

# Azure PCR Node Troubleshooting

## If you are having any hardware problems, please try the following suggestions before continuing on.

- » Ensure that the AC/DC adaptor is plugged into the wall.
- » Ensure that the Network Cable is plugged securely into the AccuCall Node.
- » Ensure that the Network Cable is plugged securely into the router.
- » Ensure that the AccuCall Node turned on.
- » Ensure that the Power Button is lit up.
- » Restart the AccuCall Node by holding down the power button until the Node shuts down, and then pressing the Power Button again until the Node turns on.

## Unable to turn on the AccuCall Node.

- » If the initial steps were completed, and everything is in order, please contact your support representative.

## Windows security settings do not allow the driver to be installed possibly.

*The User Account Control Settings maybe too high.*

- » Ensure that the UAC (User Account Control) settings are set to the lowest level. The procedure for is as follows:
  - » Open Control Panel.
  - » Type UAC into the start menu of Control Panel Search box.
  - » Slide the bar to 'never notify' - this will disable the UAC.
  - » Click OK and restart the computer.
  - » Retry installation.
- » We recommend you change your UAC settings to their original level after doing this.

## Driver Message: "Problem Connecting to AzurePCR Node" OR "Driver stops in mid-analysis."

- » Check that the power cable and Network cables are attached to the Node.
- » Make sure the Node is switched on and there is power to the mains.
- » Ensure the Node has the IP address displayed on the LCD screen.
- » If the IP address is displayed but there is no connection, then please replace 'azurenode' with the IP address in the Configuration screen in the Node Address field.
- » If the Node LCD screen displays a message 'Cable disconnected', 'Router Unreachable' or 'No Network', please reconnect the Node to the Network.
- » To plug the Node directly to your PC please refer to your User Manual.
- » If problem persists, contact your support representative.

## Driver Message: "Could not read the file - <file name>."

- » Samples not labelled.
  - › Check labelling.
- » An invalid file format was loaded.
  - › Check your file format.
- » Corrupted run file.
  - › Contact your support representative.
- » The run-file is open in the thermocycler Software.
  - › Close the file in the thermocycler software.

## Driver Message: "You do not have permissions to access this."

*If the user has entered the incorrect user credentials then upon attempting analysis, the driver software shall display this message.*

- » Go to the Configuration screen and enter in correct login details.

## Forgotten Password.

- » Contact your support representative to reset your password.

## Driver Message: "The network connection was closed unexpectedly. Please check your connection and try again."

*Problem with network communication between PC and Node*

- » Wait a few minutes and retry.

## Licence Expired or Missing.

*User license has expired, or there is an insufficient amount of credits to process the run file*

- » Upload a correct updated license to the Node and Retry. See Section 14.3. Renewing the License.

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## HTML Report Message: "This is not a recognised well-mix. Please check your labels. Refer to the User Manual for correct labels to use for your Test-Kit." OR "This well-mix was part of an incomplete Test-Kit. Please check your labels."

*Incorrect label format used.*

- » Ensure that the run-file has been labelled according to the agreed label convention.

## HTML Report Message: "Positive controls failed, are missing or are not labelled according to label guidelines for [target]. Please check your labels. Refer to the User Manual for guidance on Control Label conventions. No analysis has been performed for <target>."

- » Incorrect label format.
  - › Relabel samples appropriately.
- » The Positive Control failed.
  - › Re-run the data.
- » There was no Positive Control for the specific Target.
  - › In accordance with best clinical practice, Azure PCR will not analyse any Targets that do not have valid controls within the run-file.

## HTML Report Message: "Negative controls failed, are missing, or are not labelled according to label guidelines for <target>. Please check your labels. Refer to the User Manual for guidance on Control Label conventions. No analysis has been performed for <target>."

- » Incorrect label format.
  - › Relabel samples appropriately.
- » The Negative Control failed.
  - › Re-run the data.
- » There was no Negative Control for the specific Target.
  - › In accordance with best clinical practice, Azure PCR will not analyse any Targets that do not have valid controls within the run-file.

## HTML Report Message: "Standard Curve/quantification standards have failed or were not detected. No quantification has been possible. Refer to your User Manual for further guidance."

*Quantification Standards (ie Controls) were expected for this run and have not been detected OR one or more of the Quantification Controls have failed.*

- » Relabel samples appropriately.
- » Re-run the data.

## Disk drive failure on Node.

- » If problem persists, contact your support representative.