

How to Fix access issues For Thermo.Foundation.Acquisition.Service.Monitor service

Description

- The user cannot connect to the instrument
- The following error is observed:

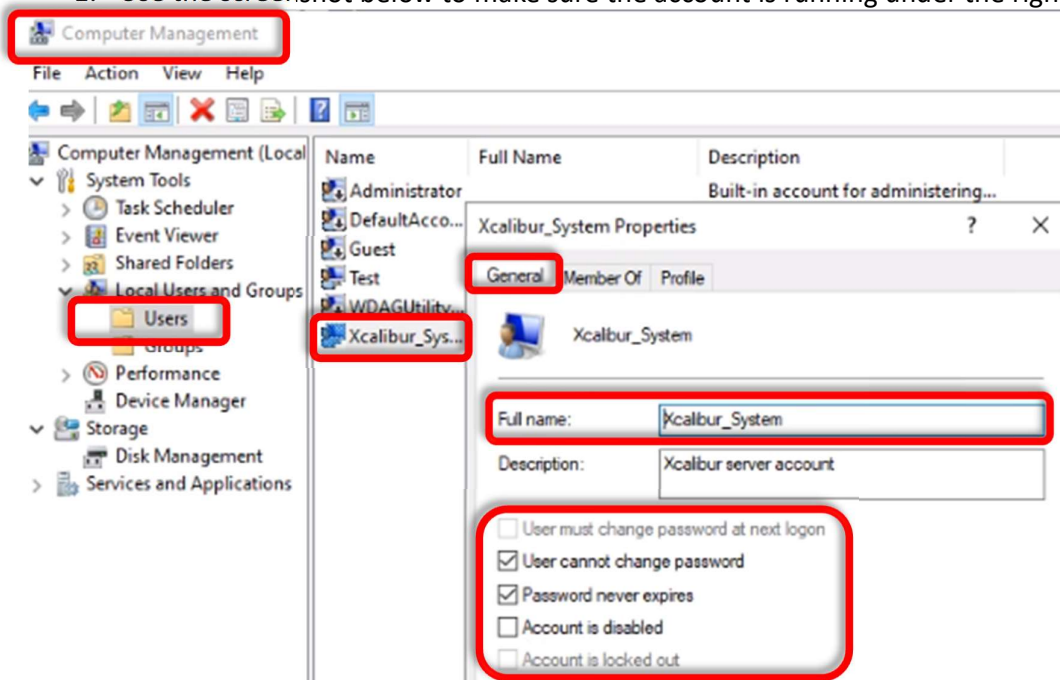
*The **Thermo.Foundation.Acquisition.Service.Monitor** service was unable to log on as .\Xcalibur_System with the currently configured password due to the following error:*

The password for this account has expired.

To ensure that the service is configured properly, use the Services snap-in in Microsoft Management Console (MMC).

Resolution

1. Use the screenshot below to make sure the account is running under the right settings



2-Check the status of the Xcalibur services

3- Make sure that the service has Administrator Rights on the PC

4- Please involve the customer's IT admin and make them aware of the above requirements for running the MS systems

5- As a last resort, after having completed the above troubleshooting you need to consider uninstalling Foundation, Xcalibur (if relevant) and delete the Xcalibur user account. Reboot PC and re-install foundation. For the last step I would advise to have an onsite intervention and contact L2 support if further troubleshooting required.