

How to Send MAX/FLEX Log Files

Logs can be downloaded from the Prep Station or the Digital Analyzer. Unless you are asked specifically for Prep Station logs, send the logs from the Digital Analyzer.



1 From the **Main Menu**, select:

maintenance



troubleshoot



download log files

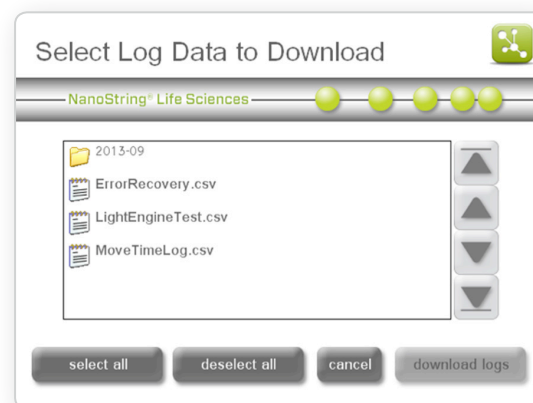
2 The **Select Log Data to Download** screen will appear.

3 Insert the USB flash drive into the USB port on the right of the touchscreen.

4 Navigate to the log files for the requested run. (Files are organized by the date the run was initiated.)

5 Select: **download logs**

6 E-mail the zipped Log File Folder to support@nanosttring.com and include your Case Number in the Subject line.



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.

Full instructions for downloading logs can also be found in the [nCounter® Analysis System User Manual \(MAN-C0035\)](#) under Troubleshooting.

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