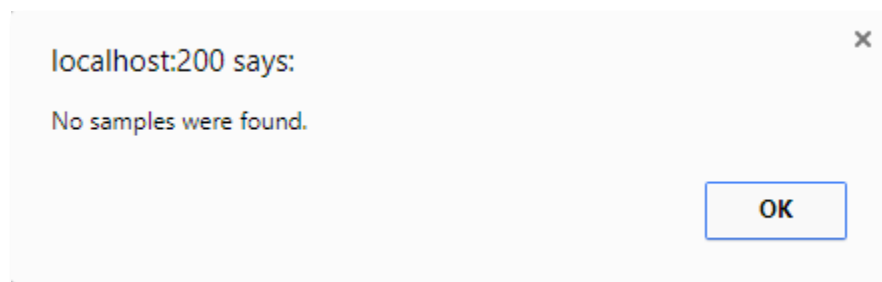


## KB00218 - 'No Samples Were Found' message when using the Results Query

### 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.

**Matrix:** Water **Test:** Nitrate-Nitrite Nitrogen

Methods	Prep. Methods	Dept. Order	Prices	QC Types	QC Standards	Details
Method ▲	ActivationDate	MethodCode	RetirementDate			
EPA 1685	11/1/2005					
EPA 1686	11/1/2005					
EPA 353.2	11/1/2005					

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.

**Matrix:** Water **Test:** Nitrate-Nitrite Nitrogen

Methods	Prep. Methods	Dept. Order	Prices	QC Types	QC Standards	Details
<p><b>Group:</b> <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p><b>Method:</b> EPA 353.2</p> <p><b>Default Report:</b> COA_Basic</p> <p><b>Bottle Type:</b> 1 Liter Amber</p> <p><b>Label Type:</b></p> <p><b>Preservative:</b> Cool, 4°C, H2SO4 to pH&lt;2</p> <p><b>Description:</b> Nitrate-Nitrite by Automated Colorimetry <input checked="" type="checkbox"/> <b>Active</b></p> <p><b>Cost:</b></p> <p><b>TAT:</b></p> <p><b>Prep Holding Time:</b></p> <p><b>Analysis Holding Time:</b> 28</p> <p><b>Dup Calc Method:</b> Percent Recovery</p> <p><b>Instrument:</b> Astoria Pacific Simple</p> <p><b>Days</b></p> <p><b>Days</b></p> <p><b>Days</b></p>						

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.

**Matrix:** Water **Test:** Nitrate-Nitrite Nitrogen

Methods | Prep. Methods | **Dept. Order** | Prices | QC Types | QC Standards | Details

Prep Volumes Required

DepartmentRank ▲	Department	DepartmentType
0	Login	Receiving
1	Wet Chemistry	Analysis
2	Reporting	Reporting

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.

**Matrix:** Water **Test:** Nitrate-Nitrite Nitrogen **Method:** EPA 353.2

Parameters | Surrogates | QC Spike Params | QC Standard Params | Prep Standard Params | Test Chaining

Parameter	Sort	Default Result	Default Units	Volume	Detection Limit
Nitrate+Nitrite-N		mg/l			

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.

Sample Tracking Module > Sample Login > Sample Details

Edit Export

**Order ID: 17062602**  
**Sample ID: 17062602-00**

Test	Test Group	Method	Prep Method	Priority	Due Date	Due Date Flag
Nitrate-Nitrite Nitrogen		EPA 353.2		Normal	7/6/2017	<input type="checkbox"/>

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.

Customer ID: ACME  ACME

Details Contacts Projects **Project Sampling** Project Pricing Project Parameters Project QC Types RDLs Reports

Project Identification:  
42nd Street

Site	Matrix	Test	Method	Sample Type	SortOrder
99 Cents Fresh Pizza	Water	Nitrate-Nitrite Nitrogen	EPA 353.2	Grab	0
B & G Wine & Liquor Store	Water	Nitrate-Nitrite Nitrogen	EPA 353.2	Grab	1
Kava Cafe-MiMA	Water	Nitrate-Nitrite Nitrogen	EPA 353.2	Grab	2
Starbucks	Water	Nitrate-Nitrite Nitrogen	EPA 353.2	Grab	3
West Bank Cafe	Water	Nitrate-Nitrite Nitrogen	EPA 353.2	Grab	4

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.

Customer ID: ACME

Project ID: 42nd Street

Matrix: Water Test: Nitrate-Nitrite N Method: EPA 353.2

Parameter	Sort	Default Result	Default Units	Volume	DetectionLimit	LowerLimit	UpperLimit	RangeLimit	Re RDL
Nitrate+Nitrite-N			mg/L						

FIGURE 7. CUSTOMERS FUNCTION > PROJECT PARAMETERS TAB

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.

Sample Tracking Module > Sample Login > Order Details

Edit Export

**Work Order ID: 17062604**

Sample ID	Print	Received	Cust. Samp ID	Site	Latitude	Longitude	Location
17062604-00	<input type="checkbox"/>	<input checked="" type="checkbox"/>		99 Cents Fresh Pizza			
17062604-01	<input type="checkbox"/>	<input checked="" type="checkbox"/>		B & G Wine & Liquor Store			
17062604-02	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Kava Cafe-MiMA			
17062604-03	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Starbucks			
17062604-04	<input type="checkbox"/>	<input checked="" type="checkbox"/>		West Bank Cafe			

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.

**Matrix:**  **Test:**

Methods | Prep. Methods | **Dept. Order** | Prices | QC Types | QC Standards | Details

**Prep Volumes Required**

DepartmentRank	Department	DepartmentType
0	Login	Receiving
1	Preparation	Preparation
2	Organics	Analysis
3	Reporting	Reporting

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.

Maintenance Module > Preparation Requirements

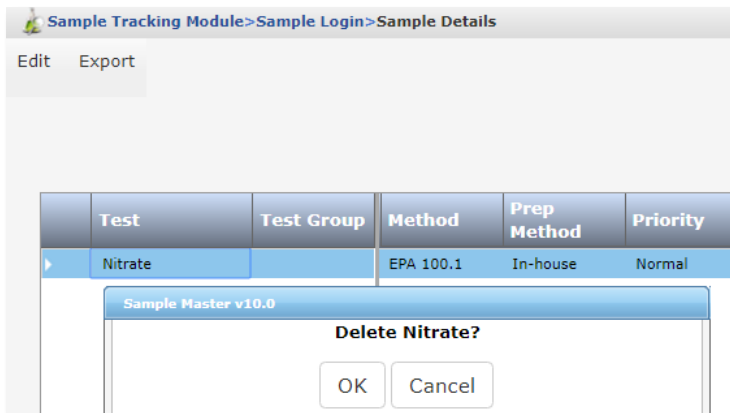
### Preparation Required Flag Setting

- Preparation not required before viewing in Worklist, QC, and Results functions.
- Preparation required before viewing in Worklist function.  
Not required for QC and Results functions.
- Preparation required before viewing in QC function  
Not required for Worklist and Results functions.
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- Preparation required before viewing in QC and Results function.  
Not required for Worklist function.
- Preparation required before viewing in Worklist, QC, and Results functions.

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.

Founded in 1994, Accelerated Technology Laboratories, Inc., launched the first commercially available Windows-based Laboratory Information Management System (LIMS). More than two decades and several hundred installations later, Sample Master® is a market-leading solution with thousands of users around the world. ATL is recognized for our strong commitment to quality, investment in research and development, and team of professionals. We hire experts with impeccable academic credentials in the fields of chemistry, engineering, water and wastewater, microbiology, medical technology, toxicology, biotechnology, laboratory management, validation, software development, computer science, engineering, and business. Several hold MS and Ph.D. degrees. ATL professionals are highly sought-after speakers and thought leaders. We are actively involved in the scientific community. Our affiliations and partnerships allow us to deliver the most current leading-edge technology to our users. ATL also offers TITAN LIMS, enhancement products, support, and consulting services worldwide.

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