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Dear Researcher:

Amplicon Express has recently updated the way we deliver sequence data to you.

As of August 1, 2004, all sequence data will now be placed in a password protected ftp folder on our server that can be accessed using your favorite web interface such as Internet Explorer, Netscape, Firefox, or other browser.

Here is how to access our new ftp site via the web:

(1) Open your favorite web browser and type the following address into the address bar:

<ftp://username@biolim.genomex.com>

Your username and password will be emailed to you in two separate email messages.

(2) When the password box comes up, enter your password.

(3) After step (2), a page with the title

Index of <ftp://username@biolim.genomex.com/> ‘

should come listing all of your compressed sequencing files (.tar.gz format). You can now download these files at your convenience.

(4) Sequence data will be stored on our server for a period of 1 month after posting.

We hope that this new system for delivering your sequence data will make it easier for you to access and receive your data. Amplicon Express will still offer the option of emailing data or carving your data on a CD (extra charge) as alternatives.

If you have problems accessing your data, please email Jerry Higbee at jerry@genomex.com with the web browser, web browser version number, and computer operating system you are using, and any error message(s) that appeared on your screen.

Sincerely,

Amplicon Express Sequencing Team

TROUBLESHOOTING

The following information applies mostly to Internet Explorer 5.0 or 6.0, and possibly Netscape browsers as well:

I. Unable to access the ftp site:

Symptoms

When you attempt to gain access to a File Transfer Protocol (FTP) server and the Enable folder view for FTP sites option is enabled, your screen may stay blank or you may receive the following error message:

- FTP Folder Error: Windows cannot access this folder. Make sure you typed the filename correctly and that you have permission to access the folder.

Details

The server name or address could not be resolved.

If the Enable folder view for FTP sites option is not enabled, you receive a “Page cannot be displayed” error message.

Cause

This behavior occurs if your password contains a reserved character. (We have eliminated this issue by only generating passwords with letters and numbers).

II. Cannot view title bar

Symptoms

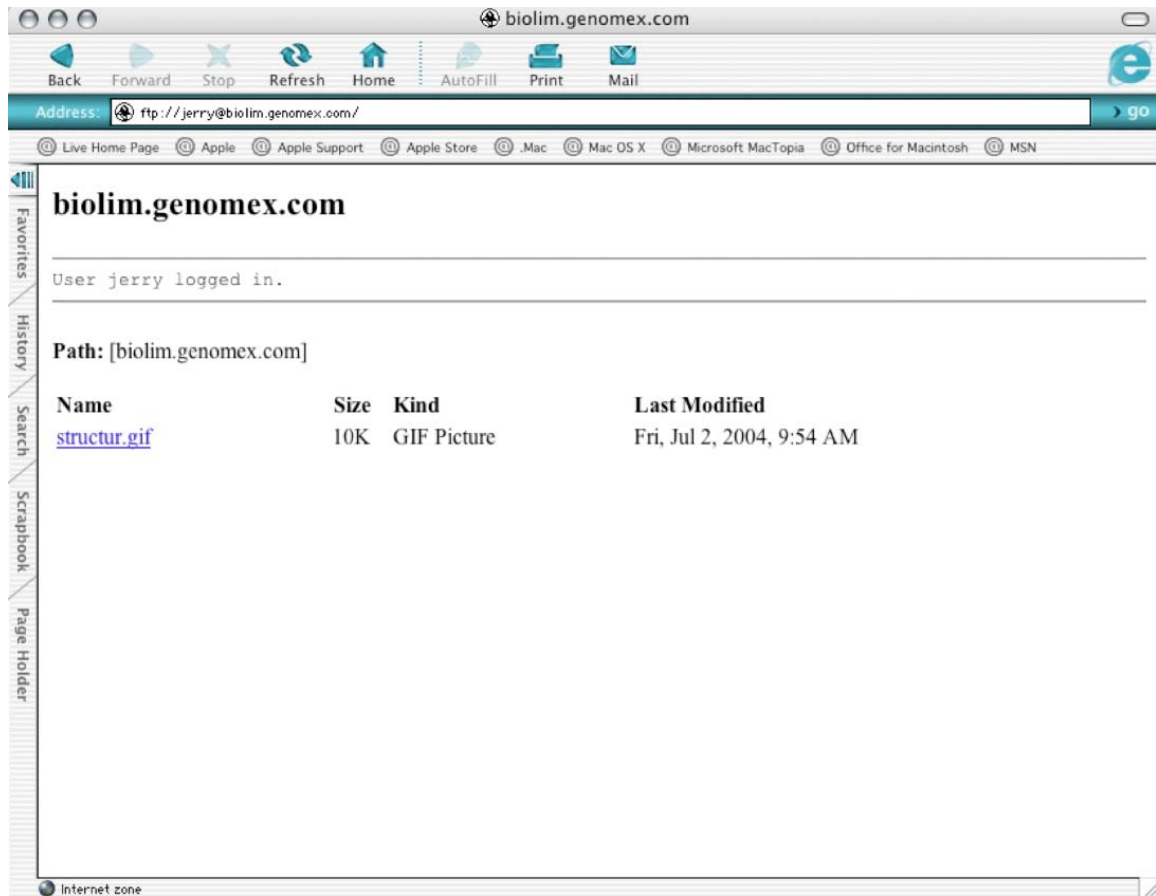
On some browsers, you may not see the ‘Index of <ftp://username@biolim.genomex.com/>’ title. However, if you can see the folders containing your data, you are properly logged in.

Cause

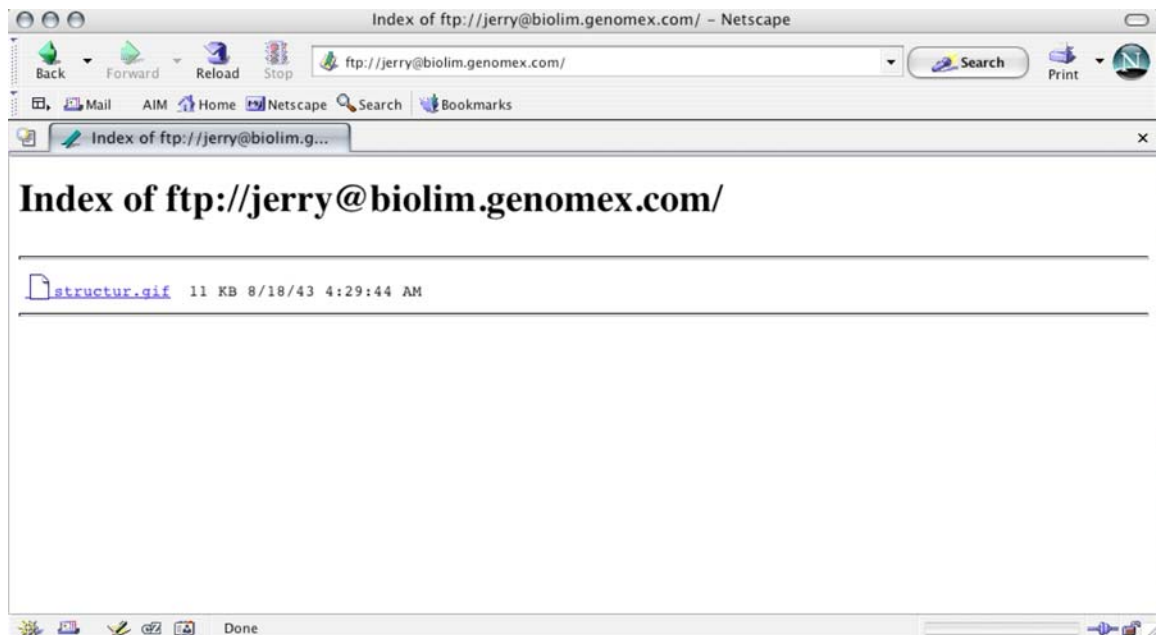
Different web browsers display information differently.

Typically, here are what ftp sites may look like on a couple of different browsers:

Internet Explorer 5.2 (Macintosh)



Netscape 7.1



Mozilla Firefox:

