


# Troubleshooting


If a Partek Flow task fails (no report is produced), please follow the directions in [Reporting a problem](#).

If the task report is produced, but the results are missing for some features (Figure 1), it may be because something went wrong with the estimation procedure. To better understand this, use the information available in the **Extra details report**  (Figure 1). This type of information is present for many tasks, including Differential Analysis and Survival Analysis.

Optional columns					1-post vs 1-pre					
	View	Gene ID	Ensembl ID	Gene name	P-value	FDR step up	Ratio	Fold change	LSMean(1-post)	LSMean(1-pre)
81		MITD1	ENSG00000158411	MITD1	2.74E-3	0.02	1.31	1.31	27.09	20.60
82		CTDP1	ENSG00000060069	CTDP1	4.81E-4	4.18E-3	1.29	1.29	43.09	33.44
83		SETD7	ENSG00000145391	SETD7	1.21E-4	1.26E-3	1.32	1.32	58.38	44.30
84		CTDSP2	ENSG00000175215	CTDSP2	1.91E-5	2.5E-4	1.53	1.53	30.96	20.30
85		SETDB2	ENSG00000136169	SETDB2	5.67E-6	8.58E-5	1.71	1.71	24.45	14.30
86		KCTD9	ENSG00000104756	KCTD9	1.37E-6	2.41E-5	0.56	-1.78	15.29	27.20
87		GTDC1	ENSG00000121964	GTDC1	1.21E-7	2.64E-6	0.76	-1.32	64.58	85.35
88		SETD5	ENSG00000168137	SETD5	2.95E-9	8.41E-8	0.72	-1.39	81.59	113.11
89		KCTD12	ENSG00000178695	KCTD12	6.67E-12	2.74E-10	1.41	1.41	168.76	119.32
90		TDO2	ENSG00000151790	TDO2						

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Figure 1. Use “View extra details report” button to see why the results are missing.

Click the **Extra details report** icon  for the feature of interest (Figure 1). This will display the *Extra details report* (Figure 2). When the estimation procedure fails, a red triangle will be present next to the information criteria value. Hover over the triangle to see a detailed error message.

Feature information	
Gene ID	TDO2
Chromosome	4
Start	155,854,738
Stop	155,920,407
Total counts	4,028.00
Maximum counts	1.00
Geometric mean	1.00
Arithmetic mean	1.00
Model information	
Model	Sample name + Expressed genes
Model type	Lognormal linear model
AICc ?	
Model estimation failed. Some of the final information criteria values are infinite. WARNING Mean Squared Error is close to zero.	

Figure 2. . The error message shows up if one hovers over the colored triangle.

In many cases, estimation failure is due to low expression. This is the case for Figure 2 where an ANOVA model was used and the mean and maximum expression for the gene TDO2 are all equal to 1, implying TDO2 expression values are equal to 1. This is a corner case that ANOVA cannot handle.

Sometimes the estimation results are not missing but the reported values look inadequate. If this is the case, the *Extra details report* may show that the estimation procedure generated a warning, and the triangle is yellow. To remove suspicious results in the report, set **Use only reliable estimation results** to **Yes** in the **Advanced Options** (Figure 3). The warnings will then be treated the same way as estimation failures.

Advanced options

Multiple test correction

Multiple test correction

☒ FDR step-up
☐ Storey q-value
☐ Bonferroni
☐ None

Report options

Use only reliable estimation results

☒ Yes
☐ No

Report p-values for effects

☐ Yes
☒ No

Apply independent filtering

☒ Yes
☐ No

Shrink fold changes

☐ Yes
☒ No

Data has been log transformed with base

None

Reference selection

Reference levels

DC: DC

Apply

Save as new

Cancel

Figure 3. If only reliable results are used, features with warnings are not reported.

To see the results for as many features as possible, regardless of how reliable they are, set **Use only reliable estimation results** to *No* and the result will be reported unless there is an estimation failure. For example, DESeq2 uses Cook's distances to flag features with outlying expression values and if "Use reliable results" is set to Yes (Figure 3) the p-values for such features are not reported which may lead to some missing values in the report (set **Use only reliable estimation** results to *No* to avoid this).

## 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: ★★★★★ 1 rates