

Restarting MagIC Net Services

Admin Server not Available

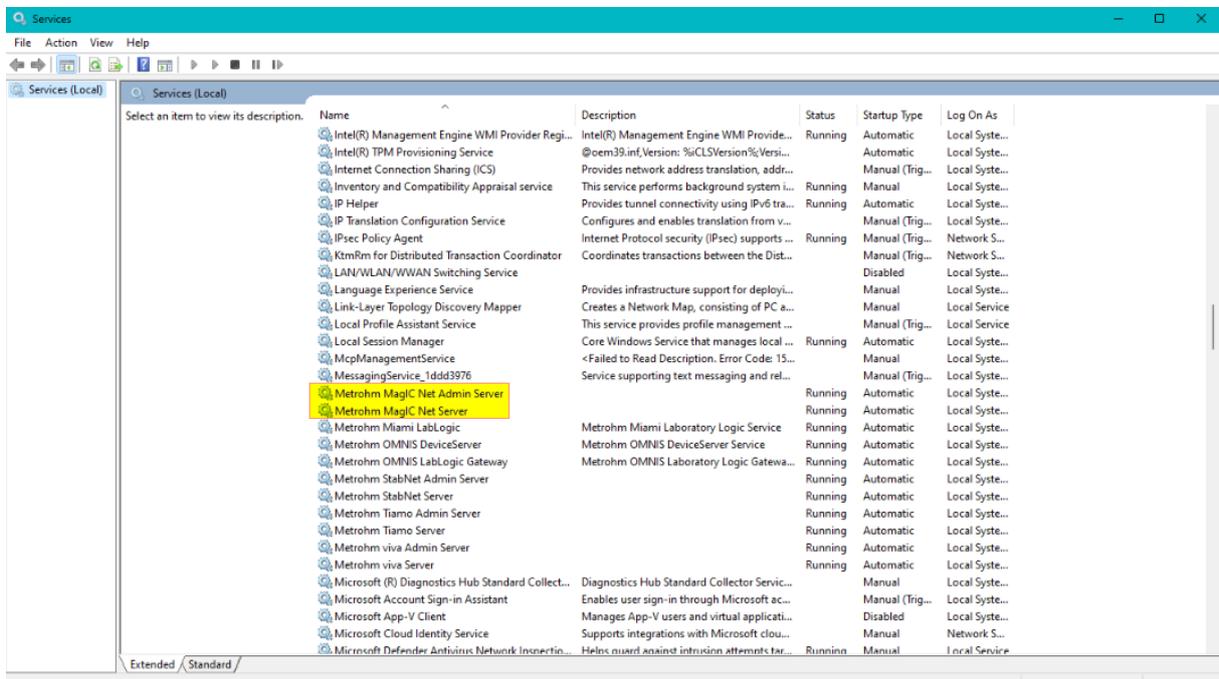
Technology: Ion Chromatography

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?

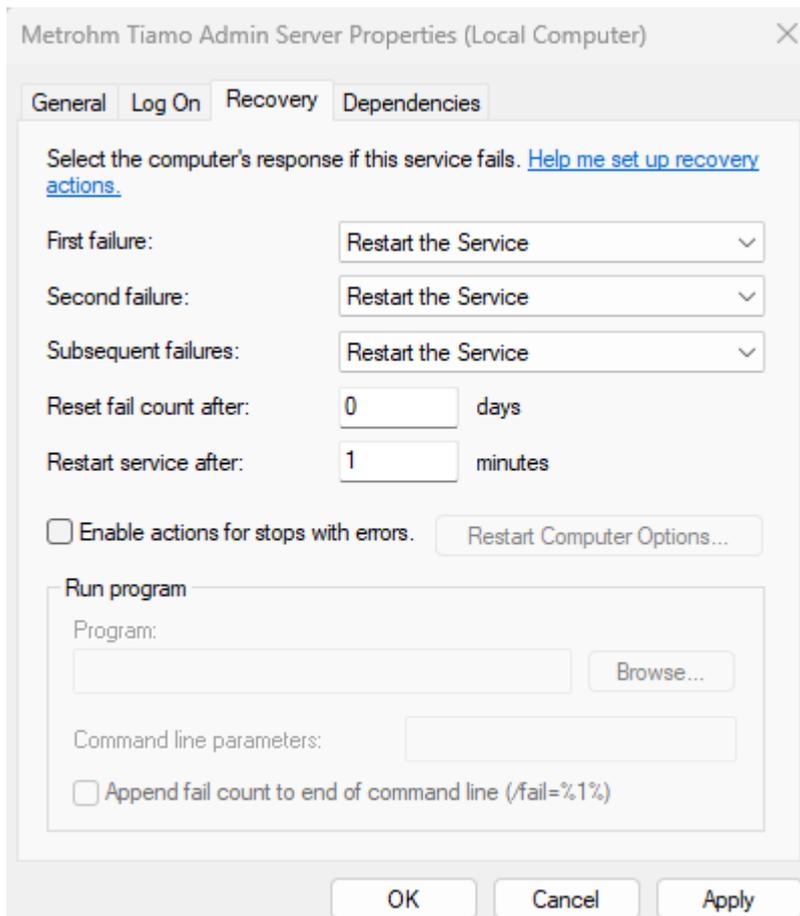
1. To access these services, right click on "My Computer" and select "Manage"
2. Double-click on **Services and Applications**
3. Double-click on **Services**
 - a. Alternatively, from the Start menu of your PC, search 'services'



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**

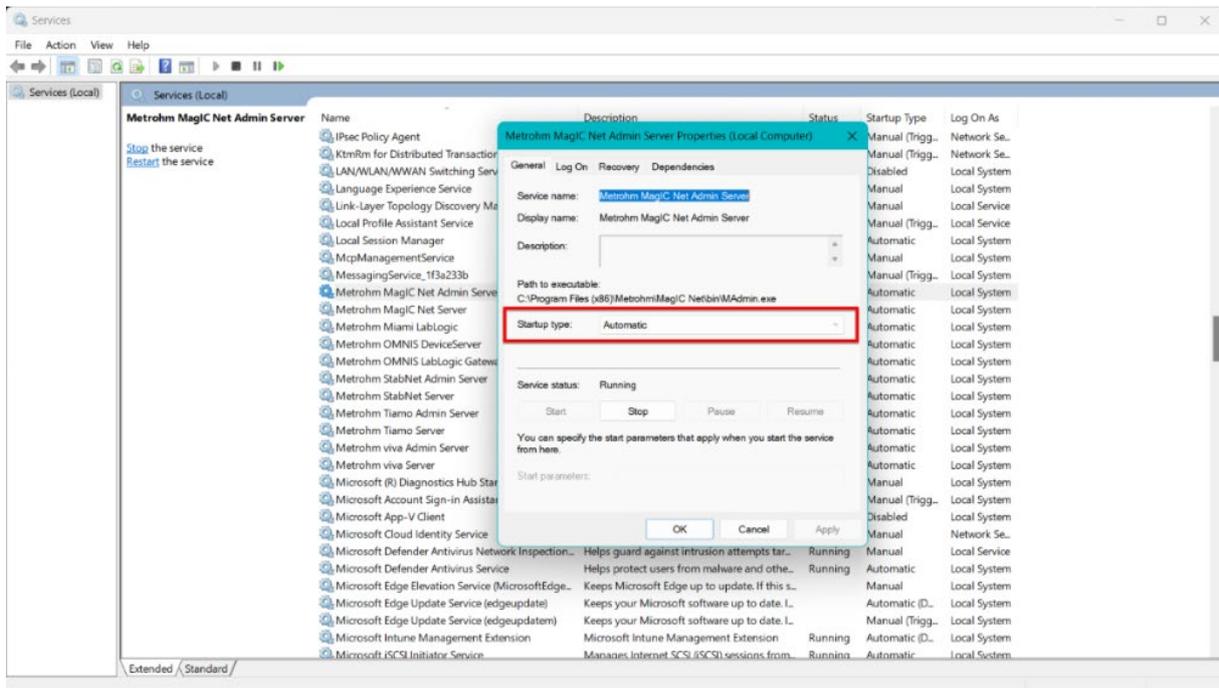
What are some ways to prevent the problem?

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



6. Click **Apply**, then **OK**
7. Repeat for **Metrohm MagIC Net Server**

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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’:



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.