

# BBL™ Crystal™ MIND

## Troubleshooting Guide\*

Error Number	Problem/Error Description	Resolution
	Shadow Application Error	<p>The error message “Shadow Application Error” is sometimes received during the installation process. If this error occurs, an alternate installation method for the Crystal MIND software needs to be executed.</p> <p>Click the “Alternate Install” link on the Crystal MIND website or run the “setup.exe” program in the “Alternate Install\MIND” folder on the CD to install the Crystal MIND software.</p> <p>This occurs more frequently with international customers.</p>
	Some panels are not displaying on the Review Screen	<p>The Crystal MIND system was designed to only show a default of the last 30 days-worth of panels. This value can be increased. See section 11.2 in the User’s Guide for information on how to do this.</p>
	Data is not being printed out in the Recapitulative Report	<p>The “Short Date” setup for your computer must have a 4-digit year format. Refer to the system help for your computer on how to change this setting or call BD for assistance.</p> <p>The date range of this report requires a 4-digit year to be entered. For example, you must enter “11/13/2002” instead of “11/13/02.”</p>
	Device Unavailable	<p>The reader may not be turned on or is not connected to the correct com port. Switch on the power on the back panel of the reader. Verify the connection between the com port and the serial cable. The proper com port may not be specified in Crystal MIND configuration file. Refer to the online FAQ document (FAQ #14 ) on how to determine the correct com port setting. Refer to section 11.4 of the <i>Crystal Mind User’s Guide</i> on how to change the com port setting in the Crystal MIND configuration file. The computer may need to be rebooted after the initial configuration of the AutoReader.</p>
26	<i>An error occurred while launching the batch identification program...</i>	<p>This error can occur when clicking on Batch ID or the ID button. The ID Engine has returned an error to Crystal MIND. Exit Crystal MIND before proceeding with the possible resolutions.</p> <p>Verify that ODBC has been setup correctly. Refer to the document <b>How to Verify ODBC Drivers</b>. Try running Crystal MIND again. If the error still persists, proceed below to the next possible resolution.</p> <p>Run the <b>Repair_Compress Database Utility</b> in the Crystal MIND Program Group (Start&gt;Programs&gt;Crystal Mind&gt;Repair Compress DB). Try running Crystal MIND again. If the error still persists, proceed below</p>

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		<p>to the next possible resolution.</p> <p>Using Windows Explorer or File Manager, copy the following database files from c:\crystal\database to c:\crystal:</p> <p>Taxonomy.mdb Core_id.mdb Glue.mdb</p> <p>Try running Crystal MIND again. If the error still persists, please contact BD Technical Services at 1-800-638-8663 or email <a href="mailto:Technical_Services@bd.com">Technical_Services@bd.com</a>.</p> <p>International customers, contact your BD representative.</p>
72	<i>The database of the ID engine is corrupt, the application will terminate...</i>	<p>This error can occur when clicking on Batch ID or the ID button or upon startup of the Crystal MIND application. The ID Engine has returned an error to Crystal MIND.</p> <p>Follow resolution above for error 26.</p>
75	<i>An invalid date was entered...</i>	Use the “short date” format configured in your Windows control panel for Date Format. You must use a “/” to separate month, day and year.
81	<i>A timeout has occurred waiting for the AutoReader to respond...</i>	The reader may not be turned on or is not connected to the correct com port. Switch on the power on the back panel of the reader. Verify the connection between the com port and the serial cable. The proper com port may not be specified in Crystal MIND configuration file. Refer to the online FAQ document (FAQ #14 ) on how to determine the correct com port setting. Refer to section 11.4 of the <i>Crystal Mind User's Guide</i> on how to change the com port setting in the Crystal MIND configuration file. The computer may need to be rebooted after the initial configuration of the AutoReader.
83	<i>The panel readings received from the AutoReader were corrupted. Please re-scan the panel...</i>	This message is displayed when the readings were corrupted when sent from the AutoReader to the Crystal MIND PC. Re-scanning the panel should correct the problem.
91	<i>The Reference test has failed</i>	<p>The Reference test failed. At the end of the message will be information that will indicate why the Reference Test failed.</p> <p>If the words “Visible Failure” are displayed prior to a set of numbers, then the White lamp failed and will need replacing.</p> <p>If the words “UV Ref Values” are displayed prior to a set of numbers, then the UV lamp failed and will need replacing.</p> <p>If you feel that the lamp was too new and should not be failing at this point, then please send the Crystal MIND error log for evaluation.</p>

Error Number	Problem/Error Description	Resolution
<b>10007</b>	<i>The UV bulb on the reader has FAILED and must be replaced by a Becton Dickinson Service Representative. Panels cannot be read by the Crystal AutoReader until the bulb has been replaced...</i>	<p>This message occurs when the Source Monitor readings from reading a regular panel are out of range.</p> <p>The UV bulb needs to be replaced. Contact BD for assistance.</p>
<b>10008</b>	<p><i>The UV control well has readings out of range. Possible causes for this panel error are the following:</i></p> <ol style="list-style-type: none"> <li><i>1. Laboratory temperature outside range of 64.4°F – 89.6°F.</i></li> <li><i>2. A bubble in the control well (location 4A).</i></li> <li><i>3. The UV bulb on the AutoReader has failed.</i></li> </ol>	<p>This message occurs when the UV Control well on the panel has a value outside an acceptable range.</p> <p>Verify that the laboratory temperature is within the required range of 64.4 °F and 89.6 °F.</p> <p>Verify that there are no bubbles in the control well (location 4A) of the panel.</p> <p>If any of the problems above exist, a new panel must be used. If the error persists, the UV bulb may need to be replaced. Contact BD for assistance.</p>
<b>10009</b>	<i>The UV control well has readings that are almost out of range. Please check the control well (Location 4A) for bubbles. The UV bulb on the reader may need to be replaced by a Becton Dickinson Service Representative. Your results from your reader are VALID, but you must contact BD for assistance...</i>	<p>This message occurs when the Source Monitor readings from reading a regular panel are almost out of range.</p> <p>The UV bulb needs to be replaced. Contact BD for assistance.</p>

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Error Number	Problem/Error Description	Resolution
<b>10010</b>	<i>The white bulb on the reader needs to be replaced by a Becton Dickinson Service Representative...</i>	<p>This message occurs when the readings from a regular panel do not have enough variability.</p> <p>The white bulb needs to be replaced. Contact BD for assistance.</p>

\* For a complete list of system error codes, see the Crystal MIND User's Manual.