



ERROR MESSAGES

CORPORATE PROFILE

Micromeritics Instrument Corporation is the world's leading supplier of high-performance systems to characterize particles, powders and porous materials with a focus on physical properties, chemical activity, and flow properties. Our technology portfolio includes: pycnometry, adsorption, dynamic chemisorption, particle size and shape, intrusion porosimetry, powder rheology, and activity testing of catalysts. The company has R&D and manufacturing sites in the USA, UK, and Spain, and direct sales and service operations throughout the Americas, Europe, and Asia. Micromeritics systems are the instruments-of-choice in more than 10,000 laboratories of the world's most innovative companies, prestigious government, and academic institutions. Our world-class scientists and responsive support teams enable customer success by applying Micromeritics technology to the most demanding applications. For more information, please visit www.Micromeritics.com.

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ERROR MESSAGES

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.

[Error Messages for Keypad on page 43](#)

2001 Error generating PDF file for report.

Cause: Software was not correctly installed.

Action: Contact your Micromeritics Service Representative.

2002 Error printing PDF file for report.

Cause A: Software was not correctly installed.

Action A: Contact your Micromeritics Service Representative.

Cause B: Network printer connected to instrument is not set up properly.

Action B: Contact your Micromeritics Service Representative.

Cause C: Unexpected network issue occurred.

Action C: Contact your Micromeritics Service Representative.

2003 2003- Error generating plot for PDF report.

Cause: Software was not correctly installed.

Action: Contact your Micromeritics Service Representative.

2010 Error accessing file [n]s, error code = [n].

Cause A: Media may be damaged.

Action A: Clean the media drive. If this does not eliminate the problem, attempt operation using a backup copy of the file.

Cause B: Hard disk may be damaged.

Action B: Contact your Micromeritics Service Representative.

Cause C: An application error occurred when the file was accessed.

Action C: Contact your Micromeritics Service Representative.

Cause D: The file name specified contains one or more invalid characters.

Action D: Enter a valid file name. Do not use characters such as * or ?. Refer to the operating system manual.

2011 **Cannot register file.**

2012 **Subset not found.**

2013 **Seek within file failed.**

2014 **Bad header in subset file.**

2015 **Subset owner denied access.**

2016 **Not a valid file format.**

2017 **Subset wrote the wrong amount of data.**

2018 **Error reading data.**

2019 **Error writing data.**

Cause: An unexpected error occurred when trying to access a data file.

Action: Contact your Micromeritics Service Representative.

2020 **Error copying sequential data segment.**

Cause: An internal processing and/or hardware error occurred while accessing a portion of a sample file

Action: Confirm that the media being accessed does not contain errors. Contact your Micromeritics Service Representative.

2030 **Error logger cannot be initialized. Error code [n]. Program will terminate.**

Cause: An internal processing and/or hardware error has occurred.

Action: Contact your Micromeritics Service Representative.

2420 **Invalid defaults. Program will terminate.**

Cause: The application .ini file is missing or invalid.

Action: Re-install the application from the installation media.

2421 **Invalid file subsystem. Program will terminate.**

Cause: The application could not read the default method files.

Action: Delete the default method files and restart the application

2432 **Invalid response from MMI 'FILE_READ' request.**

Cause: An internal processing and/or hardware error has occurred.

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

2433 **New entries have been found in this directory. Refresh the directory information?**

Cause: Several analyzer files have been added to this directory by some function other than the analysis application.

Action: Click **Yes** to update the directory information with data from each new file. This operation may take a minute.

Click **No** to locate the file manually. This option may be feasible if a large number of files have been copied into the directory and the file name is known.

2434 **File [n] — Subset [n] wrote [n] bytes, expected [n] bytes.**

Cause: An internal processing and/or hardware error has occurred.

Action: Contact your Micromeritics Service Representative.

2437 **File name [n] does not exist.**

2437 **Overlay file [n] does not exist.**

Cause: The file selected in the report option does not exist.

Action: Enter an existing file specification, or select a file name from the list box.

2438 **Cannot open scheduling diagnostic data save file: [n].**

Cause: The file necessary for **Unit [n] > Diagnostics > Schedule Diagnostic Test** (...Hardware\scheddiagtests.dat) could not be read. It is likely corrupted.

Action: Exit the application. Delete or rename the file mentioned in the error message and restart the application . A new file will be created. Also ensure that the hardware directory is not write-protected.

2448 **The export data file directory [n] cannot be used. Resetting to the installation directory.**

2448 **The reference file directory [n] cannot be used. Resetting to the installation directory.**

2448 **Default convert sample file directory [n] is invalid. Resetting to the installation directory.**

2448 **Default mass spectrometer file directory [n] is invalid. Resetting to the installation directory.**

- 2448** Default parameter file directory [n] is invalid. Resetting to the installation directory.
- 2448** Problem diagnostic directory [n] is invalid. Resetting to the installation directory.
- 2448** User python script directory [n] is invalid. Resetting to the installation directory.
- 2448** Default report directory [n] is invalid. Resetting to the installation directory.
- 2448** Default sample file directory [n] is invalid. Resetting to the installation directory.
- 2448** The SPC report directory [n] is invalid. Resetting to the installation directory.
- 2448** The z-table file directory [n] cannot be used. Resetting to the installation directory.
- 2448** File directory [n] is invalid. Resetting to the installation directory.
- 2448** Default script test file directory [n] is invalid. Resetting to the installation directory.

Cause: A working directory specified in the .INI file is invalid, has been moved or deleted.

Action: The installation directory will be substituted. The next time a file is opened, use the directories list to move to the correct directory.

2449 This field does not contain a valid file specification.

Cause: An invalid file name was entered.

Action: See the description of file naming conventions in a Windows manual, then re-enter the name.

2451 The specified folder does not exist.

Cause: Path entered in the file selector does not exist.

Action: Enter the correct file path, or browse for the correct file path.

2452 The instrument is busy performing an operation of which this application is unaware. Do you want to cancel?

Cause: The instrument is performing an operation which is not recognized by the application.

Action: Click **Yes** to have the application cancel the operation. Click **No** to allow the operation to continue.

2456 Insufficient file handles available. Application cannot continue.

Cause: More than 50 files are open at the same time.

Action: Refer to a Windows operating system manual then set the limit for open files to 50 or greater. Alternatively, close any unused open files.

2458 An instrument is performing a critical operation. Wait a few moments before exiting the application.

Cause: An attempt was made to exit the application while the analyzer was performing a critical operation. This operation must be completed before the application can be exited.

Action: Wait a short time and attempt to exit the application again.

2459 An instrument is busy. A delay in restarting this application could result in loss of new data. Continue with program exit?

Cause: An attempt was made to exit the application while an analysis was in progress. While this is possible, the data collected when the application is inactive will not be permanently recorded until the application is restarted. A power failure to the analyzer could cause some data to be lost. Continued data collection may also exhaust the memory of the controller.

Action: If not concerned with the potential for loss of data should a power failure occur, click **Yes** to continue; otherwise, click **No**.

2460 Fatal Communications error on [n].

Cause: There was a fatal error in communication between the application and the software in the analyzer. All displays for that analyzer will be closed.

Action: Ensure that the analyzer is connected to the computer on the communications port configured in the *Setup* program. Stop and restart the analyzer application. Contact your Micromeritics Service Representative.

2461 No instruments are in operation. This application will unconditionally terminate.

Cause: At least one analyzer must be active for the application to operate. The initialization of all analyzers configured with the *Setup* program has failed. The application stops.

Action A: Usually this message is preceded by another message giving the reason for the analyzer's failure to initialize. Refer to the instructions for that message.

Action B: Ensure that the analyzer is attached to the computer on the communications port configured with the *Setup* program. Verify that the analyzer's power switch is in the ON position and that the light on the front panel is illuminated. Contact a Micro-

meritics service representative if this error message continues.

2477 [n] did not properly initialize.

Cause: The application was unable to initialize this analyzer. This is usually caused by one of the conditions listed in the previous error messages.

Action:

- Correct the problem indicated in the previous error message, then restart the application.
- Run the *Setup* program and ensure that a valid port is specified; if not, specify a valid one when prompted.
- Reinstall the application, then restart the application.
- Contact a Micromeritics service representative if this error message continues.

2479 Cannot open [n] because it is a [n] file.

Cause: The file cannot be opened because it came from a different Micromeritics application

Action: Select a different file.

2480 File [n] cannot be analyzed. It is currently being edited.

Cause: An attempt was made to start an analysis using a file that is open for editing.

Action: Finish editing the file, save and close it, then start the analysis.

2481 Error accessing the sample information file [n].

Cause A: An unexplained error prevented access to this file.

Action A: The hard disk drive may be corrupt. Run diagnostics.

Cause B: An attempt was made open a file that is already open, possibly minimized.

Action B: View the minimized icons, locate and maximize the file.

Cause C: A computer or network problem occurred.

Action C: Check the performance of the computer devices or network.

2482 File cannot be opened for writing.

Cause: An attempt was made to open a file currently being used.

Action: Locate the application using the file. In the Micromeritics application, use the Window menu item for a list of all open windows.

2483 An analysis cannot be performed on [n]. It is open for editing and contains errors.

Cause: An attempt was made to use a sample file containing errors that is currently open.

Action: Go to the window containing the file, correct the errors, then save it.

2484 The edit session for [n] must be saved before the analysis. Save changes and continue with the analysis?

Cause: An attempt was made to start an analysis using a file that contains unsaved changes and is open for editing.

Action: Click **Yes** to save the changes, then proceed with the analysis. Click **No** to cancel the analysis, then continue editing the sample file.

2485 Sample file [n] has an invalid status and cannot be used for this operation.

2485 The service test file has an invalid status and cannot be used for this analysis.

Cause: The selected file has a status other than *No Analysis*.

Action: Select a file, or create a new one and click **Replace All** to copy parameters from the file originally selected.

2486 Cannot construct [n] report type. Program will terminate.

Cause A: Full rights to the application folders and files is required.

Action A: Contact a system administrator to have full rights granted.

Cause B: An internal processing and/or hardware error has occurred.

Action B: Contact your Micromeritics Service Representative.

2488 File [n] cannot be opened. It is already in use.

2488 File [n] cannot be opened for editing.

Cause: The specified file is open for editing.

Action: Check the Window menu item to locate the other edit session or check if the file is open in another application.

2489 File [n] cannot be opened for writing.

Cause A: The specified file in a *Save As* operation is open.

Action A: Select a different file for the *Save As* operation.

- 2491 Highlighted fields contain errors. Please correct the errors before closing.**
Cause: The fields highlighted in red contain invalid entries. The window cannot be closed until all errors are corrected.
Action: Check the entries, correct the errors, then close the window.
- 2492 This field's entry is invalid.**
- 2493 An entry is required for this field.**
Cause: The highlighted field contains an invalid entry.
Action: Check the entry and correct the error.
- 2494 Value is out of the valid range.**
- 2495 Enter a value between [n] and [n].**
Cause: The entered value in the highlighted field is outside the valid range of values.
Action: Check the entry, then either enter or select an appropriate value. The valid range is shown in the information bar.
- 2496 Invalid number.**
- 2497 This field contains an invalid character.**
Cause: An invalid number (or character) was entered in the highlighted field.
Action: Check the entry, then either enter or select a valid number (or character).
- 2498 The requested change to the Sample's status is invalid at this time.**
Cause: A request to change the file status, for example, from *automatically collected* to *manually entered* could not be done.
Action: Contact your Micromeritics Service Representative. Record the name of the same file in which the problem occurred.
- 2499 Sequence number must contain at least 3 digits.**
Cause: An attempt was made to enter a sequence number that did not contain at least three digits.
Action: Enter a sequence number that contains at least three digits.
- 2500 All sample file names that can be created using the sequence number pattern already exist. You may want to modify the next sequence number.**

Cause: No more sample files can be created using the currently entered file name sequence number.

Action: Go to **Options > Default Method**, then enter another sequence number.

2502 The file name must contain a \$ character.

Cause: An error occurred in the file being written to during a print operation.

Action: Ensure there is sufficient space on the drive containing the file.

2506 Sample file [n] has a No Analysis status and cannot be used for this operation.

Cause A: An internal processing error has occurred.

Action A: Contact your Micromeritics Service Representative.

Cause B: The selected output device is not installed.

Action B: Select a different output device.

2507 The sample has an invalid status and cannot be used for degassing.

Cause: An attempt was made to degas a sample that has a status other than *No Analysis*.

Action: Select a sample with a status of *No Analysis*.

2508 The selected file [n] does not contain a valid script.

Cause: The selected service test file does not contain any steps or the file has become corrupted.

Action: If the service test file has no steps, open the service test file and add steps to the file using the *Service Test Script* tab.

2513 Unable to read the calibration file [n].

Cause: An invalid calibration file was selected or cannot be read.

Action: Ensure the media containing the calibration file has no problems.

2514 Unable to write the calibration file [n].

Cause: An attempt to save calibration data has failed due to possible media problems.

Action: Ensure the destination location has no problems or choose an alternate media to save the calibration data.

- 2518** **Analysis data are not suitable for smoothing. Smoothing has been disabled.**
Cause: The Analysis data contains volume adsorbed values that are less than or equal to zero.
Action: No action required; this is a status message only.
- 2519** **Entered or merged data must have at least two points with unique mass percent values.**
Cause: Entered or merged data with less than two data points cannot be smoothed. This message may refer to the number of points in the repeat analysis if it is selected for reporting.
Action: No action required; this is a status message only.
- 2520** **No data points available for reporting.**
Cause: The selected sample file does not have collected data and cannot be used for reporting.
Action: Select a different sample file.
- 2521** **Unable to program controller.**
Cause: A hardware malfunction has occurred.
Action: Contact your Micromeritics Service Representative.
- 2522** **Invalid controller application file.**
Cause: The application's control file has been corrupted or deleted.
Action: Reinstall the analysis program.
- 2523** **Programming the controller failed.**
- 2524** **CRC check failed on programming controller.**
- 2525** **Unknown error programming controller.**
- 2526** **Controller download was not successful.**
- 2527** **Controller CRC error on boot block.**
- 2528** **Controller DRAM error.**
- 2529** **Controller Com 1: error.**
- 2530** **Controller Com 2: error.**

2531 Controller debug port error.

Cause: An internal processing and/or hardware error has occurred.

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

2532 The instrument contains a different software version. Do you want to reset it?

Cause: The application has discovered a different version of application operating in the analyzer.

Action: If there are no analyzers other than the one connected to the computer, click **Yes**, then allow the updated application to load.

2533 Analyzer initialization failed.

Cause: An internal processing and/or hardware error has occurred.

Action: Contact your Micromeritics Service Representative.

2534 Unable to establish the TCP connection with [n].**2534 Unable to establish the TCP connection with the instrument.**

Cause: There was a problem establishing communication with the analyzer.

Action: Ensure that the communications cable is seated firmly in the Ethernet slot at the analyzer connection and the computer connection.

Ensure that no other Micromeritics application is initializing another analyzer. If there is another Micromeritics application open and initializing an analyzer, wait until the analyzer initialization completes or is canceled.

Contact a Micromeritics service representative if this error message continues.

2542 The file [n] could not be written. Check that the directory permissions are correct.

Cause: The person logged into the computer does not have write access to the program and/or data directory.

Action: Contact your system administrator set up proper privileges for all users

2548 System status 1 [n].**2548 System status 2 [n].**

Cause: There was a problem establishing communication with the analyzer.

Action: Ensure that the communications cable is seated firmly in the Ethernet slot at the analyzer connection and the computer connection. Contact your Micromeritics Service Representative.

2549 Error accessing online manual file [n].

Cause: The Operator Manual file could not be located.

Action A: Reinstall the application.

Action B: Copy the contents of the manual folder from the setup media to the application directory.

2551 Cannot access web page [n].

Cause: The Micromeritics web page for DFT models cannot be accessed. This could be caused by an ISP problem of high internet traffic.

Action: Try the operation later.

2552 Configured serial number does not match instrument.

Cause: An analyzer was substituted without properly changing the analyzer serial number.

Action: Use the installation program to add or move devices as necessary.

2553 Dialog ID [n] can not be created.

Cause: A required window could not be found by the application.

Action: Re-install the application.

2554 File [n] does not contain any report data.

Cause: The selected sample file has no reports selected for printing.

Action: Edit the sample file and select reports to print in *Report Options*.

2556 File [n] cannot be opened. It is currently selected for analysis.

Cause: The sample file is currently selected and is undergoing a critical operation.

Action: Open the sample file after the critical operation has completed.

2557 Directory [n] does not exist.

Cause: The directory entered in a file selector is not valid.

Action: Enter a valid directory.

2558 The instrument is busy. The requested operation cannot be executed.

Cause: The analyzer is analyzing and cannot be interrupted.

Action: Try the operation later.

2560 File [n] cannot be created or opened. It has an unrecognized extension.

2560 File [n] cannot be created. It has an unrecognized extension.

Cause: The extension specified in the file you are trying to create is not one which is recognized by the application.

Action: Change the extension of the file in the file name field of the file selector.

2563 Cannot write. File or directory [n] read only.

Cause: The specified file name is marked as read-only

Action: Select a different file name.

2564 Directory database [n] error [n].

Cause: There is a problem creating the directory file used in file selectors.

Action: Verify the directory specified in this message is not marked read-only.

2570 Instrument log database could not be opened: [n]

2571 Instrument log database [n] error [n].

Cause: There is a problem opening the analyzer log file [SN.LOG].

Action: Exit the application. Go to the \HARDWARE subdirectory of the analyzer's program directory and rename the [SN.LOG] file where SN is the serial number of the analyzer. A new log file will be created.

2572 File [n] already selected for the analysis.

Cause: The file selected for analysis on one port has already been specified for another port.

Action: Select a different sample file for each port.

2573 A maximum of [n] files may be selected.

2573 A maximum of [n] files may be selected for analysis.

Cause: When using one file selector to select samples for all ports, the number of samples selected exceeds the number of ports on the analyzer.

Action: Select the proper number of samples or pick the sample for each port individually.

2574 No samples, entered samples, or completed samples selected.

Cause: When using one file selector to select samples for all ports, either no samples were selected or a file with *Complete* status was selected.

Action: Select samples that do not have a *Complete* status.

2575 The application is running an analysis of which the instrument is unaware. The analysis will be restarted and canceled to ensure that the instrument is in a safe state.

Cause: The analyzer was power cycled or rebooted during an analysis.

Action: Allow the termination to complete and run the analysis again.

2576 The instrument [n] is not calibrated.

Cause: The analyzer application is in the process of initializing the analyzer and is unable to locate the calibration files.

Action A: Click **OK**. Go to **Unit [n] > Calibration > Load from File**, then select a file containing calibration data.

Action B: Click **OK**. Close the application, then use the *Setup* program to reinstall calibration files.

2577 The python directory is missing or some of its contents have been removed.

Cause: When using *Advanced* reports, a necessary component is missing.

Action: Re-install the application.

2578 Not enough available resources. Application will have reduced functionality. Reduce the number of open files or report windows.

Cause: There is not enough memory available to open the requested window.

Action: Close any unnecessary applications, then try the operation again.

2579 The selected file has a status that is not compatible with the operation reques-

ted.

Cause: The selected sample file cannot be used for the selected operation. For example, a sample file with a *Complete* status cannot be used for analysis.

Action: Select a different sample file.

2584 The application encountered an unexpected error and will be halted.

Cause: : Files necessary for the application are missing or have been corrupted.

Action: Re-install application.

2585 Please re-install to make use of Windows libraries for file management. The following libraries are missing: [n]

Cause: This message is triggered on application start up if any of the library files used by an application do not exist on disk.

Action: Add the library into the libraries folder.

2586 Sample file [n] has no pressure table entries.

2587 Sample file [n] has no dose increment table entries.

Cause: Trying to analyze a sample file with no pressure entries in *Analysis Conditions*.

Action: Either edit the *Analysis Conditions* and enter the pressure points to be used for analysis, or select a sample file that already has the pressure points entered.

2588 Sample file [n] is a [n] file and can not be analyzed on this instrument.

Cause: The specified sample file is from another Micromeritics application which is not usable with this application.

Action: Select a different sample file.

2589 Sample file [n] can not be analyzed on this instrument.

Cause: The file specified for analysis cannot be used.

Action: Select a different file.

2590 The default sample file [n] cannot be selected.

2590 The default sample file [n] can not be overwritten.

2590 An error occurred accessing file or directory [n].

Cause: The default sample file (default method) cannot be used in this operation (e.g., as a sample file for analysis).

Action: Select a different sample file from the data directory.

2591 Cannot open problem diagnostic data save file: [n].

Cause: The file necessary for **Unit [n] > Diagnostics > Schedule Diagnostic Test** (\Hardware\probdiag.dat) could not be read. It is likely corrupted.

Action: Exit the application. Delete or rename the file mentioned in the error message and restart the application. A new file will be created.

2592 The selected file has an extension that is not supported by this operation.

Cause: The selected file does not have a supported file extension.

Action: Open the adsorptive properties file. Open the .FPI file selector and select another file with a supported file extension.

2593 Warning: The selected file uses Unicode (UTF-8 or UTF-16LE) encoding with non-ASCII characters.

2594 The selected file uses Unicode [UTF-16BE or UTF-32) encoding and could not be read.

Cause: The *Advanced* report is not saved in ASCII format, which is required by Python.

Action: Edit the file and save it in ASCII (ANSI) format.

2595 The selected file is too large (maximum allowed size is [n]).

Cause: The *Advanced* report is too large.

Action: Edit the file and reduce the size.

2596 Can not find a file selected for analysis: [n]

Cause: A sample file for a currently running analysis was moved or deleted while the application was closed.

Action: The analysis may not complete correctly. If this occurs, close the application and cycle power on the analyzer using the analyzer power switch. Contact a Micromeritics service representative if this error message continues.

2607 Default sample file [n] is invalid. Try deleting it and restarting the application.

Cause: The default sample file is invalid.

Action: Delete the default sample file from the applications directory and restart the application.

2608 Default sample file [n] is not writable. Program will terminate.

Cause: The default sample file has been set to read only.

Action: Disable the read only setting from the default sample file or delete the default sample file from the applications directory and restart the application.

2609 Preview data has been truncated due to length. Consider exporting directly to a printer or to a text, PDF, or XML file.

Cause: A preview report was produced with a data set that is too large to display.

Action: Export or print the report to see all the data.

2610 Failed to create directory [n].

Cause: Bad permissions for selected directory.

Action: Ensure that permissions on the parent directory of the selected folder match the permissions of the installation directory. If they do, contact your Micromeritics service representative.

2611 Browsing outside of the configured location is not allowed.

Cause: File browsing is limited to the application directory and custom repository location if one was specified during installation.

Action: Restrict file browsing to the allowed locations. No user should be able to browse outside the installation directory or custom repository location when using the application.

2612 File [n] cannot be created by [n]. It is a restricted file type.

2613 File [n] cannot be modified by [n]. It is a restricted file type.

Cause: Confirm Analyst accounts cannot open, create, or modify parameter files.

Action: Use a Confirm Developer account to open, create, or modify parameter files.

2614 File [n] cannot be modified by [n]. An error in the audit trail occurred. Changes cannot be saved.

Cause: The Confirm sample audit trail could not be written, preventing changes to the sample file.

Action: Contact your Micromeritics Service Representative.

2615 [n] cannot belong to both the analyst and developer group in order to run this application. Program will terminate.

Cause: The user attempting to log on to the Confirm application cannot be a member of both the Confirm developer group and the Confirm analyst group.

Action: In Windows Users and Groups, verify that the user does not belong to both groups.

2616 [n] must belong to the analyst or developer group in order to run this application. Program will terminate.

Cause: The user attempting to log on to the Confirm application must be a member of either the Confirm developer group or the Confirm analyst group.

Action: In Windows Users and Groups, verify that the user belongs to one of the groups.

2617 [n] has been locked out. Please contact your system administrator.

Cause: The user has attempted to log in to the Confirm application too many times and the user account has been locked.

Action: Contact your system administrator to unlock the user account.

2618 Application will be terminated due to an error [n] during a password update for [n]. Please contact the system administrator to change the password manually.

2619 Failed to automatically update password for [n]. Please contact the system administrator to change the password manually.

Cause: An unsuccessful attempt was made to update the password for the specified user.

Action: Contact the system administrator to change the password manually in Windows Users and Groups.

2620 Too many environment variables in use. Reduce the number of Windows environment variables.

Cause: An attempt was made to use too many Windows environment variables.

Action: Ensure the total number of characters in the Windows environment does not exceed 5120 characters.

2621 Large environment variables found. Remove any environment variables exceeding 2048 characters.

Cause: Environment variables are too large.

Action: Ensure there are no long environment variables.

2622 Critical error [n] encountered. The application may not work as expected.

Cause: An attempt was made to run the Confirm application in a Windows environment other than Windows 10 Professional or Windows 10 Enterprise or higher.

Action: Run the Confirm application in a Windows 10 Professional or Windows 10 Enterprise or higher environment only. If you are already running the required operating system, contact your Micromeritics service representative.

2623 Application will be terminated due to an error [n] in acquiring a windows cryptographic context.

Cause: An attempt was made to acquire a Windows cryptographic context and the process failed.

Action: Contact your Micromeritics Service Representative.

2624 Application will be terminated due to an error [n] in generating a random password.

Cause: The Confirm application failed to generate a random password for the specified user.

Action: Manually create a password in Windows Users and Groups.

2625 Application will be terminated due to an error [n] in acquiring a windows cryptographic service context.

Cause: An attempt was made to acquire a Windows cryptographic service context and the process failed.

Action: Contact your Micromeritics Service Representative.

2626 Could not retrieve logged in username or domain.

Cause: The installation process failed.

Action: Reinstall the Confirm application by using the default installer options. Contact a Micromeritics service representative if this error message continues.

2627 Error opening communications port for the balance.

Cause: Serial communications with a balance could not be established.

Action: Ensure the cable is attached to the balance and the computer. Ensure the balance is powered on and that the settings in **Options > Configure Balance** are correct.

2628 Incorrect password for [n].

Cause: An incorrect password was entered when an attempt was made to start an analysis.

Action: Re-enter the correct password.

2629 The application controller [n] must not belong to either the analyst or developer group in order to run this application. Program will terminate.

Cause: The application controller was placed in the analyst or developer group (or both).

Action: Remove the application controller from the group(s).

2630 Failed to get user account information [n].**2631 Failed to acquire credentials handle [n].****2632 Failed to initialize security context [n].****2633 Failed to complete authorizing token [n].****2634 Unsupported operation to authorize token [n].****2635 Failed to accept security context [n].****2636 Cannot log in as a guest. [n]****2637 Application will be terminated due to an error [n] in decryption.****2638 Error handling new user credentials [n].****2639 Error handling password expiration [n].****2640 Timeout error [n].****2644 Application will be terminated due to an error [n] in initializing the controller process.**

Cause: Refer to the error code provided.

Action: Contact your Micromeritics Service Representative.

2649 The models cannot be located in the models folder. Re-install the software.

Cause: The models could not be located. They may have been inadvertently deleted or moved.

Action: Reinstall the application.

4002 Thermal Transpiration correction had no effect.

Cause: The *Thermal transpiration correction* option was selected on the *Report Options* window; however, the correction did not change any pressure by more than one percent.

Action: Deselect this option to disable this message. This correction is only meaningful for very low pressures

4003 Error obtaining relative pressures. Check [n] setting.

4004 Error computing quantity adsorbed.

Cause: An internal processing and/or hardware error occurred during report generation.

Action: Contact your Micromeritics Service Representative.

4005 Pressures were not smoothed. Not enough pressures below 0.10 [n].

Cause: The *Smooth pressures below 0.10 P/P₀* option was selected on the *Report Options* window. There must be at least 10 pressures within this range for smoothing to occur.

Action: Deselect this option to disable this message.

4014 File [n] is not a valid file for conversion.

Cause: The file selected for conversion is not a valid file.

Action: Select only files that have been created by the proper program.

4015 Error creating export file for sample [n].

Cause: A file error occurred during creation of an export output file.

Action: The output file name may be invalid. Ensure that the target directory exists and is not full or write protected. The target disk drive may be damaged or inoperative. Verify that other files may be created on the same drive. Contact your Micromeritics Service Representative.

4016 Sample [n] has no data for export.

Cause: The file selected for export has a status of *No Analysis*. No export file will be created.

Action: Select a file which contains analysis data.

4017 **Damage to the instrument will result if the sample [n] has not been manually evacuated. Have you evacuated the sample?**

4020 **Disabling this option may damage the instrument. Are you sure that the sample should not be backfilled?**

Cause: *Backfill sample at start of analysis* was not selected on the *Sample Backfill Options* window. The sample tube is normally at atmospheric pressure when an analysis is started; it must be backfilled before the analysis begins to prevent sample material from being drawn into the manifold.

Action: To manually evacuate the sample prior to the start of the analysis, click **Yes**. Otherwise, click **No**, go to the *Sample Backfill Options* window, then select *Backfill sample at start of analysis*.

4025 **There is no [n] attached to the unit.**

Cause: The gas shown in the error message is specified in *Analysis Conditions* but is not connected to the unit.

Action: Go to **Unit [n] > Unit Configuration**, then enter the gas.

4026 **Cannot calculate Dubinin-Astakhov: bad least squares data.**

Cause: Less than two selected data points are within the fitted pressure range.

Action: Edit the selection of data points on the Dubinin interactive editor or on the Dubinin Pressures window.

4028 **Dubinin calculations cannot be performed because the affinity coefficient of the analysis gas is zero.**

Cause: Dubinin values could not be calculated because the affinity coefficient of the analysis gas is zero.

Action: Access the *Dubinin Report Adsorptive* options in the sample file, then enter an appropriate value for the analysis gas.

4029 **At least two fitted data points are needed for Alpha-S calculations.**

Cause: Fewer than two data points fall within the selected Alpha-S range.

Action: Edit either the calculation pressure in the fitted Alpha-S range, or use a different reference curve.

4031 Not enough points with a relative pressure in the range [n].

Cause: Fewer than two data points selected for the Dubinin report fall within the selected relative pressure range.

Action: Edit the calculation pressure range or the fitted relative pressure range.

4033 Not enough points to generate Dubinin Tabular Report.

Cause: There are fewer than two valid data points available for the Dubinin tabular reports.

Action: At least two micropore pressures must be selected for inclusion in the Dubinin report. Edit the selection of data points on the Dubinin interactive editor or on the Dubinin Pressures window.

4034 Fewer than 2 points available for Dubinin calculations.

Cause: There are fewer than two valid data points available for Dubinin reports in one of the sample files selected for overlaying.

Action: At least two micropore pressures must be selected for inclusion in the Dubinin report. Edit the selection of data points on the Dubinin interactive editor or on the Dubinin Pressures window.

4035 Cannot calculate optimized Astakhov exponent.

Cause: There are fewer than two valid data points in the relative pressure range specified. Astakhov reports will not be produced.

Action: At least two pressures must be selected for inclusion in the Astakhov report. Edit the selection of data points on the Astakhov interactive editor or on the Astakhov Pressures window.

4036 Fewer than 2 points available for Horvath-Kawazoe calculations.

Cause: At least two data points must be selected for inclusion in the Horvath-Kawazoe analysis. No report will be produced.

Action: Edit the selection of points on the Horvath-Kawazoe interactive editor or on the Horvath-Kawazoe window.

4038 Fewer than 2 points available for the Langmuir Qm computation.

Cause: The *Cheng/Yang correction* to the Horvath-Kawazoe equation requires the value of the monolayer volume as calculated from the Langmuir equation. The isotherm must include at least two points above 0.02 relative pressure for the Langmuir equation to be applied.

Action: The analysis will be performed without the Cheng/Yang correction. Deselect *Apply Cheng/Yang correction* on the *Horvath-Kawazoe Report Options* window to prevent this message from appearing on future reports.

4039 The isotherm does not meet the constraints of the Cheng/Yang assumption.

Cause: The *Cheng/Yang correction* to the Horvath-Kawazoe equation requires the value of the monolayer volume as calculated from the Langmuir equation. The isotherm does not correlate to the Langmuir assumption with a coefficient of 0.98 or more. The correction is not applicable to this isotherm or to the range of the data points selected.

Action A: The analysis will be performed without the *Cheng/Yang correction*. Deselect *Apply Cheng/Yang correction* on the *Horvath-Kawazoe Report Options* window to prevent this message from appearing on future reports.

Action B: Generate the Langmuir report for the same data points selected for the Horvath-Kawazoe report. If the Langmuir correlation coefficient can be brought above 0.98 by removing some points at high relative pressure, remove them, then reproduce the Horvath-Kawazoe reports.

4040 The value of Qm computed from the Langmuir equation is too low.

Cause: The *Cheng/Yang correction* to the Horvath-Kawazoe equation requires the value of the monolayer volume as calculated from the Langmuir equation. The computed value is less than the volume adsorbed at the largest relative pressure included in the analysis. The correction is not applicable to this isotherm or to the range of the data points selected.

Action: The analysis will be performed and the *Cheng/Yang correction* will be applied to all points with a volume adsorbed less than the value of V_m . The pore size will not be calculated for data points with an invalid volume adsorbed. Deselect *Apply Cheng/Yang correction* on the *Horvath-Kawazoe Report Options* window to clear this message.

4041 The Cheng-Yang correction is inappropriate for some [n].

Cause: The Cheng/Yang correction is usually inappropriate for any P/P_0 above the isotherm knee. In some instances, the computed pore sizes may decrease above the knee. While it is possible to include these relative pressures (usually above 0.1 P/P_0) in the analysis, the computed pore sizes for these pressures are usually meaningless.

Action: Change the data points selected for the Horvath-Kawazoe report to include only relative pressures at or below the knee of the isotherm, or change the Horvath-Kawazoe report options so that the Cheng/Yang correction is not applied.

- 4044** Points in the Langmuir report pressure table lie outside the collected data.
- 4045** Points in the report pressure table lie outside the collected data.
- Cause:* Calculation pressure range is not being used. More than one of the report pressure table points is above the range of the collected data and more than one is below.
- Action:* Change the report pressure table to be more consistent with the collected data.
- 4046** **[n] could not be opened for reading.**
- Cause:* A thickness curve file could not be opened.
- Action:* If the problem persists, restart the computer, then optionally perform a media integrity check.
- 4047** **Warning: An error occurred while reading [n].**
- Cause:* An error happened during a read operation of a thickness curve file.
- Action:* If the problem persists, restart the computer, then optionally perform a media integrity check.
- 4052** Fewer than two points are selected for this report.
- 4052** Fewer than three points provided to the interpolation table.
- 4052** Fewer than three points are selected for this report.
- Cause:* At least two (or three) points are required for the BET calculations.
- Action:* Edit the calculation range in the BET report.
- 4053** At least two data points must be selected for t-Plot calculations.
- Cause:* At least two points are required for the t-Plot calculations.
- Action:* Edit the calculation range for the t-Plot report.
- 4054** Fewer than two data points are inside the fitted thickness range.
- Cause:* At least two points must be within the fitted thickness range for the *t*-Plot calculations.
- Action A:* Edit the calculation range for the *t*-Plot report.
- Action B:* Edit the fitted thickness range in the *t*-Plot report editor.
- 4055** A positive BET surface area was not calculated. Please check your BET Report.

4056 A positive Langmuir surface area was not calculated. Please check your Langmuir report.

Cause: Fewer than two points were assigned to the requested surface area calculation in the collected data table.

Action A: Assign more points to the surface area calculation.

Action B: Select a different surface area in the *t*-Plot report editor.

4057 At least two data points are needed for Freundlich calculations.

4058 At least two data points are needed for Temkin calculations.

Cause: Less than two data points have been selected for the specified report; at least two are required.

Action: Edit the selection of points on the report's interactive editor or on the *Pressures* window for the specified report.

4059 Fewer than 2 points available for MP-Method calculations.

Cause: At least two points are required for the MP-Method calculations.

Action: Edit the calculation range for the MP-Method report.

4060 Sample [n] contains no data points.

Cause: An attempt was made to save a sample without collected data as a *t*-curve or Alpha-S curve.

Action: Repeat the *Save As t-curve* or *Save As Alpha-S* operation after opening a sample that has collected data.

4061 The t-curve must contain at least 2 points.

Cause: At least two points are required in a thickness curve definition.

Action: Edit the thickness curve.

4062 Error during report preparation.

Cause: An internal processing error has occurred.

Action: Contact your Micromeritics Service Representative.

4063 No subreports selected.

Cause: A report (e.g. BJH) comprised of several reports has no subreport selected.

Action: Edit the report in *Report Options* and select at least one subreport.

4067 No data points are within the range of pressures in the reference isotherm.

Cause: There are no collected data points within the range of pressures in the reference isotherm.

Action: Select data points in the range of the reference isotherm, or select a more appropriate reference isotherm.

4068 No points were selected for the f-Ratio report.

Cause: The *f-Ratio* report does not have any points selected.

Action: Edit the selection of data points on the f-Ratio window.

4070 Unable to load deconvolution model [n].

Cause: The list of available models was corrupted; therefore, the model selected could not be loaded for the deconvolution.

Action: Exit the application. Reinstall the application, then try again.

4071 The selected pressures points do not form a valid set for deconvolution.

Cause: The data points selected for analysis do not contain enough information to allow a DFT data reduction.

Action: At least two points with strictly increasing pressures and volumes adsorbed are required for a DFT Plus data reduction. Edit the selection of data points on the DFT interactive editor or on the DFT Pressures window.

4072 The range of pressures selected is too small to deconvolute using this model.

Cause: A null result was found using the selected model.

Action: At least two points with strictly increasing pressures and volumes adsorbed are required for a DFT Plus data reduction. Edit the selection of data points on the DFT interactive editor or on the DFT Pressures window.

2649 The models cannot be located in the models folder. Re-install the software.

Cause: The models could not be located. They may have been inadvertently deleted or moved.

Action: Reinstall the application.

4077 Cannot get surface area for [n].

Cause: The Isotherm report for the named overlay file has *Per gram* selected for the *Volume Adsorbed*, and the Isotherm report for the primary file has a surface area option selected for the *Volume Adsorbed*.

Action A: Edit the Isotherm report for the named overlay file, then select a surface area option for *Volume Adsorbed*.

Action B: Click **Overlays** on the *Report Options* window of the primary file, then remove the named overlay file from the list.

4078 Slope and Y-Intercept cannot be determined from the selected points.

Cause: The Langmuir report cannot be generated from the selected points.

Action: Edit the calculation pressure range in the Langmuir report pressure window.

4080 The compressibility factor table has [n] pressure entries. Only [n] are allowed.

Cause: The fluid property information file has too many rows of compressibility information.

Action: Delete rows for pressures that are not likely to be encountered in the analysis.

4090 The compressibility factor table for [n] is empty.

Cause: The fluid property information in the file selected for analysis does not have any compressibility factors.

Action: Update the adsorptive properties files using a different fluid properties file.

4115 The [n] gas in sample file [n] does not match any gas in the unit.

Cause: The selected gas for the P_0 and T for the *Analysis Conditions* is not one of the gases connected to the analyzer. Go to **Unit [n] > Unit Configuration** and verify the gas.

Action: Edit the *Analysis Conditions* P_0 and T and change the gas to one which is connected to the analyzer.

4117 The [n] gas in sample file [n] does not match any gas in the unit.

Cause: The adsorptive selected for the analysis is not one of the gases connected to the analyzer.

Action A: Go to **Unit [n] > Unit Configuration** and verify the gas.

Action B: Edit the *Analysis Conditions* and change the adsorptive to one which is connected to the analyzer

4127 The compressibility factor table has [n] temperature entries. Only [n] are allowed.

Cause: The fluid property information file has too many columns of compressibility information.

Action: Delete columns for temperatures that are not likely to be encountered in the analysis.

4128 Error reading from [n].

Cause: There was an error importing data from the Clipboard using copy/paste.

Action: Retry the operation.

4143 NIST REFPROP not available.

Cause: The AppDir/refprop.dll file or the AppDir/fluids file has been renamed or removed from the application directory.

Action: Reinstall the analysis application.

4144 Horvath-Kawazoe calculations failed. The bath temperature is zero.

Cause: The sample analysis temperature could not be calculated (and returns zero), or the analysis temperature was entered as zero.

Action: Check the sample's *Po* and *T* options.

4145 Preparations failed in primary data.

Cause: The data preparation failed for a report for either the selected sample file or an overlay used by the report.

Action: If this message references an overlay file, the report may still be printed for the selected sample file.

4146 Fewer than 2 points available for [n] calculations.

Cause: Calculations failed for overlays in the BJH report.

Action: Continue printing the report for the primary data.

4147 No [n] reports. Fewer than 2 points meet [n] criteria.

Cause: Not enough data points are found with pressures and volumes Adsorbed monotonically increasing (adsorption) or monotonically decreasing (desorption) for the BJH report.

Action: Select a different sample file.

4148 Calculations failed for [n] overlay data.**4148 Calculations failed for [n] primary data.**

Cause: Calculations failed for overlays in the BJH report.

Action: Continue printing the report for the primary data.

4149 No valid points resulted from [n] calculations.

Cause: The BJH calculation resulted in no pore size diameters

Action: The isotherm passed to the calculation had invalid data or not enough data.

4150 No points within the specified [n] pore size interval.

Cause: A BJH min/max pore diameter range selection which is too narrow.

Action: Make the pore diameter range wider.

4151 Isotherm calculation called with no points available.

Cause: Not enough valid data points are available for the Isotherm report.

Action: Select a different sample file.

4152 The adsorbate property factor must be positive nonzero.

Cause: The adsorbate property factor (APF) was not selected or is zero.

Action: Select the appropriate adsorptive in the BJH report options and ensure the APF value is entered.

4153 The density conversion factor must be positive nonzero.

Cause: The density conversion factor (DCF) for the analysis gas was not entered, is zero, or the gas is non-condensing at the analysis temperature.

Action: If the gas is non-condensing, then the BJH report is not-applicable. If the analyzer has the .FPI file option, ensure that the appropriate gas (.fpi file) is selected. Other-

wise, ensure the *Adsorptive Properties* on the *Analysis Conditions* tab lists a positive DCF.

4154 [n] could not be read.

Cause: The file is corrupt or not a sample file.

Action: Select a different file.

4155 [n] does not have physisorption data.

Cause: Only physisorption data can be combined. The named file does not have any data, or has data that is not from a physisorption analysis.

Action: Select only files from physisorption analyses.

4156 All files must use the same target pressure type: absolute or relative.

Cause: At least one file has data taken with a target pressure type that differs from the others.

Action: Select files that have the pressure type: all relative or all absolute.

4157 The selected data sets do not have enough overlap in the [n] branch.

4158 The selected data sets do not include a full adsorption/desorption isotherm with no cycles.

Cause: Data sets must have overlapping pressure ranges so they can be matched. One point in the range of another data set is typically sufficient. More points in the overlap range allows better matching.

Action: Select files with overlapping pressure ranges.

4159 The scanning cycles do not stay within the bounds of the full isotherm.

Cause: Scanning data must be bounded by the full isotherm. This error is shown if any quantity adsorbed in a scanning adsorption branch falls below the full adsorption isotherm, or if any quantity adsorbed in a scanning desorption branch exceeds the full desorption isotherm, by more than 5%. This check is done after matching the scanning data to the full isotherm.

Action: Ensure that the scanning data are from the same sample and taken using the same conditions as the full isotherm. Check the data for outliers.

4160 HPVA sample conversion failed. File [n] is missing or unreadable.

Cause: An attempt was made to convert an HPVA sample (.H1sh file extension) into the MicroActive (.SMP file extension) sample format. The specified file was unavailable or could not be read successfully.

Action: Ensure the file's permissions allow reading of the file and the file is not open in another application. If the error persists, contact a Particulate Systems representative for advice.

4161 HPVA sample conversion failed. File [n] is version [n]. Conversion is currently possible for version 5 and greater.

Cause: An attempt was made to convert an HPVA sample (.H1sh file extension) into the MicroActive (.SMP file extension) sample format. The specified file is an early version of the HPVA data which is not yet supported by MicroActive.

Action: MicroActive cannot be used with this older format sample data. Contact a Particulate Systems representative for advice on how to analyze this data.

4162 HPVA sample conversion failed. The adsorptive [n] could not be found in the fluids directory.

Cause: An attempt was made to convert an HPVA sample (.H1sh file extension) into the MicroActive (.SMP file extension) sample format. The specified analysis gas does not have a corresponding fluid file in the applications fluids directory. A NIST REFPROP fluid file (.FLD file extension) is required by MicroActive to obtain gas properties for HPVA samples

Action: Ensure that files in the fluids directory have not been removed or renamed. MicroActive can be reinstalled to restore the directory contents.

4164 Unexpected I/O error accessing data for real time scan data in sample [n].

Cause: A sample file for a running analysis could not be opened with exclusive write access.

Action: Ensure that no applications other than the analyzer application has access to the sample file during an analysis.

4200 An error occurred while loading the application control information. Data entry cannot be performed. (Code [n]).

Cause: An error occurred accessing the control information disk file required by this application.

Action: The disk drive may have failed or be corrupt. Run diagnostics on the disk drive.

- 4400** **The computer does not have the communications port specified for the SmartPrep(s). Cannot initialize.**
Cause: The communications port associated with this unit was not valid.
Action: Run the setup program and set up the unit on a valid port.
- 4401** **The communications port specified for the SmartPrep(s) is already in use. Cannot initialize.**
Cause: The communications port associated with this analyzer is in use by some other program in the system.
Action: Close the other program to release the port. Restart the analysis application.
- 4402** **The communications port specified for the SmartPrep(s) cannot be accessed. Cannot initialize.**
- 4403** **Cannot communicate with SmartPrep Unit [n].**
Cause: The communications port associated with this unit was not valid.
Action: Run the setup program and set up the unit on a valid port.
- 4404** **The application version of the SmartPrep Unit [n] is invalid.**
Cause: The controller application running on the designated analyzer is invalid.
Action: Use the SmartPrep setup program to download the proper controller application to the analyzer, or if unavailable, contact a Micromeritics service representative.
- 4405** **Fatal communications error with SmartPrep Units[n].**
Cause: There was a fatal error in the serial communications between the application and the SmartPrep Instrument Controller. All displays for that SmartPrep will be closed.
Action: Ensure that the SmartPrep is properly chained to the computer on the communications port configured in the *Setup* program. Stop and restart the application. Contact a Micromeritics service representative if this error message continues.
- 4406** **A maximum of [n] files may be selected.**
Cause: Too many files were selected for the SmartPrep start degas operation.
Action: Retry the operation with the proper number of files (1 per port).
- 4407** **Error searching for installed Smart VacPreps. The registry could not be read.**

Cause: The application was not installed properly.

Action: Reinstall the application. Contact a Micromeritics service representative if this error message continues.

4408 The [n] in [n] already has Smart VacPrep S/N [n]. The Smart VacPrep must be removed from the [n] before it can be added.

Cause: The Smart VacPrep was already installed for another application / unit.

Action: Remove the Smart VacPrep from the installed unit before adding it to the preferred unit.

4409 A free IP address on the same subnet as [n] could not be found.

Cause: All IP addresses on the network for the Ethernet card specified during installation are in use by other Micromeritics applications on this computer.

Action A: Uninstall unused Micromeritics applications.

Action B: Configure a different Ethernet card for use by the application using the application installer.

4410 The .INI file could not be updated with configuration for Smart VacPrep S/N [n].

Cause: The application .INI file is opened by another application and could not be updated.

Action: Close all open applications and add the Smart VacPrep again using the Smart VacPrep menu.

4411 Error dosing.

Cause: The backfill timed out.

Action: Ensure there is gas available and the pressure regulator is set to the appropriate pressure. Also ensure that the gas supply regulator shutoff valve is open.

4412 Error calibrating the servo.

Cause: Calibration results are out of range.

Action: Follow standard calibration procedures and try again. Contact a Micromeritics service representative if this error message continues.

4413 Error overheating on port [n]. Current = [n] [n], Target = [n] [n], Limit = [n] [n].

Cause: The temperature of the indicated mantle exceeded the maximum allowed value.

Action: Ensure the power and thermocouple connectors for the mantle are properly installed. Contact a Micromeritics service representative if this error message continues.

4414 Error thermocouple unplugged on port [n]. Target = [n] [n].

Cause: The thermocouple is unplugged or has malfunctioned.

Action: Ensure the thermocouple is plugged in. Contact a Micromeritics service representative if this error message continues.

4415 Degas transducer zero calibration failed. Current Offset = [n] counts, Current Pressure = [n] [n], New Offset = [n] counts, Nominal = [n] counts.

Cause: The pressure transducer offset exceeds the recommended limit.

Action: Ensure that the vacuum pump is on. Repeat the pressure offset calibration. Contact a Micromeritics service representative if this error message continues.

4416 Degas transducer scale calibration failed. Reference = [n] [n], Current = [n] [n], New Scale = [n] [n] count, Nominal = [n] [n] count.

4417 Degas vacuum gauge low point calibration failed. Reference = [n] [n], Current = [n] counts.

Cause: The transducer offset calibration was rejected.

Action: Contact your Micromeritics Service Representative.

4418 Degas vacuum gauge high point calibration failed. Reference = [n] [n], Current = [n] counts.

Cause: The vacuum gauge calibration was rejected.

Action: Contact your Micromeritics Service Representative.

4419 Error reading servo DAC.

Cause: There is a problem with the servo DAC timing out.

Action: Contact your Micromeritics Service Representative.

4420 Communications error.

Cause: The application failed to connect to the Smart VacPrep.

Action: Ensure the unit is powered and properly connected to the network specified during

installation. Check the power cable, power switch, and Ethernet cable, then reconnect to the Smart VacPrep either through the Smart VacPrep menu for this analyzer or by restarting the application. Contact a Micromeritics service representative if this error message continues

4421 Smart VacPrep S/N [n] is busy and could not be removed.

Cause: The Smart VacPrep cannot be removed because it is currently performing an operation.

Action: Wait until the Smart VacPrep completes the current operation and try again.

4423 The sample [n] is already selected on port [n].

Cause: The selected sample file is already selected for use on a different port.

Action: Select another sample file for this port.

4424 The file [n] on port [n] could not be opened. Check if the sample file is already in use for editing or analysis.

Cause: The selected sample file is already open by this or another application.

Action A: The selected sample file is damaged.

Action B: Select another sample file.

4425 The sample [n] on port [n] has an invalid status and cannot be used for degassing.

Cause: The status of the file is not consistent with the current operation.

Action: Select a sample file that has not been used for an analysis. Only sample files with a status of *No Analysis* or *Prepared* may be selected.

4426 Port [n] is currently in use. Operation cannot be started.

Cause: The current operation cannot be completed because the port is already in use.

Action: Wait for port to terminate operation or perform the desired operation on an unused port.

4427 Smart VacPrep S/N [n] is already in use.

Cause: The Smart VacPrep is configured for use by another Micromeritics application.

Action: Remove the specified Smart VacPrep from other Micromeritics applications before

using it with this application.

4428 Error no response on port [n]. Current = [n] [n], Target = [n] [n].

Cause: The Smart VacPrep cannot be removed because it is currently performing an operation.

Action: Wait until the Smart VacPrep completes the current operation and try again.

4200 An error occurred while loading the application control information. Data entry cannot be performed. (Code [n]).

Cause: An error occurred accessing the control information disk file required by this application.

Action: The disk drive may have failed or be corrupt. Run diagnostics on the disk drive.

6008 File cannot be opened for writing. It is already in use.

Cause: You attempted a *Save As* operation to a file which is already in use. The save could not be completed.

Action: Wait until the selected file is no longer being used or select a new target name for the *Save As* operation.

6008 The sample has an invalid status and cannot be used for this analysis. At least one sample must be selected to proceed.

Cause: A sample file with a status other than *No Analysis* or *Prepared* was selected.

Action: Select a sample file with a status other than *No Analysis* or *Prepared*.

6023 Desorption points in this sample file cannot be processed by this instrument. Continue with adsorption points?

Cause: The selected sample file in this analysis has desorption points selected in the pressure table. The analyzer (Gemini 2390a or 2390p) cannot report desorption data.

Action A: Click **Yes** to continue with the analysis and report adsorption data only. Click **No** either to select a different file or to edit the current file.

Action B: If using a Gemini 2390t, select *Start Analysis* for that unit.

6024 Some selected reports are invalid for this instrument.

Cause: The requested report cannot be generated with the Gemini 2390a.

Action: Edit the report selections on the Report Options window.

6025 Serial write queue full.

Cause: There was a fatal error in communication between the analyzer and the application. All displays for that analyzer will be closed.

Action: Ensure the Ethernet cable is securely connected. Exit the application and then restart it. Contact a Micromeritics service representative if this error message continues.

6026 Measure Po for each point is not supported by this model. Choose another sample file for analysis or change the Po option in the analysis conditions.

Cause: Measure Po for each point was selected as the saturation method. This option is only available for the Gemini 2390p or 2390t.

Action: Edit the Po options in the analysis conditions and select Entered or Most recent measured as the saturation pressure method.

6027 Analysis: Po dosing failure.

Cause: The Dewar does not contain enough cryogen to take an accurate reading in the Po tube.

Action: Refill the Dewar with cryogen and restart the analysis.

6028 This instrument does not provide measured Po analyses.

Cause: An attempt was made to start an analysis on the Gemini 2390a using a sample file in which Measure Po for each point was selected as the saturation method. This feature is available only for the Gemini 2390p and 2390t.

Action A: Cancel the analysis, open the sample file, and select Entered or Most recent measured for the P_0 value. Restart the analysis

Action B: Select a different file and continue with the analysis.

Action C: If a Gemini 2390p or 2390t is attached, select Start Analysis for that unit.

6029 Instrument is not completely calibrated.

Cause: The analyzer in use is missing calibrations.

ActionA: Go to **Unit > Calibration > Load from File** and select a file containing calibration data. Contact a Micromeritics service representative if this error message continues.

6030 A sample must be selected to proceed.

Cause: Select a sample file prior to starting a blank analysis or a QuickStart analysis.

Action: Select a sample file and proceed with the analysis.

6031 Cannot read the analysis conditions parameter file.**6032 Cannot read the adsorptive properties parameter file.****6033 Cannot read the report options parameter file.**

Cause: The file is corrupt.

Action: Recreate the file or select a different file.

6035 The instrument e [n]. is not calibrated.

Cause: Upon initialization, the analyzer was unable to locate the calibration file.

Action: Go to **Unit > Calibration > Load from File** and select a file containing calibration data. Contact a Micromeritics service representative if this error message continues.

6036 Pressure is out of range.

Cause: There is a problem with the analyzer's calibration.

Action: Select **Unit > Calibration > Load from File**, then select a file containing calibration data. Contact a Micromeritics service representative if this error message continues.

6037 Sample pressure underrange.

Cause: A test of the sample pressure transducer showed a low reading. The current operation will continue.

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

6038 Sample pressure overrange.

Cause A: Adsorbate gas pressure is too high. The current operation will continue.

Action A: Verify that the gas inlet pressure regulator setting does not exceed 15 to 18 psi (103.4 to 124.1 kPa). Contact your Micromeritics Service Representative.

Cause B: An error occurred in the pressure measurement electronics.

Action B: Contact your Micromeritics Service Representative.

6039 Po pressure underrange.

Cause: A test of the P₀ pressure transducer showed a low reading. The current operation will continue.

Action: Contact your Micromeritics Service Representative.

6040 Po pressure overrange.

Cause: The gas pressure in the P₀ tube is too high. The current operation will continue.

Action A: Verify that the gas inlet pressure regulator setting does not exceed 15 to 18 psi (103.4 to 124.1 kPa). Contact a Micromeritics service representative if this error message continues.

Cause B: An error occurred in the pressure measurement electronics.

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

6041 Quantity adsorbed underrange.

Cause: A test of the quantity adsorbed pressure transducer showed a low reading. The current operation will continue.

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

6042 Quantity adsorbed overrange.

Cause A: The rate of adsorption by the sample exceeded the response capacity of the analyzer, preventing normal refilling of the gas reservoirs.

Action A: Repeat the analysis using a smaller amount of sample.

Cause B: An error occurred in the pressure measurement electronics.

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

6043 Evacuation timeout.

Cause: The analyzer failed to reach a suitable vacuum level within the specified evacuation time.

Action A: Remove and reattach the sample and balance tubes, ensuring that both are securely in the port.

Action B: Verify that the vacuum pump is operating properly.

Action C: If actions A and B don't correct the problem, degas the sample again and repeat the analysis.

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

6044 Dosing timeout.

Cause A: The adsorbate gas supply was depleted by the analyzer during analysis or termination.

Action A: Verify that the inlet valve on the gas bottle is open and that the gas pressure regulator setting is between 15 and 18 psig (103.4 and 124.1 kPa). Check the adsorbate gas bottle to see if it is empty; replace if necessary.

Cause B: Sample has adsorbed the maximum amount of gas available.

Action B: If additional data points are required, repeat the analysis with a smaller amount of sample (to avoid exceeding 100 cm³ STP total volume adsorbed).

6045 Elevator timeout.

Cause: The elevator was unable to reach the raised or lowered position.

Action: Check for obstructions. Contact a Micromeritics service representative if this error message continues.

6048 Po fill timeout.

Cause: The adsorbate gas supply was depleted during and analysis or a P₀ measurement.

Action: Verify that the inlet valve on the gas cylinder is open and that the gas pressure regulator setting is between 15 and 18 psig (103.4 and 124.1 kPa). Verify that the adsorbate gas is not empty; replace if necessary.

6049 Operator canceled operation.

Cause: **Cancel** was clicked while an analysis or a P₀ measurement was in progress.

Action: Restart the operation.

6050 Valve failure.

Cause: An error in the valve control electronics has occurred.

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

6051 Power fail.

Cause: A power failure occurred during an automatic operation. The operation was canceled.

Action: Restart the operation.

- 6052** **Zero calibration failed.**
- 6053** **Scale calibration failed.**
- 6054** **Transducer match failed.**
- 6055** **Dosing servo calibration failed.**
- 6056** **Balance servo calibration failed.**
- 6057** **Quantity adsorbed calibration failed.**

Cause A: Calibration was out of the tolerance range.

Action A: Verify the preparatory steps for the calibration were performed properly. For example, the sample tube may not have been empty.

If all preparatory steps were followed and no other message was displayed, contact a Micromeritics service representative.

Cause B: One of the steps in the calibration failed. An additional error message is displayed.

Action B: Refer to the Cause/Action for the error message that displayed with this one.

ERROR MESSAGES FOR KEYPAD

ANLS_ERR: Dosing timeout

Cause: The adsorbate (or helium) gas supply was depleted by the instrument during analysis or termination.

Action: Verify:

- The adsorbate gas cylinder is not empty
- The inlet valve on the gas cylinder is open
- The gas pressure regulator setting is between 15 and 18 psig (103.4 and 124.1 kPa)

ANLS_ERR: Elevator timeout

Cause: Elevator did not reach its limit in the expected amount of time.

Action: Ensure there are not obstructions in the path of the elevator. Contact your Micromeritics Service Representative.

ANLS_ERR: Evacuation timeout

Cause: The analyzer failed to reach a pressure level of 10 mmHg within the specified evacuation time plus three minutes; or, the analyzer failed to reach a pressure level of 5 mmHg within an additional three minutes.

Action: Re-attach the sample and balance tubes. Ensure both are securely in the fitting. Verify the vacuum pump is operating correctly. If these actions do not correct the problem, degas the sample again and repeat the analysis. Contact a Micromeritics service representative if this error message continues.

ANLS_ERR: Operator cancelled operation

Cause: Operator canceled the current operation.

Action: Restart the operation when appropriate.

ANLS_ERR: Po fill time-out

Cause A: Adequate pressure in the Po tube could not be reached.

Action A: Confirm that the gas supply is sufficient.

Cause B: The Dewar does not contain enough cryogen to take accurate readings in the Po tube.

Action B: Refill the Dewar with liquid nitrogen and restart the analysis.

ANLS_ERR: Pressure overrange

Cause: The sample pressure transducer detected a pressure measurement that is too high because the liquid nitrogen level in the Dewar is too low or a valve is leaking.

Action: Add liquid nitrogen to the Dewar. Contact a Micromeritics service representative if this error message continues.

ANLS_ERR: Pressure Underrange

Cause: A test of the sample pressure transducer was made during evacuation. The test showed a low reading. The analysis will continue.

Action: Contact your Micromeritics Service Representative.

ANLS_ERR: Quantity adsorbed underrange

Cause A: The analysis was canceled because the number of quantity adsorbed A/D counts was too low at the end of equilibration of free space or an analysis point.

Action A: Reduce volume of sample used.

Cause B: The analysis was canceled because the number of volume adsorbed A/D counts was too low when quantity adsorbed was recorded during a scanning run.

Action B: Reduce volume of sample used.

Cause C: Balance tube is too large.

Action C: Match size of balance tube to that of the sample tube.

ANLS_ERR: Quantity adsorbed overrange

Cause: The rate of adsorption by the sample exceeded the response capacity of the analyzer, preventing the normal refilling of the gas reservoirs.

Action: Repeat analysis with a smaller amount of sample in the tube.

DTA_ERR: Insufficient data

Cause: BET or Langmuir multipoint surface area analysis was requested but fewer than two data points were selected for surface area calculations.

Action: Return to *Review* mode and select more points for calculation.

DTA_ERR: No data to compute

Cause A: An automatic operation was canceled before all necessary data could be collected.

Action A: Restart the automatic operation.

Cause B: All data points have been excluded in Review mode.

Action B: Return to *Review* mode and include some data points.

Cause C: A report has been requested and no analysis data have been collected or previously collected data have been deleted.

Action C: Perform a sample analysis to collect data.

HW_ERR: Reset to factory defaults

Cause: The operator pressed . (decimal) during analysis module power-up and initialization. All previously stored data have been deleted and all parameters have been reset to factory defaults. Stored *Setups* are not affected.

Action: Reset parameters.

PRT_ERR: Timeout failed to respond

Cause: The printer took longer than 30 seconds to acknowledge receipt of data from the analyzer.

Action: Check to ensure the printer is properly connected to the analyzer, is powered on, has paper, and is on line.

SYS_ERR: Power Fail NN/ZZ completed

Cause: A power failure occurred. When power was restored, the automatic operation was canceled. The third line displays the number of data points finished.

Action: Restart the automatic operation.

TRN_ERR: Timeout, failed to respond

Cause: The receiving device took longer than 10 seconds to acknowledge receipt of data from the analyzer.

Action: Ensure the receiving device is properly connected to the analyzer RS-232 port and is powered on. Verify that the serial transmission parameters controlling the receiving device correspond with the data transmission parameters specified in the *Setup* mode.

USR_ERR: No data to review

Cause: The operator selected the Review function and no analysis data have been collected or previously collected data have been deleted.

Action: Perform an analysis to create data to review.

USR_ERR: Out of range

Cause: Entered value is outside the range of values for this prompt.

Action: Enter a value within the acceptable range for this prompt.

USR_ERR: Venting Po tube

Cause: Excessive pressure detected in the Po tube at the *Reload* prompt.

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

Valve failure: [ENTER] to retry

Cause: Valves failed to respond.

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