



Matrix 3 Troubleshooting & How-To Guide Printing and Backup Settings

General Overview

Matrix 3 is a software-based Fluid Management System that runs on one or more of your facilities computers (PC's). This guide only applies to the Graco Matrix 3 Fluid Management System and walks you through issues and the solutions to remedy them.

Throughout this guide, there will be colored text entries, they are:

Links – These are links to other support resources that may be needed to accomplish the task you are working on.

Green Text – These are navigational commands directing you to skip to or reference another section in the guide. If the command is underlined, clicking it will direct you to the location it describes.

Red Text – These are STOP points where you will need assistance from IT, Graco or your Graco distributor.

Specific troubleshooting topics can be found in the instruction manuals below. This guide will provide more theory of operation and detail on addressing specific issues. Click the links or type the numbers into the [Graco.com](https://www.graco.com) search box.

[313046](#) - Meters

[313008](#) - Transceivers

[312964](#) - Tank Level Monitors

[312417](#) - Pump Air Controls

[313013](#) - Matrix 3 Oil Bars

[313104](#) - Basic Software

[313106](#) - Professional Software (includes 3rd Party Interface capability)

[313108](#) - Premier Software (includes 3rd Party Interface capability)

[313112](#) - Premier Software with CDK Interface

[313114](#) - Premier Software with Reynolds & Reynolds Interface

[334786](#) - Premier Software with Procede/Excede Interface

[3A4999](#) - Premier Software with DealerTrack Interface (As an addendum to the Premier Software Manual)

Notes:

- All PC related references used in this guide are based on the Microsoft Windows 10 Operating System conventions, other versions of Windows operating systems may vary.
- Troubleshooting efforts may require help from your IT/IS staff or vendor. Having them available is highly recommended.
- If you need Matrix software, contact Graco and they will get you a direct download link. All PC's must be running the same version of Matrix software, delete or discard any different versions you have.
- Check for new and updated content by visiting [graco.com/matrixsupport](https://www.graco.com/matrixsupport), scroll down to the "Guides" section.
- If you find you still need help, contact a Graco Tech Assistance Agent by using the information found at the bottom of each page of this guide.

Contact Graco LED Tech Assistance at 800-533-9655, option 2 or LEDtech@graco.com



Printing and Backup Settings

Overview

Matrix has two automated features that may require access to some of your company's network resources.

1. Automatic Per Dispense Reports - This feature is turned off by default and if enabled, will print a dispense report to a printer once a fluid dispense ends. See the software [manual links](#) above for help enabling it.
2. Automatic Database Backups - This feature is turned on by default and does not require network access since it is kept on the local computer (C:\MatrixDbBackups). Visit graco.com/matrixsupport, and find the "Edit Matrix Settings" guide for help if you want to change the default backup location.

Depending on how they are configured, additional steps need to be implemented to allow them to access your network.

Feature	No Action Needed	Needs Action
Automatic Per Dispense Reports	If the chosen printer is plugged directly into the Matrix Server PC	If the chosen printer is a network printer
Automatic Database Backups	If the default location is kept or if it is redirected to a USB drive	If redirected to a network drive

Notes:

- It is still possible that IT policies may prevent operation for either feature to function correctly, consult IT if you still have trouble getting things working as desired.
- For database backups, there are alternative ways to back up your database. One is where a task replicates the default database directory to another location on a schedule. Consult your IT department or vendor for options.

Prerequisites

In order for these features to access your network or network printers, valid end user network logon credentials must be assigned to one of the computer "services" that are installed on and run on the Matrix Server PC. This is the "Matrix Service Engine" service (MSE), visit graco.com/matrixsupport, and find the "Matrix Services" guide for help with computer services if needed. There are two types of credentials that can be used:

1. A standard user account.
2. An administrative account (preferred).

If a standard user account is used, IT policy may require password changes every so often. When the user changes their password, they will also need to change the password for the Matrix MSE service. If this is not done, Matrix may display the "Cannot Send Message to MSE" message and cause disruption to Matrix operation until rectified.

If an administrative account is used, any admin user account can be used, however, it is best to have IT create a new user called "Matrix" (or something logical). They should give that new user account privileges that will allow the needed access to the network resources and a password that never expires for the most trouble free Matrix operation.

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Setting up or Modifying Credentials

1. Click the PC “Start” button and type ”Services”.
2. The PC should find ”Services”, click to open it.
3. This will bring up a window with the title “Services”.
4. Scroll down and right click the “Matrix Service Engine” service, choose “Properties”.
5. Click on the “Logon” tab.
6. Click the “This Account” radio button.
7. Click “Browse”.
8. Click the “Locations” button and choose:
 - a. “Entire Directory” if shown.
 - b. Whatever is there (the local computer).
9. Click “OK”.
10. Enter a username (or portion).
11. Click “Check Names”:
 - c. If an account is found, choose it and click “OK”.
 - d. If an error pops up, try again or with another user.
 - e. If none work, **stop and consult IT**.
12. Click “OK” to close the pop-up.
13. Enter a valid password twice (you will have to overwrite what is there).
 1. Click “Apply”, you may see a pop-up message, click “OK”.
 2. Click “OK”, you may see a pop-up message, click “OK”.
14. Click “OK” to close the properties window.
15. Right click the Matrix3MySQL service and choose “Stop”.
16. Click “Yes” to next prompt.
17. Right click the Matrix Transceiver service and choose “Start”.
18. Open Matrix.
19. Verify correct operation of features once complete.
 - a. For Automatic Per Dispense Reports, perform a small dispense and end it, the printer should print a page.
 - b. For Automatic Database Backups, ensure a backup was created in the new backup location the next day.

Troubleshooting

If when trying to open Matrix, you still get the “MSE” message referred to above, check if the credentials are the issue. Simply change the “Log on as” choice back to “Local System account”. Once done do a full restart of the services (steps 15-18 above). If Matrix opens, then the credentials are not valid and you may need IT assistance to resolve it. Until then, the two features will not work and you should disable them until proper credentials are set up and tested.