

Technical Information

Document number: NMSP23004

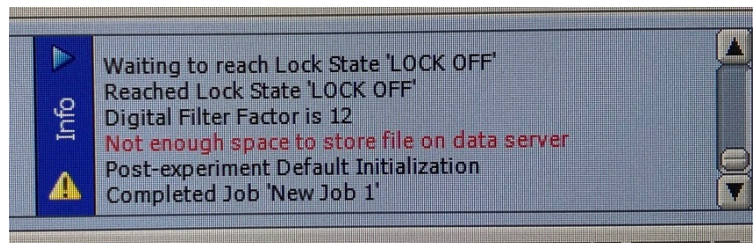
Date of issue: October 27, 2023

Issued by: NMBU NM Research and Development Department

Work Instructions For Retrofit Modification of NM-RSHK0046

1 GENERAL

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

 Refer 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.

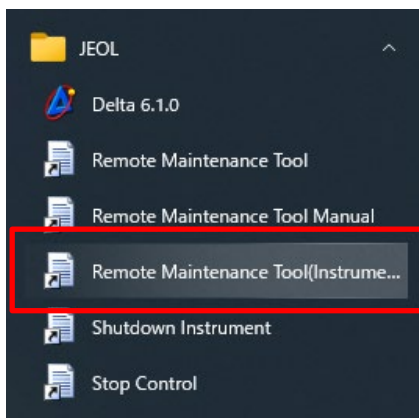
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5 CD CONFIGURATION

- 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".

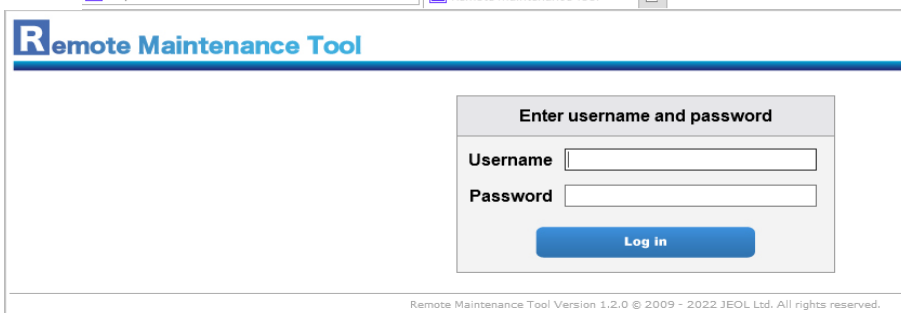
6 HOW TO USE THE INSTALLER

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)].

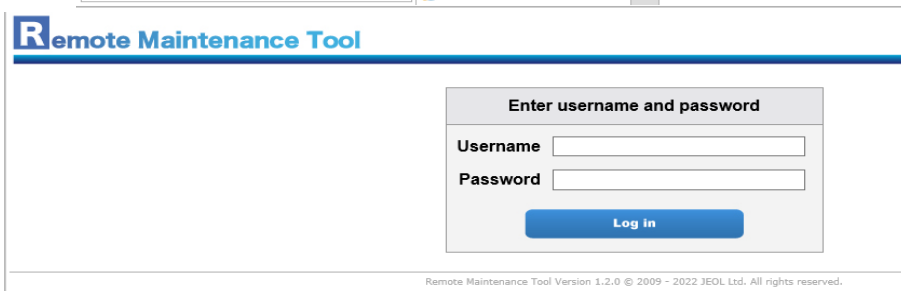


When it is selected, the Browser starts and the hostname or IP address of the Spectrometer is displayed.

For the host name

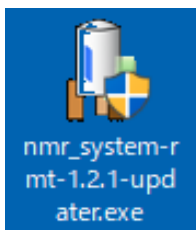


For the IP address

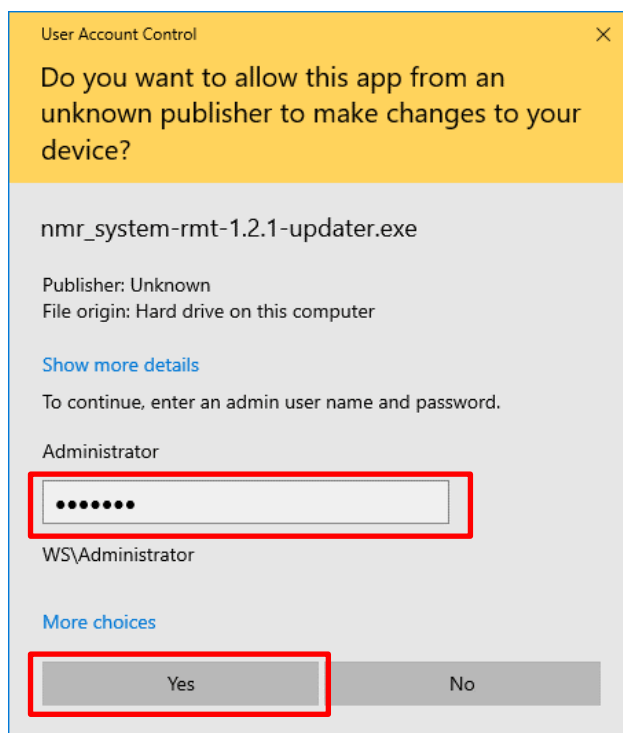


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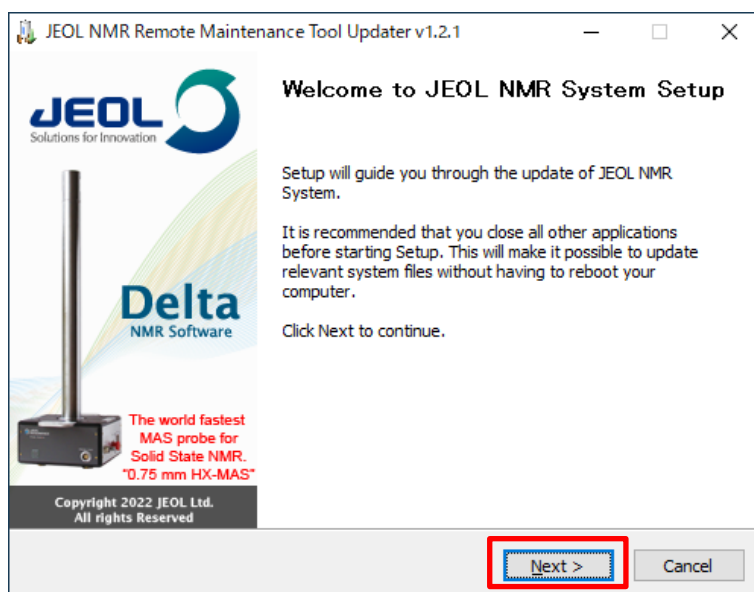
4. Copy the system updater to the desktop.



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

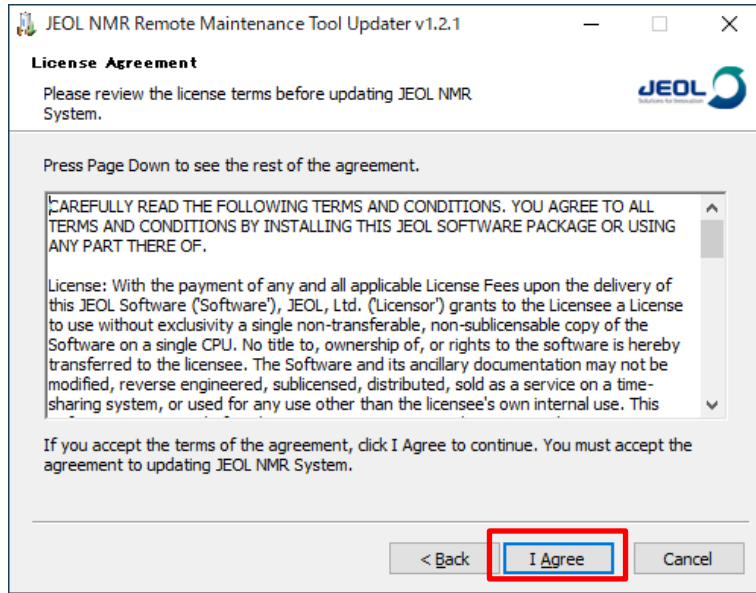


7. Click Next.



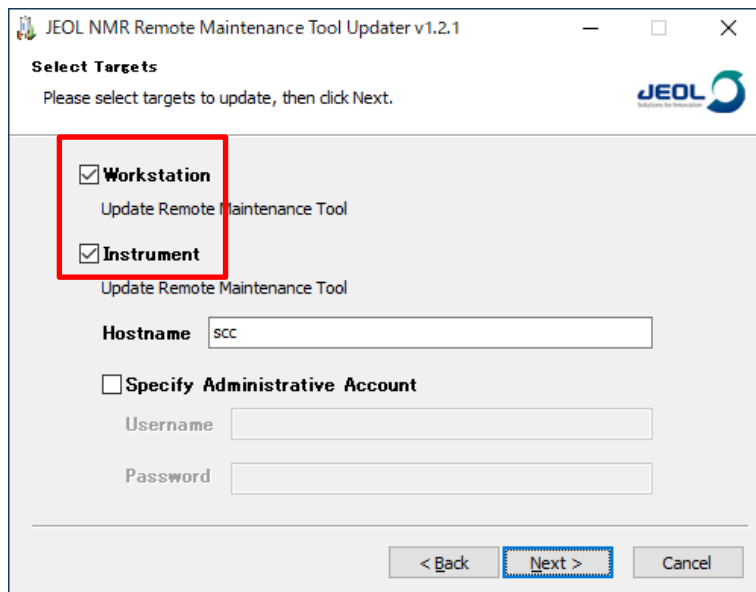
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8. Click **I Agree**.



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


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.

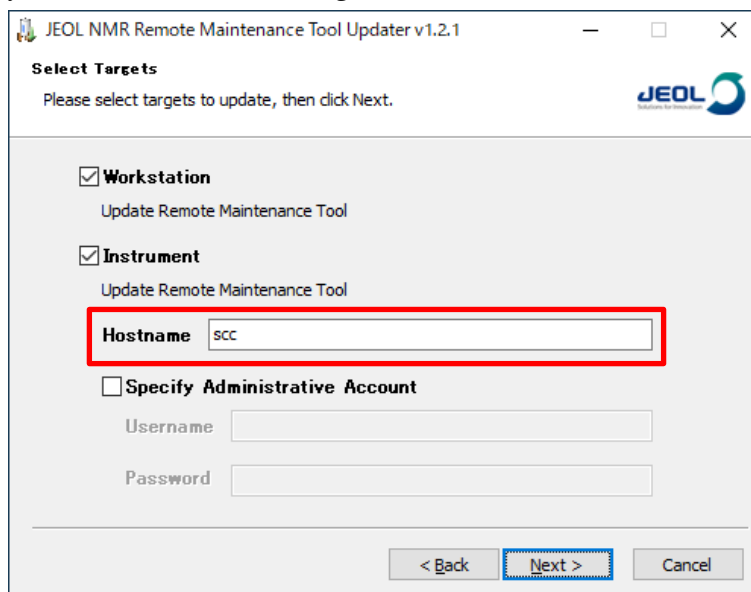


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10. Type the host name.

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 click Next.

Workstation
Update Remote Maintenance Tool

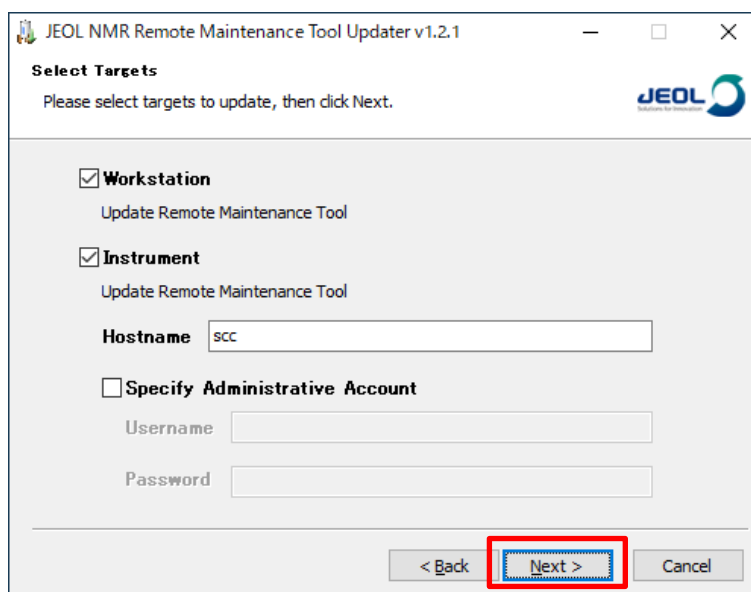
Instrument
Update Remote Maintenance Tool

Hostname scc

Specify Administrative Account
Username
Password

< Back Next > Cancel

11. Click Next.



JEOL NMR Remote Maintenance Tool Updater v1.2.1

Select Targets
Please select targets to update, then click Next.

Workstation
Update Remote Maintenance Tool

Instrument
Update Remote Maintenance Tool

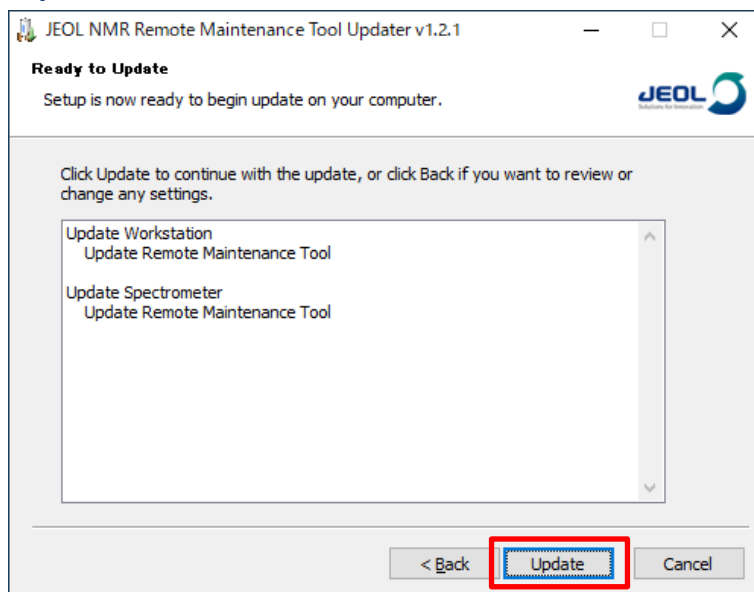
Hostname scc

Specify Administrative Account
Username
Password

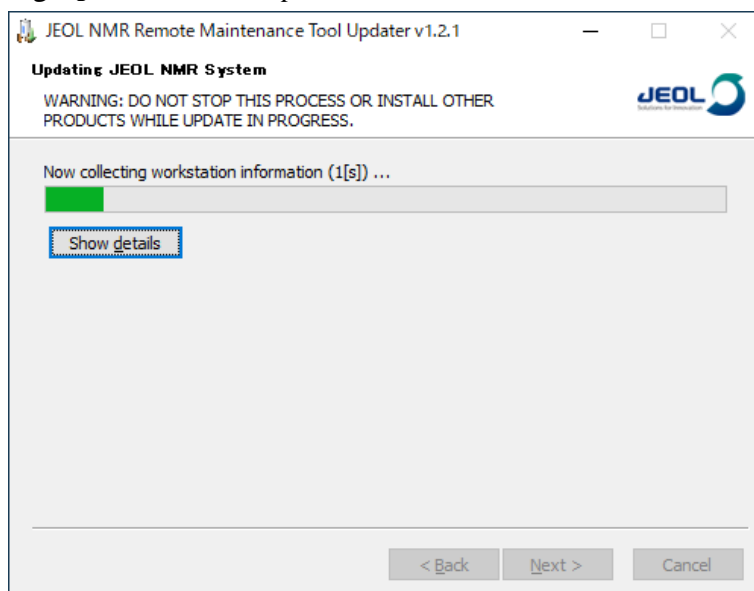
< Back Next > Cancel

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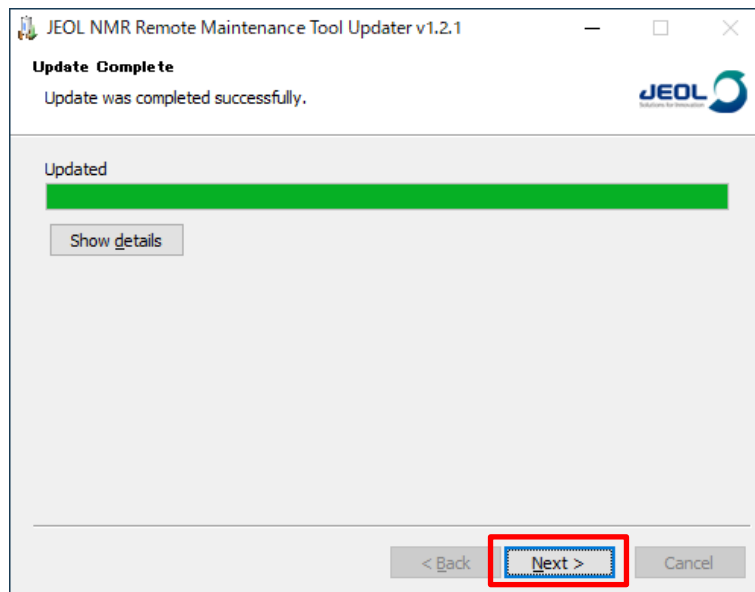
12. Click Update.



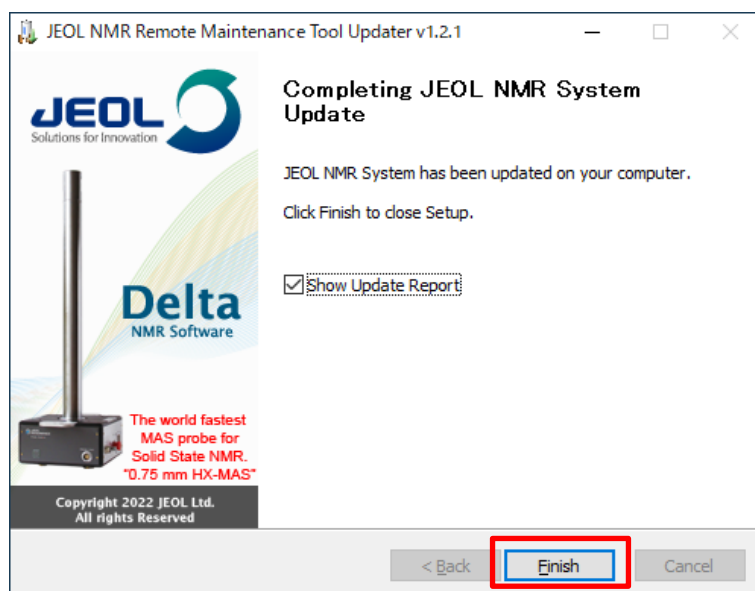
Clicking **Update** starts the update.



13. Click Next.

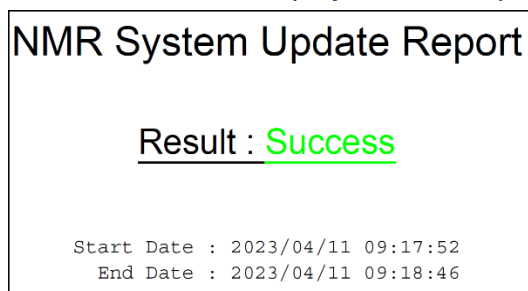


14. Click Finish.



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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

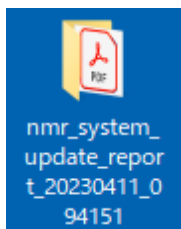
Username

Password

[Log in](#)

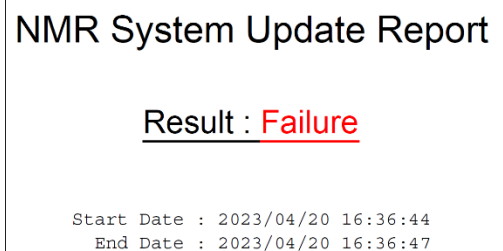
Remote Maintenance Tool Version 1.2.1 Rev.4 © 2009 - 2023 JEOL Ltd. All rights reserved.

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




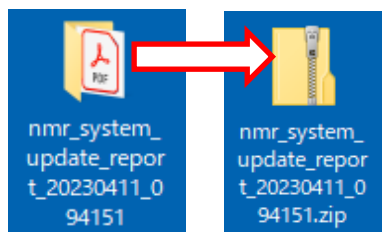
This completes updating using the installer.

6.1 If the update fails:



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.

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



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