

AMDS 1.0.2 Release Notes

Known Issues in AMDS 1.0.2

This section describes some of the issues which may be encountered by end users of the system. The issues are categorized by the areas of the system in which they appear, and each category is sorted so that the issues which occur with the highest frequency are at the top.

Alerts

1. When using the "Go to test request" button from the alert details, occasionally the correct test request is selected, then unselected without intervention from the user. If this occurs, simply use the "Go to test request" button again to find your test request.
2. If the communication between the fluidics station and the workstation is not established (e.g. the fluidics station is turned off) and a script is started, an unrecoverable error will occur. In this event, the test request will need to be cancelled. Your System Maintainer or Lab Supervisor can run a HOME script to confirm connectivity if there is any question.
3. When you resolve an alert, but click Cancel on the Confirm Step dialog box, the dialog box is properly closed but the alert is no longer selected and the details are not displayed. Simply reselect the alert in the Alerts pane.
4. There is no visible notification in the Device Status panel if the USB cable for the UPS device is disconnected from the machine.

Archiving

5. When archiving test requests, use the mouse to select the test requests. Other selection methods will cause an incorrect file size to be displayed.

Assay Management

6. During assay installation, if the message "Failed adding assay to the assay list" appears, this may be due to a version of that assay being already installed and active on the machine. If this is the case, deactivate the installed assay and retry the install. If this is not the case, then the reasons provided in the error message are probably correct.

Active Worklist/Non-Active Worklist

7. If you cancel a test request after it has completed the scanning step in the workflow, the status for this test request in the Non-Active Worklist will be 'Pending' instead of 'Cancelled' in the Review Results column, even though the test request has been properly cancelled.
8. Occasionally you may be unable to cancel a test request that has a Review Results status of 'Awaiting Results' due to an 'Exception on cancelling a Test Request.' In this case, you will not be able to perform an orderly shutdown of the system using the Shutdown button. You will be able to perform a hard shutdown by waiting for the system to complete any current processing of data and then holding the power button on the front of the workstation until it shuts down. Once you reboot the system, you should be able to cancel the test request.
9. Very rarely, a test request might sit indefinitely in the 'Awaiting Results' status, without any related alerts appearing. When this occurs, it will be necessary to cancel this test request and rerun the sample using a new test request and a fresh array.

Device Status

10. In the Device Status pane, the device status for fluidics stations is not updated until an attempt is made to use the fluidics stations. This means that the fluidics station could be turned off or disconnected from the workstation, and still show up as connected. If in question regarding the actual status of the fluidics station, have a Laboratory Supervisor or System Maintainer run the HOME script on the station from the System Management - User Performed Service page. This will update the Device Status pane to show the current status.
11. The printer status in the Device Status pane does not always accurately reflect the status of the printer. The lights on the printer should also be used to gather information if an issue with the printer is suspected.

Enter/Edit Test Request

12. If you wish to select the Assay Name for a number of test requests at one time on the Enter Test Request screen, make sure that you access the Assay Name drop-down from the last test request selected. If you do not do this, your selection will be changed and the Assay Name will be assigned to fewer test requests than you wish.
13. When you return to the Enter Test Request screen after creating test requests, the assay name remains selected in the first row of the screen. This may cause a test request to be inadvertently created with the wrong Assay Name.
14. Use care on the Edit Test Request screen, it is possible to apply a filter to the Specimen ID field and end up without a test request displayed. If you end up in this situation, use the Remove Filter button to display the test request.
15. If you filter on the Assay on the Enter Test Request screen, you cannot enter/modify any data while the filter is applied. You may filter on other fields and enter/edit data, it just not work properly when filtered on the Assay.

Fluidics Station Setup

16. When you do not have permission to run the assay for which a particular fluidics station is primed, that station will show up on the Fluidics Station Setup page in a greyed-out row, with the words 'Select Assay' in the Assay column. This can be confusing, especially if you are trying to enable a disabled module for that station. In this case, the box simply does not allow itself to be checked and gives no reason why.
17. All enabled modules on a given fluidics station are treated as a unit. If one fails to prime successfully, then all must be re-primed.
18. On the Station Setup screen, if you switch the assay name to one which is in a different assay group, then you will need to re-prime the fluidics station. If you immediately switch it back to the assay the station is still primed for, you will still need to re-prime the fluidics station.
19. There are some issues with disabling fluidics station modules and enabling others in the same visit to the Station Setup page. If you need to disable and enable modules, perform one task, navigate away from the page, return to the page and perform the other task.
20. On the Station Setup screen, when selecting multiple fluidics stations to prime or shutdown, you will not be able to use the greyed-out area to the right of the screen (where the station number, prime date, etc. are listed) to make your selection. You will need to click on an active/non-grey area of each row instead.

21. On the Station Setup screen, Wash Buffer A and Wash Buffer B entries cannot be made via the barcode reader. They will need to be manually entered.
22. When you leave the Station Setup page, and are prompted via a dialog box to save changes or cancel, choosing Cancel will return you to the Station Setup page and remove any edits performed since the last save.

Fluidics Worklist

23. When manually assigning station and module numbers to test requests, it is possible to enter a blank space or "0" character(s) before the module number. If this happens, then all test requests with fluidics protocols running on the same station as the test request with the multiple-character module number, and on all fluidics stations beyond that point in the chain, will fail and cannot be recovered. This could potentially mean that all arrays running on fluidics stations at the time would need to be discarded and new test requests created to process the new arrays. It is best to keep the barcode reader charged and fully functional and avoid manual entry of these values. If you manually enter the values, double-check to make sure that a single digit is entered for the module number on the test requests, and the test requests to station-modules associations are correct.
24. If you start a fluidics module, but the test request continues to show 'Ready' status and the module is actually running the fluidics protocol, then that test request must be cancelled. The arrays must be discarded, and new test requests created to process the new array.
25. In AMDS, unlike GCOS, Missing Fluid Errors (MFEs) are not recoverable errors. If they are encountered while an array is being processed on the Fluidics Station, you will need to cancel the associated test request, create a new one, and start processing from the beginning of the workflow. Take care to use the correct amount of the right fluid in each vial, and the correct wash buffers for the assay.
26. In AMDS, unlike GCOS, a Sensor Timeout on the fluidics station is not a recoverable error. If a Sensor Timeout error is encountered while an array is being processed, you will need to cancel that test request, create a new one and start processing from the beginning of the workflow. Take care to follow the instructions on the fluidics station's LCD properly, and in a timely manner.
27. When the Fluidics Worklist is being saved, the screen will momentarily freeze and disallow all navigation away from that page. Wait for this freeze to be over before proceeding.
28. The comment for a test request on the Fluidics Worklist cannot be edited while the request's status is In Progress.

General – Data Entry

29. When entering data in AMDS, data validity checks are performed when focus leaves the row which has just been edited (e.g. when a fluidics station and module are entered on the Fluidics Worklist). Clicking in the next row will force the check to be performed immediately. If you use the Enter key to navigate on the screen, then these types of checks may be delayed until you attempt to perform some other action, such as navigating away from the screen, clicking the Save button, or clicking Start. Ultimately, the checks are performed when either navigation method is used, the mouse navigation will just cause them to run sooner.
30. Some numerical entries in the system, for example the Bleach Warning interval limit, cannot be edited via the numeric keypad. All numerical entries in the system may be entered via the number keys at the top of the keyboard.

31. Tooltips for the comments fields on all worklists only display 265 characters, though more characters than this can be entered and saved in the audit log.
32. If you make an entry on the cell in the worklist, AMDS will not acknowledge that entry until you have moved the focus from that cell. This means that if you attempt to save after editing and before moving the focus from that field, the edits in the cell will be lost. Always move focus out of the last cell edited before attempting to save the changes.

General - Instrumentation

33. During portions of a scan (array load/unload or autofocus), the UI will 'freeze', allowing no interaction from the user. When scanning a large number of small arrays, plan your workload so that you don't have to do anything else on the AMDS system while the arrays are scanning. During this period, the system may store up keystrokes and mouse clicks and execute them once the system is unfrozen.
34. If you power-up the scanner before the workstation, you will get 'Scanner laser error' alerts. Make sure you power-up the workstation before you turn on the scanner.
35. If a communication issue with the scanner occurs, leaving the orange light on the scanner blinking, the only way to shutdown the scanner is to unplug the scanner power cable, wait for 10 seconds, reconnect it and power on the scanner and wait for 10 mins for the warm-up process before starting any scan.
36. AMDS only check for fluidics station connectivity when an attempt is made to use the station. It does not check for connectivity during Self-Test. You can have your System Maintainer or Lab Supervisor run the HOME protocol to confirm connectivity if you believe there is an issue.
37. If there is an error in a print job, there is no way to remove just the job with an issue. You must remove all the jobs in the print queue via the purge button and start over again. Resume will not work in this situation; the print job with the error will still be in the queue.

General

38. When a power outage occurs and the workstation and scanner are running on battery power, the status of each test request running in any workflow step will change to Error, then those on the scanner worklist will change back to In Progress. You will be able to complete scanning the arrays once power is restored.
39. Status filters throughout the AMDS worklists often do not update properly when the statuses in the worklist change. If you need to filter by a status which is not in the list, navigate away from the worklist, then return. The correct statuses will be available in the drop-down.
40. On several screens there are arrows in the column headers which make it appear that the data in that column is sort-able, but which do not sort the data.
41. Auto-logout does not work if any assay screen or dialog box is displayed on top of AMDS. If you wish to have AMDS perform this function, please close all assay screens and other dialogs on a regular basis.
42. After you access the Help pane, and close it, often the cursor will remain a question mark for a while. This causes no harm.
43. Upon occasion, printouts for audit logs, system logs, and diagnostic reports are all missing a thin strip, about 3 characters wide, from the left- and right-sides of the page. Screenshots are fine. This situation will correct itself after a while. Resetting the printer will not help.

44. Printing Help pages prints out three nearly blank pages then prints the data of interest on the fourth page and beyond.
45. In all worklists, the test requests are sorted by alphabetical order on Specimen ID, so they may not be displayed in the order entered or expected. Pay close attention when selecting test requests, especially when associating the array to the barcode in the Registration Worklist.

Hybridization Oven Worklist

46. In order to successfully assign a hybridization oven to a test request, the current rotation speed and temperature of the oven you are assigning must exactly match the rotation speed and oven temperature specified for that test request. These values can be found in the Temp/Rotation/Duration column on the Hybridization Oven Worklist.
47. In this release of AMDS, you can assign test requests requiring different rotation speeds to the same tray in the Hybridization Oven Worklist. You will then be unable to assign this tray to any oven. Use care when assigning test requests to trays.
48. If you answer 'No' to the confirmation dialog box which appears when the hybridization is stopped before the minimum hybridization time is met for a particular test request, the dialog goes away, the hybridization continues, but the selection is lost. You will need to find that test request again.

Logs Management

49. When edits are made on the Hybridization Oven Worklist, the audit log entries can be somewhat confusing. The first line of the entry is always "Tray number edited", and this is true even if I edit the oven number or comment fields. Each entry contains the original data and the edited data, so it is easy to see what has really changed if you look for it.
50. When edits are made on the Fluidics Worklist, the audit log entries can be somewhat confusing. The first line of the entry is always "Station number edited", and this is true even if I edit the module number or comment fields. Each entry contains the original data and the edited data, so it is easy to see what has really changed if you look for it.
51. When you print an audit log with a long comment (over 250 characters), some of the comment will be cut off in the printout because it does not wrap around to the next line.
52. Audit log printouts do not indicate that they are audit logs, nor do they indicate date/time printed. If this information is important to you, then write it in manually on each printout.
53. The System Log printout has no indication that it is the System Log. It also does not include a date/time stamp for the printout. If this information is important to you, please be sure to write it on the printout by hand.
54. If you view an audit log and filter it, then display an audit log for another test request, this second audit log will be filtered by the same criteria as the first audit log was.
55. When reviewing audit logs for test requests, if a filter is applied, the Remove Filters button will remove the visible signs of the filters from the filter row, but it will not cause all the data in the log to be displayed. You will need to reopen the log to see all the entries.

Registration Worklist

56. On the Registration Worklist you can scan the specimen ID to select a test request. If a test request is selected and you scan a specimen ID which does not exist on the worklist, AMDS will assume that this barcode scan (of the specimen ID) is really Reagent Kit information, and will enter it in the Reagent Kit number field for the selected test request.

57. When entering Reagent Kit ID numbers for multiple test requests at one time on the Registration Worklist, the checks for the appropriateness of the values entered are based on the last test request selected. This means that there is a potential for an incorrect Kit ID to be assigned. It is best to either enter Kit IDs on this page individually, or only for test requests for a single assay at one time.
58. If you filter or sort the data on the Registration Worklist, you will not be able to scan an array barcode to associate it with the test request. Either enter the array barcode manually or leave the Registration Worklist and return to it, then scan the array barcode before sorting or filtering the list.

RUO Assays

59. The HGU133 Plus 2.0 and Mapping 500K NSP assays will both allow additional information for the test request to be edited after the data has been transferred to the server. It is best to make sure that this information is correct before placing the arrays in the scanner and clicking Start on the Scanner Worklist.
60. In the HGU133 Plus 2.0 and Mapping 250K RUO assays, once an expiration date is entered for a reagent, it cannot be cleared.
61. When editing the Assay Home screen for the HGU133 Plus 2, Mapping 250k NSP or SNP 6.0 assays, if you click Cancel on the e-signature confirmation, the Assay Home screen will be closed and the edits discarded.
62. When the system attempts to transfer data to a remote server with no certificate installed, the alert indicates "FATAL ALGORITHM ERROR" instead of indicating that the issue is with the certificate.

Scanner Worklist

63. The Start button on the Scanner Worklist always causes the scanner to start scanning from slot 1 in the carousel. If the scanner was stopped to add new arrays, there can be a delay in scanning the arrays while the scanner performs inventory, warms the slots and checks each array up to the point where the un-scanned arrays are encountered. Storing the arrays at 4°C until the current AutoLoader run is complete may be a more efficient use of time.
64. If you forget to put any arrays in the scanner and click the Start button, the scanner will perform an inventory, discover that no arrays are available to be scanned, and halt with no message to the user. Remember to put the arrays in the scanner.
65. If communication is lost between the scanner and the workstation, the user will be notified via the Device Status pane, not the Alerts pane. No alert will be raised.
66. Occasionally, the Scanner Worklist will not display all the test requests which should be displayed. The data is not lost, and will have the correct status on the Active Worklist.
67. Do not attempt to enter comments on the Scanner Worklist while the scanner is running. There is an issue which will cause the comments to disappear before they are saved. If you enter a comment and save it before the scanner run, or once the run is complete, the comment will be preserved.
68. Comment entries on the Scanner Worklist are not captured in the Audit Log for the test request.
69. When there is only one test request on the Scanner Worklist, it will disappear from the worklist when you attempt to add a comment to it. The data will not be lost, the test request still appears on the Active Worklist and processing can continue.

70. When an array is encountered in the scanner, the Scanner Worklist should populate the slot number column with the location of that array in the carousel. Often there are some test requests which are missing their slot numbers, making it a bit more difficult to determine which arrays are safe to remove from the carousel.
71. There is no way to change your mind after clicking the Add Array or Stop Scan buttons on the Scanner Worklist. Before you use these buttons, be certain that you really want to stop the AutoLoader run.
72. If an array becomes stuck in the scanner, neither the Device Status nor the Alert panes will indicate this. If the AutoLoader does not appear to be loading arrays, then check your carousel to see if an array is missing from the carousel. If it is, then check the AutoLoader slot for the missing array.
73. Occasionally after a power outage and a controlled shutdown via the UPS, the scanner status will display 'Ready' but the scanner does not start when the Start button is selected in the Scanner Worklist. In this case, turn the scanner off, reboot the workstation and power on the scanner. At this time, communication should be restored, and the scanner should work properly.
74. When a test request has been cancelled, and the array left in the scanner, the test request should return to the Scanner Worklist when the array is encountered in the scanner. It does not return, causing a little more work to determine which arrays are no longer needed in the carousel.

User Management

75. On the Edit User screen, when edits are made, they are not bolded before they are saved like edits are everywhere else in the system.

User Performed Service

76. When you change the status of the Daylight Savings checkbox on the User Performed Service screen, and then click Save, the wrong status is shown until you navigate away from the screen and return.

User Permissions

77. Technologists should be able to print System/Audit logs or Export/Burn them. In this release, Technologists do not have this privilege.

Issues Addressed in AMDS 1.0.2

Archiving

1. When the data being archived exceeded the size of the media, a dialog was displayed giving the option of continuing to archive the data. If you selected 'Yes', the system failed to archive all the data, and a message appeared indicating that the archiving was successful. In AMDS 1.0.2, this is now an informational message instead of a dialog box, and the archiving will not continue.

Assay Management

2. When installing assays that require remote server access, the system did not confirm that a valid server name, username or password was entered. In AMDS 1.0.2, if the server is available to the AMDS workstation at the time of assay installation, the credentials supplied for that server are now checked upon installation instead of at the first attempted data transfer.

Fluidics Station Setup

3. Occasionally when priming the fluidics station, the station would complete the priming but the status on the Station Setup page would still indicate 'Priming'. In AMDS 1.0.2, this issue has been resolved and should not occur.

Device Status

4. Occasionally when priming the fluidics station, the station would complete the priming but the status on the Station Setup page would still indicate 'Priming'. In AMDS 1.0.2, this issue has been resolved and should not occur.

Fluidics Worklist

5. In previous versions of AMDS, resolving a Missing Fluid Error alert would cause the fluidics script to start from the beginning, no matter where the missing fluid was encountered. This could cause the arrays to produce incorrect results. In AMDS 1.0.2, Missing Fluid Errors on the fluidics stations are no longer recoverable.

General

6. When the last test request is removed from a filtered worklist (e.g. cancel the last test request, or approve/reject results), a 'DataGridView Default Error Dialog' would pop up. In AMDS 1.0.2, these situations are handled correctly.
7. In this release, if you have a test request which is preventing an orderly shutdown (e.g. test request status is "In Progress" when it should be "Complete"), you can "clean up" the system by waiting until all other processes have completed and performing a hard shutdown of the system. To do this, hold the power button on the workstation until the system powers off and then release it.

Logs Management

8. When you end hybridization for a test request before the minimum time recommended by the assay, a pop-up appears, asking for confirmation. In previous releases, clicking "No" in this dialog would cause two log entries for hybridization end. In this release, only the correct entry occurs.

User Performed Service

9. In previous releases, you could optionally choose to warm up the arrays. This release forces array warm-up on all arrays to improve consistency in the system.

Issues Addressed in AMDS 1.0.1

Assay Management

1. The accounts for the individual assays on the system were set to expire after 60 days which caused issues with running the assays on the system. They are now set to never expire.

Troubleshooting

Gathering Information

If you are experiencing problems with the GCS3000Dx v.2 system, or AMDS software, you can gather a considerable amount of information from the logs. You can access the logs via the View Logs button in the Administrator pane. Issues which occur at a system level will be contained in the System Log. Issues related to a particular test request will be found in

the Audit Log for that test request, and some information may be available in the System Log also. You can use the filtering capabilities on these logs to help focus on the issue at hand. The logs can be exported by burning them to a CD/DVD, and the resulting XML files can be viewed on any non-AMDS workstation.

Confirming Instrument Communication

Fluidics Station - Communication with the fluidics stations is only confirmed upon system start-up, or when an attempt to use the station is made. On system start-up, AMDS attempts to run the HOME script on the first module of each station.

A harmless way to confirm communication with a non-active fluidics station is to have a user with a role of Laboratory Supervisor or System Maintainer go to the User Performed Service page from the System Management area and run the HOME script on that station. If you can hear the valves home, and see a message on each module indicating that a HOME script was run, then the communication is established.

Scanner – If the Device Status pane indicates 'AutoLoader: Ready' or 'AutoLoader Door: Unlocked', and you have at least one test request on the Scanner Worklist ready to be scanned, you can load an empty carousel, and click the Start button on the Scanner Worklist. If the communication is established, you will see the AutoLoader door lock, and hear the inventory begin. If you do not have any test request on the Scanner Worklist, you can turn the scanner off and then on again, and watch the status update in the Device Status pane while the laser warms up. This will take about 10 minutes, during which the scanner will not be usable.

Hybridization Oven – If the oven is successfully communicating with AMDS, you will see the temperature, rotation speed and door status reflected in the Device Status pane. If this appears to be static, you can confirm communication by opening the hybridization oven door and watching the pane for the information to be updated. Communication issues with the hybridization oven can typically be resolved by tightening any loose connections, and will not require any further intervention.

Resolving Instrument Communication Issues

If you cannot confirm communication with an instrument, consider and resolve the following potential sources of the issue:

1. Is the cable connecting the instrument to the workstation fully seated at both ends?
2. Is the instrument powered on?
3. Are there communication alerts related to the instrument in the Alert pane? If so, try resolving the alerts. AMDS will not try to communicate with an instrument if there is a known communication issue captured in an existing alert. (NOTE: Bleach/Tubing warnings for a fluidics station will not effect communication, and do not need to be resolved until the proper maintenance is performed.)

If you cannot confirm communication with an instrument after performing the steps above, then proceed to the next section 'Reestablishing Instrument Communication'.

Reestablishing Instrument Communication

You can force AMDS to reestablish communication with an instrument by performing the following steps:

1. Turn the instrument off.
2. Clear any communication alerts which exist for the instrument.

3. Shutdown AMDS via one of the two shutdown buttons available in the UI.
4. Use the power button on the front of the workstation to reboot the workstation.
5. When the login prompt appears, log in to AMDS as a user with a Technologist, Laboratory Supervisor or System Maintainer role.
6. Observe the Alert pane, and wait for a communication alert to appear for the instrument, and the Device Status to indicate that there is an issue with communication.
7. Power up the instrument.
8. When the instrument is fully powered-up, clear the communication alert which appeared after you logged back into the system.

At this point, the communication should be reestablished between AMDS and the instrumentation.

Tips and Tricks

Access to the Data Transfer Server (if applicable)

If you are running assays which transfer data to a Data Transfer Server, you can access the server and data from any machine on your internal network that provides you access to Internet Explorer. You can access the server either through the URL: `https://<server name>/AffyWeb`, or via the default share, `\\<server name>\Dx2_RUO_Files`.

Support for AMDS 1.0.2

If you encounter issues which you are unable to resolve on your own, please contact your Affymetrix Support Center.

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