

# Restarting MagIC Net Services

Admin Server not Available

Technology: Ion Chromatography

## How do you know you have this problem?

You have received the following error when starting MagIC Net software: "The admin server is not available at the moment. Program will be closed."

# What can I try to resolve it?

- 1. To access these services, right click on "My Computer" and select "Manage"
- 2. Double-click on Services and Applications
- 3. Double-click on Services
  - a. Alternatively, from the Start menu of your PC, search 'services'

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- 4. Scroll to find Metrohm MagIC Net Admin Server and Metrohm MagIC Net Server
- 5. Right click on Metrohm MagIC Net Admin Server select Restart
- 6. Repeat for Metrohm MagIC Net Server



#### What are some ways to prevent the problem?

- 1. In Services menu, right-click on Metrohm MagIC Net Admin Server
- 2. Select Properties
- 3. Navigate to "Recovery" tab
- 4. Select "**Restart the Service**" from the drop-down menu for the First, Second and Subsequent failures
- 5. Verify that '1 minute' is displayed in the "Restart services after" command

Metrohm Tiamo Admin Server Properties (Local Computer)									
General Log On Recovery	On Recovery Dependencies								
Select the computer's response if this service fails. <u>Help me set up recovery</u> actions.									
First failure:	Restart the Service $\qquad \checkmark$								
Second failure:	Restart the Service $\checkmark$								
Subsequent failures:	Restart the Service $\checkmark$								
Reset fail count after:	0 days								
Restart service after:	1 minutes								
Enable actions for stops with errors.     Restart Computer Options									
Run program									
Program:									
Browse									
Command line parameters:									
Append fail count to end of command line (/fail=%1%)									
OK Cancel Apply									

- 6. Click Apply, then OK
- 7. Repeat for Metrohm MagIC Net Server
- 1. In Services menu, right-click on Metrohm MagIC Net Admin Server
- 2. Select Properties
- 3. Under "General" tab, ensure that Automatic is selected for 'Startup type':



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Characterices (Local)	Services (Local)							
	Metrohm MagIC Net Admin Server	Name	Description	Status	Startup Type	Log On As		
		Q IPsec Policy Agent	Metrohm MagiC Net Admin Server Properties (Local Compu	ter) X	Manual (Trigg	Network Se		
	Stop the service	KtmRm for Distributed Transaction			Manual (Trigg	Network Se.		
	Restart the service	LAN/WLAN/WWAN Switching Serv	General Log On Recovery Dependencies		Disabled	Local System		
		Anguage Experience Service	Service carries Maturhan MadelC Nat Admin Sanad		Manual	Local System		
		🖳 Link-Layer Topology Discovery Ma	Service name. Methorini Wagito Her Marini Gerver		Manual	Local Service		
		Local Profile Assistant Service	Display name: Metrohm MagIC Net Admin Server		Manual (Trigg	Local Service		
		Local Session Manager	Description:		Automatic	Local System		
		McpManagementService		*	Manual	Local System		
		MessagingService_1f3a233b	Path to executable		Manual (Trigg	Local System		
		A Metrohm MagIC Net Admin Serve	C:\Program Files (x86)\MetrohmiMagIC Net\bin\MAdmin.exe		Automatic	Local System		
		A Metrohm MagIC Net Server	Onders here:		Automatic	Local System		
		Control Miami LabLogic	Startup type. Automatic		Automatic	Local System		
		Metrohm OMNIS DeviceServer			Automatic	Local System		
		Metrohm Chinis Labcogic Gatewa			Automatic	Local System		
		Metronim Stability Conver	Service status: Running		Automatic	Local System		
		Metrohm Tiamo Admin Server	Start Stop Pauma R	enune	Automatic	Local System		
		Metrohm Tiamo Server			Automatic	Local System		
		America Metrohm viva Admin Server	You can specify the start parameters that apply when you start the from have	e service	Automatic	Local System		
		A Metrohm viva Server	inclusion.		Automatic	Local System		
		Microsoft (R) Diagnostics Hub Star	Start parameters:		Manual	Local System		
		Alicrosoft Account Sign-in Assistan			Manual (Trigg	Local System		
		Chicrosoft App-V Client			Disabled	Local System		
		Alicrosoft Cloud Identity Service	OK Cancel	Apply	Manual	Network Se		
		Alicrosoft Defender Antivirus Netwo	ork Inspection Helps guard against intrusion attempts tar	Running	Manual	Local Service		
		Alicrosoft Defender Antivirus Servic	ce Helps protect users from malware and othe	Running	Automatic	Local System		
		Alicrosoft Edge Elevation Service (N	AicrosoftEdge_ Keeps Microsoft Edge up to update. If this s.		Manual	Local System		
		Microsoft Edge Update Service (edg	geupdate) Keeps your Microsoft software up to date. I		Automatic (D.,	Local System		
	Characteria Contracteria Contra		geupdatem) Keeps your Microsoft software up to date. I		Manual (Trigg	Local System		
		Microsoft Intune Management Exte	ension Microsoft Intune Management Extension	Running	Automatic (D.,	Local System		
	Studed (Surded)	Cl. Microsoft iSCSI Initiator Service	Manages Internet SCSL (ISCSI) sessions from.	Running	Automatic	Local System		

- 4. Click Apply, then OK
- 5. Repeat for Metrohm MagIC Net Server

## Other ideas

Ensure that user logged into the PC has full access to the Services menu.