

Vertere chemical tracking system

Vertere is the tracking system necessary for safety, paid for by EH&S and supported by Vertere.

Top-level info, for Vertere users

- <https://cornell.vimenterprise.com>

Vonnie <yme2> wrote to Chemistry grads <chemgsr-l> 3/12/2018:

- To access VIM online use the new web address below:
 - <https://cornell.vimenterprise.com>

FYI, per Michael Hint:

- The Vertere hosted chemical inventory was cornell.vertere.com – which now just says go to cornell.vimenterprise.com
- Because this is all Vonnie working with Vertere after EH&S pushed hosting to Vertere, our interaction is limited to making the (...) barcode printers and barcode readers work and not any database work.

For historical purposes, used to be:

- <http://cornell.vertere.com/>

Vonnie <yme2> wrote to Chemistry staff, 5/24/16:

- As of today, please remove all bookmarks you use to access Vertere. We have moved to their cloud version. The new link is below and should work just the same. You shouldn't see any changes. Please add this link: <http://cornell.vertere.com> and use as you did before. If you have an issues please let me know.

Info pertains just to Vonnie's use of Vertere

Windows 10 Service Pack upgrades to Creator (spring, 1703) and Fall Creator (fall, 1709) broke bar-code scanner access used for Vertere data. Here's the remedy.

Summary

- Within the Admin account (log in as Admin), get both "Windows Mobile device connectivity"-related Services to run with the "Local System account".

Steps, with further details and context below

- Log out of Vonnie's account and log into Admin account.
- Launch Services via "Run as Admin" (shift-key to get option on primary-click).
- Open "Windows Mobile 2003-based device connectivity" service, click on "Log On" tab, and change it to Local user.
- Alternate-click on "Windows Mobile-based device connectivity" to stop it. Then change it to Local user, as with the above service. Restart it.
- Restart computer to ensure changes "take".
- Confirm works for Vonnie's account by inserting scanner into base and having application auto-open and be navigable to the file she needs.

More detailed diagnosis and fix presumptions

Update: 4/3/2018: No reports of connection problem since last one, below. That's a good sign.

Update: 11/21/2017, ticket INC000002113738. What update happened to produce the same problem? Fixed trivially using these instructions. How often will this happen, thought?!

Update: 11/16/2017, ticket INC000002108633. Fall Creator update (1709) produced same problem. Fixed trivially using these instructions. Success!

INC000001958040 and INC000001966279, 5/12/2017 and 5/23/2017, respectively. Fixed with assistance from Vertere. Here's how:

Presenting problem: The Symbol Windows CE USB device was not visible within Explorer for browsing it like a thumb drive.

- During this entire de-bugging process, the Symbol Windows CE USB device was visible within the Devices and Printers, and connected as correctly named USB device (Notification area task bar), and as a mobile device within Device Manager.

Step 1: Windows Mobile Device Center (WMDC) stopped working following upgrade to Creator. Could not get beyond temporary splash screen until I did the following after which WMDC would again launch:

https://answers.microsoft.com/en-us/windows/forum/windows_10-update/after-windows-10-creators-update-can-not-connect/9807ebe3-0e53-410d-b3b2-067d3f92de0e

- "Run as Admin" to open the Services applet.
- In the Services applet, look for the "Windows Mobile 2003-based device connectivity" service. Double-click it to view its properties, choose the "Log On" tab and select "Local System account" as the log on mode.

However, once WMDC opened, it could not see the Symbol Windows CE USB device. Presumably 100% related, that device was thus still not visible within Explorer for browsing it like a thumb drive.

Step 2: Vertere staff hadn't heard of this problem. With the above success, they then tried the "Local System account" trick from above on the similar service listed right after it, alphabetically (Windows Mobile-based device connectivity). And after restarting that service, the Symbol Windows CE USB was again available from Windows Explorer (and similarly visible within WMDC). Thus, problem truly fixed.

Noted 5/23/2017

- Oliver logged in with his User account (oh10), neither service was running AND he was able to browse the Symbol Windows CE USB device. WHAT?! Whatever.

Keywords: Barcode scanners