

Freezerworks® FAQ Document

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Backups

How should I perform a backup?

Regular backups of your data are very important to prevent data loss due to computer malfunction and error. The Freezerworks data file is named Freezerworks.4DD (Windows) or Freezerworks.data (Macintosh). The Freezerworks Unlimited data file is named FreezerworksUL.4DD (Windows) or FreezerworksUL.data (Macintosh). For a standalone installation, the data file will be located in the folder in which you installed the Freezerworks program. For a client/server installation, the data file will be located on the server in a subfolder of the folder in which you installed the Freezerworks Server program.

If you need to restore the entire program:

1. Install Freezerworks from your installation CD.
2. Install any maintenance updates you may have received.
3. Restore the backup data file to the folder where Freezerworks resides.

Client/Server users also have access to a program called 4D Backup, which can be set to create regularly scheduled backups, as well as keep a log file to monitor all changes made to the data file between backups.

Bar Code Printers

Can we use the bar code printer we have to print bar code labels from Freezerworks?

Current versions of Freezerworks will only work with the Eltron/Zebra TLP 2642/2742 and the Brady 1344. If your printer has software that will import text files and print labels from these, you can select the samples for which you want to print labels and create an ASCII file using the Import/Export menu option. Then, import the file into your label software for printing.

I am getting a “Label Printer Not Responding” error message. What should I do?

Things to check:

1. Make sure the printer is on. Is the green light lit?
2. Ensure that you have selected the correct COM port.
3. Turn the printer off and on and try again.
4. Turn off the computer and the printer. Turn the printer back on. Then, turn the computer back on (in that order).

5. Determine if another application is addressing the port. For example, a printer application assigned to the same COM port as the label printer can cause interference. This commonly occurs when the Eltron/Zebra printer driver is installed and assigned to the COM port. This conflict can prevent Freezerworks from printing bar code labels. Another application that frequently causes problems is PowerChute. If this application is assigned to the serial port, it will cause this error.
6. If you have created a bar code format using the Bar Code Label Editor, sometimes an overly lengthy field will cause this problem. For example, you have a field that has a maximum length of 20 characters, but the font size selected is too large to fit a 20 character entry onto the label. Try a smaller font size for fields that may be problematic in this way. (Freezerworks 5.3 has corrected this problem.)
7. If you are using a Mac with a Serial to USB adapter, certain adapters have caused this error to occur at every printing job. Normally, turning the printer off and on will correct the problem. Dataworks recommends the Keyspan USA-19QW adapter as the most reliable Serial to USB adapter for Freezerworks and serial printer connectivity. When using a serial to USB adapter, the adapter will assign a COM port number arbitrarily to the adapter – usually COM 3 or COM 4.

The port designated is not responding. Please confirm the port number and power supply to the printer.

The computer does not recognize the COM port you entered. Try a different COM port. If you are using a serial to USB adapter, the device may assign a COM port to use, e.g., COM 3 or COM 4.

When I try to print labels I get “ERROR 29 - The value must be 1 or 0”.

You have neglected to enter a COM port number in the appropriate box.

My printer is not working. I couldn't get the gap sensor to work; it kept changing from green to orange, never red.

The labels may not have been fed in properly. Make sure they are below the gap sensor, not above it.

My 2742 printer displays a red or orange light – never green, and will not print.

Check to make sure the ribbon is in properly, the labels are in properly, and the carriage that holds the ribbon is snapped in place on both sides. Below are photographs of how the ribbon and labels should be installed with the ribbon carriage in the “down” and “up” positions.



Carriage snapped into place (above)



How the ribbon and label should look with the carriage “up” – notice where the ribbon is (above the green gap sensor) and where the labels are (below the green gap sensor).

The print on the label from my 2742 is too light.

Check to make sure you are using the proper ribbon. Dataworks only recommends Zebra resin label Part Number 800009-004 (Dataworks item number RIB-001).

Also, Freezerworks works with the Thermal Transfer (TLP) 2742, and not with a Direct Thermal (LP) 2742.

I installed Freezerworks. I downloaded and installed the Windows driver for the Eltron/Zebra printer. Now when I try to print bar code labels, I get a low memory error and the program shuts down.

We suggest you remove the printer drivers and make sure the COM port is not assigned to anything else.

How do I print labels for only a selection of samples and not the whole lot?

First, do a search to select only those samples that you want (Search by Sample ID, or Date, or UDF, etc.). Then, print labels from the View Samples screen for all of the displayed samples. As an alternative you can print labels one sample at a time from the input screen for each sample.

I am connecting the printer to my Mac with a USB port. Which port should I connect it to?

You can connect the printer's USB adapter to any of the USB ports, except the one(s) on the keyboard. This one does not have enough power to control the printer.

Closing Freezerworks

When I close the program, another screen appears that says, "There are no selected records for zDialogs." I close this screen and the program closes. Is this supposed to be happening?

This happens when you close the program using the "X" up in the right-hand corner of the application window. It is not a problem. To avoid getting the dialog box, choose File\Quit when you close the program. This problem will be corrected in a future release.

Connectivity

Can we link Freezerworks with other database programs we use?

The client/server (multi-user) versions of Freezerworks and Freezerworks Unlimited include an ODBC driver that allows external programs to access data in a read-only manner. Due to issues of data integrity we cannot permit data to be externally written into Freezerworks and Freezerworks Unlimited at this time.

Is Freezerworks Web Service enabled?

Freezerworks Unlimited 1.1, to be released in first quarter 2004, will be Web Service enabled, using the SOAP/XML standard. Users will be able to publish standard Web Services to allow external programs to search for and retrieve data from Freezerworks Unlimited. All security measures, including electronic signature, will be included in the Web Services.

Customizing Freezerworks

Can Dataworks customize Freezerworks to address specific needs?

Yes. Customization of Freezerworks can be an affordable alternative to a totally custom built application.

Data File

I backed up my data file. When I launched the program it said, "File not found." I re-installed from the CD, but this did not help. I opened the program and there was no data.

Freezerworks may be pointing to the wrong data file. Hold down the Alt key (Windows) or Option key (Macintosh) while starting Freezerworks. This launches the Select Data File dialog box. Search for the backup copy of the data file.

We want to change the location of the data file (move it to a different drive). How do we redirect the program to save the files to this new location?

After you move the data file to the other drive, start Freezerworks. Because Freezerworks will not be able to locate the data file, it will bring up the Select Data File dialog box. Locate the data file and click <OK>.

Error Messages

Alert - No backup module is installed.

This applies to the Freezerworks Client/Server version, and indicates that the 4D Backup module is not installed. 4D Backup can be installed from the Freezerworks Client/Server CD.

An attempt has been made to save non-unique data to a table with a unique field.

This indicates a potentially serious error. Normally, it indicates Freezerworks for some reason wants to assign a record with a number that has already been assigned to another record. In order to prevent the data corruption that would occur, the program prevents this, and hence the error message appears. Contact Dataworks immediately if this error occurs.

An interruption has occurred while flushing the data to disk. Please run 4D Tools.

This indicates a serious problem with the data file. Contact Dataworks immediately if this error occurs.

Error 1.

See Error -9939.

Error 2186. Access denied, or Service not responding to the control function.

Freezerworks Server requires a default printer. Confirm that a default printer has been configured. This printer can be a network printer, or a File printer.

If Freezerworks Server is running as a Service under Windows 2000 or NT, it might be necessary to Log On using a named user account rather than the Local System account.

Error -9939. External routine not found.

The plug-in method cannot be executed.

A program that links externally into Freezerworks to run certain options is not being located in the Win4dx or Mac4dx folder. Freezerworks is still accessible, but the option controlled by the plug-in will not work.

Contact Dataworks to get a copy of the missing plug-in.

Error -9952. Invalid data segment header.

Your data file might be damaged. Please contact Dataworks for assistance.

Error -10001. The connection to the database has been disrupted.

This indicates a network connection problem. Verify that Freezerworks Server is running and connected to the correct Freezerworks database. If Freezerworks Server is running, check the network cable and connections on the client workstation.

Check with the network administrator to see if any changes have been made to the network that can disrupt access to the server. Sometimes, when new firewall software is installed, permissions may not be set properly to allow access to the server by the client in question.

Occasionally resource files get corrupted. Locate files "Freezerworks.res", and "Freezerworks.rex" or "FreezerworksUL.res" and "FreezerworksUL.rex" on the client's system. They are stored in the Windows system folder (e.g., Winnt\4D\Freezerworks or Winnt\4D\FreezerworksUL). Delete all RES and REX files. Then try connecting to Freezerworks again.

Error –10002. The database cannot be used.

In most cases, this error indicates that Freezerworks Server is not running. Check the server to see if Freezerworks Server needs to be restarted.

Error –10030 while the request was being sent to the server.

This indicates a network connection problem. Verify that Freezerworks Server is running and connected to the correct Freezerworks database. If Freezerworks Server is running, check the network cable and connections on the client workstation.

No more room to save the record.

Or

Not enough space in your data segment to allocate a new data segment

Make sure the Read-Only attribute is not selected on the data file (.4dd, or .data on Mac) or program file (.4dc). This can happen if a CD-RW is used to copy Freezerworks from one machine to another. The Read-Only attribute is set by the CD copy software when the files are placed on the CD-RW, and are retained by Windows when the file is copied back to the computer.

Are you connecting to the correct data file? If you have two distinct copies of Freezerworks installed, sometimes both copies are connected to the same data file. Freezerworks will prevent data being saved by the second copy to ensure data integrity.

Make sure there is enough RAM available to run Freezerworks (see System Requirements for specific version information).

If you are running a Log File (4D Backup) and the volume on which the Log File lives is full, this error may occur. If you store the Data File and Log File on separate volumes (good practice), there may be plenty of room to save the record in the Data File, but not enough space to add to the Log File.

Reboot the computer running the Freezerworks program. This will reset the memory allocation table.

Out of Memory error when printing bar code labels.

This occurs when the Zebra 2742 Windows printer driver has been installed with the same COM port Freezerworks uses. Because Freezerworks does not use the printer driver, this creates a conflict that causes the error. The problem is resolved by removing the printer driver, disabling and re-enabling the COM port.

It is important to note that when this error occurs, any data recently stored in Freezerworks after logging into the system and receiving this error may be lost. This is because the data is still residing in the memory cache and has not yet been written to the hard drive. It is important to follow the procedure to disable and re-enable the COM port anytime after you use the 2742 printer driver and before using the Freezerworks bar code label system.

Importing Data

What delimiter settings should I use when importing data?

The following are the most common delimiter settings. You may need to adjust the settings based on the source of your data file.

Mac OS: Field delimiter=Tab, Record delimiter=Return

Windows OS: Field delimiter=Comma (except when there are commas in the data, then use Tab), Record delimiter=Return\New Line

For best importing results, save the file in the operating system running Freezerworks. For example, if you create an import file using Excel in Macintosh, and want to import it into Freezerworks running in Windows, open and save it in your copy of Excel in Windows. Save it as a text file (with a CSV or TXT extension).

Freezerworks closes when I select the file to import.

Verify that you have configured a default printer. Freezerworks will close if it cannot locate a default printer for printing error reports.

I tried importing data, but received the following error message: Runtime error on line #254 in method P_ImpExp. The destination string is smaller than the source.

Verify that the fields in your import format are correct, and that they are in the correct order. Check to make sure the number of characters you are trying to import into a field is not more than the number of characters allowed by your Freezerworks configuration in that field.

How can I use Import to update aliquot data in Freezerworks?

The Aliquot Number field is necessary to use Import to update existing aliquot data in Freezerworks. Import uses the Aliquot Number to find the matching aliquot.

Labels

Do you offer labels smaller than the 1 ml vial size?

We now offer a .5 ml size for inclusion with the bar code printing feature. Contact us if you would like to receive samples. We also offer customization that will allow you to print labels using your own label stock.



above: .5 ml size



above: 1 ml size



above: 1ml (left) and .5ml (right).

What is the difference between “landscape” and “portrait” (no rotation) labels

There is no difference between the two on how the label is placed on the vial, or in the size and dimensions or material. The difference is in how the labels are rolled and placed onto the lining. Portrait labels (below) are rolled lengthwise and so the roll will hold

fewer labels. But this allows the bar code printer to print from left to right, rather than top to bottom. This produces a much clearer label for scanning.



Landscape labels (below) are printed from top to bottom, making the bar code less clear for scanning, if the value bar coded contains letters or is very long. Rolled width-wise, the landscape will use less ribbon and allow for more labels per roll.



Can I label my existing stock?

It is extremely difficult to successfully place a label on a frozen vial, due to the condensation that quickly forms. However, Freezerworks customers have been successful in doing this, using the standard wrap-around label offered by Dataworks. The key is to move quickly, wrapping the label around with a motion similar to rolling a cigarette.

Networking

Will Freezerworks Server run under Windows NT? Windows 2000? Novell?

The client/server version of Freezerworks will function properly on a computer running either Windows NT or Windows 2000. It will also operate properly on a Novell network provided that you are using the Windows version of Netware, not DOS Netware.

Is a desktop computer sufficient to use as a server or do we need a true server?

Yes, a desktop computer can be used as a server. However, it must be used strictly as a server, and not as a workstation, as that will slow down program access unacceptably.

I am not able to get a connection on the client. What should I do?

If using the TCP/IP protocol, ensure that TCP/IP is installed on both the client and server machines.

On the server, check to see that Freezerworks Server is installed and loaded only once.

On the client workstation, load Freezerworks Client. Confirm that the protocol displayed is TCP/IP and that it is selected by double-clicking on it.

Confirm that the client and the server are on the same subnet. If they are, load Freezerworks Client on the client workstation. Select <More Choices> and enter the TCP/IP address of the server directly, and create a new choice by pressing <New>.

Ping the server by typing the command “ping *IP address*” at the DOS command prompt, where “*IP address*” is the server’s IP address. If the ping is not successful, contact your IT support staff for assistance.

If the client and the server are not on the same subnet, then the server must have a static IP address. This address must be entered directly on the client workstations by following the directions above. Load Freezerworks Client and select <More Choices>. Enter the TCP/IP address of the server directly and create a new choice by pressing <New>.

Occasionally resource files get corrupted. Locate files “Freezerworks.res”, and “Freezerworks.rex” or “FreezerworksUL.res” and “FreezerworksUL.rex” on the client’s system. They are stored in the Windows system folder (e.g., Winnt\4D\Freezerworks or Winnt\4D\FreezerworksUL). Delete all RES and REX files. Then try connecting to Freezerworks again.

You need at least one network component to run 4D Client.

This error refers to the Freezerworks Server network components. The IPX/SPX, TCP/IP and AppleTalk network components are installed automatically on your Windows machine during the installation of Freezerworks Server or Freezerworks Client. If Freezerworks does not find any network component libraries available in the Windows system directory, the program displays the above error message, and then exits. You then need to reinstall the network component(s). Contact Dataworks to obtain the correct version of the network components, and the correct location for your application.

Can you register Freezerworks as a Service on NT?

Yes. Here are the steps:

1. Launch Freezerworks Server.
2. From the File menu, select the option "Register as Service."
3. From the File menu, select the option "Quit."
4. Go to Settings\Control Panel\Services.
5. Select Freezerworks Server and choose <Start>.
6. If Freezerworks Server starts without error, then quit Freezerworks and return to the Services dialog box. You may then set Freezerworks Server to start automatically without interacting with the desktop.
7. If an error is displayed indicating that there is no default printer set, quit Freezerworks and return to the Services dialog box. Double click on Freezerworks Server and uncheck the box for "Interact with Desktop." Leave the "Logon As" as Local System. Click <OK>.
8. Select <Start>.
9. If Freezerworks Server starts without error, then quit Freezerworks and return to the Services dialog box. You may then set Freezerworks Server to start automatically.
10. If an error is still displayed indicating that there is no default printer set, quit Freezerworks and return to the Services dialog box. Double click on Freezerworks Server and change the "Logon As" to a named user. Click <OK>.
11. Select <Start>.
12. If Freezerworks Server now starts without error, quit Freezerworks and return to the Services dialog box. You may then set Freezerworks Server to automatically start.

When I try to register Freezerworks as a service in NT, I get the error message "Register as a service could not be done because the Database Access path contains spaces."

There cannot be any spaces in the entire path in which Freezerworks Server is installed.

Does the data file have to be in the same location as the server software, or can it be on a mapped drive?

No, it doesn't need to be in the same location as the server software. The administrator can "force" the server software to find the data file on any mapped drive.

What is the minimum we would need to purchase in order to have both Mac and Windows clients?

Freezerworks Server can be installed on either a Windows or Macintosh server. Client workstations must be able to "see" the server using one of the following networking

protocols: AppleTalk, Novell's IPX/SPX, or TCP/IP. The installation CD includes client software for both Windows and Macintosh workstations.

Access to Freezerworks over the network is slow. What can I do to improve performance?

There are a number of different factors that contribute to the performance of Freezerworks over the network:

- 1) Freezerworks Server functions better if it is the only application being served on the network server.
- 2) Check the speed of the networking cards on the workstations and the server. Higher speed cards provide better performance.
- 3) Increase the memory allocated to Freezerworks Server using the Database Properties option on the Freezerworks Server menu (File/Database Properties/System Settings tab). Default setting should be 6 blocks of 16384 Kb.
- 4) Increase the size of the cache on Freezerworks Server using the Database Properties option on the Freezerworks Server menu (File/Database Properties/System Settings tab). Default setting is 2048 Kb.
- 5) Increase the memory allocated to Freezerworks Client. Contact Dataworks for assistance with this.

Quality Assurance

Does Freezerworks meet GMP standards?

Freezerworks and Freezerworks Unlimited were written and validated according to FDA standards for software development. These written validation procedures can be purchased upon request.

Is Freezerworks FDA Title 21 CFR Part 11 Compliant?

Freezerworks and Freezerworks Unlimited have the following features that will ensure compliance when used properly:

A login and password system that forces users to enter a name and valid password to continue.

An audit trail that is read only and cannot be accessed, entered or manipulated by any user. Every data entry field that is changed or modified has a record created that stores the user, the field, the previous field entry, the new field entry, the user and the time and date the entry was changed. Any tampering of the data, accidental or deliberate, is monitored by the system's automatic and fully secured audit trail, indicating who made a change and when.

Will Freezerworks help me with 42 CFR Part 73 security issues and tracking my select agents and toxins?

Both Freezerworks and Freezerworks Unlimited include security features that would enhance a customer's ability to comply with the strict CFR 73 requirements. However, Freezerworks Unlimited offers a level of security more consistent with a strict interpretation of the guidelines, providing the ability to hide sensitive data from unauthorized users.

Reports

Can we get a "spreadsheet" style report of the Samples output form (i.e., the samples we select for a printout)?

Freezerworks and Freezerworks Unlimited both include a Report Writer which allows the user to create any type of report desirable.

In addition, Freezerworks includes some pre-defined reports. From the Reports menu, select the Samples Report – Wide option. This report gives you the option to include or exclude the notes and the freezer positions. It includes all user-defined fields you have set up.

Scanners

I switched the scanner to a different client computer, and now it doesn't read the bar code. It beeps as if it will, but does not enter anything into F5.

Turn off the computer. Reattach the scanner and try again.

Search

Can we do a wildcard search?

Yes. For example, suppose you need to search for sample IDs. You know the starting characters, but not the complete ID. At the Search by Sample ID option, enter the starting value, then use the "@" wildcard symbol. For example, if you want to find all sample IDs starting with 99, you would enter 99@ and use the Exact Match search.

Can Freezerworks track empty freezer space once samples have been shipped out, used, etc? We need to develop an efficient way to track open vial spaces once samples have been removed.

Freezerworks and Freezerworks Unlimited has an option called "Explore Freezers" that expands and contracts your freezer in a hierarchical, Explorer-style tree structure. Using Explore Freezers, you can quickly see how full your freezer is and where the samples are located in it. Each freezer subdivision expands when it contains samples, and will display all the samples stored there. For example, if Rack 2 is empty, it will not appear on the list. If there are 8 boxes in Rack 3 and boxes 1, 2, and 3 are the only ones that contain samples, then boxes 1, 2, and 3 will branch off of Rack 3. Click on box 1, to display the samples. Click on box 2, to display those samples as well, etc. If you click on a sample, the entire sample record will be displayed. From there you can track shipment information (transactions) or notes, fill in user-defined fields, pull and delete the sample, etc.

There is also a Freezer Location report that you can print for samples selected by location.

An Empty Positions report is available in version 5.3 of Freezerworks and will be included in the next version of Freezerworks Unlimited.

Shipping Option

Is there a feature for shipping vials from Freezerworks to another site, or importing samples from another site to Freezerworks? Does the demo adequately demonstrate the program's capabilities in this regard?

We currently do not have a separate shipping module, although we do offer it as a custom feature. However, as an alternative to customization you can configure a user-defined field(s) to track shipping dates or any other shipping information. You can track information about each aliquot on the Transactions tab in the View Samples menu option. You can also create export files using the Export Data menu option to send an ASCII file on disk along with your shipments.

Additionally, Freezerworks 5 currently offers a Batch Update feature that allows you to select a group of records for shipping and then update user-defined fields (e.g., "Ship Date" or "Ship To"), aliquot amounts and number of thaws. All aliquots for each sample and all samples selected will be updated with the information you enter at the Batch Update screen.

The demo is a full working version of the program, so it does demonstrate this capability. The only difference is that you are limited to entering 100 samples.

We intend to include a Shipping Module in the next version of Freezerworks Unlimited.

We have developed custom shipping options (e.g., a vial checkout option) in Freezerworks for other clients and would be happy to discuss whether such existing options could be modified for your use as well.

Upgrades

Can I upgrade from Freezerworks to Freezerworks Unlimited without losing any data?

All Freezerworks products upgrade without the need to re-enter any data. Upgrades require little or no intervention by the user and are completely automated.

Can I upgrade from Freezerworks DOS to Freezerworks on a Macintosh, and bring my DOS-based data with me?

Yes, but we will have to convert your Windows data file to a Mac data file for you. Here are the steps:

1. Upgrade to Freezerworks on the PC where DOS Freezerworks is installed. This will transfer your existing data to Freezerworks.
2. Make arrangements to send Dataworks Development your Windows data file - Freezerworks.4dd.
3. We will convert the file from Windows to Mac and send it back to you (there may be a small charge for this).
4. Install Freezerworks on the Mac and copy the converted data file to the Mac.

Window Placement

I selected Samples\View Samples and clicked outside the window and got the splash screen. How do I get the window back?

There are two things you can do: 1) Choose Samples\View Samples again; or 2) Choose File\Windows Palette.

How do I move a window whose title bar has been hidden?

On Windows

Method #1: Press Ctrl and both mouse buttons, and drag the window to the new location.

Method #2: Press Alt-Ctrl-right mouse button, while dragging the window to the new location.

Method #3:

- Press the Alt key once. This highlights the File menu.
- Press the left arrow key once. This highlights the front most window, your 4D window with the hidden title bar.
- Press the down arrow key twice. This highlights the Move item in the File menu.
- Press the Enter key. This selects the item Move and changes the appearance of the cursor to four arrows pointing outward.
- Use the arrow keys or move the mouse to reposition the window.

On Mac OS

Press Control-Command-mouse button, and drag the window to the new location