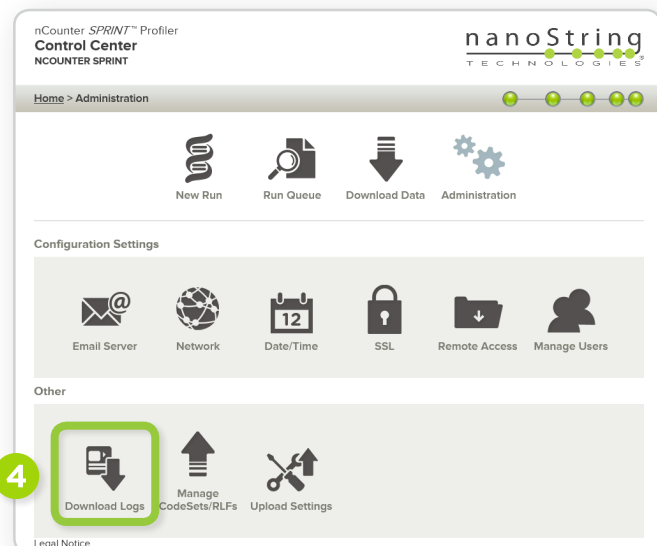
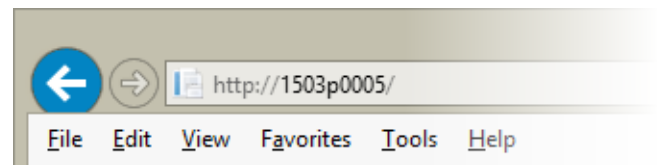


How to Send nCounter® SPRINT Log Files

The Sprint has three different log types: User, System and Service. Only the User Logs are accessible via the on-board SPRINT interface. All three log types are accessible through the Web App.

- 1 Go to the web app on a networked computer, or a computer connected directly to the SPRINT
- 2 Type in the address bar: `http:// [Your SPRINT Serial Number]`
Example: `http://1503p0005`
- 3 Click **Administration**
- 4 In the *Other* box, click **Download Logs**



How to Send nCounter® SPRINT Log Files

5 Under *Download or Send Logs*, open the dropdown menu for *Log Type* and select the desired logs:

- **User Runs** (which can be pulled from the SPRINT directly)
- **Service** (only available from Web App)
- **System** (only available from Web App)

6 Select the appropriate date range

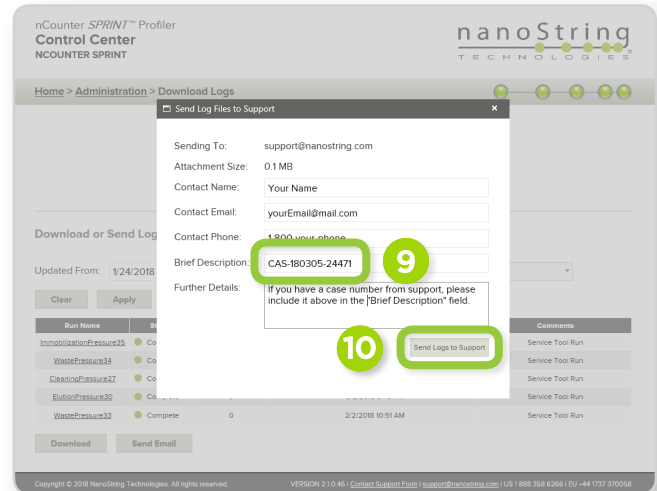
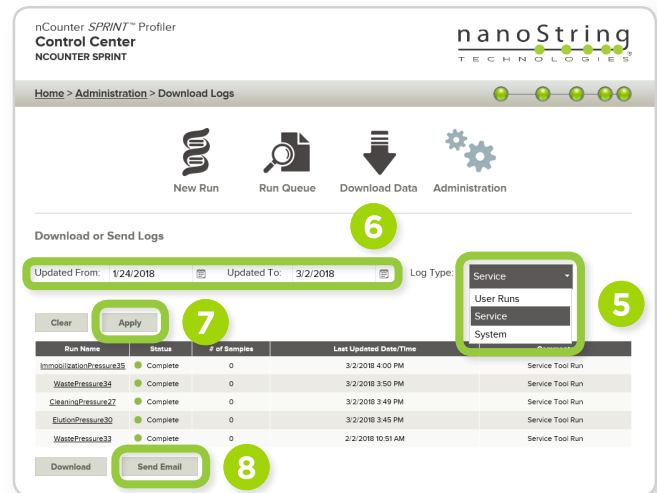
(only select what is needed, or the file may be too large to send)

7 Click **Apply**. If you need to send multiple log types (i.e. Service and System), they will need to be completed independently

8 Click **Send E-mail**. After the files load, a pop-up box will prompt you for contact information

9 Please include your case number as shown in the 'Brief Description' box

10 Click **Send logs to Support**



NOTE: Due to the varying IT restrictions of institutions, zip files (or e-mails containing zip files) may be stripped or blocked before reaching support. If you suspect this has happened, a follow-up e-mail to support with no attachments (and with your case number in the subject line) can be sent to verify receipt of the logs.

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