

# *SMART VACPREP™*

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*INTELLIGENT VACUUM SAMPLE PREPARATION SYSTEM*



## *ERROR MESSAGES*

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June 2014  
(Ver 1.00)

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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.

**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], Target = [n], Limit = [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].**

*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.

**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 instrument 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.

**4422 The file [n] does not exist.**

*Cause:* The selected file does not exist on the media drive.

*Action:* Select an existing file. Ensure that the file has been created before use.

**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.

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