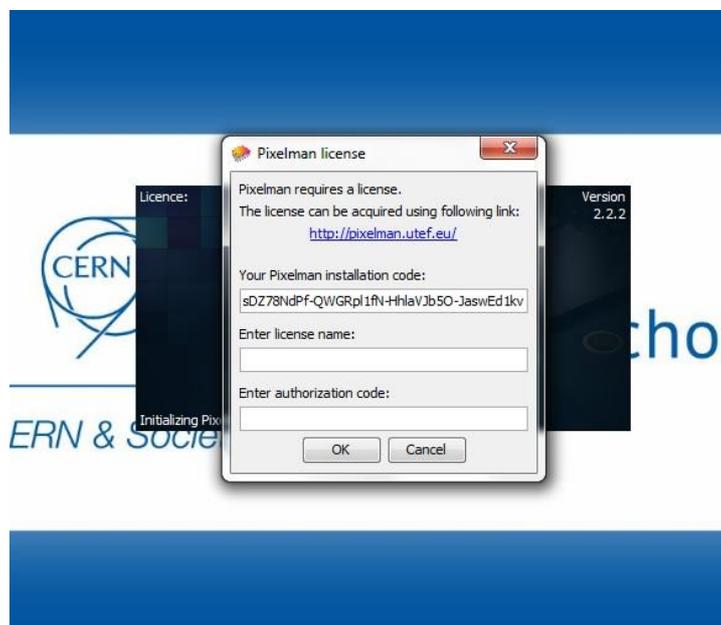# Troubleshooting – Winter 2017

This document summarises known issues and offers fixes or workarounds. It will be updated when new issues are identified. If problems continue please message your IRIS contact or use info@researchinschools.org

1. License not detected

The most common error we are contacted for is this one:

The detector itself contains the license that gives the authorisation to the software to run. There are various potential reasons for this error occurring:

a) The Pixelman software was launched without the detector being connected
b) The detector is connected but the green LED on the casing has not lit
c) The software has been installed on multiple laptops and computers exceeding the number of licenses

To remedy this situation work through the following steps:

i. Is the detector connected? If not, connect the detector to the computer using the USB cable supplied. Re-open Pixelman.

ii. The detector is connected but the same message appears. Is the green light on the detector lit? If not, disconnect the cable and reconnect. If this doesn't work you can also try changing the USB port or restarting the laptop. If none of this works, try a different USB cable. It should be a USB to mini-USB connector.

iii. The detector is connected and the green light is showing but the same error message appears. If the software has been re-installed then when running Pixelman for the first time it should be connected to the internet. The license will then be verified automatically. This authorisation is saved so that subsequent usage doesn't require an internet connection.

iv. If the error is still occurring but the green light shows, please get in touch with our support team at TQS on irissupport@tqsltd.co.uk as this could indicate a hardware fault.

2. Software error when taking longer measurements

The newest update to software version 2.2.3 does not seem to like running measurements that take individual frames of 60 seconds. The following error appears:
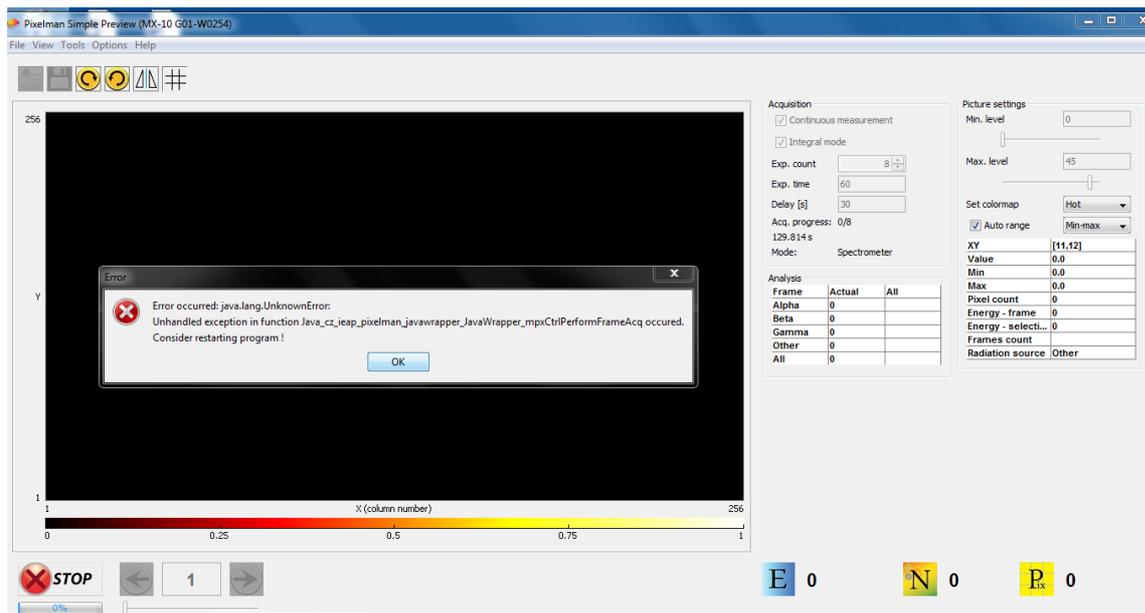
This is frustrating when you want to leave the detector running for a longer measurement. In this instance we would suggest increasing the number of measurements and reducing the time for each frame. The longest single measurement version 2.2.3 allows is 42 seconds.

3. File formatting

If you are uploading files to our analysis site [TAPAS](#) please note that .**txt files must be in xyc format**. This means that when you open them there should be three columns only (x,y co-ordinates and count, c).

The other file type Pixelman can output the measurements as appears as a matrix consisting of lots of zeros and then decimals in the positions where a hit was detected. This second file type is not currently readable with the analysis site.

To avoid this, when going through "save measurement" in Pixelman in the dropdown box below the field where you enter the filename choose the option containing the phrase "separate files". This should then save your output as xyc.

4. Detector stops taking measurements

We have been told by the manufacturer of a potential error that can occur every 10,000 frames. So far this has affected only two of our detectors but if you find yourself in the situation described below please contact us.

If the results from your experiment show no alphas or betas when you would expect them and if it appears as though you are getting the same gamma strikes in the same pixels every time you take a measurement, regardless of settings then the detector has experienced an error.

The detector may register something like the frame shown below:
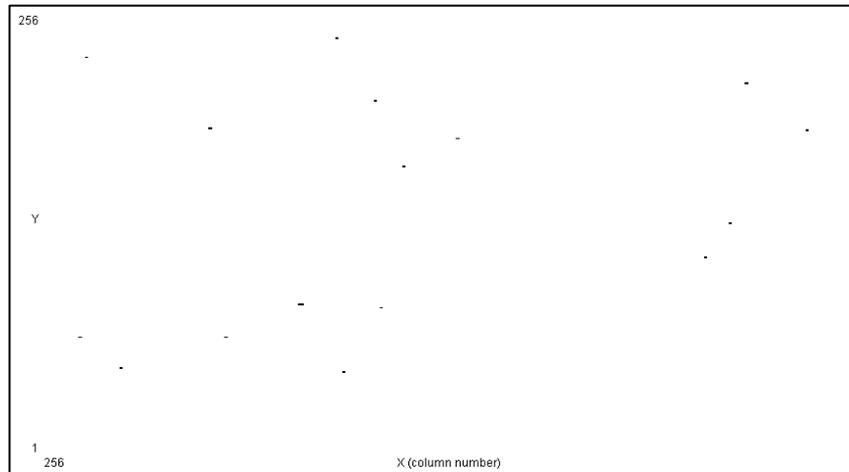
Essentially the configuration file for the detector has been corrupted. If this happens to you, contact us with the following information and we will source a replacement configuration file and provide instructions on how to replace it.

In order to send you the correct configuration file we need to know the reference number of your detector. This can be found by opening Pixelman and looking at the top left hand corner:
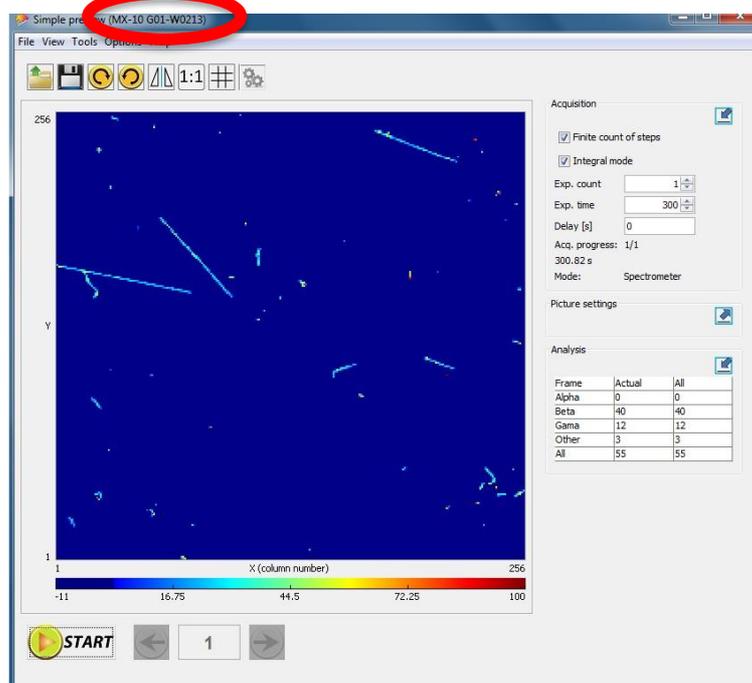
In the example shown the detector reference is G01-W0213. "MX-10" is the detector model. Send this information to your IRIS contact or via:

info@researchinschools.org

5. *Top and bottom of Pixelman window not showing*

If you are unable to see the Pixelman controls as shown below then you can remedy the situation by adjusting the laptop's screen resolution. This can be accessed via the Control Panel.

If these steps don't resolve your issue then please contact the support team at TQS on irissupport@tqsltd.co.uk