MagNA Pure 96 System
Reports and Files for Troubleshooting
Document Information

• **Revision History**
  – Version 1.0: First version

• **Images**
  – The screenshots in this publication have been added exclusively for illustration purposes. Configurable and variable data in screenshots, such as tests, results, or path names visible therein must not be used for laboratory purposes.

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MagNA Pure 96 System

**Intended Use**

- The MagNA Pure 96 System Software is intended *For In Vitro Diagnostics Use*. It must be used exclusively by professional users trained in laboratory techniques and having studied the MagNA Pure 96 System Operator’s Manual.

- Additional components in the MagNA Pure 96 System must be used exclusively by professional users trained in laboratory techniques and having studied the user documentation of the instrument.

- For details about the instrument and the applications, refer to the MagNA Pure 96 System Operator’s Manual 4.0, SW 3.2 and Addendum 1, October 2019 and the Instructions for Use.
MagNA Pure 96 System
Objectives

This presentation gives an overview of the MagNA Pure 96 System Problem Report and files for troubleshooting. Upon completion, the user knows:

- Where to find the problem reports and files in the software.
- How to read these reports and files.
How to create a problem report (1)

1 In the MagNA Pure 96 Software select the Utilities tab.

2 On the Utilities tab, select the Query sub-tab.

3 Click Problem Report.
How to create a problem report (2)

The *Problem Report* dialog box opens.

4 Select a folder for the problem report.

5 Click Save. The dialog box closes and the problem report is saved as a compressed zip file named PRF9_<serial_number>_<date>.zip., e.g., PRF9_1056_20100114.zip. The date section of the file name has the American date format: yyyyymmdd. Example:
The zip file contains the following folders:

- AuditTrail
- Environment
- Install
- InstrumentCount
- InstrumentInit
- LPS
- MessageLog
- OFS
- Results
- Settings
- Software
- [Content_Types]

The highlighted folders contain basic information for troubleshooting.
MagNA Pure 96 Problem Report

Audit Trail

- Open the file „AuditTrail_000“
- Find all the details about the „Order“ in column „Information“
MagNA Pure 96 Problem Report

Message Log

- Open the file „MessageLog_000.“
- In column C, find the type of data: „Information“, „Warning“ and „Errors“.
- **Column D** shows the **error code**, **Column G** the **help text**, **Column I** the **solution for user**. Column J provides additional information and instructions for Roche representatives.
MagNA Pure 96 Problem Report

Results

- Results are provided in xml format.
- The latest result is on top of the list.

The results include the following information:

- Protocol details
- Sample IDs
- Sample Comments
- Flags
- Run results
### MagNA Pure 96 Problem Report

#### Settings

Here we have information regarding the individual user settings, such as:

- **Global settings**
- **Service settings**
- **Maintenance settings**
- **Run settings (Source Volume Check enabled or not, ignore volume check results enabled)**
- **Email Notification**

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MagNA Pure 96 Problem Report

Software

- This file shows details about the software including the version and the protocols installed.
For in vitro diagnostic use.

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