

# 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 a Stand-alone configuration (not connected to the instrument).**

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. Check the computer specifications and make sure that they meet the software requirements. Variables such as a non-Intel CPU, wrong service pack, or running in a virtual environment may cause the software to not install or perform properly. Software requirements can be found in the Read Me for the software or on the Software Data Sheets located on the Life Technologies™ web site. GeneMapper® Software installations can only be supported on systems that meet the system requirements.
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 (for GeneMapper® Software 5, if you are on Windows® 7, service pack 1, 64-bit Operating System, if all of the services say “started” highlight them and restart them).
  - a. **GeneMapper® Software v.4.X:** OracleIFATNSListener and OracleServiceIFA
  - b. **GeneMapper® Software 5:** OracleIFA1TNSListener, OracleMTSRecoveryService, OracleServiceIFA.

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

3. Check if the Oracle® database is running. To do so:
  - a. Open the command prompt (start→run→type in “cmd” and press the “Enter” key) 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, ensure that 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. Go OracleGM (location changes depending on version)→db→NETWORK→ADMIN and open the listener.ora file. If the HOST = <computer name> doesn't match the actual computer name, change the host name in the listener.ora and the tnsnames.ora files and reboot the 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 some Oracle® files for viruses and quarantine/delete them, breaking Oracle® functionality. In a case like this, GeneMapper® Software and Oracle® 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 for your anti-virus software needs.
7. Close GeneMapper® Software and launch the Database Dashboard. Go to the “GeneMapper” tab and check if any of the partitions are full.
  - a. Go to Start→Programs→Applied Biosystems→Database Dashboard.
  - b. Go to the “GeneMapper®” tab and check the Database statistics. See example image below of the Database statistics. For Audit Data, Project Data, and Reference Data, the amount of Used space should be less than 70% of the space allocated.
  - c. In the Database Statistics tab, click on Custom Allocation and make sure none of the Project Data partitions have filled up.
  - d. If any of the partitions have filled up, you can allocate more space by clicking on the partition to highlight it, then on the bottom of the Database Statistics tab, choose a drive and how much space you want to allocate to that partition. Click Allocate.
  - e. When finished, reboot the computer.

The screenshot shows the 'Database Dashboard' application window. It features a menu bar (File, Database, Help) and a navigation pane (Dashboard, Report, Administration, GeneMapper). The main content area is divided into several sections:

- Database Statistics:** A table showing allocated, used, and free space for different categories.
 

Category	Allocated(MB)	Used(MB)	Free(MB)	Used(%)	Auto Extend
Audit Data	100.00	2.12	97.875		2.1 Yes
Project Data	7,168.00	695.31	6472.688		9.7 No
Reference Data	1,024.00	12.44	1011.563		1.2 No
- Project Statistics:** A bar chart comparing 'Used' and 'Free' space across drives C:\, F:\, and G:\. The Y-axis ranges from 0K to 160K. C:\ shows approximately 95K used and 143K free. F:\ shows approximately 95K used and 57K free. G:\ shows approximately 62K used and 15K free.
- Drive Usage:** A table showing used and free space for drives C:\, F:\, and G:\.
 

Drive	Used	Free	Unit
C:\	95,184	143,225	MB
F:\	95,562	57,026	MB
G:\	62	15,402	MB
- Table Space Allocation:** A section with 'Default Allocation' and 'Custom Allocation' tabs. The 'Custom Allocation' tab is active, showing a table of table spaces and their allocated/free space.
 

Table Space Name	Allocated Space (MB)	Free Space (MB)
Project Data Part-1	3072	2898
Project Data Part-2		3072
Project Data Part-3		1024
- Allocation Options:** A green-bordered box containing controls for 'Allocation Option' (set to 'Project Data Part-1'), 'Available Drives' (set to 'C:\'), and 'Add Disk Space (MB)' (set to '512'). An 'Allocate' button is located at the bottom right of this section.

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