

# ***GEOPYC<sup>®</sup> 1365***

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*ENVELOPE DENSITY ANALYZER*



## ***ERROR MESSAGES***

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(Ver-)

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## ***ERROR MESSAGES***

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If the *Action* response indicates to contact a Micromeritics service representative, record the error message, then make backup copies of any files involved in the operation.

### **During instrument initialization plunger failed to fully retract.**

### **During instrument initialization plunger failed to home.**

*Cause:* An application error occurred.

*Action:* Go to Instrument on the menu and verify that a home operation completes. If it doesn't, restart the instrument and try again. Contact a Micromeritics service representative if this error message continues.

### **Non decreasing value found in [n]:[n].**

### **Calibration factors: [n],[n] not within [n],[n].**

*Cause:* Force transducer readings are inconsistent.

*Action:* Check the chamber, plunger, and mandrels for obstructions. Repeat the operation. Contact a Micromeritics service representative if this error message continues.

### **Operation canceled: No chamber detected.**

*Cause:* The plunger limit switch was reached. This will occur if an analysis is run without a chamber present.

*Action:* Mount the chamber and plunger. Repeat the analysis.

### **Unable to find a set of blanks around the given chamber + medium mass with appropriate chamber type, consolidation force, and measurement cycles.**

*Cause:* The SOP used for the analysis is configured to skip the blank measurement. This requires records from prior blank analysis measurements that have a matching consolidation force and at least as many measurement cycles. Additionally, the chamber + medium mass must either match the value in the SOP or two prior blank analyses must exist with chamber + medium mass values, with one higher and the other lower than the value in the SOP.

*Action:* Configure the SOP to perform the blank measurement by checking the *Run blank* option, or perform the appropriate blank analyses prior to running the SOP.

**Please make sure that the unit is in grams.**

*Cause:* The selected units on the ScienTech balance is not in grams.

*Action:* Configure the units on the ScienTech balance to grams.

**500: Internal Server Error****HTTP 404 page**

*Cause A:* An SOP or record was accessed from multiple locations at the same time. This can occur if the instrument is accessed from the touchscreen and a networked computer simultaneously.

*Cause B:* A deleted SOP or record was accessed. This can occur if the instrument is accessed from the touchscreen and a networked computer simultaneously.

*Action:* Return to the SOP or Records page and verify that the record or SOP of interest is still available. Contact a Micromeritics service representative if this error message continues.

**The network settings failed to be applied. Please check them again and retry.**

*Cause:* Configuration with the current network settings failed.

*Action:* Repeat the network configuration update. Contact a Micromeritics service representative if this error message continues.

**Checksum [n] did not match calculated checksum [n] on at [n] . Corrupt hex file?"****Expected [n] bytes on line [n] , got [n] bytes. Corrupt hex file?"**

*Cause:* An error was detected in a software update.

*Action:* Contact a Micromeritics service representative if this error message continues.

**The touchscreen is not showing the application page.**

*Cause:* A new browser window was created on the instrument using an attached keyboard or an application error has occurred.

*Action:* Restart the instrument. Contact a Micromeritics service representative if this error message continues.

**Unable to connect to the server. Please wait a few moments or restart the instrument.**

*Cause:* An application error occurred.

*Action:* The application will reload shortly. If the issue persists after one minute, restart the instrument. Contact a Micromeritics service representative if this error message continues.

**Blank Page**

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