

SH800/MA900 Cell Sorter Software - Failure to Launch

1. Preface

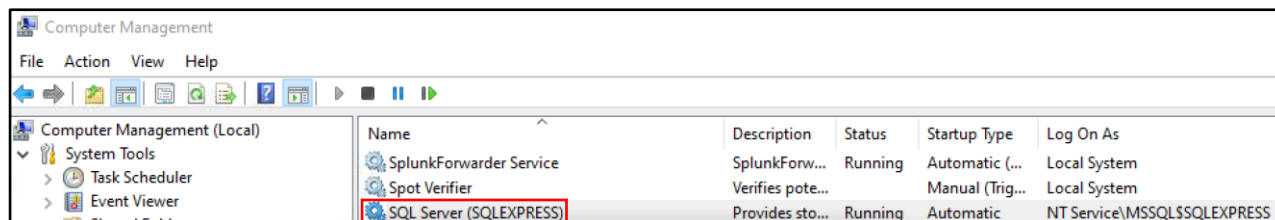
The SH800/MA900 Cell Sorter Software depends on Microsoft SQL Server to start correctly. By default, the SQL Server service runs under the NT Service\MSSQLSERVER account. Although the SQL installer automatically creates this account and configures the necessary permissions, Group Policy Objects (GPOs), especially after system updates or policy changes, can sometimes remove or override these permissions, preventing the service from starting. When this occurs, the SQL Server service cannot start, causing the Cell Sorter Software to freeze at the splash screen and eventually close.



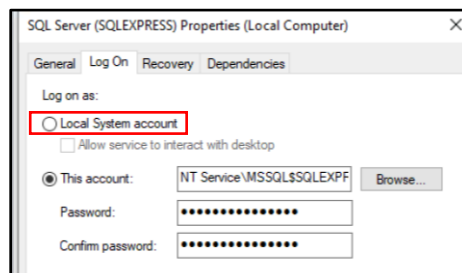
2. Workaround

To resolve this issue, the SQL Server service can be configured to use the Local System account instead of the NT Service\MSSQLSERVER account.

- Search for Services and locate the SQL Server service



- Open the service and click on the “Log On” tab



- Select the Local System Account and click OK
- Back to the “General” tab, click Start then OK