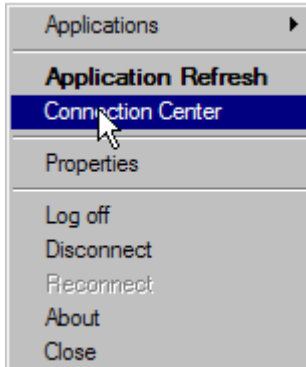


CEM LIMS - Error when launching LIMS

Problem Client receives an OSERROR message when trying to log into LIMS. The error message has (OSERROR) which indicates that it is probably a Windows error. The error message might have "Run Time Error. Specify module cannot be found. (OSERROR16R7E)," "Frame Marker Not Found" or "Parameter Missing or Not Found."

Resolution Have the user logoff his old session by right clicking the Citrix Agent Icon in the task bar and selecting the Log Off option.



Have the user reboot the PC and try logging on again using the Citrix Agent Icon in the task bar.

Encourage the user to use the Citrix Agent Icon to connect or be patient using the network neighborhood.
Remember this could be caused by user clicking too many times in Network Neighborhood.
If the session is hung they may need to log off Citrix session and then log back in.