

August 2012

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## BD FACStation™ Software FAQs

### BD Calibrite™ beads

Where are the bead lot numbers for the BD Calibrite™ beads?

The bead lot numbers are found on the sheet in the box, not on the bottle.

### BD CellQuest™, BD CellQuest Pro™ and BD Multiset™ rounding

Why do the numbers seen on the report not always add up?

BD uses the IEEE 754 Standard for Floating-Point Arithmetic, which describes how numbers are rounded. Since the numbers used by the floating point system are all 32-bit, the rounding decision can be based on the fourth, fifth, or higher decimal place. If BD CellQuest Pro actually saw 2.1750000000, it would round the number to 2.18, and 2.165 would round to 2.17. But if the software saw 2.174999999, it would round to 2.17.

The real question here is how significant the reported second decimal place is in your research. In our experience, a plus or minus 1 difference in the second decimal is not significant. That is why we designed the software to display only two decimal places.

### How many preferences files are there? Will I lose data when they are trashed?

The software stores user name, logins and various settings in the preference files. They are read very often, and occasionally they become corrupted, affecting software performance. Trashing these preference files will restore the software performance, and clear up many operational bugs. There are four main preferences files to use, all located in Preferences > BD Preferences.

**WLM preferences:** Contains login information (lab name, user name) and some settings

**Multiset preferences:** Contains login information (lab name, user name) and some settings

**Printer Preferences:** Contains information for printing documents

**CellQuest (Pro) preferences:** Be aware that trashing the CellQuest (Pro) preferences deletes any user defined panels that were created. These are the last to be trashed, since they contain *all* the user reagent and panel information.

### How do I trash the preferences?

If you are experiencing software issues, e.g. you cannot select save data files in the Automatic Saving Options, trashing the preferences file may clear the issue.

1. Exit all BD software before trashing preferences.
2. Navigate to the BD Preferences folder: Library > Preferences > BDPreferences for OS X®, or System folder > Preferences > BDPreferences for OS 9.
3. Drag the preferences file(s) to be trashed from that folder and drop them into the trash. Be careful to select only the application preferences and not the entire BDPreferences folder.
4. Empty the trash.

A new copy of the preferences file will be created when the software is launched again.



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### How do I rebuild the desktop (only for OS 9.X and earlier)?

Often after long periods of use, the Mac® OS desktop becomes corrupted. To repair this, you must rebuild the desktop. To do so hold down the Shift + apple key + Option while at the same time rebooting the computer. Keep holding the keys down until the computer has restarted. This may take up to 30 seconds. The screen might display a prompt, "Are you sure you want to rebuild the desktop?". At this prompt, click yes. When the Mac® has finished re-booting, you will need to restart it again to enable extensions.

### What are the admin rights on the Mac?

Mac OS X has settable access privileges for files and folders. The privileges must be Read and Write for Everyone for the folders with BD content, or else the software will not run. To check this, select the folder, then select File > Get Info. At the bottom of this window, the access privileges are listed under Ownership & Permissions. There is a more detailed explanation found here:

[http://www.bdbiosciences.com/documents/23\\_osx\\_own\\_perm.pdf](http://www.bdbiosciences.com/documents/23_osx_own_perm.pdf)

### Why can't BD CellQuest™ software read my data file? The Mac OS shows the file as a Unix®-executable type.

Mac OS files have a resource fork, which is a file extension that the computer uses to identify the file type. During transfer over a non-Mac network or on a non-Mac formatted flash drive, Mac-format files often lose their resource fork. Do not transfer Mac data files with PC files on the same flash drive. When this happens, they appear as a Unix® files in OS X, and BD CellQuest™ software cannot read the files. Zipped Mac files retain the file structure and do not lose the resource fork when sent over non-Mac devices. There are several third party software programs that can restore the resource forks. You can use the following resource fork codes:

	Creator	Type
FCS Data file	BDLY	BDLM
BD CellQuest template	BDLY	BDLE

