



## KB00040 - ERROR 'No Samples Were Found' from Chain of Custody Master Query

### SYMPTOMS:

In Sample Master® a message like the one below is displayed when a user attempts to retrieve data using the Chain of Custody function Master Query.



### Applies to:

- Chain of Custody Master Query
- Worklist Master Query
- Sample Preparation Master Query
- Update Sample Status Master Query
- View Sample Status Master Query
- Backlog Report Master Query
- Production Report Master Query
- Invoice Function Master Query
- Create QC Batch Function Master Query
- Results Function Master Query

- Audit Trail Function Master Query
- Custom Reporting Function Master Query
- Trend Analysis Function Master Query
- Customer Call-up Function Master Query
- QC Control Master Charts Function Master Query

## CAUSE:

Two factors are involved in the cause for the message.

1. No data meeting the selected criteria was previously entered.
2. Key data which should exist is missing.

## CORRECTIVE ACTION:

If there was no data entered which meets the selected criteria then the Master Query criteria will need to be changed.

If key Chain of Custody data is missing then the following should be reviewed. Data retrieved by this particular Master Query must have matching records in each of the following tables:

- Orders
- OrderDetails
- SampleDetails
- ChainofCustody
- DepartmentChain

If any of these tables are missing data then the Master Query will fail to return records. This most often occurs when the Order Signoff function of the Sample Login screen fails to create records. Usually when this happens either the DepartmentChain table or the ChainofCustody table will be missing data. On rare occasions both tables might be missing data.

ChainofCustody records are created during the Sign Off process. The Sample Master® Chain of Custody Master Query matches the Temp\_Orders\_Signoff table for records with an OrderID matching those created in the OrderDetails table during Sample Login. If records are missing in the ChainofCustody table then part of the signoff process was not completed for the OrderID.

This is not caused by database configuration factors, so you will only have to deal with the immediate problem. Those orders, which have incomplete signoff, can be corrected using the [Checklist for Manual Recovery from Order Signoff Errors](#) listed below.

## Checklist for Manual Recovery from Order Signoff Errors.

1. Gather the following information on each OrderID for signoff recovery:
  - A. OrderID
  - B. Total number of Samples in Order.
2. Validate that each Test in each recovery OrderID has valid
  - A. Department Order
  - B. Parameters
3. Open Access in Design Mode, and login with the DBA account.
4. Open the SMV8.mdb (or SMXP.mdb) in design mode (hold down shift key.)
5. Open the Orders table. Verify the Signoff field is set to 0 (zero) for each OrderID to be recovered.
6. Open the Temp\_Order\_Signoff table
  - A. Delete all records
  - B. Enter a new record for each OrderID to be recovered. (UserID = DBA)
  - C. Set the Mark column for each added record to -1.
7. Open the Queries tab and run the following queries in the order listed (where a query is listed twice run it the second time as well):
  - A. Orders\_SignOff\_Add\_DepartmentChain
  - B. Orders\_SignOff\_Add\_DepartmentChain\_Cancelled
  - C. Orders\_SignOff\_SetStatus
  - D. Orders\_SignOff\_Add\_CustomParams
  - E. Orders\_SignOff\_Add\_ProjectParams
  - F. Orders\_SignOff\_Add\_CustomerParams
  - G. Orders\_SignOff\_Add\_Params\_ProjectRDLs
  - H. Orders\_SignOff\_Add\_Params\_CustomerRDLs
  - I. Orders\_SignOff\_Add\_Params
  - J. Orders\_SignOff\_Add\_Surrogates
  - K. Orders\_SignOff\_SetPrices\_1A
  - L. Orders\_SignOff\_SetPrices\_1B
  - M. Orders\_SignOff\_SetPrices\_2A
  - N. Orders\_SignOff\_SetPrices\_2B
  - O. Orders\_SignOff\_SetPrices\_2c

- P. Orders\_SignOff\_SetPrices\_3A
- Q. Orders\_SignOff\_SetPrices\_3B
- R. Orders\_SignOff\_SetPrices\_3C
- S. Orders\_SignOff\_SetPrices\_4
- T. Orders\_SignOff
- U. Orders\_SignOff\_SampleCheckIn
- V. Orders\_SignOff\_SetDueDates\_SampleTAT
- W. Orders\_SignOff\_SetDueDates\_TestTAT
- X. If you use the Defaults BusinessDays then run the following queries, otherwise, skip this step and continue with step Y.
  - i. Orders\_SignOff\_SetDueDates\_SpannedWeekends
  - ii. Orders\_SignOff\_SetDueDates\_Weekend
  - iii. Orders\_SignOff\_SetDueDates\_Weekend
- Y. Orders\_SignOff\_SetPrepDueDates
- Z. If you use the Defaults BusinessDays then run the following queries, otherwise, skip this step and continue with step AA:
  - i. Orders\_SignOff\_SetPrepWeekend
  - ii. Orders\_SignOff\_SetPrepWeekend
    - 1) Orders\_SignOff\_SetAnalDueDates
    - 2) If you use the Defaults BusinessDays then run the following queries, otherwise, skip this step and continue with step CC:
      - i. Orders\_SignOff\_SetAnalWeekend
      - ii. Orders\_SignOff\_SetAnalWeekend
        - 1) Orders\_SignOff\_SetDueDates\_AnalDueDate
        - 2) Orders\_SignOff\_SetDueDates\_PrepDueDate

## Applies To:

- Sample Master® v8.5
- Sample Master® v8
- Sample Master® XP

### FOR MORE INFO

Contact ATL Support:

- Call: 1-800-565-LIMS (5467)
- Email: support@atlab.com
- Monday thru Friday 8 am – 5 pm ET

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