Decode File Client

Software Guide

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Revision History

Document	Date	Description of Change
Document # 11337856 v02	October 2020	Updated Requirements and Installation section with additional specifications. Added usage recommendations to mitigate download issues. Updated entire Troubleshooting section.
Document # 11337856 v01	November 2019	Updated document style to current style. Removed obsolete information regarding MyIllumina account. Removed redundant information on logging into MyIllumina account from steps. Removed descriptions of visual attributes of software.

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Introduction

The Illumina® Decode File Client provides a way to search, download, and view DMAP files for use with Illumina microarray scanners. The Decode File Client requires internet access and permission to write files to a specified folder upon download.

Requirements and Installation

The following subsections describe the minimum computing requirements and installation instructions for the Decode File Client. Installation requires a user who is logged in with administrator privileges. Use of the application requires a MyIllumina account.

Computing Requirements

CPU	Intel Core 2 Quad Q8400 2.66 GHz or higher
Memory	8 GB or more
Hard Drive	30 GB or more of free disk space
Operating System	Windows 7 or later
Network Connection	1 GbE or faster

Additionally, Illumina recommends that virus protection software be installed on the computer where the Decode File Client is to be installed and run. Consult with your IT administrator to verify that any firewalls are configured to allow Decode File Client traffic and that you have read/write permissions to the DMAP file download location.

Installation

If you have an older version of the Decode File Client installed, do not uninstall it. Use the installer to upgrade your current version. To install the latest version of Decode File Client, perform the following:

1 Download the application bundle from the Decode File Client page on the Illumina support site.

2 After the file has downloaded, execute it to start the installation wizard.

3 Follow the prompts in the wizard to complete installation.

Running the Decode File Client

The Decode File Client provides two access modes to look up DMAP files: Access by BeadChip (recommended) and Access by Account. Select one of these two modes when logging in to the application.

Illumina recommends the following to optimize DMAP file download success:

▶ Limit downloads to no more than 300 DMAP files at a time.

▶ DMAP files average 1 GB in size. Make sure that your system has enough free space to download all the selected DMAP files.

▶ DMAP files should be downloaded soon after receiving a BeadChip. A DMAP file is required for microarray scanning and should be downloaded to the local server before loading a sample onto the BeadChip.

▶ It may take 24 hours after shipping for a BeadChip's DMAP files to be available in Decode File Client.

Access by BeadChip

In Access by BeadChip mode, the Main, Download Status and Log, and Help tabs are available.

▶ **Main tab** — Find and download BeadChip DMAP files.

▶ **Download Status and Logs tab** — View download progress and status, abort the download, and save a download log to a file.

▶ **Help tab** — Read the user help for the Decode File Client.

Identify BeadChips using two of four possible identifiers:

▶ BeadChip Barcode

▶ BeadChip Box ID

▶ Purchase order number

▶ Illumina sales order number

The Primary Field determines which BeadChips will be downloaded. For small numbers of BeadChips, it is best to enter individual barcodes or box IDs. For large numbers of BeadChips, it is best to enter the purchase order number or Illumina sales order number.

> **NOTE**
>
> Using the purchase or sales order number will result in the download of *all* beadchips in that order.

The type of information you select in the Verification dropdown must be different from the type you select in the Primary dropdown. For example, if you select BeadChip barcodes in the Primary dropdown, you must choose something other than barcodes in the Verification Field dropdown list.

The two types of information you select must link to one another. For example, if you enter a BeadChip barcode in the Primary text box and then enter a purchase order number in the Verification text box, the BeadChip barcode must be included on the purchase order.

All information must be entered correctly and match as described above, or no files will be found.

View Available DMAP Files

1   In the **Primary Field** dropdown list, select from one of the following.
    ▶ List of BeadChip Barcodes
    ▶ List of BeadChip Box IDs
    ▶ One Purchase Order
    ▶ One Illumina Sales Order

2   In the **Primary Field** text box, enter the appropriate values. If entering multiple barcodes, separate the barcodes using commas or enter one barcode per line.

3   In the **Verification Field** dropdown list, select an option. This cannot be the same option as the one selected in the Primary Field.

4   In the **Verification Field** text box, enter the data for the verification method you chose.

5   [Optional] Enter a ship date range and/or select the **Only Files Not Yet Downloaded** checkbox.

6   Select **Find**. The Decode File Client displays a list of available BeadChip barcodes.

To download BeadChip DMAP files, see *Selecting and Downloading BeadChip DMAP Files* on page 7.

Access by Account

Access by Account mode lets you download any DMAP files purchased within the last 12 months through your MyIllumina account.

In Access by Account mode, you can access the Main, Download Status and Log, Alerts, SMTP Test, and Help tabs.

▶ **Main tab** — Find and download BeadChip DMAP files.

▶ **Download Status and Logs tab** — View download progress and status, abort the download, and save a download log to a file.

▶ **Alerts** — View and manage alerts and email notifications.

▶ **SMTP Test** — Set SMTP parameters for alerts messaging.

▶ **Help** — Read user help for the Decode File Client.

View Available DMAP Files

1 On the Main tab, select one of the following options.

   ▶ **AutoPilot** — Automatically checks for new DMAP files and downloads them as they become available. AutoPilot is set to check for new BeadChip decode files every 24 hours. To use AutoPilot, specify your SMTP server (using the SMTP Test tab) and set up an alert (using the Alerts tab).

   ▶ **All my BeadChips** — Displays a list of all BeadChip serial numbers that you have ordered and that are available for download.

   ▶ **All my BeadChips that have not been downloaded** — Displays all serial numbers that have not yet been downloaded.

   ▶ **BeadChips by Purchase Order** — Displays all of the serial numbers that are associated with a specific PO # and are available for download.

   ▶ **BeadChips by barcodes** — Displays only the serial numbers for barcodes entered in the dialog. Copy and paste or scan barcodes directly into the dialog box.

2 Enter one or more purchase order numbers or barcodes.
   If searching using multiple purchase order numbers, separate the order numbers using commas.
   If searching using multiple barcodes, enter one per line.

3 Select **Find**. The Decode File Client displays a list of available BeadChip barcodes.

To download BeadChip DMAP files, see *Selecting and Downloading BeadChip DMAP Files* on page 7.

Configure Alerts

You can configure alerts by selecting AutoPilot on the Main tab. Alerts can be sent for the following events:

▶ Job start

▶ Job finish

▶ Error

Set up alerts by entering email addresses in the table and selecting a notification for each type. To set up multiple notifications for one email address, you must enter the email address multiple times and select a notification type for each address.

Selecting and Downloading BeadChip DMAP Files

Before downloading BeadChip DMAP files, make sure there is enough free space on your computer and that you have permission to write files to the desired destination. For additional assistance with setting permissions, email Illumina Technical Support at *techsupport@illumina.com*. To download the DMAP files from the list of found BeadChips:

1 Select the checkbox beside each BeadChip to be downloaded, or select **Select All** to mark all files for download.

2 Select **Browse**.

3 Select the destination to which you want to save the DMAP files.

4 Select **Start Download**. The Decode File Client download status window opens and shows the progress of the download.

5 After the download is complete, select **OK** in the pop-up window.

6 To keep a record of the download process, select **Save Log to File**, browse to the desired location, and select **Save**.

> **NOTE**
>
> Additional DMAPs can be downloaded by selecting the Main tab and entering new search criteria. When finished, close the application.

Troubleshooting

If you have issues downloading DMAP files or your DMAP files cannot be found, check the following:

▶ Search criteria
  ▶ Verify that your input is entered correctly.
  ▶ Verify that the Primary and Verification fields are associated. eg, Barcodes or box IDs are present in the purchase or sales order.

▶ Software version–Verify that you are using the latest version of the Decode File Client from the Illumina support site.

▶ Internet connection–Verify that your system is connected to the internet.

▶ Firewall–Verify that your firewall is set up to allow Decode File Client data through your network.

▶ Disk space–Verify that your download folder has enough available free space for the download.
  ▶ DMAP files average 1 GB in size. Make sure that your system has enough free space to download *all* the selected DMAP files.

▶ Number of DMAP files selected for download–Limit your download selections to 300 files or fewer.

▶ DMAP files should be downloaded soon after receiving a BeadChip. A DMAP file is required for microarray scanning and should be downloaded to the local server before loading a sample onto the BeadChip. It may take 24 hours after shipping for a BeadChip's DMAP files to be available in Decode File Client.

If you continue to have issues, contact Illumina Technical Support at *techsupport@illumina.com*.

Technical Assistance

For technical assistance, contact Illumina Technical Support.

Website:	www.illumina.com
Email:	techsupport@illumina.com

Illumina Customer Support Telephone Numbers

Region	Toll Free	Regional
North America	+1.800.809.4566	
Australia	+1.800.775.688	
Austria	+43 800006249	+43 19286540
Belgium	+32 80077160	+32 34002973
China	400.066.5835	
Denmark	+45 80820183	+45 89871156
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New Zealand	0800.451.650	
Norway	+47 800 16836	+47 21939693
Singapore	+1.800.579.2745	
South Korea	+82 80 234 5300	
Spain	+34 911899417	+34 800300143
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Safety data sheets (SDSs)—Available on the Illumina website at support.illumina.com/sds.html.

Product documentation—Available for download from support.illumina.com.

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