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## Work Instructions For Retrofit Modification of NM-RSHK0046

## GENERAL

1

This document describes how to deal with the problem where measurement fails when the message that there is "Not enough space to store file on data server" is displayed during the first measurement after turning on the power supply of the system.



## 2 DETAILS

#### 2.1 Causes

Normally, when starting up the Control Service, the PC obtains network interface (NIC) information to use for communication.

However, when starting up the Control Service immediately after Windows starts up, failure to get the NIC information rarely occurs. In this case, the above error may occur and the measurement may not be executed.

#### 2.2 Measures

Do not start the Control Service until the network interface has been initialized.

## **3** APPLICABLE CUSTOMERS

Prefer to the applicable customer's list for the retrofit modification NM-RSHK0046.

## 4 MEASURES

We will supply the updated installer for the Remote Maintenance Tool to our domestic branches and overseas subsidiaries.

Please visit the applicable customers and update Remote Maintenance Tool or send the installer to the customer's representative for update.

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## 5 CD CONFIGURATION

#### • Installer

Installer for updating the Remote Maintenance Tool.

- For details on how to use the installer, refer to "6. HOW TO USE THE INSTALLER".
- Instructions for using the installer Refer to the procedures described in "6. HOW TO USE THE INSTALLER".

## 6 HOW TO USE THE INSTALLER

- 1. Turn on the workstation PC for NMR control (hereafter WS).
- 2. Log in to WS with a delta account.
- **3.** Check the hostname or IP address of the spectrometer. Follow the procedure below to check it.
  - Select [Start]-[JEOL]-[Remote Maintenance Tool(Instrument)].



When it is selected, the Browser starts and the hostname or IP address of the Spectrometer is displayed.

For the host name	😰 http://scc/RemoteMaintenanceTool/index.htm 👻 🖒 🔃 Remote Maintenance Tool 🛛 🗙 📑
Re	note Maintenance Tool
	Enter username and password
	Username
	Password Log in
	Remote Maintenance Tool Version 1.2.0 © 2009 - 2022 JEOL Ltd. All rights reserved.
ar the ID eddroop	
	Enter username and password
	Username
	Password
	Log in
	Remote Maintenance Tool Version 1.2.0 $\otimes$ 2009 - 2022 JEOL Ltd. All rights reserved.

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4. Copy the system updater to the desktop.



- 5. Execute the system updater.
- 6. In the User Account Control window, enter "eclipse" as the password, then click **Yes.**

User Account Control	×	
Do you want to allow this app from an unknown publisher to make changes to your device?		
nmr_system-rmt-1.2.1-updater.exe Publisher: Unknown File origin: Hard drive on this computer		
Show more details To continue, enter an admin user name and password.		
Administrator		
•••••		
WS\Administrator		
More choices		
Yes No		

7. Click Next.



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#### 8. Click I Agree.

🔑 JEOL NMR Remote Maintenance Tool Updater v1.2.1 🦳 🗌	×
License Agreement	~
Please review the license terms before updating JEOL NMR JEOL NMR System.	9
Press Page Down to see the rest of the agreement.	
CAREFULLY READ THE FOLLOWING TERMS AND CONDITIONS. YOU AGREE TO ALL TERMS AND CONDITIONS BY INSTALLING THIS JEOL SOFTWARE PACKAGE OR USING ANY PART THERE OF.	Â
License: With the payment of any and all applicable License Fees upon the delivery of this JEOL Software (Software'), JEOL, Ltd. (Licensor') grants to the Licensee a License to use without exclusivity a single non-transferable, non-sublicensable copy of the Software on a single CPU. No title to, ownership of, or rights to the software is hereby transferred to the licensee. The Software and its ancillary documentation may not be modified, reverse engineered, sublicensed, distributed, sold as a service on a time-sharing system, or used for any use other than the licensee's own internal use. This	¥
If you accept the terms of the agreement, click I Agree to continue. You must accept the agreement to updating JEOL NMR System.	
< <u>B</u> ack I <u>Ag</u> ree Cance	el

## 9. Check both [Workstation] and [Instrument].

Solution Both are checked by default. It should not be necessary to re-insert the checks, but if the checks are not checked, insert the checks.

🔑 JEOL NMR Remote Maintenance Tool Updater v1.2.1 -	×
Select Targets Please select targets to update, then dick Next.	
Workstation Update Remote Maintenance Tool Instrument Update Remote Maintenance Tool	
Hostname scc	
Username	
Password	
< <u>B</u> ack <u>Next</u> >	Cancel

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#### **10.** Type the host name.

Enter the hostname or IP address checked in step 3.

The hostname is entered "scc" by default. If the hostname checked in step 3 is "scc", you do not need to enter it again.

🔑 JEOL NMR Remote Maintenance Tool Updater v1.2.1 -		×
Select Targets		
Please select targets to update, then dick Next.	JEOL	$\mathbf{O}$
✓ Workstation		
Update Remote Maintenance Tool		
☐ Instrument		
Update Remote Maintenance Tool		
Hostname scc		
Specify Administrative Account	_	
Username		
Password		
< <u>B</u> ack <u>N</u> ext >	Cance	el

## 11. Click Next.

🔑 JEOL NMR Remote Maintenance Tool Updater v1.2.1	_		×
Select Targets Please select targets to update, then dick Next.		JEOU	0
Workstation			
Update Remote Maintenance Tool			
Hostname scc			
Specify Administrative Account			
Username			
Password			
< <u>B</u> ack	ext >	Cano	el

(Confidential) 5 / 9

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## 12. Click Update.

🔑 JEOL NMR Remote Maintenance Tool Updater v1.2.1 -		Х
Ready to Update Setup is now ready to begin update on your computer.	JEOL	9
Click Update to continue with the update, or click Back if you want to review or change any settings.		
Update Workstation Update Remote Maintenance Tool	^	
Update Remote Maintenance Tool		
	~	
< Back Update	Cance	el

## Clicking **Update** starts the update.

🕌 JEOL NMR Remote Maintenance Tool Updater v1.2.1	_	$\Box$ $\times$
Updating JEOL NMR System		~
WARNING: DO NOT STOP THIS PROCESS OR INSTALL OTHER PRODUCTS WHILE UPDATE IN PROGRESS.		
Now collecting workstation information (1[s])		
Show <u>d</u> etails		
< <u>B</u> ack <u>N</u> e	xt >	Cancel



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#### 13. Click Next.

🔑 JEOL NMR Remote Maintenance Tool Updater v1.2.1	_	
Update Complete Update was completed successfully.		
Updated		
Show <u>d</u> etails		
		1
< <u>B</u> ack	:t >	Cancel

#### 14. Click Finish.

🔑 JEOL NMR Remote Mainten	ance Tool Updater v1.2.1	_		$\times$
	Completing JEOL NMR Update	l Syster	n	
	JEOL NMR System has been update	d on your co	omputer.	
	Click Finish to close Setup.			
Delta NMR Software	Show Update Report			
The world fastest MAS probe for Solid State NMR. "0.75 mm HX-MAS" Copyright 2022 JEOL Ltd.				
All rights Reserved				
	< <u>B</u> ack	<u>-</u> inish	Cano	:el

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**15.** Check that "Result : Success" is displayed on the Update Report.



If the update is successful, the Remote Maintenance Tool version is updated to "1.2.1 Rev.4".

	Enter username and password	
	Username Password	
	Log in	
Remote Mai	tenance Too Version 1.2.1 Rev.4 8 2009 - 2023 JEOL Ltd. All right	s reserved.

In addition, when the update is finished, a folder containing the log of the update is automatically created on the desktop.



This completes updating using the installer.





## 6.1 If the update fails:

# NMR System Update Report <u>Result : Failure</u> Start Date : 2023/04/20 16:36:44 End Date : 2023/04/20 16:36:47

If "Result : Failure" is displayed on Update Report, turn off the power of WS/spectrometer and turn it on again, then restart the procedures from Step 5.

K If the error occurs again, compress the report folder to zip format and contact the NM Research and Development Department 3G.



(Confidential) 9 / 9

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