

LSR Data Analysis

Troubleshooting Guide

How do I access the Data Analysis tool on the oncology Life Science Research Assay Page?

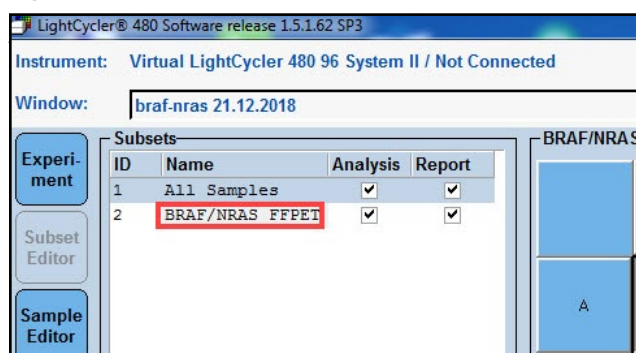
In order to access the Data Analysis tool, users must be [registered](#) as a Roche Life Science customer. To do so on the web browser, navigate to lifescience.roche.com and select login in the Data Analysis tab. [Registration](#) is free and requires no further commitment.

When I upload a file to the Data Analysis tool, I receive a message telling me the file is not in a valid format.

The Data Analysis tool only accepts .ixo files resulting from a PCR run for LSR assays according to the appropriate Instructions for Use. If you have uploaded a file in a different format, or an .ixo file without the necessary PCR run information, this error message will appear.

In the subset editor of the LC480 software the name of the subset must match the LSR assay name to be analyzed. Refer to the Instructions for Use of the respective test for exact name text.

Figure 1 Example of the subset name needed for BRAF/NRAS FFPET test



The controls and samples must have the same name for the number of wells of a test in the LC480 Software sample editor. Refer to the Instructions for Use for the plate layout setup of the respective test.

An example is shown below using BRAF/NRAS Mutation Test (LSR). The BRAF/NRAS Mutation Test (LSR) is a 3 well test, in Figure 2 “Mutant control” in A1, A2 and A3... “Sample 1” in C1, C2 and C3, “Sample 2” in D1, D2 and D3, ...

Figure 2 Plate layout for the BRAF/NRAS Mutation Test (LSR)

	1	2	3	4	5	6
A	Mutant Control MMx1	Mutant Control MMx2	Mutant Control MMx3	Sample 7 MMx1	Sample 7 MMx2	Sample 7 MMx3
B	Specimen Diluent MMx1	Specimen Diluent MMx2	Specimen Diluent MMx3	Sample 8 MMx1	Sample 8 MMx2	Sample 8 MMx3
C	Sample 1 MMx1	Sample 1 MMx2	Sample 1 MMx3	Sample 9 MMx1	Sample 9 MMx2	Sample 9 MMx3
D	Sample 2 MMx1	Sample 2 MMx2	Sample 2 MMx3	Sample 10 MMx1	Sample 10 MMx2	Sample 10 MMx3

Note: Default sample names (e.g. Sample 1, Sample 2) must be changed for the corresponding wells selected for analysis. If you continue to receive this message after following the Instructions for Use, please contact your local Roche representative to report this issue.

The data analysis report lists a Raw Data File name that does not match the name of the .ixo file uploaded to the system.

The Data Analysis tool does not support .ixo file names longer than 154 characters. In addition, very long names (>54 characters) cause cropping issues in the result report and can generate a truncated file name. If the raw data file is less than 54 characters and you are still getting the incorrect raw data file name listed on the report, please contact your local Roche representative to report this issue.

The timestamp for the PCR run listed on the data analysis report is not the same as when the PCR was conducted.

Windows interprets the run starting time as UTC format, which is then converted into local time of the server (UTC+1) with additional adjustment for daylight savings time. This will cause the time displayed on the report to be 1-2 hours different than the actual PCR run time.

A comprehensive listing of possible error messages and their causes is provided below:

Error Message	Explanation
Please select at least one test configuration for analysis.	No test configuration (e.g., BRAF/NRAS FFPET) selected during PCR setup. Reference Performing the Run section of the Instructions for Use for more information.
Internal processing error: Selected test configuration is not a valid option.	Test configuration selected is not supported by the system. Please reference Performing the Run section of the Instructions for Use for more information. If you continue to reach this message, please contact Roche to report this error.
No file selected for upload.	No file was uploaded for analysis. Please repeat the data upload protocol using a valid .ixo file for analysis.
Invalid file selected. Only .ixo files are supported for analysis.	Either a file with the incorrect format (only .ixo files are accepted) or an .ixo file with the incorrect parameters was uploaded to the server.
File name is too long. File name should not exceed 154 characters.	File names longer than 154 characters cannot be processed by the server and will generate an error message. Please abbreviate the file names where necessary.
The uploaded file was not in valid format or is empty. Please select another file for analysis.	Raw data file does not contain PCR results information to be analyzed by the system. This can be due to the following: <ul style="list-style-type: none"> ▪ Sample names are not changed for the corresponding wells on the MWP selected for analysis. ▪ Subset is not created or created incorrectly for the selected test. Please refer to Performing the Run section in the Instructions for Use on what information is needed for the .ixo file and upload the new .ixo file for analysis. If you continue to reach this message, please contact Roche to report this error.
The uploaded file content was not in valid format or is empty. Please select another file for analysis.	Raw data file has been modified, or does not contain information to be analyzed by the system, or the file is not a valid .ixo file. Please upload another .ixo file for analysis.
Your report is not yet ready. Please check back again in a few minutes.	The report is still being processed and is not yet available for download. Please check status again in a few minutes to download your files.
Internal Processing Error: No test configuration available.	Test configuration selected is not supported by the system. Please reference Performing the Run section of the Instructions for Use for more information. If you continue to reach this message, please contact Roche to report this error.

A comprehensive listing of possible error messages and their causes is provided below: *cont.*

Error Message	Explanation
Internal Processing Error: Timeout occurred while connecting to the reporter module.	The attempt to connect to the server has failed and can be due to a poor internet connection, the server being overwhelmed with traffic, and/or a server malfunction. If you are repeatedly receiving this error message and you have a working internet connection, please contact Roche to report this problem.
Internal Processing Error: Error occurred during Data Analysis. Process was aborted. Library could not be found.	<p>For KRAS v2 FFPE and KRAS V2 Plasma:</p> <p>This is specific to the report manager service and any issue occurring while generating a report will display this error message.</p> <p>This can be due to the names for the sample wells corresponding to the test were not changed. Please refer to Performing the Run section in the Instructions for Use on what information is needed for the .ixi file and upload the new .ixi file for analysis.</p> <p>If you continue to reach this message, please contact Roche to report this error.</p>
Internal Processing Error: Reporter module not found. Please contact us to report this error.	<p>For BRAF/NRAS FFPE and BRAF/NRAS Plasma:</p> <p>This is specific to the report manager service and any issue occurring while generating a report will display this error message.</p> <p>This can be due to the names for the sample wells corresponding to the test was not changed. Please refer to Performing the Run section in the Instructions for Use on what information is needed for the .ixi file and upload the new .ixi file for analysis.</p> <p>If you continue to reach this message, please contact Roche to report this error.</p>

© 2019 Roche

Published by:

Roche Molecular Systems, Inc.
 4300 Hacienda Drive, Pleasanton, CA 94588 USA
<http://molecular.roche.com>

lifescience.roche.com

MC--02810 11/2019