QUANTO USER GUIDE

Troubleshooting

MSTree2/TDA, MH vs CS, SCIEX MRM, Auto mode, add-ins, license save.

Common extract, add-in, and license problems. For install layout see Installation and folders. For vendor formats see ChemStation and SCIEX.

MassHunter: AcqData, MSTree2.bin, TDA converter

MassHunter `.D` samples need an **AcqData** folder. Indexed extract looks for:

`sample.d\AcqData\MSTree2.bin`

If that file is missing, Quanto looks for Agilent:

`C:\Program Files\Agilent\MassHunter\Workstation\Quant\bin\TDAConverterConsole.exe`

and writes the index **into the sample** `.D`. The Windows account needs **write** permission on the `.D` folder. Prefer enabling indexed-data export on the instrument so conversion already happened.

TDA conversion is MassHunter only. ChemStation `.D` does not use TDA — it reads natively via MSDChem (ChemStation vendor notes).

ConvertResult outcomes (MassHunter index)

When Quanto runs or skips conversion, typical outcomes are:

Outcome	Meaning
Success	Index written; extract can proceed
Already indexed	`MSTree2.bin` (or equivalent) was already present
Empty / converter missing	`TDAConverterConsole.exe` not found — install MassHunter Quant or pre-index elsewhere
Error strings	Corrupt `MSScan` / TDA failure messages — repair or re-acquire the `.D`, or re-run conversion on a writable copy

Write permissions on `.D`

Symptom	Check
Convert fails / index not written	NTFS write on the sample `.D` (and parent share)
Read-only network snapshot	Copy to a writable local or study folder, or pre-index on the acquisition PC

ChemStation vs MassHunter `.D` provider

Both use `.D` folders, but different add-ins and file layouts:

Kind	Provider	Needs	Conversion
MassHunter	`AgilentMassHunterDataProvider`	`AcqData\` (+ `MSTree2.bin` for indexed access)	May need TDAConverterConsole
ChemStation / MSD	`AgilentChemStationDataProvider`	`data.ms` and/or `dataSim.ms`	Native MSDChem — **no** TDA

Wrong expectations (waiting for TDA on ChemStation data, or opening MH data without AcqData/index) cause empty or failed extracts. Confirm which vendor created the folder.

SCIEX: MRM-centric extract

SCIEX WIFF extract is **MRM-centric** (transitions from the WIFF via Clearcore2). Empty or unexpected chromatograms often mean the method ions do not match what is in the file, or the multi-sample `#n` selection is wrong. See SCIEX vendor notes.

Empty chromatogram in Auto mode

Internal acquisition mode is `Auto`, `Scan`, `Sim`, or `MsMs`. **Auto** detects from the file and tries alternates if a channel comes back empty. If the chrom stays empty:

1. Confirm the Quant ion / transition exists in that sample.
2. Force Scan / Sim / MsMs on the Quant if Auto picked the wrong mode.
3. Confirm the correct data provider (MH vs ChemStation vs SCIEX).
4. For MH, confirm `AcqData\MSTree2.bin` exists or conversion succeeded (`Success` / `Already indexed`).
5. For ChemStation, confirm `data.ms` / `dataSim.ms` are present.

Add-in failed to load

Add-ins load from `C:\Program Files\Quanto\AddIns\`:

Folder	Role
`DataProvider\`	Raw data readers
`Integrator\`	Peak detection
`MethodImporter\`	Vendor methods
`VendorSupportFiles\Agilent\` / `Sciex\`	Native vendor DLLs

Checks:

- Whole `AddIns` tree matches this Quanto build (do not mix versions).
- In-app logbook / crash Recovery zip under `%LOCALAPPDATA%\Quanto\Recovery\` after a failed start.
- Dependent runtimes (.NET 10 Desktop x64; vendor support files present).

See also Creating add-ins.

License blocks save

After the 21-day installation grace, save is blocked when recent samples (acquired within 30 days) lack an instrument serial license. Unlicensed serials are highlighted earlier. Details: Licensing.

Cloudflare / web cache

Quanto is a **desktop** app. Browser Cloudflare cache, CDN, or site cookies do **not** affect Analyze, licenses, or local `.qtb` files. Website downloads of example zips are separate from the running application.