

Fourier 300 trouble shooting guide	
symptom	fix
will not lock	use flock command to find lock
does not communicate with BSMS or VT unit: bsmsproxyserver error	reset console by pushing the blue LED button on top of console twice (once to turn it off and once to turn it back on)
	type cf on the command line of Topspin to configure the hardware
	password is topspin
	make sure Fourier 300 is selected, click edit
	click next all the way through until finish is an option
	type rsh to read in the most recent shim set by selecting the most recent shim set
	type flock
Sometimes the IP addresses are changed after a console reboot.	If you see no connection to any device, check ha for a mismatch.
	If you see this, run cf (see above)
	Check the VTU address and plug it into the He level program under "Tools"
Helium level does not read: error message of Error During Socket Opening. Kann Keine Verbindung zum Server herstellen.	determine the VTU IP address using the ha command and plug that into the He level program under "Tools" of the helium level gui.
to remove a sample from the magnet, type sx ej or sx # , because type ej will result in an error on the autosampler	
what to do if someone has typed ej	ij
	turn off SampleXpress
do NOT use the emergency stop button	remove carousel
	ej (to remove sample)
	ij (to turn off eject air)
	replace carousel
	turn SampleXpress back on
	on the touch screen answer yes (sample is out)
	SampleXpress will continue initialization process