

## FAQ for Norden Lab - Bioscreen C Edition

**Added May 7, 2008**

Norden Lab Professional – Bioscreen C Edition 1.1 has been released fixing the database access bug as described in section April 8, 2008. Version 1.1 fixes many other problems. All products (Professional, Net Server, Net Client and Web Server) have been updated as well. All customers are advised to update to this new release. Update is free for existing customers.

**Added April 8, 2008**

There is a timer resource contention with the drivers BioDX1-BioDX8 (these are NT service based drivers for Bioscreen Devices 1 -8), which results in experiment runs to end prematurely without any warning message. The driver indicates that the experiment completed successfully. This problem affects all 1.00 Norden Lab Professional – Bioscreen C Edition software. The solution is to only have as many drivers active and installed as needed. If only one Bioscreen C device is attached to the PC only BioDX1 is needed. Please use the following description and the needed scripts for problem resolution (***cmd\_scripts.zip***). This script uninstalls all drivers except BioDX1. For users with more than 1 Bioscreen C device please contact us for a custom script. This script needs to be run after any software update or patch.

1. Unzip the file into the Norden Lab installation directory.
2. Open a Command Prompt Window and then change directory/folder to the Norden Lab installation directory
3. At the prompt type: `uninstallDX2_DX8.cmd`
4. After that you can exit the command prompt

This should have stopped the Bioscreen Driver 2 - 8 and uninstalled them.

5. To verify if things really uninstalled please go to the menu in Norden Lab Pro: Configuration->Service Status.

In that dialog box you can see all drivers and services that are active. Only BioDX1, BioWX and BioMX should be running...

We are investigating the issue and new drivers will be released with version 1.1 and higher.

**Added January 19, 2008**

New release 1.00 Build 0.20 was released today. This release includes fixes to the NT Service Bioscreen C drivers in order to improve background operations when the system is more loaded.

Please make sure when running your experiments to **disable Automatic Windows Update**. The update code can consume vital system resources for a considerable amount of time.

**Added January 8, 2008**

If you are using Norden Lab with only 1 or 2 Bioscreen C devices attached, you can turn off and disable all other Bioscreen C NT Service based drivers in order to save precious CPU resources. You have access to the NT Services via the Windows Administrative Tools->Services. First stop the desired service. Then set the service to either Disabled or Manual start up type, from Automatic.

**Added December 12, 2007**

All products have updated Installation software. Norden Lab Professional had minor Bug fixes and version number is now: 1.00 Build 0.19 Service Pack 2.

**Added October 8, 2007**

**General:** Please follow the advise below:

1. The machine minimum we recommend to run Norden Lab Professional is:

**DualCore Intel or AMD processor (2 cpu cores)**  
**2 GB of RAM**  
**Windows XP SP2**

2. **Don't leave the Real-Time Graphs Window open during the experiment.** The Graphs are **VERY memory and processor intensive** and will in certain circumstances crash the system and may stop the experiment once free memory has reached a critical stage. You can always look at the real-time graphs during the experiment and after and browse through the complete graphs history. You have also access to the graphs from the Workshop module.

3. If memory and processor are on the low side, then create your experiment, start it from the Observer module and then exit the Windows application. The experiment will run in the background. You can start the Windows application (Norden Lab Professional) any time and view what is happening. You can also see the status from the Windows Status Tray application.

4. **Export your data from the Workshop module.** The **Observer data is read-only.** Always use the Workshop to work with your data. Data of older experiments are available as well. All data remains stored in the database.

**Added June 14, 2007**

**Question:** When updating to the latest Service Pack 2 with all the hot fixes and drivers (Release 1.00 Built 0.17) I get an error during startup and the application crashes. What is wrong?

**Answer:** This bug affects ALL versions when Regional & Language Options Windows settings are not English (United States). The bug is a floating point conversion error in the License Manager and appears only for users with a valid license key and none U.S. locale settings. The bug affects all Norden Lab applications which have a License Manager. All applications have been updated and the latest versions can be found from Norden Logic's download page.

**Added** April 27, 2007

**Question:** When I use a template with defined Custom Legends and I modify the Well selection and run the experiment I get the following error message: "...found a corrupted Custom Legend record. Loading aborted... ". What is wrong?

**Answer:** This bug affects ALL versions. The bug allowed the modification of the Wells in a Template or in a normal experiment after you have already defined Custom Legends. The program can not track the changes made to the Wells and update the Custom Legends, hence the number of Wells and the assignment of any Custom Legend to the Wells will not be matching resulting in a corrupted record. **FIXED in HOTFIX2 (SP2)**

**Added** April 25, 2007

**Question:** I have added my own custom legend definitions to Norden Lab Professional, however when I use them I can not load and work with the resulting data. What is wrong?

**Answer:** The program expects the Custom Legend Entry to be in the following format (example):

A. baumannii

Don't use any other punctuation or formatting. Using other characters such as comma (,), semicolon (;), quotation marks etc. will lead to corrupt templates and measurement records. This shortcoming will be fixed in a future service pack. **FIXED in HOTFIX2 (SP2)**

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## Older Entries

**Question:** Not all calculations and statistics I would need are included with Norden Lab Professional and Norden Lab Network. What should I do?

**Answer:** Norden Logic is constantly trying to provide the best solution for the customers. We have created a new section on our web site called **Math and Statistical Tools and Utilities**. We are in the process of providing free additional specialized analytical tools as well as providing links to 3<sup>rd</sup> party tools which work with Norden Lab data files.

**Question:** I am using Service Pack 1 of Norden Lab Professional 1.00 and when using some of the templates I created prior to the update I get the following message when trying to view the graphs or load the Workshop: "...found a corrupted Custom Legend record. Loading aborted... ". What is wrong?

**Answer:** As described in the next Q/A below version 1.00 of Norden Lab Professional has a problem with the Experiment Setup record corrected in Service Pack 1. Templates are images of your setup record saved to the database. Any template or experiment that had a problem before Service Pack 1 will still contain the corrupt setup record. Unfortunately you need to **delete those templates** and create new ones. **Do not continue to use old corrupt templates.** Templates that worked without problem in version 1.00 are not affected.

**Question:** I set up an experiment using many wells. The experiment seems to run without problems; however whenever I try to view the graphs or open the Workshop the program simply exits or shows an error dialog box. What is wrong?

**Answer:** Norden Lab Professional 1.00 has a memory over-run problem in the Experiment Setup module which leads to corrupt and incomplete Custom Legend records. The result of which is that the Graph View and Workshop modules can not load the setup record and process the experiment data. This has been fixed in **Service Pack 1**. We highly recommend installing the service pack which is available from Norden Logic's download web page.

**Question:** I just installed Norden Lab Professional 1.00 on our older machine and we are having problems. Some experiments seem not to open in the workshop while others do. What is wrong?

**Answer:** When installing Norden Lab Professional 1.00 please observe the **minimum** hardware requirements as indicated below. ***If the processor is too slow and there is not enough memory the machine may miss some vital measurement data during the experiment and a corrupted data record is the result.*** You also need to make sure that your RS-232 serial port hardware is up to the task. If you have been running in DOS and the system worked fine it is not a proof that it will work in the demanding protected mode multi-threaded Windows 2000 and higher environment. If you have doubts about your serial port hardware purchase a special PCI based card with high speed RS-232 port based on the buffered 16550 type of UART or if you have a good USB 2.0 port available, add a USB 2.0 high speed serial RS-232 adapter/converter with large buffer to your PC and connect your Bioscreen C to that port. Also make sure that your **serial cable** connecting the PC with the Bioscreen C is of **high quality** and working properly.

If you need to verify your RS-232 serial port hardware use a product such as Micro-Scope from Micro2000 [http://www.micro2000.com/microscope\\_suite/index.php](http://www.micro2000.com/microscope_suite/index.php) and run the internal and external serial port loopback tests.

Below the **minimum requirements** (***more memory and faster processor will insure a more robust system*** specially when adding the network server). We recommend a 2GHz processor or faster and 1GB of RAM or more.

Minimum requirements:

**OS:** Microsoft Windows 2000/2003/XP/XP64/Vista/Vista64 and its variants

**Processor:** Intel Pentium II 500MHz or faster, AMD processor family 500MHz or faster

**Memory:** 512MB or more

**Drives:** DVD/CD-ROM drive, 40GB hard disk or larger

**Graphics:** minimum 1024x768 resolution, minimum of 16-bit color (65K colors), 32-bit color recommended

**I/O:** RS-232 serial communications port (16550 UART or compatible), multi-I/O card such as MultiTech ISI multiport serial card, high speed serial RS-232 to USB 2.0 adapter/converter with large buffer

**Device:** Bioscreen C MBR and RS-232 serial cable

**Question:** When using Windows 2000 what Service Packs need to be installed?

**Answer:** When using Windows 2000 you need to have Service Pack 4 installed.

**Question:** I have Windows 2000 and Service Pack 4 but I get Application Error: 0xC0000142. What is the problem?

**Answer:** This is not enough to update the system since most updates happen via Microsoft Internet Explorer Updates and other updates. You will need to do the following steps:

1. If you had Norden Lab installed uninstall it before making any additional Windows updates

- Go to Control Panel and Select Add/Remove Programs
- Select Norden Lab and select uninstall
- Please reboot machine after that

2. After reboot go to Start - Windows Update

- In the Windows Update select CUSTOM
- Install all High Priority and Software, Optional categories
- Start installing all patches and service packs including: Explorer 6, Explorer 6 SP1, DirectX 9c run-time, Windows Media Player 9
- Repeat this process until all categories have number 0 (no more updates available)
- May need to reboot the machine many times

3. Install Norden Lab Professional

4. Norden Lab Professional should now be working.

5. You also may want to install Adobe Acrobat Reader if you don't have it on your system. You can get it for free from <http://www.adobe.com>

**Question:** Which language versions of Windows does Norden Lab support?

**Answer:** Norden Lab has been tested on Windows systems using Language Group 1 - Western Europe and United States, Language Group 2 - Central Europe and Language Group 6 - Turkish. You can find the supported Windows languages variants here:

<http://www.microsoft.com/globaldev/reference/win2k/setup/localsupport.msp>

We are in the process of validating as many language variants as possible. Check this document from time to time to see if your language has been validated. All other variant may work but have not been verified or tested.

**Question:** In Norden Lab Professional 1.00 when I try to view my attached notes of the experiment in the Workshop the content of the notes seem to appear in the titlebar of the resulting window. Is that a bug?

**Answer:** Yes, this is a bug and is fixed in Service Pack 1 for Norden Lab Professional 1.00 which you will be able to download from Norden Logic's download pages.

**Question:** In Windows 2000 when I open the Workshop the scrollbar for the two selection data panels in the upper left corner seems to be misplaced. How can I scroll the data panels?

**Answer:** In order to scroll the complete data panel contract and expand either of the two data panels or slide the panel slider to the right side of the data panel to the right to make room for the scrollbar. This cosmetic feature will be fixed in Service Pack 1 for Norden Lab Professional 1.00.

**Question:** Why do I see the status "running" in my experiment observer when the observer is not showing details and the experiment has already stopped?

**Answer:** The status will be updated as soon as you press the Details button. In the event that you do run the entire experiment not showing details we wanted to make sure that you the user would review the experiment details before disabling the Details button when the "stopped" key word is active. This behavior is changed in Service Pack 1.

**Question:** I am experiencing sudden hang-ups and stops during the experiment run. I also receive error messages such as "Report: Error: Invalid Value" in a Message box. What is wrong?

**Answer:** The PC's RS232 serial port hardware, your serial cable or the Bioscreen C serial hardware is of marginal quality and has problems keeping up with the more demanding environment of Norden Lab Professional. After installing Service Pack 1, if you are not running the service pack already, install the **new Bioscreen C Serial Interface update** which includes error correction. We also recommend upgrading to a high quality RS232 serial port or USB RS232 adapter/converter and a high quality serial cable. We also recommend spraying contact spray on all connectors and pins if the machines and cables have been used for a long time.

**Question:** I heard that I don't have to have Norden Lab Studio open and running during the experiment run. Is that true?

**Answer:** Yes, that is correct. After you have defined and activated or scheduled your experiment you can exit the application. The NT Services will do all the work in the background. You can start the Norden Lab Studio any time and follow the progress and view the real-time graphs. You can also follow the progress with the Norden Lab Status tray application. If you have the Norden Lab Network edition then you can follow the progress over the network.

**Question:** When I click on Results in the Observer the cursor changes to an hourglass and nothing seems to happen for a long time until a dialog with all the results shows up. Is this normal?

**Answer:** Yes, this behavior is normal under Windows, especially under Windows XP and Vista. The Windows Listview control is very slow in creating and rendering when it needs to process a lot of information. We are considering changing to a custom control in the future which can process data faster such as the controls used in the Workshop tables. **Fixed in HotFix 1.** Please download from Norden Logic's web site.