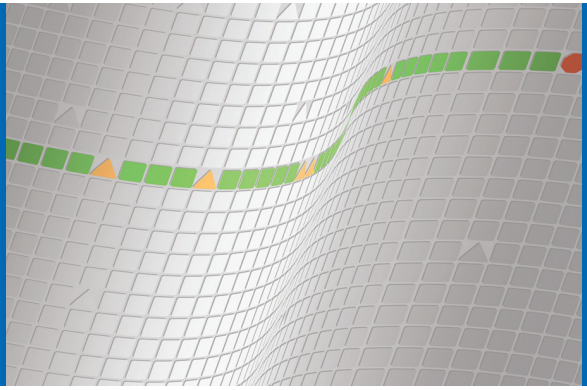
Applied Biosystems

GeneMapper® *ID-X* Software

Version 1.2

GeneMapper®
ID-X



Applied Biosystems

GeneMapper® *ID-X* Software

Version 1.2

For Research Use Only. Not for use in diagnostic procedures.

Information in this document is subject to change without notice. Life Technologies Corporation assumes no responsibility for any errors that may appear in this document.

APPLIED BIOSYSTEMS DISCLAIMS ALL WARRANTIES WITH RESPECT TO THIS DOCUMENT, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO THOSE OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL APPLIED BIOSYSTEMS BE LIABLE, WHETHER IN CONTRACT, TORT, WARRANTY, OR UNDER ANY STATUTE OR ON ANY OTHER BASIS FOR SPECIAL, INCIDENTAL, INDIRECT, PUNITIVE, MULTIPLE OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH OR ARISING FROM THIS DOCUMENT, INCLUDING BUT NOT LIMITED TO THE USE THEREOF.

Notice to Purchaser: License Disclaimer.

Purchase of this software product alone does not imply any license under any process, instrument or other apparatus, system, composition, reagent or kit rights under patent claims owned or otherwise controlled by Applied Biosystems, either expressly, or by estoppel.

Trademarks of Life Technologies Corporation and its affiliated companies: AB (Design)®, ABI PRISM®, AmpFLSTR®, Applied Biosystems®, Avant™, COfiler®, GeneMapper®, Identifiler®, Minifiler™, Profiler Plus®, SEfiler™, SGM Plus®, Yfiler®.

This product includes software developed by the Apache Software Foundation.

This product includes software developed by the ExoLab Project.

Microsoft and Windows Vista are registered trademarks of Microsoft Corporation.

Oracle is a registered trademark of Oracle Corporation.

All other trademarks are the sole property of their respective owners.

4425023 Rev. A

12/2009

Contents

Preface

How to use this guide

Purpose of this guide

This guide describes the procedures for installing the GeneMapper® *ID-X* Software Version 1.2.

- **Chapter 1, Getting Started** – Provides a roadmap to help you determine the best approach for installing the GeneMapper *ID-X* v1.2 software on the target computer.
- **Chapter 2, Installation Requirements** – Contains the specifications for the computers that are targeted for a new GeneMapper *ID-X* v1.2 software installation.
- **Chapter 3, Performing GeneMapper® ID-X v1.2 Pre-Installation Procedures** – Provides procedures on backing up and exporting application data and objects, and on uninstalling GeneMapper® *ID* Software Version 3.x.
- **Chapter 4, Performing a New Software Installation** – Provides procedures for installing a new version of the full or client software (replacing GeneMapper ID v3.x or as a new installation) on a Data Collection or non-Data Collection computer.
- **Chapter 5, Performing an Upgrade** – Provides procedures for installing the full or client software on a Data Collection or non-Data Collection computer currently running GeneMapper *ID-X* v1.0/1.0.1/1.1/1.1.1.
- **Chapter 6, Performing Post-Installation Procedures** – Describes the basic functions of registering the software, logging into and out of the computer, and general information following an installation.
- **Chapter 7, Setting Up Autoanalysis** – Describes how to set up your system to perform automatic local analysis of .fsa or .hid sample files generated on the Data Collection computer.

- **Appendix A, Installing the Generic Updater Software** – Provides the procedure for installing the Generic Updater Software.
- **Appendix B, Troubleshooting the Installation** – Provides possible avenues for troubleshooting and resolving software installation problems.
- **Appendix C, Glossary of Terms** – Defines the terms commonly used throughout the installation guide.

Note: For instructions on configuring the administrative features of the software, see the *GeneMapper® ID-X Software v1.0 Administrator's Guide*. For instructions on configuring the software to prepare for analysis, see the *GeneMapper® ID-X Software v1.0 Getting Started Guide* and the *GeneMapper® ID-X Software Online Help*.

Audience

This guide is written for laboratory personnel responsible for installing the GeneMapper *ID-X* Software v1.2.

Assumptions

This guide assumes that you have a working knowledge of the Microsoft® Windows® operating system.

Text conventions

This guide uses the following conventions:

- **Bold** indicates user action. For example:

  Enter **0**, then press **Enter** for each of the remaining fields.
- *Italic* text indicates new or important words and is also used for emphasis. For example:

  Before analyzing, *always* prepare fresh matrix.
- A right arrow bracket (▸) separates successive commands you select from a drop-down or shortcut menu. For example:

  Select **File ▸ Open ▸ Spot Set**.

  Right-click the sample row, then select **View Filter ▸ View All Runs**.

User attention words

Two user attention words appear in Applied Biosystems user documentation. Each word implies a particular level of observation or action as described below.

Note: Provides information that may be of interest or help but is not critical to the use of the product.

IMPORTANT! Provides information that is necessary for proper instrument operation, accurate chemistry kit use, or safe use of a chemical.

Examples of the user attention words appear below:

Note: The size of the column affects the run time.

Note: The Calibrate function is also available in the Control Console.

IMPORTANT! Make certain that you uninstall the GeneMapper® ID v3.2 software before you install the GeneMapper *ID-X* v1.2 software on the target computer.

IMPORTANT! You must create a separate Sample Entry Spreadsheet for each 96-well plate.

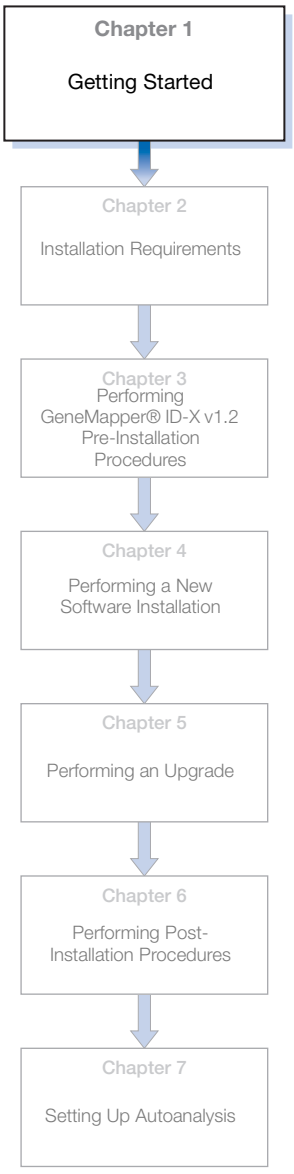
How to obtain support

For HID support send an e-mail to: **HIDTechSupport@appliedbiosystems.com**, or call (**from within North America only**) 888.821.4443 and select option **1**. For support **outside North America** and **internationally,** please contact your local support office or visit the Applied Biosystems support page to obtain contact information.

For the latest services and support information for all locations, go to **http://www.appliedbiosystems.com**, then click **Support**. At the Support page, you can:

- Access worldwide telephone and fax numbers to contact Applied Biosystems Technical Support and Sales facilities.
- Search through frequently asked questions (FAQs).
- Submit a question directly to Technical Support.
- Order Applied Biosystems user documents, MSDSs, certificates of analysis, and other related documents.
- Download PDF documents.
- Obtain information about customer training.
- Download software updates and patches.

1 Getting Started



This chapter covers:

Start here: Getting the most out of this guide

Installation guide overview

This chapter presents an overview of the installation options available for GeneMapper® *ID-X* software Version 1.2. To benefit from this guide, you need to be familiar with your current computer and GeneMapper® *ID* Software v.3.1 or v3.2 setup (if applicable).

To get started:

1. Read through Chapter 1 to become familiar with your installation options.
2. See Chapter 2 for general installation requirements.
3. See Chapter 3 for pre-installation instructions.
4. See Chapter 4 for full installation instructions.
5. See Chapter 5 for client installation instructions.
6. See Chapter 6 for post-installation instructions.
7. See Chapter 7 for autoanalysis setup instructions.
8. See Appendix A, Installing the Generic Updater Software for generic updater installation instructions.
9. See Appendix B, Troubleshooting the Installation for troubleshooting instructions.
10. See Appendix C, Glossary of Terms, for a definition of terms used frequently in this manual.

After you have read the applicable chapters in this guide and are installing your software, refer to the *GeneMapper® ID-X* software *Administrator's Guide* for information on configuring the GeneMapper® *ID-X* software administrative features and electronic data chain of custody systems.

Installation options

Installation options for the GeneMapper® *ID-X* software are based on the type of computer you use, the GeneMapper® ID or GeneMapper® *ID-X* software currently installed, and your database-sharing requirements.

If your computer has GeneMapper *ID-X* v1.0/1.0.1/1.1/1.1.1 installed, you can upgrade to GeneMapper *ID-X* v1.2. Refer to Chapter 5, "Performing an Upgrade."

You can either install a *full* version of the software, which consists of both the GeneMapper *ID-X* software and the database, or you can install a *client* version of the software, which consists only of the GeneMapper *ID-X* software. The full version on a computer can function as the database host for the client. Multiple clients can connect to the same database through a network connection for easy data sharing.

The following table provides information on the different types of installations and where to locate the corresponding information in this guide. It also provides the different Data Collection (DC) and non-Data Collection (non-DC) computer options for autoanalysis (AA).

Note: If your computer has GeneMapper ID software installed, make certain that you upgrade all client and full software versions from GeneMapper ID Software v3.1 to v3.2.x *before* you perform a v1.2 installation.

Table 1 Installation options summary

Install Type	Install Scenarios for DC/Non-DC Computers		Install Description	Approx Time Req'd	31xx‡ AA	3730‡ AA	310‡ AA	3500‡ AA
Full install (page 40)	**New Full GeneMapper® *ID-X* v1.2**	**Non-DC (stand-alone)**	• A computer without any GeneMapper ID or GeneMapper *ID-X* installed or Data Collection Software installed. • Insert the CD and follow the instructions to install. • Need registration code provided with the software before using the software.	1 hour	Remote	Remote	NA	NA
		DC Co-install	• A computer with Data Collection Software installed. • Insert the CD and follow the instructions to install. • Need registration code provided with the software.	15 min.	Local	Local	NA	Local

Install Type	Install Scenarios for DC/Non-DC Computers		Install Description	Approx Time Req'd	31xx‡ AA	3730‡ AA	310‡ AA	3500‡ AA
	In§ place of GeneMapper® ID v3.2	**Non-DC (stand-alone)**	• A computer with only GeneMapper ID v3.2 installed. • Insert the *GeneMapper ID-X v1.2 Full Install* CD • Installation stops when installer detects GeneMapper ID v3.2. • Manually export GeneMapper ID v3.2 data using the Export Utility on the *GeneMapper ID-X v1.2 Full Install* CD (Disk 1) • Manually uninstall GeneMapper ID v3.2. • Install the full GeneMapper *ID-X* v1.2 and follow the instructions. • Need registration code provided with the software.	1 hour	Remote	Remote	NA	NA
		DC Co-install	Launch Data Collection Software, then perform the same procedure as the standalone installation.	15 min.	Local	Local	NA	Local

Install Type	Install Scenarios for DC/Non-DC Computers		Install Description	Approx Time Req'd	31xx‡ AA	3730‡ AA	310‡ AA	3500‡ AA
Client# install (page 49)	**New Client GeneMapper® *ID-X* v1.2**	**Non-DC (stand-alone)**	• A computer without any GeneMapper ID or GeneMapper *ID-X* installed or Data Collection Software installed. • Insert the CD and follow the instructions to install. • Need registration code provided with the software before using the software.	15 min.	Remote	Remote	NA	NA
		DC Co-install	• A computer with Data Collection Software installed. • Insert the CD and follow the instructions to install. • Need registration code provided with the software.	15 min.	Local	Local	NA	Local
	In place§ of GeneMapper® ID v3.2	**Non-DC (stand-alone)**	• A computer with GeneMapper ID v3.2 installed. • Insert a GeneMapper *ID-X* v1.2 client version installation CD • Installation stops when installer detects GeneMapper ID v3.2. • Manually export GeneMapper ID v3.2 data using the Export Utility on the *GeneMapper ID-X v1.2 Full Install* CD (Disk 1) • Manually uninstall GeneMapper ID v3.2. • Install the GeneMapper *ID-X* v1.2 Client version. • Need registration code provided with the software.	15 min.	Remote	Remote	NA	NA

Install Type	Install Scenarios for DC/Non-DC Computers		Install Description	Approx Time Req'd	31xx‡ AA	3730‡ AA	310‡ AA	3500‡ AA
Client# Install (cont'd) (page 49)	**In place§ of GeneMapper® ID v3.2**	**DC Co-install**	• A computer with GeneMapper ID v3.2 and Data Collection Software installed. • Insert a GeneMapper *ID-X* v1.2 client install CD • Installation stops when installer detects GeneMapper ID v3.2. • Manually export GeneMapper ID v3.2 data using the Export Utility on the *GeneMapper ID-X v1.2 Full Install* CD (Disk 1) • Manually uninstall GeneMapper ID v3.2. • Install the GeneMapper *ID-X* client version 1.2. • Need registration code provided with the software.	15 min.	Local	Local	NA	Local

Install Type	Install Scenarios for DC/Non-DC Computers		Install Description	Approx Time Req'd	31xx‡ AA	3730‡ AA	310‡ AA	3500‡ AA
Upgrade to Full GeneMapper® *ID-X* v1.2 (page 62)	**In place of Full GeneMapper® *ID-X* v1.0, 1.01, 1.1, 1.1.1**	**Non-DC (stand-alone)**	• A computer with the full GeneMapper *ID-X* v1.0, v1.0.1, v1.1, or v1.1.1 installed. • Insert Full GMID-X v1.2 Upgrade CD, manually export data objects (projects, analysis methods, etc.) • Uninstall the old GeneMapper *ID-X* version. • Install the GeneMapper *ID-X* v1.2. • Use the registration code from previous version to launch the software.	1 hour	Remote	Remote	NA	NA
		DC Co-install	• Computer with full GeneMapper *ID-X* v1.0, v1.0.1, v1.1, or v1.1.1 installed. • Insert the Full GMID-X v1.2 Upgrade CD. • Software detects the previous version and automatically upgrades.	15 min.	Local	Local	NA	Local

Install Type	Install Scenarios for DC/Non-DC Computers		Install Description	Approx Time Req'd	31xx‡ AA	3730‡ AA	310‡ AA	3500‡ AA
Upgrade# to Client GeneMapper® *ID-X* v1.2 (page 63)	**In place# of Client GeneMapper *ID-X* v1.0, 1.01, 1.1, 1.1.1**	**Non-DC (stand-alone)**	• A computer with GeneMapper *ID-X* v1.0, v1.0.1, v1.1, or v1.1.1 Client installed. • Insert the Client GMID-X v1.2 Upgrade CD. • Software detects the previous version and automatically upgrades. • Use the registration code from previous version to launch the software.	1 hour	Remote	Remote	NA	NA
		DC Co-install	• A computer with GeneMapper *ID-X* v1.0, v1.0.1, v1.1, or v1.1.1 Client and Data Collection Software installed. • Insert the Client GMID-X v1.2 Upgrade CD. • Software detects the previous version and automatically upgrades.	15 min.	Local	Local	NA	Local

‡ Remote autoanalysis (AA) is only available if you are using 31xx and 3730 Data Collection (DC) computers. Local autoanalysis is only available if you are using 31xx, 3730 and 3500 computers (remote AA is not available for 3500 DC computers). Remote autoanalysis and local autoanalysis are not available for 310 computers.

§ If GeneMapper ID v3.1 is installed, you must upgrade to GeneMapper ID v3.2 before installing GeneMapper *ID-X* v1.2.

To use a client version of the software, a full GeneMapper *ID-X* program must be installed on another computer.

See Figure 1 to determine the steps to take based on the desired installation configuration from GeneMapper® ID v3.2.x.

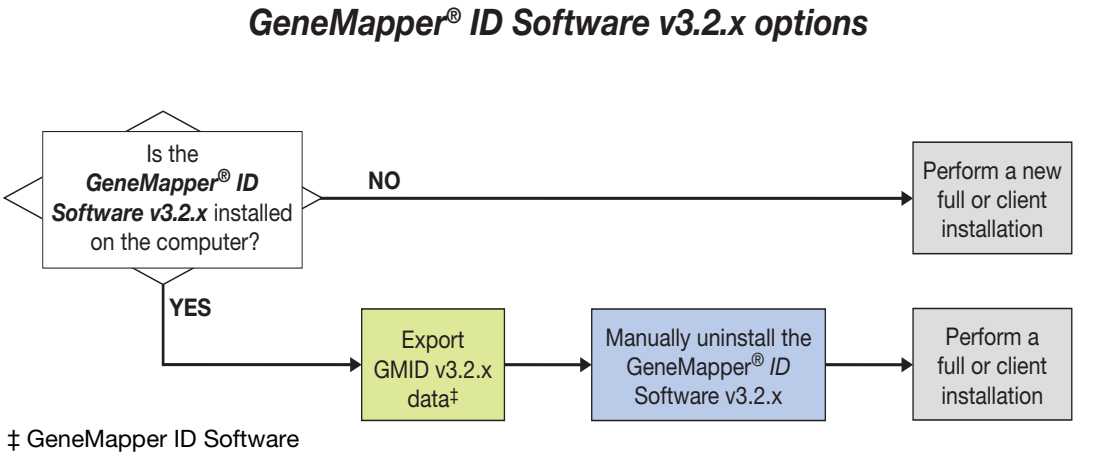


Figure 1 Possible GeneMapper® *ID-X* software v1.2 installation configurations from GeneMapper® ID v3.2.x.

See Figure 2 to determine the steps to take based on the desired installation configuration from GeneMapper® *ID-X*.

GeneMapper® ID-X Software v1.0/1.0.1/1.1/1.1.1 options

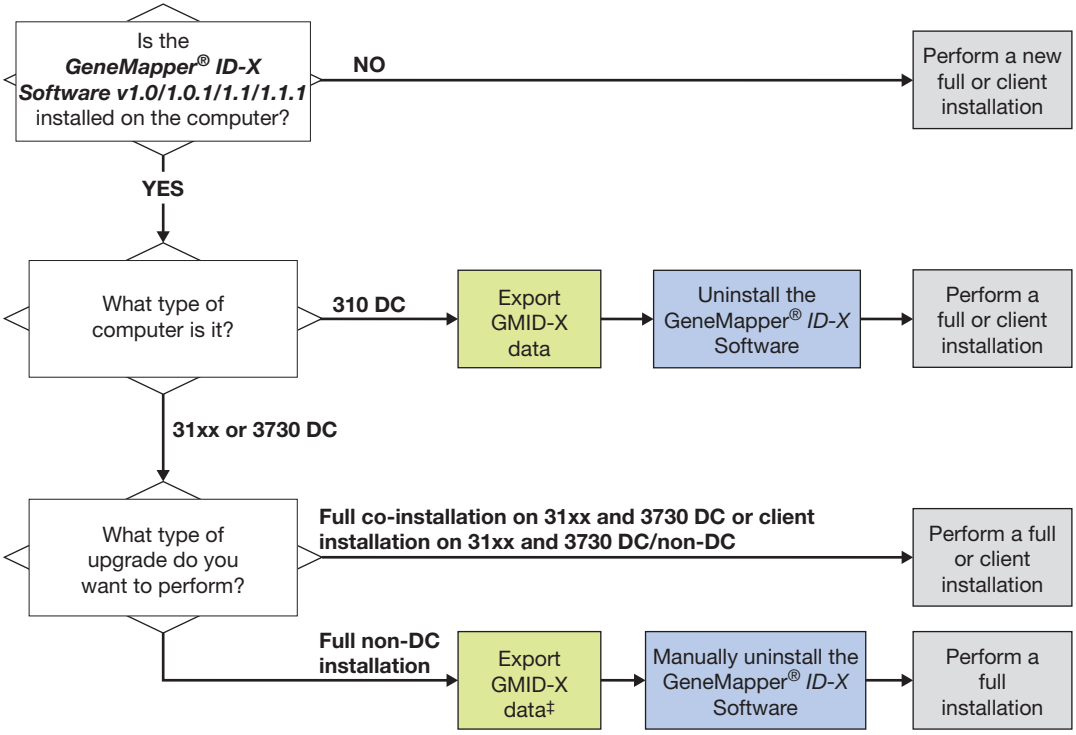
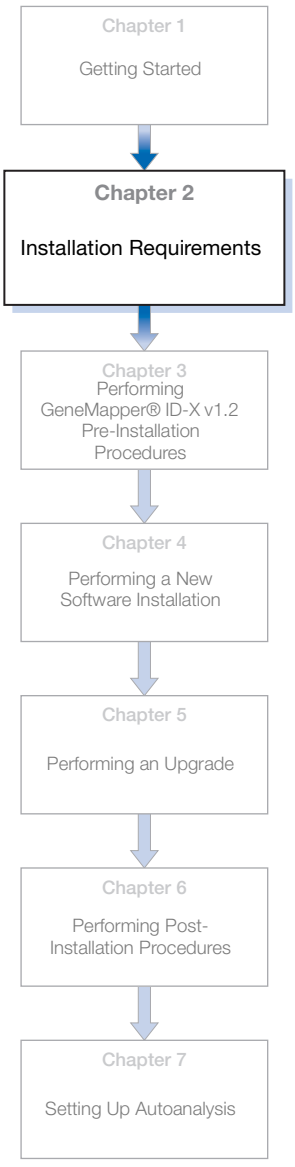


Figure 2 Possible GeneMapper® *ID-X* software v1.2 installation configurations from GeneMapper® *ID-X* software v1.0/1.0.1/1.1/1.1.1.

2 Installation Requirements



This chapter covers:

Installation CDs

Four different installation CDs are available:

- **New full installation (with registration code)** – The two *GeneMapper® ID-X Software Version 1.2 Full Install* CDs (Disks 1 and 2) install the full version (GeneMapper *ID-X* Software and multi-user database) on the target computer. The full version CDs also include extra Generic Updater Software and an installation Export Utility. If your computer has GeneMapper ID v3.x installed, you will need to uninstall the GeneMapper ID v3.x software before installing GeneMapper *ID-X* v1.2. You can install the software on any compatible computer, but Applied Biosystems does not recommend using a computer that has the GeneMapper *ID-X* Full version co-installed with a data collection software as the host computer that connects to multiple GeneMapper *ID-X* Client computers.
- **Client installation (with registration code)** – The *GeneMapper® ID-X Software Version 1.2 Client Install* CD installs the client GeneMapper *ID-X* Software on the target computer. You can install the client on any compatible computer (including one running Data Collection Software) and connect to any multi-user database on the same local area network.
- **Full upgrade (existing registration code)** – The *GeneMapper® ID-X* Software *Version 1.2 Full Upgrade Install* CD automatically installs the full GeneMapper *ID-X* Software v1.2 on a Data Collection computer that has v1.0/1.0.1/1.1/1.1.1 installed. For a non-Data Collection computer and a client-to-full installation, you must uninstall v1.0/1.0.1/1.1/ 1.1.1 software prior to the installation. You can install the software on any target computer already running GeneMapper ID-X Software by following these guidelines. Use the registration information from the GeneMapper *ID-X* v1.0/1.0.1/1.1/1.1.1 to launch the GeneMapper *ID-X* v1.2 software.

- **Client upgrade (existing registration code)** – The *GeneMapper® ID-X Software Version 1.2 Client Upgrade Install* CD installs the client GeneMapper *ID-X* Software v1.2 on the target computer. To perform a full-to-client installation, you must first uninstall the full installation. You can install the software on any target computer already running GeneMapper *ID-X* Software v1.0/1.0.1/1.1/1.1.1.

  Note: If you upgrade on a client computer, you must also upgrade the computer that hosts the full multi-user database on the same local area network.

An additional *GeneMapper® ID-X Software Documentation* CD comes with the software. This CD includes all installation and associated GeneMapper *ID-X* documentation.

Note: The *GeneMapper® ID-X Software Version 1.2 Installation Guide* and supporting documentation are provided on a separate CD. To open the user documentation on the CD, you need Adobe® Acrobat® Reader® software. Download from **www.adobe.com** *or* **www.appliedbiosystems.com/support/software.**

Full installation computer requirements

Minimum configurations

Table 2 shows the recommended and minimum computer configurations for a *new full installation* (the GeneMapper® *ID-X* Software v1.2 and database).

Note: To install the GeneMapper *ID-X* software, you need a local user account with administrative privileges. You can run the computer on regional settings but you need an English Operating System.

Table 2 Computer requirements for a new full installation

Component	Recommended Configuration	Minimum Configuration‡
IMPORTANT! The GeneMapper® *ID-X* Software will not function properly on computers with multiple physical processors. The GeneMapper® *ID-X* Software requires a single-processor or dual-core processor computer. It is not advised to install the software on a computer with other Oracle® or SQLPlus applications and clients, other than the database that is installed with the Data Collection Software. If you must run other applications, install GeneMapper *ID-X* first.		
Computer	• Intel Pentium® IV processor, >2.8 GHz • 1 GB of RAM • Two 120-GB hard drives§ • Free disk space: – 200 MB on the boot drive (drive on which the operating system is installed) – 10 GB on the drive on which the GeneMapper *ID-X* Software resides • 20/48X IDE CD-ROM • 10/100 NIC with RWU (internal)	• Intel Pentium® processor, 733 MHz • 1 GB of RAM • Free disk space: – 200 MB on the boot drive (drive on which the operating system is installed) – 10 GB on the drive on which the GeneMapper *ID-X* Software resides • 20/48X IDE CD-ROM • 10/100 NIC with RWU (internal)
Monitor	• 1024 × 768 pixel resolution • 19-inch color monitor	• 1024 × 768 pixel resolution • 17-inch color monitor
Operating System	Windows Vista® Business (SP1), Windows XP Professional (SP2 & SP3), Windows 2000 Professional (SP4)	
Ethernet Capability	• Network card for database installation • TCP/IP must be installed before database installation	

‡ The minimum configuration may not provide optimal performance.
§ *Required* if the Data Collection and GeneMapper® *ID-X* Software are installed on the same computer.

Note: GeneMapper® *ID-X* software is validated to run on Intel® Core™ 2 Duo processor computers.

Required time for full installation

The amount of time required to perform a full installation is:

- Approximately 1 hour on a non-Data Collection computer, depending on the speed of the computer.
- Approximately 15 minutes on a Data Collection computer (340 SCSI).
- Approximately 1 hour and 15 minutes on other Data Collection computers.

Client installation computer requirements

Minimum configurations

Table 3 shows the minimum computer configurations for a *client installation* (GeneMapper® *ID-X* Software v1.2 only).

Note: To log in to the GeneMapper *ID-X* software, you need a local user account with administrative privileges. For sites outside the U.S., you may need to change regional settings to U.S. settings following software installation.

Table 3 Computer requirements for client installation

Component	Minimum Configuration
Client Computer	• Intel Pentium® processor, 733 MHz • 512 RAM for Microsoft® Windows XP or 2000; 1 GB for Microsoft® Windows Vista® ‡ • 20/48X IDE CD-ROM drive • 10/100 NIC with RWU (internal) • 250 MB of free disk space • 200 MB on the boot drive (drive on which the operating system is installed)
Monitor	• 1024 × 768 pixel resolution • 17-inch color monitor (smaller monitor lessens ability to view a full screen of data)
Operating System	Windows Vista® Business (SP1), Windows XP Professional (SP2 & SP3), Windows 2000 Professional (SP4)

‡ Although you can install the GeneMapper *ID-X* Software on a computer with 512 MB of RAM, Applied Biosystems recommends using 1 GB or more of RAM for better performance.

Required time for client Installation

The amount of time required to perform a client installation is approximately 15 minutes.

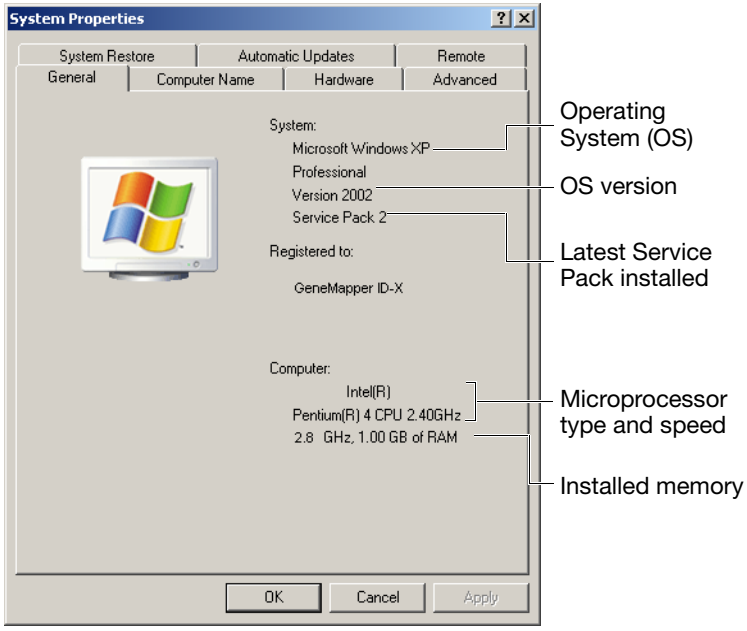
Optimizing computer performance

For recommendations on the number of client connections to use per host to optimize computer performance, contact Applied Biosystems.

Verifying your computer setup

1. On the desktop, right-click **My Computer**, then select **Properties**.

2. Click the General tab of the System Properties dialog box to verify that your computer meets the minimum requirements for installation.



Analyzers and compatible software

Instrumentation

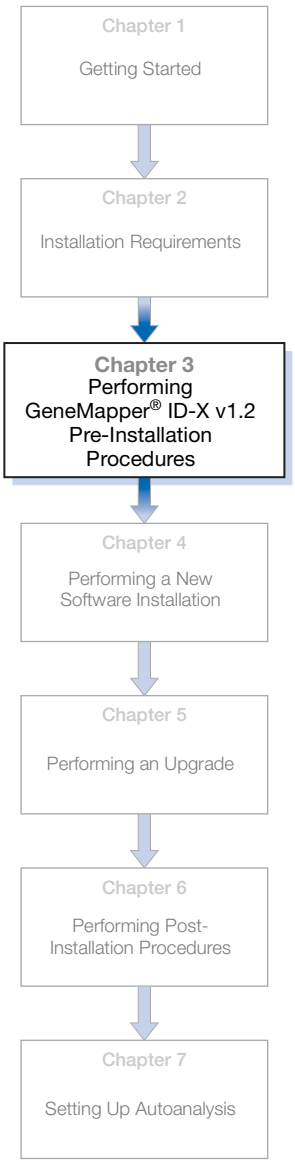
Table 4 lists Applied Biosystems Genetic Analyzer instruments and the corresponding Data Collection and operating system software that are supported by the GeneMapper® *ID-X* Software

Table 4 Genetic analyzers and compatible software

Genetic Analysis Instrument	Data Collection Software and Operating System
 Applied Biosystems 3500 Series Genetic Analyzer	• 3500 Data Collection v1.0 • Windows Vista SP 1
 ABI PRISM® 310 Genetic Analyzer	• 310 Data Collection v3.0 or v3.1 • Windows XP SP 2 or later
 Applied Biosystems 3130/3130*xl* Genetic Analyzer	• 3130 Data Collection v3.0/ 3130*xl* Data Collection v3.0 • Windows XP SP 2 or later
 ABI PRISM® 3100/3100-*Avant*™ Genetic Analyzer	• 3100 Data Collection v2.0/ 3100-*Avant*™ Data Collection v2.0 • Windows 2000 SP 4 or later *and* Windows XP SP 2 or later
 Applied Biosystems 3730 Genetic Analyzer‡	• 3730 Data Collection v3.0 • Windows XP SP 2 or later

‡ The 3730 Genetic Analyzer does not include the 3730*xl* 96-capillary configuration. The 48-capillary configuration is validated for analysis of data generated from Identifiler® kits using single-source samples only.

3 Performing GeneMapper® *ID-X* v1.2 Pre-Installation Procedures



This chapter covers:

Overview

Reminders

This chapter provides procedures that you must perform to install GeneMapper® *ID-X* Software v1.2 on computers that have GeneMapper® *ID* Software v3.x or GeneMapper® *ID-X* Software v1.0/1.0.1/1.1/1.1.1 currently installed.

IMPORTANT! If you are installing GeneMapper *ID-X* v1.2 software on a computer *without* GeneMapper ID v3.x or GeneMapper ID v1.0/1.01./1.1/1.1.1, proceed to Chapter 4 for full or client installation instructions.

IMPORTANT! If you are upgrading to GeneMapper *ID-X* v.1.2 from GeneMapper ID v3.x or GeneMapper *ID-X* v1.0/1.0.1/1.1/1.1.1, go to Chapter 5.

Before installing GeneMapper *ID-X* software on computers that have GeneMapper ID v3.x software installed, you must export the data objects (projects, analysis methods, etc.) as a means of backing up the data, then uninstall the existing software. Because data objects are deleted when GeneMapper ID 3.x is uninstalled, if they are not exported and saved to a different location, they cannot be restored.

The *GeneMapper® ID-X* Software *Version 1.2 Full Install* CD contains a GeneMapper ID v3.2.x Software Export Utility, which automatically exports all data objects stored within your GeneMapper ID v3.2.x database and stores the files in a user-defined location. This utility is only designed to work in conjunction with GeneMapper ID v3.2 and above. Therefore, if you are still running GeneMapper ID v3.1 software, upgrade to GeneMapper ID v3.2 to take advantage of this export utility (see "Requirements for upgrading GeneMapper® ID v3.1 to GeneMapper® ID v3.2" on page 24).

Upgrade to GeneMapper ID v3.2 if you also wish to import the exported files into GeneMapper *ID-X* v1.2 once the software is installed, and if you plan to install the full version of GeneMapper *ID-X* v1.2 on a 3500 Data Collection computer.

Note: GeneMapper ID v3.2.x data objects may be imported and viewed in GeneMapper *ID-X* v1.2; however, their use is limited. (See "Optimizing data sharing" on page 103).

Requirements for upgrading GeneMapper® ID v3.1 to GeneMapper® ID v3.2

To upgrade from GeneMapper ID v3.1 to GeneMapper ID v3.2, you must have a *GeneMapper® ID Software v3.2 Installation* CD and a valid GeneMapper ID v3.1 registration code. If you do not have one or both of these items, please contact your local technical support organization.

Exporting GeneMapper® ID v3.2.x data

To export data, you can use the Export Utility to automatically export all data objects from the GeneMapper Manager and Panel Manager within the GeneMapper® *ID* Software v3.2.x application. Alternatively, you can export each data object manually.

Applied Biosystems recommends that you use the Export Utility to more efficiently export data. Once the data is exported and saved to a new location, archive these objects using your lab's standard procedure.

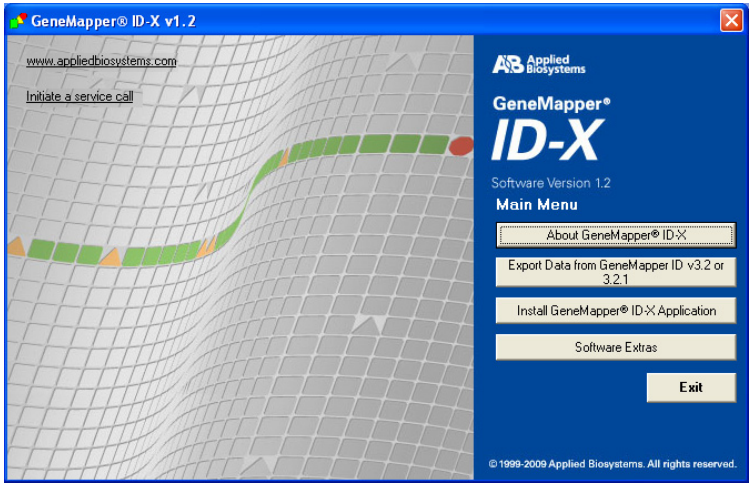
IMPORTANT! You can only export data using the Export Utility when upgrading from GeneMapper ID v3.2.x. When upgrading from GeneMapper *ID-X* v1.0/1.0.1/1.1/1.1.1 to v1.2, you must export GeneMapper *ID-X* data manually. See "Manually exporting GeneMapper ID v3.2 or GeneMapper ID-X v1.0/1.0.1/1.1/1.1.1 data objects" on page 26.

Using the export utility (GeneMapper® ID v3.2.x software only)

Exporting GeneMapper ID v3.2.x data with utility tool

1. Insert the *GeneMapper® ID-X Software Version 1.2 Full Install CD* into the CD drive.
2. On the splash screen, click **Export Data from GeneMapper ID v3.2 or 3.2.1**.

Note: If there is no GeneMapper ID v3.2 on the target system, the export button is disabled.

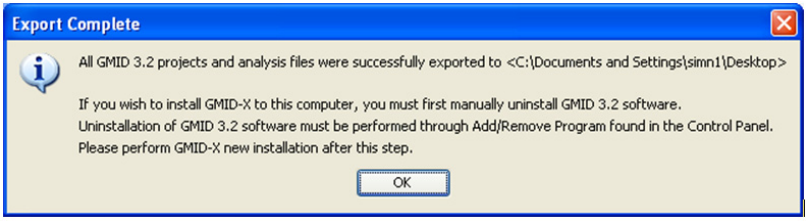


3. When the Export tool window is displayed, click **Browse** to specify the location to save all exported files, or enter a destination folder in the field provided:

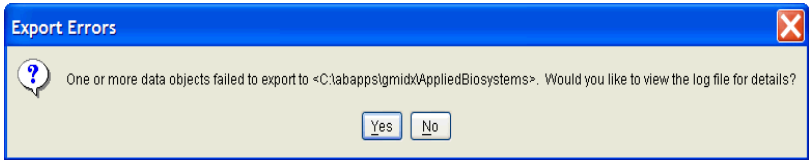
IMPORTANT! Choose an export location outside the **Applied Biosystems ▸ GeneMapper** application folder. The GeneMapper folder is deleted when GeneMapper ID v3.x is uninstalled.

4. Click **Export**.
   - If the utility detects a conflict with the location specified, an error message is displayed. Follow the instructions given in the error messages before proceeding. These error messages include:
     - –No destination is specified for export files. Please select a destination.
     - –Specified location does not exist. Please select a new location.
     - –Access to specified location denied. Please check folder permissions or select a new location.
     - –You have chosen to export data to the **Applied Biosystems ▸ GeneMapper** application folder. This folder is deleted when GeneMapper ID 3.2 is uninstalled. Select a location outside of the **Applied Biosystems ▸ GeneMapper** application folder.

- If the export is successful the following message is displayed:



- If the export is only partially successful, the following message is displayed:



Proceed to the log file and manually export all data objects that failed to export.

5. After you have exported all your files, proceed to "Uninstalling the GeneMapper ID v3.2 and GeneMapper ID-X v1.0/1.0.1/1.1/1.1.1 software" on page 28.

Uninstalling the GeneMapper ID v3.2 and GeneMapper *ID-X* v1.0/1.0.1/1.1/1.1.1 software

IMPORTANT! You must restart your computer before uninstalling. If you forget to do so, upon running the uninstall, the computer prompts you to restart your computer (click **Cancel** to exit the uninstall). If you have already restarted your computer, click **OK** to continue the uninstall.

IMPORTANT! If you intend to install the full or client GeneMapper *ID-X* v1.2 software on a computer running GeneMapper ID v3.2 software or GeneMapper *ID-X* V1.0/1.0.1/1.1/1.1.1 software, you must uninstall your existing software, then install GeneMapper *ID-X* v1.2.

If you intend to upgrade to the full GeneMapper *ID-X* v1.2 software on a computer running a previous version of the full GeneMapper *ID-X* software (stand alone), you must uninstall your existing software, then install GeneMapper *ID-X* v1.2. If you are upgrading a previous version of the client GeneMapper ID-X software on a client computer, or upgrading a GeneMapper ID-X full version that is co-installed with Data Collection Software, there is no need to uninstall the software; the software will automatically upgrade to v1.2.

Follow the steps below to *uninstall* GeneMapper® *ID* Software v3.2 and GeneMapper® *ID-X* Software v1.0/1.0.1/1.1/1.1.1:

1. Log in to the computer using a user account with administrative privileges.

2. Close the GeneMapper® *ID* Software v3.2 or GeneMapper® *ID-X* Software v1.0/1.0.1/1.1/1.1.1 and all other applications, then restart your computer before proceeding with the uninstall.

   IMPORTANT! If you do not restart your computer before proceeding with the uninstall and/or if the uninstall does not complete successfully the first time, perform this procedure a second time. If the uninstall still does not work, have a knowledgeable technician review and proceed with "Running the clean-up utility" on page 128 or contact Applied Biosystems Technical Support to proceed.

3. Select **Start ▸ Control Panel**.

4. Double-click **Add or Remove Programs**.

   Note: If a message indicates that you need administrator rights or privileges, log off the computer, then log on again as a user with administrator privileges.

5. Select **GeneMapper® *ID* Software** or **GeneMapper® *ID-X* Software**.

6. Click **Change/Remove**. The InstallShield Wizard opens.

7. In the Welcome page, select **Remove**, then click **Next**.

8. At the prompt, click **OK** to verify the uninstall.

9. When the Maintenance Complete window opens, select **Yes, I want to restart my computer now**.

IMPORTANT! For the uninstallation to complete, you must restart the computer. *Do not install* GeneMapper *ID-X* v1.2 software without first restarting your computer.

IMPORTANT! After you restart your computer, a command prompt window may be displayed. This window can take up to 40 seconds to close. *Do not close* this window. Wait for the process to complete on its own. If you close the window, the GeneMapper *ID-X* software may not install correctly.

Enabling autoanalysis

Use autoanalysis if you want to communicate with the Data Collection Software for the collection and processing of .fsa and .hid sample files, and for data analysis.

For installations in which you want autoanalysis enabled, follow the procedures below:

- Start the Data Collection Software to enable autoanalysis during the full and client installation procedures (see page 32).
- Retrieve the Data Collection computer name to enable autoanalysis during the full and client installation procedure (see page 35).
- Retrieve the Host Computer name to enable client access to the host computer during the client installation procedure (see page 37).

IMPORTANT! The Data Collection Software must be running during installation if you wish to run autoanalysis.

IMPORTANT! Remote autoanalysis is only accessible from 31xx and 3730 Data Collection (DC) computers, not from 3500 DC computers. However, if you are using 31xx, 3730 and 3500 computers for co-installed applications, you can perform local autoanalysis.

Starting the Data Collection Software on the Data Collection computer

Starting the Data Collection Software to enable autoanalysis

Start the Data Collection Software on the 31xx or 3730 Data Collection computer *before* installing the full GeneMapper® *ID-X* Software v1.2 on your computer for a *remote autoanalysis configuration*, or on the 31xx, 3730 or 3500 Data Collection computer for a *co-installation*.

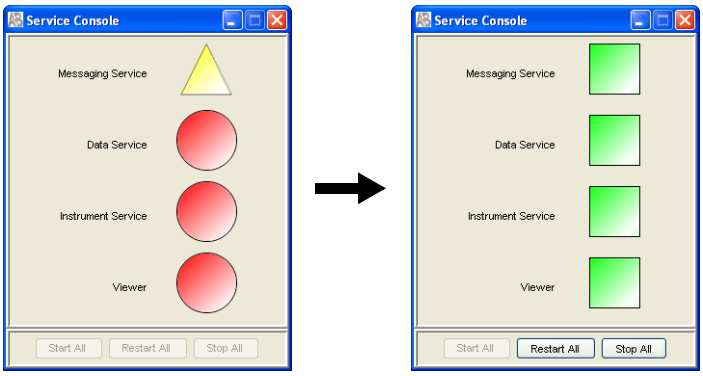
Note: *For 310 Data Collection computers only*: The following Data Collection Software sections are not applicable. Proceed to "Performing a full installation" on page 40 or "Performing a client installation" on page 49.

Starting the Data Collection Software on 31XX and 3730 computers

Use the following procedure to enable autoanalysis only.

1. On the 31xx or 3730 Data Collection computer, select **Start ▸ All Programs ▸ Applied Biosystems ▸ Data Collection ▸ Run <*Data Collection version*>**, where <*Data Collection version*> is:
   - 3100/3100-*Avant*™ Data Collection v2.0,

   or
   - 3130/3130*xl* Data Collection v3.0.
2. After the Service Console opens, wait until all four symbols change to green squares.



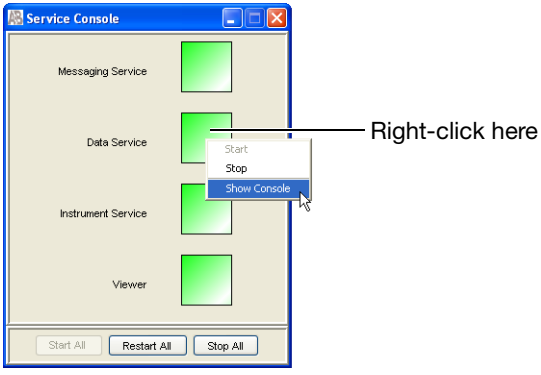
Note: If the software services do not start automatically, click **Start All**.

3. If the Data Collection Software requires a password, a login dialog box opens. Enter the Login Name and Password, then click **OK**.

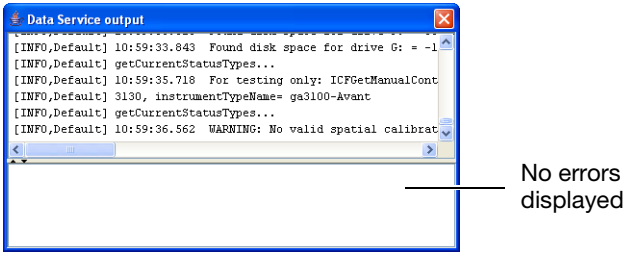
Note: If you do not know the Data Collection computer Login Name or Password, contact your Data Collection computer administrator.

4. Verify that the Data Collection Software started without errors:

   a. In the Service Console, right-click the square beside Data Service, then select **Show Console** to display the Data Service output message box.



b. Verify that no errors are displayed in the lower pane of the message box, then close the Data Service output message box.



Starting the Data Collection Software on the 3500 computer

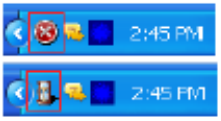
Use the following procedure to enable autoanalysis only.

1. Select **Start ▸ Programs ▸ Applied Biosystems ▸ 3500 ▸ Daemon**.

Note: It will take approximately 15 seconds for Daemon to populate.

2. If the Server Monitor does not start automatically, select **Start ▸ Programs ▸ Applied Biosystems ▸ 3500 ▸ Server Monitor**.

   It will take approximately 2 minutes for the Server Monitor to set up. During this time, you will see the status icon transition from a red circle, with an ✕ in the middle (indicating that not all 3500 services are loaded), to the shape of an hour-glass on your desktop, in the toolbar at the bottom of your desktop.



   When Server Monitor setup is complete, the icon in the shape of an hour-glass disappears and a checkmark icon appears, indicating that the 3500 Server Monitor started and all 3500 services loaded.

3. Launch the application. Select: **Start ▸ Programs ▸ Applied Biosystems ▸ 3500.**

   The 3500 Series Data Collection Software splash screen appears, followed by the Dashboard and Log In dialog box.

4. When the Data Collection Software splash screen disappears, log in from the Dashboard by entering the User Name and Password, then click **OK**.

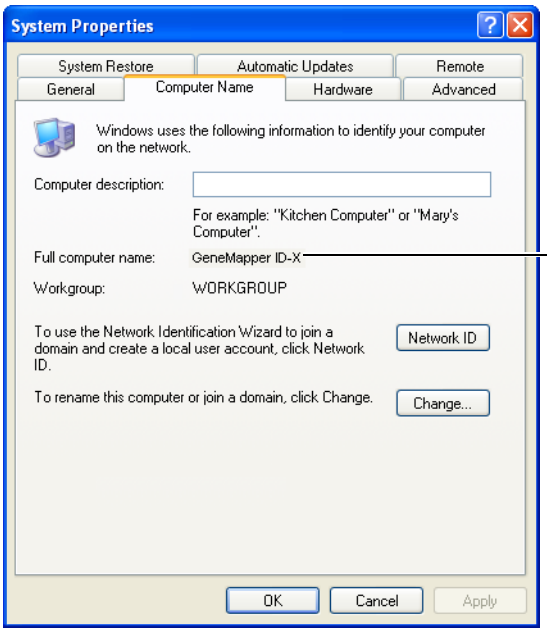
   Note: If you do not know the Data Collection computer User Name or Password, contact your Data Collection computer administrator.

   The 3500 Series Data Collection Software splash screen re-appears. This screen remains active for a few seconds while the 3500 Series Data Collection Software launches and the Dashboard appears.

Obtaining the Data Collection computer name

If you are installing the client GeneMapper® *ID-X* Software v1.2 on a non-Data Collection computer to enable remote autoanalysis, you must first obtain the name of the 31xx or 3730 Data Collection computer:

1. On the 31xx or 3730 Data Collection computer, right-click **My Computer**, select **Properties,** then select the **Computer Name** tab to view the full computer name.

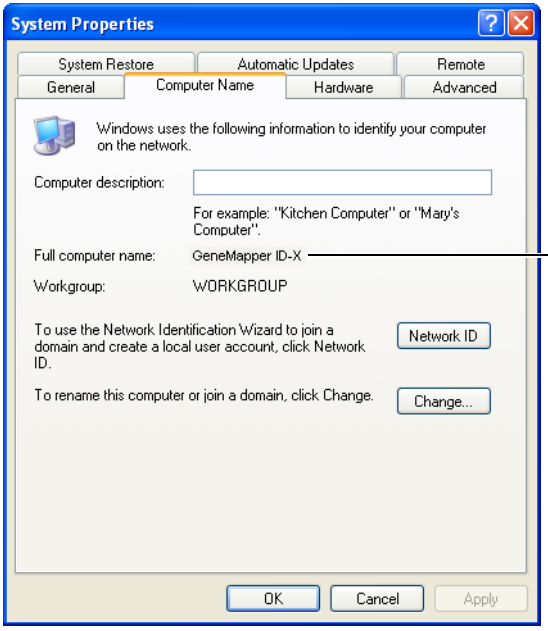


2. Make a note of the computer name and enter this name when prompted during installation of the client GeneMapper® *ID-X* Software.

Obtaining the GeneMapper® *ID-X* Software host computer name

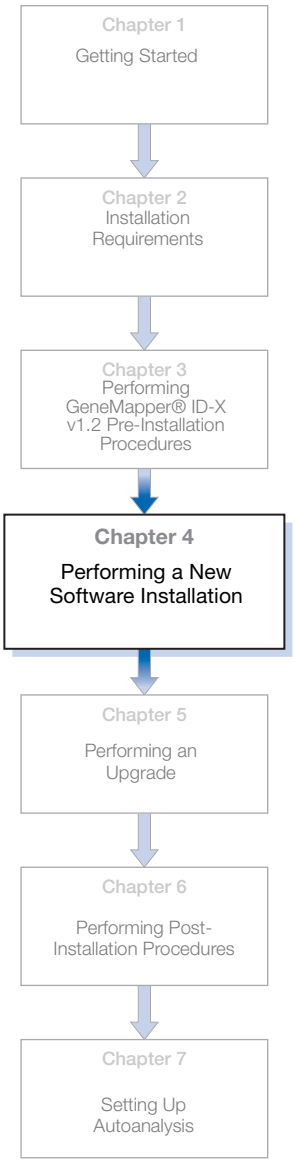
Before you install the client GeneMapper® *ID-X* Software, obtain the name of the multi-user database host computer to enable access to the host computer from a network:

1. On the multiuser database host computer, right-click **My Computer**, select **Properties**, then select the **Computer Name** tab.



2. Make a note of the computer name and enter this name when prompted during installation of the client GeneMapper® *ID-X* Software.

4 Performing a New Software Installation



This chapter covers:

Overview

This chapter describes how to perform a new full or client installation of the GeneMapper® *ID-X* Software Version 1.2 on your target computer.

Note: If you have GeneMapper® *ID* Software v3.x or GeneMapper® *ID-X* Software v1.0/1.0.1./1.1/1.1.1 on your computer and haven't already performed pre-installation tasks, go back to Chapter 3, "Performing GeneMapper® ID-X v1.2 Pre-Installation Procedures," on page 21 for additional instructions. The installation may fail if these tasks are not performed first.

Performing a full installation

A full GeneMapper® *ID-X* Software v1.2 installation:

- Installs the GeneMapper *ID-X* software and database.
- Enables the GeneMapper *ID-X* v1.2 software to serve as the host for multiple client computers needing access to the database.

Note: It is not recommended that the Data Collection computer function as the host computer due to performance constraints.

User account requirements for full Installations

Log on requirements

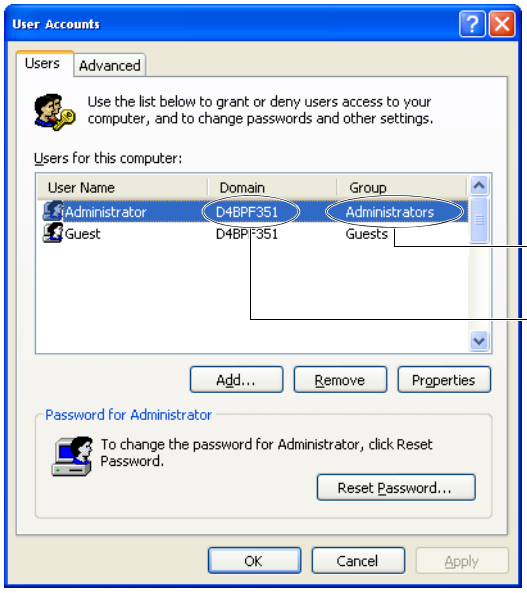
To perform a new full installation of GeneMapper *ID-X* v1.2, you must:

- Log on to the local computer (not a network domain).
- Use an Administrator account (unrestricted access).

Note: After the software is installed, you can run the GeneMapper *ID-X* v1.2 without using an Administrator account.

Verifying user accounts

1. On the desktop, select **Start ▸ Control Panel**.
2. In the Control Panel window, double-click **User Accounts**.
3. In the Users tab, verify that the user account belongs to the Administrators group and the domain name is the same as the computer name.



Full installation requirements

Important reminders

Below is a list of items to take into consideration prior to installing GeneMapper *ID-X* v1.2.

- *DO NOT* cancel an installation before the installation process is finished. If you do so, or if the installation otherwise stalls, you may need technical support to perform an uninstall. To uninstall your installation, see "Uninstalling the GeneMapper® ID-X Software" on page 126. If uninstallation fails, contact your local Applied Biosystems technical support organization.

- In a co-installation (Data Collection computer with Data Collection Software), you are limited to one client connection. To allow more client connections to the database, install the full version GeneMapper® *ID-X* Software (software and database) on a computer other than the Data Collection (DC) computer.
- When installing GeneMapper *ID-X* v1.2 on a 31xx or 3730 DC Computer that has GeneMapper ID v3.2 software, you do not need to uninstall the v3.2 software; however, you must recreate all the files associated with autoanalysis (e.g. Results Groups) because old files created as part of the GeneMapper ID v3.2 integration cannot be reused. See Chapter 7, "Setting Up Autoanalysis."
- When you install GeneMapper *ID-X* v1.2 on a 31xx or 3730 DC computer as a co-installation, or on a non-DC computer and you intend to access the DC computer for remote autoanalysis, the Data Collection Software must be running on the DC Computer. For more information on starting the Data Collection Software, see page 32.

Note: If you install the GeneMapper *ID-X* v1.2 software on the 3500 DC computer (co-installation), you will be able use the 3500 computer to perform local autoanalysis. However, if you install the GeneMapper *ID-X* v1.2 software on a non-DC computer, you will not be able to access the 3500 computer to perform remote autoanalysis.

- To set up remote autoanalysis, obtain the computer name of the DC Computer: Right-click **My Computer** on the DC computer, select **Properties**, then select the **Computer Name** tab to view and record the full computer name. You are required to enter this during installation (see page 35).

Installing the Full GeneMapper® *ID-X* Software

Full installation procedure (DC and non-DC computers)

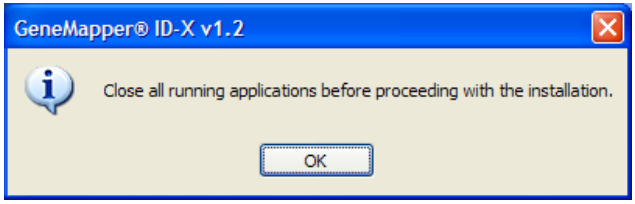
To install the Full GeneMapper® *ID-X* Software v1.2 onto your computer:

1. Insert the first disk of the *GeneMapper® ID-X Software Version 1.2 Full Install* CDs into the CD drive (if not inserted during use of the Export Utility).

2. On the splash screen, double-click **Install GeneMapper ID-X v1.2 Application** to start the installer.

   Note: If you install on a DC or non-DC computer running GeneMapper ID v3.2, you will be prompted to insert the full GeneMapper *ID-X* v1.2 to export data objects. When you are done, uninstall the GeneMapper ID v3.2, then continue with the GeneMapper *ID-X* v1.2 installation. For additional information on exporting data objects, see "Exporting GeneMapper ID v3.2.x data with utility tool" on page 25.

3. Close all other applications and windows (except the Data Collection application), then click **OK** to close the following message.



4. In the Welcome window, click **Next**.

5. Review the installation requirements status, then click **Next**.

6. Select **Remote Autoanalysis** or **Stand-alone** for type of installation, then click **Next**:
   - **Remote Autoanalysis** – Select this option to set up remote autoanalysis. In this configuration, the target computer is networked to the 31xx or 3730 DC computer. The autoanalysis manager alerts GeneMapper *ID-X* when a run is complete. GeneMapper *ID-X* then opens, and you can import the .fsa files into a project and analyze them.

     Note: If you install the GeneMapper *ID-X* v1.2 software on a non-DC computer, you will not be able to access the 3500 computer to perform remote autoanalysis. Proceed to step 9.

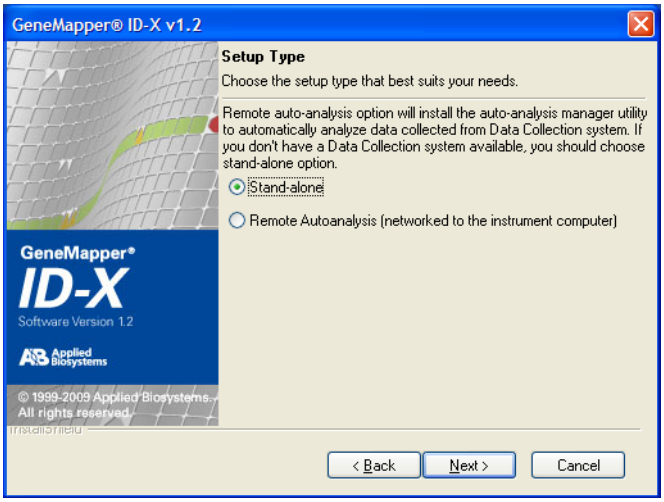
   - **Stand-Alone** – Select this option if you *do not* want to set up remote autoanalysis or if your DC computer is not networked to the target computer during installation.

     IMPORTANT! After the GeneMapper *ID-X* v1.2 Software is installed, you cannot switch from stand-alone to remote autoanalysis. To change the configuration, you must uninstall, then reinstall the software.

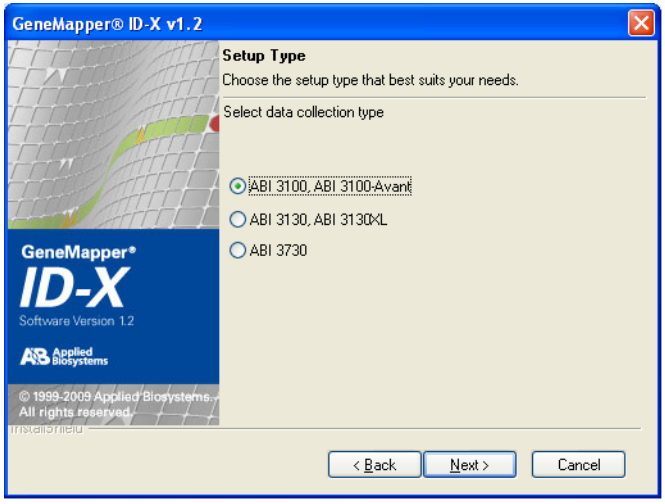
     Note: For a co-installation on the 31xx, 3730 and 3500 Data Collection computers, you do not have the option of selecting stand-alone or remote autoanalysis. You can optionally set up local autoanalysis later. See "Setting up autoanalysis on the 31xx or 3730 computer" on page 81 for instructions.

     Note: For the 310 Data Collection computer, autoanalysis (local or remote) is not available. Proceed to step 9.

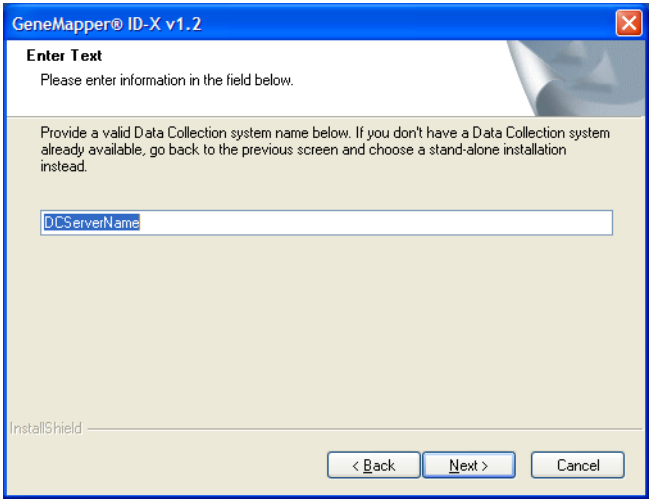
     Note: If you select **Stand-alone,** skip step 8 and step 14.



7. (*Remote Autoanalysis only*) Select the DC Computer that you wish to connect to, then click **Next**.



8. (*Remote Autoanalysis only*) Enter the full name of the Data Collection computer that you intend to have support remote autoanalysis (see page 35), then click **Next**.



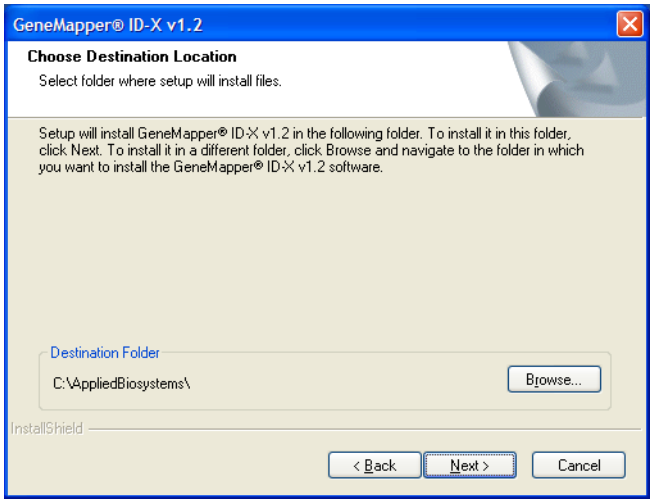
9. Read the release notes, then click **Next**.

10. Click **Next** to install the Software to the default location. To install the GeneMapper® *ID-X* Software to a drive different from the default drive, select the destination folder:

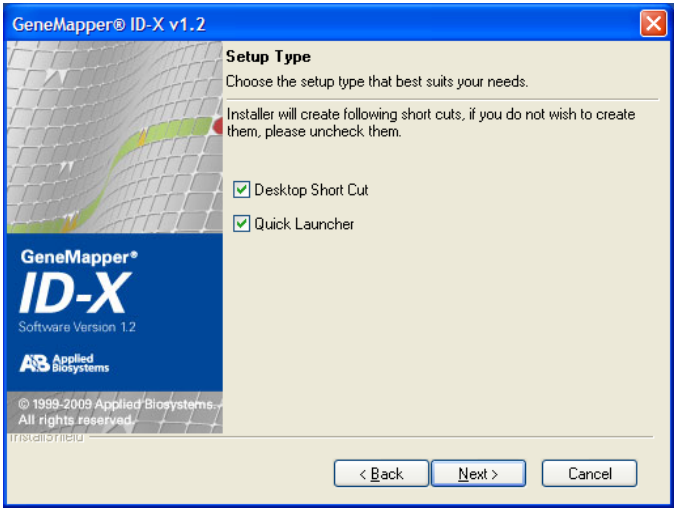
    a. Verify that the boot drive (drive on which the Windows operating system is installed) contains at least 200 MB of available free space.

    b. Select a destination folder with at least 10 GB of free space, then click **Next**.

    IMPORTANT! If you choose an invalid destination such as A: drive or CD-DVD ROM and click **Next**, an error message is displayed saying the drive is invalid. When you click **OK** the installation is stopped. To recover, click **Cancel** and start the installation over again, using a valid destination folder.



11. Select a Setup Type if desired: either Desktop Short Cut and/or Quick Launcher or deselect both, then click **Next.**

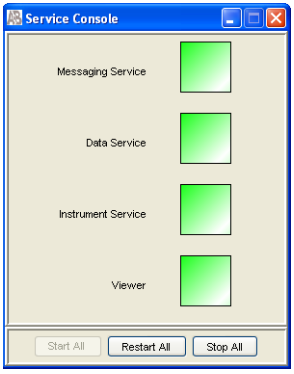


12. Read the current settings, then click **Next** to start the installation.

    IMPORTANT! During installation, a DOS window may open while DOS commands execute. Do not delete, close, or click the DOS window. If you accidentally click the DOS window, press the **Esc** key to exit the window.

13. When prompted, insert Disk 2 and follow instructions.

14. (Remote Autoanalysis only) When GeneMapper® *ID-X* Software installation is complete, if you were running the Data Collection Software, stop the software on the Data Collection computer by clicking **Stop All** in the Service Console.



15. Remove the installation CD from the CD drive.

16. In the InstallShield Wizard Complete page, select **Yes, I want to restart my computer now**, then click **Finish**.

When you finish the installation, proceed to Chapter 6, "Performing Post-Installation Procedures," on page 65.

To set up autoanalysis after performing post-installation procedures, proceed to Chapter 7, "Setting Up Autoanalysis," on page 73.

Performing a client installation

A client GeneMapper® *ID-X* Software v1.2 installation:

- Allows the user access to the GeneMapper *ID-X* v1.2 software without a database installed on the same computer.
- Connects to one or more database hosts for access to the data stored in the database and saves data objects back to the database.

User account requirements for client installations

Log on requirements

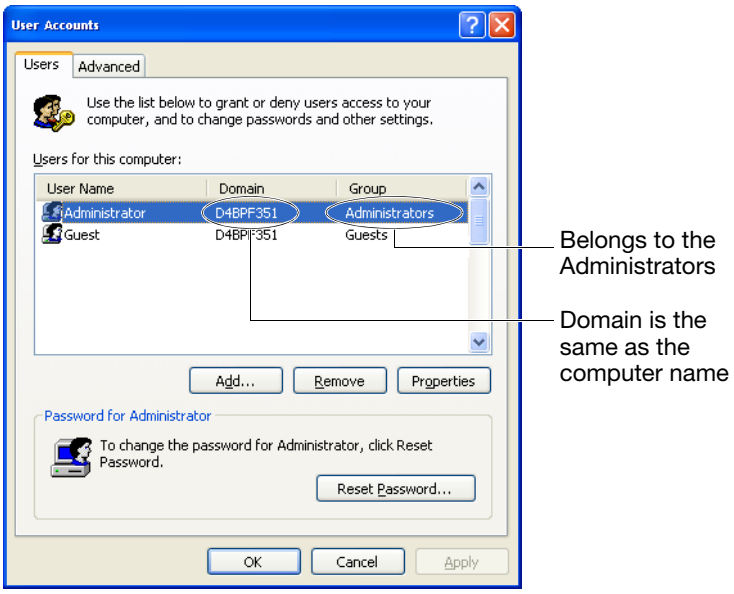
To perform a client installation of the GeneMapper® *ID-X* Software:

- Confirm that the target computer is connected to the database host computer when you log in. If there is no login window that connects you to the local area network served by the host, or if you are not automatically connected, contact your lab's on-site technical support department.
- Use an Administrator account (unrestricted access).

Note: After the software is installed, you can run the GeneMapper® *ID-X* Software without using an Administrator account.

Verifying user accounts

1. On the desktop, select **Start** ▸ **Control Panel**.
2. In the Control Panel window, double-click **User Accounts**.
3. In the Users tab, verify that the user account belongs to the Administrators group and the domain name is the same as the computer name.



Client installation requirements

Important reminders

Below is a list of items to take into consideration before you perform a client installation:

- *DO NOT* cancel an installation before the installation process is finished. If you do so, or if the installation otherwise stalls, you may need technical support to perform an uninstall. To uninstall your installation, see "Uninstalling the GeneMapper® ID-X Software" on page 126. If uninstallation fails, contact your local Applied Biosystems technical support organization.
- At least one full installation of the same software version must be performed on another computer for it to act as the database host for the client.
- Users are required to have a valid user name and password with an account on the database host computer.

- You must obtain the name of the database host computer to enable access to the host computer from a network: Right-click **My Computer** on the database host computer, select **Properties**, then select the **Computer Name** tab to view and record the full computer name. You are required to enter this name during installation (see page 37).
- When you install GeneMapper *ID-X* v1.2 on a 31xx, 3730 or 3500 DC Computer as a co-installation, or on a 31xx or 3730 non-DC computer and you intend to access the DC computer for remote autoanalysis, the Data Collection Software must be running on the DC computer (see page 32).

Note: If you install the GeneMapper *ID-X* v1.2 software on the 3500 DC computer (co-installation), you will be able use the 3500 computer to perform local autoanalysis. However, if you install the GeneMapper *ID-X* v1.2 software on a non-DC computer, you will not be able to access the 3500 computer to perform remote autoanalysis.

- If you choose to set up remote autoanalysis, obtain the Computer Name of the Data Collection computer: Right-click **My Computer** on the Data Collection computer, select **Properties**, then select the **Computer Name** tab to view and record the full computer name. You are required to enter this during installation (see page 35).

Installing the Client GeneMapper® *ID-X* Software

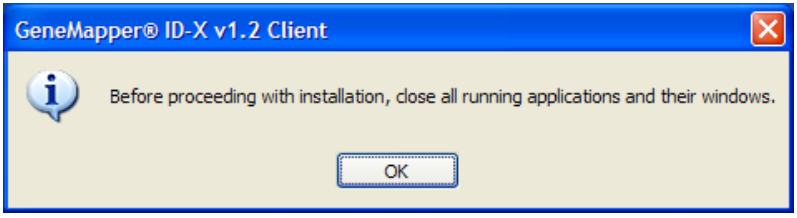
To install the Client GeneMapper® *ID-X* Software Version 1.2 on the target computer:

1. Insert the *GeneMapper® ID-X* Software *Version 1.2 Client Install* CD into the CD drive.

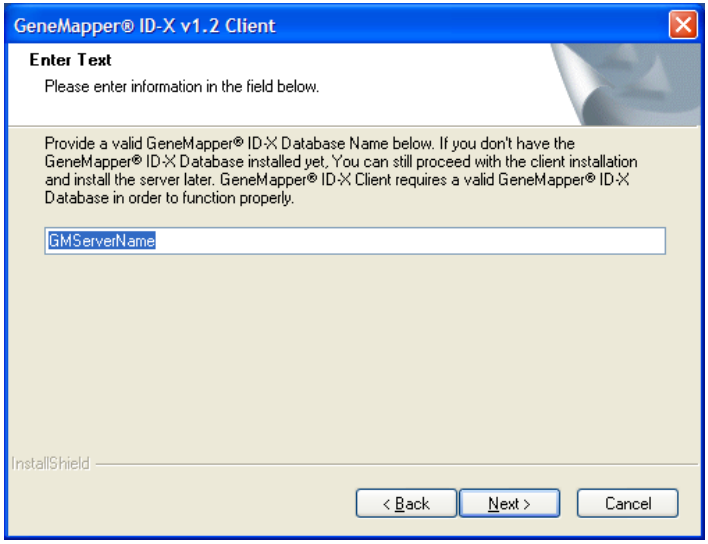
2. On the splash screen, double-click **Install GeneMapper *ID-X* v1.2 Client** to start the installer.

   Note: If you install on a DC or non-DC computer with GeneMapper ID v3.2, you will be prompted to insert the full GeneMapper *ID-X* v1.2 to export data objects. When you are done, uninstall the GeneMapper ID v3.2, then continue with the GeneMapper *ID-X* v1.2 installation. For additional information on exporting data objects, see "Exporting GeneMapper ID v3.2.x data with utility tool" on page 25.

3. Be sure that the Data Collection Software application is running but close all other applications and windows, then click **OK** to close the following message.



4. In the Welcome window, click **Next**.
5. Review the installation requirements status, then click **Next**.
6. Read the release notes, then click **Next**.
7. When prompted, enter the GeneMapper® *ID-X* Software (GM) host (server) computer name, then click **Next**.



8. After the installer establishes a connection with the multi-user database computer, click **OK** to continue.

9. Select **Remote Autoanalysis** or **Stand-Alone** for type of installation, then click **Next**.
   - **Remote Autoanalysis** – Select this option to set up remote autoanalysis. In this configuration, the target computer is networked to the 31xx or 3730 DC computer. The autoanalysis manager alerts GeneMapper *ID-X* when a run is complete. GeneMapper *ID-X* then opens, and you can import the .fsa files into a project and analyze them.
   - **Stand-Alone** – Select this option if you *do not* want to set up remote autoanalysis or if your DC computer is not networked to the target computer during installation.

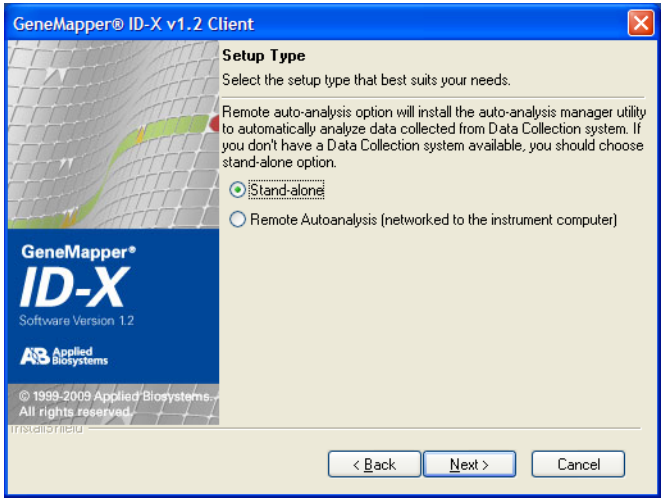
   IMPORTANT! After the GeneMapper *ID-X* v1.0 or v1.1 Software is installed, you cannot switch from stand-alone to remote autoanalysis. To change the configuration, you must uninstall, then reinstall the software.

   Note: For a co-install on the 31xx, 3730, and 3500 Data Collection computers, you do not have the option of selecting stand-alone or remote autoanalysis. You can optionally set up local autoanalysis later. See "Setting up autoanalysis on the 31xx or 3730 computer" on page 81 for instructions.

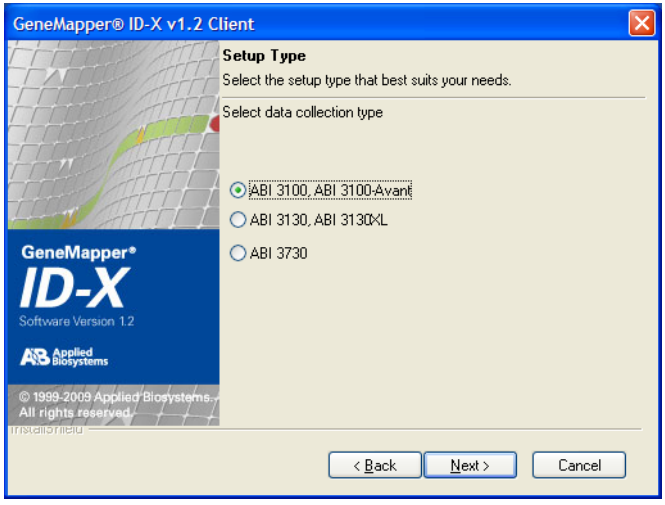
   Note: For the 310 Data Collection computer, autoanalysis (local or remote) is not available. Proceed to step 12.

   Note: If you select **Stand-alone,** skip step 11 and step 14.

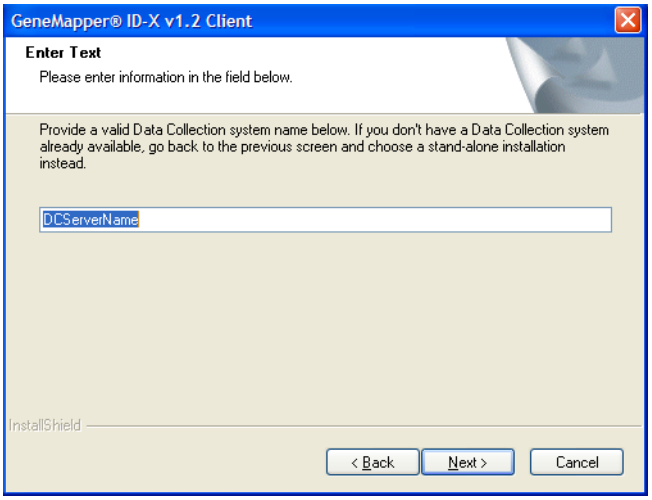
.



10. (*Remote Autoanalysis only*) Select the DC Computer that you wish to connect to, then click **Next**.

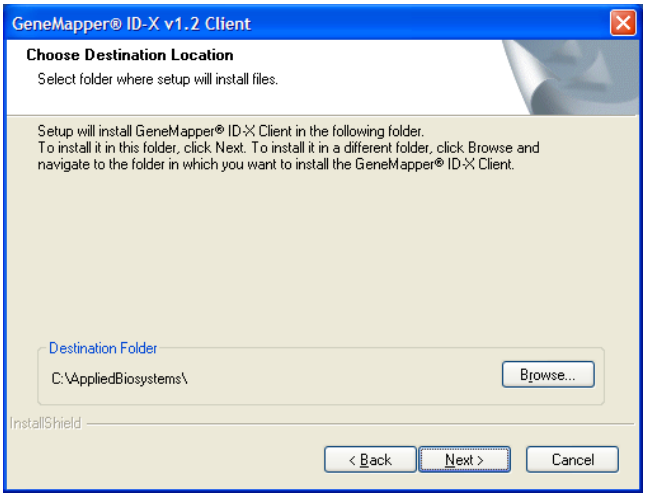


11. (*Remote Autoanalysis only*) Enter the full name of the Data Collection computer that will support the remote autoanalysis configuration, then click **Next**.



12. To install the GeneMapper® *ID-X* Software to a drive on the client computer other than the default drive, select the destination folder and verify that the boot drive (drive on which the Windows operating system is installed) contains at least 250 MB of available free space.

IMPORTANT! If you choose an invalid destination such as A: drive or CD-DVD ROM and click **Next**, an error message is displayed saying the drive is invalid. When you click **OK** the installation is stopped. To recover, click **Cancel** and start the installation over again, using a valid destination folder.



13. Read the current settings, then click **Next** to start the installation.

> **IMPORTANT!** During installation, a DOS window may open while DOS commands execute. Do not delete, close, or click the DOS window. If you accidentally click the DOS window, press the **Esc** key to exit the window.

14. When installation of the GeneMapper® *ID-X* Software is complete, if you were running the Data Collection Software, stop the software on the Data Collection computer by clicking **Stop All** in the Service Console.

15. Remove the installation CD from the CD drive.

16. In the InstallShield Wizard Complete window, select **Yes, I want to restart my computer now**, then click **Finish**.

17. Repeat the procedure for additional client installations.

When you finish all client installations, proceed to Chapter 6, "Performing Post-Installation Procedures," on page 65.

To set up autoanalysis after performing post-installation procedures, proceed to Chapter 7, "Setting Up Autoanalysis," on page 73.

Resetting permissions for the installation

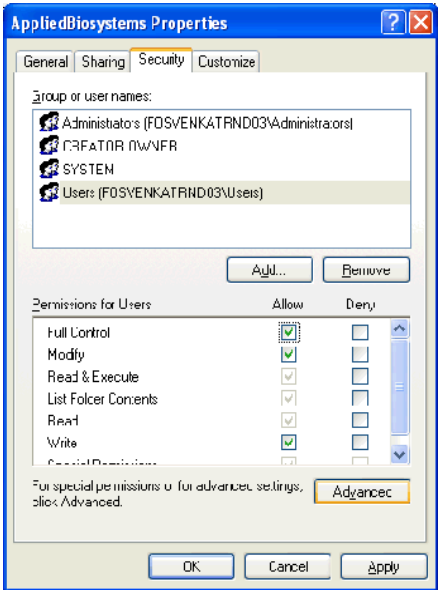
Resetting permissions on folders and files

The client installer specifies folder privileges at the time of the GeneMapper® *ID-X* Software installation.

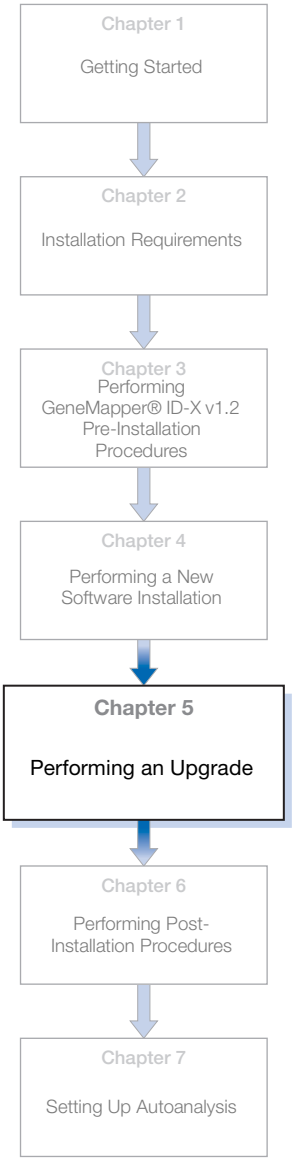
However, the file system permissions set by the system administrator may not allow the GeneMapper® *ID-X* Software to access the GeneMapper folder following installation. Before you run the software, check the permissions to make sure that the GeneMapper® *ID-X* Software can access the GeneMapper folder.

If you do not have the required permissions, you may see a “can't access file” error message when using the software. To set the privileges manually, either before running the software or in the event of an error message:

1. Right-click the AppliedBiosystems folder.
2. Select **Properties**, then click the **Security** tab.
3. In the top pane, select **Users**.
4. In the bottom pane, select **Full Control.**



5 Performing an Upgrade



This chapter covers:

Upgrade overview

This chapter describes how to perform upgrades of the GeneMapper® *ID-X* Software Versions 1.0/1.0.1/1.1/1.1.1 on your target computer.

Note: If you have GeneMapper® *ID* Software v3.x on your computer and haven't already performed pre-installation tasks, go back to Chapter 3, "Performing GeneMapper® ID-X v1.2 Pre-Installation Procedures," on page 21 for additional instructions. The installation may fail if these tasks are not performed first.

Requirements for upgrading GeneMapper® *ID-X* v1.0/1.0.1/1.1/1.1.1 to GeneMapper® *ID-X* v1.2

To upgrade your target computer (client or full) to GeneMapper *ID-X* v1.2, make certain that GeneMapper *ID-X* v1.0/1.0.1/1.1/1.1.1 is already installed on your system. The upgrade installer works only if it detects one of these previous versions.

IMPORTANT! When you upgrade on a client computer, you must also upgrade the computer that hosts the full software version on the same local area network.

IMPORTANT! You can automatically upgrade client-to-client versions of the GeneMapper *ID-X* software on a non-DC computer. For full installation on a non-DC computer, you must uninstall the previous version, then install the new full software. If you wish to upgrade from client-to-full, or from full-to-client versions, you must also uninstall the previous version, then install the new software.

Note: You can reuse your existing password when upgrading from GeneMapper *ID-X* v1.0/1.0.1/1.1/1.1.1 to GeneMapper *ID-X* v1.2.

Manually exporting GeneMapper ID v3.2 or GeneMapper *ID-X* v1.0/1.0.1/1.1/1.1.1 data objects

For information on manually exporting files out of GeneMapper ID v3.x, refer to the section on exporting items from the GeneMapper Manager in the *GeneMapper® ID Software Version 3.1 User's Guide*.

For information on manually exporting files out of GeneMapper *ID-X* v1.0/1.0.1/1.1/1.1.1, refer to the section on exporting items from the GeneMapper *ID-X* Manager in the *GeneMapper® ID-X* Software *Version1.0 Getting Started Guide*.

After you have exported all your files, review the following table to determine the steps to take next.

Table 1 Installation options following manual export (non-DC or 310 or 31xx DC computer)

Full Installation	Client Installation
1. Uninstall GeneMapper ID v3.2. See "Uninstalling the GeneMapper ID v3.2 and GeneMapper ID-X v1.0/1.0.1/1.1/1.1.1 software" on page 27.	1. Uninstall GeneMapper ID v3.2. See "Uninstalling the GeneMapper ID v3.2 and GeneMapper ID-X v1.0/1.0.1/1.1/1.1.1 software" on page 27.
2. Install Full GeneMapper *ID-X* v1.2. See "Performing a full installation" on page 40.	2. Install Client GeneMapper *ID-X* v1.2. See "Performing a client installation" on page 49.

Upgrading to the Full GeneMapper® *ID-X* v1.2 Software

Upgrading to Full GeneMapper® *ID-X* v1.2 on a non-DC computer

To upgrade from the Full GeneMapper® *ID-X* Software v1.0/1.0.1/1.1/1.1.1 to the Full GeneMapper® *ID-X* Software v1.2 on a non-DC computer:

1. Manually export the data objects (projects, analysis methods, etc.).
2. Manually uninstall the old GeneMapper *ID-X* version using your computer control panel.
3. Insert the *GeneMapper® ID-X* Software *Version 1.2 Full Upgrade Install CD* into your CD drive.
4. In the Welcome Window, click **Next**.
5. Read the Release notes, then click **Next**.
6. Click **Next** to install the software to the default location.

   or

   To install the GeneMapper® *ID-X* Software to a drive different from the default drive, select the destination folder.
7. When the software is installed, remove the installation CD from the CD drive.
8. Use the registration code from the previous GeneMapper *ID-X* version to launch the software.

The upgrade installation takes approximately 1 hour, depending on the computer being upgraded.

Upgrading to Full GeneMapper® *ID-X* v1.2 on a DC computer

To upgrade from the Full GeneMapper® *ID-X* Software v1.0/1.0.1/1.1/1.1.1 to the Full GeneMapper® *ID-X* Software v1.2 on a DC computer (coinstallation):

Note: This is not applicable to the 3500 computer.

1. Insert the *GeneMapper® ID-X* Software *Version 1.2 Full Upgrade Install CD* into your CD drive.
2. In the Welcome Window, click **Next**.
3. Read the Release Notes, then click **Next**.
4. Click **Next** to install the Software to the default location.

   or

   To install the GeneMapper® *ID-X* Software to a drive different from the default drive, select the destination folder.
5. When the software is installed, remove the installation CD from the CD drive.

The upgrade installation takes approximately15 minutes, depending on the computer being upgraded.

Upgrading to the Client GeneMapper® *ID-X* v1.2 Software

Upgrading to Client GeneMapper *ID-X* v1.2 on a non-DC computer

To upgrade from the Client GeneMapper® *ID-X* Software v1.0/1.0.1/1.1/1.1.1 to the Client GeneMapper® *ID-X* Software v1.2 on a non-DC computer:

1. Insert the *GeneMapper® ID-X* Software *Version 1.2 Client Upgrade Install CD* into your CD drive.
2. In the Welcome Window, click **Next**.
3. Read the Release Notes, then click **Next**.

4. Click **Next** to install the Software to the default location.

   or

   To install the GeneMapper® *ID-X* Software to a drive different from the default drive, select the destination folder.

5. When the software is installed, remove the installation CD from the CD drive.

The upgrade installation takes approximately 15 minutes, depending on the computer being upgraded.

Upgrading to Client GeneMapper *ID-X* v1.2 on a DC computer

To upgrade from the Client GeneMapper® *ID-X* Software v1.0/1.0.1/1.1/1.1.1 to the Client GeneMapper® *ID-X* Software v1.2 on a DC computer (co-installation):

Note: This is not applicable to the 3500 computer.

1. Insert the *GeneMapper® ID-X* Software *Version 1.2 Full Upgrade Install CD* into your CD drive.
2. In the Welcome Window, click **Next**.
3. Read the Release notes, then click **Next**.
4. Click **Next** to install the Software to the default location.

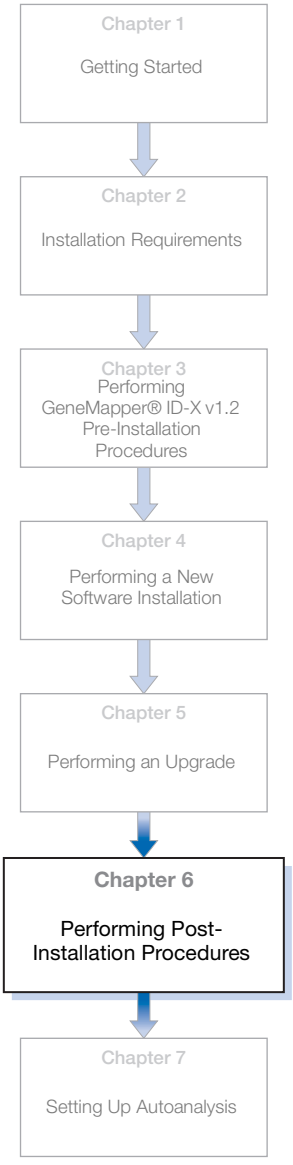
   or

   To install the GeneMapper® *ID-X* Software to a drive different from the default drive, select the destination folder.

5. When the software is installed, remove the installation CD from the CD drive.

The upgrade installation takes approximately 15 minutes, depending on the computer being upgraded.

6 Performing Post-Installation Procedures



This chapter covers:

Registering the GeneMapper® *ID-X* Software

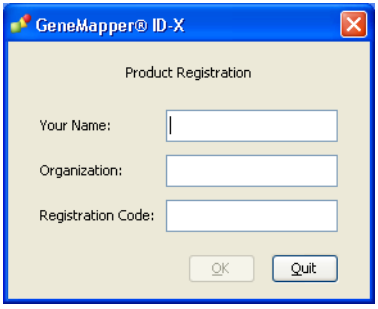
Register the GeneMapper® *ID-X* Software v1.2 the first time you start the software on each computer. The registration code is on the registration card packaged with the software.

Note: If you upgraded from GeneMapper® *ID-X* Software v1.0/1.0.1/1.1/1.1.1 to v1.2, use the registration code from the previous version to launch your software. Your registration code remains the same.

Enter the same registration code on each computer, based on the number of users each registration code supports.

1. On the desktop, double-click **GeneMapper *ID-X* v1.2** or select **Start ▸ All Programs ▸ Applied Biosystems ▸ GeneMapper ▸ GeneMapper *ID-X* v1.2**.

2. Complete the Registration dialog box:

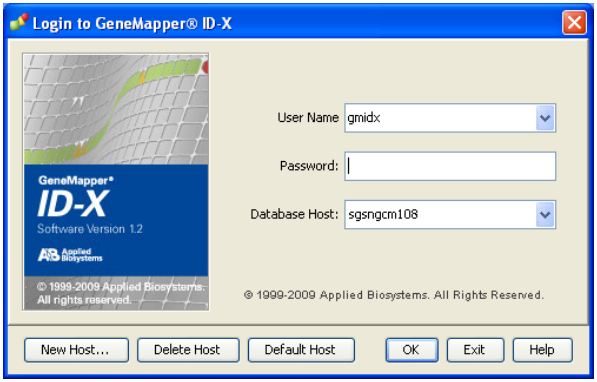


3. Click **OK**.

Logging into GeneMapper® *ID-X* after installation

1. If the Login dialog box is not displayed in the desktop, double-click **GeneMapper *ID-X* v1.2** or select **Start** ▸ **All Programs** ▸ **Applied Biosystems** ▸ **GeneMapper** ▸ **GeneMapper *ID-X* v1.2**.

2. In the Login to GeneMapper *ID-X* dialog box, enter or select "***gmidx"*** as the administrator account user name and the temporary password, "**password**", then click **OK**:



3. If prompted, specify a new password. Keep a record of the new password. Click **OK**.

Note: The *gmidx* account requires you to set a new password when you log in for the first time. If you follow this procedure after first log in, the passwords for the accounts listed may be different from the passwords listed in this guide.

IMPORTANT! Do not lose the password for the *gmidx* account. Applied Biosystems cannot retrieve these passwords.

4. Read the license agreement, then click **Yes** if you agree with the terms.

5. Review the license agreement and product warranty, then click **Accept**.

Connecting to a new host

If you install more than one multi-user database computer, any client computer can connect to any of the databases if the client is on the same network as the database computers.

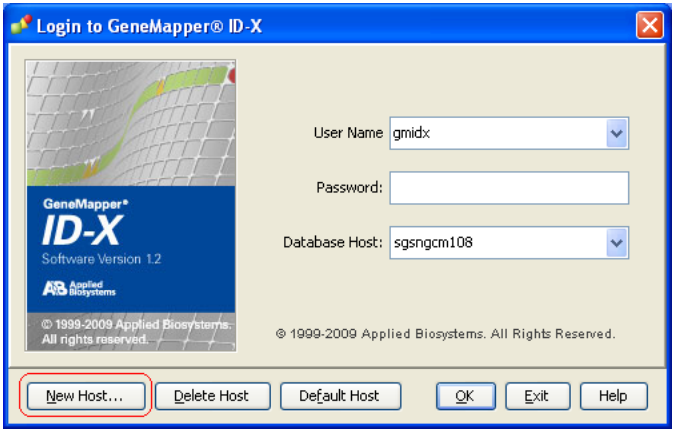
Note: All client computers connecting to multi-user database computers must be running the same version of GeneMapper *ID-X* Software.

Users must set up separate user accounts on each multi-user database computer that they wish to access.

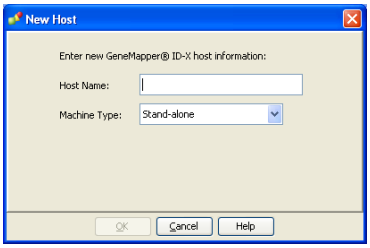
Note: For detailed information on setting up user accounts, see the *GeneMapper® ID-X Software Version 1.0 Administrator's Guide.*

To make the multi-user database computers available to client computers, perform the following steps for each client computer:

1. Click **New Host** in the Login to GeneMapper *ID-X* dialog box.



2. Complete the information in the New Host dialog box:



a. In the **Host Name** field, enter the full computer name or IP address of the multi-user database host you want to access. If the GeneMapper® *ID-X* Software cannot connect to the database host, the error message "You have entered an invalid host" is displayed. Click **OK** to exit, then re-enter the database host information.

b. Select the applicable machine type.

c. Click **OK**.

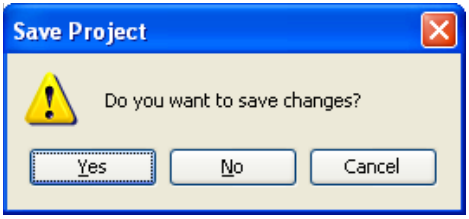
The Login window is updated to include the name of the new database host. The User Name list reflects the user accounts on the new database host. See the *GeneMapper® ID-X Software Version 1.0 Administrator's Guide* for additional information.

Logging out of the GeneMapper® *ID-X* Software

You can close the GeneMapper® *ID-X* Software by:

- Selecting **File** ▸ **Logout**.
- Selecting **File** ▸ **Exit**.
- Clicking (Close).

When you log out of the GeneMapper® *ID-X* Software with a project that has unsaved changes, the software prompts you to save or discard the changes you made since the last time you updated the project.



If you used the **File** ▸ **Logout** command, the login window re-opens after you select either **Yes** or **No**. The GeneMapper *ID-X* Software closes completely if you use either **File** ▸ **Exit** or (Close).

Additional post-installation tasks

Importing application data

If you exported application data from GeneMapper® *ID* Software v3.2.x or GeneMapper® *ID-X* Software v1.0/1.0.1/1.1/1.1.1 before you installed GeneMapper® *ID-X* Software v1.2, you may wish to import the data objects (projects, analysis methods, etc.) into the GeneMapper® *ID-X* Software v1.2 database host computer.

Select **Tools ▸ GeneMapper *ID-X* Manager**. Then in the GeneMapper *ID-X* Manager window, click each tab to import the corresponding objects into GeneMapper *ID-X* v1.2.

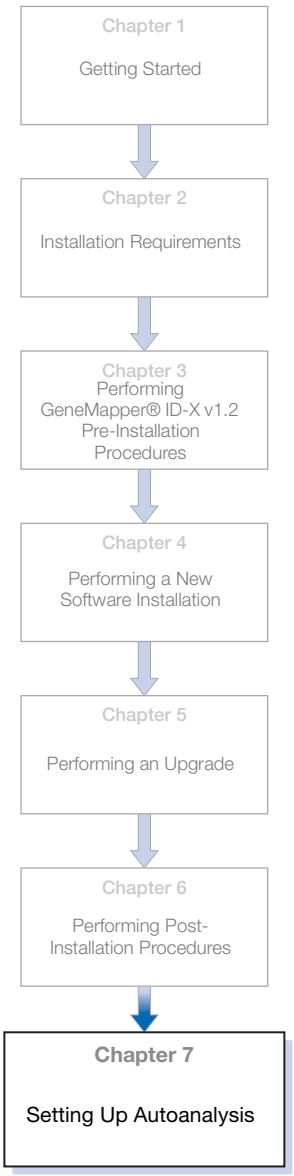
Creating user accounts and configuring administrative functions

For information on creating user accounts and configuring the Security Manager, Audit Manager, and E-Signature Administrator, see the *GeneMapper® ID-X Software Version 1.0 Administrator's Guide*.

Setting up autoanalysis

If you installed the GeneMapper® *ID-X* Software as either a remote autoanalysis configuration, co-installation, or Data Collection client installation, follow the procedures in Chapter 7, "Setting up autoanalysis on the 31xx or 3730 computer," on page 81.

7 Setting Up Autoanalysis



This chapter covers:

Overview of autoanalysis process

Autoanalysis process

The autoanalysis process occurs in the following sequence:

Note: The 3500 instrument supports local analysis only.

1. Close the GeneMapper® *ID-X* Software and start the Autoanalysis Manager.
2. On the Data Collection (DC) computer, select the plate to run and schedule the run.
3. When the DC Software finishes a run as specified in the results group, the data (.fsa or .hid sample files) are stored in the destination specified by the DC Software results group.
4. The DC Software sends the message "Run Completed" to the Autoanalysis Manager. The Autoanalysis Manager searches for jobs every two minutes.
5. When the Autoanalysis Manager receives a "Run Completed" message, it adds the job to its job queue.
6. The Autoanalysis Manager:
   a. Opens the GeneMapper® *ID-X* Software.
   b. Creates a project using the name of the Data Collection results group.
7. The GeneMapper® *ID-X* Software:
   a. Imports the .fsa or .hid sample files from the location specified in the Data Collection results group.
   b. Uses the settings specified in the Data Collection plate record (panels and bins, analysis method, size standard) to analyze the .fsa sample files.
   c. Saves the project, then associates the data in the project with the GMIDX security group (for information on security groups, see the *GeneMapper® ID-X Software Version 1.0 Administrator's Guide).*

d. Stores the results in the default host GeneMapper® *ID-X* Software database.

Note: The default host is the GeneMapper *ID-X* Software computer that is specified in the Login dialog box of the computer that performs autoanalysis. For instructions on changing the default host, see "Connecting to a new host" on page 68.

---

8. The Autoanalysis Manager:

   a. Closes the GeneMapper *ID-X* Software.

   b. Updates the status of the run in the Autoanalysis Manager job queue.

For information on the Autoanalysis Manager, see the *GeneMapper® ID-X Software Online Help*.

Determining if your computer can perform autoanalysis

Autoanalysis software components

An autoanalysis configuration uses:

- **Data Collection Software** – Runs the instrument and collects data from samples. See "Instrument and software options for autoanalysis" on page 77 to determine if your Data Collection computer supports autoanalysis.
- **Autoanalysis Manager** – Communicates between the Data Collection Software and the GeneMapper® *ID-X* Software. It queues jobs and tracks the status of their processing. A job can contain a single run or multiple runs as part of a result group.
- **GeneMapper® *ID-X* Software v1.2** – Creates a project, imports .fsa or .hid sample files, analyzes the data, then saves the results in the multi-user database.

Figure 2 shows the relationship and interaction between the autoanalysis components.

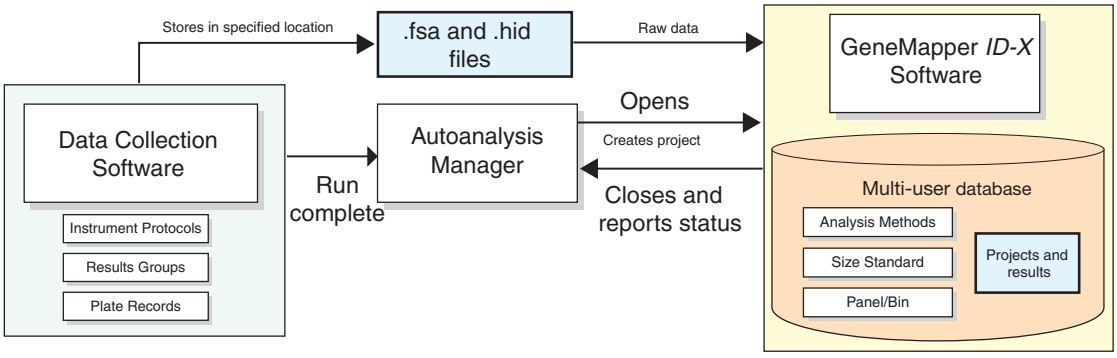


Figure 2 Relationship between autoanalysis components

Autoanalysis can be performed from a multi-user database computer or a client computer but requires the Autoanalysis Manager.

To determine if your computer contains the Autoanalysis Manager, select **Start ▸ Applied Biosystems ▸ Autoanalysis Manager ▸ Autoanalysis Manager 5.0**.

Autoanalysis instrument and software configurations

With autoanalysis, the GeneMapper® *ID-X* Software v1.2 can automatically analyze data generated on the following systems:

Table 7 Instrument and software options for autoanalysis

Genetic Analyzer Instrument	Compatible Data Collection Software and Operating Systems
 Applied Biosystems 3500 Genetic Analyzer	• 3500 Data Collection v3.0 • Windows Vista SP 1
 Applied Biosystems 3130/3130*xl* Genetic Analyzer	• 3130 Data Collection v3.0/ 3130*xl* Data Collection v3.0 • Windows XP, SP 2 or later
 ABI PRISM® 3100/3100-*Avant*™ Genetic Analyzer	• 3100 Data Collection v2.0/ 3100-*Avant*™ Data Collection v2.0 • Windows 2000, SP 3 or later *and* Windows XP SP 2 or later
 Applied Biosystems 3730 Genetic Analyzer‡	• 3730 Data Collection v3.0 • Windows XP, SP 2 or later

‡ The 3730 Genetic Analyzer does not include the 3730*xl* 96-capillary configuration. The 48-capillary configuration is validated for analysis of data generated from Identifiler® kits using single-source data samples only.

Overview of autoanalysis setup

Local and remote autoanalysis

With the analyzers listed in Table 7, you can configure the Data Collection Software and the GeneMapper® *ID-X* Software v1.2 to perform data collection and then analyze the data automatically, without user interaction.

The GeneMapper® *ID-X* Software v1.2 can be a co-installation or a client installation on the DC computer (for local autoanalysis). Alternatively, the software can be installed on a non-DC computer and configured for remote autoanalysis on a 31xx or 3730 DC computer only, as shown Figure 3.

Note: If you install the GeneMapper® *ID-X* Software on the same computer as the Data Collection Software (co-installation), you must manually import the panel and bin files. See the *GeneMapper® ID-X Software Online Help* for information on this procedure.

Note: If you install the GeneMapper *ID-X* v1.2 software on the 3500 DC computer (co-installation), you will be able use the 3500 computer to perform local autoanalysis. However, if you install the GeneMapper *ID-X* v1.2 software on a non-DC computer, you will not be able to access the 3500 computer to perform remote autoanalysis.

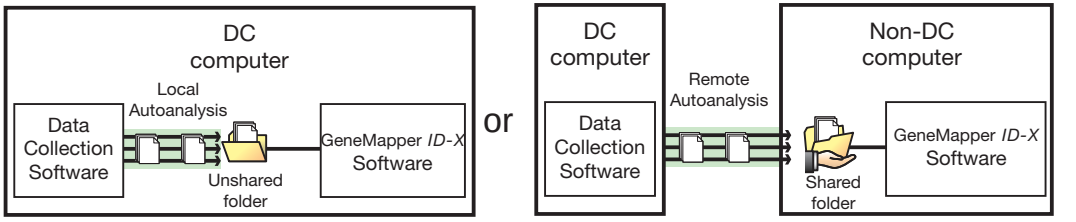


Figure 3 Examples of autoanalysis configurations

Data processing options

The Autoanalysis feature of the GeneMapper® *ID-X* Software allows you to set up a Data Collection run, then process the data automatically in the GeneMapper® *ID-X* Software. Autoanalysis can occur:

- **Locally** – from the DC computer when the Data Collection Software and GeneMapper® *ID-X* Software are installed on the same computer.
- **Remotely** – from the non-DC computer when the Data Collection Software (on the 31xx or 3730 only) and GeneMapper® *ID-X* Software are installed on different computers.

The Autoanalysis Manager is automatically installed when you install the GeneMapper® *ID-X* Software on a:

- DC computer as a co-installation or client installation
- Non-DC computer for remote autoanalysis

Autoanalysis Manager is not installed when you install the GeneMapper® *ID-X* Software on a non-DC computer in a stand-alone configuration.

If the Autoanalysis Manager is not installed on your computer and you want to use the computer for autoanalysis, uninstall the GeneMapper® *ID-X* Software (see "Uninstalling the GeneMapper® ID-X Software" on page 126), then reinstall for Remote Autoanalysis.

Before setting up autoanalysis

Before you set up autoanalysis:

- Ensure that the Data Collection Software and GeneMapper® *ID-X* Software are installed in either of the following configurations:

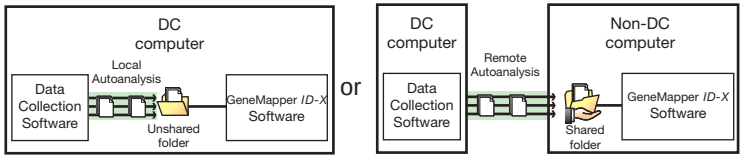


Figure 4 Configurations necessary for autoanalysis

- If the software is installed on different computers, ensure that the two computers are connected to the same network.
- Ensure that the remote GeneMapper® *ID-X* Software computer has the Autoanalysis Manager installed: Select **Start ▸ Applied Biosystems ▸ Autoanalysis Manager ▸ Autoanalysis Manager 5.0**.
- If the Autoanalysis Manager is not installed, you must uninstall the GeneMapper® *ID-X* Software, then reinstall the GeneMapper® *ID-X* Software and select the Remote Autoanalysis option (see "Uninstalling the GeneMapper® ID-X Software" on page 126).
- Import or create analysis methods, panels, bins, and size standards on the multi-user database host computer (see the *GeneMapper® ID-X Software Online Help*).
- If you install the GeneMapper® *ID-X* Software on the same computer as the Data Collection Software (co-installation), you must manually import the panel and bin files. See the *GeneMapper® ID-X Software Online Help* for information on this procedure.

Setting up autoanalysis on the 31xx or 3730 computer

The autoanalysis set-up process consists of four procedures as shown in the following table.

Procedure	Action	See page
1.	Create a User Account.	81
2.	In the Data Collection Software, create an instrument protocol for autoanalysis.	82
3.	In the Data Collection Software, create a results group for autoanalysis.	84
4.	In the Data Collection Software, create a plate record for autoanalysis.	92

Procedure 1: Creating a user account for autoanalysis

IMPORTANT! The user account for autoanalysis must exist on the computer that is specified as the host computer, which may be different from the computer on which you run autoanalysis and store data files (see Figure 6 on page 104).

Create a user account for autoanalysis in GeneMapper® *ID-X* with the following settings (for information on creating user accounts, see the *GeneMapper® ID-X Software Version 1.0 Administrator's Guide*). In the GeneMapper *ID-X* Software Security Manager New User screen:

1. Deselect **Pre-expire**.

   IMPORTANT! If the account is set to pre-expire, you must log in with the account one time to change the password before you use the account for autoanalysis.

2. Select **Scientist** profile.

   Note: If you create custom profiles for your system, create a profile for autoanalysis with the following minimum privileges: Read privileges for Panel Manager, Size Standard, Analysis Method; Read and Update privileges for creating and analyzing projects.

3. For Full Name, enter **Remote Autoanalysis**, **Data Collection Client**, or **Co-installation**.
4. Deselect **Show EULA**.
5. Associate the user account with any user group. The project that autoanalysis creates, analyzes, and saves is associated with the GeneMapper® *ID-X* Software security group, which is accessible by all user groups.

When you are finished, go to Procedure 2 and create an instrument protocol.

Procedure 2: Creating an instrument protocol for autoanalysis

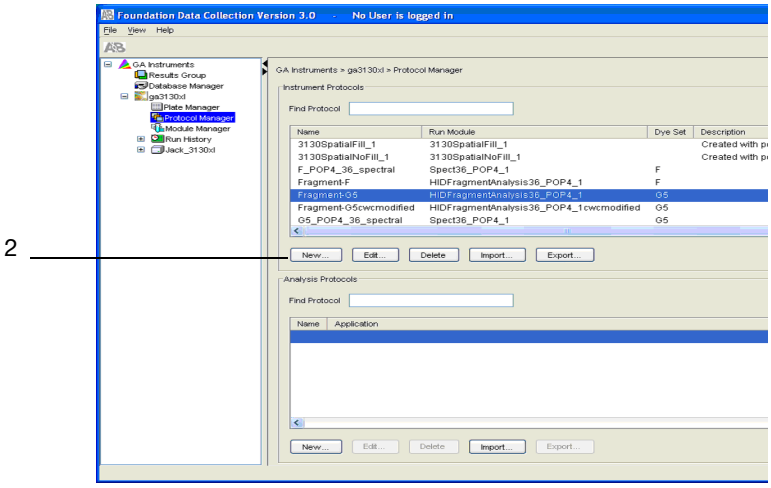
An instrument protocol contains all the settings needed to run the instrument, including the protocol name, type of run, run module, and dye set.

IMPORTANT! Create new instrument protocols after installing or reinstalling the GeneMapper® *ID-X* Software v1.0/1.0.1/1.1/1.1.1.

For more detailed information about instrument protocols, see your instrument user guide.

Creating instrument protocols

1. In the Navigation pane of the Data Collection Software, select **GA Instruments** ▸ **<*Instrument Name*>** ▸ **Protocol Manager**.
2. In the Instruments Protocols section, click **New** to open the Protocol Editor.



3. In the Protocol Editor, enter instrument protocol information:

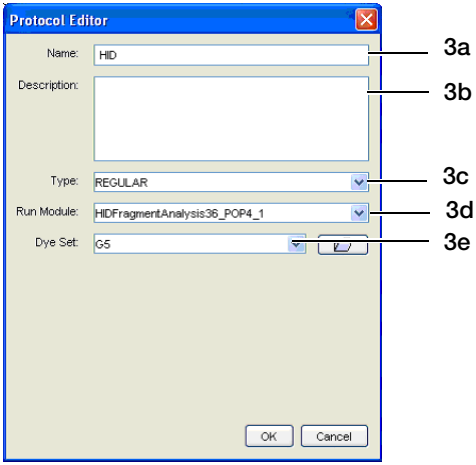
   a. Enter a name for the protocol.

   b. (Optional) Enter a description for the protocol.

   c. Select **REGULAR** in the Type drop-down list.

   d. Select the **HIDFragmentAnalysis36_POP4_1** run module in the Run Module drop-down list.

   e. Select the appropriate dye in the Dye Set drop-down list (see the table that follows to determine the dye).



Kit	Dye Set
AmpFℓSTR® COfiler® Kit AmpFℓSTR® Profiler Plus® Kit AmpFℓSTR® Profiler Plus ID Kit AmpFℓSTR® SGM Plus® Kit Other 4-Dye AmpFℓSTR® Kits	F
AmpFℓSTR® SEfiler™ Kit AmpFℓSTR® Identifiler® Kit AmpFℓSTR® Yfiler® Kit AmpFℓSTR® Minifiler™ Kit Other 5-Dye AmpFℓSTR® Kits	G5

f. Click **OK**.

When you are finished, go to Procedure 3 to create a Results Group for autoanalysis.

Procedure 3: Creating a results group for autoanalysis

Overview of results groups

Create a Results Group for each computer that performs autoanalysis.

A Results Group specifies the file names and storage location (shared folder) for .fsa sample files, and the user name and password for the GeneMapper® *ID-X* Software computer that performs autoanalysis. After you create the Results Group, the software can perform autoanalysis.

Create new Results Groups after installing or reinstalling the GeneMapper® *ID-X* Software v1.2.

IMPORTANT! The maximum number of .fsa sample files that the Data Collection Software can assign to a Results Group, when using the Analysis Type GeneMapperIDX-Generic or GeneMapperIDX-<*computer name*>, is 7000. After you collect 7000 .fsa sample files in a Results Group, you must create a new results group.

For more detailed information about results groups, see your specific instrument user guide.

Allelic ladder requirements and results groups

IMPORTANT! If a run folder does not contain an allelic ladder, the samples are reported as off ladder (OL) in the GeneMapper® *ID-X* Software. For more information, see the *GeneMapper® ID-X Software Online Help*.

To set up the Data Collection Software so at least one allelic ladder is present in each run folder, create a results group that *groups by plate* as described below, instead of by run (which is the default).

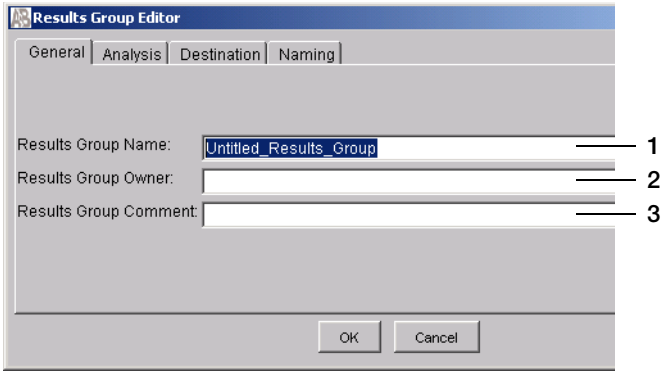
Creating a results group for autoanalysis

For each GeneMapper® *ID-X* Software client computer that runs autoanalysis:

1. In the Navigation pane of the Data Collection Software, select **GA Instruments ▸ Results Group**.
2. Click **New** to open the Results Group Editor, then click the tabs of the results groups and enter the information as described below.

Entering Results Group Information

1. In the General tab, enter the Results Group Name. This name is assigned as the default autoanalysis project name (all results for autoanalysis are stored in this GeneMapper® *ID-X* Software project). The Results Group name must be unique to the Data Collection Software.
2. (Optional) Enter the Results Group Owner.
3. (Optional) Enter a Results Group Comment.



Entering Analysis Parameters

1. Click the **Analysis** tab.
2. For the Analysis Type, select **GeneMapperIDX-<*computer name*>** (the name of the host or client computer on which you intend to run autoanalysis).

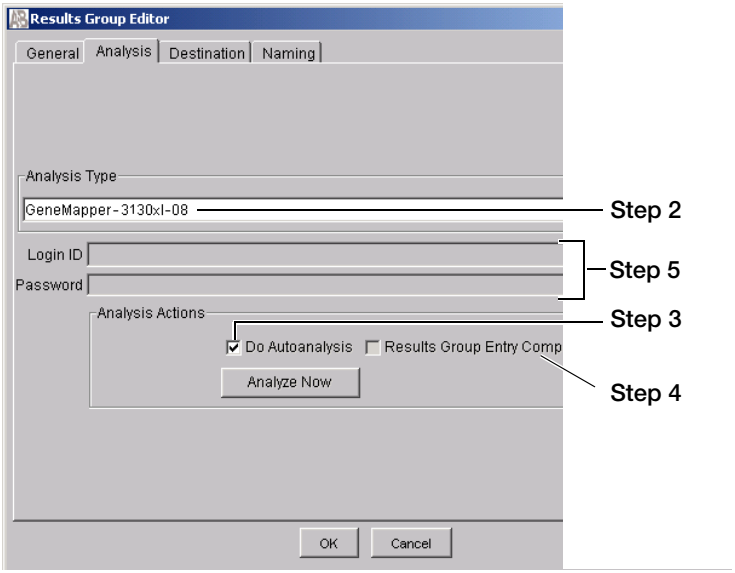
   Note: The computer names are added to the Analysis Type list when you install the GeneMapper® *ID-X* Software as a co-installation or client installation on the Data Collection computer, or choose the remote autoanalysis option for the non-DC computer (31xx and 3730 computers only).

   Note: You cannot perform autoanalysis if you select **GeneMapperIDX-Generic**.
3. Select **Do Autoanalysis**.
4. Select **Results Group Entry Complete** to start autoanalysis *after* all samples that use the same results group (all samples on the plate) have been run and to ensure that each run folder contains an allelic ladder.

   IMPORTANT! If a run folder does not contain an allelic ladder, the samples are reported as off ladder (OL) in the GeneMapper® *ID-X* Software. For more information, see the *GeneMapper® ID-X Software Online Help*.

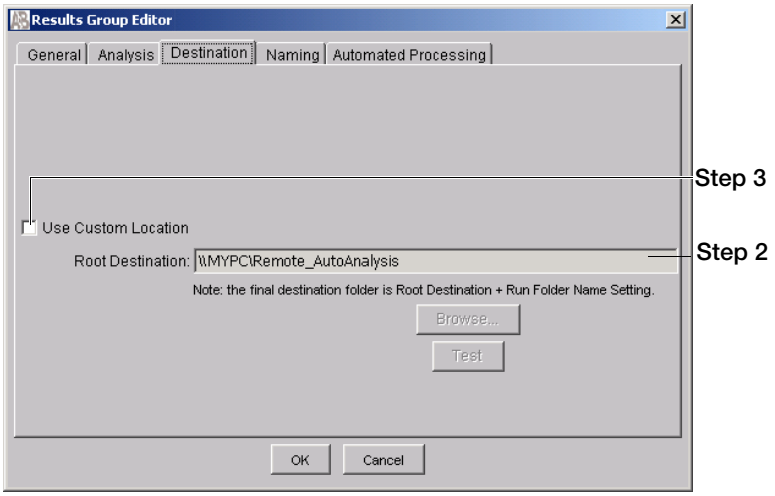
5. In the Login ID and Password fields, enter a GeneMapper® *ID-X* Software user account username and password for the computer on which you intend to run autoanalysis. This account must exist on the computer specified as the default host. The default host computer may not be the computer on which you perform autoanalysis (the computer running Autoanalysis Manager) (see Figure 6 on page 104).

IMPORTANT! The GeneMapper *ID-X* Software requires a user account with a Scientist or higher security profile to perform autoanalysis (see "Procedure 1: Creating a user account for autoanalysis" on page 81).

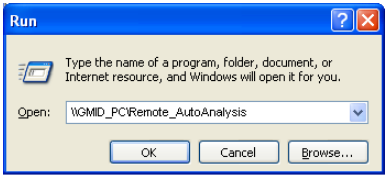


Specifying the Sample File Storage Location

1. Click the **Destination** tab.
2. Specify the location in which to store the .fsa sample files
3. Select **Use Custom Location**.



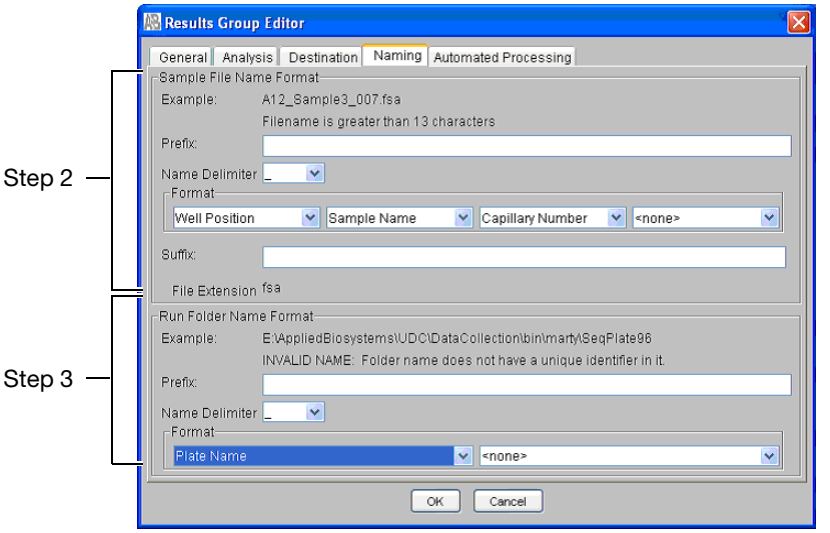
4. Set the destination as described in the following table.

For...	Do the Following...
Local autoanalysis	1. Click **Browse**, then select a destination. 2. Click **Test**.
Remote autoanalysis	1. Before you specify the destination, verify that you can connect to the computer on which you intend to store the .fsa sample files and that the shared folder you previously created (see page 84) is accessible from that computer. **Note:** To optimize data sharing, store files on a non-GeneMapper® *ID-X* Software computer (see page 103). a. On the Data Collection computer, select the **Start** menu, then select **Run**. b. Enter the names of the computer on which you intend to store the .fsa sample files and the shared folder, using the following format: \\<*server name*>\<*shared folder name*> For example: **\\GMID_PC\Remote_AutoAnalysis**  c. Click **OK**. If Windows Explorer opens to the shared folder on the designated computer, the computer and shared folder are accessible. Close Windows Explorer, then proceed to step 2. If Windows Explorer does not open to the shared folder on the designated computer, either the computer is not accessible, or the shared folder is not set up correctly. Troubleshoot your network, computer, or shared folder problem before proceeding to step 2. 2. In the Destination tab (see page 88), enter the names of the computer on which you intend to store the .fsa sample files and the shared folder, using the format shown in step 1b. 3. Click **Test** to test the location path name connection. If the test: • **Passes** – The message “Test succeeded” is displayed. • **Fails** – The message “Could not make the connection. Please check that the Path Name is correct” is displayed. Make sure you correctly entered the computer and shared folder names, then troubleshoot your network or computer before continuing.

Creating sample and name plates

In the naming tab, provide information about the samples:

1. Click the **Naming** tab.
2. From the Format list in the Sample File Name Format section (top), select a series of fields to create unique sample names, for example, Well Position, Sample Name, and Capillary Position.



3. From the Format list in the Run Folder Name Format section, select **Plate Name**.

IMPORTANT! To ensure that the run folder includes at least one allelic ladder for genotyping, the run folder must be grouped by plate, not by run.

When you select Plate Name, an INVALID NAME message is displayed. Disregard the message. All samples from the plate are saved into one run folder.

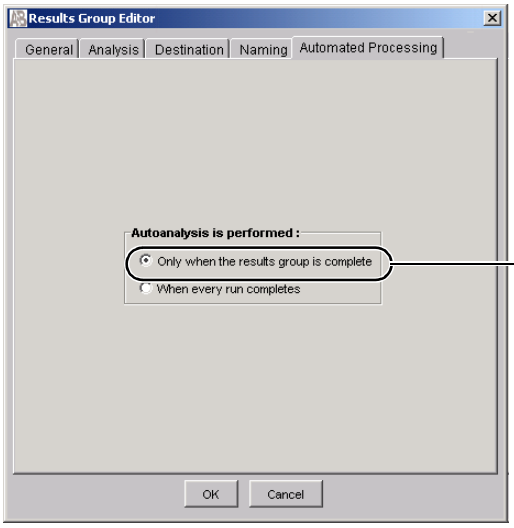
Note: Sample name, run folder name, and path name, *combined*, can contain no more than 250 characters.

Setting automated processing

1. Click the **Automated Processing** tab.

   Note: This tab is available only if you selected GeneMapperIDX-<*computer name*> in step 2 on page 86.

2. Select **Only when the result group is complete** to analyze after all the samples that use the same results group have been processed and click **OK** to save the results group.



When you are finished, go to Procedure 4 to create a plate record for autoanalysis.

Procedure 4: Creating a plate record for autoanalysis

A plate record specifies the instrument protocol, results group, and analysis parameters for a run of samples. For more information about plate records, see your instrument user guide.

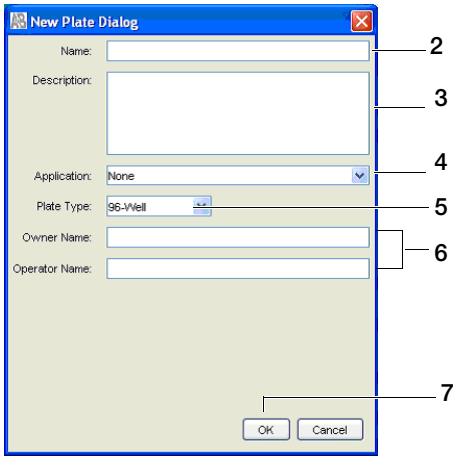
IMPORTANT! Create new plate records after installing or reinstalling the GeneMapper® *ID-X* Software v1.2, and before each autoanalysis run. This procedure is provided in the *GeneMapper® ID-X Software Online Help.*

In the Navigation pane of the Data Collection Software, click the **Plate Manager** icon to display the Plate Editor.

IMPORTANT! Before you can create a new plate record, you must specify or import the size standards, panels, and analysis methods in the GeneMapper *ID-X* Software, then synchronize the Data Collection Software with the GeneMapper® *ID-X* Software (see page 115).

Defining new plate information

1. Click **New** to open the New Plate Dialog box.
2. Enter a name for the plate. The Plate Name is the name assigned to the run folder that resides in the shared folder where the .fsa sample files are stored.
3. (Optional) Enter a description for the plate.
4. Select **GeneMapperIDX-<*computer name*>** (the name of the computer that you intend to have run autoanalysis) in the Application drop-down list.
5. Select **96-well** or **384-well** in the Plate Type drop-down list.
6. Enter names for the owner and operator.
7. Click **OK**.



Describing the sample

For each row in the Plate Editor (see page 94), describe the sample:

1. Enter the name of the sample.

   After you make selections for the first row, you can select the row, then press **Ctrl+D** to auto-populate (fill-down) the remaining rows.

2. (Optional) Enter a comment about the sample. This information is displayed in the Comment field of the Samples table in the GeneMapper® *ID-X* Software.

3. Enter a priority number to specify the sequence in which the samples are run.

4. Specify sample type:

   a. Select **Allelic Ladder** as the sample type for the appropriate wells (you need at least one allelic ladder per plate to allow genotyping).

   b. Select **Positive Control** or **Negative Control** for your control samples to allow an automated concordance check to ensure that the:

      - Positive control produces the expected profile.
      - Negative control does not contain peaks called above your peak amplitude threshold.

c. Select **Sample** for all other samples.

5. Select a size standard from the drop-down list.

IMPORTANT! If the expected size standard, panel, and analysis method are not listed, you may need to synchronize the Data Collection Software and the GeneMapper® *ID-X* Software. See page 115.

6. Select an applicable AmpFℓSTR® kit and panel from the drop-down list.

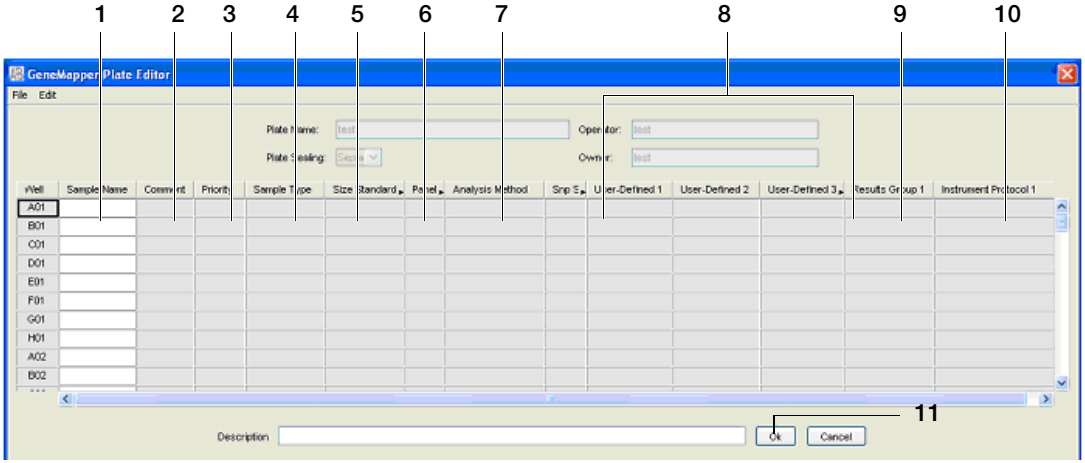
7. Select an analysis method from the drop-down list.

8. (Optional) Enter text in the user-defined text columns.

9. Select the results group you created using the procedures on page 84.

10. Select the instrument protocol you created using the procedures on page 82. Click **OK**.

Plate editor



For more information on the Plate Editor, see your instrument user guide. For information on performing autoanalysis and using the Autoanalysis Manager, see the *GeneMapper® ID-X* Software *Online Help*.

Setting up autoanalysis on the 3500 computer

The autoanalysis set-up process consists of four procedures as shown in the following table.

Procedure	Action	See page
1.	Create a User Account.	95
2.	In the 3500 Series Data Collection Software, create an HID analysis protocol.	96
3.	In the Data Collection Software, add the HID analysis protocol to an assay.	99
4.	In the 3500 Series Data Collection Software, create a plate with autoanalysis enabled.	100

Procedure 1: Creating a user account for autoanalysis

On the 3500 Data Collection computer, create a user account in GeneMapper *ID-X* for autoanalysis with the following settings (for information on creating user accounts, see the *GeneMapper® ID-X* Software *Version 1.0 Administrator's Guide*). In the GeneMapper *ID-X* Software Security Manager New User screen:

1. In the GeneMapper *ID-X* main window, select **Admin** ▸ **Security Manager**.
2. Select **File** ▸ **New User.**
3. Deselect **Pre-expire**.

IMPORTANT! If the account is set to pre-expire, you must log in with the account one time to change the password before you use the account for autoanalysis.

4. Select **Scientist** profile.

   Note: If you create custom profiles for your system, create a profile for autoanalysis with the following minimum privileges: Read privileges for Panel Manager, Size Standard, Analysis Method; Read and Update privileges for creating and analyzing projects.

5. For Full Name, enter **Data Collection Client** or **Co-installation**.

6. Deselect **Show EULA**.

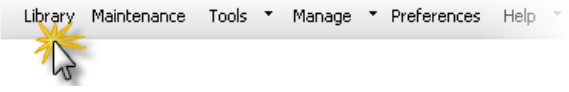
7. Associate the user account with any user group. The project that autoanalysis creates, analyzes, and saves is associated with the GeneMapper® *ID-X* Software security group, which is accessible by all user groups.

When you are finished, go to Procedure 2 and create an HID analysis protocol.

Procedure 2: Create an HID analysis protocol

For detailed procedures, see the 3500 Series User Guide.

1. In the 3500 Series Data Collection Software, select **Library** in the menu bar to access the Library workflow.

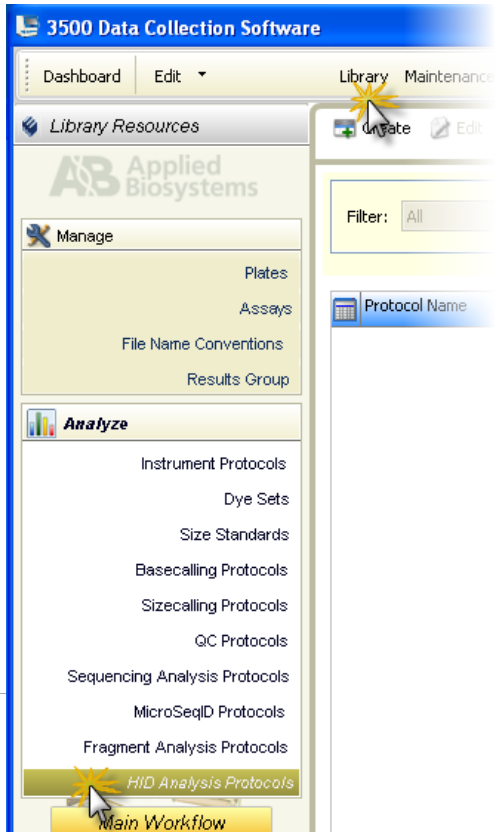


2. Access the HID Analysis Protocols library.

3. Click **Create**.

4. In the Create New **HID Analysis Protocol** dialog box (Figure 5 on page 98), specify settings (see Table 8 on page 98).

5. Select the remaining secondary analysis items, then click **Save**.



Note: If the analysis method, size standard, or panel of interest is not displayed in a list, re-select the secondary analysis software instance to update the list, or re-start the GeneMapper *ID-X* software.

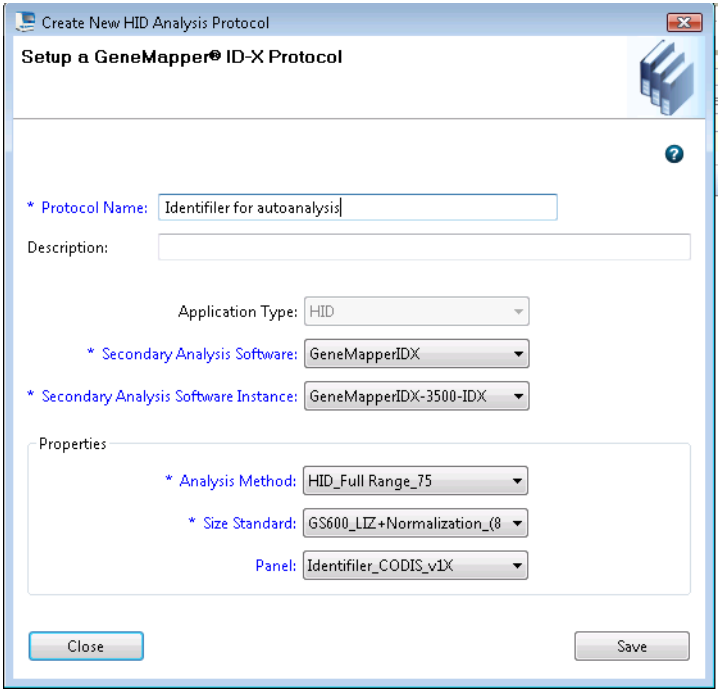


Figure 5 Create New HID Analysis Protocol

Table 8 HID Analysis protocol settings

Setting	Description
Protocol Name	Name of the protocol. Names must be unique.
Description	Optional text entry.
Lock	When enabled, allows the entry to be unlocked and modified only by the user who created it, the administrator, or another user with unlock permissions. Useful when your system includes the SAE module (described in the 3500 Series User Guide).
Application Type	Automatically set to HID.

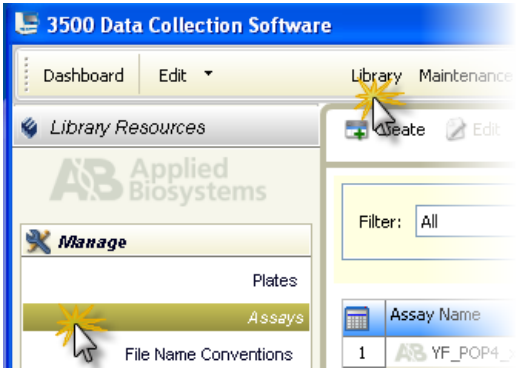
Table 8 HID Analysis protocol settings

Setting	Description
Secondary Analysis Software	Confirm that GeneMapperIDX is displayed for the Software Type and the Data Collection computer name is displayed for the Software Location. If these items are not displayed, make sure the GeneMapper *ID-X* software is installed on the Data Collection computer. **IMPORTANT!** The secondary analysis software must be installed and properly configured with the 3500 Series Data Collection Software before it is listed as a selection in this screen. **IMPORTANT!** The auto-analysis settings you specify for the plate to run with this protocol must contain the same secondary software and location settings. For more information, see "Procedure 4: Create a plate with autoanalysis enabled" on page 100.
Secondary Analysis Software Instance	Name of the Data Collection computer.
Properties	GeneMapper® *ID-X* analysis method, size standard, and panel to use for auto-analysis. **Note:** If the appropriate items are not listed, restart the GeneMapper® *ID-X* software and the Data Collection Software.

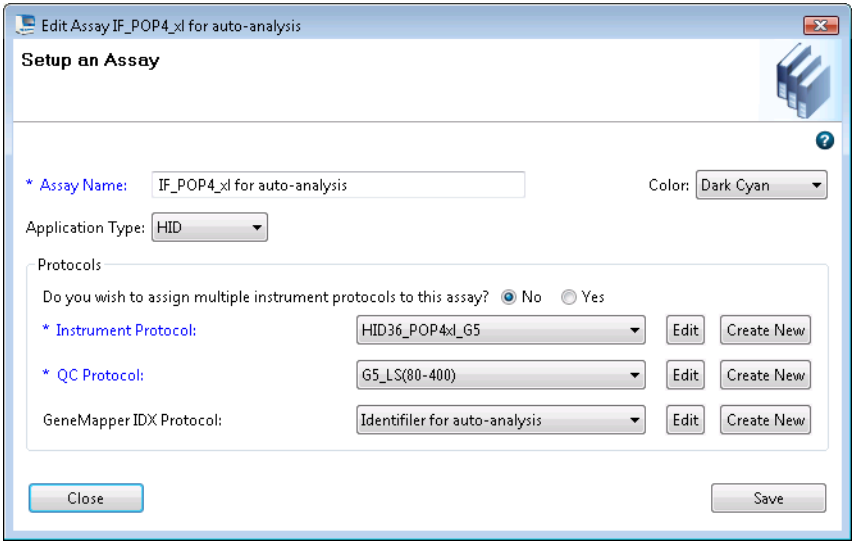
Procedure 3: Add the HID analysis protocol to an assay

1. Select **Library** in the menu bar to access the Library workflow.

2. Access the Assays library.
3. Select an assay for the kit you will run using auto-analysis.



4. Click **Duplicate**, select the "Copy of" assay you created, then click **Edit** .
5. Change the assay name to "*original name* for autoanalysis."
6. In the GeneMapper IDX Protocol field, select the HID analysis protocol you created on page 96 (HID analysis protocol = GeneMapper IDX Protocol).



7. Click **Save**.

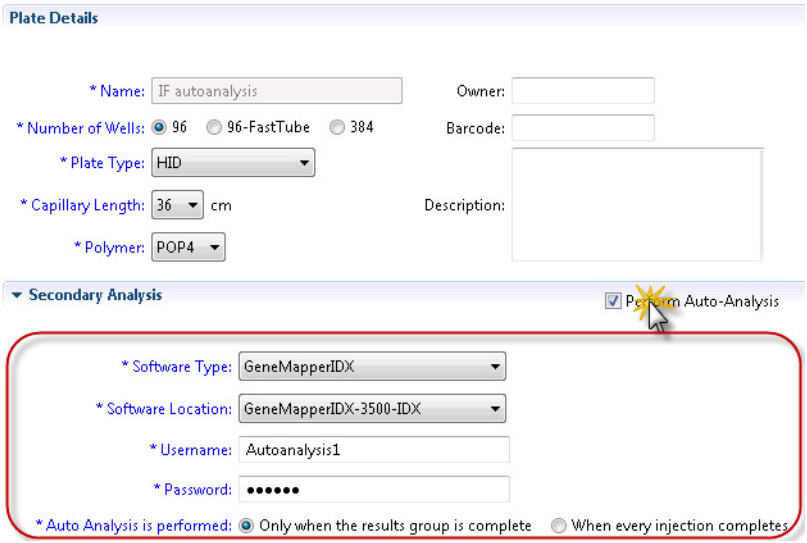
Procedure 4: Create a plate with autoanalysis enabled

Create a plate

1. In the 3500 Series Data Collection Software Dashboard, click **Create Plate From Template**.
2. Select an HID template, then click **Open**.
3. In the Define Plate Properties screen, set the plate properties.

Specify auto-analysis settings

1. In the lower part of the Define Plate Properties screen, select **Perform Auto-Analysis**.



2. Confirm that **GeneMapperIDX** is displayed for the Software Type and the Data Collection computer name is displayed for the Software Location. If these items are not displayed, make sure the GeneMapper *ID-X* software must be installed on the Data Collection computer.

3. Enter the username and password for the account you created for autoanalysis on page 95.

4. Select **Only when the results group is complete** to ensure that each run folder contains at least one allelic ladder sample.

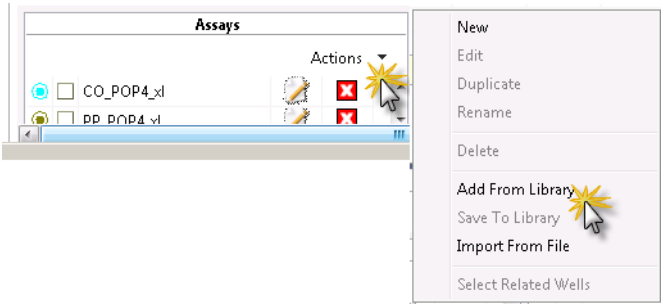
   IMPORTANT! If a run folder does not contain an allelic ladder sample, the samples are reported as off ladder (OL) in the GeneMapper® *ID-X* Software.

5. Click **Save**, then click **Assign Plate Contents** to advance to the next screen.

Assign plate contents

1. Assign sample names and sample types as described in the 3500 Series User Guide.

2. Select the wells containing samples, click **Actions** in the Assay group box, then select **Add from Library**.



3. Select the assay you created on page 99.

4. Select a file name convention and a results group.

IMPORTANT! If a run folder does not contain an allelic ladder sample, the samples are reported as off ladder (OL) in the GeneMapper® *ID-X* Software. Select a results group that places at least one allelic ladder sample in a run folder.

5. Select **Save Plate**.

6. (Optional) To save this plate as a template for future autoanalysis runs, select **Save As Template**.

Recommended data processing tasks

Optimizing data sharing

Overview

If you store .fsa or .hid sample files on a GeneMapper® *ID-X* Software computer (i.e., the computer that creates the project AND stores the sample files), only the computer that created the project can reanalyze the project. As a result, any other computer must reassociate the files to reanalyze the project.

Additionally, if you export/import reference data and projects following installation but do not reassociate .fsa or .hid sample files, you can view results and make or edit allele calls, but you cannot reanalyze the projects.

To reanalyze projects:

1. Move .fsa or .hid sample files to a non-GeneMapper® *ID-X* Software computer to optimize file sharing.
2. Reassociate the .fsa or .hid sample files with the imported projects (**Edit ▸ Define New Sample Path**) to view raw and EPT data and reanalyze the imported projects on your client computer.

Figure 6 shows the recommended configuration for optimizing data sharing.

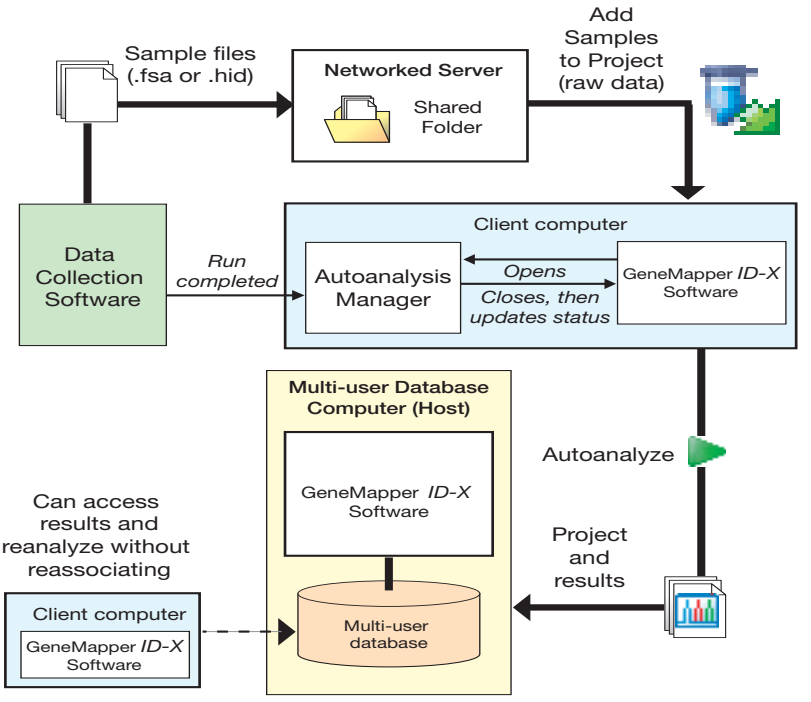


Figure 6 Autoanalysis configuration to optimize data sharing

The following sections describe data optimization in detail. For additional details on how to perform each procedure, see the *GeneMapper® ID-X Software Online Help*.

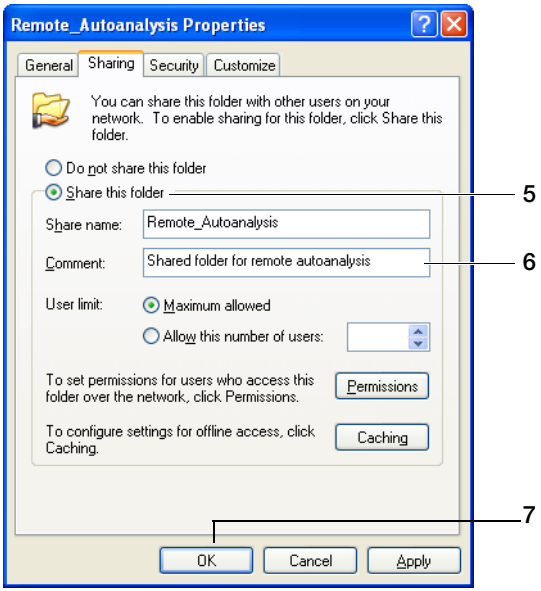
Setting up a shared folder (remote autoanalysis only)

Remote autoanalysis of data requires a shared folder in which to store .fsa sample files. To make the sample data files accessible to all client computers, set up the shared folder on a computer that is not running the GeneMapper® *ID-X* Software.

On the computer on which you intend to store the .fsa sample files:

1. Select **Start ▸ My Computer**, or double-click **My Computer** on your desktop, then double-click the drive on which you want the shared folder.
2. Select **File ▸ New ▸ Folder**.

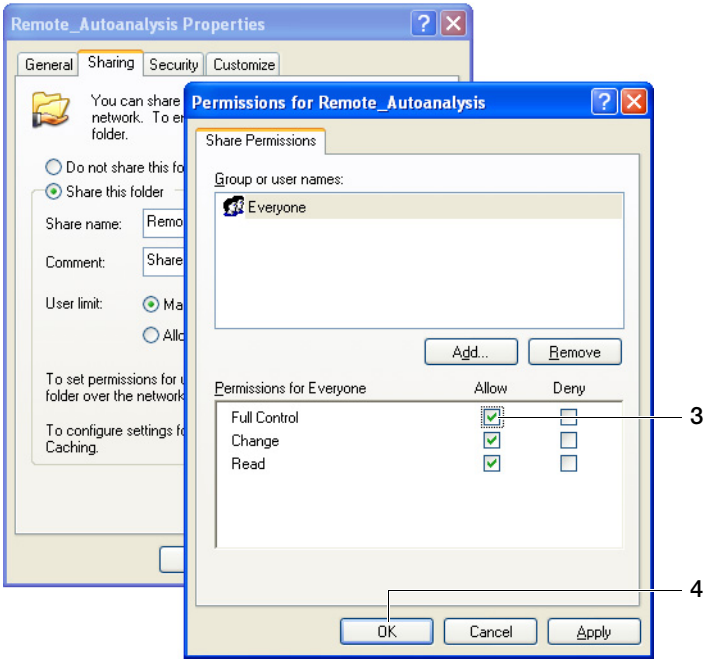
3. Name the folder (for example, **Remote_Autoanalysis**).
4. Right-click the new folder, then select **Properties**.
5. In the Sharing tab, select **Share this folder**.
6. (Optional) Enter a comment for the folder.
7. Click **OK**.



Setting permissions and security for the shared folder (Windows XP Only)

If you use a Microsoft® Windows® XP operating system, modify the permissions and security settings of the shared folder:

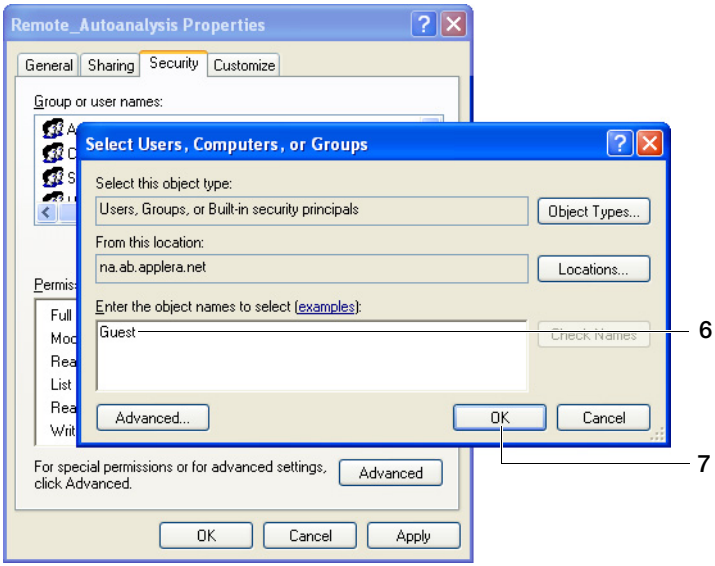
1. Right-click the shared folder, then select **Properties**.
2. Select the **Sharing** tab, then click **Permissions**.
3. In the Permissions for <*shared folder name*> dialog box, select the check box for **Full Control** in the Allow column.
4. Click **OK**.



5. Select the **Security** tab, then click **Add**.

6. In the Select Users, Computers, or Groups dialog box, enter **Guest** in the "Enter the object names to select" field.

7. Click **OK**.

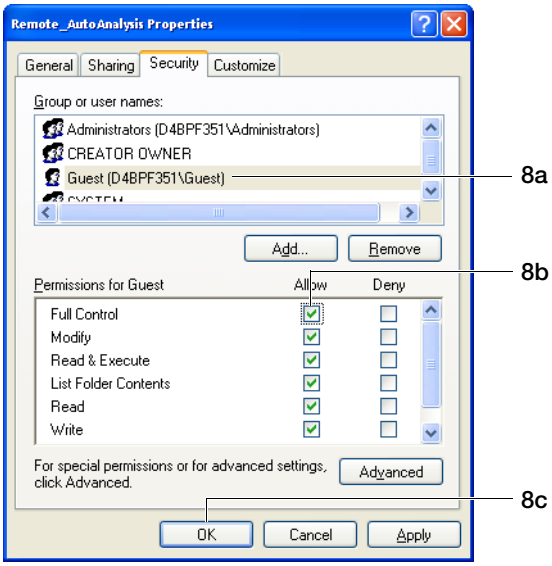


8. In the Group or user names list box in the Security tab, configure guest access:

   a. Select **Guest**.

   b. Select the check box for **Full Control** in the Allow column.

   c. Click **OK**.

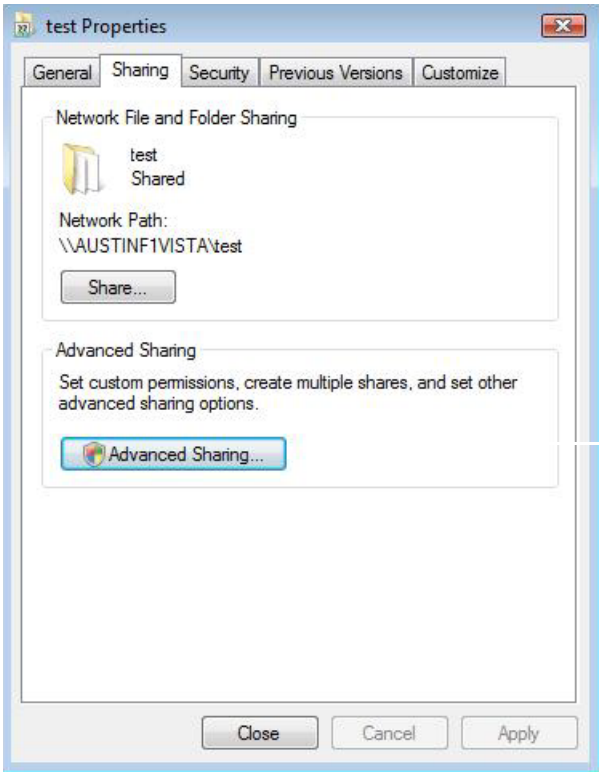


The shared folder is now configured for use.

Setting permissions and security for the shared folder (Windows Vista Only)

If you use a Microsoft® Windows® XP operating system, modify the permissions and security settings of the shared folder:

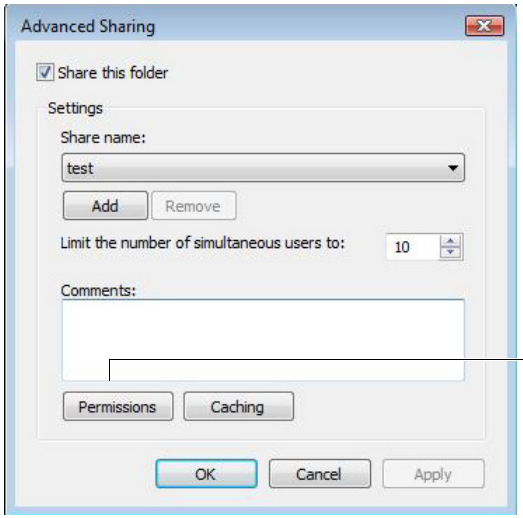
1. Right-click the shared folder, then select **Properties**.
2. Select the **Sharing** tab, then click **Advanced Sharing**.

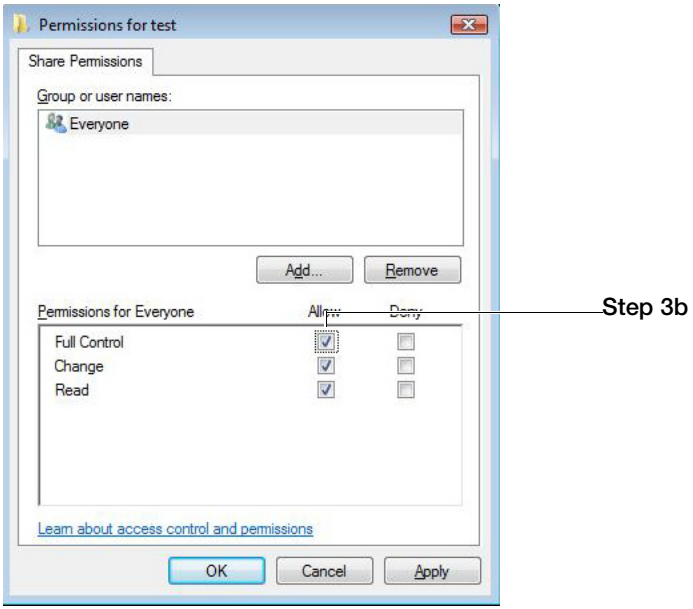


3. Set permissions:

   a. Click **Permissions**.

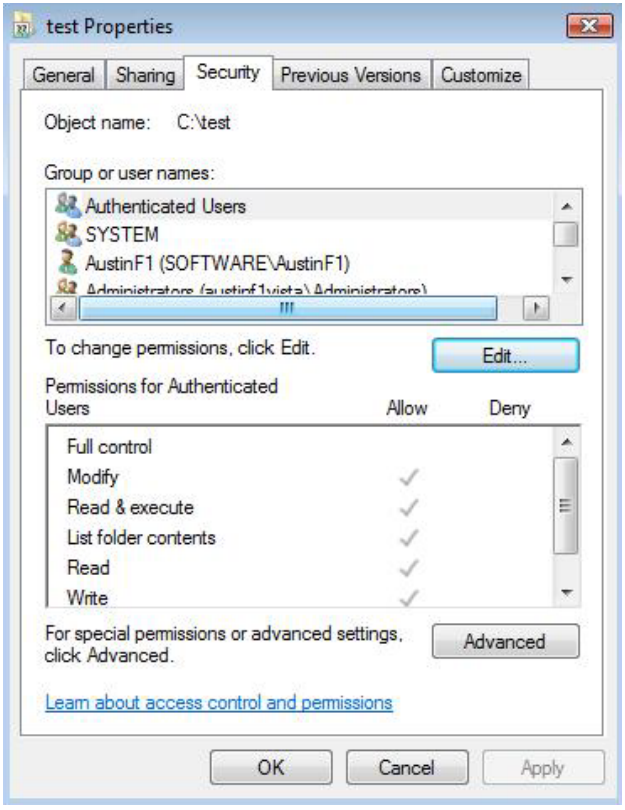
   b. In the Permissions for <*shared folder name*> dialog box, select the check box for **Full Control** in the Allow column.





4. Click **OK**.

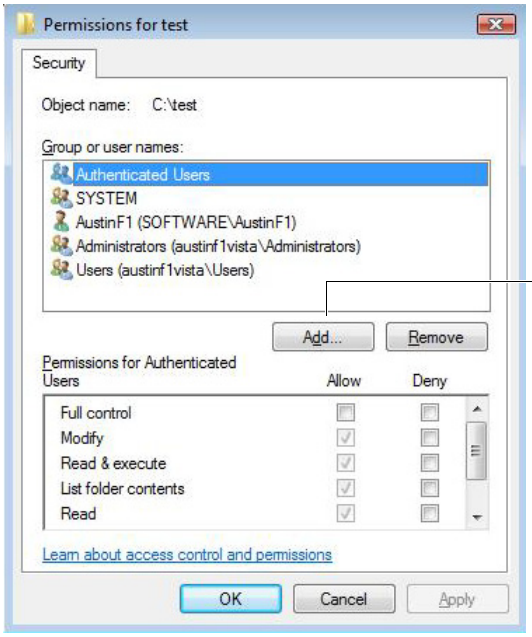
5. Select the **Security** tab, then click **Edit**.



6. Add a guest user:

   a. Click **Add**.

   b. In the Select Users, Computers, or Groups dialog box, enter **Guest** in the "Enter the object names to select" field.



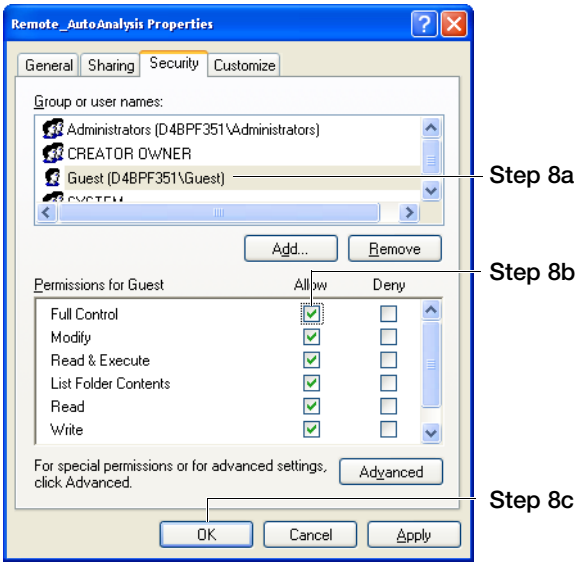
7. Click **OK**.

8. In the Group or user names list box in the Security tab, configure guest access:

   a. Select **Guest**.

   b. Select the check box for **Full Control** in the Allow column.

   c. Click **OK**.



The shared folder is now configured for use.

Importing and reassociating data files

Depending on your current network configuration, you can import and reassociate the files in two ways:

- **If the .fsa or .hid sample files are stored on a non-GeneMapper® *ID-X* Software computer other than a user's local computer –** The software saves the full networked path location of the .fsa or .hid sample files (for example: //server/folder/folder*.fsa). Because the path location is available to GeneMapper *ID-X*, any computer in the network can access the project and reanalyze it without reassociating the files.

- **If the .fsa or .hid sample files are stored on a user's local computer (that is, the computer that creates the project AND stores the sample files)** – The software saves the path location of the .fsa or .hid sample files, but not the name of the computer on which the files reside (for example: C:/folder/folder*.fsa). The local computer can reanalyze the files because GeneMapper *ID-X* searches the local computer for the .fsa or .hid sample files. However, the name of the computer is not available to other computers running GeneMapper *ID-X*, therefore they cannot reanalyze projects without first reassociating files (**Edit ▸ Define New Sample Path**) (see Figure 7 for file storage comparisons).

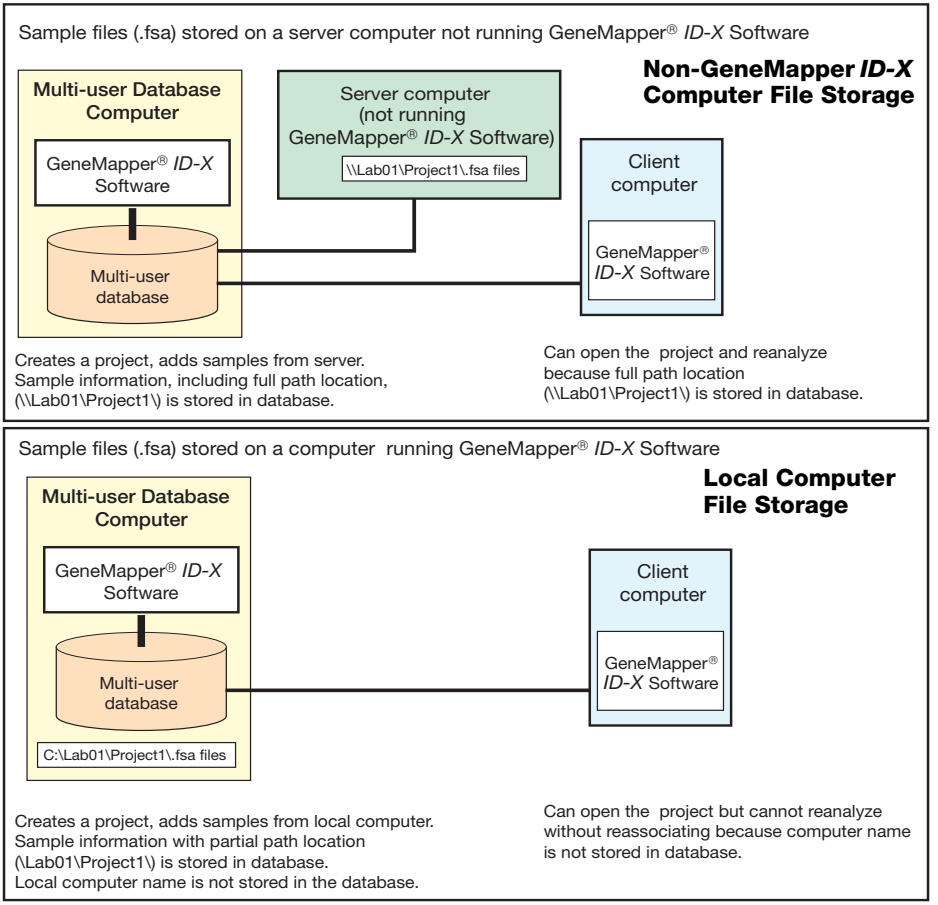


Figure 7 Storing .fsa or .hid sample files: non-GeneMapper® *ID-X* Software computer vs. local computer)

Synchronizing GeneMapper® *ID-X* Software with the Data Collection Software

After you install the GeneMapper® *ID-X* Software, and any time you create or change analysis methods, panels, or size standards in the GeneMapper® *ID-X* Software, you must synchronize the new data with the Data Collection Software before you can select the updated items in the Data Collection Software plate record.

To synchronize the GeneMapper® *ID-X* Software with the Data Collection Software:

1. Select **File** ▸ **Exit** to close the GeneMapper® *ID-X* Software.

2. Verify that the Data Collection Software is running on the Data Collection computer. If not, start the Data Collection Software. For information on starting the Data Collection Software, see "Starting the Data Collection Software on the Data Collection computer" on page 32.

3. On your desktop:
   Double-click  **GeneMapper *ID-X* v1.2,**
   or
   Select **Start** ▸ **All Programs** ▸ **Applied Biosystems** ▸ **GeneMapper** ▸ **GeneMapper *ID-X* v1.2** and log in.

Installing the Generic Updater Software

This appendix covers:

Installing the Generic Updater Software

The Generic Updater software is an add-on to the 3730 and 3130 Data Collection 3.0 software only. Use the Generic Updater to define custom plates and write sample files to be used with the GeneMapper® *ID-X* Software v1.2.

If you have either 3730 or 3130 Data Collection 3.0 software installed on your computer, and you do not intend to install the GeneMapper® *ID-X* Software v1.2 on the same computer for either local or remote autoanalysis, you can install the Generic Updater software on the Data Collection computer.

The generic Plate Editor, residing in the Plate Manager function, has columns for GeneMapper *ID-X* plate data that can be edited as text fields. The software provides you with the option to add generic or non-automated GeneMapper *ID-X* plate definitions and sample files to your Data Collection Software installation.

To review the requirements for installing the Generic Updater software, see "Installation options" on page 3.

1. Insert one of the following CDs into the Data Collection computer CD drive:
   - *GeneMapper® ID-X Software Version 1.2 Full Install* CDs - Disk 1
   - *GeneMapper® ID-X Software Version 1.2 Client Install* CD
2. Ensure that the Data Collection Software is running (see page 32).
3. On the splash screen, click **Software Extras**, then on the next screen click **Generic Updater**.
4. On the following screen, click **Install Generic Updater**.
5. Click **Browse**, then select a location for the Generic Updater zip files and click **Unzip** to extract the files.
6. Remove the *GeneMapper® ID-X Software v1.2* CD from the CD drive.

7. Navigate to the extracted folder on your hard drive. Open the Deployment-Generic folder, then double-click **RegisterGMID-XGeneric.exe**.

8. Click **OK** when you see the message "Application GeneMapper® successfully registered in JNDI."

9. Stop the Data Collection Software and restart your computer.

Start the Data Collection Software and open the Viewer window, then use the Plate Manager to create new GeneMapper *ID-X* Generic plate definitions.

For instructions on creating and using GeneMapper® *ID-X* Generic plates, see the User Guide for your specific instrument.

Resolving installation problems

If **RegisterGMID-XGeneric.exe** reports an installation problem:

1. Close the window and check the **JNDIRegistrationGMID-XGeneric** log file in the extracted folder.

2. Check your Data Collection installation to verify that the Data Collection Software is running.

3. Try running **RegisterGMID-XGeneric.exe** again.

Removing the Generic Updater Software

IMPORTANT! If you decide to install the GeneMapper *ID-X* Software directly onto the Data Collection computer or as a remote autoanalysis configuration, you must first remove the Generic Updater Software from the Data Collection computer.

To uninstall the Generic Updater Software:

1. Ensure that the Data Collection Software is running (see page 32).
2. Navigate to the extracted folder on your hard drive.
3. Open the Deployment-Generic folder, then double-click **UnRegisterGMID-XGeneric.exe** to remove the GeneMapperIDX-Generic option from the Data Collection Software.
4. Click **OK** when you see the message "Application GeneMapper® successfully unregistered in JNDI."
5. Verify that the Generic Updater Software was removed:
   a. Open the Data Collection Viewer window.
   b. Open the Plate Manager.
   c. Verify that the GeneMapperIDX-Generic option is not available as an application choice.
6. Delete the Generic Updater Software files from your hard drive.

Resolving uninstallation problems

If **UnRegisterGMID-XGeneric.exe** reports a problem and the Generic Updater software is still displayed in the Data Collection Viewer Plate Manager:

1. Check the **JNDIRegistrationGMID-XGeneric** log file in the extracted folder.
2. Check your Data Collection installation to verify that the Data Collection Software is running.
3. Run **UnRegisterGMID-XGeneric.exe** again.

B

Troubleshooting the Installation

This appendix covers:

Troubleshooting tasks

Disabling firewall protections

During a full GeneMapper® *ID-X* Software installation, the security firewall settings may prevent the database from installing. You may see Windows security alerts that prompt you to "keep blocking" or "unblock" the security firewalls. Alternatively, it may appear that the installation was complete, but when you start the software, the database may not launch.

1. Before installing GeneMapper *ID-X* v1.2, disable the firewall settings:
   - For Windows XP select: **Start ▸ Control Panel ▸ Windows Firewall**
   - For Windows Vista select: **Start ▸ Settings ▸ Control Panel ▸ Windows Firewall**

2. During installation, if you are prompted with Window firewall alerts, click **Unblock** and proceed with installation.

   If the software application doesn't launch:
   - Uninstall the software (see "Uninstalling the GeneMapper® ID-X Software" on page 126).
   - Disable the firewall settings
     - For Windows XP select: **Start ▸ Control Panel ▸ Windows Firewall**
     - For Windows Vista select: **Start ▸ Settings ▸ Control Panel ▸ Windows Firewall**

   or

   Disable the firewall settings for earlier Windows operating systems. Go to **Start ▸ Settings ▸ Control Panel ▸ Security Center** for Windows online support.

3. Reinstall the software for your specific *ID-X* configuration.

4. Reset firewall.

Canceling an installation

DO NOT cancel an installation before the installation process is finished. If you do so, or if the installation otherwise stalls, you may need technical support to perform an uninstall. To uninstall your installation, see "Uninstalling the GeneMapper® ID-X Software" on page 126. If uninstallation fails, contact your local Applied Biosystems technical support organization.

General installation solutions

Note: You may need to send the GeneMapper *ID-X* install and MSI log files to Applied Biosystems Technical Support if the troubleshooting procedures in this appendix do not solve the installation problem.

If you have trouble installing the GeneMapper® *ID-X* Software v1.0 or v1.1 on your computer:

Task	See page
1. Obtain the installation log file.	125
2. Check the database installation.	126
3. If necessary, uninstall the software.	126
4. If necessary, have a knowledgeable technician run the clean-up utility.	128

Obtaining the installation log file

To obtain the installation log file, go to: ***x*:{installdir}\AppliedBiosystems\GeneMapper ID-X** where *x* is the drive on which the GeneMapper *ID-X* Software is installed and *{installdir}* is the user-selected installation path.

- You will find 2 logs for the full installation:
  - GMIDXInstall.log
  - GMIDX_MSI.log
- You will find 2 logs for the client installation:
  - GMIDXClientInstall.log

– GMIDXClient_MSI.log

Checking the database installation

1. Select **Start ▸ All Programs ▸ Accessories ▸ Command Prompt**.
2. Enter **sqlplus**, then press **Enter**.
3. Enter the user name, **system**, then press **Enter**.
4. Enter the password, **manager**, then press **Enter**.
   - If a "Connected to:" message is displayed, the database is installed correctly.
   - If no "Connected to:" message is displayed, the database is not installed correctly. Complete Table 6, "Troubleshooting Checklist," on page 131, then contact Applied Biosystems Technical Support.

Uninstalling the GeneMapper® *ID-X* Software

To uninstall the GeneMapper® *ID-X* Software and the multi-user database:

1. If you are uninstalling a *co-installation*, *Data Collection client* installation, or a *remote autoanalysis* configuration, start the Data Collection Software (see page 32).
2. Close the GeneMapper® *ID-X* Software and all other applications, then restart the computer before proceeding with the uninstall.

   IMPORTANT! If you do not restart the computer before proceeding with the uninstall and/or if the uninstall does not complete successfully the first time, perform this procedure a second time. If the uninstall still does not work, have a knowledgeable technician review and proceed with "Running the clean-up utility" on page 128 or contact Applied Biosystems Technical Support to proceed.

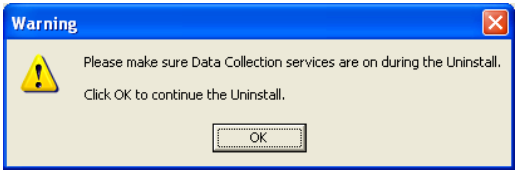
3. Select **Start ▸ Control Panel**.

4. Double-click **Add or Remove Programs**.

   Note: If a message indicates that you need administrator rights or privileges, log off the computer, then log on again as a user with administrator privileges.

   Note: If you receive an error message, dismiss the message and proceed to "Running the clean-up utility" on page 128.

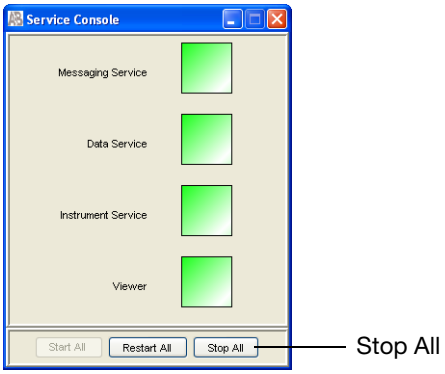
5. Select the GeneMapper® *ID-X* Software.
6. Click **Change/Remove**. The InstallShield Wizard opens.
7. In the Welcome page, select **Remove**, then click **Next**.
8. At the prompt, click **OK** to verify the uninstall.
   - If you are uninstalling a *Co-installation* **or** *Data Collection client* installation, the message below appears. Be sure the Data Collection Service Console is open, then click **OK** to start the uninstall.



   - If you are uninstalling a *remote autoanalysis* configuration, no message is displayed; however, the Data Collection Software must be running and the Service Console must be open on the remote Data Collection computer to uninstall a remote autoanalysis configuration.

9. When the Maintenance Complete window opens, finish the uninstallation process:

IMPORTANT! If you uninstall a *co-installation* or *Data Collection client* installation, stop the Data Collection Software before restarting your computer by clicking **Stop All** in the Service Console.



   a. Select **Yes, I want to restart my computer now**.

   b. Click **Finish**.

Running the clean-up utility

Run the clean-up utility under only the following conditions:

- You have attempted the uninstall procedure using the **Add/Remove** Program uninstall option,

  and

- The GeneMapper *ID-X* software files were not removed or were only partially removed.

Have only a knowledgeable technician run the *msicuu2.exe* utility to clean up the remaining files.

To perform the clean-up procedure:

1. Insert the GeneMapper® *ID-X* Software CD, then go to **DVD/CD-RW Drive ▸ Utilities**.
2. Run *msicuu2.exe* to install the utility.
3. Launch the utility from the desktop icon or from **Start ▸ Programs ▸** Windows to install.
4. Select the GeneMapper *ID-X* application from the list provided, then click **Remove**.
   a. Check to ensure that the *gmidx* install folder and *oraclegmidx* folder under your {installdir} are deleted.
   b. Check to ensure that the Oracle folder in the Program Files folder is deleted.
5. Delete variable strings:

   IMPORTANT! Steps 5 and 6 must be performed *carefully* and *correctly*. If they are not performed correctly, other applications could stop working, and the stability of your system could be at risk. If you do not feel comfortable performing these steps, please contact your system administrator to perform them for you.

   a. Right-click on **My Computer**, then select **Properties**.
   b. Click the **Advanced** tab.
   c. Click **Environment Variables**.
   d. In the *System variables* Variable pane, delete the words *ORACLE_HOME* and *ORACLE_HOSTNAME*.
   e. In the *System variables* Variable pane, select the *Path* variable and click **Edit**.
   f. Remove the path to *oraclegmidx* from the path environment variable.
   g. Click **OK** to exit the Environment Variables dialog box and **OK** to exit the System Properties dialog box.

6. Go to **Start ▸ Run** and enter **regedit**. In the left-pane of the Registry Editor, open the following folders sequentially: **HKEY_LOCAL_MACHINE ▸ SYSTEM ▸ CurrentControlSet ▸ Services.**

   a. In the Services folder, remove all Oracle folders containing **IFA** letters only.
      - OracleIFAGMIDXCMan
      - OracleIFADataGatherer
      - OracleIFAGMIDXTNSListener
      - OracleIFAAgent
      - OracleIFAClientCache
      - OracleIFAGMIDXCMAdmin
      - OracleServiceIFA
      - OracleJobSchedulerIFA

   b. Log off and reboot the system.

Troubleshooting tools

Complete the Troubleshooting Checklist and Interdepartment Forms before contacting Applied Biosystems Technical Support for assistance.

Checklist

Table 6 Troubleshooting Checklist

Check	Information for Technical Support
	Summarize the problem:
	Can you repeat the problem? If yes, list the steps that you perform: 1. 2. 3. 4. 5. 6. 7.
	Applied Biosystems personnel that you have contacted: ❏ Field Applications Specialist ❏ Field Service Engineer ❏ Technical Support ❏ Sales Representative ❏ Order Administration ❏ Other

Check	Information for Technical Support
	Computer specifications: • Operating system: • Version: • Processor: • Memory: • Hard disk space: • Hard disk configuration:
	Software installed: ❏ Data Collection Software version: ❏ Status of Data Collection services: ❏ GeneMapper *ID-X* Software version: ❏ Other Applied Biosystems software:
	Computer login information: • User privileges: • Local or networked domain:
	Software configuration installed: ❏ Co-installation ❏ Remote autoanalysis ❏ Stand-alone ❏ Multi-user database
	Instrument and instrument computer information: • Model: • Data Collection Software version: • Status of Data Collection services: • Other Applied Biosystems software: • Capillary length: • Capillary lot number: • Run module: • Dye set:
	Chemistry kit or reagent, with version number:

Check	Information for Technical Support
	Be prepared to send to Technical Support: • Installation log file (page 125) • Exported panels • Exported bins • Exported size standard definition • Exported analysis method • Sample (.fsa) files • GMIDXInstall.log or GMIDXClientInstall.log • PanelImportLog.txt • Printed results

Interdepartmental forms

Answering questions in the following forms helps manage complex troubleshooting procedures. Your answers will be shared among support groups, product groups and software development teams at Applied Biosystems.

To address any issues that may arise when installing or running the software, please answer the applicable list of questions, and collect the necessary files before contacting Technical Support.

For installation issues

Collect the following files and complete the questions below:

For full installation:

- GMIDXInstall.log
- GMIDX_MSI.log

For client installation:

- GMIDXClientInstall.log
- GMIDXClient_MSI.log

Do the computer and operating system meet the required computer specifications? (See Chapter 2, "Installation Requirements," on page 13.) List any potential discrepancies.
Did you receive any error messages or alerts? If so, what did they say? (if possible, take screen captures.) At what point during the installation process did these errors/alerts occur?
How many installation attempts have you tried?
Are you logged in to the local computer?
Is the TCP/IP configured?
Do you have administrative privileges?
Is this setup stand-alone, networked, or connected to a Genetic Analyzer?

For post-installation related issues

Do the computer and operating system meet the required computer specifications? (See Chapter 2, "Installation Requirements," on page 13.) List any potential discrepancies.
Problem description:
Did you receive any error messages or alerts? If so, what did they say? (If possible, take screen captures.) At what point did these errors/alerts occur?
Is the problem reproducible?
Steps taken prior to encountering or to reproduce the problem: 1. 2. 3. 4. 5.

Glossary of Terms

This appendix covers:

Definition of terms

Client installation

A computer installed with the GeneMapper® *ID-X* Software only (software with no database). A client installation computer connects to a full installation computer to access the multi-user database. A client can be installed on a Data Collection (DC) computer, or it can be installed on a non-Data Collection (non-DC) computer in either a remote autoanalysis or stand-alone configuration.

Co-installation (31xx, 3730, 3500)

A full or client installation (database and GeneMapper® *ID-X* Software) on a Data Collection computer that can be set to communicate locally with the Data Collection Software for the collection and processing of .fsa sample files (31xx or 3730) or .hid sample files (3500), and for the analysis of data. Co-installation with full GeneMapper *ID-X* software is not recommended in a multiuser database configuration because the multi-user host is limited to a one-client-connection.

Dashboard (3500)

The Dashboard displays gauges, instrument information, consumable information, and maintenance notifications that provide a quick overview of the usage of each consumable and the status of the 3500 computer.

Data collection client installation

An installation (GeneMapper® *ID-X* Software only) on a Data Collection computer that can be set to communicate locally with the Data Collection Software for the collection and processing of .fsa or .hid sample files, and for the analysis of data. Connects to a multi-user database host computer to access, analyze, and share data and analysis settings.

310 Data Collection (DC) computer

A stand-alone computer with Data Collection Software that controls the Genetic Analyzer instrument and generates .fsa sample files used for analysis by the host or client computer GeneMapper® *ID-X* Software.

31xx or 3730 Data Collection (DC) computer

A computer with Data Collection Software that controls the Genetic Analyzer instrument and generates .fsa sample files used for analysis by the host or client computer GeneMapper® *ID-X* Software. Can support a co-installation or client installation.

3500 Data Collection (DC) computer A computer with Data Collection Software that controls the Genetic Analyzer instrument and generates .hid sample files used for analysis by the host or client computer GeneMapper® *ID-X* Software. Supports a co-installation and client installation.

Data Collection Software The software on the Data Collection computer that controls the Genetic Analyzer instrument and generates the .fsa or .hid (3500) sample files used for analysis.

Full installation A computer installed with both the multi-user database and GeneMapper *ID-X* Software.

A full installation computer can be part of a multi-user database configuration, or it can be a data collection (DC) or non-data-collection (non-DC) computer having no interaction with other computers. A full installation can occur in any of the following configurations, depending on the function of the computer:

- Co-installation
- Remote Autoanalysis
- Stand-alone

Genetic analyzer The capillary electrophoresis instrument, controlled by the Data Collection Software, which generates .fsa or .hid sample files (.hid on the 3500).

GMID Abbreviation for GeneMapper® *ID* Software.

GMID-X Abbreviation for GeneMapper® *ID-X* Software.

Local area network A communications network that serves users within a confined geographical area.

Local autoanalysis A co-installation (database and GeneMapper® *ID-X* Software) or client installation (GeneMapper® *ID-X* Software only) that is set up on a Data Collection computer to locally communicate with the Data Collection Software for the collection and processing of .fsa sample files, and the analysis of data.

Multi-user database host computer

A computer on which data is stored on a central, multi-user database. Commonly referred to as the host computer, from which other client computers (computers without a database) can access, analyze, and share data. Can be installed for a remote autoanalysis or stand-alone (non-DC) configuration.

Non-Data Collection (non-DC) computer

A non-Data Collection computer that may or may not be connected to a local area network (LAN). Can be a client installation or full installation, with a stand-alone or remote autoanalysis configuration.

Stand-alone configuration

A full installation (database and GeneMapper® *ID-X* Software) or client installation (GeneMapper® *ID-X* Software with no database) on a non-Data Collection computer that does not remotely communicate with the Data Collection computer. Can be the database host or client computer in a multi-user database configuration.

Upgrade installation

A software upgrade from GeneMapper® *ID-X* Software v1.0/1.0.1/1.1/1.1.1 to GeneMapper® *ID-X* Software v1.2. The upgrade can be performed on a client or full installation computer that already has the v1.0/1.0.1/1.1/1.1.1 software installed. However, to upgrade on a client computer, you must also upgrade the computer that hosts the full multi-user database installation.

Remote autoanalysis

A full or client installation on a non-Data Collection computer that is set up remotely to communicate with the Data Collection computer (Data Collection Software) for the automatic acquisition and analysis of data. Can be the database host or client computer in a multi-user database configuration.

Documentation

Related documentation

The following related documents are shipped with the system:

Document	Part number	Description
GeneMapper® ID-X Software Version 1.0 Administrator's Guide	4376327	Describes how to configure the administrative features of the software, maintain the GeneMapper *ID-X* and database dashboard software, and use the command-line interface.
GeneMapper® ID-X Software Version 1.0 Getting Started Guide	4375574	Explains how to set up the software, set up a project, and analyze the example data provided with the GeneMapper *ID-X* Software.
GeneMapper® ID-X Software Version 1.1 (Mixture Analysis Tool) Getting Started Guide	4396773	Explains how to set up the software for mixture analysis and analyze the example data provided with the GeneMapper *ID-X* Software.
GeneMapper® ID-X Software Version 1.0.1/1.1 Reference Guide	4382693	Describes process quality values (PQVs) and algorithms.
GeneMapper® ID-X Software Version 1.0.1/1.1 Quick Reference Card	4385670	Provides an easy-to-follow workflow for using the mixture analysis tool.
GeneMapper® ID-X Software Version 1.2 Reference Guide	4426481	Describes process quality values (PQVs) and algorithms.
GeneMapper® ID-X Software Version 1.2 Quick Reference Card	4426482	Provides an easy-to-follow workflow for using the normalization feature.

Portable document format (PDF) versions of this guide and all supporting documentation are available on the documentation CD available with your software.

Note: To open the user documentation on the CD drive, you need the Adobe® Acrobat® Reader® software, which is available from **www.adobe.com** or **www.appliedbiosystems.com/support/software**.

Note: For additional documentation, see "How to obtain support" on page x.

Obtaining information from the Help system

The GeneMapper *ID-X* Software and the database Dashboard Software have a Help system that describes how to use each feature of the user interface. Access the Help system by doing one of the following:

- Click in the toolbar of the GeneMapper® *ID-X* Software or database Dashboard Software window.
- Select **Help** ▸ **Contents** and **Index**.
- Press **F1**.

You can use the Help system to find topics of interest by:

- Reviewing the table of contents
- Searching for a specific topic
- Searching an alphabetized index

Send us your comments

Applied Biosystems welcomes your comments and suggestions for improving its user documents. You can e-mail your comments to:

techpubs@appliedbiosystems.com

IMPORTANT! The e-mail address above is for submitting comments and suggestions relating only to documentation. To order documents, download PDF files, or for help with a technical question, see "How to obtain support" on page x.

Index

Numerics

A

B

C

D

E

F

G

H

I

L

M

N

O

P

R

S

T

U

Worldwide Sales and Support

Applied Biosystems vast distribution and service network, composed of highly trained support and applications personnel, reaches 150 countries on six continents. For sales office locations and technical support, please call our local office or refer to our Web site at **www.appliedbiosystems.com**.

Headquarters
850 Lincoln Centre Drive
Foster City, CA 94404 USA
Phone: +1 650.638.5800
Toll Free (In North America): +1 800.345.5224
Fax: +1 650.638.5884

12/2009

Applied Biosystems

Part Number 4425023 Rev. A