ASAP® 2020 SERIES

ACCELERATED SURFACE AREA AND POROSIMETRY SYSTEM

ERROR MESSAGES

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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.

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 inform-ation?**

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 dir-ectory 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 dir-ectory.**

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 install-ation 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.**

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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: Ensur the cable is attached 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/P$_0$* 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 Vm. 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.

Acton 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 (.HIsh 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 (.HIsh 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 (.HIsh 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.

4601   File [*n*] is not a mass spectrometer data file.

Cause: The selected file does not contain mass spectrometer data in a supported format.

Action: Export the data using the analysis application for the mass spectrometer to a supported text format then import the file into the Micromeritics application.

4602   The file does not contain any mass spectrometer data or is missing required fields. Nothing was imported.

Cause: The selected file does not contain mass spectrometer data.

Action: When exporting the data using the analysis application for the mass spectrometer, ensure that the signals of interest are selected for export. Export the data to a supported text format then import the file into the Micromeritics application.

4603   This instrument has no TCD calibration files to edit.

Cause: No TCD calibrations associated with this analyzer were found.

Action: Go to **Unit [n] > TCD Calibration** to create a new TCD calibrations for this analyzer.

4604   This sample does not contain an experiment which can be used in a [n] calibration.

Cause: The sample file selected in the calibration editor does not have valid peaks for the type of calibration.

Action: Select a sample file that contains the appropriate experiment type.

4605   The calibration data for experiment [n] may already be loaded. You may delete duplicates after loading.

Cause: Before reloading the peak information for a sample file into the calibration editor, all previously loaded peaks must first be deleted.

Action: Delete all peaks from the calibration editor, then try loading the sample file again.

4606 **The file [n] was not created with this instrument or does not contain calibration data.**

Cause: The selected sample file contains data collected on an analyzer different from the analyzer associated with the current calibration editor.

Action: Select a sample file containing calibration data collected on the current analyzer.

4607 **The calibration data file [n] was not created from an imported mass spec file.**

Cause: The selected sample file does not contain mass spectrometer data.

Action: Select a sample file containing mass spectrometer calibration data collected.

4608 **Unable to update the adsorptive property file. Ensure that the selected adsorptive is not opened for editing.**

Cause: The selected adsorptive property file could not be written.

Action: Ensure that the adsorptive property file for the gas selected in the gas flow constant calibration wizard is not currently open in an adsorptive property editor.

4609 **Unexpected I/O error accessing data for an experiment 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.

4610 **Cannot append to an experiment in sample [n]. Maximum size may be exceeded.**

Cause: Collected data could not be written to a sample file for a running analysis. This may be due to the maximum allowed file size for the operating system.

Action: Reduce the amount of data collected during analysis by reducing the data collection rate or reducing the number of experiments in the analysis conditions task list.

4611 **At least two peaks are required to determine first order kinetics.**

Cause: An experiment selected in this report contains less than the two peaks required by the report.

Action: Identify the peaks in the experiment before reporting or deselect the experiment in the report options before generating the report.

4612   **Ambient temperature should be > 10 °C.**

Cause: An experiment selected in this report contains an entered ambient temperature for below the minimum allowed for the report.

Action: Correct the ambient temperature in the experiment using the calibration selection editor that is accessed through the experiment peak editor.

4613   **Average syringe area should be > 0.**

Cause: There is no peak data for the loop calibration.

Action: Identify the injection peaks by creating baselines for these peaks in the experiment peak editor.

4614   **At least 6 peaks are required for a loop calibration; the peak table contains [n].**

Cause: The number of peaks for the loop calibration is less than six.

Action: Using the experiment peak editor, create baselines for the injection peaks. There must be at least six injections and corresponding peaks to calculate the loop volume.

4615   **No experiments were selected for inclusion in this report.**

Cause: All experiments were deselected for this report.

Action: Select the experiments to report in the selected experiments list in the report options for this report.

4616   **At least two experiments are needed for this report.**

Cause: The report options for this report do not include the selection of at least two experiments.

Action: Select at least two experiments to report in the selected experiments list in the report options for this report.

4617   **The data requested on this report are not available.**

Cause: The data required for this report, such as the identified peaks, are not contained within any of the selected experiments.

Action A: Use the experiment peak editor to create baselines for the experiment peaks.

Action B: Ensure that only experiments containing data for the configured report are selected in the selected experiments list in the report options for this report.

Action C: Ensure that only data contained within the experiment is selected for reporting in

the report options for this report.

4618   **There are no peaks available for this experiment.**

Cause: There are no identified peaks within one or more selected experiments for this report.

Action: Use the experiment peak editor to create baselines for the experiment peaks.

4619   **TCD calibration is required for the calculations of this report.**

Cause: A TCD calibration has not been applied to one or more selected experiments for this report.

Action: Select a TCD calibration for the selected experiments using the calibration selection editor that is accessed through the experiment peak editor.

4620   **[n] does not contain concentration data.**

Cause: A TCD calibration has not been applied to one or more selected experiments for this report.

Action: Select a TCD calibration for the selected experiments using the calibration selection editor that is accessed through the experiment peak editor.

4621   **New steps cannot be inserted in the synopsis at any point that precedes the step that is currently being executed.**

Cause: The analysis has already progressed past the point at which an attempt was made to insert a step; therefore the step would not be performed.

Action: Insert the new analysis step after the step or repeat loop that is currently being executed.

4622   **No new steps may be inserted. Analysis is complete.**

Cause: The analysis for this sample file has completed. A step cannot be inserted into a sample file whose analysis is complete.

Action: Create a new sample file and then click **Replace** to copy the analysis conditions from the completed file, then add the step to the new sample file.

4623   **Warning: For the chosen total flow rate and blending proportions, the carrier and/or loop MFC will be set to a flow rate less than 10 cm^3/min. Blending performance may not be acceptable. Do you wish to keep these settings?**

Cause: A request for the blending of the carrier and loop gases was made, but the proportions of the gasses and the flow rate of the mixture chosen caused at least one of the MFCs to be set to a rate less than 10 cm^3/min. The accuracy of the MFC at such low flow rates may be unacceptable for some applications.

Action: Click **Yes** if reduced accuracy is acceptable or click **No** and change the proportions or total flow rate.

4624	**[n] has calibrations applied and cannot be used to construct new calibrations until the applied calibrations are removed.**

Cause: Attempting to create a signal calibration with data that has already been calibrated.

Action A: Remove the applied calibration in the peak editor so that the signal may be used to generate a new signal calibration.

Action B: Select a file that does not already have calibration applied.

4625	**No active metal with a percent of sample mass greater than zero was found.**

Cause: The metal table for the sample does not contain an active metal with a non-zero percent of sample, which is required by the pulse chemisorption report.

Action: Open the sample description tab and click **Active Metals** to open the metal table editor. Set a percent of sample mass for one or more metals and run the report again.

4626	**Selecting sample files with data collected by different instruments is not allowed. Only the first sample file (S/N: [n]) will be loaded.**

Cause: Sample files from different instruments were selected as sources for a signal calibration. Signal calibrations are only valid when constructed from analyses with a single instrument.

Action: Select sample files with analyses performed on the same instrument when constructing a signal calibration from multiple sample files.

4627	**No valid sample files were selected.**

Cause: A signal calibration could not be constructed due to the selection of incompatible sample files.

Action: Construct signal calibrations using sample files collected on the same instrument with the same analysis experiment types.

4629	**[n] interpolated data is too large.**

Cause: Interpolation of data between record blocks exceeds the available memory.

Action: Retake the data with shorter time intervals between end and start record script steps.

4631 An adsorptive properties file is needed for [*n*].

Cause: Vapor pressure cannot be calculated because there is no adsorptive properties file for the specified vapor.

Action: Ensure that the adsorptive properties library includes the folder with .ADP files.

4632 Vapor pressure cannot be calculated for [*n*] at [*n*].

Cause: The reflux temperature is outside the range of temperatures for which vapor pressure can be calculated.

Action A: Ensure that the reflux temperature in the analysis conditions is appropriate for the selected vapor.

Action B: If using the Anoine equation, check that the minimum and maximum temperatures are set correctly.

4633 Step [*n*]. Vapor is not supported by this model.

Cause: The indicated experiment step was set to use vapor flow/pulse type analysis, which is not supported by the current model selection. Go to *View conditions* for [model].

Action: Change the model selection back to *AutoChem III (2930)* and change the analysis type in the indicated experiment step to one supported by the preferred model before changing back.

4634 Step [*n*]. Preparation gas must be set to None.

Cause: Attempting to change the model selection to one that corresponds to an instrument which does not have the preparation MFC hardware. The indicated step sets a preparation gas. Go to *View conditions* for [model].

Action: Change the model selection back to *AutoChem III (2930)* and change the preparation gas selection to *none* before changing back.

4635 Step [*n*]. Blend port 2 and blend port 3 are not supported by this model.

Cause: Attempting to change the model selection to one that corresponds to an instrument which does not have the multiple analysis ports (only Port 1). The indicated step is attempting to set parameters on Port 2 and/or Port 3. Go to *View conditions* for [model].

Action: Change the model selection back to *AutoChem HT (2830)* and change the Port selection to *Port 1*, deselect controls specific to Port 2/3, or delete the step if it will not be required before changing back.

4636   **Step [*n*]. Physisorption experiments are not supported by this model.**

Cause: The indicated experiment step was set to use physisorption type analysis, which is not supported by the current model selection. Go to *View conditions* for [model].

Action: : Change the model selection to either *AutoChem III (2930)* or *MicroChem (2730)* and change the analysis type in the indicated experiment step to one supported by the desired model before changing back.

4637   **Step [*n*]. Hardware for preparation MFC not supported by this model. AutoChem III only.**

4637   **Step [*n*]. Hardware for reference MFC not supported by this model. AutoChem III and AutoChem HT only.**

4637   **Step [*n*]. Hardware for carrier port 2 and port 3 MFCs not supported by this model. AutoChem HT only.**

Cause: The step indicated is attempting to Zero measurements from MFC hardware that is not present on the selected model. Go to *View conditions* for [model].

Action A: Change the model selection to the supporting instrument type (indicated in the message) and modify the step settings so that they do not conflict with the preferred model hardware, then change the selection back to confirm the error has been cleared.

Action B: Delete the indicated step and insert a new one with the selections appropriate for the model hardware.

4638   **Signal calibration directory could not be created for [*n*]. Analyses cannot be performed.**

Cause: The unit calibration directory could not be created.

Action: Confirm that the current user profile has permissions for editing the hardware directory contents. Restart the software and/or try reinstalling the software such that the current user has access. If error persists contact you micromeritics representative.

4639   **Interval [*n*] is not defined in the breakthrough editor.**

Cause: A breakthrough interval was selected for a plot report, but the specified interval is not present.

Action A: Add intervals in the breakthrough editor.

Action B: Select a different editor or deselect *show interval* in the plot report editor.

4800 **You cannot delete the only evacuation task between two tasks with different gases.**

Cause: An evacuation task is required between two tasks with different gases in the preparation options in-situ-activation task list of a chemical adsorption sample file.

Action: Enter an evacuation task between the two tasks.

4801 **The gas selected for this task is different from the gases selected for the neighboring tasks. An evacuation task must be added to add this task. Add evacuation and proceed?**

Cause: A new task was entered and the gas does not match the gas in the previous task. Mixing gases may be dangerous.

Action: Click **Yes** to automatically insert the evacuation task. Click **No** to continue editing the task options

4802 **Adding this leak test will require a preceding evacuation. Do you wish to add both tasks?**

Cause: By inserting or deleting a task in the *Selected Tasks* list on the Analysis Conditions window, a leak test task was entered without a preceding evacuation task. The leak test will fail if the sample pressure exceeds 0.5 mmHg.

Action: Click **Yes** to evacuate the sample between the two tasks. Click **No** to exclude evacuation.

4803 **The maximum allowed number of tasks is selected. Delete some tasks before proceeding.**

Cause: An attempt was made to insert more than twenty tasks.

Action: No more than twenty tasks may be specified in one sample file. If additional preparation steps are required, use two sample files. The first sample file should contain only preparation tasks; the second file should contain any remaining preparation tasks and an analysis task.

4804 **The [*n*] task must have a preceding evacuation.**

Cause: An evacuation task must precede a leak test task in the preparation options in-situ-activation task list of a chemical adsorption sample file.

Action: Click **OK** to insert both tasks. Otherwise click **Cancel**.

4810   [*n* cannot be produced: No data points were selected for inclusion in the calculations.

Cause: Fewer than two points were selected for the Difference or Sinfelt report calculation.

Action: Select two or more data points for the line fit.

4811   Line fit could not be done for primary data.

4811   Line fit could not be done for repeat data.

4811   Line fit could not be done for difference data.

4811   Fewer than two repeat points are available.

4811   Fewer than two difference points are available.

Cause: Fewer than two primary/repeat/difference points were passed to the line fit calculation.

Action: Select two or more data points for the line fit calculations.

4820   [*n* not compatible with the MFC seals. Kalrez seals are recommended for use with this fluid.

Cause: Kalrez seals are indicated for the fluid specified in a flow task in the preparation options in-situ-activation task list of a chemical adsorption sample file.

Action: Contact your Micromeritics Service Representative.

4821   [*n* is in the liquid phase at ambient temperature and pressure and cannot be used with this MFC.

Cause: Fluids selected for flow tasks in the preparation options in-situ-activation task list of a chemical adsorption sample file must be in the gas phase at ambient temperature and pressure.

Action: Select another fluid for the flow task.

4830   Calculations failed for first analysis data.

4831   Calculations failed for repeat analysis data.

4832   Calculations failed for differential data.

Cause: Calculations for the primary/repeat/difference data set failed. Not enough points were supplied to the line-fit, or the line-fit could not be successfully computed.

Action: Ensure that an appropriate selection of data has been made for the calculation.

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.

6210 **Error waiting for pressure to drop.**

Cause: There was a problem reading the file used for blank correction. The file is likely corrupt.

Action: Use a different file for blank correction.

6211 **The gas selected for this task is different from the gases selected for the neighboring tasks. An evacuation task must be added to add this task. Add evacuation and proceed?**

Cause: A new task was entered and the gas does not match the gas in the previous task. Mixing gases may be dangerous.

Action: Select **Yes** to automatically insert the evacuation task. Select **No** to continue editing the task options.

6211 **You cannot delete the only evacuation task between two tasks with different gases.**

Cause: An evacuation task is required between two tasks with different gases in the preparation options in-situ-activation task list of a chemical adsorption sample file.

Action: Enter an evacuation task between the two tasks.

6212 **Adding this leak test will require a preceding evacuation. Do you wish to add both tasks?**

Cause: By inserting or deleting a task in the *Selected Tasks* list on the *Analysis Conditions* window, a leak test task was entered without a preceding evacuation task. The leak test will fail if the sample pressure exceeds 0.5 mmHg.

Action: Click **Yes** to evacuate the sample between the two tasks. Click **No** to exclude evacuation

6213   **The maximum allowed number of tasks is selected. Delete some tasks before proceeding.**

Cause: An attempt was made to insert more than twenty tasks.

Action: No more than twenty tasks may be specified in one sample file. If additional preparation steps are required, use two sample files. The first sample file should contain only preparation tasks; the second file should contain any remaining preparation tasks and an analysis task.

6215   **The dosing method must be normal or vapor.**

Cause: The dosing method for a chemi analysis must be set to normal or vapor.

Action: Check the analysis adsorptive properties in the analysis conditions of the sample file.

6216   **The vapor source heating mantle and the sample furnace cannot both be controlled during analysis. Either Adsorptive Vapor Source Temperature heating mantle control or Temperature Options Furnace temperature control must be disabled.**

Cause: When the dosing mode for a chemical analysis is set to vapor, simultaneous vapor and furnace temperature control is not allowed.

Action: Disable either the vapor source temperature heating mantle in the analysis adsorptive properties or the furnace temperature control in the temperature options.

6222   **[n] required by task [n] is not configured on the selected unit.**

Cause: Either no gas was selected for the 2020 chemical adsorption analysis or the selected gas is invalid.

Action: Select another gas in *Analysis Conditions*.

6223   **Sample has no Analysis Task entry. Do you wish to proceed with the analysis?**

Cause: An attempt is being made to analyze a sample file with no analysis task entry.

Action: Click **Yes** to proceed with the analysis; all preparation tasks are performed but no data points are collected. Click **No** to cancel the analysis.

6226   **[n] required for backfilling the sample at the end of the analysis is not configured on the selected unit.**

Cause: The gas specified for use in backfilling the sample at the end of the experiment is not configured on the analyzer.

Action: Go to **Unit > Unit Configuration**. Click **Gas** to select the gas inlet port to which the required gas is connected.

6232 **[n] cannot be produced: No data points were selected for inclusion in the calculations.**

Cause: Fewer than two points were selected for the Difference or Sinfelt report calculation.

Action: Select two or more data points for the line fit.

6233 **[n] not compatible with the MFC seals. Kalrez seals are recommended for use with this fluid.**

Cause: Kalrez seals are indicated for the fluid specified in a flow task in the preparation options in-situ-activation task list of a chemical adsorption sample file.

Action: Contact your Micromeritics Service Representative.

6234 **Leak test failure - the observed outgas rate of [n] exceeds the limit of [n].**

Cause: The outgas rate specified in the leak test criteria was exceeded.

Action: Check sample tube fitting to ensure that it is securely attached to the port, then start the analysis again.

6234 **[n] is in the liquid phase at ambient temperature and pressure and cannot be used with this MFC.**

Cause: Fluids selected for flow tasks in the preparation options in-situ-activation task list of a chemical adsorption sample file must be in the gas phase at ambient temperature and pressure.

Action: Select another fluid for the flow task.

6240 **Leak test failed on port [n].**

Cause: With the sample port valve closed, the sample pressure increased by 0.15 mmHg before the leak test duration was completed.

Action: Check sample tube fitting and ensure that it is securely attached to the port, then restart the analysis.

6264 **Calculations failed for first analysis data.**

6265 **Calculations failed for repeat analysis data.**

6266 **Calculations failed for differential data.**

Cause: Calculations for the primary/repeat/difference data set failed. Not enough points were supplied to the line-fit, or the line-fit could not be successfully computed.

Action: Ensure that an appropriate selection of data has been made for the calculation.

6267   **Fewer than two repeat points are available.**

6268   **Fewer than two difference points are available.**

6269   **Line fit could not be done for repeat data.**

6269   **Line fit could not be done for primary data.**

6269   **Line fit could not be done for difference data.**

Cause: Fewer than two primary/repeat/difference points were passed to the line fit calculation.

Action: Select two or more data points for the line fit calculations.

6524   **Analysis canceled: Time limit exceeded while evacuating sample (restricted).**

Cause: The maximum time allowed for evacuating the sample through the restricted valve was exceeded.

Action: Check the sample tube and the sample tube fitting to ensure that the tube is securely attached to the port. Verify that the sample is properly degassed, then restart the analysis.

6545   **Temperature control disabled. Expected [n] to sample [n] temperature limit exceeded.**

Cause: The expected temperature vs. the actual sample temperature in a physical adsorption analysis was exceeded.

Action: Contact your Micromeritics Service Representative.

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