Important Note

PostgreSQL® Database not Updating Within QIAcuity® Software Suite Update to Version 2.5

Dear valued QIAcuity customer,

With this important note, we would like to provide additional information about a known issue of the remaining PostgreSQL database after updating to the QIAcuity Software Suite version 2.5.0.0 and 2.5.0.1. This leads to an error when creating a backup using the QIAcuity Backup and Restore Scripts.

The installer of the QIAcuity Software Suite version 2.5 (including version 2.5.0.0 and version 2.5.0.1) can be used for installing a fresh copy of the software and to upgrade the QIAcuity Software Suite of an older version. During the upgrade to the latest software version 2.5, the PostgreSQL database version is upgraded as well from existing version 11 to the latest version 15.
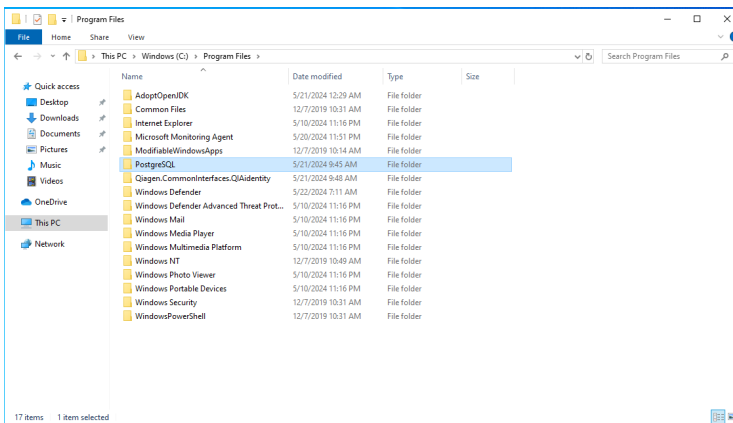
Following issues were discovered:

Remaining PostgreSQL version 11

In very rare cases, the issue of non-upgraded PostgreSQL database version was discovered after the upgrade of older versions of the QIAcuity Software Suite to version 2.5. Although the upgrade results in a fully functional QIAcuity Software Suite, the PostgreSQL database was not updated to version 15 and remains on version 11.
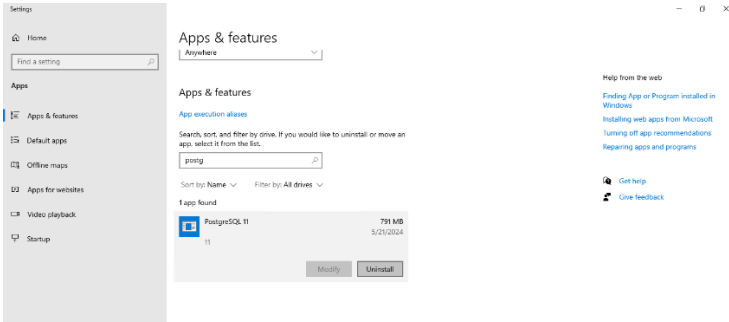
Important: In case you have used the QIAcuity Backup and Restore scripts with QIAcuity Software Suite version 2.5 and remaining PostgreSQL database version 11, **do not** restore a backup created by a previous version of the backup script as you may lose your data. Download the new Backup and Restore scripts version 2 and proceed with steps 1 to 7 as described below to solve the problem.

You can recognize that PostgreSQL version 11 is still installed on your PC in two ways:

- Check installation folder: If PostgreSQL version 11 is still installed, the location **C:\Program Files\PostgreSQL** exists.

- Check installed Apps & features in Windows Settings.

No read-only plates in Plate Overview available

In addition to remaining PostgreSQL version 11, existing plates in the Plate Overview are not marked as read-only plates. If some modifications are preformed to those plates, for example, threshold changes, these plates will be re-analyzed with the software algorithm of the QIAcuity Software version 2.5 and it will no longer be possible to see the analysis results performed by the algorithm from previous version of the software.

To resolve the problem:

1. Prepare the backup for the QIAcuity Software Suite 2.5 manually using Backup script version 2 (**www.qiagen.com/HB-3516**).
1. Uninstall the QIAcuity Software Suite version 2.5 manually according to the description in the user manual (**www.qiagen.com/HB-2717-007**).
2. Uninstall PostgreSQL version 11 manually from **Apps & features** level.
3. Remove the remaining folder manually: **C:\Program Files\PostgreSQL**

4. Remove the remaining folder manually, if exists: **C:\ProgramData\Qiagen**

5. Install the fresh QIAcuity Software Suite version 2.5 according to the user manual's description. This will automatically install correct PostgreSQL version 15.

6. Restore a backup according instruction from the above user manual.

Please note that a fresh installation of the QIAcuity software version 2.5 is not affected by the issues descripted above.

If you have further questions, please contact our Technical Support Center at **www.qiagen.com/support/technical-support**

Best regards,

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