

トラブルシューティング編: 困ったときのお助けツール「Online Troubleshooting」

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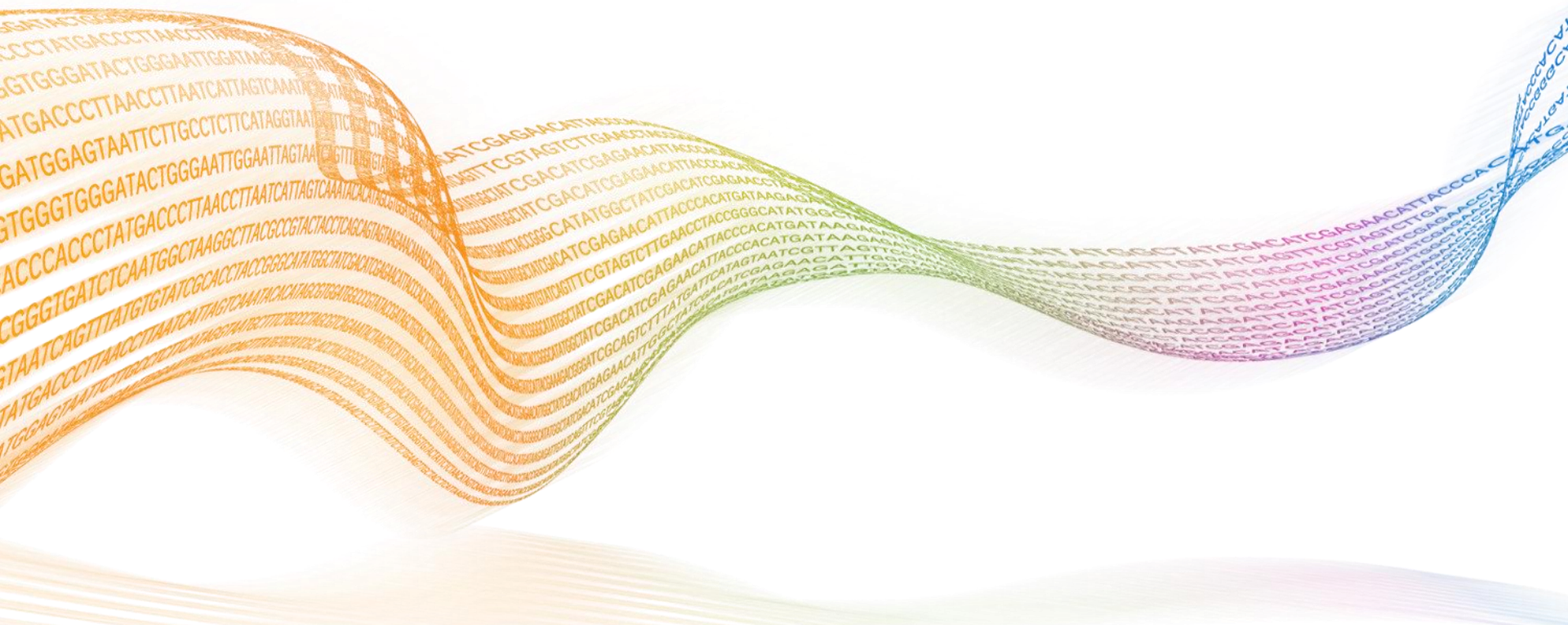
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本日のOutline

- ▶ 「Online Troubleshooting」のご紹介
 - MiSeq Online Troubleshooting
 - Demo!
 - サンプル調製キット Online Troubleshooting
 - TruSeq DNA PCR-Free Sample Prep Kit
 - Nextera DNA Sample Prep Kit
- ▶ MiSeq ラン結果のTroubleshooting!
 - まずお送りいただきたい4つのファイル
 - MiSeq Control Software(MCS)上で、欲しいファイルを一括まとめ







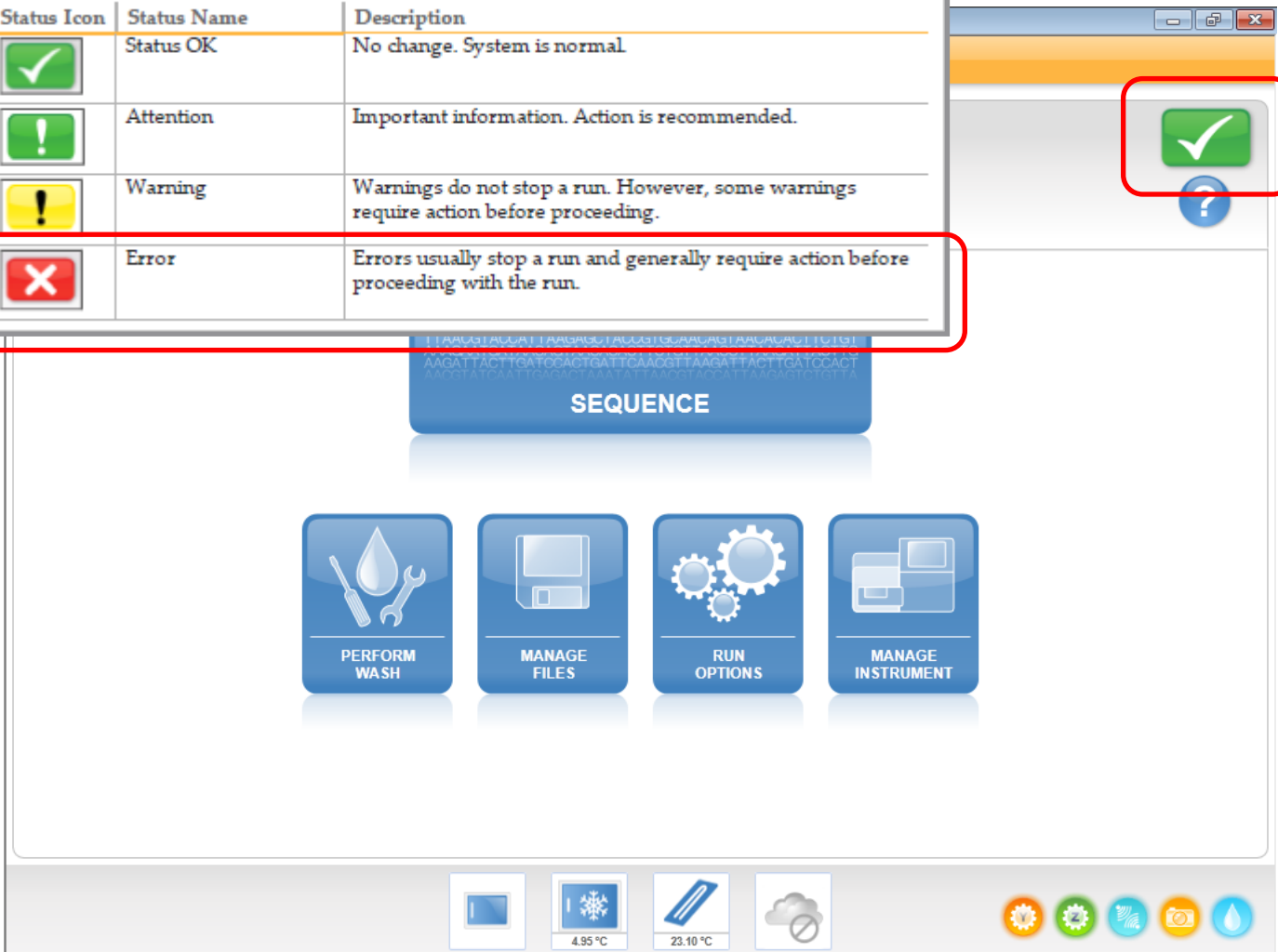
MiSeq Online Troubleshooting



MiSeq Control Software (MCS)

MCSとは、MiSeqの動作をコントロールするソフトウェアのこと。

Status Icon	Status Name	Description
	Status OK	No change. System is normal.
	Attention	Important information. Action is recommended.
	Warning	Warnings do not stop a run. However, some warnings require action before proceeding.
	Error	Errors usually stop a run and generally require action before proceeding with the run.



MiSeq Troubleshooting!

MiSeqのユーザーガイドに、トラブルシューティング方法が記載されています。実際のエラー内容と、その対応について確認できます。

Resolve Run Setup Errors

If any checks in the pre-run check fail, a red icon **X** appears next to the item. A message appears on the screen that describes the error and how to correct it.

Error	Action
X Flow Rate Measured	<p>The flow rate check screen opens. Use the drop-down list or on-screen keyboard to enter the following:</p> <ul style="list-style-type: none">• Solution: PR2• Volume: 250• Aspirate Rate: 2500• Dispense Rate: 2500 <p>Select Pump. If the error persists, set the volume to pump 500 µl PR2 and repeat the process. When fluids have been pumped, select Restart Check.</p> <p>When the pre-run check is successful, the Start Run button becomes active.</p> <p>If the flow check fails again, reseal the flow cell to make sure that flow is not interrupted due to misalignment. Inspect the flow cell gasket for lint or irregularities.</p>
X Free Disk Space	<p>If disk space is low, a message appears indicating how much disk space is required. Use the Manage Files feature to clear the required space from the instrument computer.</p>
X Network Connection	<p>Make sure that the network cable is plugged into the instrument.</p> <p>If the network connection is not restored, select Reboot on the Manage</p>

Resolve Run Setup Errors

MiSeq System User Guide (miseq-system-user-guide-15027617-m)

MiSeq Online Troubleshooting

MiSeqで発生したエラーに対して、症状を確認しながらウェブ上でトラブルシューティングを行うことができます。使用に際して、Myilluminaにご登録されていることをご確認ください。

まずは弊社のホームページへ (<http://www.illumina.co.jp/>)

The screenshot shows the Illumina website homepage. At the top left is the Illumina logo. To the right are links for "お問い合わせ" (Contact Us), "MyIllumina", and "Tools". Below this is a horizontal navigation menu with categories: "アプリケーション" (Applications), "システム" (Systems), "インフォマティクス" (Informatics), "臨床研究" (Clinical Research), "受託サービス" (Contract Services), "サイエンス" (Science), "サポート" (Support), and "カンパニー" (Company). A search bar is located on the right side of the navigation menu. Below the navigation menu are links for "Subscribe" and "Follow us:". The main content area features a large orange headline: "研究者による最新発表からシステムの使い方まで" (From the latest publications by researchers to the system's usage). Below the headline is the text: "ウェビナーを活用しオンラインで情報を収集" (Utilize webinars to collect information online). The background of the main content area shows a woman in a white lab coat holding a tablet, with various scientific charts and graphs displayed on the screen. On the right side of the page, there is a "製品検索" (Product Search) section with a dropdown menu for "システムに適したキットを探す" (Find kits suitable for the system). Below this are links for "NGSサンプル調製キット検索" (NGS sample preparation kit search), "新製品 & 人気の製品" (New products & popular products), and "すべての製品をみる" (View all products). At the bottom right, there is a "ログイン" (Login) section with input fields for "Username/Email" and "Password".

MiSeq Online Troubleshooting

ホーム画面上のサポートタブ > システムを選択します。

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アプリケーション システム インフォマティクス 臨床研究 受託サービス サイエンス **サポート** カンパニー

Search 🔍

マイクローレイ システム 試薬キット ソフトウェア 製品プロトコル他: 日本語 製品プロトコル他: 英語 製品資料: 日本語 製品資料: 英語	シーケンサー システム 試薬キット ソフトウェア 製品プロトコル他: 日本語 製品プロトコル他: 英語 製品資料: 日本語 製品資料: 英語	リアルタイムPCR 保守契約 保守契約情報 保守契約申込書 作業のお問い合わせ 規制および品質 製品安全データシート Safety Data Sheets (SDS)	トレーニング サポートウェビナー ツール 追加のサポートリンク チュートリアル FTPログイン Share My Desktop サポートのお問い合わせ シーケンスサンプル調製キットセレクター
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システムに適したキットを探す ▾

NGSサンプル調製キット検索
新製品 & 人気の製品
すべての製品をみる

ログイン

Username/Email
Password
オプション選択 ▾

ログイン

NGSシーケンスのデータ解析をより簡単に

デスクトップ型システム
新製品 NextSeq 500

NGS サンプル調製キットセレクター

ウェビナーで最新情報を
研究に活用

MiSeq Online Troubleshooting

画面上のMiSeqボタンをクリックしてください。

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アプリケーション システム インフォマティクス 臨床研究 受託サービス サイエンス サポート カンパニー

Search

サポート » シーケンス » システム

Follow us:

HiSeq 2000
シーケンサーの新たな歴史を創り出す

HiSeq 1000
パワフルに、フレキシブルに、柔軟性のある解析を

Genome Analyzer
次世代シーケンサーの世界標準

MiSeq
デスクトップ型の次世代シーケンサー

サポートはこちら

サポートはこちら

サポートはこちら

サポートはこちら

シーケンスモジュール クラスター形成

MiSeq Online Troubleshooting

Myilluminaに登録しているEメールアドレスと、パスワードをご入力ください。

illumina® Log in to get personalized account information. Quick Order View Cart

Contact Us MyIllumina Tools

APPLICATIONS SYSTEMS INFORMATICS CLINICAL SERVICES SCIENCE SUPPORT COMPANY Search

Support » Sequencing » Sequencing Instruments » MiSeq

MiSeq Support

- Overview
- Site Prep/Lab Environment
- Requirements & Compatibility
- Supported Kits
- Downloads
- Documentation & Literature
- Training
- Questions & Answers
- Troubleshooting
- Services & Warranties
- Bulletins
- Webinars
- Product Ordering Information

MiSeq

Latest Updates

- De Novo Assembly of Bacterial Genomes Application Note 05/15/2014
- Interview with Dr. James Hadfield 01/20/2014
- Low-Diversity Sequencing on the Illumina MiSeq Platform 06/20/2013

User Guides

- MiSeq System User Guide (15027617 M)

Troubleshooting

MiSeq Online Troubleshooting

Please log in with your MyIllumina customer account information to access the troubleshooting guide.

* Username/Email:

* Password: [Forgot your Password?](#)

LOGIN

By clicking on the "Login" button you indicate that you agree with our [Terms and Conditions](#).

Demo

See how to troubleshoot common MiSeq issues with this interactive tool. View the demo.

[View Demo »](#)

MiSeq Online Troubleshooting

使用方法を映像で説明しているビデオもございます。

illumina [Contact Us](#) [MyIllumina](#) [Tools](#)

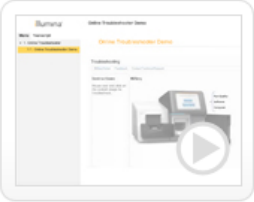
APPLICATIONS SYSTEMS INFORMATICS CLINICAL SERVICES SCIENCE SUPPORT COMPANY

Support » Sequencing » Sequencing Instruments » MiSeq » **Troubleshooting**

Troubleshooting

使用方法をビデオで解説!
MiSeq Online Troubleshooting Demo

MiSeq Online Troubleshooting Demo



See how to troubleshoot common MiSeq issues with this interactive tool. View the demo.

[View Demo >](#)

Online Troubleshooting

[MiSeq Home](#) [Feedback](#) [Contact Technical Support](#)

Instructions Mouse over and click on the system image to troubleshoot.	MiSeq Would you like to troubleshoot a MCS Error or another MiSeq problem? <input type="radio"/> MiSeq Control Software Error <input checked="" type="radio"/> Other MiSeq Issues
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MiSeq Online Troubleshooting

文章に沿って選択し、トラブルシュートを始めましょう。

The screenshot shows the MiSeq Online Troubleshooting page. At the top, there is a navigation menu with categories: APPLICATIONS, SYSTEMS, INFORMATICS, CLINICAL, SERVICES, SCIENCE, SUPPORT, and COMPANY. A search bar is located to the right of the menu. Below the menu, a breadcrumb trail reads: Support » Sequencing » Sequencing Instruments » MiSeq » Troubleshooting. The main heading is "Troubleshooting". A central section titled "MiSeq Online Troubleshooting Demo" features a video player thumbnail. Two red-bordered boxes are overlaid on the page: the first box contains the text "MiSeq Control Software(MCS)でのエラーについてはトラブルシュートに進むため、MiSeq Control Software Errorを選択" and the second box contains "MiSeq Reporter(MSR)やComputer, ランのクオリティについてはOther MiSeq Issuesを選択". Below the demo section is a "View Demo »" link. At the bottom, there is a footer with links for "MiSeq Home", "Feedback", and "Contact Technical Support". The "Instructions" section on the left states: "Mouse over and click on the system image to troubleshoot." The "MiSeq MCS Error" section contains a question: "Would you like to troubleshoot a MCS Error or another MiSeq problem?" and two radio button options: "MiSeq Control Software Error" (which is selected and highlighted with a yellow box) and "Other MiSeq Issues" (also highlighted with a yellow box).

APPLICATIONS SYSTEMS INFORMATICS CLINICAL SERVICES SCIENCE SUPPORT COMPANY Search

Support » Sequencing » Sequencing Instruments » MiSeq » Troubleshooting

Troubleshooting

MiSeq Online Troubleshooting Demo

MiSeq Control Software(MCS)でのエラーについては
トラブルシュートに進むため、MiSeq Control Software Errorを選択

MiSeq Reporter(MSR)やComputer, ランのクオリティについては
Other MiSeq Issuesを選択

View Demo »

MiSeq Home Feedback Contact Technical Support

Instructions
Mouse over and click on the system image to troubleshoot.

MiSeq MCS Error
Would you like to troubleshoot a MCS Error or another MiSeq problem?

MiSeq Control Software Error

Other MiSeq Issues

MiSeq Online Troubleshooting

MiSeq Control Software Error

症状を判断してボタンをクリックしながら進みます。

The screenshot displays the MiSeq Online Troubleshooting interface. At the top, there are navigation links: [MiSeq Home](#), [Feedback](#), and [Contact Technical Support](#). The main content area is divided into three columns. The left column is titled "MCS Error" and contains a sub-section "MCS Error". The middle column is also titled "MCS Error" and contains a sub-section "MCS Error" with a dropdown arrow. Below this, it asks "What MCS error message do you see?" and lists 15 radio button options. The first option, "Unable to measure flow rate/flow check failed", is selected and highlighted with a red circle and a yellow rounded rectangle. The right column is titled "MiSeq MCS Error" and contains the text: "The current question has no associated content. Please contact Illumina Technical Support using the button at the top of the screen if additional assistance is required to answer the question." A red-bordered box on the right contains the Japanese text: "MCS Errorのリストから、該当するエラーを選択する".

MiSeq Home Feedback Contact Technical Support

MCS Error

MCS Error

MCS Error

MCS Error

What MCS error message do you see?

- Unable to measure flow rate/flow check failed
- Sample sheet will not load
- PR2 bottle not detected
- RFID not recognized
- Object reference not set to an instance of an object
- No usable signal found in the images; clustering may have failed.
- Z-motor outside soft limits.
- Best focus too near edge of range
- Failed to get temperature
- Focus Mirror error
- FPGA error/FPGA Timeout
- Lane pump error
- Reagent valve error
- RFID cannot write error
- SIPDOWN error.
- Y motor error

MiSeq MCS Error

The current question has no associated content.

Please contact Illumina Technical Support using the button at the top of the screen if additional assistance is required to answer the question.

MCS Errorのリストから、
該当するエラーを選択する

MiSeq Online Troubleshooting

MiSeq Control Software Error

The screenshot displays the MiSeq Online Troubleshooting interface. At the top, there are navigation links: "MiSeq Home", "Feedback", and "Contact Technical Support". The main content area is divided into three columns:

- MCS Error**: A sidebar menu with the text "MCS Error".
- MCS Error**: The main content area showing an error message: "The MiSeq cannot complete a flow check, or measure the flow rate during the flow check. This is often caused by the flowcell not being aligned with the flowcell manifold. It can also be caused by blockages in the flowcell or reagent lines, or by communications issues in the instrument." Below the message are two radio button options: "Proceed to Troubleshooting" (highlighted with a yellow box) and "Return to Symptoms". A "back" button is also visible.
- MiSeq MCS Error**: A sidebar menu with the text "The current question has no associated content." Below this, there are three red-bordered boxes containing Japanese text:
 - エラーの内容についてと、一般的にこのエラーが生じる原因が表示される。
 - このままトラブルシューティングに進む場合 Proceed to Trouble shooting
 - エラーの選択リストに戻る場合 Return to Symptoms

MiSeq Online Troubleshooting

MiSeq Control Software Error

MiSeq Home Feedback Contact Technical Support

MCS Error

MCS Error

MCS Error

A volume test checks for obstructions in the fluid lines of the MiSeq. This test requires a used flowcell and a wash tray and wash bottle filled with laboratory-grade water. Full instructions for performing the test are shown at right.

Did the volume test fail?

Yes

No

[back](#)

Perform a Volume Test

An obstruction in the fluidics lines can cause poor reagent delivery and affect sequencing results. If an obstruction in the fluidics lines is suspected, perform a volume test.

A volume test checks the health of the fluidics system by estimating the volume between two bubbles as they pass by the sensors. To perform a volume test, the wash tray and wash bottle must be loaded with laboratory-grade water and a used flow cell must be in place. Follow the onscreen prompts to perform the test.

- 1 Make sure that a used flow cell is loaded on the instrument.
- 2 From the Manage Instrument screen, select **System Check**.
- 3 Select **Conduct Volume Test**, and then select **Next**.

System Check Screen

Please select the system check options to perform.

Select All

Motion System	Optics	Other
<input type="checkbox"/> Y Stage Test	<input type="checkbox"/> LED Power Test	<input type="checkbox"/> Prime Reagent Lines
<input type="checkbox"/> M3 Mirror Test	<input type="checkbox"/> 1p/18 Test	<input checked="" type="checkbox"/> Conduct Volume Test

エラーの対処方法が表示される。
画面右には、実際の操作方法のご案内

MiSeq Online Troubleshooting

MiSeq Control Software Error

表示された方法を実施しても、問題の解決にならなかった場合
Noを選択

MiSeq Home Feedback Contact Technical Support

MCS Error

MCS Error

MCS Error

If the volume test failed, this may mean that there is an obstruction in the fluid lines. Please run a full maintenance wash as shown in the instructions to the right. This will require a used flowcell.

Did this resolve the problem?

Yes

No

« back

Perform a Maintenance Wash

Perform a maintenance wash every 30 days to ensure optimal performance. A maintenance wash includes a series of three wash steps using a wash solution of laboratory-grade water mixed with Tween 20. Allow approximately 90 minutes to complete the wash.

User-Supplied Consumables

- Tween 20 (Sigma-Aldrich, catalog # P7949)
- Laboratory-grade water

Part # 15027617 Rev. L

MiSeq Online Troubleshooting

MiSeq Control Software Error

MiSeq Home Feedback Contact Technical Support

MCS Error

MCS Error

MCS Error

Please Contact Illumina Technical Support

The next step in the troubleshooting process requires input from Illumina Technical Support. Please choose "Help me contact Illumina Technical Support" below to access contact information for Tech Support and a code to allow representatives to access troubleshooting steps completed so far.

[Help me contact Technical Support.](#)

[back](#)

Perform a Maintenance Wash

Perform a maintenance wash every 30 days to ensure optimal performance. maintenance wash includes a series of three wash steps using a wash solution of laboratory-grade water mixed with Tween 20. Allow approximately 90 minutes to complete the wash.

User-Supplied Consumables

- Tween 20 (Sigma-Aldrich, catalog # P7949)
- Laboratory-grade water

Part # 15027617 Rev. L

テクニカルサポートにお問い合わせください。

MiSeq Online Troubleshooting

Contact Technical Support

Contact Illumina Technical Support

Do you want to leave the Illumina Online Troubleshooting Tool and contact Technical Support?

Yes

No, Return To Troubleshooting



Contacting Illumina Technical Support

1. Write down your troubleshooting session ID: **18020**. Technical Support uses this ID to continue your troubleshooting session.
2. Contact Technical Support:
 - ◆ phone click [here](#).
 - ◆ email click [here](#).
4. Your troubleshooting session history is available as a PDF at the link below.



[Troubleshooting Status Report](#)

How do you want to proceed?

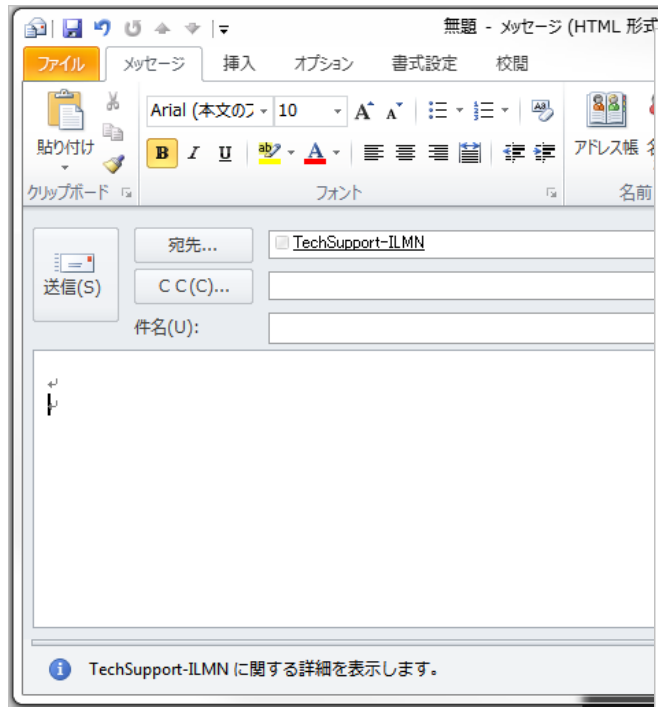
Complete Troubleshooting Session

Troubleshoot Something Else

MiSeq Online Troubleshooting

Contact Technical Support

メールの作成画面およびご実施頂いた内容のレポートが作成されます。
 テクニカルサポートで頂いた内容を確認しますので、繰り返しご説明いただく必要が
 ございません。



illumina®		
This online troubleshooting investigation (#18320) was initiated on July 08, 2014 06:51 PM and completed on July 08, 2014 06:57 PM EST.		
Date and Time	Question	Answer
07/08/2014 06:51	System: MiSeq	
07/08/2014 06:51	Would you like to troubleshoot a MCS Error or another MiSeq problem?	mcs_error
07/08/2014 06:51	What MCS error message do you see?	flow_check_failed
07/08/2014 06:51	The MiSeq cannot complete a flow check, or measure the flow rate during the flow check. This is often caused by the flowcell not being aligned with the flowcell manifold. It can also be caused by blockages in the flowcell or reagent lines, or by communications issues in the instrument.	proceed
07/08/2014 06:51	A volume test checks for obstructions in the fluid lines of the MiSeq. This test requires a used flowcell and a wash tray and wash bottle filled with laboratory-grade water. Full instructions for performing the test are shown at right. Did the volume test fail?	yes
07/08/2014 06:55	If the volume test failed, this may mean that there is an obstruction in the fluid lines. Please run a full maintenance wash as shown in the instructions to the right. This will require a used flowcell. Did this resolve the problem?	no
07/08/2014 06:57	The next step in the troubleshooting process requires input from Illumina Technical Support. Please choose "Help me contact Illumina Technical Support" below to access contact information	Help me contact Technical Support.

MiSeq Online Troubleshooting

Other MiSeq Issues

Instructions

Mouse over and click on the system image to troubleshoot.

MiSeq MCS Error

Would you like to troubleshoot a MCS Error or another MiSeq problem?

- MiSeq Control Software Error
- Other MiSeq Issues

Instructions

Mouse over and click on the system image to troubleshoot.

MiSeq MCS Error



MiSeq Online Troubleshooting

Other MiSeq Issues



ソフトウェア、解析関係

- MiSeq Control Software
- MiSeq Reporter
- その他コンピュータ関係
- ランのクオリティ



フローセル設置部分関係

- ノイズ
- フローセルステージ上の析出物
- パーツの破損



試薬挿入部分（試薬庫）

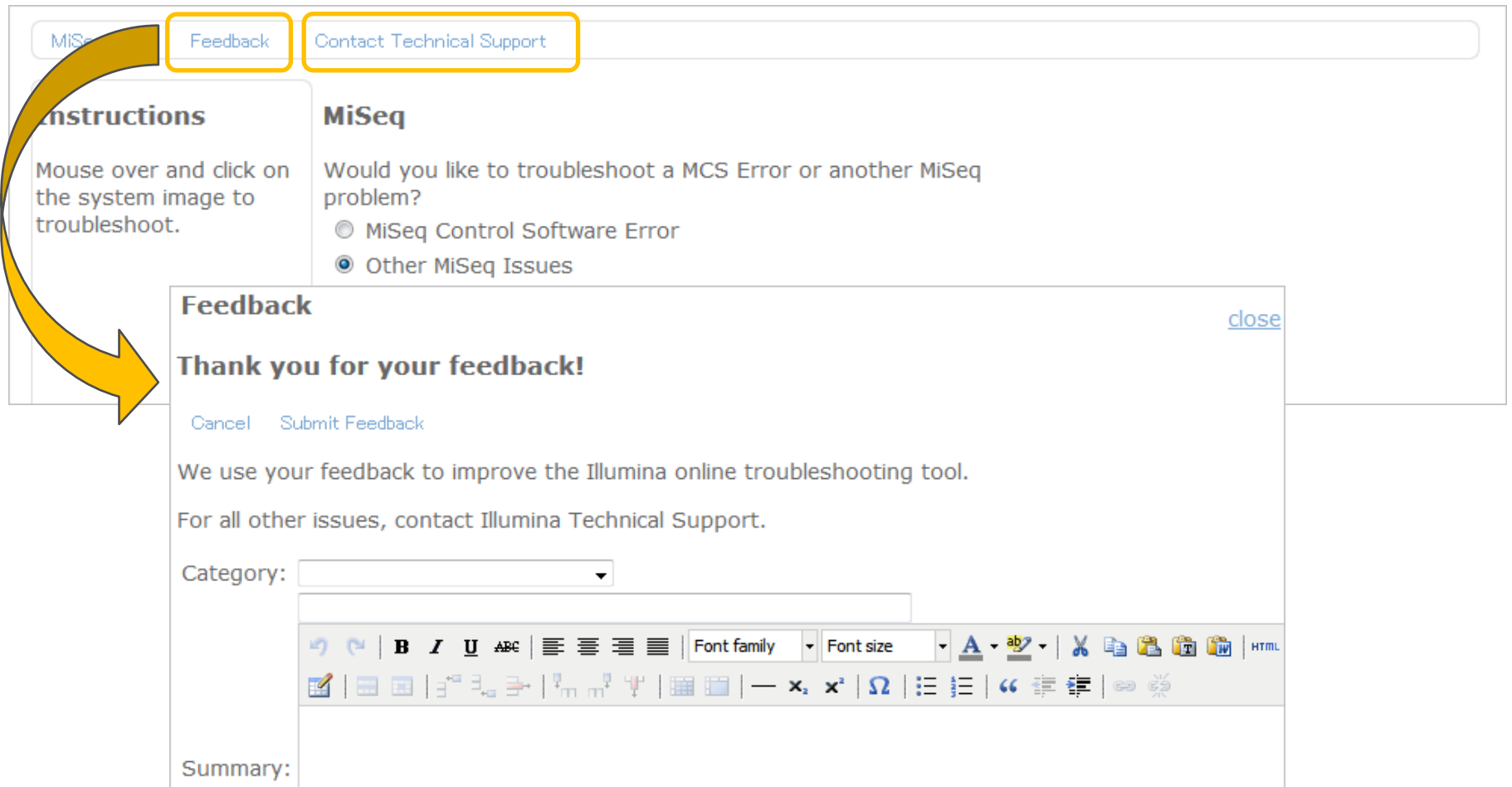
- 試薬庫の温度
- 試薬の漏れ
- PR2試薬
- 試薬やウォッシュカートリッジ関連
- パーツの破損

MiSeq Online Troubleshooting

Feedback and Contact Technical Support

Feedback: Feedbackの作成画面へ（英語のみ入力可）

Contact Technical Support: メールの作成画面へ（英語、日本語で入力可）



The screenshot displays the MiSeq online troubleshooting interface. At the top, there are three buttons: "MiSeq", "Feedback", and "Contact Technical Support". The "Feedback" and "Contact Technical Support" buttons are highlighted with yellow boxes. A large yellow arrow points from the "Feedback" button to a "Feedback" dialog box that is open in the foreground. The dialog box contains the following text:

Feedback [close](#)

Thank you for your feedback!

[Cancel](#) [Submit Feedback](#)

We use your feedback to improve the Illumina online troubleshooting tool.

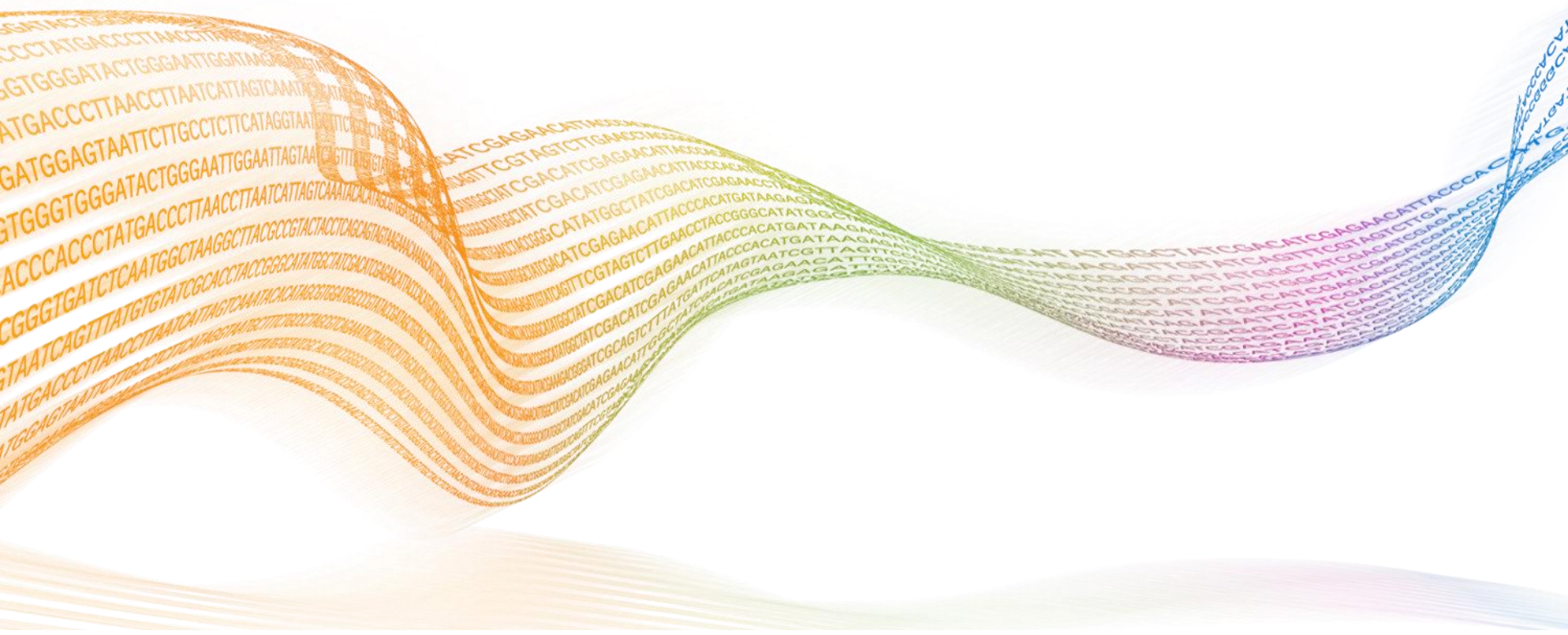
For all other issues, contact Illumina Technical Support.

Category:

Summary:

The dialog box also features a rich text editor toolbar with various icons for text formatting, alignment, and insertion.

MiSeq Online Troubleshooting Demo!



Case1. Pre-Run Check時のエラー 流量チェックがパスしない!?

Illumina MiSeq

BaseSpace Options | Load Flow Cell | Load Reagents | Review | **Pre-Run Check** | Sequence | Post-Run Wash

Pre-Run Check is successful. Select Start Run to begin sequencing.

- ✓ Network Connection Active
- ✓ Flow Cell Cartridge Loaded
- ✓ Waste Bottle Loaded
- ✓ Reagent Cartridge Loaded
- ✓ Chiller Door Closed
- ✓ Primary Analysis Ready
- ✓ Sample Sheet Present
- ✓ Free Disk Space (20%)
- ✓ PR2 Bottle Loaded
- ✓ Flow Cell Door Closed
- ✓ **Flow Rate Measured**

Reagent ID: MS2000033-150V3
PR2 Bottle ID: MS2000045-00PR2
Flow Cell Barcode: 000000000-A4UBM

Back | Exit | Start Run

5.20 °C | 25.28 °C

Case1. Pre-Run Check時のエラー 流量チェックがパスしない!?

Instructions

Mouse over and click on the system image to troubleshoot.

MiSeq MCS Error

Would you like to troubleshoot a MCS Error or another MiSeq problem?

- MiSeq Control Software Error
- Other MiSeq Issues

Case1. Pre-Run Check時のエラー 流量チェックがパスしない!?

MCS Error

MCS Error

MCS Error

MCS Error

What MCS error message do you see?

- Unable to measure flow rate/flow check failed
- Sample sheet will not load
- PR2 bottle not detected
- RFID not recognized
- Object reference not set to an instance of an object
- No usable signal found in the images; clustering may have failed.
- Z-motor outside soft limits.
- Best focus too near edge of range
- Failed to get temperature
- Focus Mirror error
- FPGA error/FPGA Timeout
- Lane pump error
- Reagent valve error
- RFID cannot write error
- SIPDOWN error.
- Y motor error

MiSeq MCS Error

The current question has no associated content.

Please contact Illumina Technical Support using the button at the top of the screen if additional assistance is required to answer the question.

流量チェックがパスしないエラー

Case1. Pre-Run Check時のエラー 流量チェックがパスしない!?

<p>MCS Error</p> <p>MCS Error</p>	<p>MCS Error</p> <p>The MiSeq cannot complete a flow check, or measure the flow rate during the flow check. This is often caused by the flowcell not being aligned with the flowcell manifold. It can also be caused by blockages in the flowcell or reagent lines, or by communications issues in the instrument.</p> <p><input checked="" type="radio"/> Proceed to Troubleshooting</p> <p><input type="radio"/> Return to Symptoms</p> <p>⏪ back</p>	<p>MiSeq MCS Error</p> <p>The current question has no associated content.</p> <p>Please contact Illumina Technical Support using the button at the top of the screen if additional assistance is required to answer the question.</p>
--	--	--

MiSeqが流量チェックをパスできなかったことが原因のエラー。主に、フローセルが適正にセットされていないことが原因で生じる。他にはフローセル由来や送液のトラブル、または、装置内のコミュニケーショントラブルの可能性もある。

Case1. Pre-Run Check時のエラー 流量チェックがパスしない!?

MCS Error

MCS Error

A volume test checks for obstructions in the fluid lines of the MiSeq. This test requires a used flowcell and a wash tray and wash bottle filled with laboratory-grade water. Full instructions for performing the test are shown at right.

Did the volume test fail?

Yes

No

⏪ back

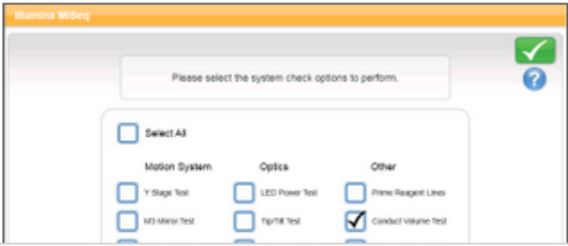
Perform a Volume Test

An obstruction in the fluidics lines can cause poor reagent delivery and affect sequencing results. If an obstruction in the fluidics lines is suspected, perform a volume test.

A volume test checks the health of the fluidics system by estimating the volume between two bubbles as they pass by the sensors. To perform volume test, the wash tray and wash bottle must be loaded with laboratory-grade water and a used flow cell must be in place. Follow the onscreen prompts to perform the test.

- 1 Make sure that a used flow cell is loaded on the instrument.
- 2 From the Manage Instrument screen, select **System Check**.
- 3 Select **Conduct Volume Test**, and then select **Next**.

System Check Screen



送液が正しく行われているかを確認する為に流量チェックを実施する。
※1回の実施に1時間程度かかる。

Case1. Pre-Run Check時のエラー 流量チェックがパスしない!?

MCS Error

MCS Error

If the volume test failed, this may mean that there is an obstruction in the fluid lines. Please run a full maintenance wash as shown in the instructions to the right. This will require a used flowcell.

Did this resolve the problem?

Yes

No

⏪ back

Perform a Maintenance Wash

Perform a maintenance wash every 30 days to ensure optimal performance. The maintenance wash includes a series of three wash steps using a solution of laboratory-grade water mixed with Tween 20. Allow approximately 90 minutes to complete the wash.

User-Supplied Consumables

- Tween 20 (Sigma-Aldrich, catalog # P7949)
- Laboratory-grade water

Part # 15027617 Rev. L

流路が汚れている可能性もあるため、メンテナンスウォッシュを行う。

Case1. Pre-Run Check時のエラー 流量チェックがパスしない!?

The image shows a screenshot of an Illumina instrument's user interface. On the left, there is a panel titled "MCS Error" with a sub-header "MCS Error". To its right is a larger panel, also titled "MCS Error", which contains a yellow highlighted box with the following text: "Please Contact Illumina Technical Support". Below this, it explains that the next step in the troubleshooting process requires input from Illumina Technical Support and provides a button labeled "Help me contact Technical Support." To the right of this is another panel titled "Perform a Maintenance Wash", which provides instructions on how to perform a maintenance wash every 30 days and lists "User-Supplied Consumables" such as Tween 20 and Laboratory-grade water. At the bottom right of this panel, it says "Part # 15027817 Rev. L". A red-bordered box is overlaid on the bottom left of the screenshot, containing the Japanese text "テクニカルサポートまでお問い合わせください。".

MCS Error

MCS Error

MCS Error

Please Contact Illumina Technical Support

The next step in the troubleshooting process requires input from Illumina Technical Support. Please choose "Help me contact Illumina Technical Support" below to access contact information for Tech Support and a code to allow representatives to access troubleshooting steps completed so far.

[Help me contact Technical Support.](#)

Perform a Maintenance Wash

Perform a maintenance wash every 30 days to ensure optimal perform
The maintenance wash includes a series of three wash steps using a solution of laboratory-grade water mixed with Tween 20. Allow approxir
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User-Supplied Consumables

- Tween 20 (Sigma-Aldrich, catalog # P7949)
- Laboratory-grade water

Part # 15027817 Rev. L

テクニカルサポートまでお問い合わせください。

Case1. Pre-Run Check時のエラー 流量チェックがパスしない!?

MCS Error

MCS Error

MCS Error

A volume test checks for obstructions in the fluid lines of the MiSeq. This test requires a used flowcell and a wash tray and wash bottle filled with laboratory-grade water. Full instructions for performing the test are shown at right.

Did the volume test fail?

Yes

No

⏪ back

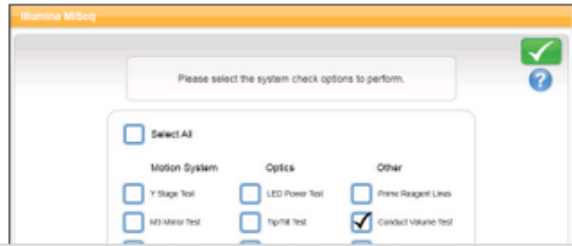
Perform a Volume Test

An obstruction in the fluidics lines can cause poor reagent delivery and affect sequencing results. If an obstruction in the fluidics lines is suspected, perform a volume test.

A volume test checks the health of the fluidics system by estimating the volume between two bubbles as they pass by the sensors. To perform volume test, the wash tray and wash bottle must be loaded with laboratory-grade water and a used flow cell must be in place. Follow the onscreen prompts to perform the test.

- 1 Make sure that a used flow cell is loaded on the instrument.
- 2 From the Manage Instrument screen, select **System Check**.
- 3 Select **Conduct Volume Test**, and then select **Next**.

System Check Screen



The screenshot shows the 'System Check Screen' on the MiSeq instrument. It displays a list of system check options with checkboxes. Under the 'Other' category, the 'Conduct Volume Test' option is checked. A green checkmark icon is visible in the top right corner of the screen.

Case1. Pre-Run Check時のエラー 流量チェックがパスしない!?

MCS Error

MCS Error

Reset the flowcell:

1. Remove the flowcell from the stage.
2. Clean the flowcell and stage, making sure there is no salt or dried reagent near the gaskets or on the stage.
3. Clean the underside of the latch where it comes in contact with the gaskets.
4. Inspect the gaskets on the underside of the flowcell to make sure they are in place.
5. Set the flowcell back into place and close the latch.

Did this resolve the problem?

Yes

No

back

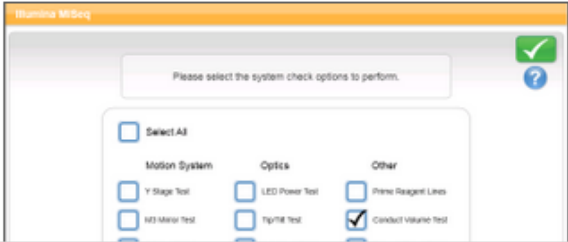
Perform a Volume Test

An obstruction in the fluidics lines can cause poor reagent delivery and affect sequencing results. If an obstruction in the fluidics lines is suspected, perform a volume test.

A volume test checks the health of the fluidics system by estimating the volume between two bubbles as they pass by the sensors. To perform volume test, the wash tray and wash bottle must be loaded with laboratory-grade water and a used flow cell must be in place. Follow the onscreen prompts to perform the test.

- 1 Make sure that a used flow cell is loaded on the instrument.
- 2 From the Manage Instrument screen, select **System Check**.
- 3 Select **Conduct Volume Test**, and then select **Next**.

System Check Screen



The screenshot shows the 'System Check Screen' with a title bar 'Illumina MiSeq'. Below the title bar, it says 'Please select the system check options to perform.' There are three columns of checkboxes: 'Motion System' (Y Stage Test, M3 Mirror Test), 'Optics' (LED Power Test, Tip/Tip Test), and 'Other' (Prime Reagent Lines, Conduct Volume Test). The 'Conduct Volume Test' checkbox is checked. A green checkmark icon is visible in the top right corner of the screen.

フローセルの設置面を拭く、
ガスケットの穴に問題が無いかなど確認する。
フローセルを正しく設置し、再度チェック

Case1. Pre-Run Check時のエラー 流量チェックがパスしない!?

MCS Error

MCS Error

MCS Error

Turning the instrument off and on again often clears communication issues .

Note that if a run is in progress, it will not be able to be resumed. If this is the case you may wish to wait until the run is complete or consult Technical Support.

Contacting Technical Support is also advisable if the issue appears frequently.

MiSeq Powercycle Instructions:

1. Go to the Start menu and select Shut Down.
2. Once the screen has gone black, turn off the power to the MiSeq using the switch on the back.
3. Wait five minutes.
4. Turn on the MiSeq using the switch on the back.

Did powercycling the MiSeq resolve the problem?

Yes

No

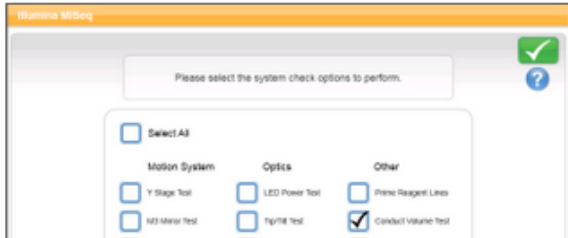
Perform a Volume Test

コミュニケーショントラブルを解消するために
装置の再起動を行い、再度チェックを実施

A volume test checks the health of the fluidics system by estimating the volume between two bubbles as they pass by the sensors. To perform volume test, the wash tray and wash bottle must be loaded with laboratory-grade water and a used flow cell must be in place. Follow the onscreen prompts to perform the test.

- 1 Make sure that a used flow cell is loaded on the instrument.
- 2 From the Manage Instrument screen, select **System Check**.
- 3 Select **Conduct Volume Test**, and then select **Next**.

System Check Screen



The screenshot shows the 'System Check Screen' on the MiSeq instrument. It displays a list of system check options with checkboxes. Under the 'Other' category, the 'Conduct Volume Test' option is checked. A green checkmark icon is visible in the top right corner of the screen.

Case1. Pre-Run Check時のエラー 流量チェックがパスしない!?

MCS Error

MCS Error

MCS Error

Reseat the flowcell:

1. Remove the flowcell from the stage.
2. Clean the flowcell and stage, making sure there is no salt or dried reagent near the gaskets or on the stage.
3. Clean the underside of the latch where it comes in contact with the gaskets.
4. Inspect the gaskets on the underside of the flowcell to make sure they are in place.
5. Set the flowcell back into place and close the latch.

Try a different flowcell. Clean the stage and underside of the latch before loading the new flowcell.

Did this resolve the problem?

Yes

No

⏪ back

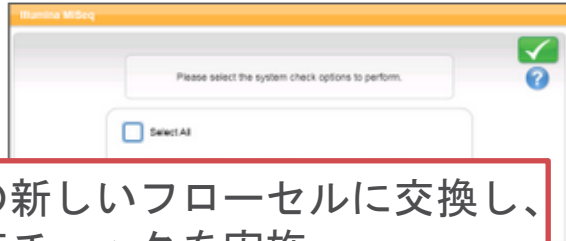
Perform a Volume Test

An obstruction in the fluidics lines can cause poor reagent delivery and affect sequencing results. If an obstruction in the fluidics lines is suspected, perform a volume test.

A volume test checks the health of the fluidics system by estimating the volume between two bubbles as they pass by the sensors. To perform volume test, the wash tray and wash bottle must be loaded with laboratory-grade water and a used flow cell must be in place. Follow the onscreen prompts to perform the test.

- 1 Make sure that a used flow cell is loaded on the instrument.
- 2 From the Manage Instrument screen, select **System Check**.
- 3 Select **Conduct Volume Test**, and then select **Next**.

System Check Screen



別の新しいフローセルに交換し、再度チェックを実施

Case1. Pre-Run Check時のエラー 流量チェックがパスしない!?


MCS Error

MCS Error

MCS Error

Please Contact Illumina Technical Support

The next step in the troubleshooting process requires input from Illumina Technical Support. Please choose "Help me contact Illumina Technical Support" below to access contact information for Tech Support and a code to allow representatives to access troubleshooting steps completed so far.

 [Help me contact Technical Support.](#)

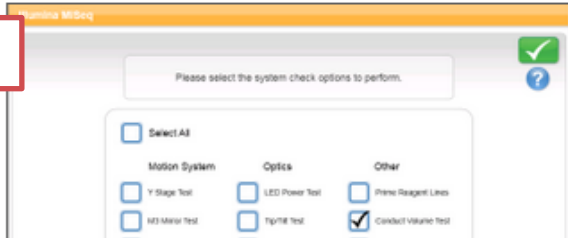
Perform a Volume Test

An obstruction in the fluidics lines can cause poor reagent delivery and affect sequencing results. If an obstruction in the fluidics lines is suspected, perform a volume test.

A volume test checks the health of the fluidics system by estimating the volume between two bubbles as they pass by the sensors. To perform volume test, the wash tray and wash bottle must be loaded with laboratory-grade water and a used flow cell must be in place. Follow the onscreen prompts to perform the test.

- 1 Make sure that a used flow cell is loaded on the instrument.
- 2 From the Manage Instrument screen, select **System Check**.
- 3 Select **Conduct Volume Test**, and then select **Next**.

System Check Screen



The screenshot shows the 'System Check Screen' with a green checkmark in the top right corner. Below the title, it says 'Please select the system check options to perform.' There are three columns of options: 'Motion System' with 'Y Stage Test' and 'M3 Motor Test', 'Optics' with 'LED Power Test' and 'Light Test', and 'Other' with 'Reagent Lines' and 'Conduct Volume Test'. The 'Conduct Volume Test' option is checked with a blue checkmark.

テクニカルサポートまでお問い合わせください。

Case1. Pre-Run Check時のエラー 流量チェックがパスしない!?

MCS Error

MCS Error

MCS Error

Reseat the flowcell:

1. Remove the flowcell from the stage.
2. Clean the flowcell and stage, making sure there is no salt or dried reagent near the gaskets or on the stage.
3. Clean the underside of the latch where it comes in contact with the gaskets.
4. Inspect the gaskets on the underside of the flowcell to make sure they are in place.
5. Set the flowcell back into place and close the latch.

Try a different flowcell. Clean the stage and underside of the latch before loading the new flowcell.

Did this resolve the problem?

- Yes
 No

⏪ back

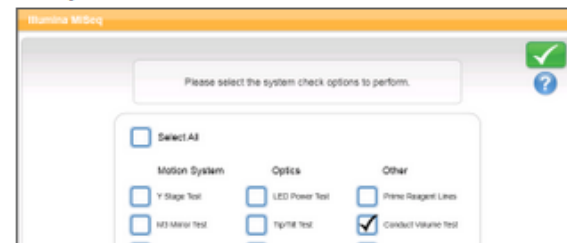
Perform a Volume Test

An obstruction in the fluidics lines can cause poor reagent delivery and affect sequencing results. If an obstruction in the fluidics lines is suspected, perform a volume test.

A volume test checks the health of the fluidics system by estimating the volume between two bubbles as they pass by the sensors. To perform volume test, the wash tray and wash bottle must be loaded with laboratory-grade water and a used flow cell must be in place. Follow the onscreen prompts to perform the test.

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- 3 Select **Conduct Volume Test**, and then select **Next**.

System Check Screen



Case1. Pre-Run Check時のエラー 流量チェックがパスしない!?

MCS Error

MCS Error

MCS Error

Thank You!

Dear Customer,

We hope you have found the Online Troubleshooter useful!

For your convenience, a PDF of your troubleshooting session is available. Please click an option below to access the PDF, or if more assistance is required please click "Contact Tech Support" to receive a code that Technical Support can use to access your troubleshooting session.

Problem Addressed. Click for
contact Technical Support.

このままランにお進みください。

フローセルの交換でエラーが解消された場合はエラーの原因がフローセル由来と考えられます。

フローセルのみリプレイスをお出し致しますのでエラーの出たフローセルについて、容器のシールに記載のLot番号をテクニカルサポートまでお知らせください。

Perform a Volume Test

An obstruction in the fluidics lines can cause poor reagent delivery and affect sequencing results. If an obstruction in the fluidics lines is suspected, perform a volume test.

A volume test checks the health of the fluidics system by estimating the volume between two bubbles as they pass by the sensors. To perform volume test, the wash tray and wash bottle must be loaded with laboratory-grade water and a used flow cell must be in place. Follow the onscreen prompts to perform the test.

- 1 Make sure that a used flow cell is loaded on the instrument.
- 2 From the Manage Instrument screen, select **System Check**.
- 3 Select **Conduct Volume Test**, and then select **Next**.

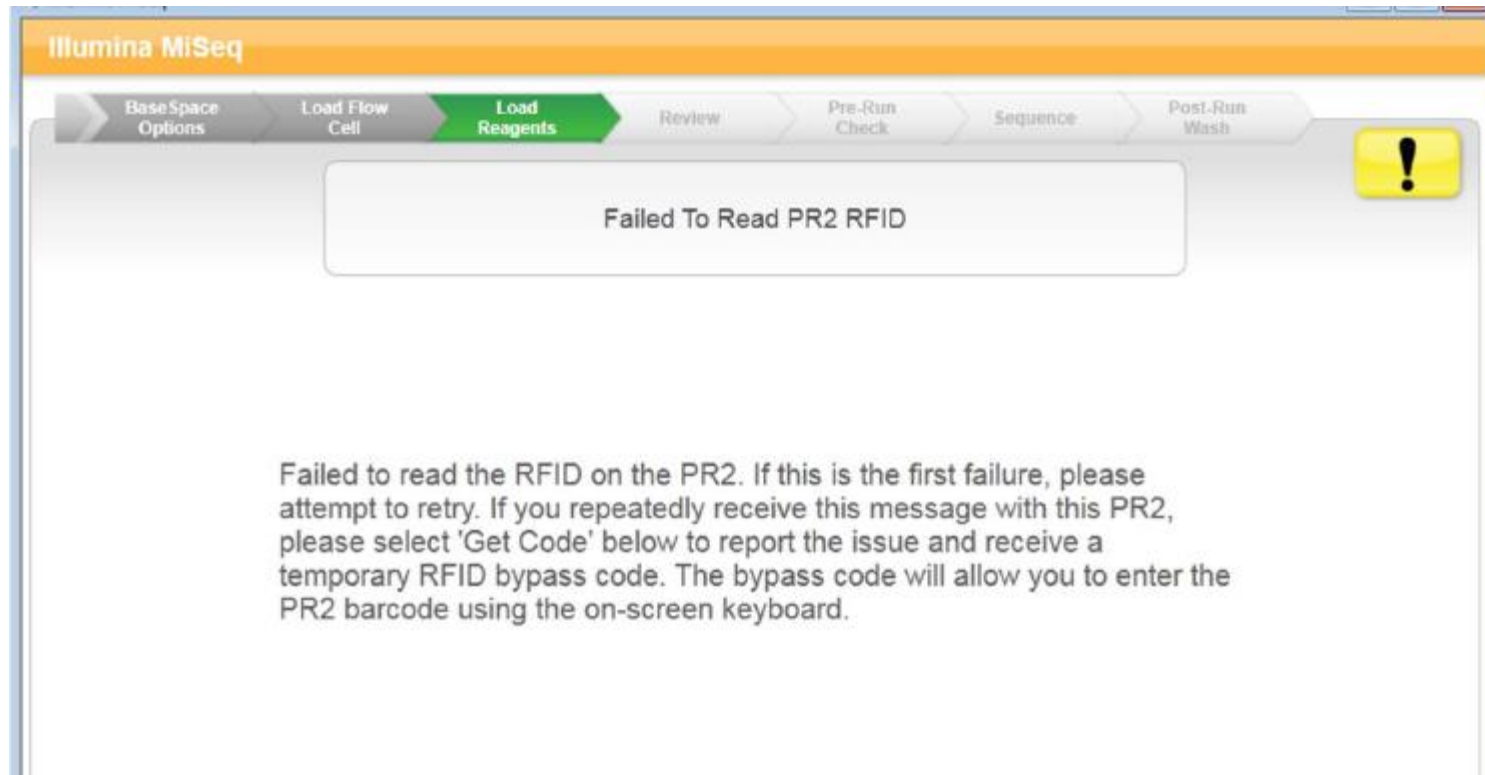
System Check Screen

Warning: MiSeq

Please select the system check options to perform.

Motion System	Optics	Other
<input type="checkbox"/> Select All		
<input type="checkbox"/> Y Stage Test	<input type="checkbox"/> LED Power Test	<input type="checkbox"/> Reagent Lines
<input type="checkbox"/> M3 Motor Test	<input type="checkbox"/> Light Test	<input checked="" type="checkbox"/> Conduct Volume Test

Case2. 試薬、PR2試薬挿入時のエラー PR2試薬のRFIDが認識されない!?



Failed To Read PR2 RFID

Failed to read the RFID on the PR2. If this is the first failure, please attempt to retry. If you repeatedly receive this message with this PR2, please select 'Get Code' below to report the issue and receive a temporary RFID bypass code. The bypass code will allow you to enter the PR2 barcode using the on-screen keyboard.

Case2. 試薬、PR2試薬挿入時のエラー

PR2試薬のRFIDが認識されない!?

Instructions

Mouse over and click on the system image to troubleshoot.

MiSeq MCS Error

Would you like to troubleshoot a MCS Error or another MiSeq problem?

- MiSeq Control Software Error
- Other MiSeq Issues

Case2. 試薬、PR2試薬挿入時のエラー

PR2試薬のRFIDが認識されない!?

Reagent Compartment Symptoms

- Chiller Temperature
- Leak
- Noises
- PR2**
- Reagent / wash cartridge
- Visibly broken part

MiSeq



Run Quality
Software
Computer

The image shows a MiSeq sequencing machine. A yellow rounded rectangle highlights the reagent compartment area, which includes a reagent tray, a reagent bottle, and a wash cartridge. To the right of the machine, a bracket groups the terms 'Run Quality', 'Software', and 'Computer'.

Case2. 試薬、PR2試薬挿入時のエラー

PR2試薬のRFIDが認識されない!?

Reagent Compartment Symptoms

- Chiller Temperature
- Leak
- Noises
- PR2**
- Reagent / wash cartridge
- Visibly broken part

PR2

PR2 Problem

What problem do you see with PR2?

- RFID errors
- Visibly broken part
- Green liquid in PR2
- PR2 bottle not recognized

MiSeq MCS Error

The current question has no associated content.

Please contact Illumina Technical Support using the button at the top of the screen if additional assistance is required to answer the question.

Case2. 試薬、PR2試薬挿入時のエラー

PR2試薬のRFIDが認識されない!?

Reagent Compartment Symptoms

- Chiller Temperature
- Leak
- Noises
- PR2**
- Reagent / wash cartridge
- Visibly broken part

PR2

RFID Issue

Which issue are you experiencing?

- RFID not recognized error
- RFID sensor cannot write error
- Other error

[← back](#)

MiSeq MCS Error

The current question has no associated content.

Please contact Illumina Technical Support using the button at the top of the screen if additional assistance is required to answer the question.

Case2. 試薬、PR2試薬挿入時のエラー

PR2試薬のRFIDが認識されない!?

**Reagent
Compartment
Symptoms**

Chiller Temperature

Leak

Noises

PR2

Reagent / wash
cartridge

Visibly broken part

PR2

Recurring Issue

Is this a recurring issue?

Yes, this happens frequently

No, first time

⏪ back

MiSeq MCS Error

The current question has no associated content.

Please contact Illumina Technical Support using the button at the top of the screen if additional assistance is required to answer the question.

Case2. 試薬、PR2試薬挿入時のエラー

PR2試薬のRFIDが認識されない!?

The image shows a troubleshooting interface for a PR2 reagent compartment. On the left, a sidebar lists symptoms: Chiller Temperature, Leak, Noises, PR2 (highlighted), Reagent / wash cartridge, and Visibly broken part. The main panel is titled 'PR2' and contains a 'Bypass Code' section with instructions to obtain a code from the user guide. Below this, a question asks 'Does the bypass code work?' with two radio button options: 'Yes, bypass code works' and 'No, bypass code does not work'. The 'No' option is selected and circled in red. A 'back' button is visible below the options.

Resolve RFID Read Failure

If the system cannot read the RFID of a consumable, you can obtain a temporary bypass code from the Illumina website. A temporary bypass code expires in seven days.

- 1 Always select **Retry** before proceeding. If the RFID failed a second time, select **Get Code**.
- 2 From a computer with internet access, go to my.illumina.com and log in to your MyIllumina account.
- 3 From the MyIllumina page, click **Account**. In the Resources column, click **MiSeq Self-Service**.
- 4 On the MiSeq Self-Service page, enter the **MiSeq serial number**.
- 5 From the Type of Override Code drop-down list, select **RFID Override**.

MiSeq Self-Service Page

MyIllumina / Account / MiSeq Self Service

Self Service for MiSeq

Home | MiSeq Serial Number | Note: The MiSeq serial number can be found under the title "Instrument Name" in the About menu.

Account | Description of the Issue

Orders

Quick Order

Case2. 試薬、PR2試薬挿入時のエラー

PR2試薬のRFIDが認識されない!?

Reagent Compartment Symptoms

- Chiller Temperature
- Leak
- Noises
- PR2**
- Reagent / wash cartridge
- Visibly broken part

PR2

New Reagents

Try loading new reagents affected by the RFID. Does this resolve the issue?

Yes, new reagents work

No, same problem

⏪ back

MiSeq MCS Error

The current question has no associated content.

Please contact Illumina Technical Support using the button at the top of the screen if additional assistance is required to answer the question.

Case2. 試薬、PR2試薬挿入時のエラー

PR2試薬のRFIDが認識されない!?

Reagent Compartment Symptoms

- Chiller Temperature
- Leak
- Noises
- PR2**
- Reagent / wash cartridge
- Visibly broken part

PR2

Cause: Reagent RFID

Reagent RFID

- Problem Successfully Addressed!
- Problem still exists. Help me contact Technical Support.

[← back](#)

MiSeq MCS Error

The current question has no associated content.

Please contact Illumina Technical Support using the button at the top of the screen if additional assistance is required to answer the question.

Case2. 試薬、PR2試薬挿入時のエラー

PR2試薬のRFIDが認識されない!?

Reagent Compartment Symptoms

- Chiller Temperature
- Leak
- Noises
- PR2**
- Reagent / wash cartridge
- Visibly broken part

PR2

Power Cycle

Please power cycle your instrument following the instructions in the right hand panel. Does it fix the problem?

Yes

No

⏪ back

MiSeq MCS Error

The current question has no associated content.

Please contact Illumina Technical Support using the button at the top of the screen if additional assistance is required to answer the question.

Case2. 試薬、PR2試薬挿入時のエラー

PR2試薬のRFIDが認識されない!?



Reagent Compartment Symptoms

- Chiller Temperature
- Leak
- Noises
- PR2**
- Reagent / wash cartridge
- Visibly broken part

PR2

Cause: Communication Problem

This is an intermittent communication problem

-  Problem Successfully Addressed!
-  Problem still exists. Help me contact Technical Support.

[⏪ back](#)

MiSeq MCS Error

The current question has no associated content.

Please contact Illumina Technical Support using the button at the top of the screen if additional assistance is required to answer the question.

Case2. 試薬、PR2試薬挿入時のエラー

PR2試薬のRFIDが認識されない!?

Reagent Compartment Symptoms

- Chiller Temperature
- Leak
- Noises
- PR2**
- Reagent / wash cartridge
- Visibly broken part

PR2

RFID

Which RFID?

- PR2
- Reagent Cartridge
- Flow Cell

⏪ back


MiSeq MCS Error

The current question has no associated content.

Please contact Illumina Technical Support using the button at the top of the screen if additional assistance is required to answer the question.

Case2. 試薬、PR2試薬挿入時のエラー

PR2試薬のRFIDが認識されない!?

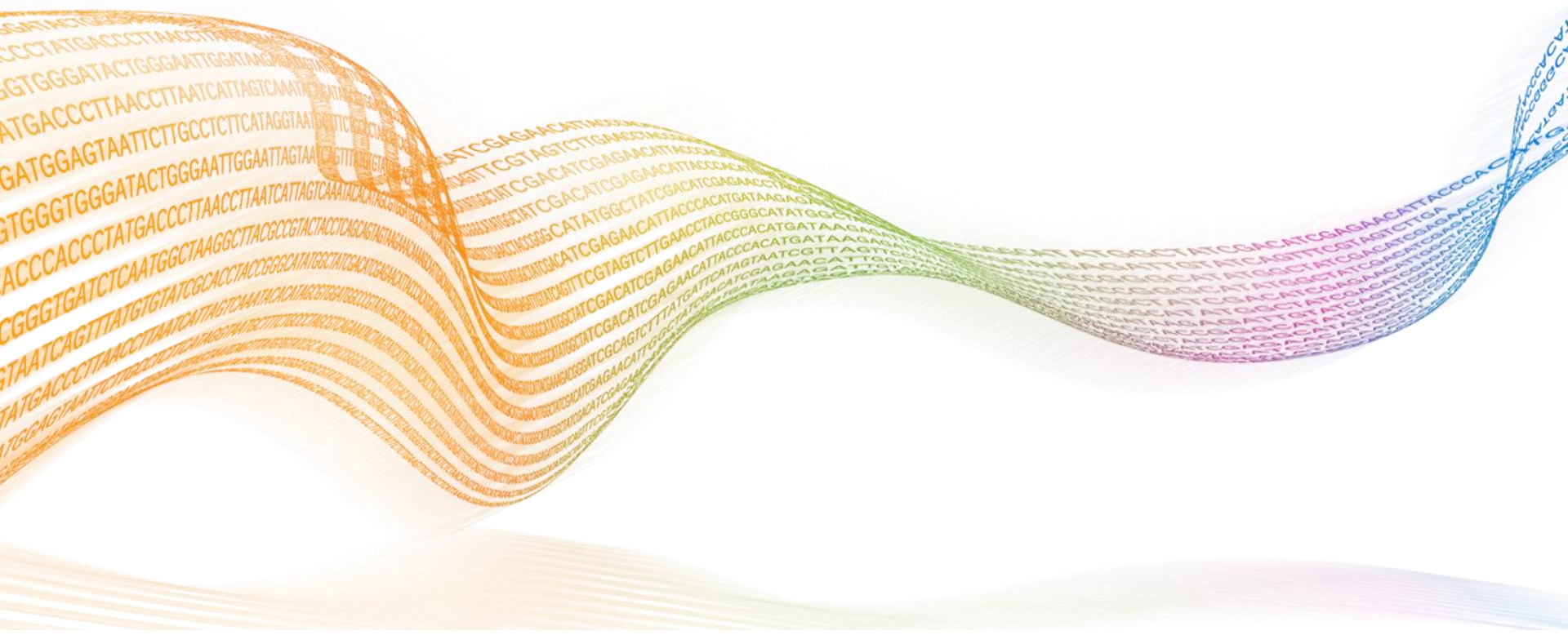
<p>Reagent Compartment Symptoms</p> <ul style="list-style-type: none">Chiller TemperatureLeakNoisesPR2Reagent / wash cartridgeVisibly broken part	<p>PR2</p> <p>Please Contact Illumina Technical Support</p> <p>The next step in the troubleshooting process requires input from Illumina Technical Support. Please choose "Help me contact Illumina Technical Support" below to access contact information for Tech Support and a code to allow representatives to access troubleshooting steps completed so far.</p> <p> Help me contact Technical Support.</p>	<p>MiSeq MCS Error</p> <p>The current question has no associated content.</p> <p>Please contact Illumina Technical Support using the button at the top of the screen if additional assistance is required to answer the question.</p>
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テクニカルサポートまでお問い合わせください。

MiSeqでランを開始した後のトラブルシューティング

- ▶ MiSeqのトラブルシューティングについては、順次ウェビナーを開催します。ぜひご聴講ください。
- ▶ **7/25（金）** トラブルシューティング編
「MiSeqでフォーカスエラーが出た！どうしたら良い？」
イルミナ株式会社 テクニカル アプリケーション サイエンティスト
小林孝史
- ▶ **8/8（金）** トラブルシューティング編
「MiSeqのランが途中で中断した時のデータ解析」
イルミナ株式会社 テクニカル アプリケーション サイエンティスト
米田瑞穂

サンプル調製キット Online Troubleshooting



TruSeq DNA PCR-Free Sample Prep Kitのトラブルシューティング

症状に合わせて、クリックしながらお進みください。

TruSeq PCR Free

Size Distribution

- ・ バイオアナライザーの結果が予想と異なる
(複数のピークがある、ライブラリーサイズの大小)

Sample Loss

- ・ 収量が少ない
- ・ 精製時のロスが大きい

Run Metrics

- ・ ラン結果についてはMiSeq Online Troubleshootingをご覧ください。

Nextera DNA Sample Prep Kitのトラブルシューティング

症状にあわせて、クリックしながらお進みください。

Troubleshooting

[Nextera DNA Home](#) [Feedback](#) [Contact Technical Support](#)

Nextera DNA

Size Distribution

- ・ バイオアナライザーの結果が予想と異なる (ライブラリーサイズの大小)

Size Distribution

Sample Loss

Sample Loss

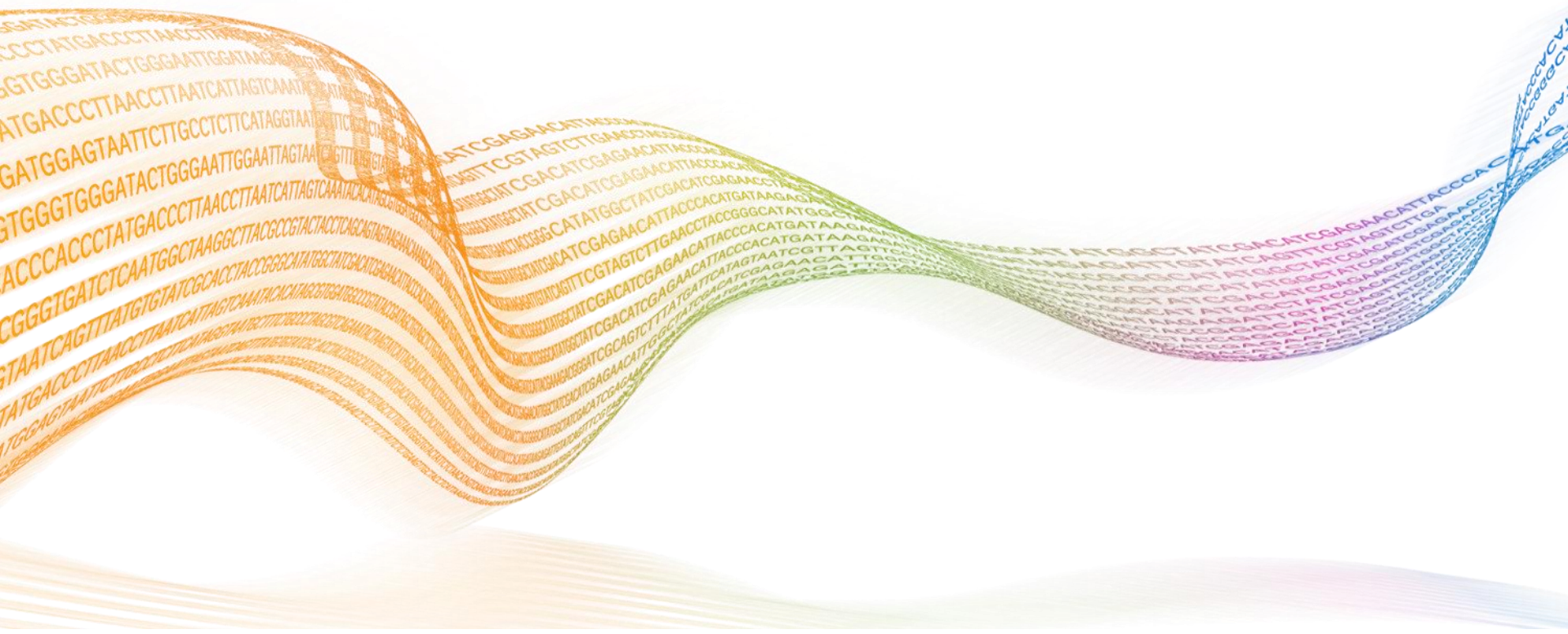
- ・ 収量が少ない
- ・ 精製時のロスが大きい

Run Metrics

Run Metrics

- ・ ラン結果についてはMiSeq Online Troubleshootingをご覧ください。

MiSeq ラン結果のTroubleshooting!



MiSeq ラン結果のTroubleshooting

—テクニカルサポートまでお問い合わせください

- ▶ 下記のファイルをZip形式等で圧縮し、メールでお送りください。

お送りいただきたいファイル（SAVデータ*とSample Sheet）

D:¥Illumina¥MiSeqOutput¥当該ランフォルダ直下にある、

*1) InterOp フォルダ全体

*2) RunInfo.xml

*3) runParameters.xml

4) SampleSheet.csv

ランフォルダ名の例:

140711_M01234_003_000000000-Axxxx

- ▶ *SAVデータ: Illumina Sequencing Analysis Viewerで確認するためのファイル
- ▶ 上記のファイルは、サンプルシートに記載の情報とラン結果のみ含まれます。サンプルの配列情報や、解析結果等は含まれません。
- ▶ ランの結果を拝見し、追加でサムネイル画像やログファイルをお送りいただく場合がございます。

簡単に4つのファイルをまとめるBundle機能 —MiSeq Control Software(MCS) v2.4.1以降対応

MCSホーム画面からMANAGE FILES > Bundle Logsタブ選択、参照フォルダ確認

Manage Files

Directory: D:\Illumina\MiSeqOutput Browse...

Bundle Logs

Run QC Files Thumbnail Images Run Logs Maintenance Logs

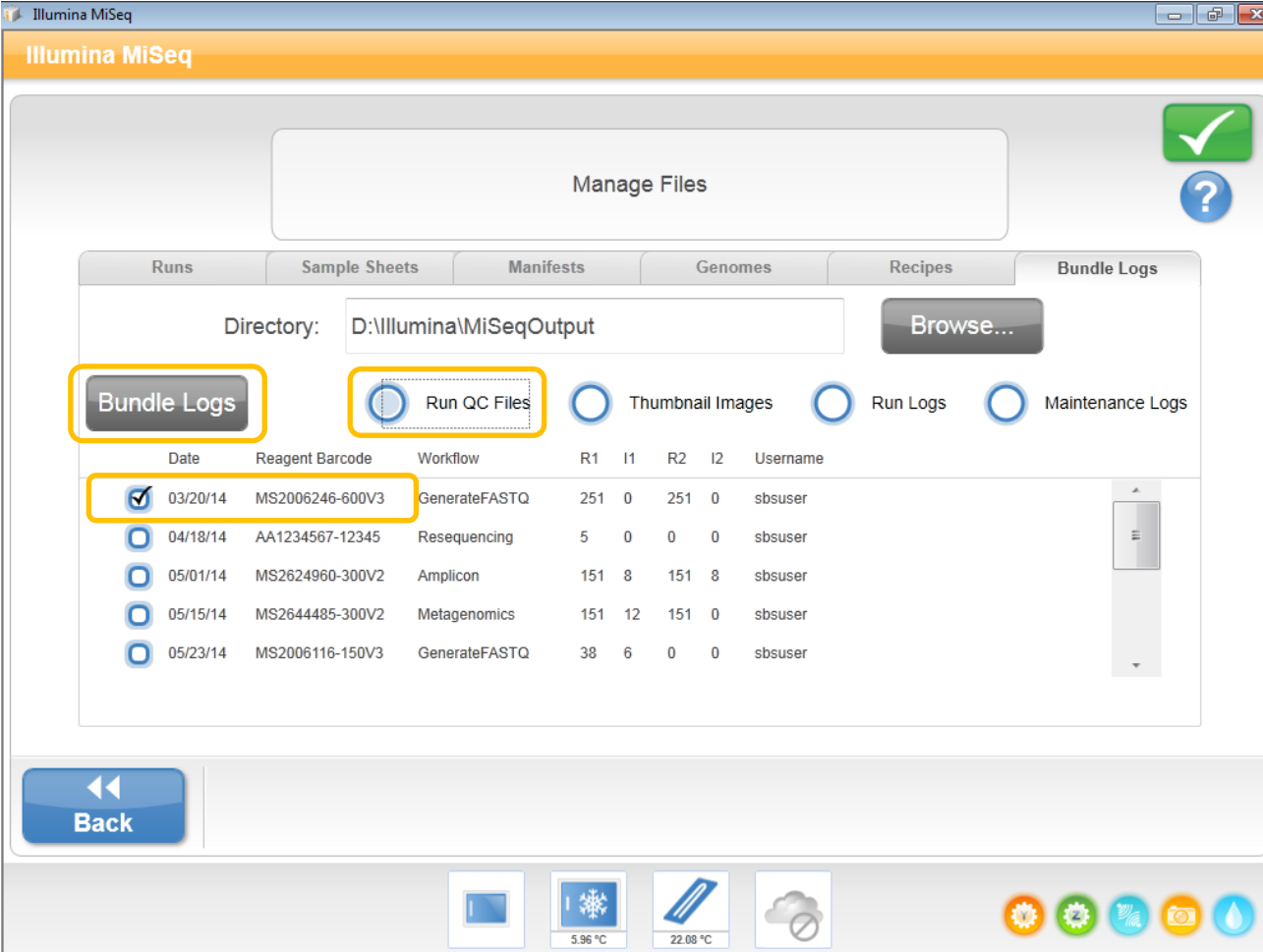
Date	Reagent Barcode	Workflow	R1	I1	R2	I2	Username
<input type="radio"/> 03/20/14	MS2006246-600V3	GenerateFASTQ	251	0	251	0	sbsuser
<input type="radio"/> 04/18/14	AA1234567-12345	Resequencing	5	0	0	0	sbsuser
<input type="radio"/> 05/01/14	MS2624960-300V2	Amplicon	151	8	151	8	sbsuser
<input type="radio"/> 05/15/14	MS2644485-300V2	Metagenomics	151	12	151	0	sbsuser
<input type="radio"/> 05/23/14	MS2006116-150V3	GenerateFASTQ	38	6	0	0	sbsuser

Back

5.97 °C 22.05 °C

Bundle機能 (MCS v2.4以降対応)

当該ランと”Run QC Files”を選択し、”Bundle Logs”をクリックする

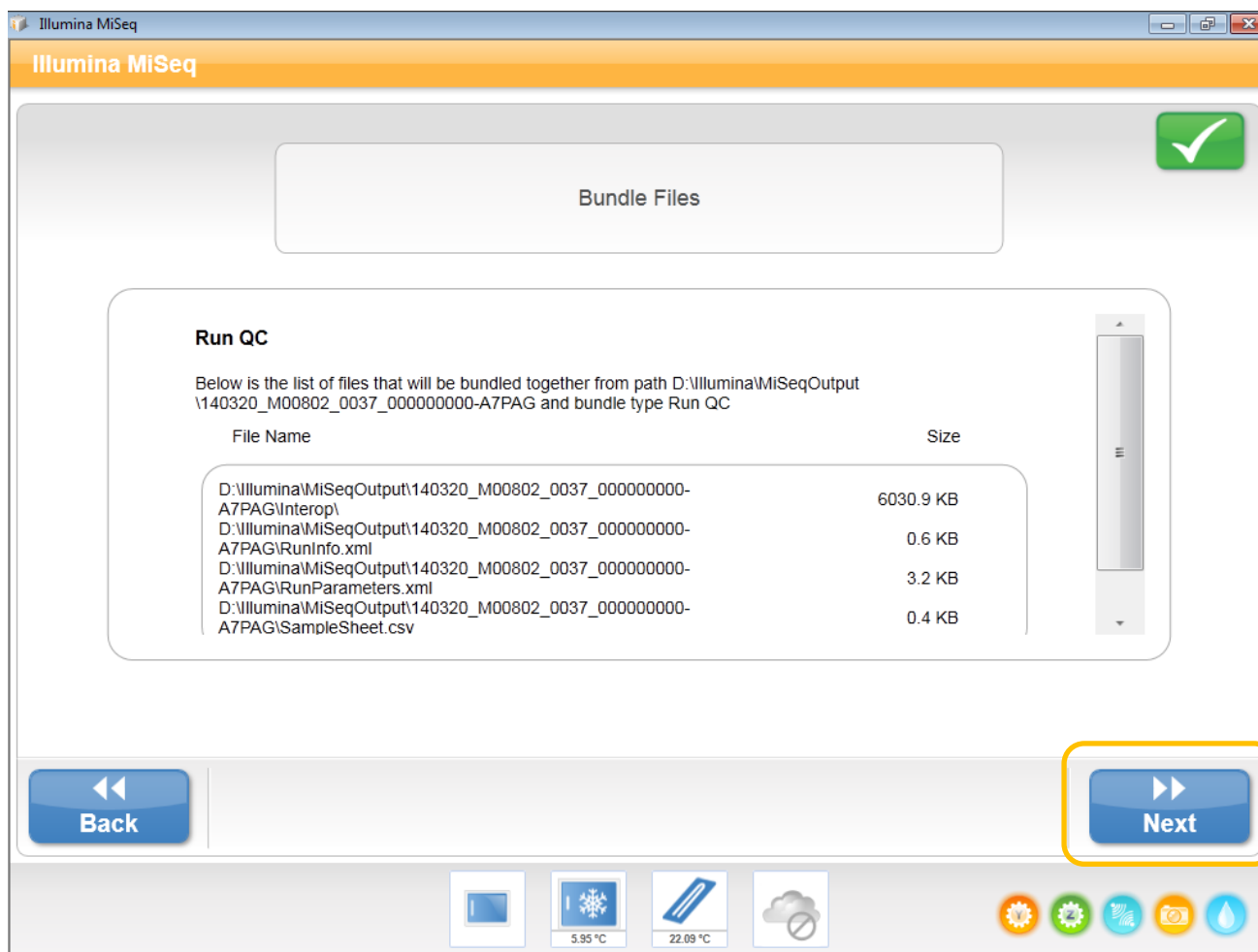


The screenshot displays the Illumina MiSeq software interface. At the top, the window title is "Illumina MiSeq". Below the title bar, there is a "Manage Files" section with a green checkmark icon and a blue question mark icon. The interface is divided into several tabs: "Runs", "Sample Sheets", "Manifests", "Genomes", "Recipes", and "Bundle Logs". The "Bundle Logs" tab is active, showing a directory path of "D:\Illumina\MiSeqOutput" and a "Browse..." button. Below this, there are several radio buttons: "Bundle Logs" (highlighted with a yellow box), "Run QC Files" (highlighted with a yellow box), "Thumbnail Images", "Run Logs", and "Maintenance Logs". A table below lists several runs with columns for Date, Reagent Barcode, Workflow, R1, I1, R2, I2, and Username. The first row is selected with a checkmark in the "Date" column.

Date	Reagent Barcode	Workflow	R1	I1	R2	I2	Username
<input checked="" type="checkbox"/> 03/20/14	MS2006246-600V3	GenerateFASTQ	251	0	251	0	sbsuser
<input type="checkbox"/> 04/18/14	AA1234567-12345	Resequencing	5	0	0	0	sbsuser
<input type="checkbox"/> 05/01/14	MS2624960-300V2	Amplicon	151	8	151	8	sbsuser
<input type="checkbox"/> 05/15/14	MS2644485-300V2	Metagenomics	151	12	151	0	sbsuser
<input type="checkbox"/> 05/23/14	MS2006116-150V3	GenerateFASTQ	38	6	0	0	sbsuser

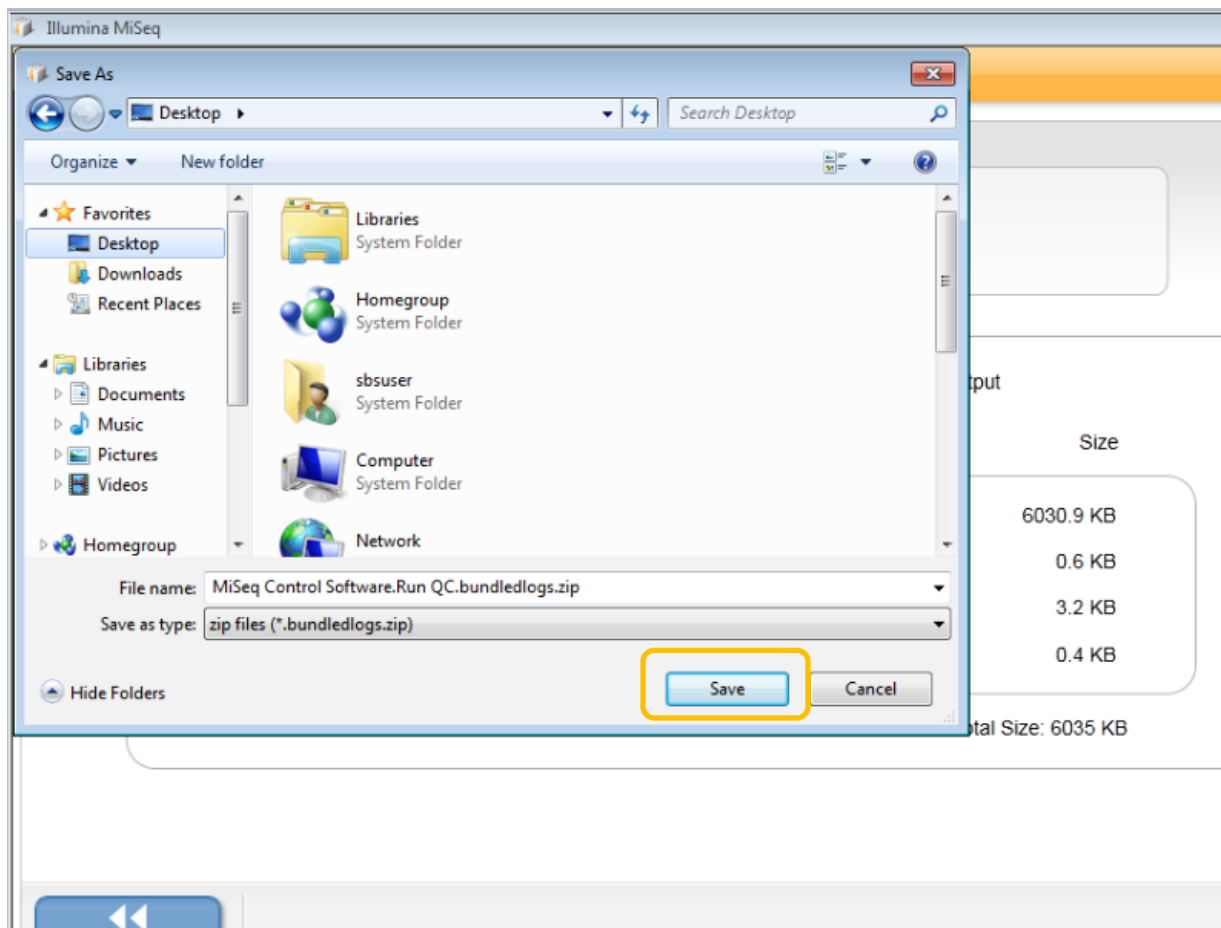
Bundle機能 (MCS v2.4以降対応)

ファイルが表示されるので、“Next”で次に進む



Bundle機能 (MCS v2.4以降対応)

フォルダの作成場所を確認し、保存します。
作成されるファイルはzip形式で圧縮されているので、
メールに添付してすぐにテクニカルサポートまでお送りいただけます。



まとめ

- ▶ エラーが発生した場合に、Online Troubleshootingをご活用ください。
- ▶ MiSeq:
http://support.illumina.com/sequencing/sequencing_instruments/miseq/troubleshooting.ilmn
- ▶ TruSeq DNA PCR-Free Sample Prep Kit:
http://support.illumina.com/sequencing/sequencing_kits/truseq_dna_pcr_free_sample_prep_kit/troubleshooting.ilmn
- ▶ Nextera DNA Sample Prep Kit:
http://support.illumina.com/sequencing/sequencing_kits/nextera_dna_kit/troubleshooting.ilmn
- ▶ MiSeq ランの結果のお問い合わせは、まず下記のファイルをお送りください。
D:\¥Illumina¥MiSeqOutput¥当該ランフォルダ直下にある、
 - 1) InterOp フォルダ全体
 - 2) RunInfo.xml
 - 3) runParameters.xml
 - 4) SampleSheet.csv

イルミナのホームページから得られる情報

- ▶ Troubleshooting資料は他の製品に関してもご用意がございます。
弊社ウェブページで検索欄から「troubleshooting」をご検索ください。

<http://www.illumina.com>

- ▶ ウェブ上でトレーニング（英語）

<http://www.illumina.com/support/training>

- ▶ Myillumina（弊社サイト内）からユーザーガイドのダウンロード
- ▶ サポートメールニュース、イルミナからのお知らせメール（登録が必要）
- ▶ 製品に関する追加サポート情報は、Bulletinが役立ちます。

<https://my.illumina.com/MyIllumina/Bulletins>

サポートウェビナーにご参加いただき
ありがとうございました。

本日のセッション終了後のご質問は、
techsupport@illumina.com
で承ります。