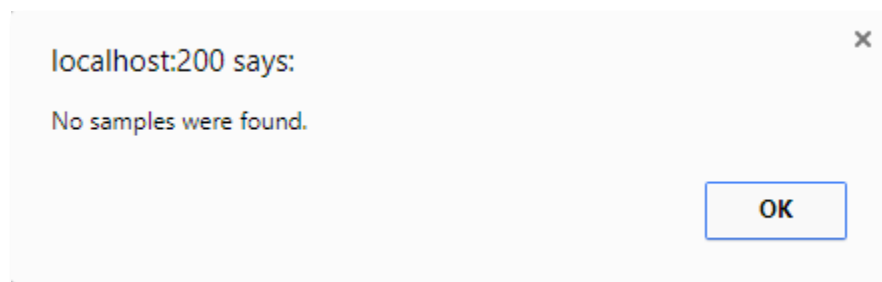# KB00218 – 'No Samples Were Found' message when using the Results Query

SYMPTOMS:

You receive a message similar to the one below when attempting to retrieve a record set using the Results Query from the Results Entry function in Sample Master®.

CAUSE:

A "No samples were found" message can often be indicative of a configuration issue with the Test setup.

CORRECTIVE ACTION:

Check your query criteria. There may not be any samples that fit your search.

If you believe you have received this message in error, verify the following:

1. **The Test has an active Method.**
   a. Navigate to the LIMS Maintenance module.
   b. Select Tests.
   c. Select the Matrix and Test from the drop-down menus.
   d. Under the Methods tab, verify a Method exists and contains an activation date and not a retirement date. See Figure 1.

Figure 1. Tests function > Methods tab

2. **The Test has Default Method set.**
   a. Navigate to the LIMS Maintenance module.
   b. Select Tests.
   c. Select the Matrix and Test from the drop-down menus.
   d. Under the Details tab, verify a Method is defined which exists under the Methods tab. See Figure 2.

Figure 2. Tests function > Details tab

3. **An Analysis Department and Department Type are defined for the Test.**
   a. Navigate to the LIMS Maintenance module.
   b. Select Tests.
   c. Select the Matrix and Test from the drop-down menus.
   d. Under the Dept. Order tab, verify departments and department types have been defined. See Figure 3. NOTE: An Analysis Department is required for Results Entry.

Figure 3. Tests function > Dept. Order tab

4. The Test has Parameters defined which are associated with the appropriate Method.
   a. Navigate to the LIMS Maintenance module.
   b. Select Test Parameters.
   c. Select the Matrix, Test, and Method from the drop-down menus.
   d. Under the Parameters tab, verify a parameter has been defined. See Figure 4.

Figure 4. Tests Parameters function > Parameters tab

5. The correct Method was selected during Order Login.
   a. Navigate to the Sample Tracking module.
   b. Select Sample Login.
   c. Select or enter OrderID.
   d. Click Samples button.
   e. Select Sample and click Tests button. See Figure 5.

Figure 5. Sample Login function > Sample Details

6. If a Project was selected at Order Login, verify the Project Sampling information is correct.
   a. Navigate to the LIMS Maintenance module.
   b. Select Customers.
      i. Choose the Customer from the drop-down menu.
   c. Click the Project Sampling tab.
   d. Select the Project ID from the drop-down menu. See Figure 6.

Figure 6. Customers function > Project Sampling tab

7. If a Project was selected at Order Login, verify if there are Project Parameters defined.
   a. Navigate to the LIMS Maintenance module.
   b. Select Customers.
      i. Choose the Customer from the drop-down menu.
   c. Click the Project Parameters tab.
   d. Select the Project ID, Matrix, Test, and Method from the drop-down menus. See Figure 7.

8. If a Project was selected at Order Login, verify if Site Parameters have been defined.
   a. Navigate to the LIMS Maintenance module.
   b. Select Customers.
      i. Choose the Customer from the drop-down menu.
   c. Navigate to the Edit menu and choose Site Params.
9. The samples have been marked Received in Order Details.
   a. Navigate to the Sample Tracking module.
   b. Select Sample Login.
   c. Select or enter OrderID.
   d. Click Samples button.
   e. Select Sample and click Tests button. See Figure 8.

Figure 8. Sample Login function > Order Details

10. Verify if the Samples contain a Test with a Preparation department.
    a. Navigate to the LIMS Maintenance module.
    b. Select Tests.
    c. Select the Matrix and Test from the drop-down menus.
    d. Under the Dept. Order tab, verify the presence or absence of a Preparation department. See Figure 9.

Figure 9. Tests function > Dept. Order tab displays Preparation department

e. If there is Preparation department, select Preparation Requirements in the LIMS Maintenance module.
f. Verify which flag setting has been defined. See Figure 10.


Figure 10. Preparation Requirements function

Conclusion

If you have found a discrepancy in your Test configuration and have rectified it but are still receiving the 'No samples were found' message using the Results query, you may need to delete the Test from the Sample Details page and then re-add it. By deleting and re-adding the Test, the new configuration should be applied allowing for record retrieval.
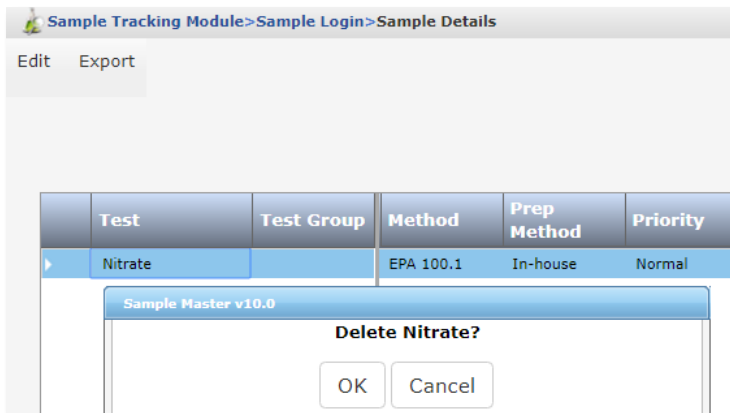
Applies To:

- Sample Master® v9 or higher

FOR MORE INFO

Contact ATL Support:

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

Accelerated Technology Laboratories Inc.

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