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# BBL™ Crystal™ MIND

## FAQs

**1. Can Crystal MIND be used for manual reading and automated reading?**

Yes. Crystal MIND can be used with the Crystal Panel Viewer (cat. no. 245031) for manual reading or with the Crystal AutoReader (cat. no. 245300) for automated reading.

**2. What operating systems are compatible with Crystal MIND?**

Windows® 3.11, 95, 98, NT 4.0, 2000 and XP are all compatible. Vista® is not compatible at this time. Crystal MIND can be operated on Windows 7 under XP mode using Windows Virtual PC. Check “how to” at [www.bd.com/DS/crystalMIND](http://www.bd.com/DS/crystalMIND) for the instructions.

**3. Is it necessary to install the Crystal MIND software first before the ODBC driver?**

Yes. Crystal MIND software must be installed before installation of ODBC drivers.

**4. Which ODBC Microsoft® Access Driver should be chosen?**

The Microsoft Access driver should be **Microsoft Access Driver (\*.mdb)**. Do **NOT** select the driver that is followed by “(32 bit).”

**5. What is the username and password? Can the password be changed?**

The default username is **BBL Crystal** and the password is **BBL** (these are not case sensitive).

To change the password, you may click on the *Setup* menu option in Crystal MIND and then click *Change Password*. The old password must be typed, followed by the new password and verification of the new password. A Crystal MIND administrator can add new user accounts. Refer to section 8 of the *Crystal MIND User’s Guide*.

**6. Several data source names must be entered during the ODBC driver installation. Are these case sensitive?**

**Yes.** The Data Source names must be typed *exactly* as described. Otherwise, the Crystal MIND program will not function properly.

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**7. During installation of the Crystal MIND software, an error message occurred pertaining to a “Shadow Application Error.” How can this error be resolved?**

An alternate installation method for the Crystal MIND software needs to be executed. Click the *Alternate Install* link on the Crystal MIND website or run the *setup.exe* program in the “Alternate Install\MIND” folder on the CD to install the Crystal MIND software.

This error occurs more frequently with ex-US computers.

**8. We have an AutoReader connected to the Crystal MIND and a message was displayed that read “Device Unavailable.” and/or “A timeout has occurred waiting for the Reader to respond.” Why?**

The reader may not be turned on or is not connected to the correct com port. Switch on the power on the back panel of the reader. Verify the connection between the com port and the serial cable. The proper com port may not be specified in Crystal MIND configuration file. Refer to FAQ #14 in this document on how to determine the correct com port setting. Refer to section 11.4 of the *Crystal Mind User’s Guide* on how to change the com port setting in the Crystal MIND configuration file.

**9. At the end of the Crystal MIND and ODBC Driver Database install, there was a message indicating the set up was successful. When trying to enter panel results, however, an error occurred that read: “The Database of the ID Engine is corrupt, the application will terminate.” What is wrong?**

The ODBC drivers may have been incorrectly installed. Verify that the Data Sources and Microsoft Access Driver have been added correctly. Refer to the *How to Verify ODBC Drivers* document to verify the process.

If this doesn’t work, use "Repair\_Compress Database" to try and repair the database. *Start>Programs>Crystal Mind>Repair\_Compress Database.*

If this doesn’t work, using Microsoft Windows Explorer or File Manager, copy the following database files from c:\crystal\database to c:\crystal:

Taxonomy.mdb  
Core\_id.mdb  
Glue.mdb

Try running Crystal MIND again. If the error still persists, please contact BD Technical Services at 1-800-638-8663 or email [Technical\\_Services@bd.com](mailto:Technical_Services@bd.com).

International customers, contact your BD representative.

**10. How is *Batch ID* used to obtain results?**

Multiple panels can be added through *Data Entry*, and then click the *Batch ID* menu option to calculate ID results (or click the *ID* button on the *Data Entry* screen). Once *Batch ID* has completed, you can click on the *Review* menu option to review all results. Batch ID review enables a less interruptive workflow, so that operators do not have to review results after each individual panel input.

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**11. When trying to use *Batch ID*, Crystal MIND gave an error reading “An error has occurred while launching the batch identification program.” How can this be fixed?**

This can be fixed with the same workflow as described in FAQ #9 of this document. Refer also to the Troubleshooting Guide.

**12. I have more questions about the Crystal Panels and inoculation.**

Follow the link to Crystal Panel FAQs:

<http://www.bd.com/ds/technicalCenter/productFaqs/FaqIdCrystal.asp>

**13. How can I connect an AutoReader if I do not have a serial port on my computer?**

If your computer has a USB port, a “serial to USB” converter cable will allow the AutoReader to be connected to the computer. The converter cable must be purchased separately as it is not included with the AutoReader.

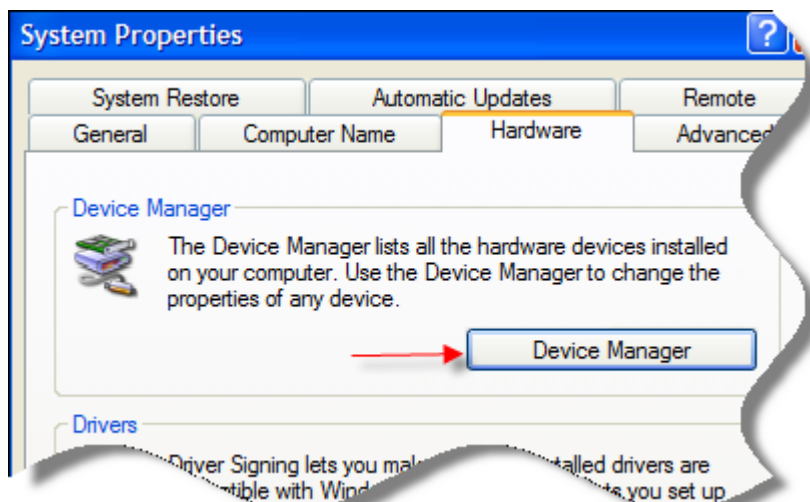
Connect the smaller (9-pin) end of the serial cable, that came with the AutoReader, into the matching 9-pin end of the converter cable. Connect the USB end of the converter cable into a USB port on the computer.

Refer to FAQ #14 in this document on how to determine the correct com port setting. Refer to section 11.4 of the *Crystal Mind User’s Guide* on how to change the com port setting in the Crystal MIND configuration file.

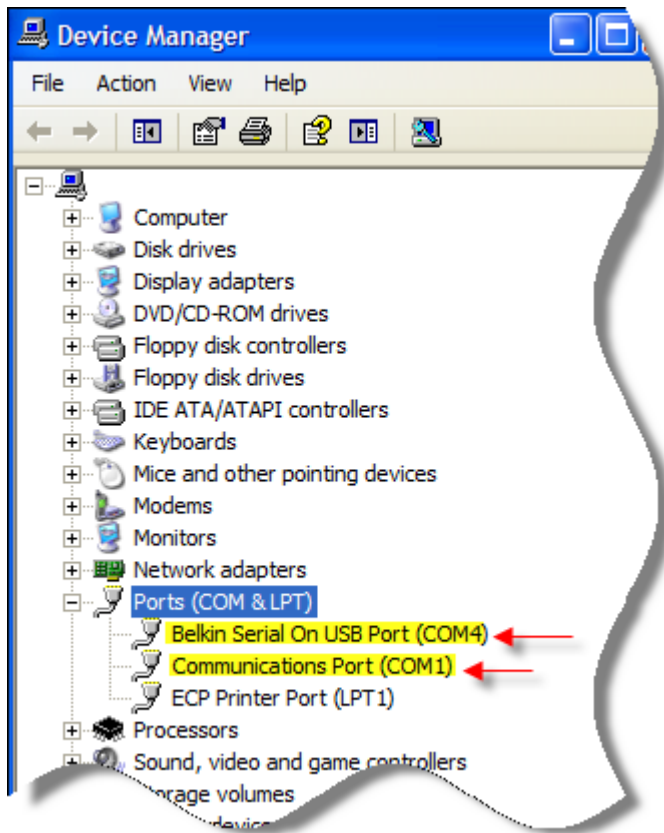
**14. How do I determine the com port number for my connected AutoReader?**

Typically the com port setting is 1 or 2, however, depending upon your system configuration, it could be different. Double-click the *System* icon in Control Panel (*Control Panel can be found under the Start Menu of the PC for XP users.*) Depending upon the PC configuration, the *System* icon may be directly located under Control Panel or it may be located under the *Performance and Maintenance* section under Control Panel.

The *System Properties* window will be displayed. Select the *Hardware* tab. Click on the *Device Manager* button, which is located under the *Device Manager* section.



Open the *Ports* section by clicking on the “+” next to *Ports* to view the list of defined ports. If the AutoReader is directly connected to the PC via the provided serial cable, then you would use the com port listed next to “Communications Port”. If the AutoReader is connected via a serial to USB converter cable, then use the com port listed next to “Serial On USB Port.” Note, the AutoReader must be connected prior to opening Device Manager.



## 15. How can I contact technical support?

US customers: please contact BD Technical Services at 1-800-638-8663 or email [Technical\\_Services@bd.com](mailto:Technical_Services@bd.com).

International customers: please contact your local BD representative.