MetaXpress® 6 FAQ

HELP! I Do Not See My Plates in the Database

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# **F**requently **A**sked **Q**uestions Overview

The purpose of this FAQ guide is to help the user troubleshoot not seeing plates in the database. This will require the use of a database user account that has administrative permissions.

Help! I Do Not See My Plates

When searching for plates in **Select Plate for Review** or **Select Plate For Analysis** dialogs, the plates may not be listed.

Plate are automatically assigned to the **Group** selected when signing into MetaXpress. This happens in the second step of logging into MetaXpress.
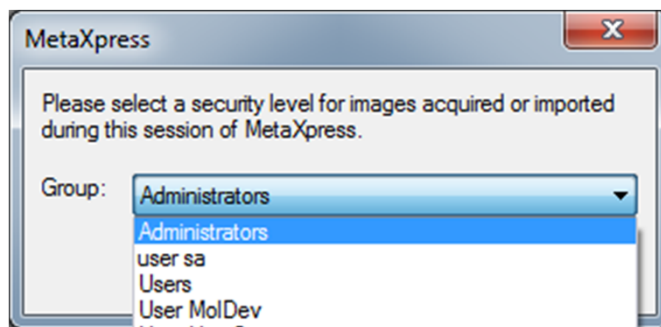
Depending on security privileges, plates acquired while signed into one group may not be visible to other group(s).
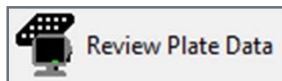
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1. First confirm that the images are present on the File Server (location of where images are saved). You may need an administrator to do this for you. If the images are not present, you may need to contact your IT department to troubleshoot.

2. Exit out of MetaXpress and sign back into the database using an administrative account (i.e. "sa" for MS SQL Server or "system" for Oracle) and verify that the plates are accessible. If the plates are present, then the previous user did not have the right permissions to view the plate(s)

3. While signed into MetaXpress with an administrative account open **Review Plata Data:**
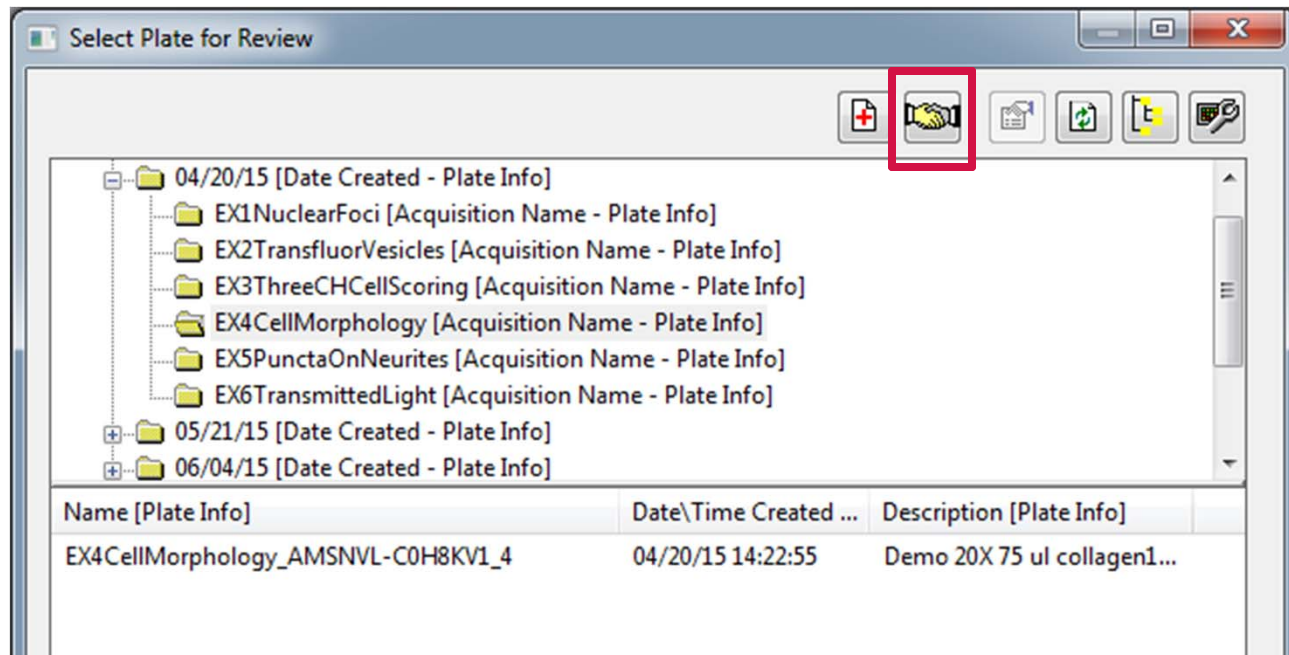   - In the main toolbar click on or under the **Screening** menu, select **Review Plate Data**

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4. Click on the **Select Plate** button

5. Highlight the folder containing the plate(s) of interest by left-clicking. You may need to configure how plates are organized using the **Configure Branches** icon

6. Click on the **Folder Sharing and Security** icon

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7. Select the plate of interest or select **<multiple>** for all plates in the folder from the drop down menu

8. Click on the **Add New Group** icon to give read, read-write, or lab head privileges to additional group(s). See corresponding FAQ guides on creating groups, users, and permission levels for details
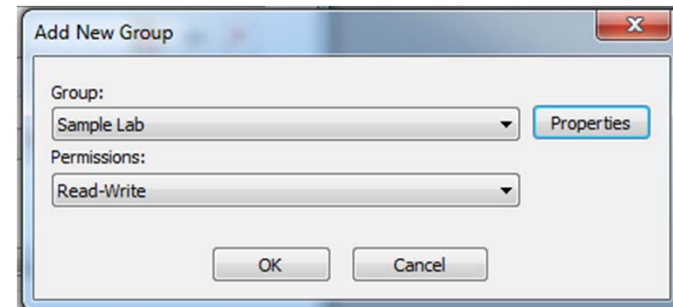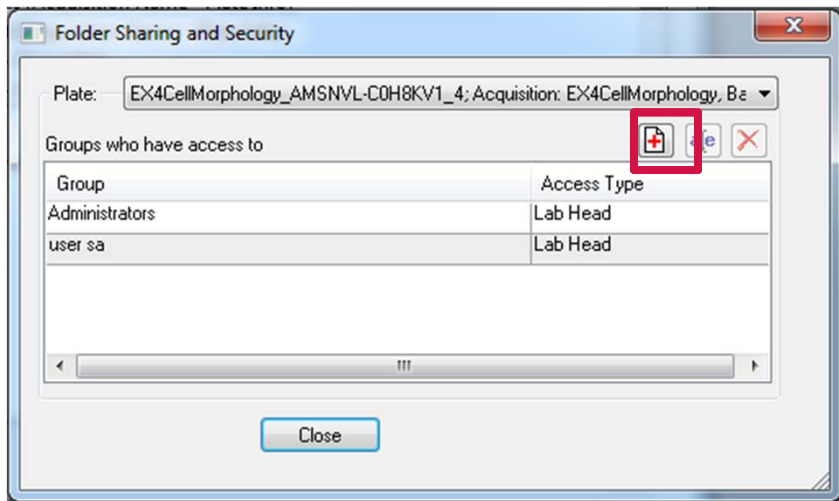
9. Once you have completed these steps for all plates, exit MetaXpress and sign back in using the previous user's account. Confirm that the user can now see the plate(s)

Support Resources

- F1 / HELP within MetaXpress® Software

- Support and Knowledge Base: http://mdc.custhelp.com/

- User Forum: http://metamorph.moleculardevices.com/forum/

- Request Support: http://mdc.custhelp.com/app/ask

- Technical Support can also be reached by telephone:
  - 1 (800) 635-5577
  - Select options for Tech Support → Cellular Imaging Products → ImageXpress Instruments

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