

# *AUTOPORE<sup>®</sup> V SERIES*

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*MERCURY INTRUSION POROSIMETER*



**micromeritics<sup>®</sup>**

***ERROR MESSAGES***

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May 2023

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## ***CORPORATE PROFILE***

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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](http://www.Micromeritics.com).

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## ***ERROR MESSAGES***

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

### **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.

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- 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.**
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*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.

**3000 No common pressure ranges were found in the file selected for averaging.**

*Cause:* Samples selected for averaging do not have any cycles with common pressure ranges.

*Action:* Select samples that were analyzed with similar pressures

**3001 The data set has no overlapping intrusion cycles. Reverberi calculations cannot be performed.**

*Cause:* The intrusion cycles in the data set used to perform Reverberi calculations do not overlap.

*Action:* Select a different data set, or change the selection range so as to include a region of the Cumulative Intrusion vs Pressure plot where the intrusion cycles overlap (can be set in the Reverberi interactive plot).

**3002 The Mayer-Stowe calculation could not be performed. Valid bulk or skeletal densities are unavailable.**

*Cause A:* Negative or otherwise unphysical bulk and/or skeletal densities were provided.

*Action A:* Confirm that the material properties entered in the sample description are correct.

*Cause B:* The prepared data was deleted, or could not be read.

*Action B:* Re-enter data by copying and pasting from a columnated text file. Check that the data is formatted as described in the operator manual.

**3010 Blank correction information not loaded from [n]. An error occurred while accessing it.**

**3011 Blank correction information not loaded from [n]. It contains no valid data.**

*Cause:* The file was not a valid file or could not be accessed.

*Action:* Ensure it is valid, and you have rights to it

**3012 Negative intrusion/extrusion data were excluded from the stored blank correction data.**

*Cause:* The selected blank file has negative intrusion volumes.

*Action A:* Ignore the warning. Each negative blank volume will be replaced with the previous positive volume before subtracting.

*Action B:* Open the blank file and select *Report Negative Intrusion* in the collected data intru-

sion data.

*Action C:* Select a blank that does not have negative volumes.

**3020 A tabular data-set was specified for the tabular report. None of the collected data is within the bounds of the table.**

*Cause:* The tabular data-set range does not overlap the range used for interpolation. The statistics calculations depend on these bounds and may not accurately represent the tabular data.

*Action:* Change the interpolation bounds (intrusion report options editor or interactive plot) or insert/append entries to the tabular data-set (tabular report options editor) so that the collected data selection falls within the bounds of the tabular data-set.

**3021 A tabular data-set had unexpected ordering. The application has attempted to correct for this.**

*Cause:* The user-defined table of pressures, pore sizes, or percents was listed in an unexpected order. The application reversed the order to the expected ordering so that results are sensible.

*Action:* If the interpolation is needed only for the intrusion branch, then no action is required. However, if interpolation is also needed for an extrusion branch then the data must be reordered according to what is specified in the window

**3022 A tabular data-set is imposing a narrower range of data than the collected data range. The percent intrusion tabular data will differ from the collected data percent intrusion.**

*Cause:* The tabular data-set range is shorter than the data-set range used for interpolation. The statistics calculations depend on these bounds and may not accurately represent the tabular data.

*Action:* Narrow the interpolation bounds (intrusion report options editor or interactive plot) or insert/append entries to the tabular data-set (tabular report options editor) so that the collected data selection falls within the bounds of the tabular data-set

**3023 The Assembly mass, Sample mass, Penetrometer mass or Penetrometer volume may be incorrect. Please verify these quantities.**

*Cause A:* Computed negative mass of mercury.

*Action A:* Check that the penetrometer volume and mass entries are correct.

*Cause B:* Computed unphysical porosity values

*Action B:* Change the selection range so that at least 1 datapoint is within the range.

**3024 Error preparing data. The number of intrusion cycles or data points in the sample file exceed the maximum allowed.**

*Cause A:* There are over 100 intrusion cycles.

*Cause B:* There are more than 2500 data points.

*Action:* Run the analysis with fewer than 100 intrusion cycles and/or collect fewer than 2500 datapoints.

**3025 Data selection by particle size requires entered 'bulk density' and 'effective particle density' on the material properties dialog.**

*Cause:* The application is attempting to select data via Particle size range on the intrusion data options window. The checkbox *Use entered density* on the *Material Properties* window is required to be selected and both the *Bulk density* and *Particle density* fields must be completed.

*Action:* Select either the *Use entered density* and enter values for the bulk and effective particle density, or change the data selection method to *Pressure* or *Pore size* as these choices do not require entered densities.

**6000 An instrument is performing a critical operation. Wait a few moments before exiting the application.**

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

*Action:* Wait a short time and attempt to stop the AutoPore application again.

**6001 An instrument is busy. Continue with program Exit?**

*Cause:* An attempt was made to exit the AutoPore application while an analysis or calibration is in progress. While this is possible, the data collected while the AutoPore 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.

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

**6002 No active instruments. Application will stop.**

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

*Action A:* Usually this message is preceded by another message giving the reason for the

analyzer's failure to initialize. See that message's description.

*Action B:* Check that the analyzer is attached to the computer on the communications port configured with the Setup program. Contact a Micromeritics service representative if this error message continues.

**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.

**6009 Basic-Mode default parameter 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 has been 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.

**6010 Blank correction information not loaded from [n]. An error occurred while accessing it.**

**6011 Blank correction information not loaded from [n]. It contains no valid data.**

*Cause:* The file was not a valid file or could not be accessed.

*Action:* Ensure it is valid and you have rights to it.

**6012 Negative intrusion/extrusion data were excluded from the stored blank correction data.**

*Cause:* The selected blank file has negative intrusion volumes.

*Action A:* Ignore the warning. Each negative blank volume will be replaced with the previous positive volume before subtracting.

*Action B:* Open the blank file and select *Report Negative Intrusion* in the collected data intrusion data.

*Action C:* Select a blank that does not have negative volumes.

**6016 The data set has no overlapping intrusion cycles. Reverberation calculations cannot be performed.**

*Cause:* The intrusion cycles in the data set used to perform Reverberi calculations do not overlap.

*Action:* Select a different data set or change the selection range so as to include a region of the *Cumulative Intrusion vs Pressure* plot where the intrusion cycles overlap (can be set in the Reverberi interactive plot).

**6017 The Assembly mass, Sample mass, Penetrometer mass or Penetrometer volume may be incorrect. Please verify these quantities.**

*Cause A:* Computed negative mass of mercury.

*Cause B:* Computed unphysical porosity values.

*Action A:* Check that the penetrometer volume and mass entries are correct.

*Action B:* Change the selection range so that at least 1 datapoint is within the range.

**6034 Current temperature is above warning level.**

*Cause:* Temperature was above warning level.

*Action:* Shut down the analyzer and vacate the are. Fumes may be present.

**6047 Error preparing data. The number of intrusion cycles or data points in the sample file exceed the maximum allowed.**

*Cause A:* There are over 100 intrusion cycles.

*Cause B:* There are more than 2500 data points.

*Action:* Run the analysis with fewer than 100 intrusion cycles and/or collect fewer than 2500 datapoints.

**6048 Analysis cannot proceed until caps are installed on the following low pressure ports [n].**

*Cause:* The detected configuration does not match any known 96xx configuration.

*Action:* You may continue, which will use the 9620 configuration for the available ports, or you may call your Micromeritics service representative.

**6048 No common pressure ranges were found in the file selected for averaging.**

*Cause:* Samples selected for averaging do not have any cycles with common pressure ranges.

*Action:* Select samples that were analyzed with similar pressures.

**6049 A tabular data-set had unexpected ordering. The application has attempted to correct for this.**

*Cause:* The user-defined table of pressures, pore sizes or percents was listed in an unexpected order. The application reversed the order to the expected ordering so that results are sensible.

*Action:* If the interpolation is needed only for the intrusion branch, then no action is required. However, if interpolation is also needed for an extrusion branch then the data must be reordered according to what is specified in the window.

**6050 Data selection by particle size requires entered 'bulk density' and 'effective particle density' on the material properties dialog.**

*Cause:* The application is attempting to select data via Particle size range on the intrusion data options window. The checkbox Use entered density on the Material Properties window is required to be checked and both the Bulk density and Particle density fields must be completed.

*Action:* Select either the Use entered density and enter values for the bulk and effective particle density, or change the data selection method to Pressure or Pore size as these choices do not require entered densities.

**6060 Instrument [n] is not calibrated.**

*Cause:* The calibration was read, but is for a different analyzer. It needs to be redone.

*Action:* If calibration files were saved, go to **Unit [n] > Calibration > Load From File** to load a known, good calibration. Or go to **Unit [n] > Calibration > Signals** and **Unit [n] > Calibration > Low Pressure Servo** to calibrate the analyzer. This should be done with caution or call your Micromeritics Service Representative.

**6061 Low pressure servo calibration failed.**

*Cause:* Fewer than 2 reference points are available for the low pressure servo.

*Action:* Go to **Unit [n] > Calibration > Low Pressure Servo** to calibrate the analyzer.

**6064 High pressure system is overpressurized.**

*Cause:* The high pressure system was instructed to increase the pressure when it is already at too great a pressure.

*Action:* Reduce the pressure in the high pressure system. If this error was part of an automatic analysis, the pressure will be reduced automatically by returning the intensifier to the lower limit switch.

**6065 Intensifier reached upper limit switch.**

*Cause:* During the course of a high pressure analysis, the intensifier reached its upper limit switch without achieving the desired pressure. The analysis cannot continue and was canceled. All data collected prior to this problem are stored in the sample file.

*Action:* Usually this error only occurs if the vent valve on the top of the pressure chamber was left open or did not seal properly. If this is not the case, it may indicate a problem with the equipment. Click **OK** to acknowledge the message.

**6066 Intensifier reached lower limit switch.**

*Cause:* During the course of a high pressure analysis, the intensifier reached its lower limit switch without achieving the desired pressure. The analysis cannot continue and was canceled. All data collected prior to this problem are stored in the data file.

*Action:* Usually this error occurs if very low pressures (below 30 psia) are requested during extrusion. Because of the heat generated during pressurization, it may not be possible to depressurize the sample below 30 psia. If the problem occurs at reasonable extrusion pressures, the analyzer may require calibration. Alternatively, the vent valve on the pressure vessel may not have been opened to atmosphere when the analysis was started. Click **OK** to acknowledge the message.

**6067 High pressure system pump has overheated.**

*Cause:* The high pressure pump has been on too long at a high power, possibly due to extensive cycling at very high pressures.

*Action:* Allow the pump to cool and return it to the lower limit switch. Avoid allowing the pump to operate for extended periods at high power.

**6068 Low pressure analysis canceled. Mercury has overflowed.**

*Cause:* During the execution of the low pressure analysis, the mercury reservoir overflowed. The analysis cannot continue and was canceled. The data already collected is stored in the sample file.

*Action:* Click **OK** to acknowledge the message. Contact a Micromeritics service representative if this error message continues.

**6069 The sample has an invalid status and cannot be used for this analysis.**

*Cause:* A sample file was selected that cannot be analyzed.

*Action:* Select a file that has a status of *No Analysis* or *Complete*.

**6070 Low pressure analysis canceled. No mercury available.**

*Cause:* You attempted to start a low-pressure analysis, but there was not enough mercury to complete it.

*Action:* Add mercury to the system and try again.

**6071 Warning, the instrument is not calibrated.**

*Cause:* An analysis is being attempted on a unit which has not been calibrated.

*Action:* If calibration files were saved, go to **Unit [n] > Calibration > Load From File** to load a known, good calibration. Or go to **Unit [n] > Calibration > Signals** and **Unit [n] > Calibration > Low Pressure Servo** to calibrate the analyzer. This should be done with caution or call your Micromeritics Service Representative.

**6072 Samples [n] and [n] do not have compatible analysis condition.**

*Cause:* The analysis conditions used on one port in a simultaneous analysis are incompatible with those used on another port.

*Action:* Edit the sample file and use compatible analysis conditions. Using the same selection in the analysis conditions drop-down list is an easy way to do this.

**6073 You must select sample files for both ports to do a differential analysis.**

*Cause:* A high pressure differential analysis was selected, but only one port was used.

*Action:* A differential analysis requires a sample file for each port. Select another sample file for the other port or change the current analysis to a standard one.

**6074 Warning these analysis conditions contain pressures that are below the fill pressure or too high for the high pressure system of this instrument. Do you want to proceed without the high pressures?****6074 These analysis conditions contain pressures that are out of range for the high pressure system of this instrument.**

*Cause:* The analysis conditions selected contain pressure points higher than the analyzer is capable of.

*Action:* Select a different sample file or continue with the currently selected file for a low pressure analysis or edit the *Analysis Conditions* file and remove the pressures that are too high.

**6075 Instrument [n]: The calibration is for a different type of instrument and has been reset.**



*Cause:* The calibration was read, but is for a different analyzer. It needs to be redone.

*Action:* If you have saved calibration files, go to **Unit [n] > Calibration > Load From File** to load a known, good calibration. Or go to **Unit [n] > Calibration > Signals** and **Unit [n] > Calibration > Low Pressure Servo** to calibrate the analyzer. This should be done with caution or call your Micromeritics Service Representative.

**6076 Low pressure analysis canceled. Evacuation timeout.**

*Cause:* The pressure did not drop to 7 psia in a reasonable amount of time during a low pressure evacuation.

*Action:* Ensure that the penetrometers are installed properly and that there is no leak in the system; then try again.

**6078 Low pressure analysis suspended. Install penetrometers or rods and capacitance detectors on all low pressure ports before resuming.**

*Cause:* Low pressure analysis is suspended because some low pressure ports do not have the necessary components installed in order to start.

*Action:* Ensure that penetrometers or rods, and capacitance detectors are installed on all ports then resume the analysis.

**6079 A hardware interface error has occurred. Operation canceled.**

*Cause:* A malfunction has occurred in the analyzer electronics.

*Action:* Contact your Micromeritics Service Representative.

**6080 Low pressure manifold outgas rate measured (interval: [n], rate: [n].4f mmHg/min)**

*Cause:* The low pressure manifold outgas rate has been measured and the result has been recorded in the analyzer log.

*Action:* No action is required.

**6081 Low pressure manifold leak rate measured rate: [n] mmHg/min**

*Cause:* The low pressure manifold leak rate has been measured and the result has been recorded in the analyzer log.

*Action:* No action is required.

**6082 Low pressure analysis canceled. Mercury reservoir failed to evacuate.**

*Cause:* The mercury reservoir could not be evacuated as required for draining mercury.

*Action:* Ensure the cap is properly installed on the mercury filling port. Contact a Micromeritics service representative if this error message continues.

**6083**      **The number of pressure table points [n] has exceeded the maximum of [n]. Reduce the number of points specified in the analysis conditions pressure table.**

*Cause:* More than 2500 pressure table points have been selected for analysis.

*Action:* Edit the analysis conditions of the sample file and reduce the number of pressure table points.

**6084**      **Duplicate penetrometer selections found. Unable to save volumes for penetrometers on the following ports: [n].**

*Cause:* The same Penetrometer Properties file is used for more than one port in the analysis.

*Action:* Use different Penetrometer Properties files in the samples to be used for analysis.

**6085**      **Unable to save volumes for penetrometers on the following ports: [n]. Discard volume measurements for those penetrometers?**

*Cause:* There was a problem reading the sample file on the ports specified in the message.

*Action:* Use new sample files on the ports identified.

**6086**      **The instrument is not calibrated. Continue?**

*Cause:* Trying to save a calibration file for an analyzer that is not calibrated.

*Action:* If calibration files have been saved, go to **Unit [n] > Calibration > Load From File** to load a known, good calibration. Or go to **Unit [n] > Calibration > Signals** and **Unit [n] > Calibration > Low Pressure Servo** to calibrate the analyzer. This should be done with caution or call your Micromeritics Service Representative.

**6087**      **Analysis cannot proceed until caps are installed on the following low pressure ports: [n].**

*Cause:* For a low pressure analysis, at least one of the low pressure caps has been left off of one of the selected ports.

*Action:* Install low pressure caps on all selected ports.

**6088      Capacitance detector removed while manifold was pressurized.**

*Cause:* Analysis was canceled because a critical component was removed while the analysis was in progress.

*Action:* Ensure all components are in place then start a new analysis.

**6089      High pressure system has been running at full power for over five minutes.**

*Cause:* High pressure system has been running at full power for over five minutes.

*Action:* Contact your Micromeritics Service Representative.

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