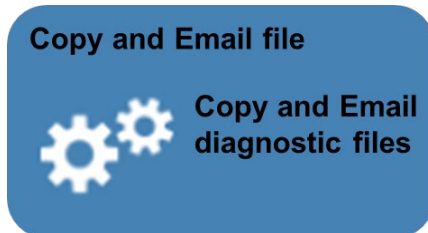


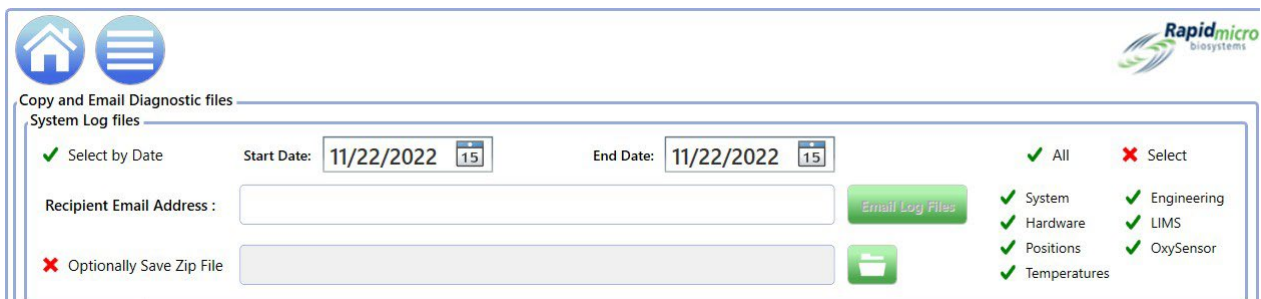
Introduction:

The purpose of this procedure is to outline the process of copying and transferring system log files and/or image files. In the event of an anomaly or an error, RMB will request for the Growth Direct® System (GD2) log files to complete an investigation. Please *note* -user credentials for “Send System Logs” user role privilege, are required.

1. From the GD home page, please click the “Copy and Email Files” button:



2. In the “Systems Log Files” section, select an applicable date range, make sure “All” selections are selected by having a green check mark besides them:



The screenshot shows a web interface titled "Copy and Email Diagnostic files". Below the title is a section for "System Log files". It includes a "Select by Date" option with a green checkmark, a "Start Date" field set to "11/22/2022" with a calendar icon, and an "End Date" field set to "11/22/2022" with a calendar icon. There is a "Recipient Email Address:" text box and an "Email Log Files" button. Below these is an "Optionally Save Zip File" checkbox with a red X and a folder icon. On the right side, there are two columns of checkboxes: "All" (checked with a green checkmark) and "Select" (unchecked with a red X). Below these are several categories with green checkmarks: System, Hardware, Positions, Temperatures, Engineering, LIMS, and OxySensor.

2a. If your system is configured to send emails, enter your email address in the text box and select “Email Log Files”. If you do not receive the email within a few minutes, repeat the previous steps with only “System”, “Hardware”, and “Positions” selected to reduce the size of the log files.

2b. Forward the email to support@rapidmicrobio.com.

3. If your system is not configured to send emails, enable the “Optionally Save Zip File” option, and use the folder icon to select a shared folder on the Bridge Computer. Enter a valid email address and select “Email Log Files” to send the logs to the destination folder.

3a. Retrieve the logs from the bridge computer and email them to support@rapidmicrobio.com.

3b. If the file size of the logs is too large to send by email, you can request a link to box.com to upload them to a file share site.

If you need to retrieve image files, please request the instructions in TSV0070.

RMB strives to provide the highest quality products and services to our customers. If you have any questions regarding this informational document, please contact Customer Service at support@rapidmicrobio.com. If interested in placing an order with Rapid Micro Biosystems®, please reach out to orders@rapidmicrobio.com.