

Installing Your Software

for RESULT Version 3 Software



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Introduction

This manual explains how to install the Thermo Scientific 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 6 or higher and Microsoft Windows[®] operating system software with networking services. The applications work with Windows 7 Professional and Windows XP Professional (Windows XP Professional is required for the Antaris Target Blend Analyzers).

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

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

Note You can use 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 disk that comes with RESULT software. It is a portable document format (*.PDF) file titled Installing RESULT software. To open a PDF file, you need a copy of the Adobe[®] Reader[®] program version 7.0 or higher, which can be loaded from the RESULT disk or downloaded from the Adobe web site. See the Adobe Reader on-line help for information about using Adobe Reader software.

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. ▲

Notice Follow instructions labeled “Notice” to avoid damaging the analyzer hardware or losing data. ▲

Installing Software

Follow the instructions in this chapter to install the RESULT, TQ Analyst, Language Pack, Security Administration, and optional ValPro and supporting software.

Installing Adobe Reader Software

You need to install the Adobe Reader software version 7.0 or higher if it is not already installed. The Adobe Reader software is used to display instructions and reports in RESULT and ValPro software.

RESULT software includes the Adobe Reader installer program. To install Adobe Reader software, insert the RESULT software disk into the disk drive. Use Explorer to find the Adobe Reader folder on the disk, and then double-click the Adobe Reader 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 Adobe Reader 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 version 3 or higher software is already installed, you do not need to remove it before installing this update. ▲

Installing RESULT and TQ Analyst Software

To install RESULT and TQ Analyst software:

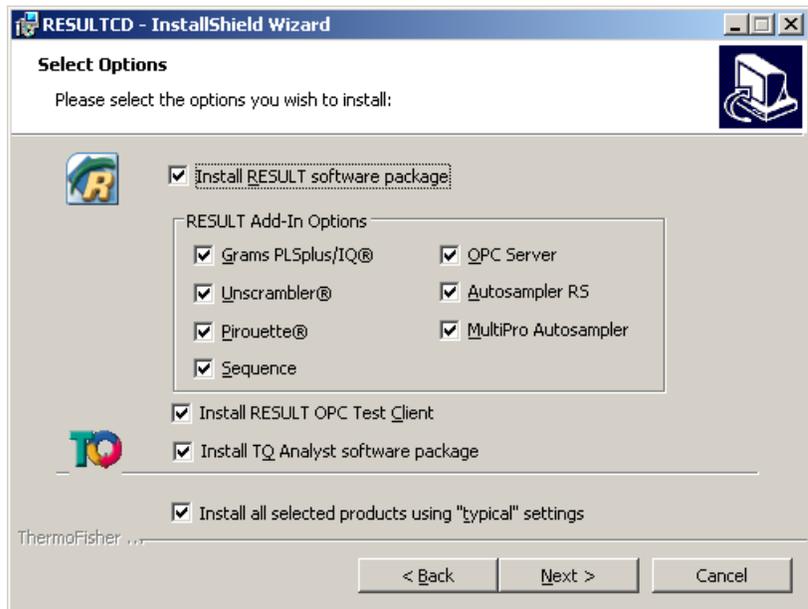
1. Insert the RESULT software disk into the disk drive.

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

2. Follow the instructions that appear on the screen.

A dialog box asks you to select the type of analyzer you have. Select the option that matches your instrument model and then choose Next.

RESULT software provides a list of options for the analyzer you selected and automatically selects the add-in options. Brief descriptions of these options are shown below. (Additional options may be included in your list. Options that do not apply to the selected model are not available.)



- **RESULT** - Installs RESULT software including the RESULT Integration, RESULT Operation, and RESULT Data View applications.
- **TQ Analyst** - Installs Thermo Scientific TQ Analyst method development software.
- **Grams PLSplus/IQ**® - Installs software to interface with Thermo Scientific PLSplus/IQ method development software for GRAMS/32® AI.
- **Unscrambler**® - Installs software to interface with The Unscrambler method development software from CAMO AS.

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 software. ▲

- **Pirouette**® - Installs software to interface with Pirouette 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 disk to configure communication between Pirouette and RESULT software. If your computer has more than one version of Pirouette software installed, COMReg.exe allows you to specify the version of Pirouette software you want to use with RESULT software. ▲

- **Sequence** - Installs software to allow sequence data collection with RESULT software. With the sequence module installed, RESULT software is capable of collecting and processing a series of spectra at regular intervals over a specified period. This continuous data collection feature makes RESULT software an effective tool for monitoring samples that change composition over time.

Note The Sequence module is especially important for Antaris Target Blend Analyzers. ▲

- **OPC Server** - 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 software. The test client software is intended for demonstration and testing purposes and need not be installed if another OPC client is available.
- **Autosampler RS** - Installs software to run the Autosampler RS sampling accessory for Antaris I and Antaris II FT-NIR analyzers. The Autosampler RS allows you to automate near-infrared reflection measurements of powders, solids and tablets.

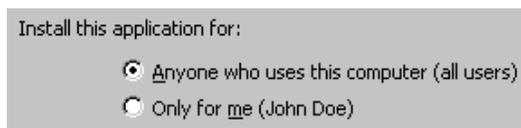
- **MultiPro Autosampler** - Installs software to run the MultiPro Autosampler sampling accessory for Antaris I and Antaris II FT-NIR analyzers. The MultiPro allows you to automate near-infrared measurements of powders, tablets and softgel capsules using both transmission and diffuse reflection sampling techniques.

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 software 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 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. ▲

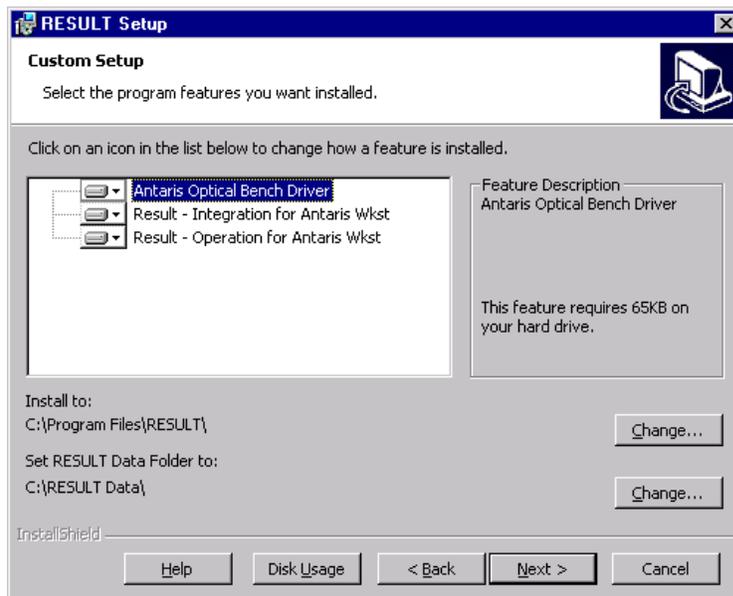
Choose Next and then follow the instructions as they appear. You can skip the rest of this procedure if you are using the “typical” settings.

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 software, choose Finish.

Note You will need to restart Windows software to complete the installation. If you are installing multiple software products and options, wait until you are finished installing all the software before restarting Windows software. ▲

Thermo Security Administration

Thermo Security Administration software lets you administer security policies for RESULT Operation, RESULT Integration and OMNIC For Antaris software. The software package includes Thermo Security Service, Thermo Log Service and Thermo File Service. (These are optional services.)

Security Administration may be installed on the same computer as RESULT software or on another computer on a network. If you have an existing Security Administration server running on your network, you may use the same server for this installation.

When Security Administration is not installed:

- Security policies are administered in RESULT Operation software.
- Per-user access control for RESULT Operation software is provided.
- Only Windows operating system events are available in Event Viewer for file access monitoring.
- Policy administration is the same as for RESULT 2.1 software. If you have other analyzers running RESULT software, this choice lets you use your existing standard operating procedures for policy administration.

When Security Administration is installed:

- Security policies are administered in Security Administration.
- Per-user access control for RESULT Operation, RESULT Integration and OMNIC For Antaris software is provided.
- Digital signatures can be applied to OMNIC files such as spectra and reports.
- Thermo File Service events are available in Event Viewer for file access monitoring. These events are easier to interpret than the Windows operating system events.
- Thermo File Service provides support for allowing users to write files into directories only through RESULT or OMNIC software. This lets a user have read-only access to a spectral archive directory and still have the ability to save files in that directory through RESULT or OMNIC

software, but not be able to delete or alter these files through any other program or through the Windows desktop.

When the Deny User Access To Windows Desktop policy is supported:

- A custom log-on service is installed and provides support for this policy, which automatically launches the RESULT Operation application immediately after the user logs onto Windows software. This policy also denies the user access to any other program or standard Windows feature, such as the Start menu.
- Use of this policy can create additional administration difficulties if users are inadvertently denied access to Windows desktop features that they need to perform their job functions.

Installing Thermo Security Service

If you plan to use Thermo Security Service and Security Administration Server (Security Administration installed as a server on a network), you must install Thermo Security Service on the computer running RESULT software. (For more information, see the manual titled *Setting Up RESULT for Security Administration*.)

To install Thermo Security Service:

- 1. Insert the RESULT software disk into the disk drive.**
- 2. Open the Windows Run command box.**
- 3. Type x:\ThermoClient\ThermoSecurityClientServices.msi, where x designates your computer's disk drive, and then choose OK.**

Follow the instructions that appear on the screen.

Note If you install Thermo Security Service, you must also install Security Administration Server. ▲

Installing Security Administration Server

If you plan to use Thermo Security Service and Thermo Security Administration Server (Security Administration installed as a server on a network), you may install the latter on the computer running RESULT software or on another computer on your network domain.

To install Security Administration Server:

- 1. Insert the Thermo Security Administration software disk.**
- 2. Open the Windows Run command box.**
- 3. Type x:\Setup, where x designates your computer's disk drive, and then choose OK.**

Follow the instructions that appear on the screen.

Note If you install Security Administration Server, you must also install Thermo Security Service. ▲

Installing the Language Pack

The Language Pack contains PDF files of the manuals in your manual set. You can view these files directly from the disk, or you can copy the files to your computer.

Installing ValPro Software

To install the optional ValPro software:

- 1. Insert the ValPro disk into the disk drive.**
- 2. Open the Windows Run command box.**
- 3. Type x:\Setup, where x designates your computer's disk drive, and then choose OK.**

Follow the instructions that appear on the screen.

Installing OMNIC For Antaris Software

Follow these steps to install the optional OMNIC for Antaris software:

Notice

RESULT software should be installed before the OMNIC For Antaris software. RESULT software must be installed for OMNIC For Antaris software to work correctly. In addition, if you intend to use Thermo Security Service, Thermo Log Service and Thermo File Service, you must install these services and Security Administration Server before you install OMNIC For Antaris software. ▲

- 1. Insert the OMNIC For Antaris disk into the disk drive.**
- 2. Open the Windows Run command box.**
- 3. Type x:\Setup, where x designates your computer's disk drive, and then choose OK.**

Follow the instructions that appear on the screen.

Installing The Unscrambler Software

The Unscrambler is a method development tool developed by CAMO AS. Like TQ Analyst it can be used to develop qualitative and quantitative methods for use with RESULT software. Follow the instructions included with your Unscrambler product to install Unscrambler software.

Note

If you plan to use RESULT software with Pirouette or PLSplus/IQ software, those programs must be installed on your system. If they are not installed, install them now. Please refer to the release notes for RESULT software (located on your Antaris Documentation disk) for information about the versions numbers of PLSplus/IQ and Pirouette software that are compatible with TQ Analyst and RESULT software. ▲

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. Windows configuration tasks must be completed by a Windows administrator. Configuration tasks for RESULT Operation software 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 RESULT 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 software. 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 Workstation" in the *RESULT Software Administration* guide for more information about setting up users in Windows software 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. The Windows local security policy Accounts: Limit Local Account Use Of Blank Passwords To Local Console can be used only to establish a blank password policy for local logins. This policy affects only local login accounts created on a particular computer. When this policy is enabled, blank passwords are restricted. Your organization's IT department will establish password policies for network logins. ▲

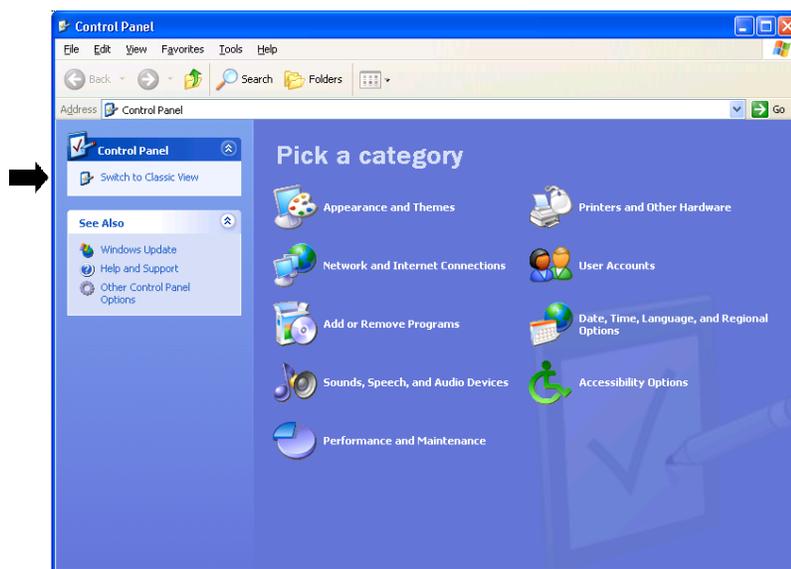
Setting Windows Policies

Networking features are set up automatically with administrative access when you install Windows software. Follow these steps to set key Windows policies to ensure that local users defined in the RESULT user list can access RESULT software.

To define Windows security settings to ensure access for administrators and local users of RESULT software, follow these steps.

To define security settings for Windows XP:

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



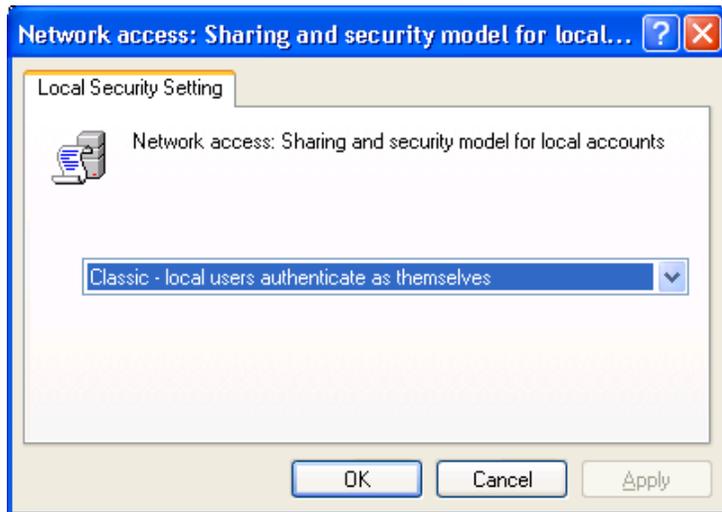
If you don't see this feature, you are already using the classic view of Control Panel.

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 is displayed.



6. **Select Classic – Local Users Authenticate As Themselves from the drop-down list box and then choose OK.**
7. **Close all open dialog boxes and windows.**

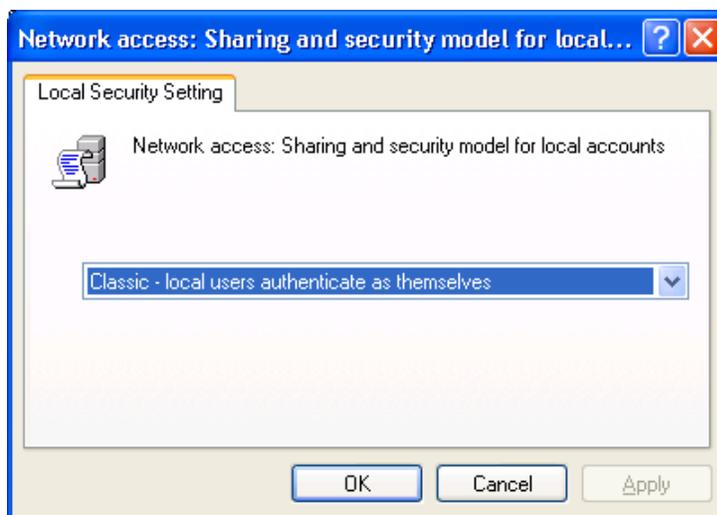
To define security settings for Windows 7:

- 1. Open the Windows Control Panel.**
- 2. Click System and Security.**
- 3. Click Administrative Tools.**
- 4. Double-click Local Security Policy.**

The Local Security Settings dialog box appears.

- 5. Select the Local Policies folder on the left.**
- 6. Select the Security Options folder on the left.**
- 7. 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 is displayed.



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

9. **Close all open dialog boxes and windows.**

Selecting Thermo Security Administration Server

Typically Thermo Security Administration is installed on a network server to provide centralized administration for all user accounts on the network. The defined security policies are stored on the network server in a secure database where they are then queried by Security Administration. To enable this communication, you must specify the location where Security Administration Server is installed.

Notice Make sure you use the computer that is running RESULT software. ▲

1. **Insert the Thermo Security Service disk into the disk drive.**

2. **Open the Windows Run command box.**

3. **Type x:\changeserver, where x designates your computer's disk drive, and then choose OK.**

4. **Enter the name of the computer running Security Administration Server.**

5. **Click the Test Connection button to confirm a correct connection.**

If you have problems with the connection, verify that the computer name is correct. If you did not restart the computer after installing the software, restart it now and repeat these steps.

Adding Applications to Security Administration Server

Before you can set security policies for a client application using Security Administration, you must add the .xml file for the client application to the security database. This merges the security features for the client application into the security database while preserving all existing security settings for other client applications and for Security Administration itself.

Notice Make sure you use the computer that is running Security Administration Server. Also make sure you use an account for a user who is a member of the Administrators group. ▲

- 1. Start Security Administration and enter your password at the log on prompt.**
- 2. Insert the RESULT software disk into your disk drive, and choose Add Application from the File Menu of Security Administration.**
- 3. Browse to the root of your disk drive, select the file ThermoResult.xml and then choose OK.**
- 4. If OMNIC For Antaris software is installed, insert the OMNIC For Antaris software disk into your computer's disk drive.**
- 5. Choose Add Application from the File menu, and browse to the root of your disk drive.**
- 6. Select the file OMNIC.xml and then choose OK.**

Setting System Policies for RESULT Software

The System Policies features of Security Administration let you set many system policies controlling the use of RESULT Integration and RESULT Operation software. For information about setting these policies, see “Setting system policies for RESULT software” in the *Setting Up RESULT for Security Administration* manual.

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 by choosing Options from the Edit menu. The Options dialog box appears, providing the following options:

- 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 computer.

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 user guide contains more information about starting and configuring RESULT Integration software.

Configuring RESULT Operation Software

RESULT Operation software uses the security features of Windows software 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 *RESULT Software Administration* 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 *RESULT Software Administration* 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 *RESULT Software Administration* 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 *RESULT Software Administration* 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 *RESULT Software Administration* 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 *RESULT Software Administration* guide for instructions.

The *RESULT Software Administration* guide contains troubleshooting information should you encounter any problems while configuring RESULT Operation software.

Configuring File and Directory Permissions

The Windows operating system provides an administrator with complete control over directory and file permissions. File creation, read, write and delete permissions can be set on individual logins or for a group of logins.

The following information will be useful for organizations that want to restrict write and delete permissions as much as possible. Organizations that are not as concerned about file permission settings may grant full control to all users on the entire RESULT Data directory tree. For a typical installation using standard settings for the directory paths in RESULT Integration and RESULT Operation software, this path would be C: \RESULT Data.

Security Administration Server, in conjunction with Thermo Security Service, Thermo Log Service and Thermo File Service, can be used to administer very restrictive file permission policies. In this scenario, these services are installed and run under the local system account. File creation and file writes required by RESULT software are performed using this service. User accounts do not need write or delete permissions to perform normal RESULT software operations such as archiving spectral files or reports or logging activities in the audit trail. The simplest way to configure this scenario is to grant the local system account full control to the C: \RESULT Data directory and its subdirectories and files. User accounts can be granted read-only access to this same directory tree.

Activity	Access without Thermo Services installed	Access with Thermo Services installed
Record archival events in RESULT Operation audit log database. Archive events are generated in workflows and by commands such as Quick Collect or Instrument Check, when archive settings are checked.	The logged-in user must have Read, Write and Modify permissions in the audit log database (typically C: \RESULT Data\Config\RESULT.mdb and C: \RESULT Data\Config\RESULT.l db). See Note 1 after this table.	The logged-in user must have Read, Write and Modify permissions in the audit log database (typically C: \RESULT Data\Config\RESULT.mdb and C: \RESULT Data\Config\RESULT.l db). See Note 1 after this table.

Activity	Access without Thermo Services installed	Access with Thermo Services installed
Collect a background in a workflow.	The logged-in user must have permission to read, write and create files in the Backgrounds directory (typically C: \RESULT Data\Backgrounds).	The local system account must have read, write and modify permissions for the Backgrounds directory.
Archive spectra and reports in a workflow or from commands such as Quick Collect or Instrument Check.	The logged-in user must have permission to read, write and create files in the Archive directory (typically C: \RESULT Data\Archive).	The local system account must have read, write and modify permissions for the Archive directory.
View archived reports and reports from running workflows.	The logged-in user must have permission to read, write and create files in the Images directory (typically C: \RESULT Data\Images).	The local system account must have read, write and modify permissions for the Images directory.
Generate OPC Data and events.	The logged-in user must have read, write and modify permissions for the OPC database (typically C: \RESULT Data\Config\OPC\RESULTOPCDB.mdb).	The logged-in user must have read, write and modify permissions for the OPC database (typically C: \RESULT Data\Config\OPC\RESULTOPCDB.mdb).
Collect standards.	The logged-in user must have permission to read, write and create files in the Standards directory (typically C: \RESULT Data\Standards).	The local system account must have read, write and modify permissions for the Standards directory.
Back up DST files and update serial numbers and installation dates.	The logged-in user must have full control of the Config directory (typically c: \RESULT Data\Config).	The logged-in user must have full control of the Config directory (typically c: \RESULT Data\Config).
Run workflows that use Pirouette methods.	The logged-in user must have full control of the Workflows directory (typically C: \RESULT Data\Workflows).	The logged-in user must have full control of the Workflows directory (typically C: \RESULT Data\Workflows).

Activity	Access without Thermo Services installed	Access with Thermo Services installed
Modify settings in the Administration menu of RESULT Operation software.	The logged-in user must have read, write and modify permissions for the RESULT Operation Config file (typically C: \RESULT Data\Config\result.cfg).	The logged-in user must have read, write and modify permissions for the RESULT Operation Config file (typically C: \RESULT Data\Config\result.cfg).
Use Configure System in the RESULT Operation Administration menu.	The logged-in user must have full control of the Config directory (typically c: \RESULT Data\Config). See note 2 after this table.	The logged-in user must have full control of the Config directory (typically c: \RESULT Data\Config). See note 2 after this table.
Modify settings in the RESULT Integration Edit menu.	The logged-in user must have read, write and modify permissions for the RESULT Integration Config file (typically C: \RESULT Data\Config\resultintegratoroptions.cfg).	The logged-in user must have read, write and modify permissions for the RESULT Integration Config file (typically C: \RESULT Data\Config\resultintegratoroptions.cfg).
Save workflows using RESULT Integration software.	The logged-in user must have permission to read, write and create files in the Workflows directory (typically C: \RESULT Data\Workflows). The logged-in user may browse to any directory when saving a workflow. These permissions are required for any directory in which the user should be allowed to save workflow files.	The logged-in user must have permission to read, write and create files in the Workflows directory (typically C: \RESULT Data\Workflows). The logged-in user may browse to any directory when saving a workflow. These permissions apply to any directory in which the user should be allowed to save workflow files.
Transfer workflow files to another computer. This task typically involves copying files using Windows Explorer.	The logged-in user must have permission to read, write and create files in the Workflows directory (typically C: \RESULT Data\Workflows).	The logged-in user must have permission to read, write and create files in the Workflows directory (typically C: \RESULT Data\Workflows).
Transfer instruction PDF files to another computer. This task typically involves copying files using Windows Explorer.	The logged-in user must have permission to read, write and create files in the Instructions directory (typically C: \RESULT Data\Instructions).	The logged-in user must have permission to read, write and create files in the Instructions directory (typically C: \RESULT Data\Instructions).

Activity	Access without Thermo Services installed	Access with Thermo Services installed
<p>Transfer image files to another computer. These files are typically used to add custom logos to sample reports generated by workflows in RESULT software. This task typically involves copying files using Windows Explorer.</p>	<p>The logged-in user must have permission to read, write and create files in the Images directory (typically C: \RESULT Data\Images).</p>	<p>The logged-in user must have permission to read, write and create files in the Images directory (typically C: \RESULT Data\Images).</p>

Note 1 The file C:\RESULT Data\Config\RESULT.ldb is typically created when RESULT Operation software is started and is deleted when the software is closed, so users must have full permissions for the C:\RESULT Data\Config Directory. If you do not want to grant full permissions, you can launch RESULT Operation software under an account with full file permissions for the C:\RESULT Data\Config directory (typically a login that is a member of the Administrators group). While RESULT Operation software is running, remove “delete” permissions from the file C:\RESULT Data\Config\RESULT.ldb. If you do not perform this operation, you must grant users full permissions to the C:\RESULT Data\Config directory. ▲

Note 2 If you create a new database using the Configure System command, you must set up file permissions for the new database. Use the information about recording archival events in RESULT Operation audit log database along with Note 1, to assist you in setting up these permissions. ▲

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 9 Troubleshooting” in the *RESULT Software Administration* 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. You can also request that your IT department set up your user account to have administrative privileges to the workstation.
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 6.0 or greater.
Error message 1918: “Installing ODBC driver for SQL server.”	MDAC has not been installed properly.	Install or reinstall MDAC from your RESULT installation disk.
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 disk.
Error message: “A previous version of RESULT 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 RESULT software is still installed.	Use the Windows Control Panel features to remove the earlier version of RESULT software. Then restart the installer application for the RESULT software 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 software to re-establish the administrator account with a blank password. See your Windows documentation for information about reinstalling Windows software 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 6 Managing Users” in the <i>RESULT Software Administration</i> 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 6 Managing Users” in the <i>RESULT Software Administration</i> guide.
	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.

Problem	Possible Causes	Suggestions
	Networking is not enabled in Windows software.	Contact the person responsible for your computer network for help with setting up networking. For computers supplied by us, this person should contact us. (See “Questions or concerns” in the “Introduction” chapter for contact information.)
	You are using Thermo Admin Server and you haven’t been granted access to RESULT Operation software.	Have your Thermo Admin Server Administrator grant you access to RESULT Operation software.
You cannot log on to RESULT Integration software.	You are using Thermo Admin Server and you haven’t been granted access to RESULT Integration software.	Have your Thermo Admin Server Administrator grant you access to RESULT Integration software.
No users can access RESULT Operation software.	No users are on the RESULT user list.	Have a Windows administrator for that workstation try 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, or restore the default configuration file from the RESULT software disk.
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>

Problem	Possible Causes	Suggestions
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 software with Advanced Power Management features enabled.	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.
User can't view reports.	User does not have proper file permissions to view reports.	Have a Windows administrator properly configure file permissions. (See "Configuring file and directory permissions.")
User can't save backgrounds.	User does not have proper file permissions to collect a background or record archival events	Have a Windows administrator properly configure file permissions. (See "Configuring file and directory permissions.")
User can't save spectra or reports.	User does not have proper file permissions to archive spectra and reports or to record archival events	Have a Windows administrator properly configure file permissions. (See "Configuring file and directory permissions.")
User can't save standards.	User does not have proper file permissions to collect a standard or record archival events	Have a Windows administrator properly configure file permissions. (See "Configuring file and directory permissions.")
User can't back up DST files or update serial numbers and install dates.	User does not have proper file permissions to back up DST files or update serial numbers and install dates.	Have a Windows administrator properly configure file permissions. (See "Configuring file and directory permissions.")

Problem	Possible Causes	Suggestions
User is unable to save RESULT Operation Administration settings.	User does not have proper file permissions to modify settings in RESULT Operation software.	Have a Windows administrator properly configure file permissions. (See “Configuring file and directory permissions.”)
User is unable to save RESULT Integration Administration settings.	User does not have proper file permissions to modify settings in RESULT Integration software.	Have a Windows administrator properly configure file permissions. (See “Configuring file and directory permissions.”)
User is unable to save a workflow in RESULT Integration software.	User does not have proper file permissions to save workflows.	Have a Windows administrator properly configure file permissions. (See “Configuring file and directory permissions.”)
User is unable to run workflows or display instructions or image files.	User does not have proper file permissions to run workflows or display instructions or image files.	Have a Windows administrator properly configure file permissions. (See “Configuring file and directory permissions.”)

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 software and then log on using a valid RESULT user name and password. (Windows software provides limited permissions to Guest accounts. Do not add a Guest account to the RESULT user list.)

Problem	Possible Causes	Suggestions
Your computer takes a long time to start RESULT software.	You are operating a computer running the Windows operating system as a local workstation (network cable is unplugged), but it is configured for networking.	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.
You cannot create or successfully run a workflow that measures collected data using a Pirouette method.	Pirouette software may not be properly installed and configured.	Make sure a properly licensed version of Pirouette software is installed on your computer. If Pirouette software is properly installed, run the COMReg.exe program provided with the Pirouette software to configure communication between Pirouette and RESULT software.
	User does not have proper file permissions to use Pirouette methods in a workflow	Have a Windows administrator properly configure file permissions using the information in configuring file and directory permissions.
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 The Unscrambler software ; 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:</p> <ul style="list-style-type: none"> • In Windows XP, open the Control Panel and choose Switch To Classic View if it appears near the left side of Control Panel. Double-click Administrative Tools and then double-click 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 7, select Control Panel, select System and Security, select Administrative Tools and then double-click Services. Find Protected Storage and make sure it is enabled and running (“Started” should appear in the Service Status column).
<p>When a user attempts to log into RESULT, software the login 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 software.</p>	<p>Make sure the user has appropriate permissions in the locations described below. (This information applies only to NTFS file systems.)</p> <ol style="list-style-type: none"> 1. In Windows Explorer, enable the ability to see hidden files. 2. For Windows XP, 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. <p>For Windows 7, browse to <root drive letter>:\Program Data\Microsoft\Crypto\RSA.</p> <ol style="list-style-type: none"> 3. Right-click the RSA folder and choose Properties. 4. In the RSA Properties dialog box click the Security tab, and make sure Full Control for the folder is enabled for the current user and for a user named “SYSTEM.” (If there is no Security tab, your system is not an NTFS file system.) 5. Restart the computer.