have set up all workflows and are finished working with the Manage Workflows dialog box. All of your changes will be saved. ▲

## Granting workflow access

The RESULT administrator can specify whether all users (who have the authority to run production and/or off-line workflows) should have access to run a particular workflow or whether the workflow should only be available for certain users. Access to a particular workflow is granted in the Manage Workflows dialog box.

The software automatically selects the option to grant all users access to a workflow in the Manage Workflows dialog box, as shown below.



To grant workflow access to specific users only:

1. **If the Manage Workflows dialog box is not already open, open the dialog box.**

Select Manage Workflows from the Administration menu in the RESULT main window to open the dialog box.

2. **If the appropriate workflow is not already selected, select the workflow from the Select Workflow drop-down list.**

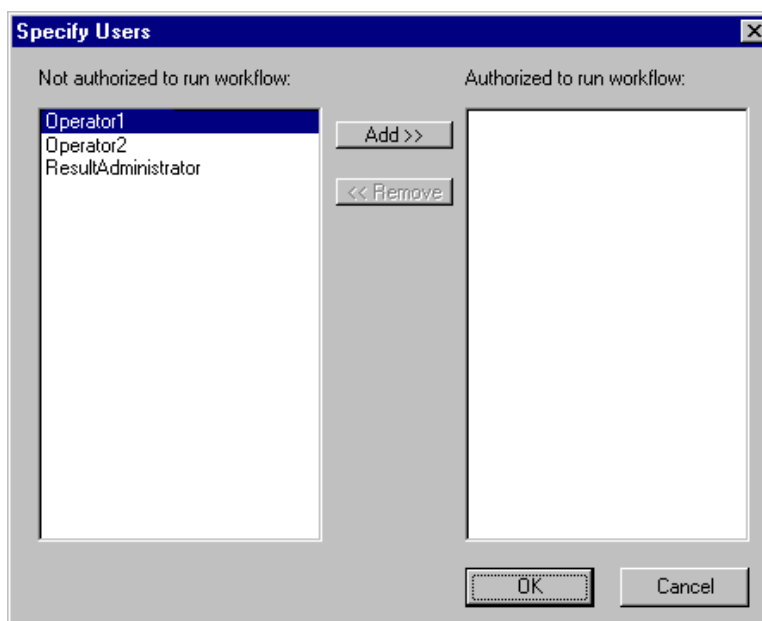
3. **Clear the All Users Can Run Workflow check box.**

Clearing the check box enables the Specify Users button, as shown below.



**4. Choose the Specify Users button.**

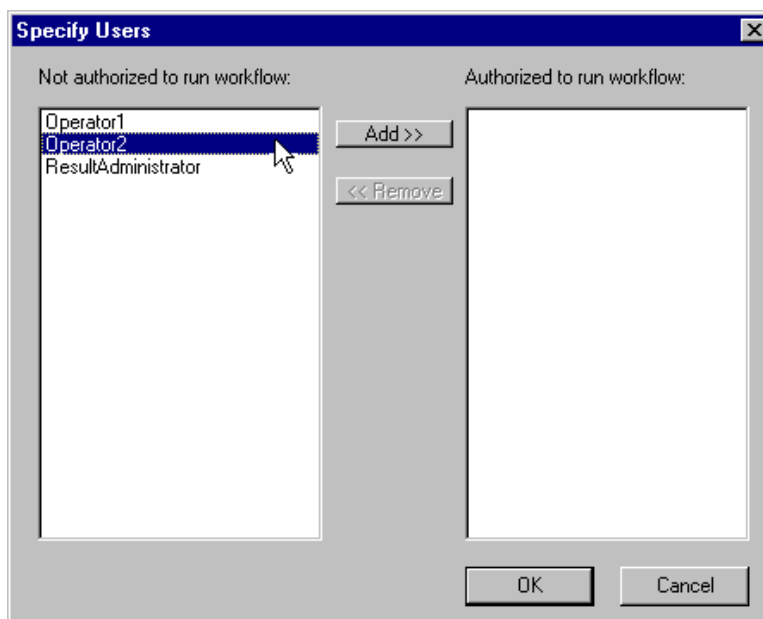
The software opens the Specify Users dialog box.



The left side of the Specify Users dialog box displays the members of the RESULT Operation user list who do not have access to the workflow. The right side of the dialog box displays the users who have access to the workflow.

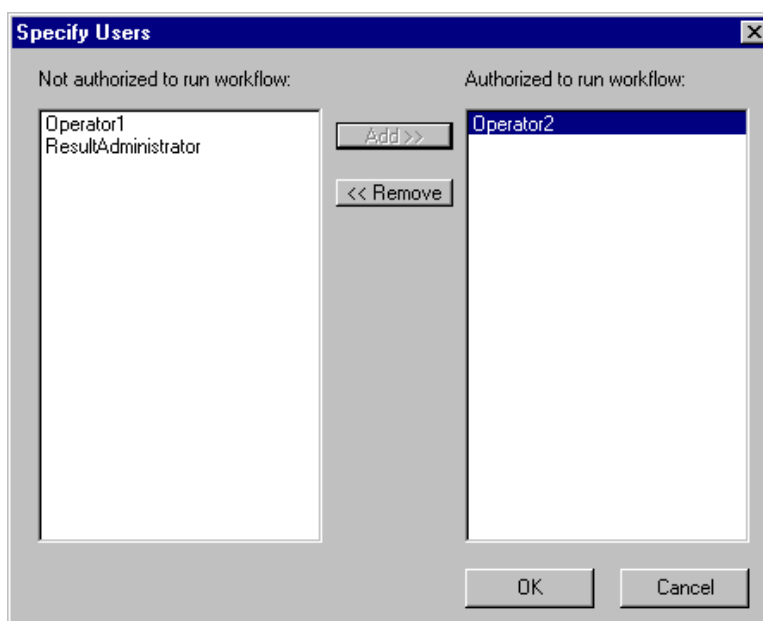
**5. Select the user you want to have access to the workflow from the left side of the dialog box.**

Once the user name is selected, it will be highlighted.



**6. Choose the Add button.**

The user logon moves to the right side of the dialog box.



**7. Continue steps 5 and 6 until all users you want to have access to the workflow have been moved to the right side of the dialog box.**



**8. Choose OK to save your changes and close the Specify Users dialog.**

If you close the dialog box without choosing OK, your changes will not be saved. Choose Cancel to close the dialog box without saving your changes.

**9. If you have no other changes to make to the Manage Workflows dialog box, choose OK to save your changes and close the dialog box.**

If you close the dialog box without choosing OK, your changes will not be saved. Choose Cancel to close the dialog box without saving your changes.

Once you choose OK, those users specified should now have access to run the selected workflow, provided the users have the privilege to run workflows and the workflow is enabled.

**Note** The Specify Users dialog box does not differentiate between users who do and do not have the user privilege to run workflows (either production or diagnostic). If a user is granted access to a workflow in the Manage Workflows dialog box, either by specifying access to all users or granting access to the specific user, the user will not be able to run the workflow unless the user has the privilege to run workflows in the Manage Users dialog box. See “Chapter 5 Managing Users” for more information about granting users privileges to run workflows. ▲

**Tip** Follow the same procedures if you no longer want to grant specific users access to a workflow, except:

- In the Specify Users dialog box, select the user you no longer want to have access to the workflow from the right side of the dialog box.
- Choose the Remove button. The user moves to the left side of the dialog box.
- Repeat the above two steps until all users you no longer want to have access to the workflow have been removed from the right side of the dialog box.
- Choose OK to close the Specify Users dialog box, and choose OK to save your changes and close the Manage Workflows dialog box. ▲

## Chapter 9 Setting ValPro Options

The ValPro System Qualification software package includes a comprehensive set of qualification tests to verify instrument performance, including Pharmacopoeia-recommended qualification tests. The tests are automated and require the ValPro validation wheel in your instrument. Some of the tests require external standards.

This chapter contains instructions about setting options related to the ValPro System Qualification software, including specifying instrument qualification frequency, specifying the types of tests to perform, attaching a qualification workflow, and attaching instructions or SOPs to the qualification tests.

**Note** This chapter applies only to customers who have purchased the optional ValPro System Qualification package. For more information about ValPro features, see your *ValPro System Qualification* documentation. ▲

### ValPro Options dialog box

The ValPro Qualification package works within RESULT Operation software. RESULT Operation software can be customized to run automated qualification tests at scheduled intervals to assist your organization in performing qualification testing based upon your organization's procedures and circumstances.

The ValPro Options dialog box in RESULT Operation software allows the RESULT administrator to specify the frequency to run qualification tests, choose the types of qualification tests to run, attach a customized qualification workflow to the tests, and attach a document with instructions or SOPs to the qualification test.

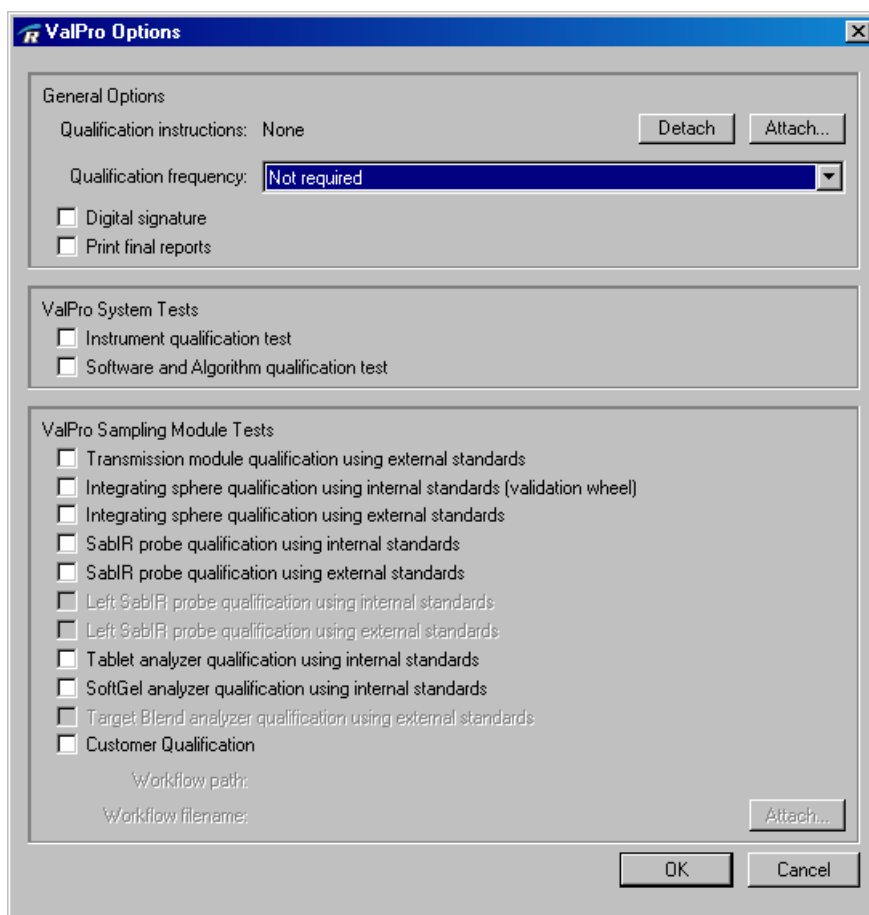
To open the ValPro Options dialog box:

1. **From the RESULT main window, select the Administration menu.**

**Note** If the Administration menu does not appear in the RESULT main window, then you do not have the RESULT administration privilege. A RESULT administrator must grant you this privilege before you can perform any administrative tasks. □

## 2. Select ValPro Options from the Administration menu.

The ValPro Options dialog box is displayed.



ValPro Options can be modified at any time by a RESULT administrator. Any modifications made to ValPro options are recorded in the RESULT audit log.

## General ValPro options

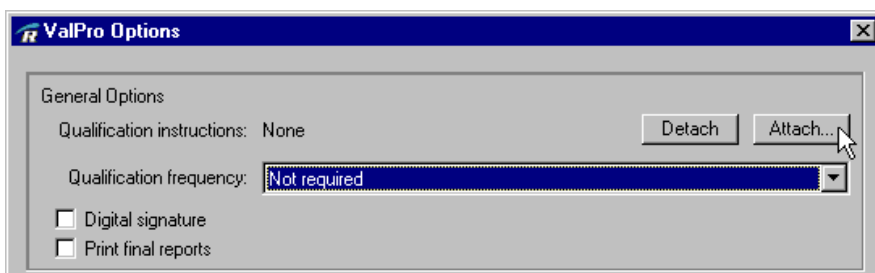
The general ValPro Options include attaching an instructions or SOP document in \*.PDF format to the software, specifying the frequency that qualification should be run, specifying whether digital signatures are required for reports, and whether final reports should be automatically printed after tests are run.

To specify general ValPro options:

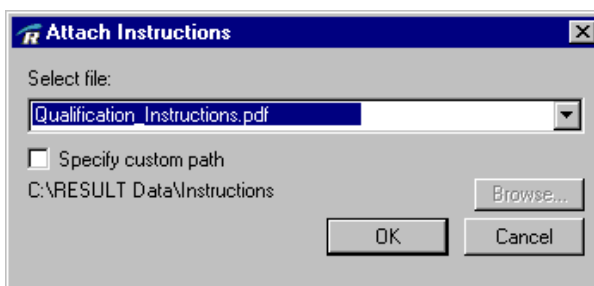
1. **If the ValPro Options dialog box is not already open, open the dialog box.**

Select ValPro Options from the Administration menu in the RESULT main window.

2. **If you want to attach an instructions document to the ValPro qualification tests, choose the Attach button adjacent to the Qualification Instructions display.**



The software opens the Attach Instructions dialog box.



**If the document is stored in the directory designated for instruction files, then it will appear in the Select File drop-down list.**

Select the appropriate file name from the Select File drop-down list.

**-or-**

**If the document is stored in a different directory:**

- Select the Custom Path check box below the Select File drop-down list.
- Choose Browse. The software opens a standard Windows Browse dialog box.
- Navigate to the appropriate folder where the document is located and choose the Select button. The software closes the Browse dialog box, and the path appears in the Custom Path indicator.
- Once the custom path has been specified, select the appropriate file from the Select File drop-down list.

**3. Select the frequency that you would like to run qualification tests from the Qualification Frequency drop-down list.**

Qualification frequency means the frequency that the ValPro qualification tests are required. This frequency is determined based on the last date that successful qualification tests were performed. Running ValPro qualification on a regular basis can help to verify that the instrument is functioning properly.

The software was installed with the None Required option selected from the Qualification Frequency drop-down list. If you specify a qualification frequency, operators will be prevented from running production workflows if the system requires ValPro qualification.

Select one of the following options from the Qualification Frequency drop-down list:

- Every 8 hours
- Daily
- Weekly
- Every 30 days
- Every 90 days
- Every 180 days
- Annually
- Not required

**Note** The above time frames begin based on the last successful qualification tests on record for the instrument. If qualification has not been run within the time frame specified, then qualification will be required before another production workflow can be run. The chosen frequency should be consistent with your established SOPs or protocols for other validated processes or instruments. ▲

Examples:

- If the administrator selects the Every 8 Hours option, the software will require that instrument qualification be run right away if it does not have a record of a successful qualification within the last eight hours. Instrument qualification will then be required in eight hour increments from the last successful instrument qualification recorded.
- If the administrator selects Annually, and the software finds that successful qualification was run three months ago, the software will not require that instrument qualification be run until the anniversary of the date of the last successful qualification. □

**4. If you want the qualification tests to be digitally signed by the operator running the tests, select the Digital Signature option.**

If this option is selected, the software will require the operator to digitally sign each item that is archived during the tests.

**5. Select the Print Final Reports option if you want the qualification reports automatically printed after each qualification run.**

If you select this option, the software will automatically print each qualification report using the workstation's default printer.

**Note** The software will print each report titled "Qualification Status." If your qualification tests include a customer-developed qualification workflow, to have the report printed automatically, the workflow must be titled "Qualification Status." ▲

6. **Select Align Instrument Before Running ValPro if you want to require alignment before all ValPro tests.**
7. **If you have no other options to specify at this point, choose OK to close the ValPro Options dialog box.**

If you close the dialog box without choosing OK, the software will close the dialog box without saving your changes. Choose Cancel to close the dialog box without saving your changes.

## Specifying ValPro tests

The ValPro Qualification package contains a set of automated qualification tests, including Pharmacopoeia-recommended qualification tests. The package contains instrument tests, sampling module tests, and tests for any sampling accessories shipped with the system. You can choose one or a combination of ValPro tests to run when qualification is required.

To specify ValPro tests, select the check boxes next to the tests you want in the ValPro Options dialog box. The dialog box allows you to select the following tests:

- **Instrument qualification test.** This option performs the main instrument test of the ValPro Qualification package. It uses the instrument's internal validation wheel, and runs through a set of USP (United States Pharmacopoeia) and CFR (Code of Federal Regulations) compliant tests for each Antaris instrument model. See your *ValPro System Qualification* manual for descriptions of the instrument qualification tests for your Antaris system.
- **Software and Algorithm qualification test.** This option tests the accuracy of software algorithms used in RESULT, including algorithms that originate in TQ Analyst. It analyzes polystyrene and produces spectra based on a set of algorithms to determine whether each algorithm produced the expected result.

For the Antaris NIR analyzers, the ValPro Options dialog box also includes standard tests for each of the Antaris NIR sampling modules, including:

- **Transmission module qualification using external standards.** This option performs the Antaris NIR sampling module qualification tests through the beam path of the transmission module, and uses external standards.

- **Integrating sphere qualification using internal standards (validation wheel).** This option performs the Antaris NIR sampling module qualification tests using the validation wheel and the integrating sphere beam path.
- **Integrating sphere qualification using external standards.** This option performs the Antaris NIR sampling module qualification tests through the integrating sphere beam path and uses external standards.
- **SabIR probe qualification using internal standards.** This option performs the Antaris NIR sampling module qualification tests using the validation wheel and the fiber optic module beam path.
- **SabIR probe qualification using external standards.** This option performs the Antaris NIR sampling module qualification tests through the fiber optic module beam path and uses external standards.
- **Tablet analyzer qualification using internal standards.** This option performs the Antaris NIR sampling module qualification tests using the validation wheel and the beam path of the standard tablet analyzer transmission module.
- **SoftGel analyzer qualification using internal standards.** This option performs the Antaris NIR sampling module qualification tests using the validation wheel and the beam path of the softgel tablet analyzer transmission module.

The Antaris Multiplexer systems can select from the following standard ValPro tests:

- **Right SabIR probe qualification using internal standards.** This option performs the Antaris Multiplexer sampling module qualification tests using the validation wheel and the fiber optic beam path on the right side of the instrument (channel 6 or channel 12).
- **Right SabIR probe qualification using external standards.** This option performs the Antaris Multiplexer sampling module qualification tests through the fiber optic beam path on the right side of the instrument (channel 6 or channel 12) and uses external standards.



- **Left SabIR probe qualification using internal standards.** This option performs the Antaris Multiplexer sampling module qualification tests using the validation wheel and the fiber optic beam path on the left side of the instrument (channel 1).
- **Left SabIR probe qualification using external standards.** This option performs the Antaris Multiplexer sampling module qualification tests through the fiber optic beam path on the left side of the instrument (channel 1) and uses external standards.

The Antaris MX systems can select from the following standard ValPro tests:

- **SabIR probe qualification using internal standards on channel 1.** This option performs the Antaris MX sampling module qualification tests using the validation wheel and the fiber optic beam path of channel 1.
- **SabIR probe qualification using external standards on channel 1.** This option performs the Antaris MX sampling module qualification tests through the fiber optic beam path of channel 1 and uses external standards.
- **SabIR probe qualification using internal standards on channel 2.** This option performs the Antaris MX sampling module qualification tests using the validation wheel and the fiber optic beam path of channel 2.
- **SabIR probe qualification using external standards on channel 2.** This option performs the Antaris MX sampling module qualification tests through the fiber optic beam path of channel 2 and uses external standards.

The Antaris Target Series systems can select the following standard ValPro test:

- **Target Blend analyzer qualification using external standards.** This option performs the Antaris Target Blend analyzer sampling module qualification tests through the main beam path and uses external standards.

For more information about any of the standard ValPro tests described above, see your ValPro documentation.

When you have selected the combination of tests you would like ValPro to run during instrument qualification, either choose OK to close the ValPro Options dialog box, or proceed to attaching a customized qualification workflow if your organization will be developing its own workflow to perform qualification tests.

**Note** To perform the tests for external standards, you need to have purchased the proper standards set from us. ▲

## Attaching a customer qualification workflow

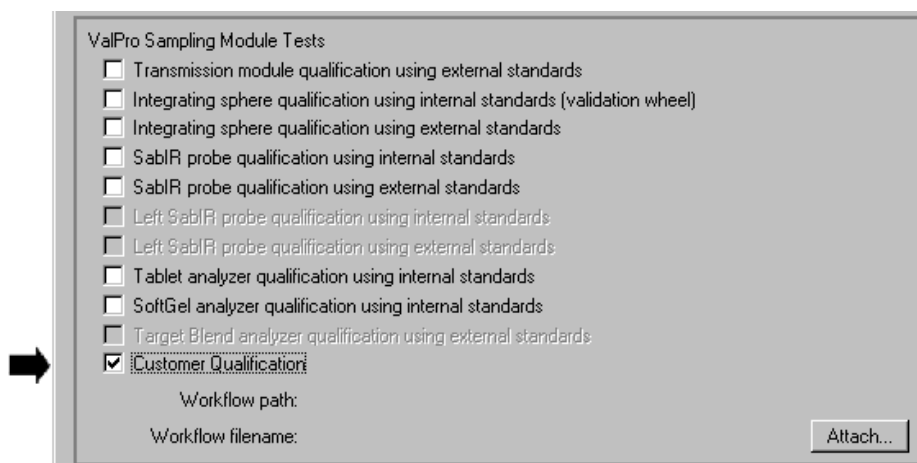
The ValPro System Qualification package allows your organization to produce its own qualification workflow in RESULT Integration software to use in conjunction with or in place of the ValPro qualification tests.

To attach your organization's own workflow to the instrument qualification tests:

1. **In the ValPro Options dialog box, select the Customer Qualification check box in the ValPro Sampling Module Tests group.**

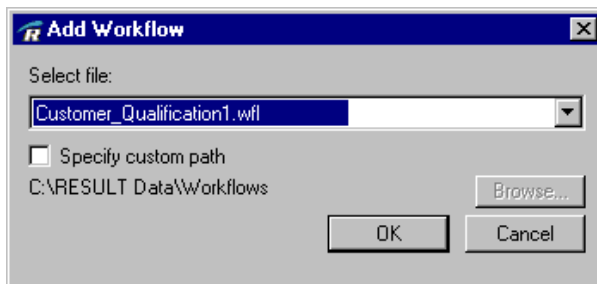
To open the ValPro Options dialog box, select ValPro Options from the Administration menu in the RESULT main window.

Once you select the Customer Qualification check box, the Workflow Path and Workflow File Name displays become available.



2. **Choose the Attach button adjacent to the Workflow FileName display.**

The software opens the Add Workflow dialog box.



If the workflow is stored in the directory designated for workflows and methods, then it will appear in the Select File drop-down list. If the workflow is stored in another directory, then you will need to specify the path where the workflow is stored.

### **3. Select the workflow from the Select File drop-down list.**

**-or-**

**If the document is stored in a different location, then:**

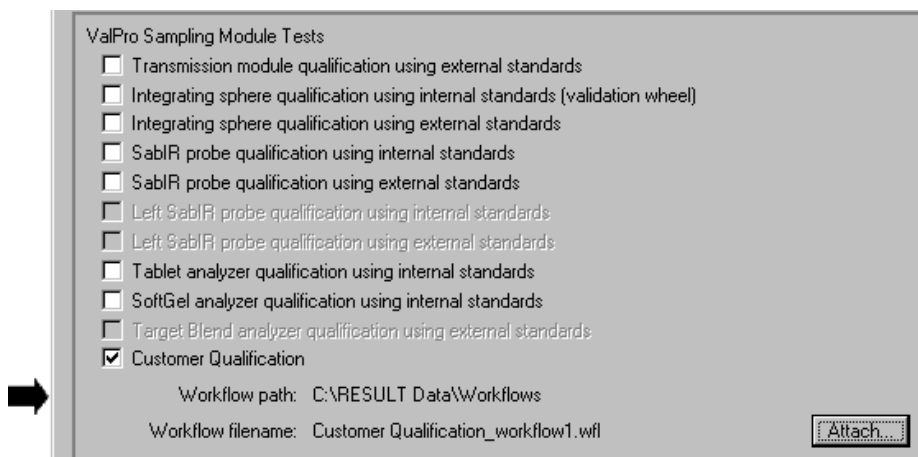
- Select the Specify Custom Path option.
- Choose Browse. The software opens a standard Windows Browse dialog box.
- Navigate to the appropriate directory where the workflow is located, and choose Select.

Once the path has been specified, all workflow (\*.WFL) documents in the specified directory will appear in the Select File drop-down list. You can then select the appropriate workflow from the Select File drop-down list.

### **4. Choose OK to close the Add Workflow dialog box.**

If you close the Add Workflow dialog box without choosing OK, your settings will not be saved. Choose Cancel to close the dialog box without saving your settings.

After you choose OK to close the Add Workflow dialog box, the ValPro Options dialog box displays the file name and location of the qualification workflow.



**5. Choose OK to close the ValPro Options dialog box if you have no other changes to make at this time.**

If you close the dialog box without choosing OK, your settings will not be saved. Choose Cancel to close the dialog box without saving your changes.

## Chapter 10 Software Administration Troubleshooting

This chapter describes some possible problems you may encounter when administering RESULT software and offers some suggestions for resolving them.

If you are unable to resolve a problem or have questions or concerns, use the information at the beginning of this document to contact us.

**Note** The information in this chapter pertains to administrative troubleshooting issues only. Troubleshooting information can also be found in other user guides pertaining to RESULT Integration software, RESULT Operation software, and Antaris.

Updated troubleshooting information can also be found in the release notes issued for the software on your installation disks. ▲

## Software access

Problem	Possible Causes	Suggestions
You cannot log on to the workstation	Your Windows password is incorrect	Attempt to log on again. Make sure you are correctly typing in your password, including matching letter case.
	The domain or computer name is incorrect in the log on dialog box	Contact your Windows administrator to find out the proper computer name or domain for the workstation.
	You have not been set up as a Windows user	Have your Windows administrator add you to the Windows user list.  -or-  If you are the Windows administrator of the workstation and cannot log on, reinstall Windows to re-establish the administrator account with a blank password. See your Windows documentation for information about reinstalling Windows and logging on as the Windows administrator for the workstation.
You cannot log on to RESULT Operation software	You have not been set up in the RESULT Operation software user list	Have your RESULT administrator add you to the RESULT Operation user list. See “Chapter 5 Managing Users” in this user guide.
	Your Windows user information does not match the RESULT user list	Have your RESULT or Windows administrator compare your Windows user information with your RESULT user list information. Windows user information can be found in the Windows Security dialog box (press Ctrl + Alt + Delete to open the dialog box). Change the user’s RESULT information to be consistent with the user’s Windows information. See “Chapter 5 Managing Users” in this user guide.
	The password you typed does not match your Windows password	When typing your password, make sure your password matches your Windows password, including matching case. Be sure the Caps Lock key is not turned on.
	Networking is not enabled in Windows	See your Windows administrator. Only a Windows administrator can enable networking.

Problem	Possible Causes	Suggestions
No users can access RESULT	<p>No users are on the RESULT user list</p> <p>The option to automatically add Windows administrators to the RESULT user list is not selected and the RESULT administrator account was deleted.</p>	<p>Have an Windows administrator for that workstation attempt to log on to RESULT; if the Windows administrator is successful, the administrator must set up the RESULT user list or set up a RESULT administrator who can then set up the user list</p> <p>Reinstall RESULT Operation software and manually move or delete the software's system configuration files. Once the software is installed, do not disable the following options in the RESULT Options dialog box:</p> <ul style="list-style-type: none"> <li>• Automatically add Windows administrators as users</li> <li>• Automatically grant RESULT administrative privilege to Windows administrators.</li> </ul>
No users have administrative access to RESULT	<p>The option to automatically grant administrative privilege to Windows administrators is disabled and the RESULT administrator account was deleted.</p>	<p>Reinstall RESULT Operation software and manually move or delete the software's system configuration files. Once the software is installed, do not disable the following options in the RESULT Options dialog box:</p> <ul style="list-style-type: none"> <li>• Automatically add Windows administrators as full users</li> <li>• Automatically grant RESULT administrative privilege to Windows administrators.</li> </ul>

## Software configuration

Problem	Possible Causes	Suggestions
You cannot set up the audit log database in RESULT Operation software	You do not have the privilege to write to the registry	Have your Windows administrator run Regedit32 and change the security policies for the RESULT database registry key.

# Workflows

Problem	Possible Causes	Suggestions
A user cannot run a workflow	The workflow is disabled	In the Manage Workflows dialog box, the Workflow State drop-down list box should read either Enabled or Allow Diagnostic Runs Only.
	The user does not have access to the workflow	In the Manage Workflows dialog box: The Grant Access To All Users option should be enabled  -or- In the Specify Users dialog box, the user's name should appear in the Users Who Can Run Workflow list.
	The user does not have the privilege to run the workflow	In the Manage Users dialog box, the user should be assigned the appropriate privilege for running workflows.  If the Workflow State (in the Manage Workflows dialog box) is Enabled, then the user should have the privilege to run production workflows.  If the Workflow State (in the Manage Workflows dialog box) is Allow Diagnostic Runs Only, then the user should have the privilege to run diagnostic workflows.
Some users can run a workflow, even though Grant Access To All Users option in the Manage Workflows dialog box is cleared.	Access was granted to specific users	Select the Specify Users option in the Manage Workflows dialog box. Remove the users from the Users Who Can Run Workflow column.



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