Technical Support Bulletin:
GeneMapper® Software Troubleshooting

These instructions describe how to resolve the GeneMapper® Software error: "Cannot Connect to Database" on a Full Install of GeneMapper® Software (Client and Server on same computer) on an Instrument Computer (computer that is connected to the instrument).

NOTE: These instructions are for the Applied Biosystems® 3130 and 3730 Genetic Analyzers only – Applied Biosystems® 3500 series and ABI PRISM® 310 Genetic Analyzer should be treated as Stand Alone.

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 setup, 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.

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Troubleshooting

1. Attempt to launch the Instrument Data Collection software. If it does not launch, then continue to troubleshoot the database.

2. Go to the computer services and make sure that the Oracle® Services have a status of "started" (right click on My Computer or Computer, select Manage and scroll down to Services). If the Oracle® Services are not started, highlight the service and select Start.
   a. GeneMapper® Software v.4.X: OracleudcTNSListener, OracleudcDataGatherer, and OracleServiceUDC
   b. GeneMapper® Software 5: Oracleudc1TNSListener, OracleServiceUDC.

If you cannot start the service, it is possible that you are not logged into the system as the local administrator and that might be the cause of the problem. Try logging in as the local administrator or contact your IT department to log you in as the local administrator, then launch GeneMapper® Software.

3. Check if the Oracle® database is running. To do so:
   a. Open the command prompt (start→run→cmd) and type in "sqlplus" and click "Enter".
   b. When prompted for the User-name, type "system" and press the "Enter" key.
   c. When prompted for the password, type "manager" and press the "Enter" key.
   Note: When you type the password in, you will not see it displayed. The keystrokes are still being entered.

   If you see that you have connected and it gives you an Oracle® database version, then the Oracle® database is up and running.

4. If the Oracle® database is not running, make sure you are logged in to the local domain as the Local Administrator (not the network administrator). Sometimes there are network security protocols that can affect non-administrator accounts that might prevent Oracle® or GeneMapper® Software from working.

5. Check if the computer name has been changed since GeneMapper® Software was installed. The computer name may have been changed to meet an internal standard. To check the computer name:
   a. Right click on My Computer or Computer and select "Properties"
   b. Write down the computer name.
   c. Check if the host name has changed in the Listener.ora file located at:

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Data Collection Software v.3.0 and 3.1:

E:\AppliedBiosystems\UDC\Tools\Oracle\network\ADMIN

Data Collection Software 4:

E:\AppliedBiosystems\UDC\Tools\Oracle\product\11.1.0\db_1\NETWORK\ADMIN

d. Open the listener.ora file using Notepad. If the HOST = <computer name> doesn't match the actual computer name, then the computer name has been changed. Change the computer name back to its original name. If that cannot be done, a service call may be required since the integration of both the instrument Data Collection Software and GeneMapper® Software makes such changes more complex than on a stand alone system.

6. Check what anti-virus software is running. Symantec's Norton™ Anti-Virus Software is the only anti-virus software that has been tested with our systems. While there are other packages out there, some of them have been found to mistake Oracle® database files for viruses and quarantine/delete them, breaking Oracle® functionality. In a case like this, GeneMapper® Software and Oracle® Software will have to be removed manually and re-installed. On re-installation, install the software on a drive other than the C drive and do not scan that drive with the Anti-Virus software. If another drive is not available or all drives must be scanned, please speak to your IT group about installing Symantec's Norton™ Anti-Virus Software for your anti-virus software needs.

If all of the above steps fail, please contact Technical Support at abtechsupport@lifetech.com or through our web form.

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