Important Note

How to avoid issues during QIAcuity® Software update from CSW 2.0 to 2.1

Dear valued customer,

With this important note, we would like to provide additional information about the update process from QIAcuity instrument Control Software (CSW) version 2.0 to 2.1.

Because hard-coded users were replaced by users who are defined by customers within the centralized user management of the QIAcuity Software 2.0, the update of the instrument CSW 2.0 to 2.1 requires precautions to avoid issue during the installation.

Issues may be observed when the QIAcuity CSW 2.0 is not updated within 24 hours after the last login from an Administrator or Lab leader user account. Because of the security settings of the QIAcuity Software, information of older login events are removed causing a failure of the instrument CSW installation process.

To avoid these issues, please follow one of the following recommendations.

For QIAcuity Software update from version 2.0 to 2.1

Option 1: Update QIAcuity Software Suite followed by the update of the instrument CSW (requires an update within 24 hours)

1. Before starting with the update: log-in as Administrator or Lab leader on all instruments belonging to your QIAcuity Software Suite 2.0.
2. Update the QIAcuity Software Suite version 2.0 to 2.1 according to the instructions provided in the user manual for software version 2.1.
3. Continue with the update of the instrument CSW within 24 h after the last log-in as Administrator or Lab leader and follow the instructions for the CSW update in the *QIAcuity User Manual*.

Option 2 : Update instrument CSW followed by the update of the QIAcuity Software Suite

Note that this order may only be used for updating version 2.0 to 2.1. It is not allowed for the updating software from older versions. For those, the update order must be QIAcuity Software Suite before instrument CSW.

1. Log-in as pre-defined Administrator or Lab leader or using a role that has permissions for updating the software. These are typically administrator users.
2. Perform the update of the instrument CSW version 2.0 to 2.1 at all instruments connected to the same QIAcuity Software Suite.
3. Continue with the QIAcuity Software Suite version 2.0 update to 2.1.

For QIAcuity Software update from version 1.2 to 2.1

The update from version 1.2 to 2.1 is not affected. Please proceed with the software upgrade according to the instructions provided in the user manual for software version 2.1

For the installation of a new instrument to a new QIAcuity system

Please check which instrument CSW has been installed on the new QIAcuity instrument. In case the new instrument still has the QIAcuity instrument CSW version 2.0, please contact the QIAGEN® Technical Service for support.

In case the QIAGEN Technical Service cannot be contacted, you may proceed with the following steps.

1. Install the QIAcuity Software Suite version 2.0 on the QIAcuity Notebook.
2. On the instrument, log-in as "SetupUser" and connect to the freshly installed QIAcuity Software Suite version 2.0 via a direct cable connection or via a network connection according to the instructions provided in the user manual.
3. After a successfully established connection, log-in as an "Administrator" or "Lab leader" user on the instrument.
4. Update the QIAcuity Software Suite version 2.0 to 2.1 according to the instructions provided in the user manual for software version 2.1.
5. Perform the update of the instrument CSW version 2.0 to 2.1 within 24 h.
6. After the CSW software update, log-in as "SetupUser" and establish a connection to your QIAcuity Software Suite version 2.1.

For the installation of a new, additional instruments to an existing 2.1 QIAcuity system that require an update of the instrument CSW version 2.0 to 2.1

Please check which instrument CSW has been installed on the new QIAcuity instrument. In case the new instrument still has the QIAcuity instrument CSW version 2.0, please contact the QIAGEN Technical Service for support.

In case the QIAGEN Technical Service cannot be contacted you may proceed with the following steps.

1. Install the QIAcuity Software Suite version 2.0 temporarily on a separate laptop.
2. On the instrument, log-in as "SetupUser" and connect to the freshly installed QIAcuity Software Suite version 2.0 via a direct cable connection or via a network connection according to the instructions provided in the user manual.
3. After a successfully established connection, log-in as an "Administrator" or "Lab leader" user on the instrument.
4. Perform the update of the instrument CSW version 2.0 to 2.1 within 24 h.
5. After the CSW software update, log-in as "SetupUser" and establish a connection to your existing Software Suite version 2.1.
6. After a successful connection to Software Suite version 2.1, the temporarily installed Software Suite version 2.0 may be deinstalled according to the instructions in the user manual.

Best regards,

QIAGEN