Cq Values Missing in Result Table Workaround

We would like to inform you of an existing issue in the AriaMx and AriaDx software v1.2 to v1.7. This defect has been fixed in Aria Software v1.71. We recommend you upgrade your SW/FW version at your earliest convenience.

The issue:
It has been noted that the method in which wells are selected in the data analysis mode, in the Comparative Quantitation experiment type, may affect whether Cq values are observed in the Result Table. There is no issue with the instrument itself.

Reason for the customer workaround instructions:
Depending on the speed with which a second sequence of cells is selected on the plate, samples which display evidence of amplification in amplification plots may not have the corresponding Cq value displayed in the Result Table.

How to recognize the problem:
If sample amplification is observed in the amplification plot within: Experiment Area > Analysis > Graphical Displays, but is seen as "No Cq" in the Result Table, then the issue has occurred.

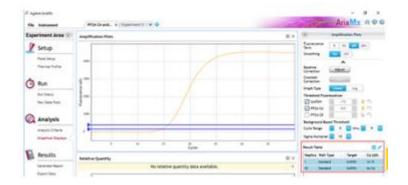**How to determine whether there is an issue:**
If the issue has occurred, it would appear as seen in the two screenshots below.

In this example, the first three Standard "1" wells were selected. Subsequently, within the span of 1 second, two Standard "25" wells were selected.

This resulted in a "No Cq" reading for Standard 25 in the Result table, which can be seen below, boxed in red.

How to workaround this issue:

If this should occur, please go back and reselect cells more "slowly". Take care that the second and subsequent well or wells are selected with over 1+ seconds between them.

Corrective Action by Customer:

Please see description in text above. We also highly encourage you to download the newest Aria SW version for the fix.

Contact information for questions:

For additional questions or clarification please contact Agilent Technical Support at 1-800-227-9770.

AriaDx: *For In Vitro Diagnostic Use*
AriaMx: *For Research Use Only. Not for use in diagnostic procedures.*