

# Technical Support Bulletin:

## GeneMapper® Software Troubleshooting

### **These instructions describe how to resolve the GeneMapper® Software error: “Cannot Connect to Database” on the Client/Server installation of GeneMapper® Software (Client and Server on different computers)**

This error message can happen for multiple reasons and can be difficult to troubleshoot because of all of the variables that can cause this. For example, in a Client/Server set up you have to take into account both networking and GeneMapper® Software issues.

In the troubleshooting process, we will be referring to the GeneMapper® Software in terms of “client” and “server”. The term “client” refers to the User Interface portion of the GeneMapper® Software – where you set up projects and do the work. The term “server” refers to the system where the Oracle® database is installed. This is where all the work is stored.

Before going through the troubleshooting process, close the GeneMapper® Software and go to the Life Technologies™ web site and download any [patches](#) for your version of GeneMapper® Software. Once the patches are installed, try to launch the GeneMapper® Software and see if the problem is resolved.

#### **GeneMapper® Software v.4.0:**

*MAC Address Hotfix* – Fixes an issue where the software may not launch if the MAC address for the network card does not start with “00”.

#### **GeneMapper® Software v.4.1:**

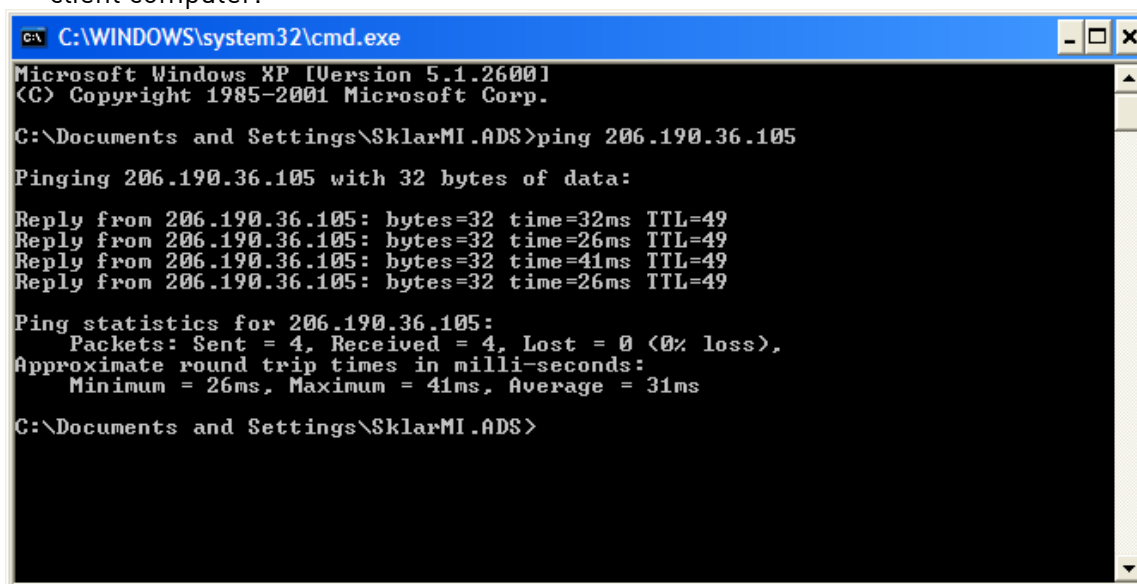
*MAC Address Hotfix* – Fixes an issue where the software may not launch if the MAC address for the network card does not start with “00”.

*Communication Patch 1:* Fixes an issue where the software may not launch after being installed for 3+ months.

#### **Troubleshooting**

1. Launch GeneMapper® Software on the server computer and see if it launches. If it does not, follow the instructions above for troubleshooting the Full Install of GeneMapper® Software.

2. If the GeneMapper® Software server is on the Instrument computer, go to the Instrument computer, close GeneMapper® Software (if open) and attempt to connect again with the client. Only one client can connect to the server at a time if the server is on the Instrument computer.
3. Check the software versions for GeneMapper® Software and make sure the Client and Full/Server versions match. You cannot mix and match software versions (e.g. trying to connect a GeneMapper® Software v.4.0 client to a GeneMapper® Software 5 server). If they do not match, please contact your local Sales Representative for information on getting the appropriate version of software.
4. Get the IP address for the client computer and the server computer and try to ping each computer from the other (ping the client computer from the server computer then ping the server computer from the client computer).
  - a. Open the command prompt (start→run→ type in “cmd” and press the “Enter” key) and type in “ipconfig” and click “Enter”.
  - b. If you have more than one entry come up, look for “Ethernet adaptor Local Area Connection”. Under that heading, go to the line “IP Address” and write down the number (e.g 167.116.1.2).
  - c. On the client computer, open the command prompt and type in “ping <IP Address for server computer>” then click Enter. You should see 4 replies with a “time =” value. Repeat this step on the server computer using the IP Address for the client computer.



```

C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\SklarMI.ADS>ping 206.190.36.105

Pinging 206.190.36.105 with 32 bytes of data:

Reply from 206.190.36.105: bytes=32 time=32ms TTL=49
Reply from 206.190.36.105: bytes=32 time=26ms TTL=49
Reply from 206.190.36.105: bytes=32 time=41ms TTL=49
Reply from 206.190.36.105: bytes=32 time=26ms TTL=49

Ping statistics for 206.190.36.105:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 26ms, Maximum = 41ms, Average = 31ms

C:\Documents and Settings\SklarMI.ADS>
  
```

If you get a no response or packet lost message, the issue is either the computer or the network connection between the computers. Contact your local IT department to establish the connection.

5. Try to login to the server computer from the client using My Network Places (Windows® XP OS) or Network (Windows® Vista or Windows® 7 OS) and then try to log in to the client computer from the server computer. If either log in fails, please contact your local IT department for assistance.
6. Temporarily turn off the firewalls on both computers and try to launch GeneMapper® Software. If successful check to make sure the following ports are open:
  - a. GeneMapper® Software v.4.1 and 5: Ports 1521 and 45561 need to be open on the client and server computers.
  - b. GeneMapper® Software v.4.0: Port 1521 needs to be open on the client and server computers. On the server computer, open the init.ora file and append a line of code to the file. To do so:
    - i. Close GeneMapper® Software and go to My Computer→C drive→OracleGM→admin→IFA→pfile.
    - ii. Open the init.ora file using Word Pad or Note Pad. Scroll to the bottom of the page.
    - iii. Add the following text:  
 mts\_dispatchers="(address=(protocol=tcp)(host=<server IP address>)(port=1521))(dispatchers=1)"  
 Save the file.

See the example below:

```
audit_trail=on
remote_login_passwordfile=EXCLUSIVE

#####
# Shared Server
#####
dispatchers="(PROTOCOL=TCP) (SERVICE=IFAXDB) "
|
#####
# System Managed Undo and Rollback Segments
#####
undo tablespace=UNDOTBS1
mts_dispatchers="(address=(protocol=tcp)(host=<167.116.195.67)(port=1521))(dispatchers=1)"
```

If there is a network firewall as well as the computer firewall, the ports may need to be open on that as well.

If all of the above steps fail, please contact Technical Support at [abtechsupport@lifetech.com](mailto:abtechsupport@lifetech.com) or through our web [form](#).