



Installing Your Software

for RESULT Software Suite

Thermo
ELECTRON CORPORATION

NICOLET™ ANTARIS™

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Installing Your Software

This manual explains how to install the RESULT™,, TQ Analyst™, Language Pack and optional ValPro™, software on a computer you have provided. All of these software applications require both Microsoft® Internet Explorer version 4 or higher and Microsoft Windows® operating system software with networking services. The applications work with Windows NT® Workstation (version 4, service pack 4 or higher), Windows 2000 Professional and Windows XP Professional.

To take advantage of the RESULT file naming convention, which uses globally unique identifiers (GUIDs), your computer must have an Ethernet card and the proper Ethernet drivers. If you purchased your computer from Thermo Electron, an Ethernet card, the Ethernet drivers, Windows and Thermo Electron software are already installed.

Note You must have Windows administrator privileges to install the software. ▲

Note You can use Add/Remove Programs in the Windows Control Panel to remove the RESULT, TQ Analyst, Language Pack or ValPro software after it is installed. See your Windows documentation for details. ▲

About this manual

This document is included on the language pack CD that comes with RESULT version 2.0 software. It is a portable document format (*.PDF) file titled *Installing RESULT Software*. To open a PDF file, you need a copy of the Acrobat Reader program version 5.0 or higher, which can be downloaded from the Adobe® Acrobat® web site. See the Adobe Acrobat on-line help for information about using Acrobat Reader.

Conventions used in this manual

This manual includes safety precautions and other important information presented in the following format:

Note Notes contain helpful supplementary information. ▲

Important Follow instructions labeled “Important” to avoid damaging the system hardware or losing data. ▲

Questions or concerns

If you have questions or concerns about this product, use the information below to contact Thermo Electron. If you are outside the U.S.A., contact the local Thermo Electron sales or service representative or office (see the listing on our web site).

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World Wide Web:
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Software Administration for Computers Connected to a Network

Follow the instructions in this chapter if your computer is connected to a network. If your computer is not connected to a network, read the chapter titled “Software Administration for Computers Not Connected to a Network.”

Setting up networking for Windows 2000

Networking features are set up automatically when you install Windows 2000 Professional. Skip to the section titled “Installing Software” to continue with software installation.

Setting up networking for Windows XP

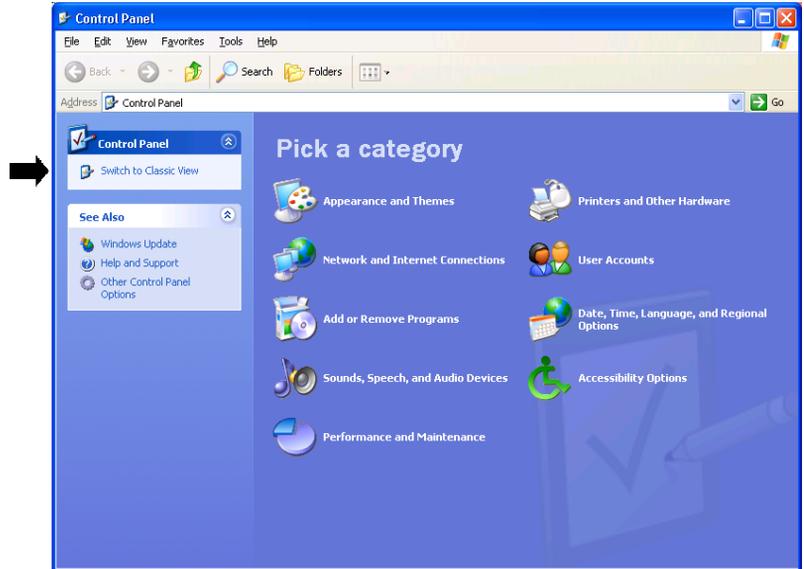
Networking features are set up automatically when you install Windows XP Professional on a computer that is connected to a network *domain*. If your computer is connected to a network *workgroup*, follow these steps to define security settings that are compatible with RESULT software. If you don’t know which type of network this computer is connected to, see your network administrator.

Perform this procedure before installing RESULT, TQ Analyst or ValPro software. (Once networking is configured, you can reinstall the software without repeating this procedure.)

To define Windows XP security settings for computers connected to a network *workgroup*, follow these steps:

- 1. Click the Start button on the Windows taskbar, choose Settings and then choose Control Panel.**

2. **Choose Switch to Classic View if it appears near the left side of Control Panel.**



If you don't see this feature, you are already using the classic view of Control Panel.

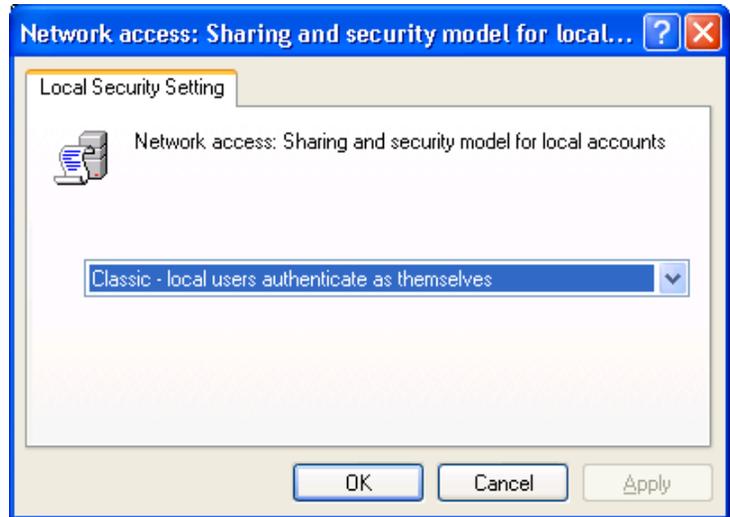
3. **Double-click Administrative Tools and then double-click Local Security Policy.**

The Local Security Settings dialog box appears.

4. **Open the Local Policies folder and then click the Security Options folder.**
5. **Double-click Network Access: Sharing And Security Model For Local Accounts in the list at the right.**

You may need to scroll to locate this item.

The Network Access dialog box appears.



- 6. Select Classic – Local Users Authenticate As Themselves from the drop-down list box and then choose OK.**
- 7. Click the Close button (labeled “X”) to close the Local Security Settings dialog box.**
- 8. Click the Close button (labeled “X”) to close the Administrative Tools dialog box.**

Setting up networking for Windows NT

RESULT, TQ Analyst and ValPro software require Windows networking services to properly authenticate user log-ons and passwords. This section explains how to set up these services on a computer supplied by Thermo Electron or on a computer you have supplied. If your computer is already configured for networking and connected to a network, skip to the section titled "Installing Software."

Perform this procedure before installing RESULT, TQ Analyst or ValPro software. (Once networking is configured, you can reinstall the software without repeating this procedure.)

Note This procedure explains how to set up networking with the TCP/IP protocol with DHCP. Contact your network administrator if the requirements for your system are different. ▲

Note You must have Windows administrator privileges to set up networking for Windows NT. ▲

Follow these steps to set up networking for Windows NT:

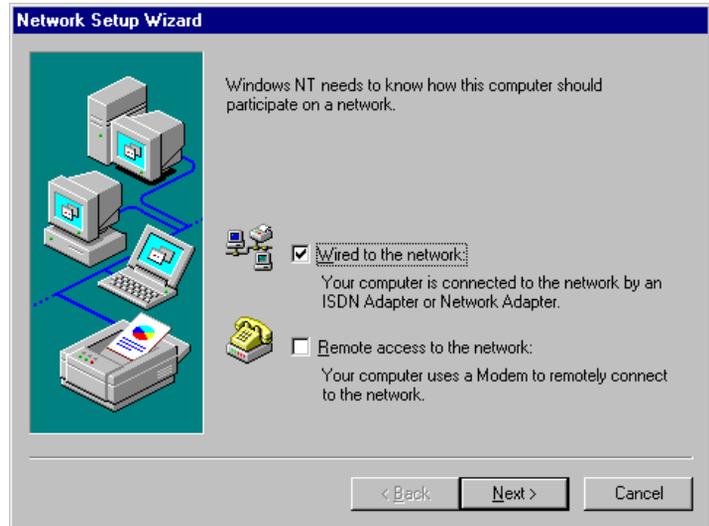
- 1. Click the Start button, point to Settings and choose Control Panel.**
- 2. Double-click the Network icon.**

If a message says that networking is not installed, go to the next step. If the message does not appear, choose Cancel; the procedure is finished. Contact your network administrator to verify that the computer is connected to the network.

- 3. Choose Yes.**

The Network Setup Wizard lets you select Wired To The Network or Remote Login.

Dialog boxes like this one guide you through the process of setting up the network.



4. Select Wired To The Network and then choose Next.

A dialog box lets you select an interface card.

5. Choose Select From List.

A list of network cards appears. Do not select any of these cards.

6. Choose Have Disk.

The Insert Disk dialog box asks you to specify the location of the driver files. On some computers they are on the hard drive. For other computers the drivers are on a floppy disk or a CD. See the manufacturer's documentation for help in locating the files.

7. If the driver files are not on the hard drive, insert the manufacturer's disk into the appropriate drive.

8. Type the path to the directory location of the driver files.

9. Choose OK.

The Select OEM Option dialog box appears.

10. Select the correct adapter and choose OK.

The selected adapter appears in the list in the Network Setup Wizard.

11. Choose Next.

The network protocols are listed.

12. Select only TCP/IP Protocol and then choose Next.

The network services are listed.

13. Choose Next to accept the default settings.

A message says that Windows NT is ready to be installed.

14. Choose Next.

A prompt asks for the location of the Windows NT files.

- 15. Insert the Windows NT CD into the CD-ROM drive, type X:\I386, where X is the drive letter of the CD-ROM drive, and then choose Continue.**

A message asks whether to use a DHCP server.

- 16. Choose Yes.**

The Show Bindings list appears.

- 17. Choose Next.**

This accepts the default settings.

A message says the network services are ready to start.

- 18. Choose Next.**

A long delay may occur if the network cable is not connected to the computer.

If a message says that the DHCP client could not obtain an IP address, respond by choosing No.

A prompt asks for the computer name and workgroup name.

- 19. If you will be using local groups, enter a workgroup name. If you will be using global groups, enter a domain name.**

Obtain the correct workgroup name or domain name from your network administrator. If you will be using global groups, the network administrator needs to perform the rest of the network setup procedure.

20. Choose Next.

A dialog box says that networking has been installed.

21. Choose Finish.

A prompt asks you to restart the computer.

22. Choose Yes.

After the computer restarts, a prompt asks you to press Ctrl+Alt+Del.

23. Press Ctrl+Alt+Del.

24. Log on to Windows NT when prompted.

An error messages says that at least one service or driver failed during system startup.

25. Choose OK to continue.

You will correct the error in the next step.

26. Reinstall Windows NT Service Pack version 4 or greater.

To do this, use Windows NT Explorer to locate and double-click the file named spsetup.bat. The file may be in the C:\NtSP4 or C:\NtSP6 directory or on the CD that contains the Service Pack software.

When prompted, select the check box to indicate that you agree with the software license. You can uncheck the check box for uninstall information. Then choose Install and follow the instructions on the screen.

When the installation is finished, a prompt asks you to restart the computer. Choose Restart to continue. After the computer restarts and you log on to Windows NT again, a message says that no year 2000 issues were detected. Choose OK to continue.

27. Install Internet Explorer 4.0 or greater if it is not already installed.

To see whether the correct version of Internet Explorer is installed, choose the Start button on the Windows NT taskbar, point to Settings, choose Control Panel and then double-click Add/Remove Programs. In the Add/Remove Programs dialog box, look for Internet Explorer in the list of programs installed on the computer and note the version number. Contact the person responsible for your computer network for help with installing the Internet Explorer 4.0 software.

28. Install MDAC 2.5.

This file is required for proper operation with Windows NT. To install the file, insert the RESULT CD into the CD drive. Use Explorer to find the setup.exe file in the Mdac folder on the CD, and then double-click the file to start the installation. Follow the instructions that appear on the screen. When you are prompted to restart the computer, be sure to do so; this will occur twice during the installation.

Note If an earlier version of MDAC is already installed, the software will be updated to MDAC 2.5. If MDAC 2.5 is already installed, a dialog box informs you. Choose Exit to exit the installer and then go to the next section. ▲

Note If you start Windows NT when the computer is not connected to a real network, a long delay may occur while the software looks for a network connection. ▲

Uninstalling Windows NT Networking

Follow the steps below to uninstall Windows NT networking. Be aware that if you uninstall the networking, you may no longer be able to log on to RESULT. (This section does not apply to systems running Windows 2000 or Windows XP.)

Note If you followed the procedure for setting up Windows networking on a computer not connected to a network and now want to connect the computer to a network, you must first use this procedure to uninstall networking. Then follow the procedure for setting up networking on a computer connected to a network. ▲

To uninstall Windows NT networking:

- 1. In Control Panel double-click the Network icon.**
- 2. On the Protocols tab select TCP/IP and choose Remove.**
- 3. On the Adapters tab select the card and choose Remove.**
- 4. On the Services tab select Workstation and choose Remove.**

- 5. Select each service shown in turn and choose Remove.**
- 6. When you are finished removing all services, choose OK to exit.**
- 7. Restart the computer.**

If you double-click Network in Control Panel, a message will say that networking is not configured.



Installing Software

Follow the instructions in this chapter to install the RESULT[®], TQ Analyst[™], Language Pack and optional ValPro[®] and supporting software.

Installing Adobe Acrobat

Whether your computer is running Windows NT Workstation, Windows 2000 or Windows XP, you need to install Adobe Acrobat[®] software version 5.0 or greater if it is not already installed. The Acrobat software is used to display instructions and reports in RESULT and ValPro.

To see whether the correct version of Adobe Acrobat is installed, choose the Start button on the Windows taskbar, point to Settings, choose Control Panel and then double-click Add/Remove Programs. In the Add/Remove Programs dialog box, look for Adobe Acrobat in the list of programs installed on the computer and note the version number.

RESULT includes the Acrobat installer program. To install Acrobat, insert the RESULT CD into the CD drive. Use Explorer to find the Acrobat folder on the CD, and then double-click the Acrobat executable (*.exe) file to start the installation. Follow the instructions that appear on the screen.

Note See your RESULT software release notes for the file name of the current Acrobat installer program. ▲

Installing RESULT software

Follow the instructions in this section to install RESULT, TQ Analyst, the Language Pack and the optional ValPro software.

Note You must have Windows administrator privileges to install the software. ▲

Note If an earlier version of RESULT CD is already installed, you must remove it before installing this update. To remove the current version of RESULT CD, open the Windows Start menu, choose Settings and then Control Panel and then use the Add/Remove Programs applet to remove the current version of RESULT CD. See your Windows documentation for more information about the Add/Remove Programs applet. ▲

Installing RESULT and TQ Analyst

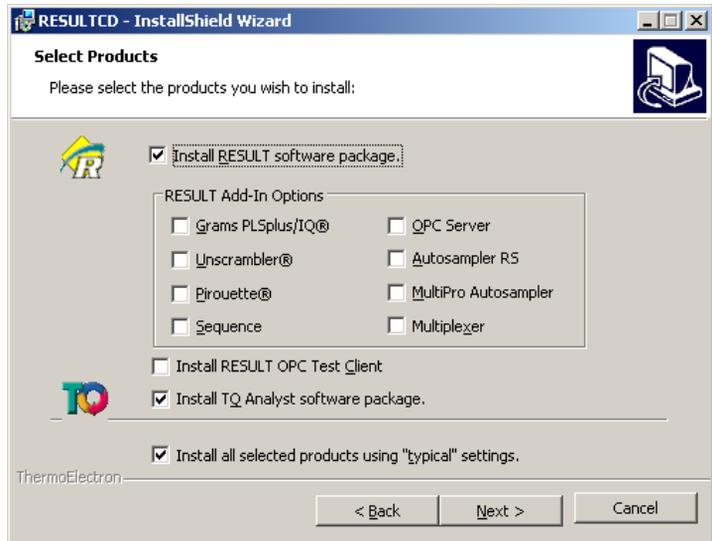
To install RESULT and TQ Analyst:

- 1. Start Windows.**
- 2. Insert the RESULT CD into the CD drive.**

Use Explorer to find the setup.exe file on the CD (the file is at the first level of the CD's organization, not within a folder), and then double-click the file to start the installation.

- 3. Follow the instructions that appear on the screen.**

A dialog box asks you to select the products to install. The list of available products and options differs depending on the type of system RESULT is configured to support (Nicolet™ Antaris™ or Nicolet Antaris IGS).



Select the desired products and add-in options. Brief descriptions of the options shown above are provided below. You may have additional options listed in your software.

Note We recommend installing the add-in options only when necessary. Before using an add-in option, make sure the supported hardware or software application is properly installed on this workstation. ▲

- **RESULT** - Installs RESULT software version 2.0 for Antaris FT-near infrared analyzers or RESULT 2.0 for Antaris IGS systems, including the RESULT Integration, RESULT Operation, and RESULT Data View applications.
- **TQ Analyst** - Installs Thermo Electron's TQ Analyst method development software version 7.0.
- **Grams PLSplus/IQ® option** - Installs software to interface with Thermo Electron's PLSplus/IQ method development software for GRAMS/32® AI version 6.0.

- **The Unscrambler[®] option** - Installs software to interface with The Unscrambler version 7.6 or 8.05 method development software from Camo ASA.

Note You must have the Unscrambler ON-LINE Classifier (OLUC) application installed on your computer to run an Unscrambler classification method from RESULT software and the Unscrambler ON-LINE Predictor (OLUP) application to run quantitative methods from RESULT. ▲

- **Pirouette[®] option** - Installs software to interface with Pirouette version 3.04 or 3.11 (required for Windows XP) method development software from InfoMetrix[®], Inc.

Note You must have the full version of Pirouette software installed on your computer for proper operation. After installing the Pirouette option and Pirouette software, run the COMReg.exe program on the Pirouette software CD to configure communication between Pirouette and RESULT. If your computer has more than one version of Pirouette software installed, COMReg.exe allows you to specify the version of Pirouette you want to use with RESULT. ▲

- **Sequence option** - Installs software to allow sequence data collection with RESULT software. With the sequence module installed, RESULT is capable of collecting and processing a series of spectra at regular intervals over a specified period. This continuous data collection feature makes RESULT an effective tool for monitoring samples that change composition over time.
- **OPC Server option** - Installs software to allow communication with an OPC server. OPC is a universal interface used to control process equipment and to monitor data results.

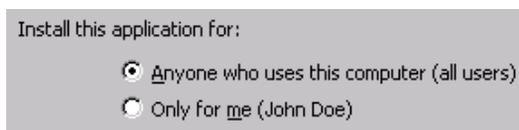
- **RESULT OPC Test Client** - Installs basic software to allow access to the OPC features of RESULT. The test client software is intended for demonstration purposes and need not be installed if another OPC client is available.
- **Autosampler RS option** - Installs software to run the Autosampler RS sampling accessory for Antaris FT-NIR analyzers. The Autosampler RS allows you to automate near-infrared reflectance measurements of powders, solids and tablets.
- **MultiPro Autosampler option** - Installs software to run the MultiPro Autosampler sampling accessory for Antaris FT-NIR analyzers. The MultiPro allows you to automate near-infrared measurements of powders, tablets and softgel capsules using both transmission and diffuse reflection sampling techniques.
- **Multiplexer option** - Installs software to run the Nicolet® Antaris Multiplexer system. The Multiplexer is a Fourier transform near infrared (FT-NIR) fiber optic analyzer that allows continuous process monitoring at multiple sampling locations.

If you want the software installed in the default locations and set so that anyone can use it, select the Install All Selected Products Using “Typical” Settings check box. (The default location for RESULT and TQ Analyst is within the C:\Program Files directory.) Clear this option if you want to specify who can use the software and where to install it. For example, if your Windows NT computer is partitioned with a smaller C drive for installing program files and a larger D drive for storing data, or if you want your data stored on a network drive, clear the Install All Selected Products Using “Typical” Settings check box. The software will allow you to choose separate locations for storing programs and data later in the installation.

Note Depending upon the number of software products and options you are installing, the dialog boxes described below may appear more than once during the installation. Respond to each dialog box in the manner that is appropriate for the application you are installing at the time. ▲

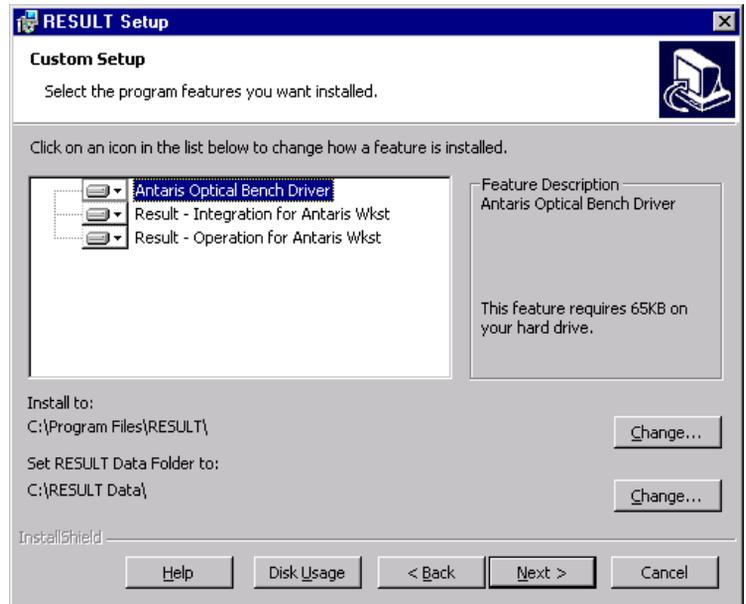
Choose Next and then follow the instructions as they appear. You can skip the rest of this procedure if you are using the “typical” settings.

When a dialog box containing the following options appears, specify for whose use to install the software.



When a dialog box asks whether to perform a “Complete” or “Custom” installation, select the desired option and then choose Next. If you selected Complete, all the software features are installed.

If you selected Custom, a dialog box like the following appears:



If you do not want a software feature to be installed, click its icon to display a pop-up menu, and then click This Feature Will Not Be Available. If you want the item to be installed, click the appropriate option in the menu.

The directories where the program files and data will be installed appear below the list of software items. Use the corresponding Change button if you want to specify a different location for either of these directories. Choose Finish to complete the installation for the current application.

Continue following the instructions that appear on your screen until the software for all of the products you selected have been installed. When you are finished installing RESULT and TQ Analyst software and any add-in options for RESULT, choose Finish.

Note If your computer is running Windows 2000 or Windows XP, you will need to restart Windows software to complete the software installation. If you are installing multiple Thermo Electron software products and options, you can wait until you are finished installing all the software before you restart Windows. ▲

Installing the Language Pack

Follow the procedure below to install the Language Pack software, including any available Help files and video files. (If you do not want these other files to be installed, do not install the Language Pack.)

- 1. Start Windows and insert the Language Pack CD into the CD drive.**
- 2. Choose the Start button on the Windows taskbar and then choose Run.**

The Run dialog box appears.

- 3. Type x:\setup, where x designates your computer's CD drive, and then choose OK.**

Installing ValPro

To install the optional ValPro software:

- 1. Start Windows and insert the ValPro CD into the CD drive.**
- 2. Choose the Start button on the Windows taskbar and then choose Run.**

The Run dialog box appears.

- 3. Type x:\setup, where x designates your computer's CD drive, and then choose OK.**

Follow the instructions that appear on the screen. See step 3 of the RESULT and TQ Analyst installation procedure for information about the dialog boxes that may appear.



Configuring the Workstation

Certain features in Windows software, RESULT Integration software, and RESULT Operation software must be configured before the workstation is ready for use. Configuration tasks for Windows must be completed by a Windows administrator. Configuration tasks for RESULT Operation must be completed by a Windows administrator or a user who has administrative privileges to RESULT Operation software. Configuration tasks in RESULT Integration software can be completed by any user who has been given access to the workstation and that software application.

Assigning Windows user names and passwords

In order for users to open RESULT Operation and Integration software, they must be given access to the workstation. The Windows administrator must assign each user a Windows user name and password to log on to Windows NT, Windows 2000, or Windows XP. Assigning each user a Windows password is required if your organization wants to take advantage of the digital signature features available in RESULT Integration and RESULT Operation software.

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

The Windows administrator should also set up any security features that are required by your organization's IT security policies.

See "Chapter 2 About Windows NT Workstation" in the "Software Administration" section of the *RESULT User's Guide* for more information about setting up users in Windows NT and the important security features available in Windows software. Your Windows documentation and on-line help files contain additional information about these features and instructions for setting up user accounts.

Note We do not recommend using blank passwords for Windows user accounts used with RESULT software. ▲

Configuring RESULT Integration software

In RESULT Integration software, a user who has been given access to the workstation and the software can change RESULT Integration options. These include the following:

- Specifying directory paths for archiving spectra and reports, backgrounds, and standards. The software automatically creates a directory for archiving these items on the workstation's local drive, but this system path can be changed to another directory on a local or network drive.
- Specifying directory paths for locating workflows, methods, and HTML images. The software automatically creates a directory for archiving these items on the workstation's local drive, but the system path can be changed to another directory on a local or network drive.
- Selecting the model of instrument that is attached to your system.
- Specifying whether your system has the ValPro System Qualification package.

The above options should be set in conjunction with the options in RESULT Operation software to make transferring data efficient between the two software applications and in accordance with your organization's IT security policies.

“Chapter 1 Getting Started” in the “RESULT Integration Software” section of the *Antaris User's Guide* contains more information about starting and configuring RESULT Integration software.

Configuring RESULT Operation software

RESULT Operation software uses the security features of Windows to control access to the software. The software application allows an administrator to control user access to features within the application. The software also contains an event logging feature to track changes to the system and help ensure data integrity.

In order to allow initial access to the software, RESULT Operation software was installed with certain options enabled:

- 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, set up the event logging feature, and create another RESULT administrator user account, if necessary.

The software automatically sets up a database and data source for event logging. However, before configuring any other features in RESULT Operation software, the Windows administrator should log on to the software and make any changes to the database and data source. See “Chapter 3 Configuring RESULT Operation Software” in the “Software Administration” section of the *RESULT User’s Guide* for instructions for configuring the database and data source.

After setting up the event logging feature, the Windows administrator can then continue configuring the software or set up another user account in the software with administrative privileges to continue configuration tasks.

Other features that must be configured in RESULT Operation software include:

- Specifying a path for saving system configuration files. The software automatically creates a path for storing the configuration files, but this path can be changed by the RESULT or Windows administrator. See “Chapter 3 Configuring RESULT Operation Software” in the “Software Administration” section of the *RESULT User’s Guide* for instructions for specifying a path for storing configuration files.
- Setting the software’s options. This task includes specifying options for logging on and logging off the software application, specifying information about the instrument attached to the system, and specifying directory paths for archiving and locating items. The software automatically creates directories for archiving and locating items on the workstation’s local drive, but the paths can be changed to other directories on the computer’s local or a network drive. See “Chapter 4 Setting RESULT Operation Options” in the “Software Administration” section of the *RESULT User’s Guide* for instructions for setting RESULT Operation options.
- Setting up the software’s user list. This includes setting up users who can access RESULT Operation software and specifying the privileges that can be assigned to each. See “Chapter 5 Managing Users” in the “Software Administration” section of the *RESULT User’s Guide* for instructions for setting up the software’s user list.
- Setting up workflows. This task includes managing the transfer of workflows from RESULT Integration software and setting up the workflows in RESULT Operation software. See “Chapter 6 Managing Workflows” in the “Software Administration” section of the *RESULT User’s Guide* for instructions for setting up workflows.

- Setting up ValPro options. If your system has the optional ValPro System Qualification package, a user with RESULT administrative privileges must specify the frequency at which ValPro tests will be run on the system and which tests should be run. See “Chapter 7 Setting ValPro Options” in the “Software Administration” section of the *RESULT User’s Guide* for instructions.

The “Software Administration” section of the *Antaris User’s Guide* contains troubleshooting information should you encounter any problems while configuring RESULT Operation software.



Software Administration for Computers Not Connected to a Network

Follow the instructions in this chapter if your computer is not connected to a network. If your computer is connected to a network, read the chapter titled “Software Administration for Computers Connected to a Network.”

Setting up networking for Windows 2000

Networking features are set up automatically when you install Windows 2000 Professional. This is true whether or not the computer is connected to a network.

Setting up networking for Windows XP

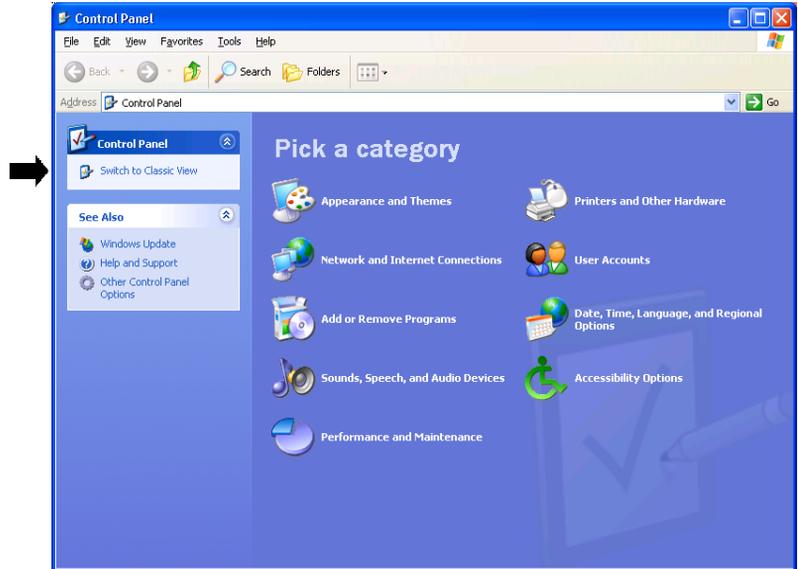
Networking features are set up automatically when you install Windows XP Professional on a computer that is connected to a network domain. If your computer is connected to a network *workgroup* or if it is *not* connected to a network, follow these steps to define security settings that are compatible with RESULT software.

Perform this procedure before installing RESULT, TQ Analyst or ValPro software. (Once networking is configured, you can reinstall the software without repeating this procedure.)

To define Windows XP security settings for computers not connected to a network (or connected to a network workgroup), follow these steps:

- 1. Click the Start button on the Windows taskbar, choose Settings and then choose Control Panel.**

2. **Choose Switch to Classic View if it appears near the left side of Control Panel.**



If you don't see this feature, you are already using the classic view of Control Panel.

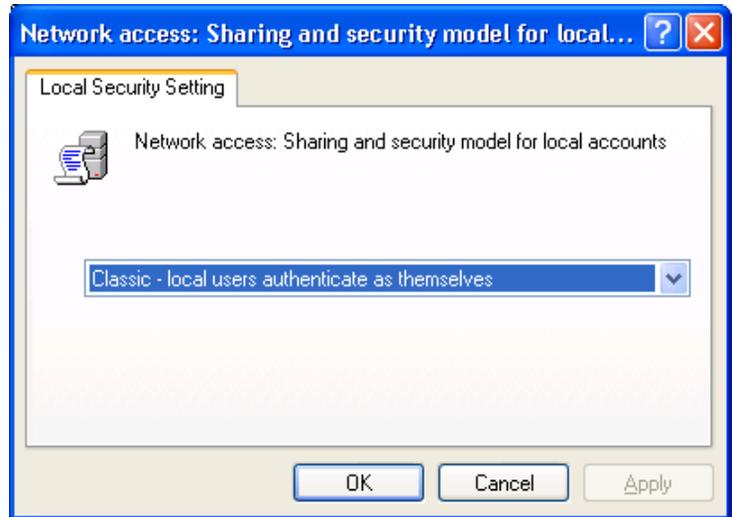
3. **Double-click Administrative Tools and then double-click Local Security Policy.**

The Local Security Settings dialog box appears.

4. **Open the Local Policies folder and then click the Security Options folder.**
5. **Double-click Network Access: Sharing And Security Model For Local Accounts in the list at the right.**

You may need to scroll to locate this item.

The Network Access dialog box appears.



- 6. Select Classic – Local Users Authenticate As Themselves from the drop-down list box and then choose OK.**

- 7. Click the Close button (labeled “X”) to close the Local Security Settings dialog box.**

- 8. Click the Close button (labeled “X”) to close the Administrative Tools dialog box.**

Setting up networking for Windows NT

RESULT, TQ Analyst and ValPro software require Windows networking services. This is true whether or not the computer is connected to a network. This section explains how to set up these services on a computer supplied by Thermo Electron or on a computer you have supplied.

Note If you want to connect the computer to a network later, you will have to uninstall NT networking as explained in the next section and then follow the procedure for setting up networking on a computer connected to a network. ▲

Perform this procedure before installing RESULT, TQ Analyst or ValPro software. (Once networking is configured, you can reinstall the software without repeating this procedure.)

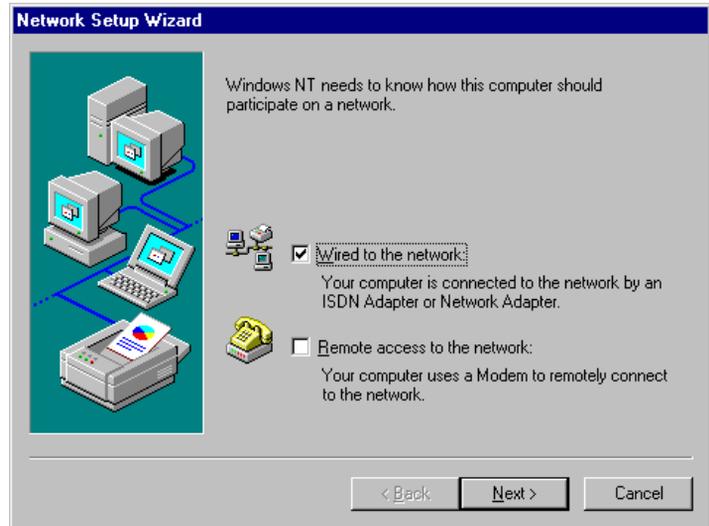
Follow these steps to set up networking for Windows NT:

- 1. Click the Start button, point to Settings and choose Control Panel.**
- 2. Double-click the Network icon.**

If a message says that networking is not installed, choose Yes. If the message does not appear, choose Cancel; the procedure is finished.

The Network Setup Wizard lets you select Wired To The Network or Remote Login.

Dialog boxes like this one guide you through the process of setting up the network.



3. Select Wired To The Network and then choose Next.

A dialog box lets you select an interface card.

4. Choose Select From List.

A list of network cards appears. Do not select any of these cards.

5. Choose Have Disk.

The Insert Disk dialog box asks you to specify the location of the driver files. On some computers they are on the hard drive. For other computers the drivers are on a floppy disk or a CD. See the manufacturer's documentation for help in locating the files.

6. If the driver files are not on the hard drive, insert the manufacturer's disk into the appropriate drive.

7. Type the path to the directory location of the driver files.

8. Choose OK.

The Select OEM Option dialog box appears.

9. Select the correct adapter and then choose OK.

The selected adapter appears in the list of network adapters.

10. Choose Next.

The network protocols are listed.

11. Select only TCP/IP Protocol and then choose Next.

The network services are listed.

Note Do not add any other protocols. If NetBEUI is selected, make sure you deselect it. If you run RESULT using the NetBEUI protocol, RESULT operates very slowly. ▲

12. Choose Next to accept the displayed default settings.

A message says that Windows NT is ready to be installed.

13. Choose Next.

A prompt asks for the location of Windows NT files.

- 14. Insert the Windows NT CD into the CD-ROM drive, type X:\I386, where X is the drive letter of the CD-ROM drive, and then choose Continue.**

A message asks whether to use a DHCP server.

- 15. Choose No.**

The Microsoft TCP/IP Properties dialog box appears.

- 16. In the IP Address text box type 10.0.0.1, and then click in the Subnet Mask text box and type 255.0.0.0.**

- 17. Choose Apply.**

- 18. Choose OK.**

The Show Bindings list appears.

- 19. Choose Next.**

This accepts the default settings.

A message says the network services are ready to start.

- 20. Choose Next.**

A computer name and workgroup name are displayed. You will be able to change these names later.

21. Choose Next.

A dialog box says that networking has been installed.

22. Choose Finish.

A prompt asks you to restart the computer.

23. Choose No.

24. Double-click the Network icon in Control Panel.

The Network dialog box appears. The computer name and workgroup name are displayed on the Identification tab.

25. If you want to change the computer name or workgroup name, click the Change button on the Identification tab. Otherwise, go to step 27.

26. In the dialog box that appears, enter the desired computer name and workgroup name, and then choose OK.

27. Choose OK to close the Network dialog box.

A prompt asks you to restart the computer.

28. Choose Yes.

After the computer restarts, a prompt asks you to press Ctrl+Alt+Del.

29. Press Ctrl+Alt+Del.

30. Log on to Windows NT when prompted.

An error messages says that at least one service or driver failed during system startup.

31. Choose OK to continue.

You will correct the error in the next step.

32. Reinstall Windows NT Service Pack.

To do this, use Windows NT Explorer to locate and double-click the file named spsetup.bat (found in the C:\NtSP4 or C:\NtSP6 directory on a computer supplied by Thermo Electron). (If you have supplied your own computer, find the CD that contains the Service Pack software. Insert the CD into the CD drive, and then use Windows NT Explorer to locate and double-click the file named spsetup.bat on the CD.)

When prompted, select the check box to indicate that you agree with the software license. You can uncheck the check box for uninstall information. Then choose Install and follow the instructions on the screen.

When the installation is finished, a prompt asks you to restart the computer. Choose Restart to continue.

Notes relating to DHCP settings:

If you are connecting the computer to a real network, you should probably use DHCP. If you are setting up a stand-alone system, you will always get an error message about failure with DHCP when you restart the computer. The restarting process will have a long delay as the computer tries to connect to the network server. Choose No in the error message if you do not want to see the error message again until you restart the computer. After you choose No, the system will respond normally.

If you want to change the DHCP choice, follow this procedure:

In Control Panel double-click the Network icon. On the Protocols tab select TCP/IP and choose Properties. In the dialog box that appears, select Specify. Specify DNS numbers: In the top line type 10 0 0 1. Click in the Subnet Mask text box. This will probably fill in some numbers. Select the defaults or use 255.0.0.0. The numbers don't matter since you are not really connected to a network. Choose Apply and then OK.

If you want to enable DHCP, select the appropriate option button. You will then be able to enter a domain name.

If you want to connect to a real network later, your MIS person must set up a network account for the computer. Note that if the computer is on a real network with DHCP and you turn off DHCP and later turn it back on, the MIS person must set up the account for the computer again, even if you use the same computer name.

Important

If you ever want to connect to a real network using DHCP, you must respond "Yes" to the DHCP question during installation. If you respond "No" and then later try to turn on DHCP, you will not be able to connect to the network. ▲

Uninstalling Windows NT networking

Follow the steps below to uninstall Windows NT networking. Be aware that if you uninstall the networking, you may no longer be able to log on to RESULT. (This section does not apply to systems running Windows 2000 or Windows XP.)

Note If you followed the procedure for setting up Windows networking on a computer not connected to a network and now want to connect the computer to a network, you must first use this procedure to uninstall networking. Then follow the procedure for setting up networking on a computer connected to a network. ▲

To uninstall Windows NT networking:

- 1. In Control Panel double-click the Network icon.**
- 2. On the Protocols tab select TCP/IP and choose Remove.**
- 3. On the Adapters tab select the card and choose Remove.**
- 4. On the Services tab select Workstation and choose Remove.**
- 5. Select each service shown in turn and choose Remove.**
- 6. When you are finished removing all services, choose OK to exit.**
- 7. Restart the computer.**

If you double-click Network in Control Panel, a message will say that networking is not configured.



Troubleshooting

This section describes some possible problems you may encounter when installing the software and offers suggestions that may resolve the problem. Use the following tables to assist you in troubleshooting any installation, access, or configuration problems. “Chapter 8 Troubleshooting” in the “Software Administration” section of the *Antaris User’s Guide* contains information about possible problems administrators may encounter after initial configuration of the software.

Installation errors

Problem	Possible Causes	Suggestions
Error message stating you do not have administrative privileges to load software.	You do not have Windows administrative privileges to the workstation.	Have a user with Windows administrative privileges log on to the workstation and install the software. Request that your IT department set up your user account to have administrative privileges to the workstation.
Error message related to Windows NT or Windows NT Service Pack version.	The Windows NT Service Pack was not installed properly.	Install or reinstall the Windows NT Service Pack, version 4.0 or greater. See “Setting up networking for Windows NT.”
Error message 1904: “Module C:\Program Files\RESULT DetailsItems.dll failed to register HRESULT – 21470247070.”	The file shlwapi.dll was created before dll version 4.71.	Install Internet Explorer version 4.0 or greater. See “Setting up networking for Windows NT.”
Error message 1918: “Installing ODBC driver for SQL server.”	MDAC has not been installed properly.	Install or reinstall MDAC from your RESULT installation CD. See “Setting up networking for Windows NT.”

Problem	Possible Causes	Suggestions
ODB error message 13: "Could not load the setup or translator library."	MDAC has not been installed properly.	Install or reinstall MDAC from your RESULT installation CD. See "Setting up networking for Windows NT."
Error message: "A previous version of RESULTCD software was found on your PC. Please use the Control Panel's Add/Remove Programs applet to remove it before proceeding."	An earlier version of RESULTCD is still installed.	Use Add/Remove Programs in the Windows Control Panel to remove the earlier version of RESULTCD. Then restart the installer application for the RESULTCD version you want to install.

Software access problems

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 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.

Problem	Possible Causes	Suggestions
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 the “Software Administration” section of your <i>RESULT User’s Guide</i> .
	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 the “Software Administration” section of your <i>RESULT User’s Guide</i> .
	The password you are typing to open the software does not match your Windows password.	When typing your password, make sure it matches your Windows password, including matching letter case.
	Networking is not enabled in Windows.	Contact the person responsible for your computer network for help with setting up networking. For computers supplied by Thermo Electron, this person can contact Thermo Electron at 800-642-6538 or 608-276-6373 for assistance. (If you are outside the U.S.A., call your local Thermo Electron office. Telephone numbers for all Thermo Electron Customer Support offices are provided with your system.
No users can access RESULT Operation software.	No users are on the RESULT user list.	Have a Windows administrator for that workstation attempt to log on to RESULT Operation software. 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.
	The RESULT configuration file (result.cfg) became corrupted or was deleted.	Have a Windows administrator restore a backup configuration file (result.cfg), if one was made, into the appropriate directory.

Problem	Possible Causes	Suggestions
No users have administrative access to RESULT Operation software.	The option to automatically grant administrative privileges to Windows administrators is disabled, and the RESULT administrator account was deleted.	<p>Have a Windows administrator delete the result.cfg file and log on to the software. Deleting this file requires that RESULT Options, workflow settings, ValPro Options, and the user list be set up again.</p> <p>Note: To prevent this problem, do not clear the RESULT options to automatically add Windows administrators as full users and automatically grant administrative privileges to Windows administrators.</p>
When you choose Configure System from the Administrative Menu, the Configure System dialog box doesn't appear.	You do not have write privileges for the database folder and/or file.	Have your Windows administrator give you read/write privileges for the RESULT database folder and file. The file is typically located in c:\RESULT Data\config and is named result.mdb.
My computer stops working after running RESULT software for a while.	Your computer is running Windows 2000 Professional or Windows XP Professional with Advanced Power Management features enabled.	<p>Disable Standby Mode in the Power Options dialog box of Windows software for all RESULT users. To access the Power Options dialog box, right-click on the Windows desktop and then select Properties. The Display Properties dialog box appears. Select the Screen Saver tab. On the Screen Saver tab, choose the Power button. In the resulting dialog box, set the System Standby list box to Never and the Disk Drives list box to Never. Choose OK to close the dialog box. Choose OK again to close the Display Properties dialog box.</p>

Software configuration problems

Problem	Possible Causes	Suggestions
You cannot set up the event 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.
You cannot view data in or save data to the RESULT database.	You do not have write privileges for the database folder and/or file.	Have your Windows administrator give you read/write privileges for the RESULT database folder and file. The file is typically located in c:\RESULT Data\config and is named result.mdb.
	You are using a Guest account to access RESULT software.	Log off RESULT and then log on using a valid RESULT user name and password. Note: The Windows operating systems provide limited permissions to Guest accounts. Do not add a Guest account to the RESULT user list.
Your computer takes a long time to start RESULT software.	You are operating a computer running the Windows NT operating system as a local workstation (network cable is unplugged), but it is configured for networking.	Follow the instructions in the “Setting up networking for Windows NT” chapter of the “Software Administration for Computers Not Connected to a Network” section in this document to configure the networking options on your computer. In particular, make sure the NetBEUI protocol is not enabled, as this protocol has been know to cause this problem on computers run as a local workstation. To disable NetBEUI, right-click the Network icon on the desktop. In the resulting popup menu, choose “Properties.” In the Network Properties dialog box, select the Protocols tab to see a list of installed networking protocols. If NetBEUI appears in the Protocols drop-down list, select the NetBEUI option and then choose Remove. A message appears asking if you wish to permanently remove the component from the system. Choose Yes. Click the Close button (labeled “X”) to close the Network Properties dialog box. Restart the computer to implement the change.

Problem	Possible Causes	Suggestions
You cannot create or successfully run a workflow that measures collected data using a Pirouette method.	Pirouette may not be properly installed and configured.	Make sure a properly licensed version of Pirouette software is installed on your computer. If Pirouette is properly installed, run the COMReg.exe program provided with the Pirouette software to configure communication between Pirouette and RESULT.
You cannot create or successfully run a workflow that measures collected data using an Unscrambler method.	The Unscrambler software may not be properly installed.	Make sure a properly licensed version of The Unscrambler software is installed on your computer, including either the ON-LINE Classifier (OLUC) or the ON-LINE Predictor (OLUP) application. The ON-LINE Classifier is required to run workflows with associated classification methods created with Unscrambler; the ON-LINE Predictor is needed to run workflows with Unscrambler quantitative methods.

Problem	Possible Causes	Suggestions
<p>When a user attempts to create a digitally signed file, this error message appears: “The Registry for the key container could not be opened and may not exist. Confirm software installation.”</p>	<p>The protected storage system service may not be functioning.</p>	<p>Check the protected storage system using the appropriate steps as follows.</p> <ul style="list-style-type: none"> • In Windows XP, click the Start button on the Windows taskbar and then choose Control Panel. Choose Switch To Classic View if it appears near the left side of Control Panel. Double-click Administrative Tools and then double-click Services. In the list of services, find both Protected Storage and Remote Procedures Call (RPC) Service and make sure they are enabled and currently running (“Started” should appear in the Status column). • In Windows 2000, click the Start button on the Windows taskbar, point to Programs, point to Administrative Tools and then choose Services. In the list of services, find both Protected Storage and Remote Procedures Call (RPC) and make sure they are enabled and currently running (“Started” should appear in the Status column). • In Windows NT, click the Start button on the Windows taskbar, point to Programs, point to Administrative Tools and then choose Windows NT Diagnostics. In the Windows NT dialog box, click the Services tab and make sure that both Protected Storage and Remote RPC Call are enabled and currently running (“Running” should appear in the Status column).

Problem	Possible Causes	Suggestions
<p>When a user attempts to log into RESULT, the log-in fails and this error message appears: “The dwFlags parameter is CRYPT_NEWKEYSET but the key already exists.”</p>	<p>This can be caused by a permissions problem on a computer with an NTFS file system, or a registry permissions problem on a computer running Windows NT.</p>	<p>Make sure the user has appropriate permissions in the locations described below.</p> <p>In Windows 2000 and Windows XP: (Note: This information applies <i>only</i> to NTFS file systems.)</p> <ol style="list-style-type: none"> 1. In Windows Explorer enable the ability to see hidden files. 2. Browse to <root drive letter>:\Documents and settings\<user name="">\Application data\Microsoft\Crypto\RSA. For example, the path for the administrator on a computer with only a C drive would be C:\Documents and Settings\Administrator\Application Data\Microsoft\Crypto\RSA.</user> 3. Right-click the RSA folder and choose Properties from the pop-up menu. 4. In the RSA Properties dialog box click the Security tab. (If there is no Security tab, you do not have an NTFS file system; this procedure does not apply to your system.) 5. Make sure Full Control for the folder is enabled for the current user and for a user named “SYSTEM.” 6. Restart the computer. <p>In Windows NT: (Note: This procedure applies to all Windows NT computers with or without the NTFS file system.)</p> <ol style="list-style-type: none"> 1. Click the Start button and choose Run. 2. Type “Regedt32.exe” and choose OK. 3. Browse in the registry to HKEY_CURRENT_USER\Software\Microsoft\Cryptography. 4. Choose Permissions from the Security menu of the Registry Editor. 5. Make sure the current user and a user named “SYSTEM” have full control of this registry entry. If you need to add a user, be sure to turn on the Replace Permission On Existing Subkeys check box. 6. Restart the computer.

