

thermoscientific

## Release Notes

### Chromeleon 7

### Chromatography Data System

Software Version Hotfix 48782 for Chromeleon 7.2.7 •  
Apr 2020

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## 1 Introduction

This document describes the installation and compatibility of **Hotfix-48782 for Chromeleon 7.2.7**, which resolves a situation which can cause the Chromeleon Console to incorrectly report 'License server unavailable'.

Two different issues were found to result in this error message being incorrectly displayed on a Chromeleon client. Both issues are resolved by this hotfix.

## 2 Resolved Issues

This section lists all issues that have been resolved in Hotfix 48782 for Chromeleon 7.2.7.

The numbers in the first column of the table below refer to the Thermo Fisher Scientific tracking IDs.

ID	Description
<b>46797</b>	Licensing: Client thinks that license has expired.
<b>48782</b>	Licensing: Client reports 'License server unavailable'.
<b>127627</b>	Create hotfix for 48782 for CM7.2.7

## 3 Installation

### 3.1 Pre-requisites

Prior to installation, make sure you have the following:

- Chromeleon 7.2.7 installed
- Local administrative privileges
- Hotfix-48782-7.2.7.10369.zip

### 3.2 Installation Instructions

1. Ensure that Chromeleon is closed.
2. Open the Windows Computer Management application and select Services and Applications > Services in the Computer Management tree view.

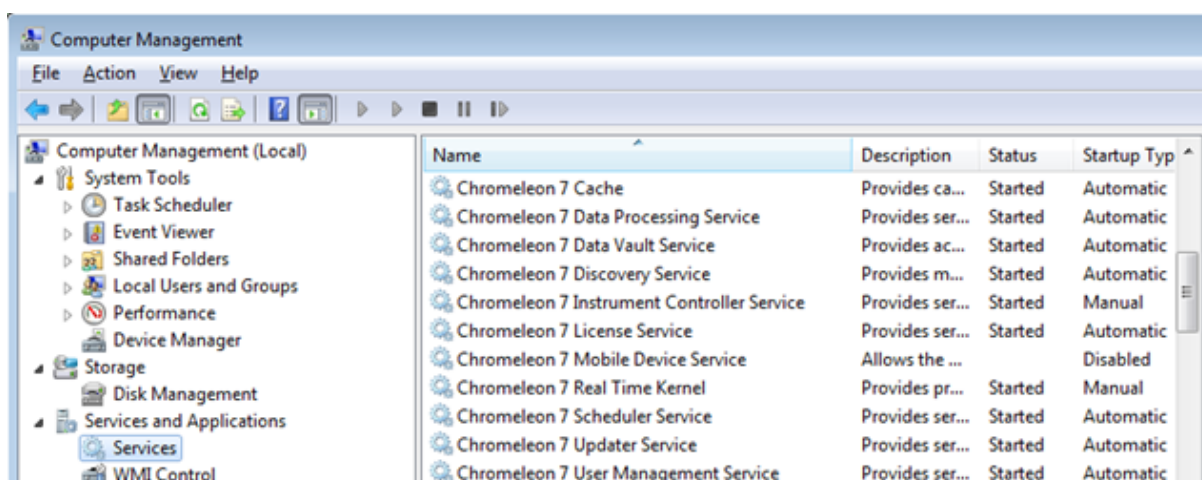


Figure 1: Services option selected in Windows Computer Management application

3. Using the Windows Computer Management application, stop all Chromeleon 7 services.
4. Right-mouse click on the Chromeleon Services Manager application in the Windows System Tray and choose the Exit option from the pop-up menu.

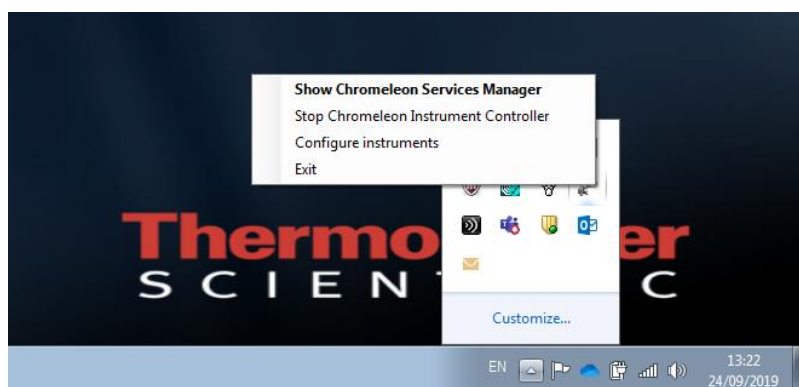


Figure 2: Closing the Chromeleon Services Manager from the Windows System Tray

5. Create a folder on the Windows Desktop and unzip the contents of the **Hotfix-48782-7.2.7.10369.zip** file appropriate for your version of Chromeleon into that folder.
6. Following extraction, the folder should contain the following four files:





 Dionex.AdminServices.dll	08/04/2020 12:54	Application exten...	348 KB
 Dionex.Chromeleon.Common.dll	08/04/2020 12:53	Application exten...	1,603 KB
 log4net.config	03/04/2020 13:39	CONFIG File	41 KB
 ServiceHost.exe	08/04/2020 12:59	Application	29 KB

Figure 3: Extracted contents of Hotfix 48782 zip file

- Navigate to the following folder **C:\Program Files (x86)\Thermo\Chromeleon\bin** and make a backup copy outside of the Chromeleon folder of the four files listed above.
- Copy the four files from the extracted zip folder (overwriting any pre-existing files) into **C:\Program Files (x86)\Thermo\Chromeleon\bin**
- Reboot the PC.

### 3.3 Compatibility

**Hotfix-48782-7.2.9.10369.zip** is compatible with Chromeleon 7.2.7 only.

### 3.4 Verification

- Perform a Chromeleon Station IQ:  
**(Start Menu) > All Programs > Thermo Chromeleon 7 > Station IQ > Station IQ**
- The report will show 1x Error and 3x Updated Versions for the four files in the hotfix. Confirm in the IQ Report that the Last Changed dates and Sizes are consistent with the following:

**Chromeleon 7 Installation Qualification Report**

CmlQ, Version=7.2.7.10369

**Shortcuts:**

- [System Information](#)
- [Status of Chromeleon](#)
- [Data Vaults](#)
- [Chromeleon Services](#)
- [Global Assembly Cache \(GAC\)](#)
- [Installed Files](#)
- [Chromeleon Add-Ins](#)

**Summary**

No. of errors:	1
No. of failing files:	1
No. of warnings:	0
No. of checked files:	3542
Errors and Warnings:	Size:

**Installed Files**

Expand All Folders Collapse All Folders

All file time stamps are shown in GMT Summer Time

Click to open the folder C:\Program Files (x86)\Thermo\Chromeleon\bin\ (631 Files) Errors 1 Error(s)

<b>log4net.config</b>	Error	2020/04/03 13:39:48	40985 1 Error(s)	Size	40985	40078
				Expected timestamp:	2017/11/19 01:02:56	
Dionex.Chromeleon.Common.dll	7.2.7.10369 / 7.2.7.0	2020/04/08 12:53:55	1640960 OK			
Dionex.AdminServices.dll	7.2.7.10369 / 7.2.7.0	2020/04/08 12:54:10	356352 OK			
ServiceHost.exe	7.2.7.10369 / 7.2.7.0	2020/04/08 12:59:27	29128 OK			

Figure 4: Expected errors and file comparisons in Chromeleon Station IQ following installation of Hotfix 48782

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