INSTALLATION GUIDE

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GeneMapper®*ID-X* Software

Version 1.5

Publication Number 100031706
Revision A

For Research, Forensic, Paternity, and Cell Line Authentication.
Not for use in diagnostic and therapeutic applications.

life technologies

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This product includes software developed by the Apache Software Foundation.

This product includes software developed by the ExoLab Project.

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Revision history

Revision	Date	Description
A	February 2015	New document for v1.5 software. Replaces v1.2 Pub. no. 4425023.

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This chapter covers:

Start here: Getting the most out of this guide

To get started:

1. Read through Chapter 1 to become familiar with your installation options.

2. See Chapter 2 for general installation requirements.

3. See Chapter 3 for pre-installation instructions.

4. See Chapter 4 for installation instructions.

5. See Chapter 5 for post-installation instructions.

6. See Appendix 6, Troubleshooting the Installation for troubleshooting instructions.

7. See Appendix 7, Glossary of Terms, for a definition of terms used frequently in this manual.

After you have read the applicable chapters in this guide and are installing your software, refer to the *GeneMapper® ID-X* Software *Administrator's Guide* for information on configuring the GeneMapper® *ID-X* Software administrative features and electronic data chain of custody systems.

Installation options

Installation options for the GeneMapper® *ID-X* Software are based on:

- The Windows® 7 operating system installed (32-bit or 64-bit)
- The GeneMapper® ID or GeneMapper® *ID-X* Software currently installed
- Your database-sharing requirements.

You can either install a *full* version of the software, which consists of both the GeneMapper *ID-X* software and the database, or you can install a *client* version of the software, which consists only of the GeneMapper *ID-X* software. The full version on a computer can function as the database host for the client. Multiple clients can connect to the same database through a network connection for easy data sharing.

New full or client installations

A new full or client installation requires a computer with Windows® 7 64-bit operating system.

When you start the software for the first time, you must enter the registration code provided with the new software.

Upgrade full or client installations

An upgrade full or client installation requires a computer with Windows® 7 64-bit operating system.

Before installing the new software, you must export data from the host computer, then uninstall the current software from both host and client computers.

During the installation, you must enter the registration code for your current version of software.

When you start the new software for the first time, you must enter the registration code provided with the new software.

```
                  ┌─────────────────┐
                  │    Is the       │                                    ┌──────────────────┐
                  │ GeneMapper® ID-X│              NO                     │  Perform a new   │
                  │ Software installed├────────────────────────────────→ │  full or client  │
                  │ on the computer? │                                    │   installation   │
                  └─────────────────┘                                    └──────────────────┘
                          │
                         YES
                          │
                          ↓
                  ┌─────────────────┐        ┌─────────────────────┐     ┌──────────────────┐
                  │ Export* projects,│        │ Manually uninstall  │     │   Perform a      │
                  │ analysis methods,├───────→│  the GeneMapper® ID-X├────→│ full or client   │
                  │ and size standards│        │     Software        │     │  installation    │
                  └─────────────────┘        └─────────────────────┘     └──────────────────┘
```
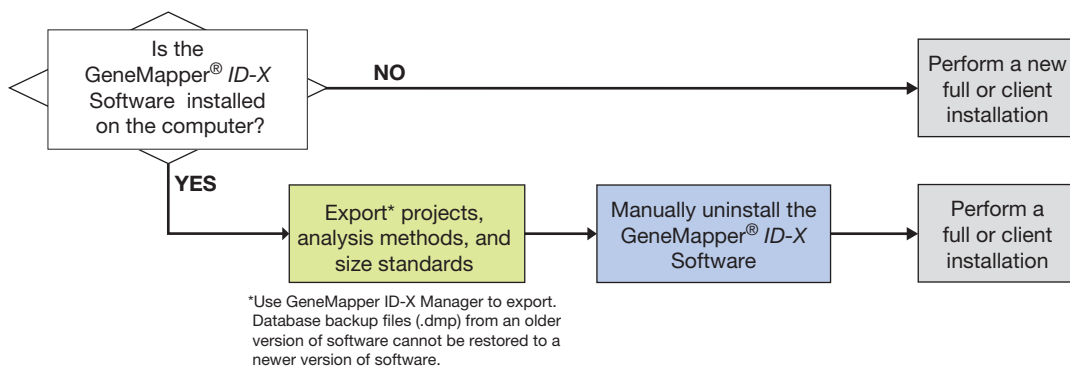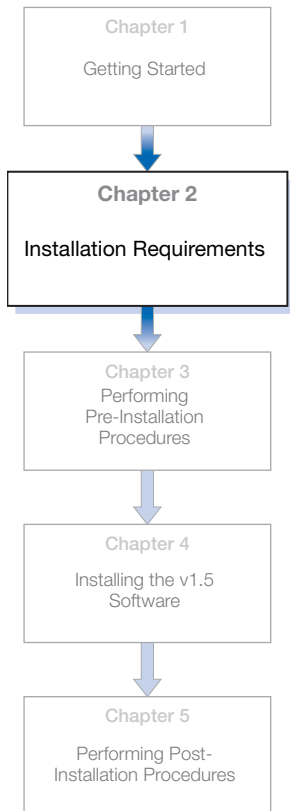
*Use GeneMapper ID-X Manager to export.
Database backup files (.dmp) from an older
version of software cannot be restored to a
newer version of software.

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Installation Requirements

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Full installation computer requirements

Requirements Table 2 shows the recommended computer configurations for a *new full installation* (the GeneMapper® *ID-X* Software and database).

Note: To install the GeneMapper *ID-X* software, you need a local user account with administrative privileges. You can run the computer on regional settings but you need an English Operating System.

Table 2 Computer requirements for a new full installation

Component	Configuration
IMPORTANT! Avoid installing the software on a computer with other Oracle® or SQLPlus applications and clients. If you must run other applications, install GeneMapper *ID-X* first.	
Computer and operating system 64-bit	• Intel® Core™ i3-3240 processor, 3.4 GHz (or newer) • 8GB of RAM • 10 GB free disk space • 20/48X IDE CD-ROM • 10/100 NIC with RWU (internal) • Windows® 7 64-bit operating system (SP1)
Monitor	• 1024 × 768 pixel resolution • 19-inch color monitor
Ethernet Capability	• Network card for database installation • TCP/IP must be installed before database installation

Note: GeneMapper® *ID-X* software is validated to run on Intel® Core™ i7-4810MQ computers.

Required time for full installation The amount of time required to perform a full installation is approximately 1 hour, depending on the speed of the computer.

Client installation computer requirements

Requirements   The recommended computer configuration for a *client installation* (GeneMapper® *ID-X* Software only) is the same as the requirements for a full installation shown in Table 2.

Note: To log in to the GeneMapper *ID-X* software, you need a local user account with administrative privileges. For sites outside the U.S., you may need to change regional settings to U.S. settings following software installation.
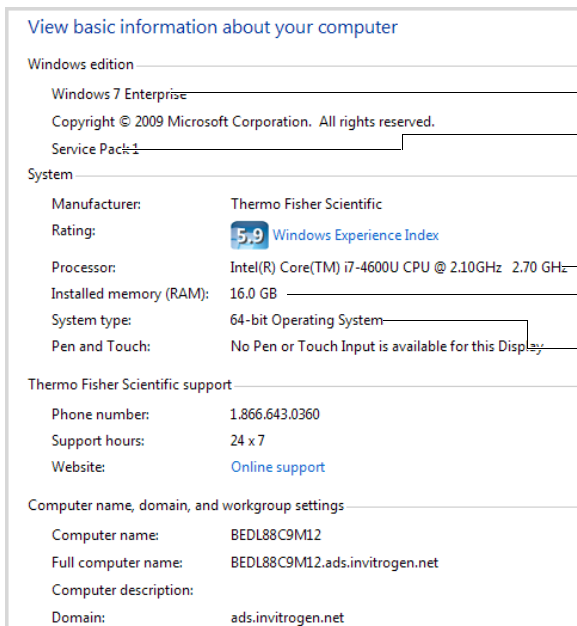
Required time for client Installation   The amount of time required to perform a client installation is approximately 15 minutes.

Optimizing computer performance   For recommendations on the number of client connections to use per host to optimize computer performance, contact us.

Verifying your computer setup

1. Click 🪟 , right-click **Computer**, then select **Properties**.

View basic information about your computer

Windows edition

Windows 7 Enterprise — Operating system (OS)

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Service Pack 1 — Latest Service Pack installed

System

Manufacturer:	Thermo Fisher Scientific
Rating:	**5.9** Windows Experience Index
Processor:	Intel(R) Core(TM) i7-4600U CPU @ 2.10GHz 2.70 GHz — Microprocessor type and speed
Installed memory (RAM):	16.0 GB — Installed memory
System type:	64-bit Operating System — System type
Pen and Touch:	No Pen or Touch Input is available for this Display

Thermo Fisher Scientific support

Phone number:	1.866.643.0360
Support hours:	24 x 7
Website:	Online support

Computer name, domain, and workgroup settings

Computer name:	BEDL88C9M12
Full computer name:	BEDL88C9M12.ads.invitrogen.net
Computer description:	
Domain:	ads.invitrogen.net

Analyzers and compatible software

Instrumentation Table 3 lists Applied Biosystems® Genetic Analyzer instruments and the corresponding Data Collection and operating system software that are supported by the GeneMapper® *ID-X* Software
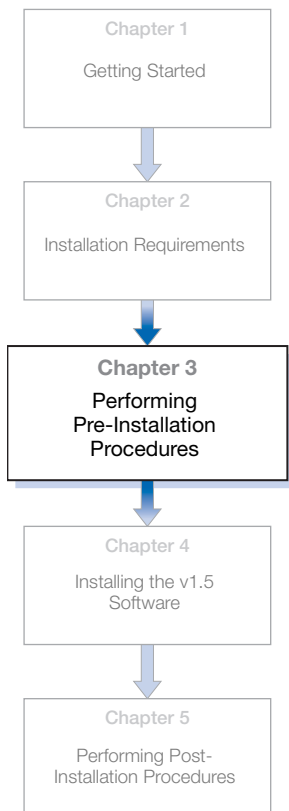
Table 3 Genetic analyzers and compatible software

Genetic Analysis Instrument	Data Collection Software
Applied Biosystems® 3500 Series Genetic Analyzer	3500 Data Collection v1.0, v2.0, or v3.0
310 Genetic Analyzer	310 Data Collection v3.0 or v3.1
Applied Biosystems® 31xx Genetic Analyzer	3130/3130*xl* Data Collection v3.0 or v4.0
Applied Biosystems® 3730 Genetic Analyzer‡	3730 Data Collection v3.0 or v4.0

‡ The 3730 Genetic Analyzer does not include the 3730*xl* 96-capillary configuration. The 48-capillary configuration is validated for analysis of data generated from Identifiler® kits using single-source samples only.

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Performing Pre-Installation Procedures

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Overview

Before installing GeneMapper *ID-X* software on computers that have an earlier version of software installed, you must export the data objects (projects, analysis methods, etc.) as a means of backing up the data, then uninstall the existing software.

Check user access

You must log on to the local computer using a local account with administrator privileges (read, write, and execute [rwx] permissions). The local computer is typically identified in the log in dialog box by the text "(this computer)" after the computer name

A local computer account may be different from the account you normally use to log in to the computer. The local account:

- Can not include network domain policies that restrict access to the install drive of the local computer account.
- Can not restrict access to operating system firewall or other security configurations.

Check Local status

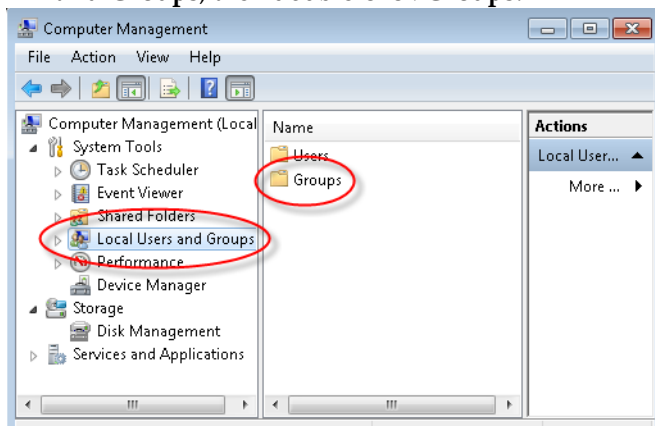1. Select 🪟 ▸ **Control Panel** ▸ **User Accounts**. Click **Configure advanced user profile properties**.
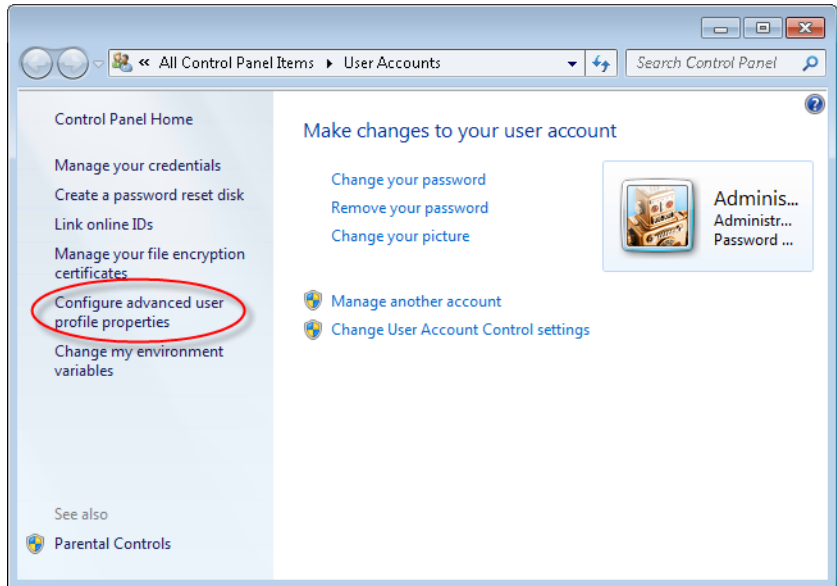
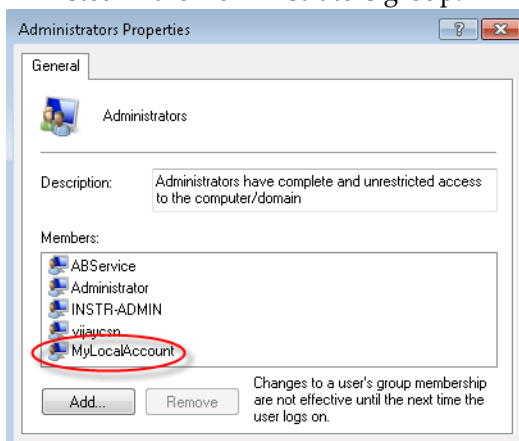2. Select your local user account and ensure that the Type is Local.
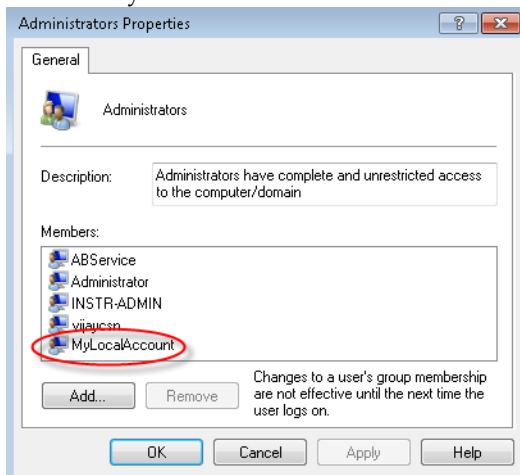
Check Administrator privileges

1. Right-click **My Computer**, then select **Manage**.

2. In the Computer Management dialog box, click **Local Users and Groups**, then double-click **Groups**.

3. Double-click **Administrators**. Ensure that your local account is listed in the Administrators group.

Modify antivirus, firewall, and network computer settings

1. Disable Antivirus software (including anti-malware software) before the installation.

2. Disable Firewalls before the installation.

3. Disable all network connections before the installation: Go to **Control Panel ‣ Network and Sharing center**. Double-click a connection, then select **Disable**.

4. Disable all virtual network adapters are disabled (refer to manufacturer documentation for instructions).

3

Export data objects and settings from the current version of GeneMapper® *ID-X* Software

*   **Computers running a full version of GeneMapper® *ID-X* Software (contains the database) or GeneMapper® *ID* Software v3.2:** Export the data objects or settings you would like to restore after upgrade

    –   Analyzed projects, analysis methods, plot settings, etc.).

    –   Profiles from the Profile Manager (v1.5 software supports import of text files containing profiles)

    For information, refer to the GeneMapper® *ID-X* Software online help.

*   **Computers running a client version of GeneMapper® *ID-X* Software:** Export is not required.

# Uninstall GeneMapper® *ID-X* Software or Oracle® software

Uninstall GeneMapper® *ID-X* Software, any other programs that use Oracle databases, and any existing versions of Oracle databases, whether Applied Biosystems products or products from other companies. Go to **Start ▸ Control Panel ▸ Add or Remove Programs**.

After uninstallation, ensure that the GeneMapper® *ID-X* Software is uninstalled (go to **Start ▸ Control Panel ▸ Add or Remove Programs** and make sure it is not listed.

If it is still listed, manually uninstall the software (see "If the GeneMapper® ID-X Software is still listed after uninstalling" on page 42).

Check notification settings

1. Select 🪟 **▸ Control Panel ▸ User Accounts**. Click **Change User Account Settings**.

2. In the User Account Control Settings, drag the slider to the bottom position **Never Notify**.
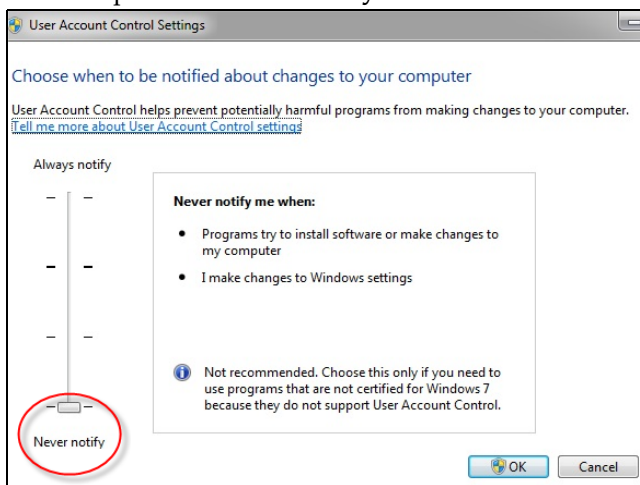
Check Microsoft .NET Framework version

Ensure that a version of 3.5 or later is installed on the computer:

1. Select 🪟 ▸ **Control Panel** ▸ **User Programs and Features**.

2. Scroll down and determine if a version of 3.5 or later is installed. (There may be multiple versions installed. Do not remove any versions of the software.)
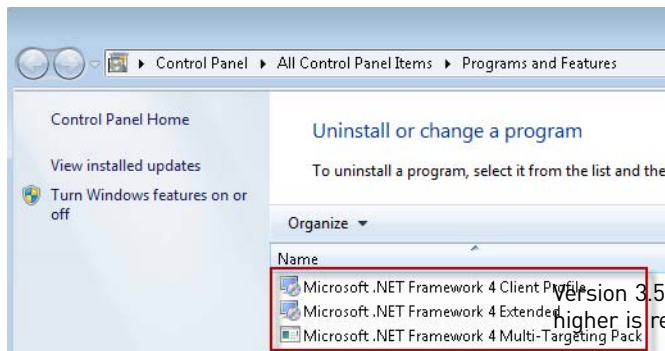
3. If a version of 3.5 or later is not installed, download Microsoft .NET Framework 4 from Microsoft.com. Ensure that the download you select supports 32-bit (x86) or 64-bit (x64) as appropriate for your computer.

4. Install the software.

5. After installation completes, verify the Microsoft .NET Framework 4 was successfully installed (select 🪟 ▸ **Control Panel** ▸ **User Programs and Features**).
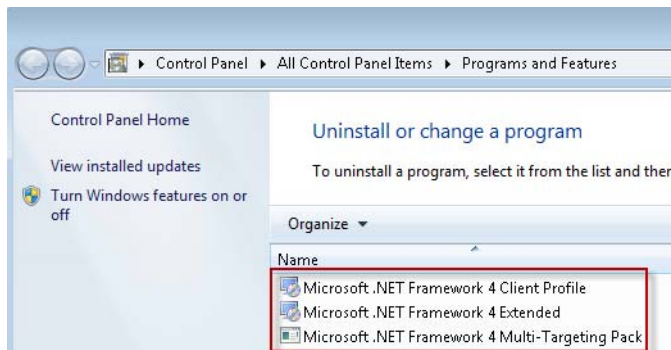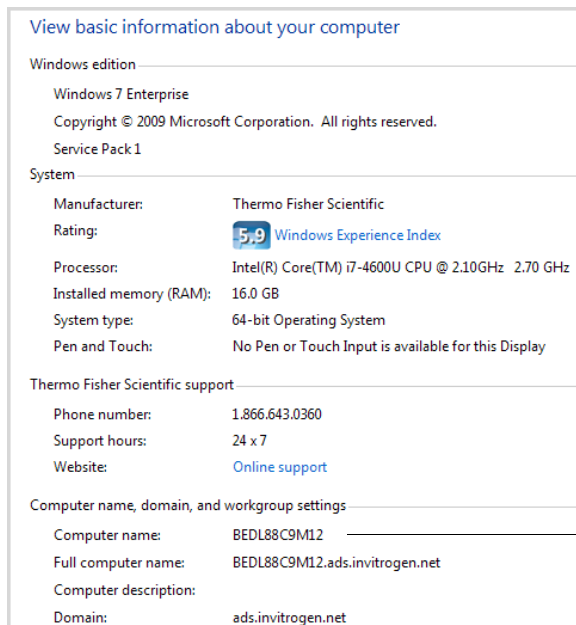
Restart the computer

To activate the changes made in the previous sections, restart the computer before installing the software.

Obtain the GeneMapper® *ID-X* Software host computer name

Before you install the client GeneMapper® *ID-X* Software, obtain the name of the multi-user database host computer to enable access to the host computer from a network:
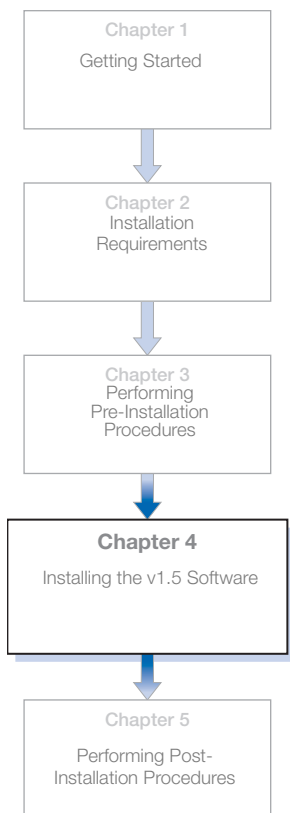
1. On the multiuser database host computer, click (icon), right-click **Computer**, then select **Properties**.

View basic information about your computer

Windows edition

Windows 7 Enterprise

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Service Pack 1

System

Manufacturer:	Thermo Fisher Scientific
Rating:	5.9 Windows Experience Index
Processor:	Intel(R) Core(TM) i7-4600U CPU @ 2.10GHz 2.70 GHz
Installed memory (RAM):	16.0 GB
System type:	64-bit Operating System
Pen and Touch:	No Pen or Touch Input is available for this Display

Thermo Fisher Scientific support

Phone number:	1.866.643.0360
Support hours:	24 x 7
Website:	Online support

Computer name, domain, and workgroup settings

Computer name:	BEDL88C9M12	——— Computer name
Full computer name:	BEDL88C9M12.ads.invitrogen.net	
Computer description:		
Domain:	ads.invitrogen.net	

2. Make a note of the computer name and enter this name when prompted during installation of the client GeneMapper® *ID-X* Software.

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Installing the v1.5 Software

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General installation instructions

IMPORTANT! If you use a computer platform that does not meet the requirements listed in Installation Requirements, you may experience difficulties during installation (new or upgrade) of GeneMapper® *ID-X* Software, or the software may not function properly, even if the installation proceeded successfully.

Before installing the GeneMapper® *ID-X* Software:

- Review Installation Requirements.
- Log in to the local computer and have Administrator privileges when installing, un-installing, or upgrading the GeneMapper® *ID-X* Software. Logging in to a network domain with administrative privileges is not sufficient.
- During installation (new or upgrade) of GeneMapper® *ID-X* Software:
  – Install the Full version first, then install all Client versions which will connect to the Full version database.
  – Allow the installation DVD to Autostart, or double-click the **Setup.exe** file to launch the installer.
- When un-installing the GeneMapper® *ID-X* Software, log in using the same local user account as the one used when installing the software and follow the un-installation message prompts during the un-installation process to ensure clean un-installation.

Performing a full installation

A full GeneMapper® *ID-X* Software installation:

- Installs the GeneMapper *ID-X* software and database.
- Enables the GeneMapper *ID-X* software to serve as the host for multiple client computers needing access to the database.
- Upgrades only: During installation, requires you to enter the registration code for your current version of software.

Full installation requirements

Important reminders

- *DO NOT* cancel an installation before the installation process is finished. If you do so, or if the installation otherwise stalls, you may need technical support to perform an uninstall. To uninstall, see "Uninstalling the GeneMapper® ID-X Software" on page 42. If uninstallation fails, contact technical support.

Installing the Full GeneMapper® *ID-X* Software

Full installation procedure

1. Insert the Full install disk into the CD drive.

2. On the splash screen, double-click **Install GeneMapper ID-X Application** to start the installer.

3. In the Welcome window, click **Next**.

4. Review the installation requirements status, then click **Next**.

5. Read the release notes, then click **Next**.

6. Click **Next** to install the Software to the default location. To install the GeneMapper® *ID-X* Software to a drive different from the default drive, select the destination folder:

   Select a destination folder with at least 10 GB of free space, then click **Next**.

   IMPORTANT! If you choose an invalid destination such as A: drive or CD-DVD ROM and click **Next**, an error message is displayed saying the drive is invalid. When you click **OK** the installation is stopped. To recover, click **Cancel** and start the installation over again, using a valid destination folder.

7. Read the current settings, then click **Next** to start the installation.

IMPORTANT! During installation, a DOS window may open while DOS commands execute. Do not delete, close, or click the DOS window. If you accidentally click the DOS window, press the **Esc** key to exit the window.

---

8. Upgrades only: When prompted, type the registration code for your current software.

9. In the InstallShield Wizard Complete page, select **Yes, I want to restart my computer now**, then click **Finish**.

When you finish the installation, proceed to Chapter 5, "Performing Post-Installation Procedures," on page 27.

Performing a client installation

A client installation:

- Allows the user access to the GeneMapper *ID-X* software without a database installed on the same computer.
- Connects to one or more database hosts for access to the data stored in the database and saves data objects back to the database.
- Upgrades only: During installation, requires you to enter the registration code for your current version of software.

Client installation requirements

Important reminders

- *DO NOT* cancel an installation before the installation process is finished. If you do so, or if the installation otherwise stalls, you may need technical support to perform an uninstall. To uninstall, see "Uninstalling the GeneMapper® ID-X Software" on page 42. If uninstallation fails, contact technical support.
- At least one full installation of the same software version must be performed on another computer for it to act as the database host for the client.
- Users are required to have a valid user name and password with an account on the database host computer.
- You must obtain the name of the database host computer to enable access to the host computer from a network: Right-click **My Computer** on the database host computer, select **Properties**, then select the **Computer Name** tab to view and record the full computer name. You are required to enter this name during installation (see page 18).

Installing the Client GeneMapper® *ID-X* Software

   1. Insert the Client Install CD into the CD drive.

2. On the splash screen, double-click **Install GeneMapper *ID-X* Client** to start the installer.

3. In the Welcome window, click **Next**.

4. Review the installation requirements status, then click **Next**.

5. Read the release notes, then click **Next**.

6. When prompted, enter the GeneMapper® *ID-X* Software (GM) host (server) computer name, then click **Next**.

7. After the installer establishes a connection with the multi-user database computer, click **OK** to continue.

8. To install the GeneMapper® *ID-X* Software to a drive on the client computer other than the default drive, select the destination folder and verify that the boot drive (drive on which the Windows operating system is installed) contains at least 250 MB of available free space.

IMPORTANT! If you choose an invalid destination such as A: drive or CD-DVD ROM and click **Next**, an error message is displayed saying the drive is invalid. When you click **OK** the installation is stopped. To recover, click **Cancel** and start the installation over again, using a valid destination folder.Read the current settings, then click **Next** to start the installation.

IMPORTANT! During installation, a DOS window may open while DOS commands execute. Do not delete, close, or click the DOS window. If you accidentally click the DOS window, press the **Esc** key to exit the window.

9. Upgrades only: When prompted, type the registration code for your current software.

10. Remove the installation CD from the CD drive.

11. In the InstallShield Wizard Complete window, select **Yes, I want to restart my computer now**, then click **Finish**.

12. Repeat the procedure for additional client installations.

When you finish all client installations, proceed to Chapter 5, "Performing Post-Installation Procedures," on page 27.

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Performing Post-Installation Procedures

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Reset file and folder permissions after installation (Client installation)

The client installer specifies folder privileges at the time of the GeneMapper® *ID-X* Software installation.

However, the NTFS permissions set by the system administrator may not allow the GeneMapper® *ID-X* Software to access the GeneMapper folder following installation. Before you run the software, check the permissions to make sure that the GeneMapper® *ID-X* Software can access the GeneMapper folder.

If you do not have the required permissions, you may see a "can't access file" or "..\GeneMapper_Preferences (Access is denied)" error message when using the software. To set the privileges manually, either before running the software or in the event of an error message:

1. Right-click the **AppliedBiosystems** folder.

2. Select **Properties**, then click the **Security** tab.

3. In the top pane, select **Users**.

4. Click **Edit**.

5. In the bottom pane, select **Full Control**.
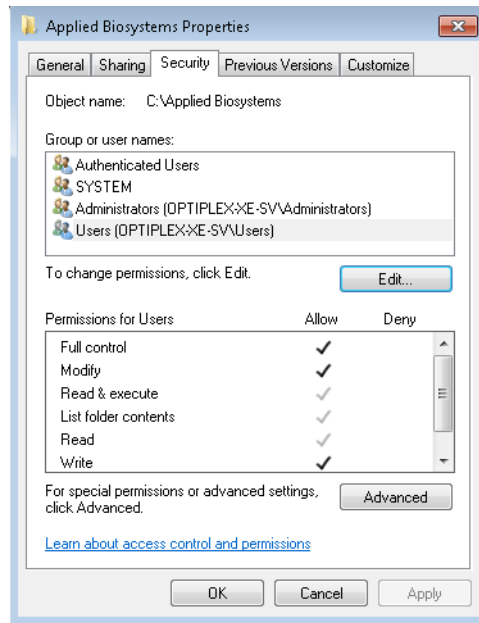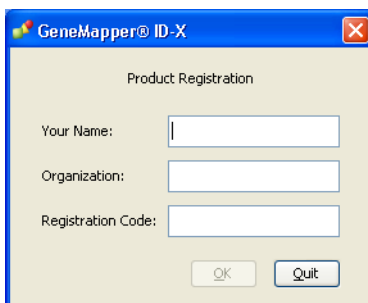
Reset antivirus, firewall, and network computer settings

Reset the antivirus, firewall, and network settings you changed for installation.

Register the GeneMapper® *ID-X* Software

Register the GeneMapper® *ID-X* Software the first time you start the software on each computer. The registration code is on the registration card packaged with the software.

1. Click ⊞ ▶ **All Programs** ▶ **Applied Biosystems** ▶ **GeneMapper** ▶ **GeneMapper** *ID-X*.

2. Complete the Registration dialog box:

3. Click **OK**.

Logging into GeneMapper® *ID-X* after installation

1. If the Login dialog box is not displayed in the desktop, Click
   🏁 ‣ **All Programs** ‣ **Applied Biosystems** ‣
   GeneMapper ‣ **GeneMapper *ID-X***.

2. In the Login to GeneMapper ID-X dialog box, enter or select
   "gmidx" as the administrator account user name and the
   temporary password, "password", then click OK.

3. If prompted, specify a new password. Keep a record of the new
   password. Click **OK**.

   Note: The gmidx account requires you to set a new password
   when you log in for the first time. If you follow this procedure
   after first log in, the passwords for the accounts listed may be
   different from the passwords listed in this guide.

   IMPORTANT! Do not lose the password for the *gmidx* account.
   We cannot retrieve these passwords.

4. Review the license agreement and product warranty, then click
   Accept.

Connecting to a new host

If you install more than one multi-user database computer, any v1.5 client computer can connect to any of the databases if the client is on the same network as the database computers.

Note: All client computers connecting to multi-user database computers must be running the same version of GeneMapper *ID-X* Software.

IMPORTANT! Do not attempt to connect a v1.4 client (or any earlier version) to a v1.5 database. Doing so will lock the database and will require assistance from a service representative to unlock.

Users must set up separate user accounts on each multi-user database computer that they wish to access.

Note: For detailed information on setting up user accounts, see the *GeneMapper*® *ID-X* Software *Administrator's Guide.*

To make the multi-user database computers available to client computers, perform the following steps for each client computer:

1. Click **New Host** in the Login to GeneMapper *ID-X* dialog box.
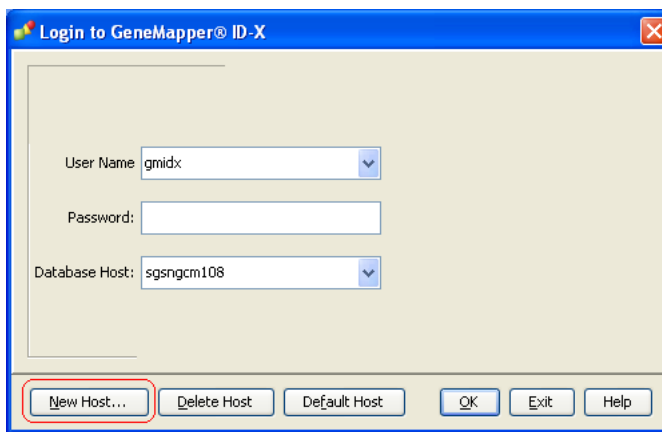
2. Complete the information in the New Host dialog box:
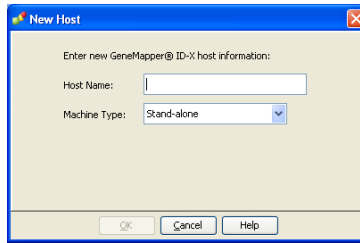
a. In the **Host Name** field, enter the full computer name or IP address of the multi-user database host you want to access. If the GeneMapper® *ID-X* Software cannot connect to the database host, the error message "You have entered an invalid host" is displayed. Click **OK** to exit, then re-enter the database host information.

b. Select the applicable machine type.

c. Click **OK**.

The Login window is updated to include the name of the new database host. The User Name list reflects the user accounts on the new database host. See the *GeneMapper® ID-X* Software *Administrator's Guide* for additional information.

Checking concurrent access settings for client computers

If your configuration includes client computers:

1. Open a project on the computer containing the database.

2. Open the same project on a client computer.

   If a message is displayed on the client computer indicating the the project is read-only, concurrent access settings are properly specified and no further action is required.

3. If no message is displayed on the client computer, do the following:

   a. Contact your network administrator and ask if "Multicast" functionality is enabled on the network.

   b. On the computer containing the database, navigate to *x*:\AppliedBiosystems\GeneMapperID-X\service\bin folder.

   c. If Multicast functionality is enabled, double-click **SwitchToMulticast.exe**.

      If Multicast functionality is not enabled, double-click **SwitchToUnicast.exe**.

4. Repeat step 1 and step 2 and ensure that a message is displayed on the client computer indicating the project is read-only.

Logging out of the GeneMapper® *ID-X* Software

You can close the GeneMapper® *ID-X* Software by:

- Selecting **File ▸ Logout**.
- Selecting **File ▸ Exit**.
- Clicking ⊠ (Close).

When you log out of the GeneMapper® *ID-X* Software with a project that has unsaved changes, the software prompts you to save or discard the changes you made since the last time you updated the project.
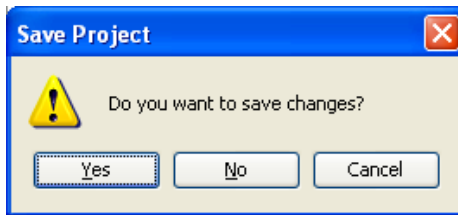
If you used the **File ▸ Logout** command, the login window re-opens after you select either **Yes** or **No**. The GeneMapper *ID-X* Software closes completely if you use either **File ▸ Exit** or ⊠ (Close).

5

Additional post-installation tasks

Importing application data	Select **Tools ▸ GeneMapper *ID-X* Manager**. Then in the GeneMapper *ID-X* Manager window, click each tab to import the corresponding objects into GeneMapper® *ID-X* Software.
Creating user accounts and configuring administrative functions	For information on creating user accounts and configuring the Security Manager, Audit Manager, and E-Signature Administrator, see the *GeneMapper® ID-X* Software *Administrator's Guide*.

B

Troubleshooting the Installation

This appendix covers:

B

Symptoms and causes

Symptom	Possible cause	Action
ORA-12528 and ORA-12541 Oracle® errors displayed during installation	32-bit computers only: Virtual memory setting needs adjustment.	See Check virtual memory settings (32-bit only) on page 51.
	Problem with Oracle® software installation.	Contact Technical Support.

```
DOWS\system32\cmd.exe                                        _ □ ×

Release 11.2.0.1.0 Production on Thu May 17 14:19:19 2012

(c) 1982, 2010, Oracle.  All rights reserved.

: TNS:listener: all appropriate instances are blocking new connections

r-name:
```
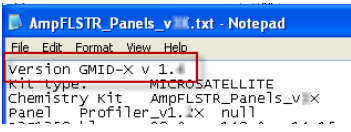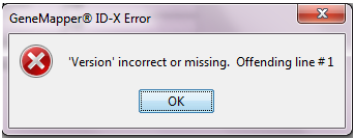
```
C:\WINDOWS\system32\cmd.exe

SQL*Plus: Release 11.2.0.1.0 Production on Wed May 2 12:01:16 2012

Copyright (c) 1982, 2010, Oracle.  All rights reserved.

ERROR:
ORA-12541: TNS:no listener

Enter user-name: _
```

Symptom	Possible cause	Action
"GeneMapper® ID-X software requires Microsoft .NET Framework 3.5 or greater. You can download from Microsoft."	Incorrect Microsoft® .NET Framework version	1. Cancel the installation. 2. Install the required version. See Check Microsoft .NET Framework version on page 17. 3. Start the installation again.
GeneMapper® *ID-X* Software will not start after installation	Uninstallation of the previous version of GeneMapper® *ID-X* Software failed. Note: In most cases, uninstallation should succeed. However, third-party software, firewall interference, and other situations may interfere with successful uninstallation.	Uninstall the software. See Uninstalling the GeneMapper® ID-X Software on page 42. If the problem persists, contact Technical Support.

Symptom	Possible cause	Action
"No databases found" message	Network security settings are preventing communication between the user interface and the Oracle® database.	Modify network security settings. See Enable communication with port 1521 on page 43.
	Virtual network adapters are enabled.	Disable virtual network adapters. If the problem persists, contact Technical Support.
"The database connection has been lost. Please restart the application. This message may appear multiple times." message	Network communication is interrupted.	Restart the software.
		Restart Oracle services (see Restart Oracle services on page 47).
	Wireless network in use.	Use a cable-based network system, such as a CAT5e network, with plug-in Network Interface Controller (NIC) cards.
Full installation regularly loses connection with the database	Anti-virus software is interfering with communication.	Use less restrictive anti-virus settings. Disable, replace, or remove the anti-virus software. Use a cable-based network system, such as a CAT5e network, with plug-in Network Interface Controller (NIC) cards.
	Unstable network connections.	Contact your network administrator. Use a cable-based network system, such as a CAT5e network, with plug-in Network Interface Controller (NIC) cards.
Client installation "cannot access file" or "..\ GeneMapper_Preferences (Access is denied)" message	File and folder permissions are not set correctly on the client computer.	Set permissions. See Reset file and folder permissions after installation (Client installation) on page 28.

Symptom	Possible cause	Action
Client installation regularly loses connection with the database, but full installation does not lose connection	Unstable network connections.	Contact your network administrator.
Disk space message is displayed when you start the software	The computer has limited available disk space.	If possible, archive then delete data from the database.
		Use the Database Dashboard utility to compress the database.
		Note: You may see a discrepancy between the space used in the Database Dashboard ▸ GeneMapper IDX ▸ Projects Statistics and the available free space. This discrepancy is caused when you delete projects from the GeneMapper® *ID-X* Software.
Version error displayed when you import a panel file (this message differs from the message displayed in earlier versions of the software) 	The version text in the panel .txt file is not present.	Edit the panel .txt file to include the text shown in the figure.
Cannot access deleted audit records	Restore the audit records.	1. In the Project window, select Admin ▸ Audit Manager ▸ Report. 2. Log in to the Audit Manager. 3. In the Audit History Viewer, File ▸ Edit Query, leave the default settings, then click OK. 4. Select File ▸ Execute Query.

Troubleshooting tasks

Canceling an installation

DO NOT cancel an installation before the installation process is finished. If you do so, or if the installation otherwise stalls, you may need technical support to perform an uninstall. To uninstall, see "Uninstalling the GeneMapper® ID-X Software" on page 42. If uninstallation fails, contact technical support.

General installation solutions

Note: You may need to send the GeneMapper *ID-X* install and MSI log files to Technical Support if the troubleshooting procedures in this appendix do not solve the installation problem.

If you have trouble installing the GeneMapper® *ID-X* Software on your computer:

Task	See page
1. Obtain the installation log file.	41
2. If necessary, uninstall the software.	42
3. If necessary, have a knowledgeable technician run the Fix It utility.	50

Obtaining the installation log file

To obtain the installation log file, go to: *x*:**{installdir}\AppliedBiosystems\GeneMapper ID-X** where *x* is the drive on which the GeneMapper *ID-X* Software is installed and *{installdir}* is the user-selected installation path.

- You will find 2 logs for the full installation:
  - GMIDXInstall.log
  - GMIDX_MSI.log
- You will find 2 logs for the client installation:
  - GMIDXClientInstall.log
  - GMIDXClient_MSI.log

Uninstalling the GeneMapper® *ID-X* Software

1. Restart the computer and log on using a local computer administrator account (see Check user access on page 12).

2. Ensure that no programs or applications are running.

3. Disable any antivirus software (including antimalware software).

4. Select 🔵 ▸ **Control Panel** ▸ **Uninstall a Program**. Select **GeneMapper® *ID-X* Software**, then click **Uninstall**.

5. Restart the computer and log on using a local computer administrator account.

6. Confirm that the software has been uninstalled: select 🔵 ▸ **Control Panel** ▸ **Uninstall a Program**. If GeneMapper® *ID-X* Software is still listed, go to If the GeneMapper® ID-X Software is still listed after uninstalling on page 42 below.

If the GeneMapper® *ID-X* Software is still listed after uninstalling

1. Ensure antivirus/antimalware software is disabled.

   Note: In some instances, the antivirus/antimalware software is automatically enabled, so you must ensure it is disabled more than one time in the procedure.

2. Confirm the Virtual Memory settings are correct (Check virtual memory settings (32-bit only) on page 51).

3. Run the Remove Oracle utility:

   a. Insert the GeneMapper® *ID-X* Software Full or Full Upgrade Installation DVD in the computer DVD drive, right-click on the drive icon, then select **Explore**.

   b. Navigate to **Utilities** ▸ **RemoveOracle.exe**.

   c. Copy RemoveOracle.exe to the desktop.

   d. Double-click **RemoveOracle.exe** (a black box appears for a few seconds and disappears).

4. Navigate to and delete the entire *x:***AppliedBiosystems** folder.

5. Restart the computer and log on using a local computer administrator account.

Enable communication with port 1521

The GeneMapper® *ID-X* Software uses port 1521 to communicate between the user interface and the Oracle database via the TCP Internet Protocol and TNS Names. On most computers, this port is enabled automatically during installation.

However, if the software does not start or a "No databases found" message is displayed after installation, modify settings to enable communication with port 1521.

IMPORTANT! In addition to Windows security settings, some third-party anti-virus or firewall applications may affect port 1521. If you are running, third-party anti-virus or firewall applications, modify settings for those applications to enable communication with port 1521.

B

1. Select 🪟 ▸ **Control Panel** ▸ **System and Security** ▸ **Windows Firewall**. Click **Advanced Settings**.
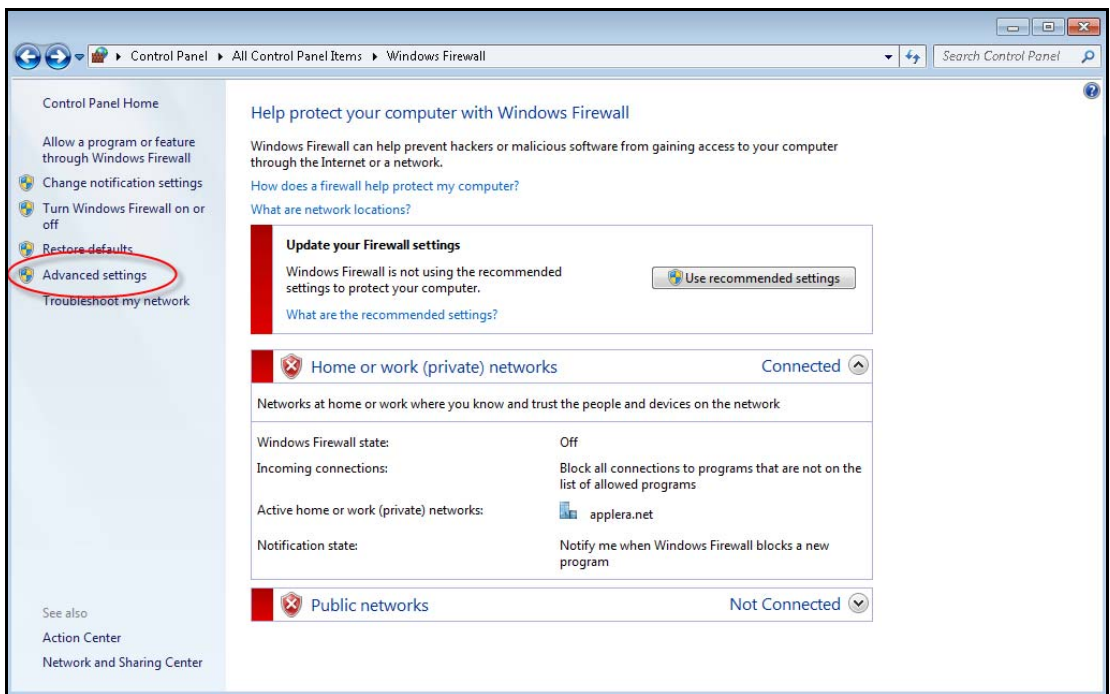
2. In the Windows Firewall with Advanced Security window, click
    Inbound Rules.
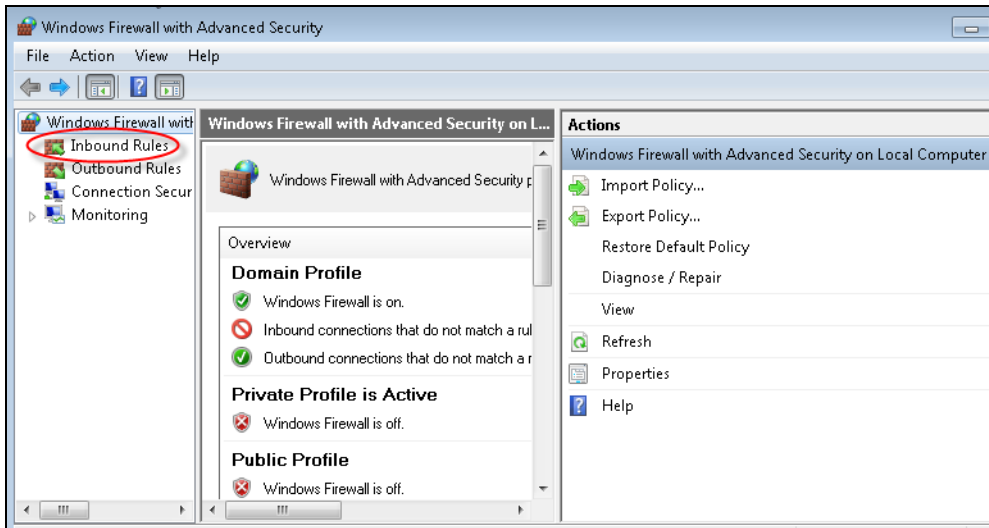
3. Click **New Rule**.
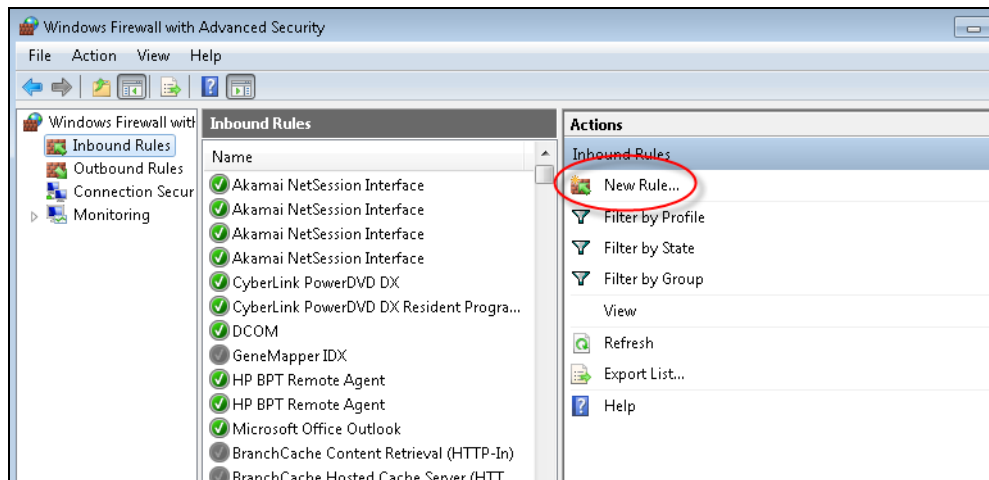
4. Select **Port**, then click **Next**.

5. Select **TCP**, then type **1521** in the Specific Local Ports, then click **Next**.

6. In the Action page, select **Allow the connection**, then click **Next**.
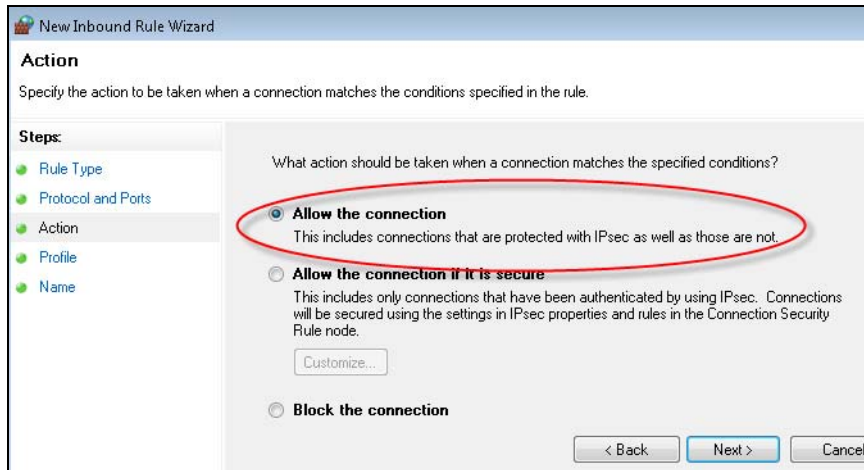
7. In the Profile page, leave the default settings selected, then click **Next**.
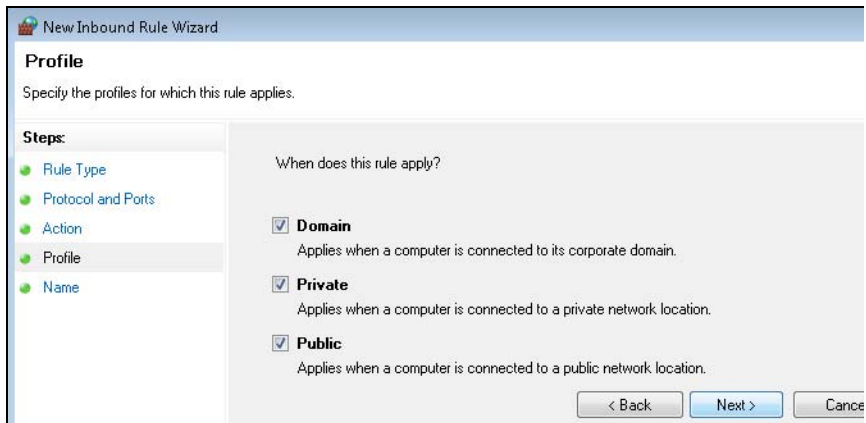
8. In the Name page, type **GeneMapper IDX**, then click **Finish**.
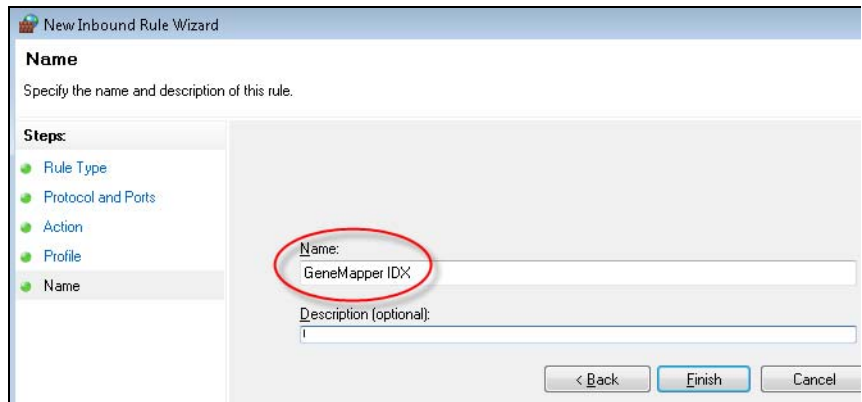
The Inbound Rules List is displayed with GeneMapper IDX added as a rule. The rule should be enabled by default (indicated by the presence of the Disable Rule command).
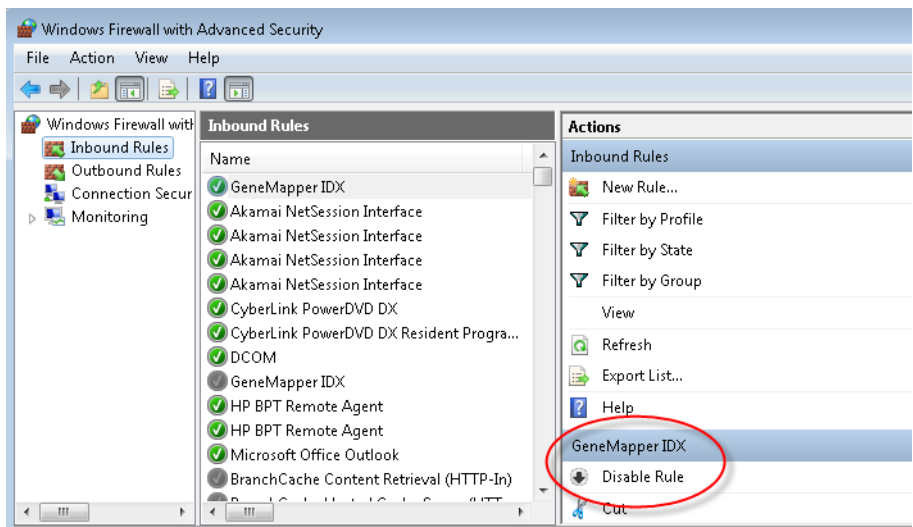
9. If Enable Rule is displayed instead of Disable Rule, click Enable Rule.
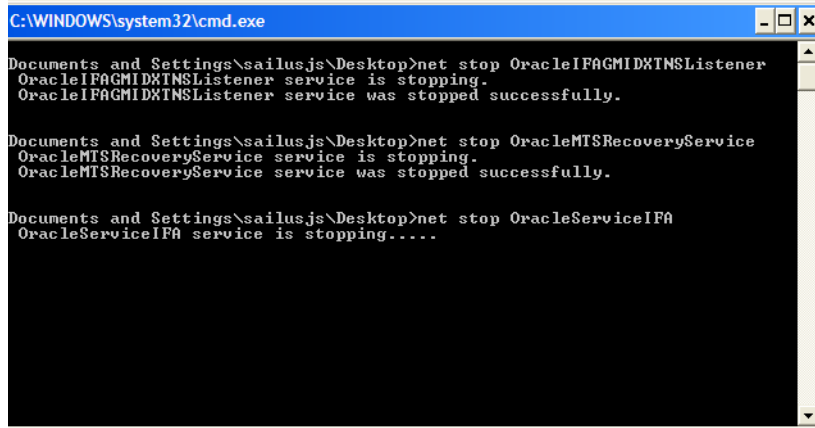
Restart Oracle services

If a "The database connection has been lost" message is displayed, restart Oracle services using a .bat file or manually.

Restarting with a .bat file

1. On the Full installer DVD, navigate to the **Utilities** folder.

2. Double-click **ServicesRestart.bat**. (You can also copy the file to your hard disk and start the .bat file from your hard drive.)

   The following window is displayed for ~2 minutes as the services restart.

3. When the window closes, start the GeneMapper® *ID-X* Software.

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Restarting manually

1. Go to **Start ▸ Control ▸ Panel ▸ Administrative Services ▸ Services**.

2. In the Services screen, right-click the following services, then select **Restart**:

- OracleIFAGMIDXTNSListener

- OracleMTSRecoveryService

- OracleServiceIFA
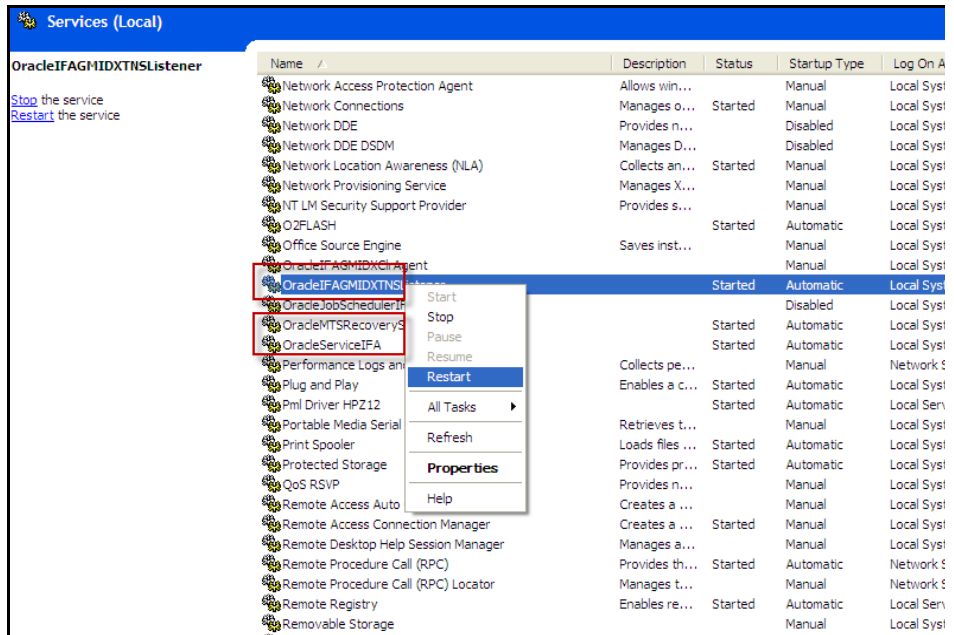
3. Ensure the Startup Type is set to Automatic for each service. If it is not, right-click a service, then select **Automatic** for Startup Type.
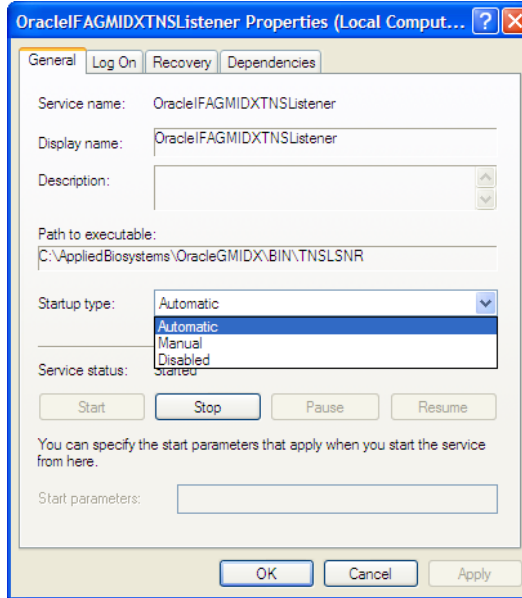
4. Start the GeneMapper® *ID-X* Software.

Running Microsoft® Fix it utilities

Run these utilities under only the following conditions:

- You have attempted the uninstall procedure using the **Add/Remove** Program uninstall option,

  and

- The GeneMapper® *ID-X* Software files were not removed or were only partially removed.

1. Go to http://support2.microsoft.com/fixit/.

2. Select **Windows**, then select **Install or upgrade software or hardware**.

3. Scroll down to **Fix problems that programs cannot be installed or uninstalled**, then click **Run Now**.

4. Follow the instructions in the wizard. When prompted, select **Detect problems and let me select the fixes to apply**, then select **Uninstall**.

5. Select **GeneMapper**® *ID-X* **Software**, then click **Yes** when asked if you want to fix the problem.

6. A dialog will come up asking if you want to try to fix it
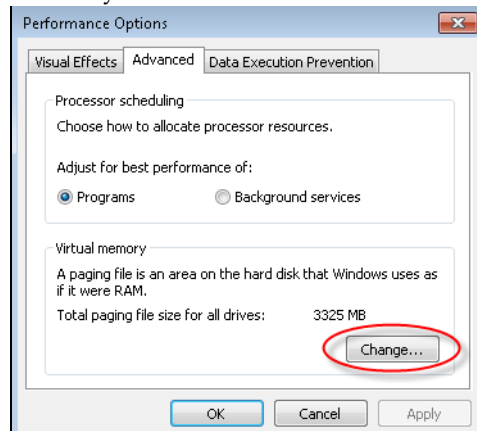
Check virtual memory settings (32-bit only)

1. On the desktop, right-click **My Computer**, then click **Advanced System Settings**.

B
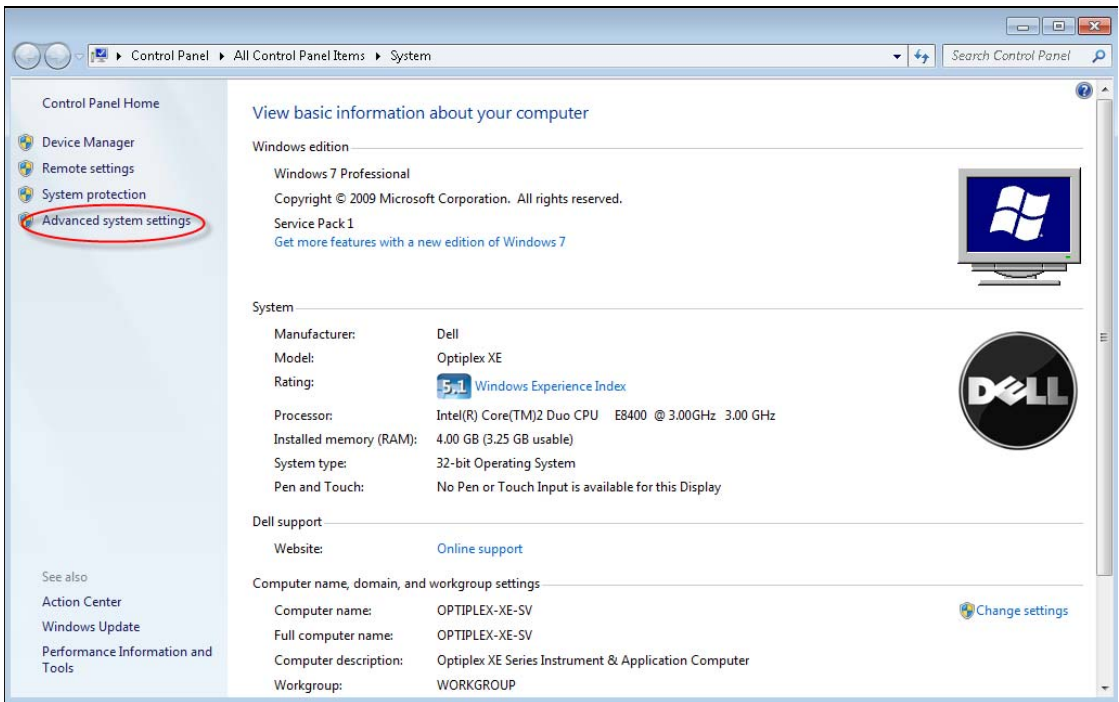
2. In the System Properties dialog box, click **Settings** in the Performance section.
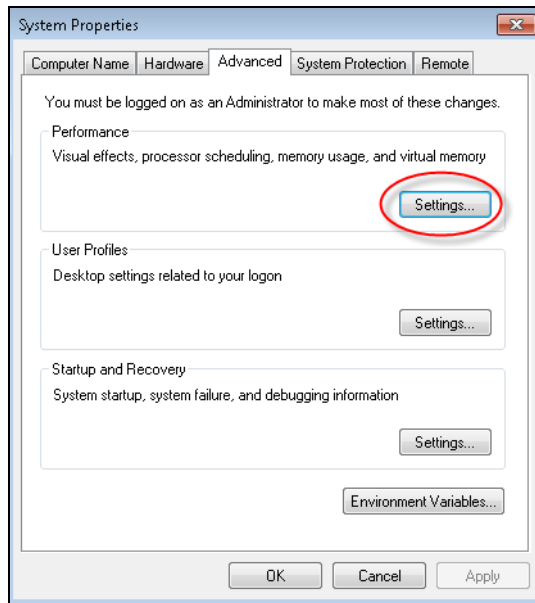
3. Click the **Advanced** tab, then click **Change** in the Virtual Memory section.

4. In the Virtual Memory dialog box, deselect the Automatically Manage paging file size for all drives check box. Select the **C:** drive. Click the **Custom size** radio button. Specify **2046** MB for initial and **4092** for maximum size.

IMPORTANT! The exact Maximum Size necessary may depend on your computer configuration. If installation still fails when using these values, or if Oracle® ORA-12528 and ORA-12541 errors are displayed, increase the Maximum size to at least 2✕ the physical memory (the minimum required for the installation of Oracle® software) up to the value shown for Space Available, then repeat the installation. To determine the physical memory for your computer, right-click **My Computer** on the desktop, select **Properties**, then look for the RAM value on the General tab. Example: If the physical memory is 3.0 GB RAM, set the Maximum Size to 6000.

---
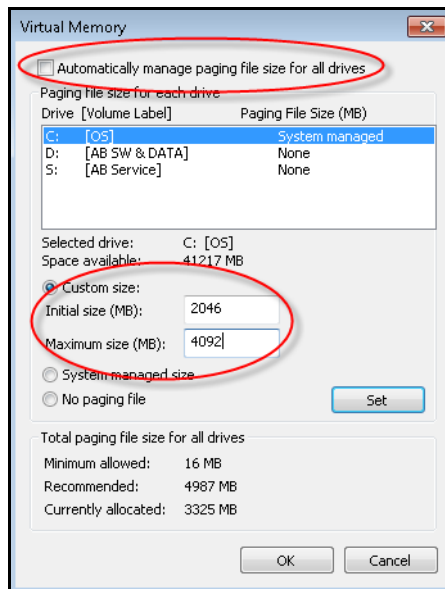
5. Click **Set**, then click **OK**.

These settings are not activated until you restart the computer.

Restart the computer, then check virtual memory settings again to ensure that the new settings are activated.

Troubleshooting tools

Complete the Troubleshooting Checklist and Interdepartment Forms before contacting Technical Support for assistance.

Checklist

Table 6   Troubleshooting Checklist

Check	Information for Technical Support
	Summarize the problem:
	Can you repeat the problem? If yes, list the steps that you perform: 1. 2. 3. 4. 5. 6. 7.
	Personnel that you have contacted: ❏ Field Applications Specialist ❏ Field Service Engineer ❏ Technical Support ❏ Sales Representative ❏ Order Administration ❏ Other
	Computer specifications: • Operating system: • Version: • Processor: • Memory: • Hard disk space: • Hard disk configuration:

Check	Information for Technical Support
	Software installed: ❏ GeneMapper *ID-X* Software version: ❏ Other software:
	Computer login information: • User privileges: • Local or networked domain:
	Software configuration installed: ❏ Stand-alone ❏ Multi-user database
	Instrument and instrument computer information: • Model: • Data Collection Software version: • Status of Data Collection services: • Other software: • Capillary length: • Capillary lot number: • Run module: • Dye set:
	Chemistry kit or reagent, with version number:
	Be prepared to send to Technical Support: • Installation log file (page 41) • Exported panels • Exported bins • Exported size standard definition • Exported analysis method • Sample (.fsa) files • GMIDXInstall.log or GMIDXClientInstall.log • PanelImportLog.txt • Printed results

Interdepartmental forms

Answering questions in the following forms helps manage complex troubleshooting procedures. Your answers will be shared among support groups, product groups and software development teams.

To address any issues that may arise when installing or running the software, please answer the applicable list of questions, and collect the necessary files before contacting Technical Support.

For installation issues

Collect the following files and complete the questions below:

For full installation:

- GMIDXInstall.log
- GMIDX_MSI.log

For client installation:

- GMIDXClientInstall.log
- GMIDXClient_MSI.log

Do the computer and operating system meet the required computer specifications? (See Chapter 2, "Installation Requirements," on page 5.) List any potential discrepancies.
Did you receive any error messages or alerts? If so, what did they say? (if possible, take screen captures.) At what point during the installation process did these errors/alerts occur?
How many installation attempts have you tried?
Are you logged in to the local computer?
Is the TCP/IP configured?
Do you have administrative privileges?
Is this setup stand-alone, networked, or connected to a Genetic Analyzer?

For post-installation related issues

Do the computer and operating system meet the required computer specifications? (See Chapter 2, "Installation Requirements," on page 5.) List any potential discrepancies.
Problem description:
Did you receive any error messages or alerts? If so, what did they say? (If possible, take screen captures.) At what point did these errors/alerts occur?
Is the problem reproducible?
Steps taken prior to encountering or to reproduce the problem: 1. 2. 3. 4. 5.

Glossary of Terms

Client installation A computer installed with the GeneMapper® *ID-X* Software only (software with no database). A client installation computer connects to a full installation computer to access the multi-user database.

Data Collection Software The software on the Data Collection computer that controls the Genetic Analyzer instrument and generates the .fsa or .hid (3500) sample files.

Full installation A computer installed with both the multi-user database and GeneMapper *ID-X* Software.

A full installation computer can be part of a multi-user database configuration, or it can be a stand-alone computer having no interaction with other computers.

Genetic analyzer The capillary electrophoresis instrument, controlled by the Data Collection Software, which generates .fsa or .hid sample files (.hid on the 3500).

GMID Abbreviation for GeneMapper® *ID* Software.

GMID-X Abbreviation for GeneMapper® *ID-X* Software.

Local area network A communications network that serves users within a confined geographical area.

Multi-user database host computer A computer on which data is stored on a central, multi-user database. Commonly referred to as the host computer, from which other client computers (computers without a database) can access, analyze, and share data.

Documentation and support

Related documentation

The following related documents are shipped with the system:

Document	Part number	Description
GeneMapper® ID-X Software Version 1.5 Getting Started Guide — Basic Features	100031701	Explains how to set up the software, set up a project, and analyze the example data provided with the GeneMapper® ID-X Software.
GeneMapper® ID-X Software Version 1.5 Quick Reference Card — Basic Features	100031702	Provides an easy-to-follow workflow for using basic system features.
GeneMapper® ID-X Software Version 1.5 Getting Started Guide — Mixture Analysis Tool	100031704	Explains how to set up the software for mixture analysis and analyze the example data provided with the GeneMapper *ID-X* Software.
GeneMapper® ID-X Software Version 1.5 Quick Reference Card — Mixture Analysis Tool	100031705	Provides an easy-to-follow workflow for using the mixture analysis tool.
GeneMapper® ID-X Software Version 1.5 Reference Guide	100031707	Describes process quality values (PQVs) and algorithms.
GeneMapper® ID-X Software Version 1.5 Administrator's Guide	100031703	Describes how to configure the administrative features of the software, maintain the GeneMapper® *ID-X* Software and database dashboard software, and use the command-line interface.
GeneMapper® ID-X Software Version 1.5 Integration User Bulletin	100031709	Describes command line interface commands that can be scripted and used to automate GeneMapper® *ID-X* Software operations.

How to obtain support

For HID support:

- In the United States and Canada – send an email to HIDTechSupport@lifetech.com, or call 888-821-4443 option 1.
- Outside the United States and Canada – contact your local support office.

For the latest services and support information for all locations, go to:

www.lifetechnologies.com/support

At the web site, you can:

- Access worldwide telephone and fax numbers to contact Technical Support and Sales facilities.
- Search through frequently asked questions (FAQs).
- Submit a question directly to Technical Support.
- Search for user documents, Material Safety Data Sheets (MSDSs), vector maps and sequences, application notes, formulations, handbooks, certificates of analysis, citations, and other product support documents.
- Download .pdf documents.
- Obtain information about customer training.

Limited product warranty

Life Technologies Corporation and/or its affiliate(s) warrant their products as set forth in the Life Technologies' General Terms and Conditions of Sale found on Life Technologies' website at **www.lifetechnologies.com/termsandconditions**. If you have any questions, please contact Life Technologies at **www.lifetechnologies.com/support**.

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