

November 2023

## Release Note: QIAcuity<sup>®</sup> Instrument CSW (v.2.5)

Dear valued customer,

The following changes were made to the QIAcuity Instrument Control Software (CSW) version 2.5.

Updating to QIAcuity Software 2.5 requires the update of both, QIAcuity Software Suite version 2.5 and QIAcuity CSW version 2.5.

### New features

- Configurable auto logoff times (possibility to turn off or define logoff time) per instrument
- Firmware update to support assay development by providing an essential temperature gradient functionality

### Improvements

- Time estimation: Improved time estimation accuracy
- All not required network ports are closed to improve the network security

### Bug fixes

- Software update process has been made more robust for different scenarios.
- In case connection via hostname shall be established, it is now possible to enter more types of special characters to achieve different kind of hostnames.
- In case of an instrument restart, the barcode of plate(s) residing within the drawer will be scanned accordingly.
- Some error texts have been corrected and improved.
- Reliability: Improved image transfer behavior in case of connectivity problems and plate handling issues.

### Updating the instrument CSW

A direct update from CSW 2.1.8.30 and higher version to CSW 2.5 software version is possible. All older versions than CSW software version 2.1.8.30 are not supported for a direct upgrade to version 2.5. For upgrade instructions, refer to the corresponding sections in the user manual.

**Note:** The latest Software Suite version 2.5 is only compatible with the CSW version 2.5. If only one software component is updated, no connection between the Software Suite and the CSW can be established.

**Important:** It is strongly recommended to update the Software Suite first before proceeding with the control software.

**Note:** Only users with an Administrator or Lab leader role can perform software updates.

Visit [www.qiagen.com](http://www.qiagen.com) and go to the **Latest Software Version** section of the QIAcuity product page. On a computer running Microsoft® Windows®, download the software update from [www.qiagen.com](http://www.qiagen.com). Insert the USB drive provided with the QIAcuity, create a new folder named “update”, and extract the update software into this folder. Insert the USB drive into the QIAcuity instrument and follow the instructions given in the user manual.

#### **Known issues of the instrument CSW version 2.5**

- If a plate is created via CSW, the saving mechanism works only for the initial saving steps. Additional edits will not be saved. Please close the plate and open it again for editing.
- If a plate was loaded to the instrument without having been sealed, error ID 122 appears. It is recommended to remove the affected plate, close the drawer, and open it again to load sealed plate. Without additional close and reopen, the plate might not be detected or error 711 applies.
- For **Run/Run all**, **Test connection**, and **Save** buttons of the Software Suite configuration tab, information spinner is missing while the corresponding action is in process.
- Misleading error message, in case of not enough disk space for CSW update. Ensure that enough space is available before starting the CSW update.

Best regards,

Your QIAGEN Team