

GPS Explorer™ V2 Software Troubleshooting Guide

Problem	Possible Causes	Action
Not able to submit job from GPS	<ol style="list-style-type: none"> 1. 4700 computer name is changed 2. Wells are not selected 	<ol style="list-style-type: none"> 1.Run ChangeWSName script on 4700 2.Make sure the wells are selected
Error upon logging onto the GPS: can not connect to the GPS database,	<ol style="list-style-type: none"> 1.Computer name change, either 4700 or GPS 2. Software install incomplete. 3. Oracle database altered 	<ol style="list-style-type: none"> 1.Run ChangeWS name script on GPS and 4700 computer 2.Call technical support 3. Call technical support
Got “GPS failed to find DB” upon logging onto the GPS	Software installation incomplete	Call technical support
Can not save analysis settings	<ol style="list-style-type: none"> 1. Not a single variable modification has been selected. 2. Search parameters, methods, etc. are missing 	<ol style="list-style-type: none"> 1. Select at least one variable modification 2. Make sure you filled out every required field;
Failed submitting jobs from GPS, error message received: submission failed for the following reason: job queue is unavailable at this time, please try after the server is restarted	GPS was left in maintenance mode due to system crashing. It could also happen after new install.	Run Reset maintenance flag script on the GPS CD
Server fault	<ol style="list-style-type: none"> 1. Network connection is not established 2. 4700 socket service is not started <p>To narrow down the causes, check the event log to get detailed information</p>	<ol style="list-style-type: none"> 1. Check and see if you can log onto mascot home page; if not check and see if you can browse the internet page; if not re-establish the network connection 2. Start 4700 socket services;
When submitting a RDA job to the 4700, GPS software crashes.	Make sure that your software version is 2.01 (build 63), not 2.0 (build 62)	Call technical support

<p>The database added doesn't show up on the analysis settings menu</p>	<ol style="list-style-type: none"> 1. The database is not in use or not active; 2. The mascot services and GPS server is not restarted; 3. Too many active databases 4. The spelling of the word , sequence, in the database path in the database maintenance page is not in lower case 	<ol style="list-style-type: none"> 1. Make sure the database status indicates it is in use and active; 2. Make sure that you restarted mascot services and GPS server; 3. Make sure no more than four databases are active at one time; 4. Make sure the spelling of "sequence" is in lower case
<p>Analysis setting page is all grayed out</p>	<ol style="list-style-type: none"> 1. Mascot server is not found 2. If right after the installation, it could be that GPS software was installed before mascot software was installed 	<ol style="list-style-type: none"> 1. Check the mascot server status on system maintenance, it shall list the server name, if not, run setmascottodb script; 2. Install mascot first followed by installing the GPS software
<p>GPS read folder name incorrectly from 4700, when trying to open a spot set in the sample setup page.</p>	<p>A rare software occurrence.</p>	<p>Call technical support</p>
<p>Job failed at the same well every time followed by system crash</p>	<p>Occurs when there is no peak detected in the spectrum, during combined MS-MS/MS combined run</p>	<ol style="list-style-type: none"> 1. lower the peak detection threshold; 2. Run MS and MSMS searches separately
<p>During the installation of GPS remote client, got an error message upon entering the GPS server computer name: can not locate GPS server</p>	<ol style="list-style-type: none"> 1. Fire wall is installed on the GPS server and/or GPS client computer; 2. Oracle read computer network identification suffix from the GPS server and added it to tnslistener on the GPS client computer 	<ol style="list-style-type: none"> 1. Turn off the firewall; 2. Call technical support

<p>Job hangs in the middle and can not be terminated</p>	<ol style="list-style-type: none"> 1. GPS server is not on 2. 4700computer hard drive has changed (or motherboard replaced). 3. Corrupted hard drive 	<ol style="list-style-type: none"> 1. turn the GPS server on; 2. Go to instrument configuration page and click on “synchronize” button; 3. Call technical support
<p>Masses on the mass exclusion list is not excluded</p>	<p>A software issue in the current version</p>	<p>Use Dalton, instead of ppm for exclusion mass tolerance</p>
<p>Computer crashes When analyzing large data sets</p>	<p>Computer resources issue</p>	<p>Call technical support</p>
<p>Can't delete large analysis, no problem deleting small analysis</p>	<ol style="list-style-type: none"> 1. Hard drive space is full 2. It may take a long time to delete large analysis. 	<ol style="list-style-type: none"> 1. First do a database backup. If the database is small, you may need to defragment the hard drive to create more spaces. 2. If the CPU usage appears normal, let it run overnight.