Installation FAQs

How do I configure Partek Genomics Suite to use an external hard drive or an alternate internal hard drive (SSD)?
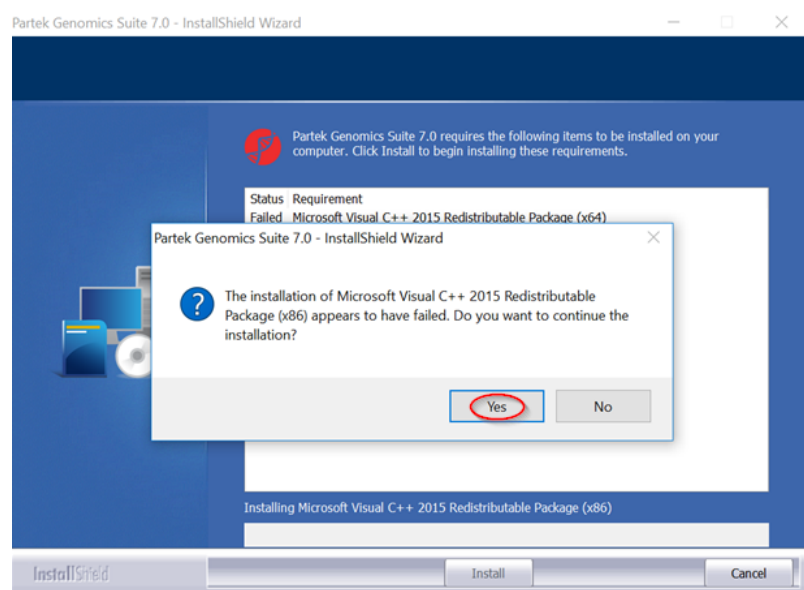
In Partek Genomics Suite:

- Go to Edit > Preferences > File Locations
- Set Temporary File Default Directory to a location on the alternate drive using Browse...
- Click OK
- Go to Tools > File Manager...
- Set Default Library File Folder to a location on the alternate drive using Change...
- Click OK

Using a fast SSD hard drive for the Temporary File and Library File folders will improve the performance of Partek Genomics Suite.

I receive a "Microsoft Visual C++2015 Redistributable Package failed" error message when trying to update Partek Genomics Suite to the latest version. What should I do?

Continue with the installation by selecting "Yes" and proceed through the remaining prompts.

Additional Assistance

If you need additional assistance, please visit our support page to submit a help ticket or find phone numbers for regional support.

Your Rating: ☆☆☆☆☆   Results: ★★★★★ 14 rates