

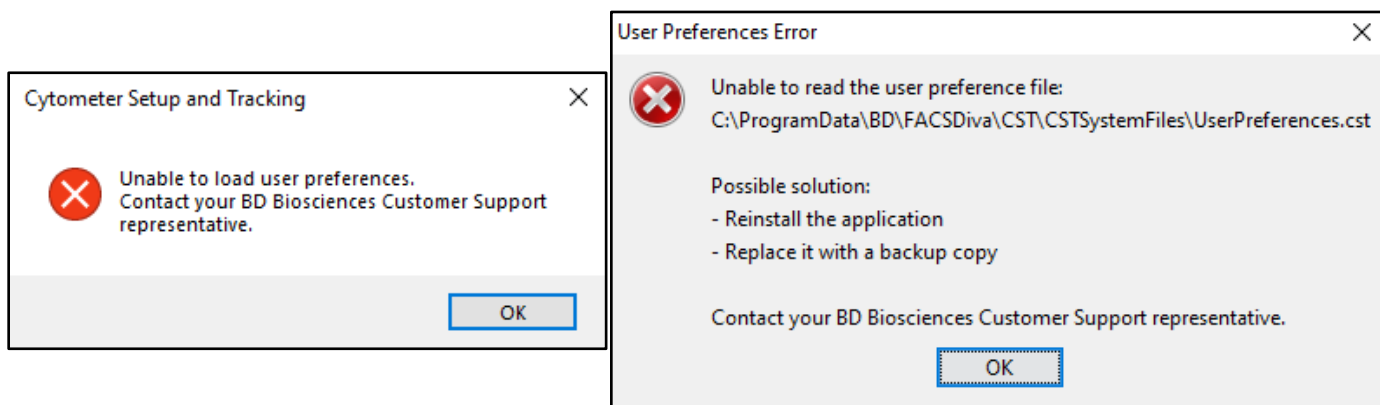
WORK-FLOW

Specialized Flow Cytometry Solutions

FACSDiva CS&T User Preferences File Corruption

1. Problem

For reasons unknown, settings files used by the FACSDiva software can at times become corrupted. When the **UserPreferences.cst** file is no longer readable or its contents have been erased, the following error messages are displayed by the FACSDiva software.



The User Preferences file contains CS&T settings such as baseline and performance expirations, number of LJ entries, location of FCS files and pdf reports (usually D drive), as well as user-specific settings such as software window coordinates and dot plot parameters to be displayed during calibration for each configuration (base and custom).

The following steps help remedy this issue.

2. Solution

- Close the FACSDiva software.
- Navigate to:
 - ✓ C:\ProgramData*\BD\FACSDiva\CST\CSTSystemFiles **hidden folder*
- Delete the **UserPreferences.cst** file or modify its extension from .cst to .old.
- Launch the FACSDiva software and open the CST module. This action will recreate the **UserPreferences.cst** file with default settings (the CS&T bead lot ID will need to be selected).
- The corrupted **UserPreferences.old** file can then be deleted.

Note: the CST module reads the preferences file when it is started and writes to it when settings are changes in the CST module.