

# CHROMATEC ANALYTIC SOFTWARE BUILD 4.0

USER MANUAL

214.00045-51I

ADMINISTRATION AND SERVICE

Revision 13.02.2026

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# 1 INFORMATION

The right-side panel of the Chromatec Navigator desktop (software main page) displays various system information:

**Chromatec Analytic version**. The version of the main core, which is the main metrologically significant module, is indicated here. This information does not change.

**Module build date**. Technical support staff may request this information from you.

Server details:

- Operating system.
- Operating system version.
- Occupied memory (meaning computer RAM).
- Free on disk – information about available file space.

If the software is installed on a standalone computer, then the client computer data is displayed here.

**User data**. This displays information about how much space user data takes up.

- Chromatograms (total size occupied by all projects).
- Audit data.
- Reports.
- Auxiliary resources (reference books and component libraries, report templates and others).
- Measurement history data.
- Diagnostic data.

Information about the size is updated when you open the Navigator desktop, but not more than once per hour.

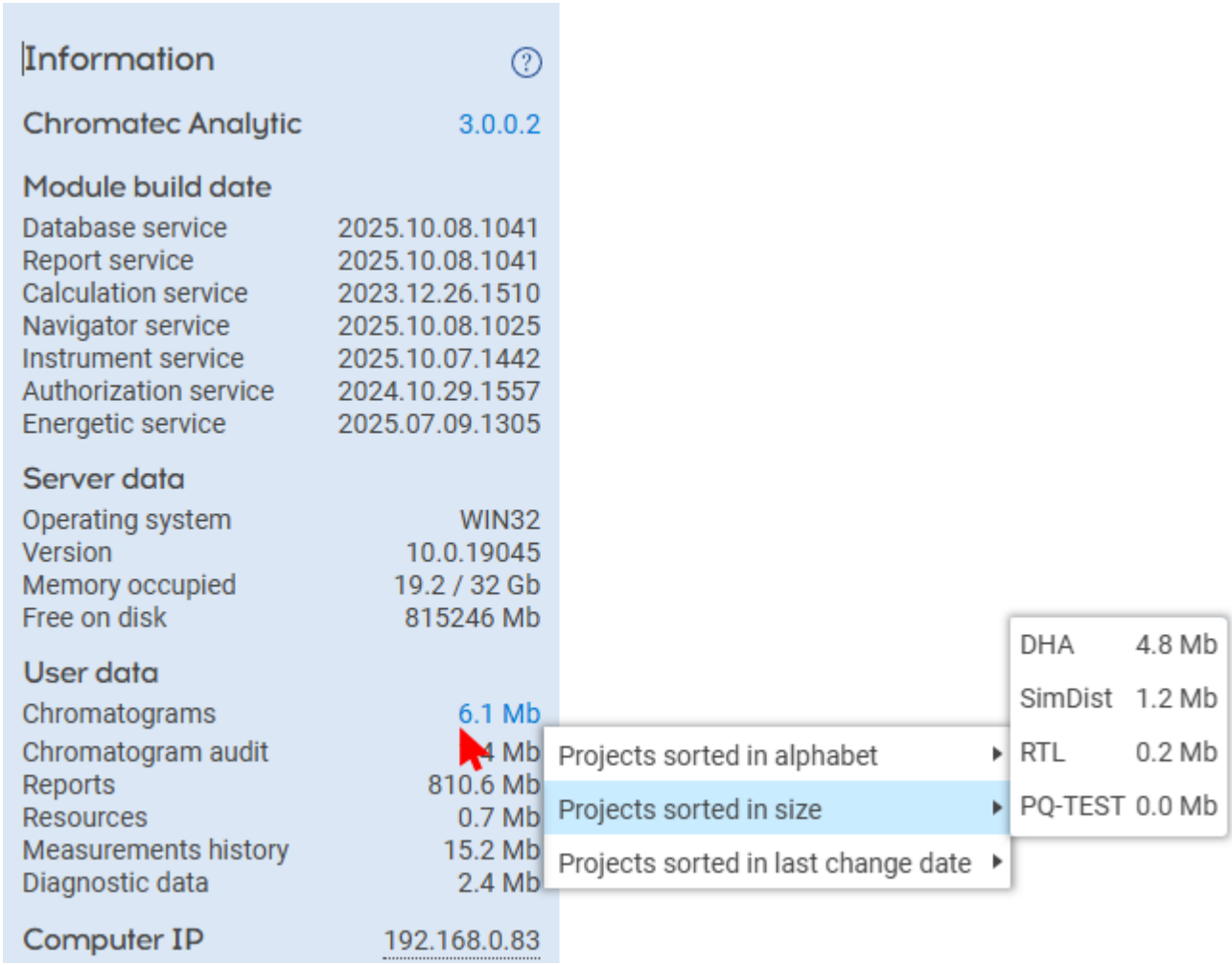



Fig 1.1 – View project size information

**Computer IP.** Several IP addresses can be specified for a computer. All of them will be shown if you hover over the value of the first one in this list.

# 2 LICENSES

The Chromatec Analytic software is distributed freely for most tasks, but in the following cases requires a license:

- Using the application calculations.
- Using the Chromatec Energetic application.
- Using a liquid chromatograph "Chromatec-Crystal HPLC 2014".
- Using a mass spectrometric detector.

Licenses in Chromatec Analytic 4 software are tied to the serial number of the device, **and not to the computer code, as in version 3**.

This means that for version 3 you need as many licenses as you use computers to work with the chromatograph, and for version 4 you get one license per chromatograph and can work with it from any computer.

Also note that when operating a mass spectrometry detector, the license is issued by the MSD number, **not the GC to which the MSD is connected**.

Obtaining a license:



On the Chromatec Navigator desktop, click on the Licenses button. The license request page opens.

To create a license request, enter:

- Password. It is in a box with a USB drive. If it is not there, make sure that you have purchased a package of special calculations. You can clarify this issue in the commercial department of SDO "Chromatec" by phone +7(8362) 68-59-69 and 7 (8362) 68-59-70.
- Your email. A license file will be sent to it.
- List the serial numbers of your devices separated by commas.


Add the IDs of the calculations for which you wish to license, or select the Chromatec Energetic application, HPLC or MSD.

When purchasing a package of special calculations, you can choose up to four of any calculations. We recommend that when requesting a license, immediately select all the requests that you need


If your computer is connected to the Internet, click on the "Activate license online" button. ".

If the online activation failed, you will receive a message:

"License activation denied. Most likely, you have already activated all available licenses. If this is not the case, correct the email request string soft@chromatec.ru ".

In this case, use offline activation.

Offline activation is also available when there is no internet.

A QR code will appear on the screen. You can scan it with your smartphone and get a link. Following this link, you will send a request to Chromatec". Upon successful activation, the license file will be downloaded to your smartphone. All you have to do is transfer it to your computer and activate it (see below).

If for some reason you cannot use QR codes, copy the query string to the clipboard and send it to any of the addresses:
soft@chromatec.ru
support@chromatec.ru

When the license file *.lic is sent to you by email (or you download it from your smartphone), click on the "Activate license offline" button and select this file. The license will be activated.

{video navigator_license License}

# 3 ADMINISTRATION

## 3.1 Administration page

To get to this page, on the top panel of Chromatec Navigator, select the “Administration” tab.

Only those users who have administrator rights have access to this page.

The following functions are located here:

 Accounts.

 Audit trail

 IQ/OQ/PQ Qualification Protocol.

 Software update.

 Logs review. Developer's tool.

On the right side of the page there is a block of information about certified modules.

Below is the build date of the local instrument service. It must correspond to the assembly date of the device service (main), which is displayed in the "Information" block on the "Chromatec Navigator" desktop.

 The button next to the "Status" heading opens a menu for resetting the state of variables.

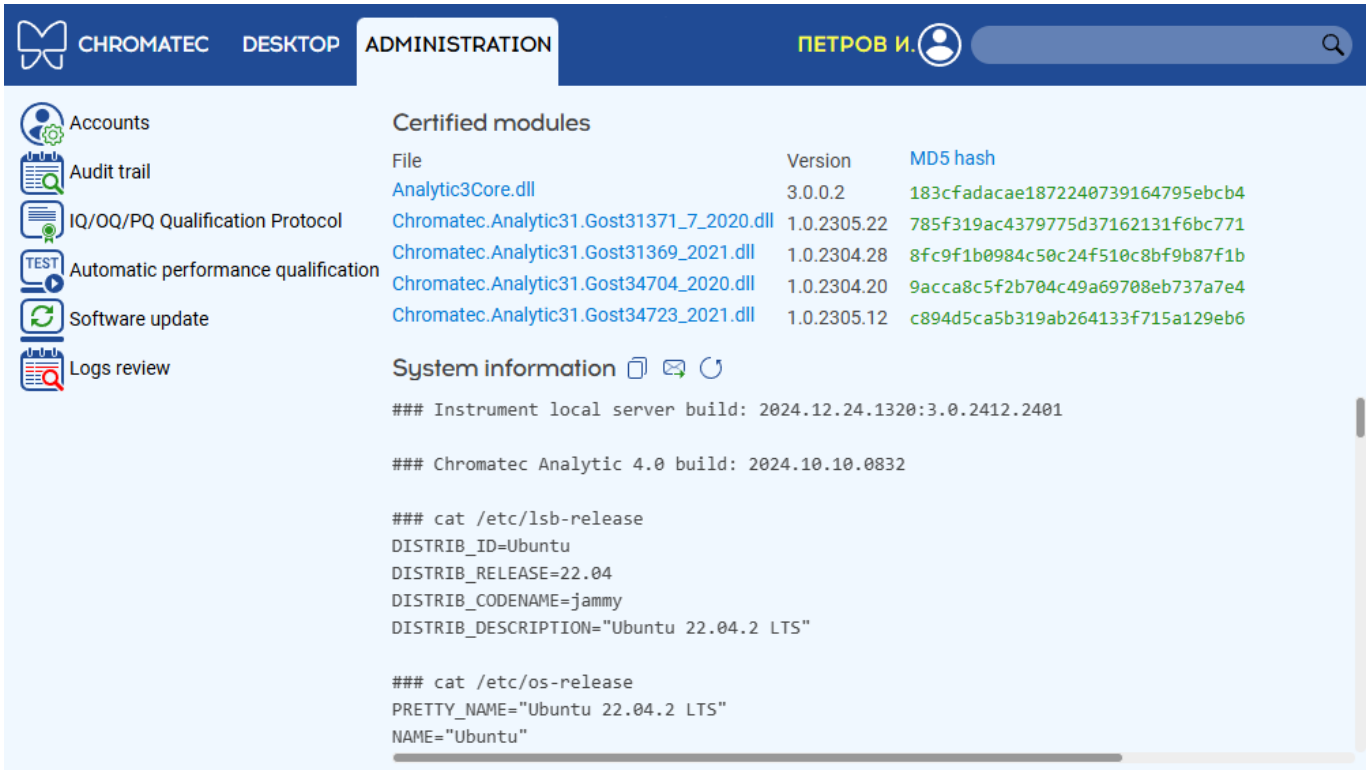



Fig 3.1 – “Administration” tab

## 3.2 Accounts

Accounts are required to differentiate user access privileges.

With the creation of user accounts, work begins with the Chromatec Analytic software.

Click on the "Administration" button on the top panel of "Chromatec Navigator".

On the "Administration" tab, click on the "Accounts" button.

Add a new user account.

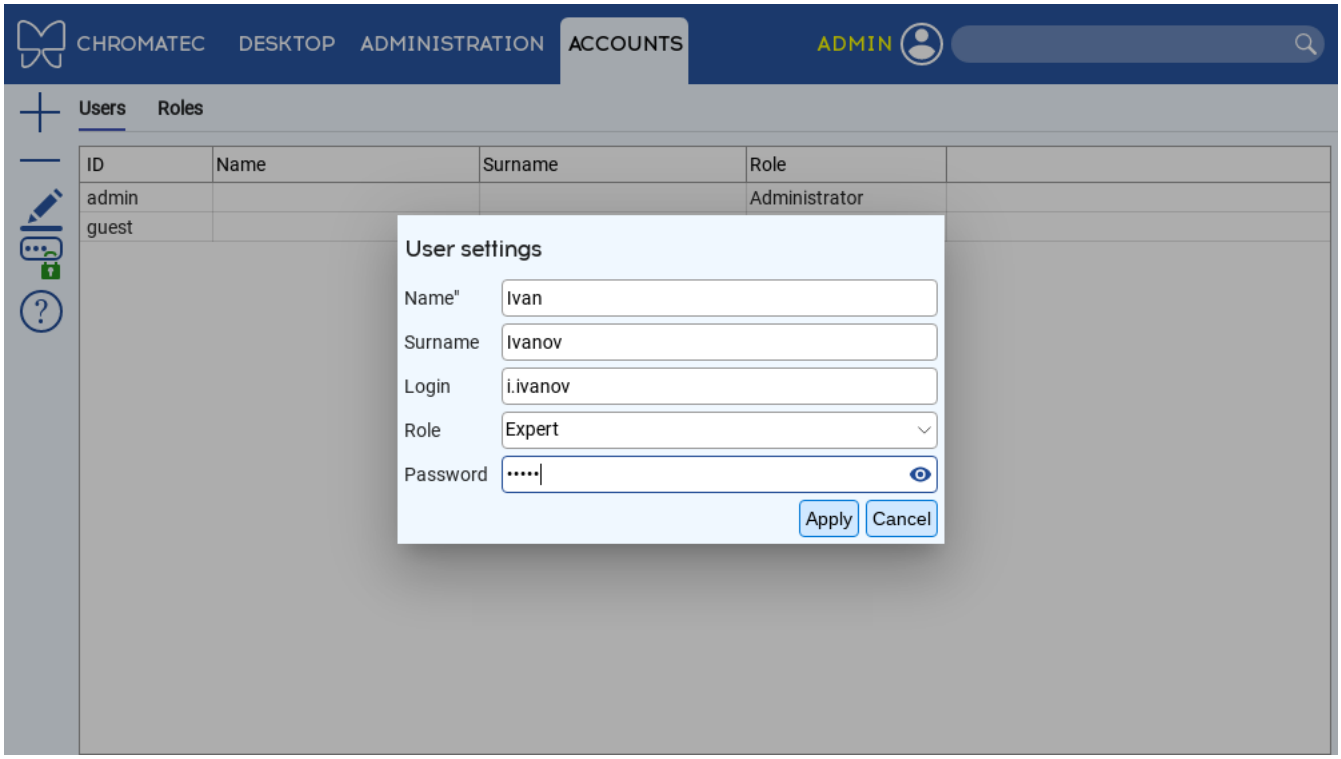



Fig 3.2 – Adding a user

### 3.2.1 User roles

By default, four roles are available:

- Administrator
- Expert
- Analyst
- Guest

**Important!** The role of "Administrator" describes the privileges of the user by "Chromatec Analytic". It has nothing to do with the privileges of the computer administrator. It can be different people with different tasks. The computer administrator usually has nothing to do with the work of chromatographers, however, only he can solve some specific tasks for the administration of the system.

You can change the set of privileges for each of them, as well as create new roles, if necessary.

- Go to the "Roles" tab.
- Select the role to configure.
- Enable/disable user privileges according to their access rights.

+ If necessary, add a new role.

— ...or delete an existing one.

- Set the name of the role.

All changes are saved immediately.

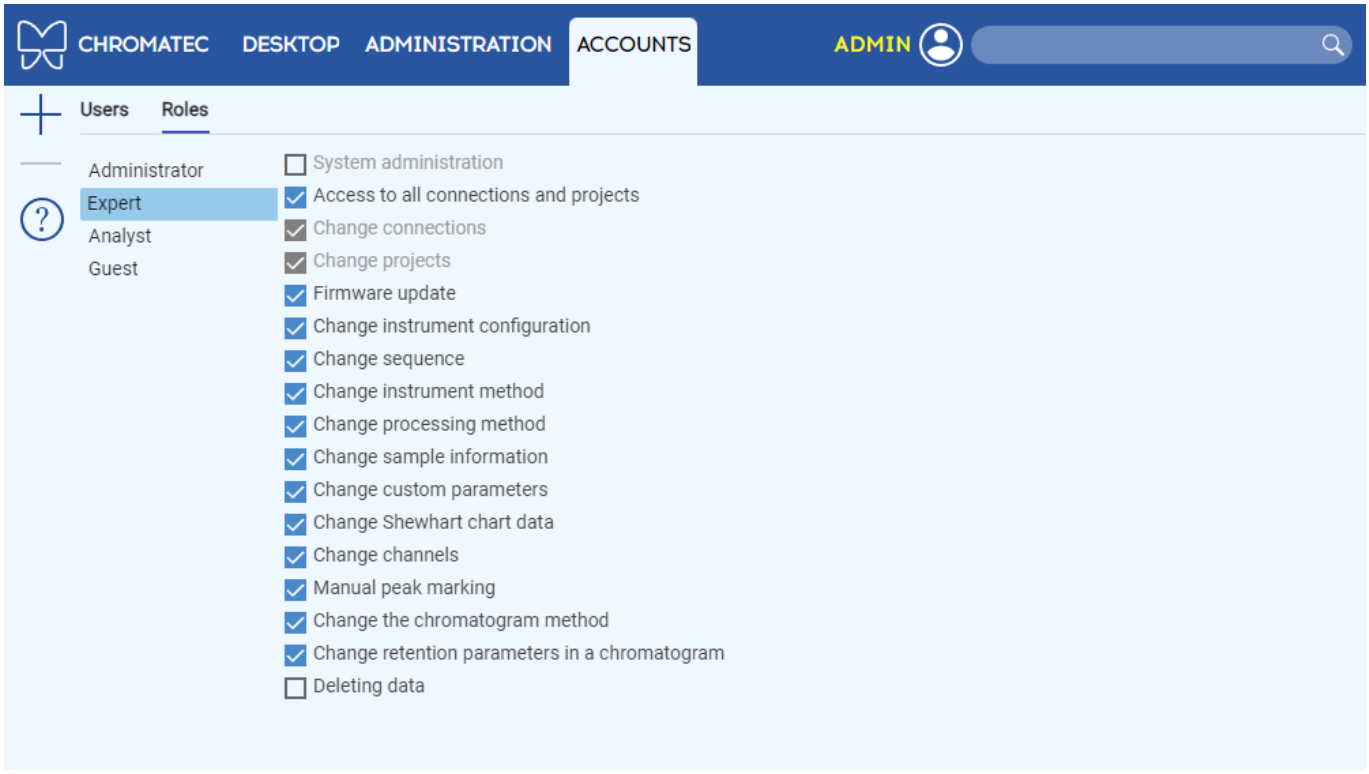



Fig 3.3 – Account Role Settings

Table 3.1 – User privileges

| **Privileges** | **Default Roles** | | | |
|---|---|---|---|---|
| | **Administrator** | **Expert** | **Analyst** | **Guest** |
| System administration | + | | | |
| Access to all connections and projects | + | | | |
| Change connections | + | + | + | |
| Change projects | + | + | + | |
| Firmware update | + | + | | |
| Change instrument configuration | + | + | | |
| Change sequence | + | + | | |
| Change instrument method | + | + | | |
| Change processing method | + | + | | |
| Change sample information | + | + | + | |
| Change custom parameters | + | + | | |
| Change Shewhart chart data | + | + | + | |
| Change channels | + | + | + | |
| Manual peak marking | + | + | + | |
| Change the chromatogram method | + | + | + | |
| Change retention parameters in a chromatogram | + | + | + | |

The "System administration", "Change connections" and "Change projects" privileges cannot be turned on/off; they are read-only.

The "Change connections" and "Change projects" privileges are only available for the "Guest" role.

## 3.2.2 Adding and editing a User

- Go to the "Users" tab.

Click on the "Add User" button.

...or select a user from the list and click on the "Edit" button.

- In both cases, a dialog for editing user data will open.
- Enter the user's first and last name (it will be displayed on the top panel of "Chromatec Navigator").
- Enter a login. It is not displayed in the interface. Can be saved in the browser. The login must not match the username, it must contain only Latin letters and numbers.
- Choose a role.
- Click "Apply". If this button is not available, it means that you have not entered or incorrectly entered any data.

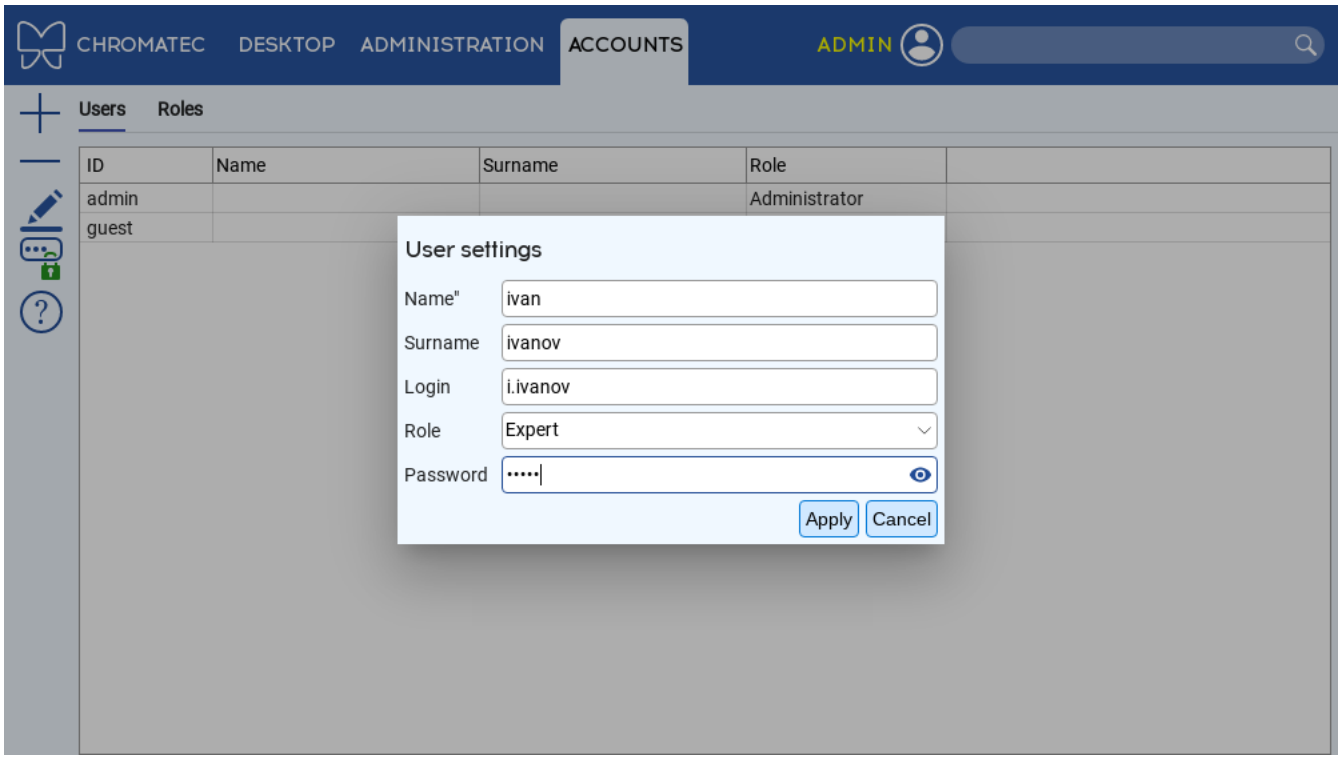



Fig 3.4 – User Settings

The account cannot be edited in any other way.

You will not be able to find out the password of users and must take care of the safety of this data yourself.

If you forget the password of a user with the "Account Management" privilege (by default "admin"), you will not be able to access this page. You will have to resort to resetting all accounts. **This operation can only be performed by the computer administrator**.

To change the account, click on the button with the name and select "Log out" in the menu that appears. The login page opens.

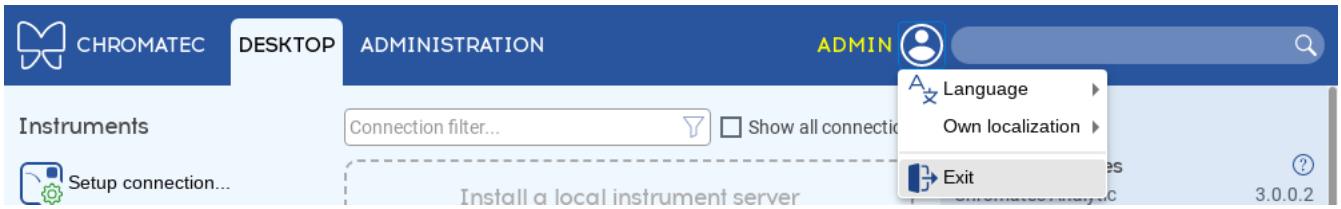



Fig 3.5 – Login button

# 3.3 Software Identification

The program for processing chromatographic and mass spectrometric analyses is an integral part of the Chromatec Analytic software package. By tradition, it is also called "Analytic" and in turn consists of a client and server part.

Metrologically significant software modules are located in the server part.

The Chromatec Analytic 4 and Chromatec Analytic 3 programs use the same metrologically significant modules.

The metrologically significant part of the software includes files:

| File | Version | MD5 hash |
|---|---|---|
| Analytic3Core.dll | 3.0.0.2 | 183cfadacae1872240739164795ebcb4 |
| Chromatec.Analytic31.Gost31371_7_2020.dll | 1.0.2210.21 | 785f319ac4379775d37162131f6bc771 |
| Chromatec.Analytic31.Gost31369_2021.dll | 1.0.2304.28 | 8fc9f1b0984c50c24f510c8bf9b87f1b |
| Chromatec.Analytic31.Gost34704_2020.dll | 1.0.2304.20 | 9acca8c5f2b704c49a69708eb737a7e4 |
| Chromatec.Analytic31.Gost34723_2021.dll | 1.0.2305.12 | c894d5ca5b319ab264133f715a129eb6 |

Unambiguous identification of the software is performed by determining the hash code of the protected modules according to the **MD5** algorithm and file versions.

The result of the control is displayed in the Navigator application on the Administration tab.

Navigator compares the values of checksums of metrologically significant modules with reference values. If there is a match, the corresponding line is highlighted in **green**. If there is a mismatch, **red**.

The user can check hash codes using third-party services and utilities. For example, if you have Internet access, you can use an online service https://md5file.com/calculator. First you need to download the metrologically significant module file from the server to the local computer. To do this, click on the module name (this is a link). After downloading the module, upload it to the online service and immediately get the hash code value.

When working on Linux, the hash code can be checked with the built-in md5sum command. When running on Linux, the hash code can be checked using the md5sum built-in command. For example, on Astra Linux the following command is executed:

```
sudo md5sum /opt/analutic/app/aspnet/calc/Analytic3Core.dll
```

You will be prompted to enter the password of the computer administrator, after which the line will appear in the terminal:

```
183cfadacae1872240739164795ebcb4 /opt/analytic/app/aspnet/calc/Analytic3Core.dll
```

Here, the first element of the string is the hash code you are looking for. Compare it with the value in the certificate.

Software certificates are available in the library.

The hash code is unique for each file and depends on its contents. In case of any file change, the MD5 algorithm will not give the same code. Thus, by comparing the calculated hash code with a previously known standard, we can conclude whether the file has been modified or not. If any file is changed, its real hash code will not match the control one.

There is no possibility of regular (authorized) changes in calculation formulas, algorithms and any other functionality in Chromatec Analytic. The user, if necessary, can add his own additional calculations using the custom formula editor, but cannot change existing ones, including those implemented in accordance with the verification methodology.

Separate protection of calculation formulas, algorithms and other functionality of Chromatec Analytic is not provided. Protection is implemented for all metrologically significant files.

When any program is launched in Windows OS, its executable files are blocked for changes, but in the Linux OS they remain available. If some malicious changes are made to executable files during the program, checking the integrity will determine this fact only when the program is subsequently launched, and during the current work session, the original unexplored copies of the modules and errors will be used.

## 3.4 Protecting data from third-party modification

Let's introduce the term **computer/server administrator** – this is a user with elevated access rights to the file system. In Linux terms - super user

The computer/server administrator should not be confused with the administrator in "Chromatec Analytic" software.

In "Chromatec Analytшс 4" user data (chromatograms, methods, various settings) can be safely changed only by standard means provided by the program, taking into account the user's privileges. However, changes to audit logs are not provided.

When working with Linux OS, all user data is located in a folder on the server (or local computer), which can only be accessed by the computer administrator.

When working with Windows OS, the data folder is available to ordinary users. It is not recommended to use this OS when you need to protect data from changes by third-party tools. Use Linux OS.

Features of data access for a computer administrator in Linux OS:

- **Deleting data by third party means**. Possible for a computer administrator, but unsafe (requires knowledge of the storage structure, which "Chromatec" does not provide to anyone). Protection against deletion comes down to identifying a limited circle of responsible persons who have **physical** access to the data.
- **Changing data by third party means**. User data is stored in archived binary form. It is not possible to open the data in a text editor for modification. Changing data in specialized HEX editors is extremely difficult; with a high degree of probability, this will only lead to their damage, but not to falsification. The structure of chromatograms and methods is closed, complex, and to “open” it will require a very highly qualified specialist. It can be argued that practical modification of user data by non-standard means is impossible.

To ensure traceability of deletion and/or modification of user data using standard "Chromatec Analytic" tools, use chromatogram auditing (see the next section).

## 3.5 Audit trail

For automatic logging of all events of the device and analysis plans, the actions of the operator for processing the chromatogram, in accordance with the principles of GLP/GMP, an audit log is maintained in Chromatec Analytic.

**Briefly about GLP/GMP**:

Good Laboratory Practice (Good Manufactory Practice), GLP/GMP – **The rules of good laboratory (production) practice** are formally defined as a quality system concerning the organizational process and the conditions in which the laboratory operates.

The GLP/GMP system has been in operation for more than 30 years. Initially, it was developed and put into effect by the American Food and Medical Industry Administration (FDA) in relation to productions using toxic substances in order to eliminate existing inconsistencies in regulatory documentation. GLP/GMP standards became mandatory for all companies in the United States, and subsequently in countries exporting their products to the United States. Then, through the efforts of the Organization for Economic Cooperation and Development (OECD), these norms began to spread internationally. In particular, in Germany, GLP/GMP requirements are mandatory for the development of any new types of chemical products.

The main task of GLP/GMP is to ensure the possibility of full tracing and restoration of the entire course of the study. Quality control is designed to be carried out by special bodies that periodically inspect laboratories for compliance with GLP/GMP standards.

GLP/GMP sets very strict requirements for the maintenance and storage of documentation – much more stringent than the European standards of the EN 45000 series. The scope of application of GLP/GMP standards is established by law. First of all, this applies to the development of new chemicals, the production and use of toxic substances and to healthcare.

In the Russian Federation, the principles of good laboratory practice are regulated by the interstate standard GOST 33044-2014.

In pharmacology, GLP is regulated by the provisions of section 21 of Chapter 11 of the Code of Federal Regulations (CFR) of the US Food and Drug Administration (the European equivalent is Chapter 4, Appendix 11 of the Regulatory Framework for the Circulation of Medicines under the Legislation of the European Union).

Chromatec Analytic software complies with the requirements of Section 21 CFR Part 11 .

According to GLP, audit logs must be protected from unauthorized access (deleting logs and individual records, changing records). In "Chromatec Analytic 4" audit logs are located in the user data folder and the features of protecting them from changes by third-party tools are similar to those that apply to all user data (chromatograms, methods, etc.).


To view the audit log, click the **Audit trail** button on the Administration tab of the Chromatec Navigator software.

You can create an audit report to use when creating a qualification protocol.

## 3.5.1 Main log

Immediately available when you go to the corresponding tab.

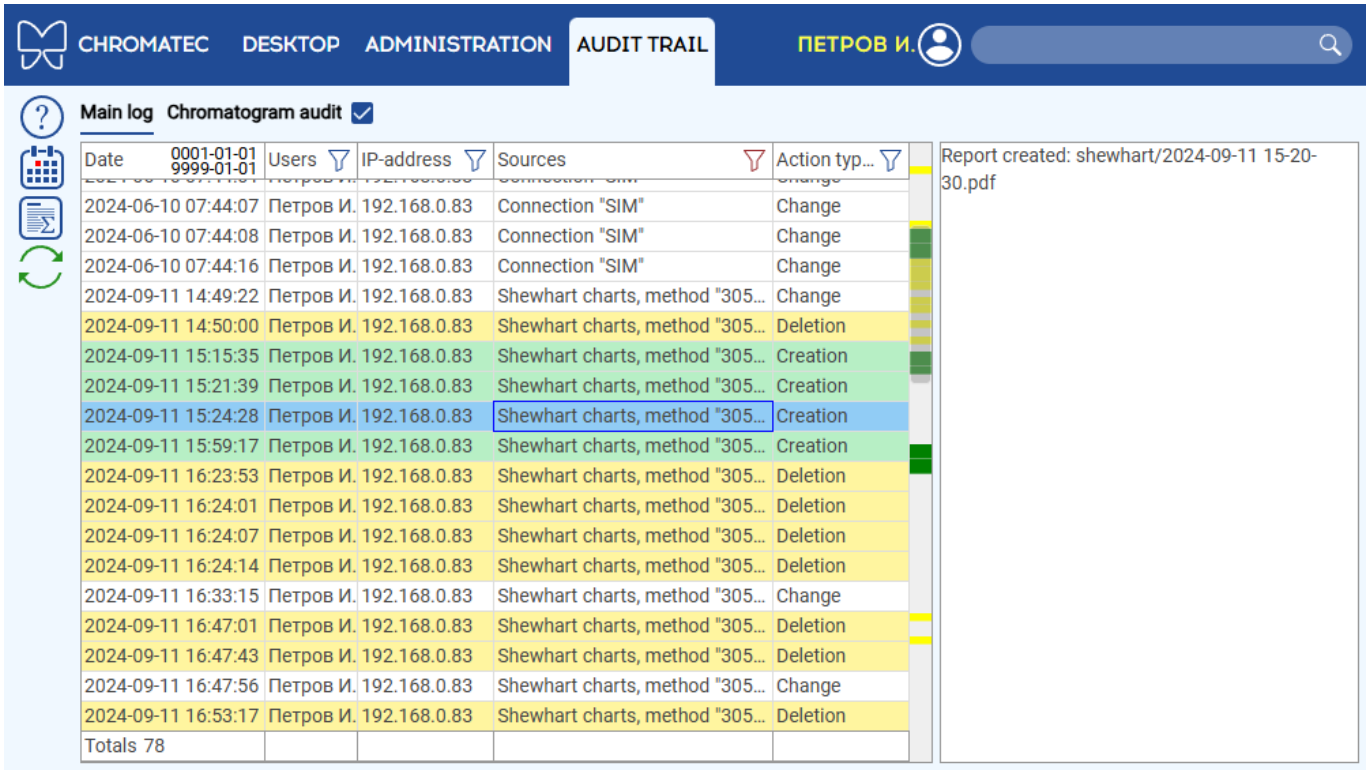



Fig 3.6 – Viewing the audit trail log

To configure the period of showing records, click on the side panel button "Select the period".

To configure the period of showing records, as well as set the conditions for their display, click the "Filter" button in the column header.

In the Record Request Settings dialog, you can select the conditions for displaying audit records:

- for selected users (user IDs are displayed),
- for selected sources (Chromatec Analytic software modules are displayed here),
- for selected types of actions,
- for selected IP addresses.

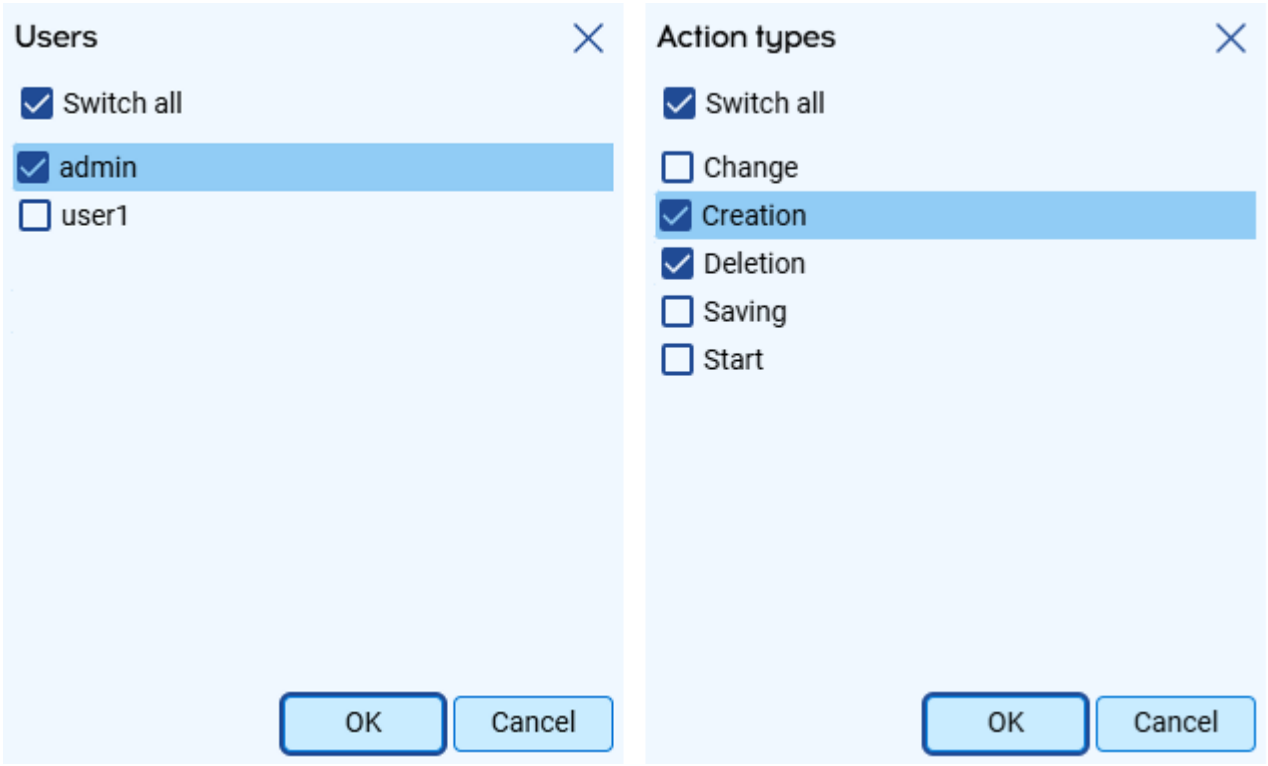



Fig 3.7 – Record filter

## 3.5.2 Chromatogram log

- If you need to audit chromatograms, enable the appropriate option (in the "Audit of chromatograms" tab).
- Go to the "Chromatogram Audit" tab. Data will appear as you set up methods and process chromatograms.
- Select a project in the table on the left.
- Select audit methods or chromatograms using the radio button in the middle table header.
- Select a method or chromatogram ID from the middle table.
- A list of all changes that have occurred to this method or chromatogram will appear in the right table.

With the "Report" button, you can create a report on the current log.

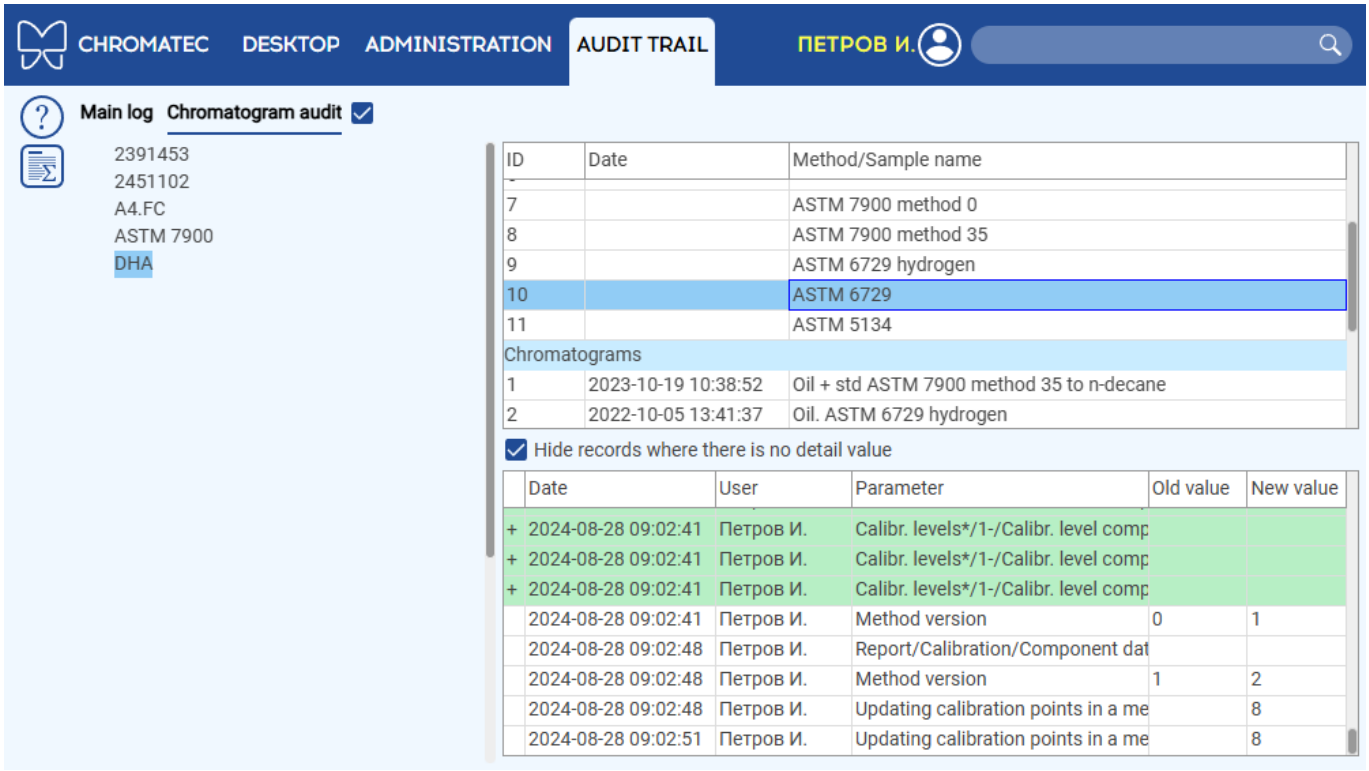



Fig 3.8 – Просмотр журнала аудита методов и хроматограмм

The history of changes in the chromatogram can also be included in its standard report.

## 3.6 HTTPS Certificate

The HTTPS certificate (also known as the SSL certificate, Secure Sockets Layer) provides access to the site over the HTTPS protocol with data encryption.

The SSL certificate confirms your domain or organization and allows you to establish a secure connection. It contains the individual key of your domain, with which the information between the server and the client (you) is encrypted.

The process works as follows:

- The browser is trying to connect to a website protected with SSL.
- The browser requests identification from the web server.
- In response, the web server sends the browser a copy of its SSL certificate.
- The browser checks whether this SSL certificate is trusted. If so, it reports it to the web server.
- The web server returns a digitally signed confirmation and starts a session encrypted using SSL.

Encrypted data is shared between the browser or server and the web server.

If there is no certificate for the site, which is the Chromatec Analytic web application, then a warning will be issued when contacting **https://<site name or computer IP>**:

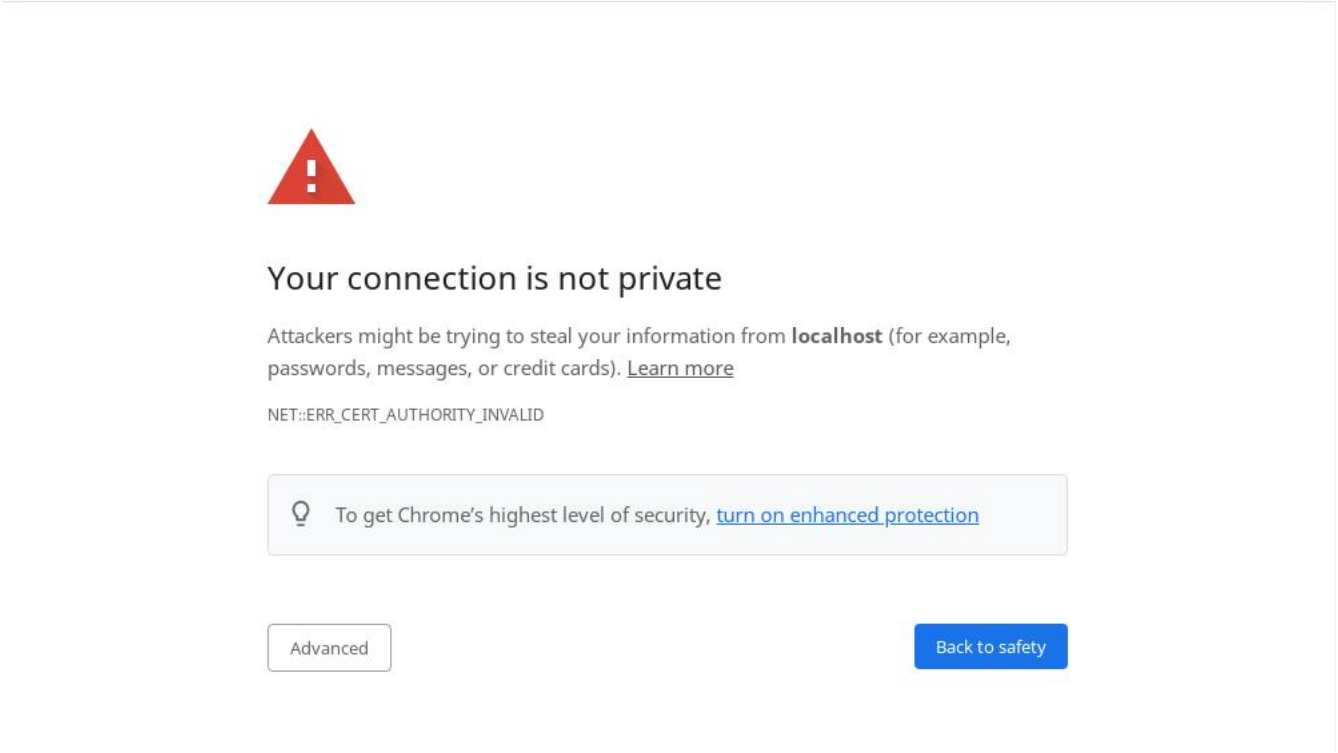



Fig 3.9 – Configuring the Server Name

The browser checks whether the certificate received from the server is trusted using the root certificate installed in the system. Thus, to ensure HTTPS connection, we will need two certificates:

- Site certificate. It will be generated by the Chromatec Analytic server software. To do this, this software needs to be provided with the site address.
- Root certificate. It needs to be installed in the operating system, and the installation procedures are different for Linux and Windows, and it also matters which browser is used (for Mozilla Firefox, the installation procedure is different from browsers on the Chromium engine).

In order to provide access to the site via the secure HTTPS protocol in the Navigator on the Desktop tab, click on the HTTPS Certificate button. The menu opens. With it, you will have to perform two operations:

Configure the server's name. Administrator rights are required!

Download and install the root certificate.

Let's consider these actions in order:

**Setup Server name** When you select this menu item, you will be prompted to enter the name of the server for which the certificate will be generated. When accessing over https, this address will be trusted and the connection to this server will be considered as secure.

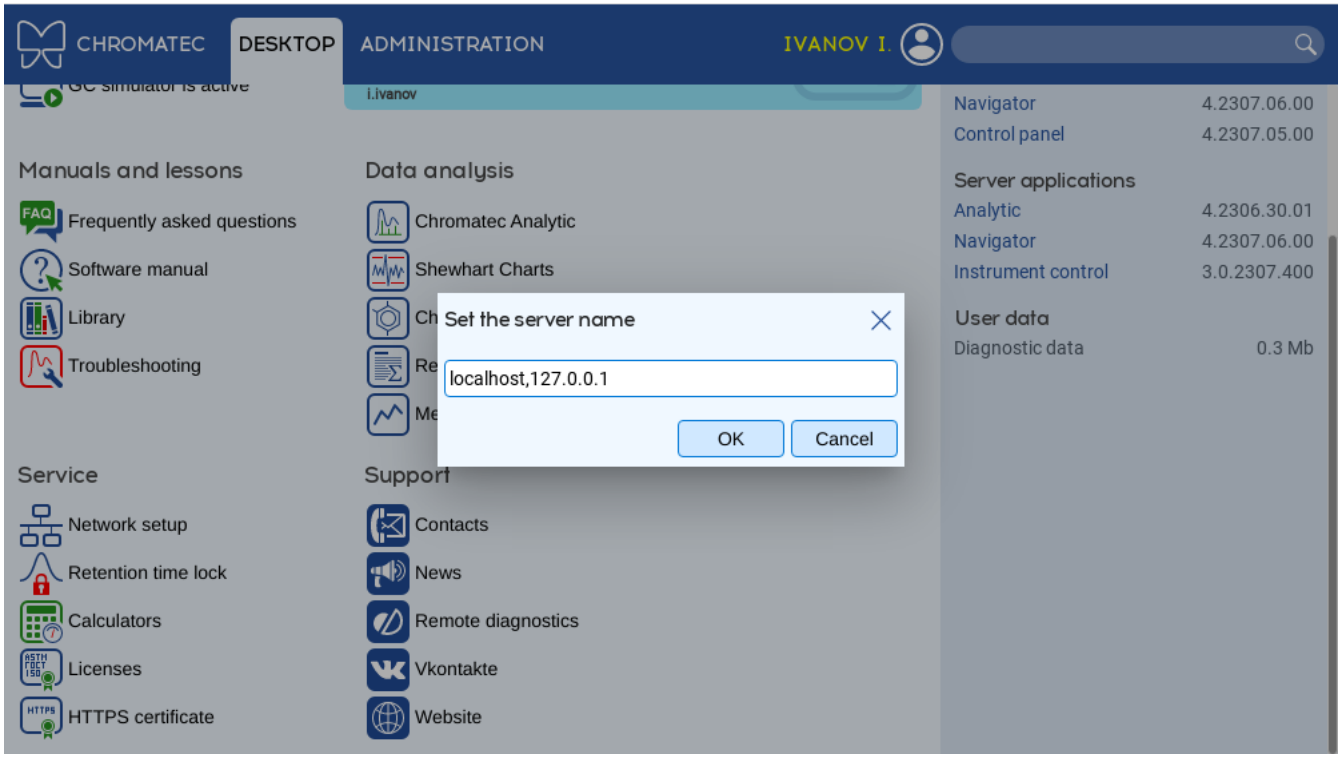



Fig 3.10 – Setup Server name

Consider the situation:

You are using a peer-to-peer network and Chromatec Analytic 4 software is installed on one of the computers on this network. For example, its IP address is 192.168.0.243. When setting up the server name, you specified this address and now when accessing it from a computer with IP 192.168.0.83, the https connection will be secure. But if you want to contact the address on a computer with IP 192.168.0.243 (i.e. on the server itself) https://localhost (this appeal to the local computer is legitimate in this case, because according to the conditions of the example, you are just working on this computer), then the connection will be unprotected.

To avoid this, when setting up the address, specify all possible server names separated by commas. In this example, it will be: localhost,192.168.0.243.

**Download root certificate.** Select this menu item and save the analytic_root_ca.crt file anywhere on the disk. Next, you need to install it in the browser. Depending on the browser and operating system you are using, there are several ways to install:

## 3.6.1 Installing the security certificate in Mozilla Firefox browser

Installation is the same on Windows and Linux

{video navigator_https_firefox HTTPS, Firefox}

### 3.6.2 Installing a security certificate in Windows

Shown how to install certificate for browsers based on Chromium (Google Chrome, Chromium, Opera, Edge, and Yandex Browser).

For the Mozilla Firefox browser, the installation is performed differently, see the previous section.

{video navigator_https_windows HTTPS, Windows}

## 3.7 Software update

It is recommended that you back up your user data before performing a software update.

New software builds uploaded on the site contain bug fixes and new functionality. Even if you are satisfied with everything in the software, it is recommended to monitor the relevance of the software and update it as new builds appear.

You can download the update file on the website or get it from the Chromatec technical support service.

If you are using Windows, download the full installation package analytic4-setup-windows.exe and install it on top of the already installed software (i.e., you do not need to remove the existing software).

When working with Linux, you can receive a software update package from technical support. It is usually smaller than a full distribution, and is released to quickly fix any errors. This package is distributed in a tar archive.

- Unpack the tar archive to any accessible folder on your hard drive.
- Run the **install.sh** script as described in the installation instructions.

# 4 SERVICE

## 4.1 Search by chromatograms

Using the search bar in the Navigator, you can search for information not only in the library of operational documents, but also in chromatograms.

When you enter a query in the search bar, a menu of keywords matching the query appears. In this case, two items are available in this menu, highlighted in green:

- Search all projects.
- Search in the project.

When selecting them, the search is carried out not by the library, but by chromatograms in the fields of the passport:

- Sample name.
- Analyst.
- Sampling location.
- Comments.

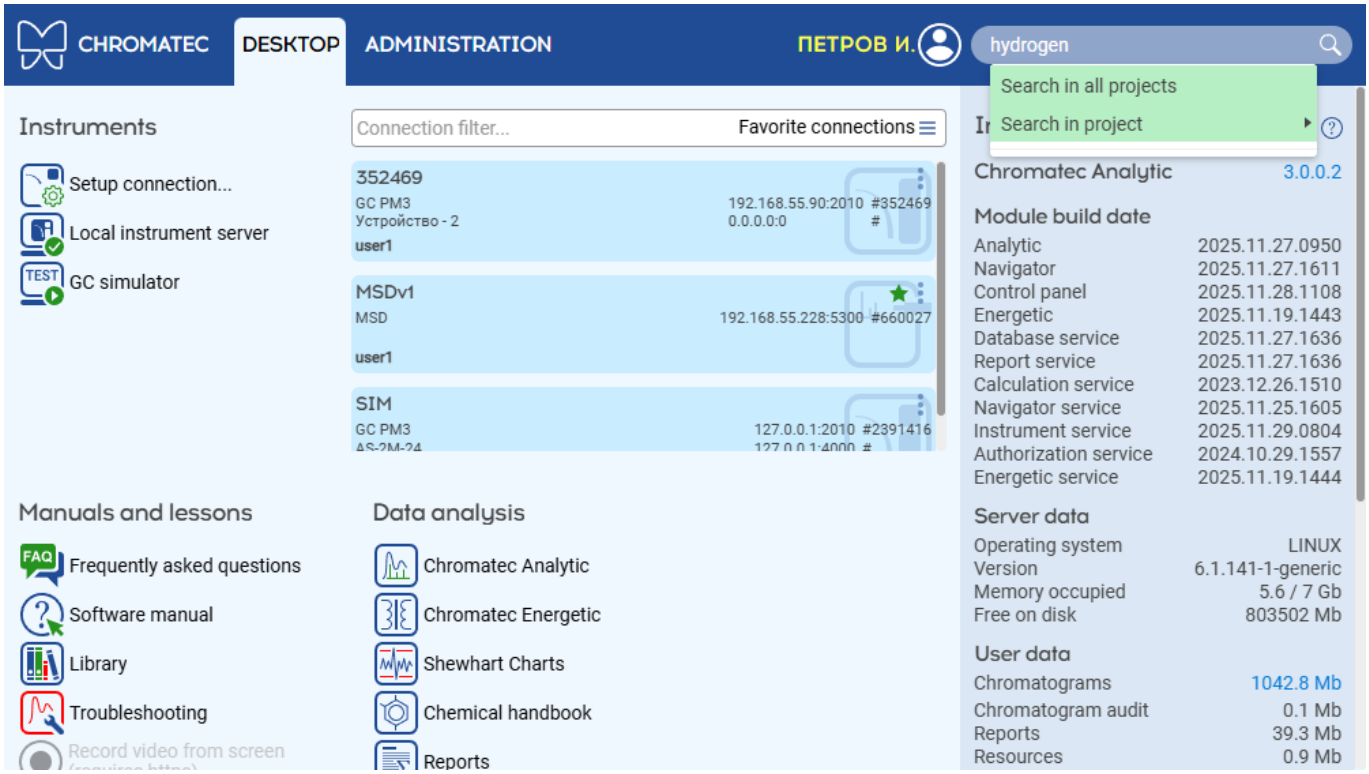



Fig. 4.1 – Search by chromatograms

## 4.2 Retention time lock

During the aging process of the chromatographic column, it may be necessary to replace it. At the same time, it is sometimes important to ensure that the retention times of the components specified in the method settings are unchanged. However, the two columns never repeat each other absolutely perfectly.

In order to keep the retention times unchanged, it is necessary to adjust (set) the pressure in the column so that the retention times of the components do not change.

To perform the procedure of locking the retention times, you must obtain 5 chromatograms with the following conditions:

- The base pressure in the column, set according to the working method.
- The pressure is 10% higher than the base pressure.
- The pressure is 20% higher than the base pressure.
- The pressure is less than the base by 10%.
- The pressure is 20% less than the base pressure.


Further work is carried out in Chromatec Navigator.

- Select previously recorded chromatograms. On their basis, a function of pressure dependence on time (a polynomial of the third degree) will be constructed.
- Set the time of interest. The function will calculate the pressure that is necessary for the peak of interest to come out at a given time.
- Select the connection and method of the tool. You can save the new pressure value in the original method or set a new method name.

{video rtl_calculation RTL, retention time lock}

## 4.3 Calculators


On the Chromatec Navigator desktop, click the Calculators button to go to the page of auxiliary calculators of various parameters.

### 4.3.1 Capillary Column

Calculator for calculating the parameters of the gas flow through the capillary column.

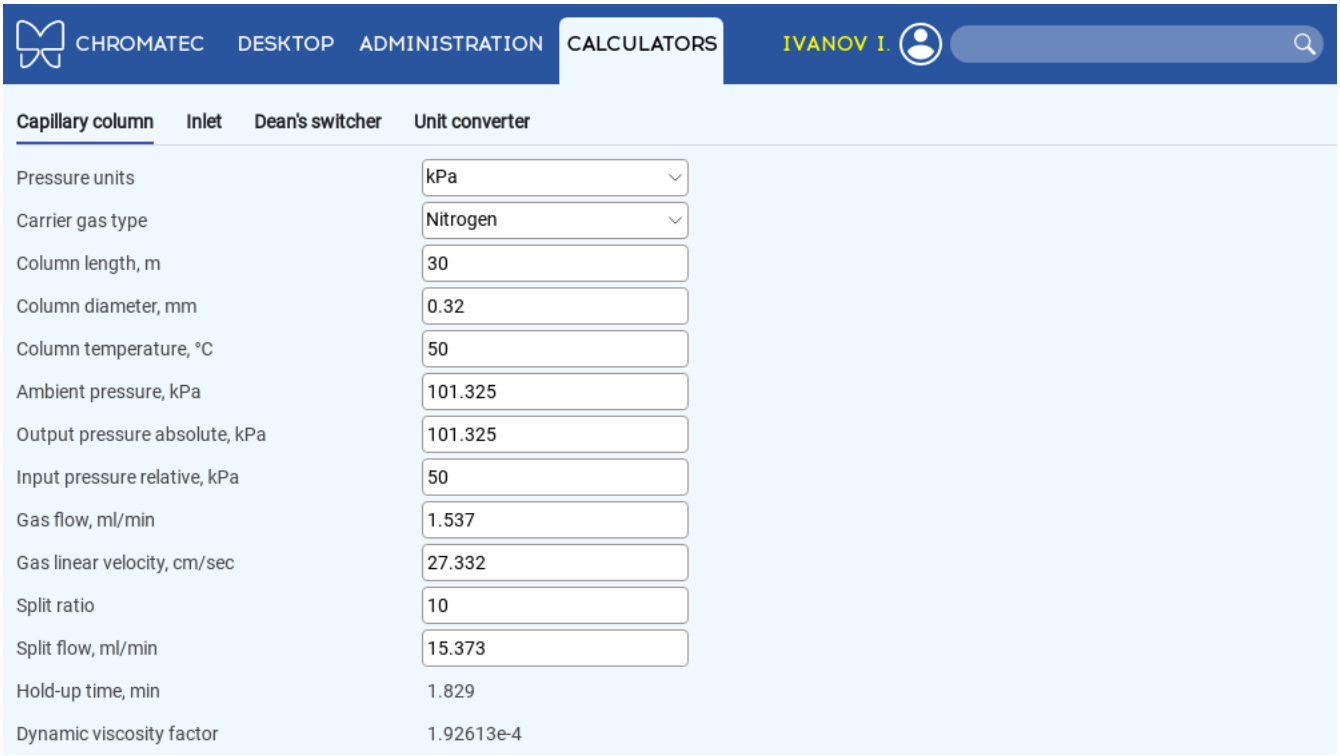



Fig 4.2 – Calculation of gas flow parameters by capillary column

## 4.3.2 Inlet

Calculator of the volume of vapors formed during the evaporation of solvents in the liner space.

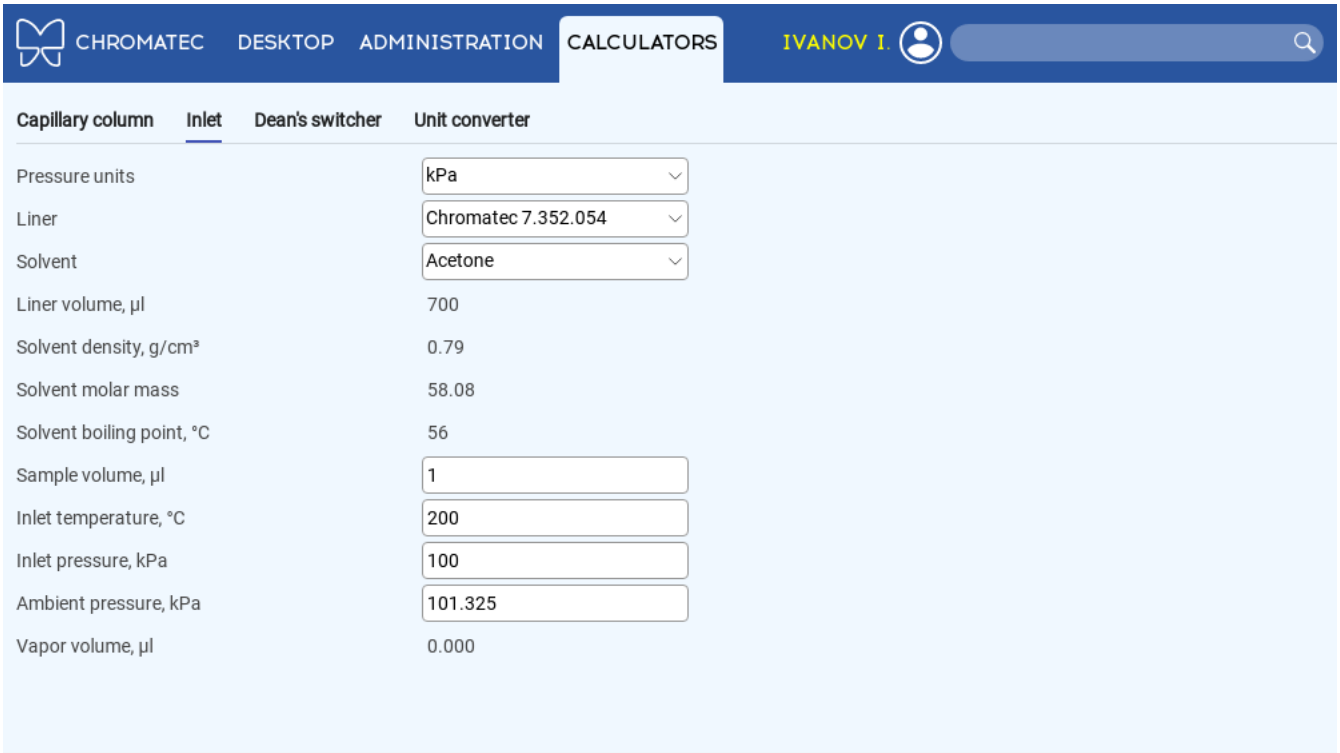



Fig 4.3 – Calculation of the volume of solvent vapors during evaporation in the liner

## 4.3.3 Dean’s switcher

Calculator of parameters of the Dean flow switching system. Calculates parameters:

- Capillary length.
- Pressure at the inlet to the first column.
- Makeup pressure.

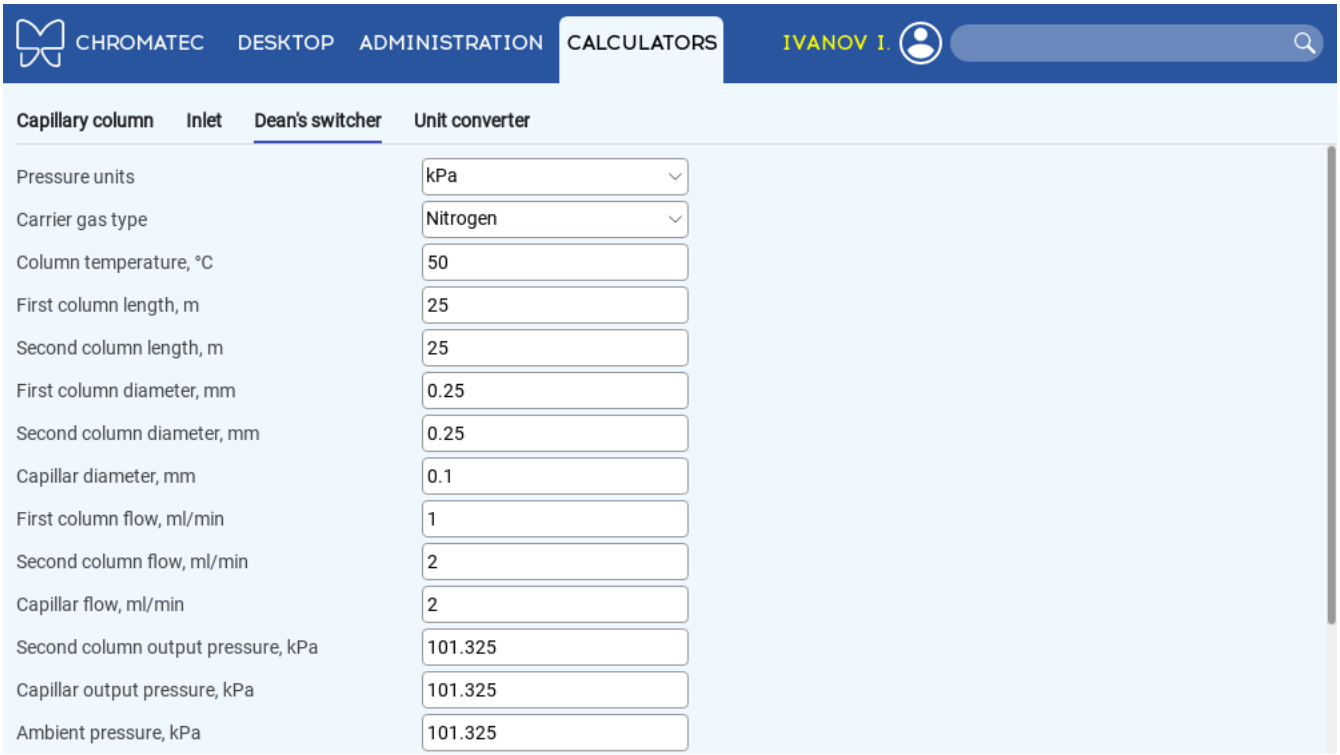



Fig 4.4 – Calculation of parameters of the Dean flow switching system

## 4.3.4 Unit converter

A converter that allows you to convert various physical units from one unit of measurement to another.

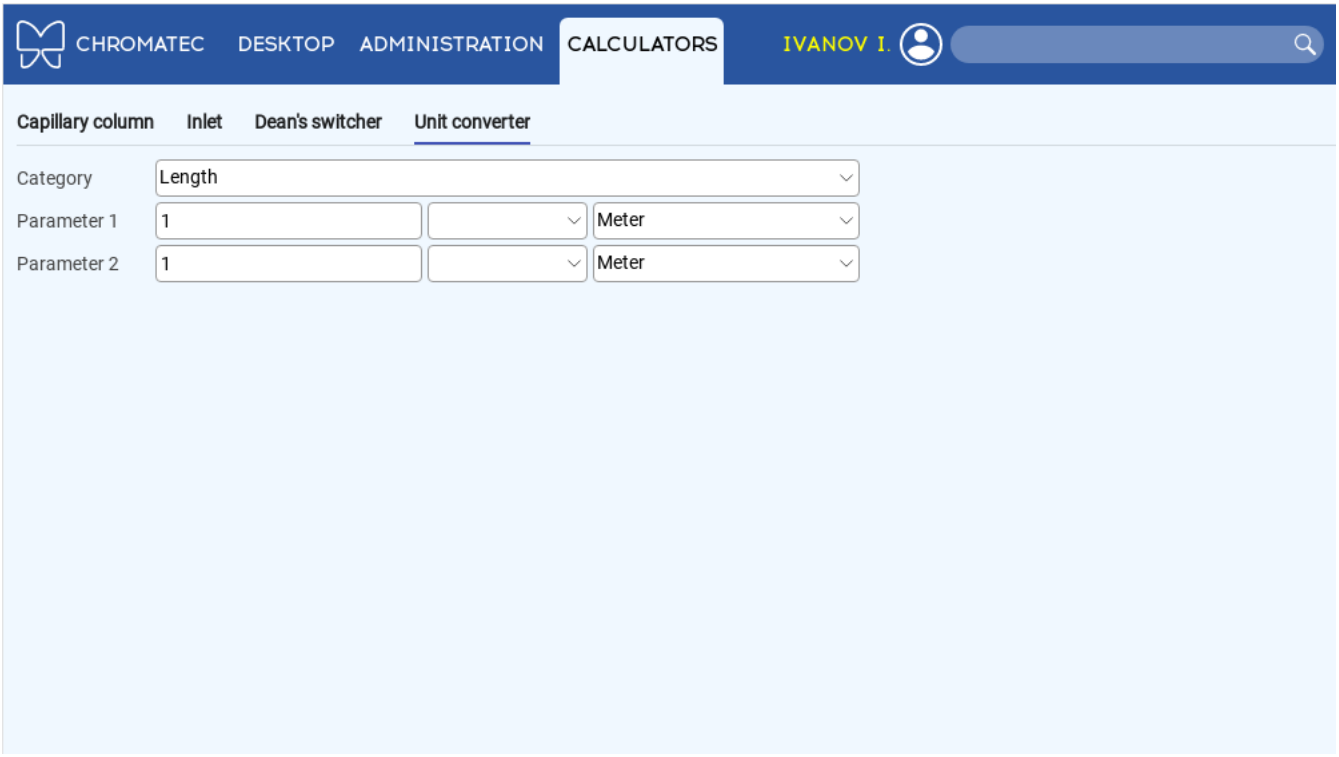



Fig 4.5 – Unit converter

## 4.4 Diagnostics

Various diagnostic services are available in the menu of the "Diagnostics" button on the Navigator desktop.

### 4.4.1 Diagnostic graphs

This service allows you to convert the diagnostic log of the "Control Panel" into graphs of the dependence of changes in the diagnostic parameters of the chromatograph over time.

An interactive plot equipped with a marker allows you to track changes in important equipment parameters to find problems.

On the Navigator desktop, click the Diagnostics button.

Select "Diagnostic graphs".

Select the date interval for which you want to show the diagnostics.

You can distribute the graphs vertically.

If necessary, save the graphs in SVG format (for example, to insert them into the qualification report).

In the left panel, select the signals that you want to show on the chart.

Selected signals can be saved in a .json file...

... and load from such a file for viewing. The file can be sent to the developer.

To show the marker, click on the chart with the middle mouse button (wheel).

Vertical and horizontal markers will appear. The axes display crosshair coordinates in yellow rectangles, with the X-axis displaying absolute time.

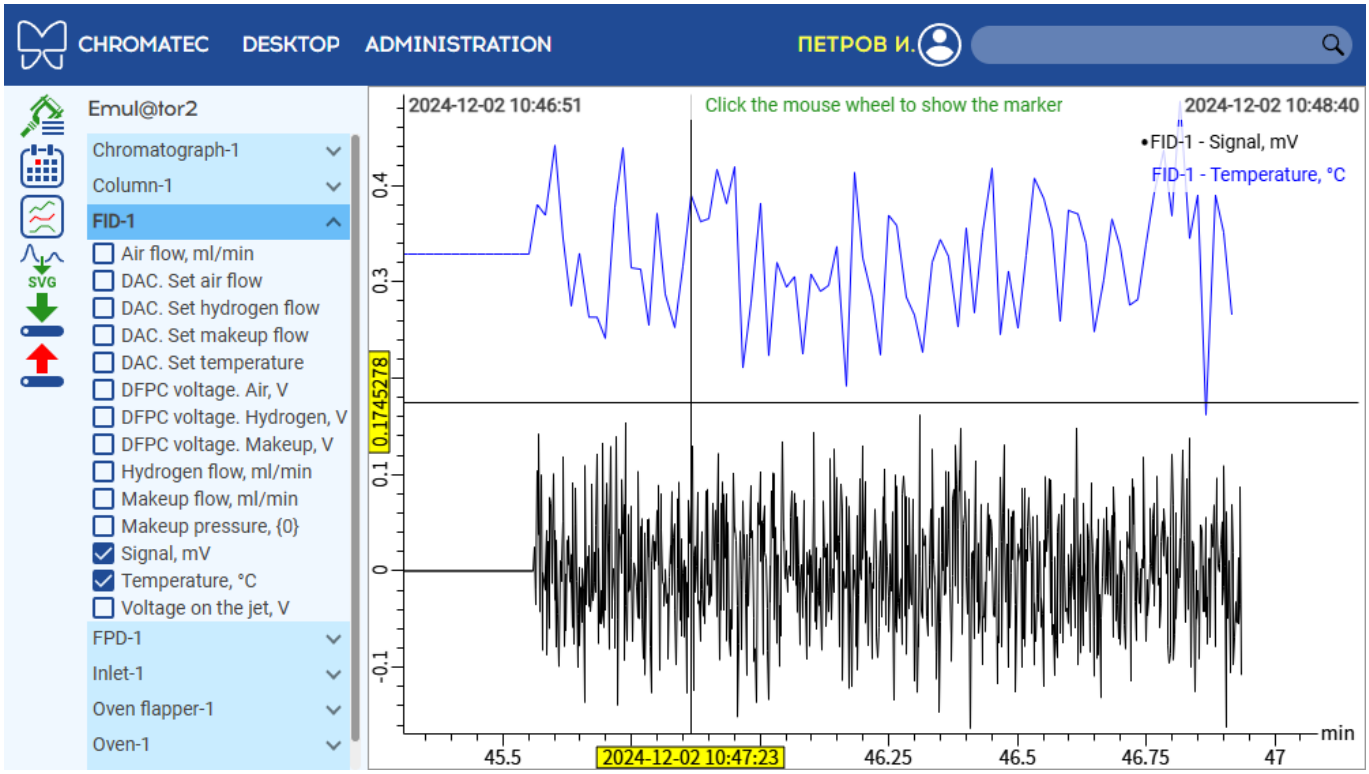



Fig 4.6 – Diagnostic graphs in a given time interval

## 4.4.2 Remote diagnostics

This is the most preferred type of diagnostics that allows you to quickly solve most problems. To use it, you will need Internet access from your workplace. If you don't have one, we strongly recommend contacting your management and asking them to provide access at least temporarily to fix the problem.

To provide access to technical support, use the cross-platform RuDesktop program. It provides fast and secure remote access and is included in the Russian software registry.

Installation and use of RuDesktop.

## 4.5 Service operations

When working with Linux, it is recommended to study the useful commands of this operating system.

### 4.5.1 Backup

It is recommended to periodically save all accumulated data in a backup copy.

To back up all data (accounts, connection settings, chromatograms, reports, audit logs, etc.) follow these steps:

**Data is stored on a Linux machine (server or standalone machine)**

On the command line, run two commands in sequence:

```
cd /opt/analytic
sudo bash ./vol-backup.sh
```

After the script finishes running, archives with saved data will be available in the folder: **/opt/analytic/vol**

Copy all files from this folder to another computer.

To restore data from a backup, copy the previously saved files to the same folder: **/opt/analytic/vol**

On the command line, run two commands in sequence:

```
cd /opt/analytic
sudo bash ./vol-restore.sh
```

**Data is stored in Windows**

When working in Windows with a virtual machine, the data folder is located on the physical machine. The location of the data folder is selected during the software installation stage. The default path to this folder is **c:\Analytic 4**

Just copy the entire folder and save it on another computer.

To restore data from a backup, simply copy all folders and files from the location where they were saved to the specified folder.

### 4.5.2 Accounts reset

Accounts are reset in case of loss of the login password of the user who has the privilege of managing accounts.

Only the administrator of the computer with the appropriate access to the server file system can perform this operation.

**Resetting accounts on Linux**

At the command prompt, run the command:

```
/opt/analytic/recovery-admin.sh
```

The authorization server will restart and the text will be output to the console:

```
Use empty login and following password to recovery accounts management
eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJ1c2VySWQiOiIiLCJyb2xlSWQiOiIiLCJwZXJtaXNzaW9ucyI6WyJhZG1pbiJdLC
JleHAiOjE2ODkwNzM4NDQsIm5iZiI6MTY4OTA3MzU0NH0.KKKdnKGOX8OreqFfbxAGgcKrvuuYrxcwiDQ1dl32t8s
```

Here the second line is a temporary access token. The example above is given, in your case the code will be different.

The token is valid within 5 minutes after the creation.

**Resetting accounts on Windows**

In the user data folder, find the **recovery.txt** file

c:\Analytic 4\audit\recovery.txt

Open it using a "Notebook" and copy a temporary access token, it looks like the one above (for Linux).

The token is valid for 5 minutes after loading the computer.

**Login with temporary access token**

Copy it and enter it as a password in the authorization window.

The login field should be empty!

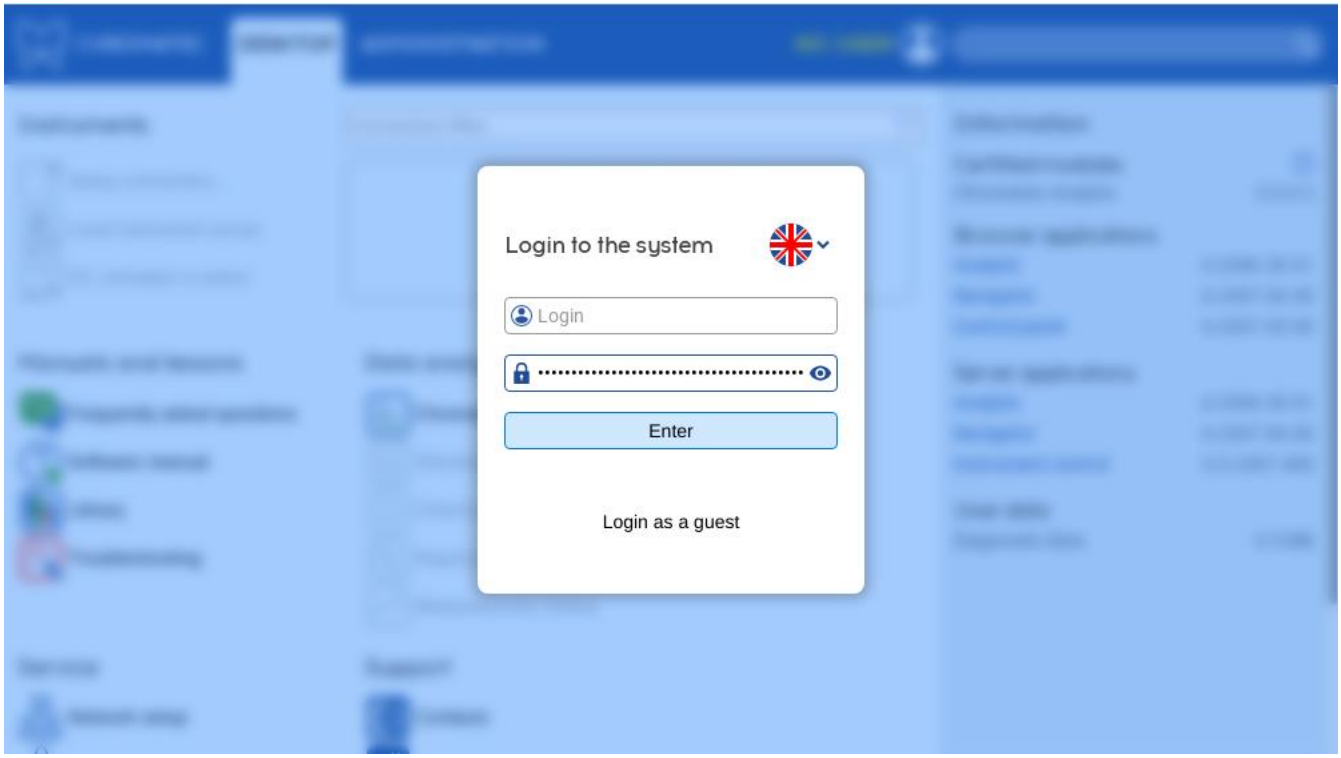



Fig 4.7 – Login with a temporary password

After logging in, go to the accounts page and set a new administrator password.

### 4.5.3 Reset variable state

Some settings of the Navigator state are stored on the local computer:

- The last viewed news
- Last viewed report folder.
- Last viewed chemical handbook.
- The last viewed location in the measurement history.
- The last edited method of Shewhart charts.
- The last edited qualification protocol.
- Last setting of the retention time lock.

These settings are stored on the local computer, i.e. if the user logs into his account on another computer, the state of these variables will be different.

These settings can be reset. To do this, on the "Administration" page, click on the button to the right of the "Status" heading and select a variable.

# 5 PROBLEM SOLVING. CONTACT THE DEVELOPER

If you encounter any problems with hardware or software, contact technical support. Service contacts:

8 (8362) 68-59-32

32@chromatec.ru

WhatsApp, Telegram (messages only) +7 987 709 42 00

If technical support cannot resolve the issue, they will redirect you to the developers.

It is strongly recommended that your work computer be connected to the Internet. This will allow you to carry out remote diagnostics and solve the problem as quickly and cheaply as possible.

If any error occurs, the developer may request your chromatograms to resolve it. The video below shows how to provide them:

{video analytic_errors_support What to do if errors occur, errors, contact the developer}

If you suspect that the equipment is not working correctly if the chromatogram view changes, we recommend using the "Problem Solver Wizard".

On the Chromatec Navigator desktop, click on the "Troubleshooting" button. On the page that opens, select the type of chromatogram you are observing and then answer the wizard's questions.

If you still can't solve the problem using the "Wizard," use the "Copy" button at the bottom of the page to copy the text protocol for finding the problem. We recommend attaching it to a letter to technical support at the email address specified above.

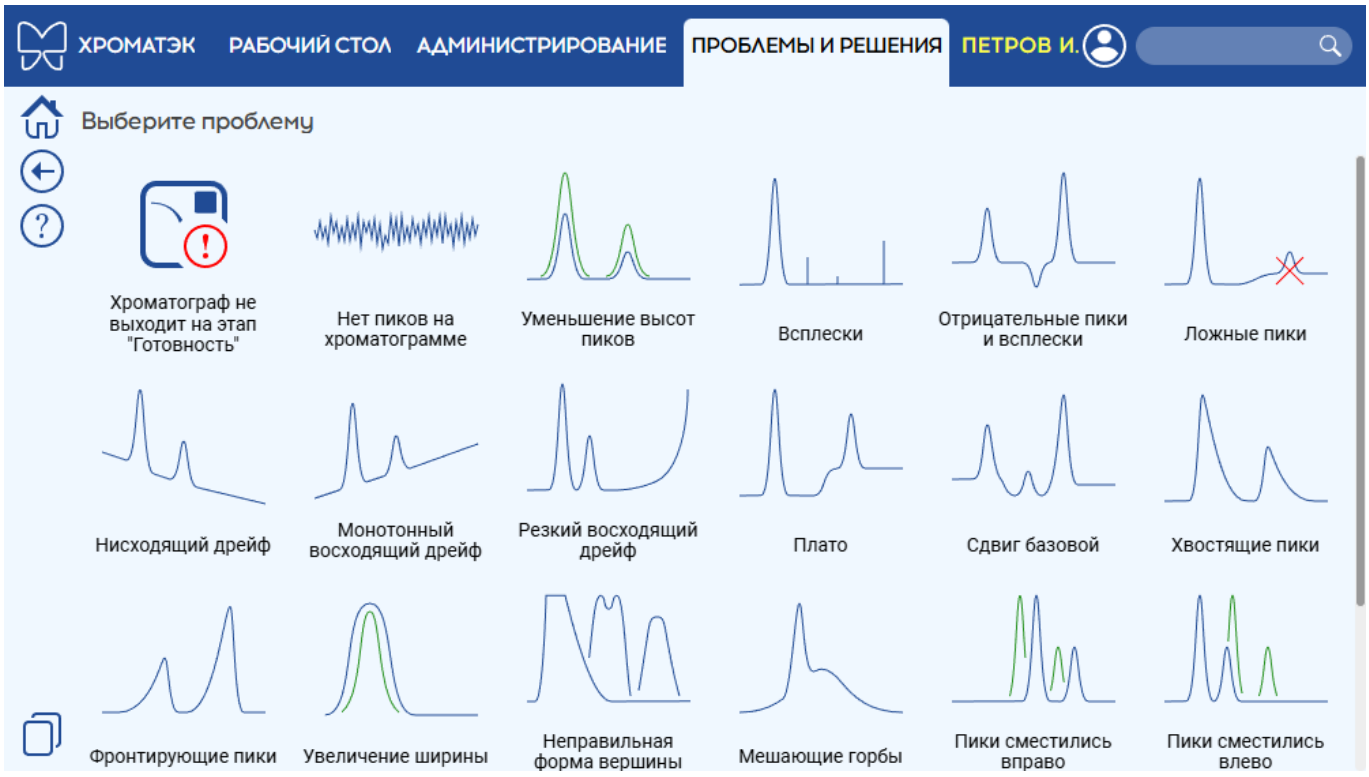



Fig 5.1 – Problem Solver Wizard