

Errors and solutions – Try first to call Izet

1. It's not possible to load an experiment in queue or experiment doesn't progress any more

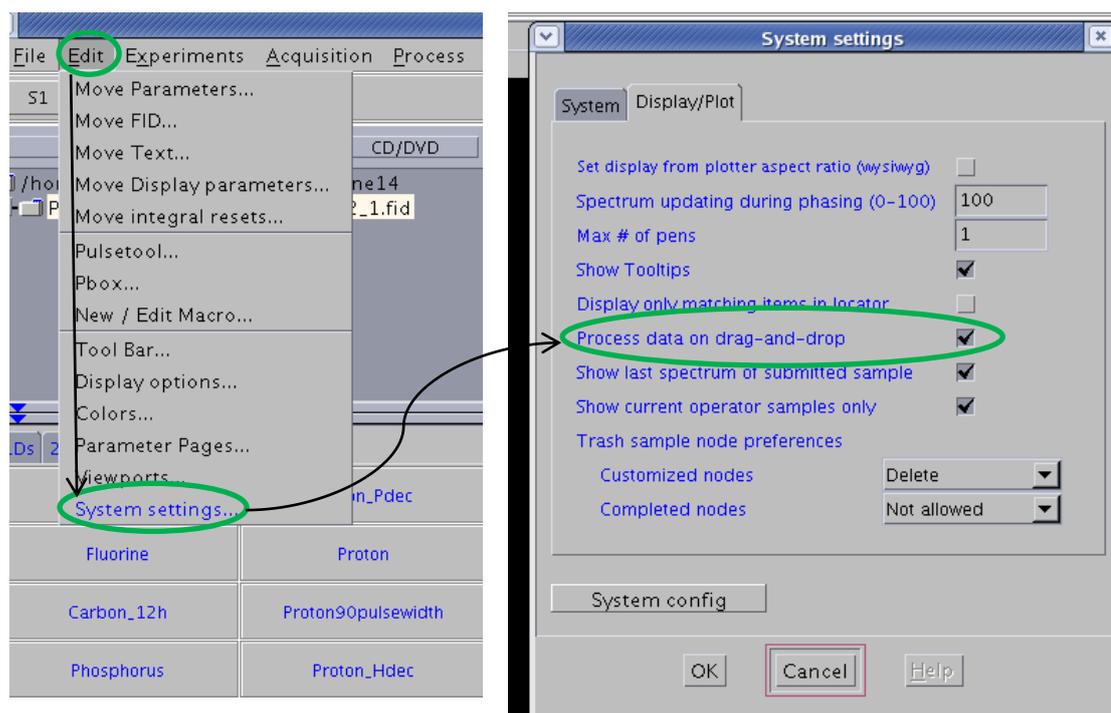
Check if temperature is "regulated". If not log in as advanceExp user. Go to start tab – Spin/Temp set temp on 25 °C and click on "Regulate Temp button". Wait till the temperature becomes stable. **Still hanging!** Click on "Reset". Wait few second and click again on "Regulate". **Still hanging!** Go to NMR magnet and plug the cable of VT-control out and in. Follow the procedure described in line 5. Set temp on 25 °C and click on "regulate". Wait till the temperature becomes stable.

2. It's not possible to open an experiment and/or to load an experiment in queue

Try to open a fid-file from other user to load the correct parameters. Still not possible? Then close the NMR program, restart (VNMRJ) and try again the same. The reason of this error can be **the corrupt or empty file**. Delete afterwards those empty file from folder "data"- "your name" which can be found on the desktop.

3. The fid-file cannot be open by drag and drop, or by clicking on it!

Call Izet, if not then log in as labmed user (passw.: **medchem/**). Do this just if you are sure in the handling and you understand it for 100%: Go to (toolbar above) Edit – System Settings- and vink on the feature "Proces data on drag-and-drop (follow the screenshots):



4. - The acquisition doesn't start when you click on Submit
 - The message "Inactive" appears on the bottom of the Vnmrj window on a yellow field instead of the normal green "Idle".
 - The message "Active" appears continuously on the bottom of the Vnmrj window instead of the normal "Idle" even when no acquisition or shimming is in progress.
 - The message "Cannot set hardware during interactive acquisition" or "Cannot do {some command} when an acquisition is active or queued" appears on Vnmrj's info bar.

Troubleshooting NMR

All the above problems, and most other problems related to acquisition are due to interrupted communications between the spectrometer's console and the host (Dell) computer. To solve any of these problems do the following:

Close the program.

Open terminal with the right mouse click (on the desktop).

Write the following: `su acqproc` (enter), then go to the console and push on the red reset-button continuously for 12 seconds. Where? The big vnmr console is in between PC en NMR-magnet.

Go back to PC, wait 1 minute and on the terminal window repeat the command in terminal: `su acqproc` (enter).

The new connection is then reestablished between vnmr console and the PC. Open VNMRJ program and check if it's working

5. There is no signal or nothing else can resolve the problem.

Try to restart the PC (down on the left side – Actions – Restart).

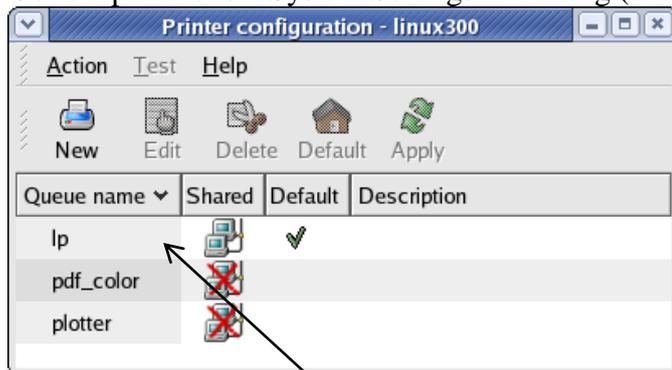
User is: labmed

Password is: medchem/

- **If the monitor is black then you have to force the switch off the PC.** Press the ON/OFF button for few seconds till the PC is switched off. Start it again. Log in as labmed with pasw.: **medchem/**

6. Printing error: lpr: error - scheduler not responding!

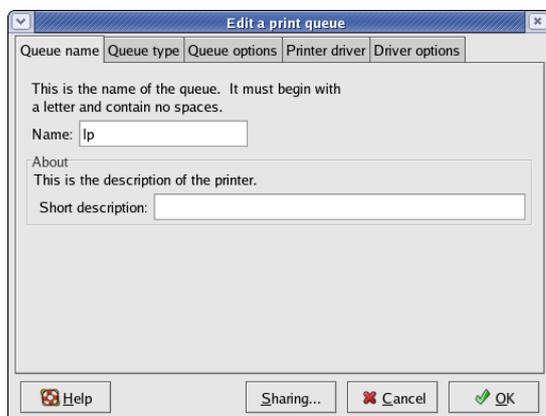
Go to Applications – System Settings – Printing (wait few sec.) type in passw.: **vnmr2x**



DoubleClick on the row lp.

Then just click on OK and close the active window. Printer should work now.

If not then just restart the computer and see if it is OK?



Troubleshooting NMR

PS

If needed here are some contact's data if any NMR-problem persists in the meantime (service application)

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