

<b>Date</b>	11 Feb 2015	<b>Service Note #</b>	MISC-2043	<b>Updated</b>	NA
<b>Product</b>	symphony 7100, 2500 and 3200		<b>Created By</b>	J. Yangco	
<b>Description</b>	Graphic User Interface Displays Exception Errors				

<b>Release</b>	<input checked="" type="checkbox"/>	<b>Internal</b>	<input checked="" type="checkbox"/>	<b>Distributors</b>	<input checked="" type="checkbox"/>	<b>Customers</b>
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Parts Required	Serial Numbers Affected
None.	All

## Graphic User Interface Displays Exception Errors

### Reason:

The instruments intermittently displays exception errors pertaining to low memory (e.g., “Program Memory is Low”) and user interface application (e.g., “An unexpected error has occurred in AdvDissoApp.exe”).

### Explanation:

These events result in the notification of when an exception occurs. The application logs the information about the exception before the system reports the exception to the end-user and terminates the application.

When this happened, the end-user needs to reboot the instrument allowing the application to reset or clear any memory that became unusable.

### Recommendation:

Turn off the instrument at least once a week to reset and clear the instrument memory.



**Distek is looking into this intermittent issue and will update the application once a resolution has been established.**