November 2022

Release Note: QIAcuity® Instrument CSW (v.2.1.8)

Dear valued customer,

The following changes were made to the QIAcuity Instrument Control Software (CSW) version 2.1.8. The main reason for the release of the QIAcuity software 2.1.8 has been to fix an issue that was observed after the latest update of the two browsers Microsoft® Edge® and Google Chrome® and to improve the upgrade process from previous versions. None of the changes made to the Software Suite and CSW have any effect on results. Updating to QIAcuity software 2.1.8 require the update of both, QIAcuity Software Suite version 2.1.8 and QIAcuity CSW version 2.1.8.

Bug fixes

- Fixing repeated network connection issue

    o Fixing issue that, due to daily database cleanup, an out of memory error causes a loss of the network connection requiring a restart of the instrument and the Software Suite

- Fixing connectivity issue after update

    o Fixing issues in setting up the connection caused by an asynchronized time of CSW and Software Suite before the update to version 2.1.7

Improvements

- Improved messaging for maintenance work of the instrument CSW

    o Improving information message only. No effect on the use of the instrument and on results.

- Improved Error 33 handling for QIAcuity One instrument

    o No additional restart of the QIAcuity One instrument required, if a remaining plate was in the drawer before the instrument was turned off.

- New status indicator for incompatibility of CSW and Software Suite

    o The QIAcuity instrument network indicator on the user interface has been improved. In case of a software incompatibility the network indicator shows that the connection between control software and Software Suite is not established.

    o New Error 957 message is introduced. The error is triggered when incompatibility between Software Suite and CSW is detected. The user is informed to either update the Software Suite or CSW to achieve compatibility.

- Increased cache of all users on the instrument CSW

  o The cache of all users on the instrument CSW has been increased to address the risk for future software updates that an instrument cannot be updated when the QIAcuity CSW is not updated within 24 hours after the last login from an Administrator or Lab leader user account or if the time between Suite update and attempted CSW update is longer than 24 hours.

Updating the instrument CSW

Visit **www.qiagen.com** and go to the Software section of the QIAcuity product page to check if an updated software version is available for download. On a computer running Microsoft Windows®, download the software update from **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.

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

Note: The latest Software Suite version 2.1.8 is only compatible with the CSW version 2.1.8. If only one software component is updated, no connection between the Software Suite and the CSW can be established.

Note: After clicking reboot during CSW upgrade or change of Suite connection, login screen may appear for short period. Please ignore it and wait for the QIAcuity instrument to shut down and restart itself.

Known issues of the instrument CSW version 2.1.8

- In some cases, the channels chosen in the QIAcuity CSW are not correctly displayed in the QIAcuity Software Suite. This, however, does not affect the analysis.
- In rare cases, the rollback to QIAcuity CSW version 2.0 does not work correctly. In such case, please contact technical service support.
- After the rollback to QIAcuity CSW version 2.0 has been completed, the instrument starts with an unexpected error. This error can be ignored.
- In rare cases, scanning the barcode of a plate is not successful. Re-opening and closing of drawer is required to trigger the scanning process.
- In rare cases, Error 956 is displayed when a user was logged as SetupUser and a direct connection between the instrument and the QIAcuity Software Suite was interrupted. A restart of the instrument is required.
- When a plate was created in QIAcuity Software Suite version 1.0 without linking the plate in the QIAcuity CSW version 1.0 before the CSW is upgraded to version 2.1, Error 205 is shown. Unloading and reloading of the plate are needed after the software update has been completed.
- The plate status on the QIAcuity Software Suite is not correctly reflected after manually aborting the priming and cycling process of the instrument and a wrong error message is shown. Please make sure to not abort the run manually to avoid this issue.
- When the QIAcuity CSW was updated first to version 2.1 before the QIAcuity Software Suite was updated to version 2.1, Error 711 is shown on the QIAcuity Software Suite. In such cases, perform an additional restart of instrument. If issue persists, contact technical service support.
- The wrong message (Error 722 "The plate is currently locked by QIAcuity Suite") is displayed on the plate tile after the plate run has been aborted by the user during imaging step. Re-opening and closing the drawer resolve the issue.

- In rare cases, the QIAcuity CSW states that the tray cannot be ejected after manually aborting a plate run. This message disappears after some seconds, and afterwards, the QIAcuity CSW can be used as usual.

- After disconnecting the instrument and reconnecting to the QIAcuity Software Suite, the plate status is not updated correctly. Re-opening and closing the drawer resolve the issue.

- In rare cases, after ejecting a tray using buttons on the QIAcuity CSW, an unknown error is shown, which can be ignored.

- When a plate run definition of loaded plate is done by using the **New plate** button instead of **Create plate** button from plate card, the **Run** button is not working. In case a plate should be created on the instrument QIAcuity CSW, insert the plate first and use the **Create plate** button on plate card after the scanning has been completed.

- In rare cases, the CSW shuts down after clearing of an error. The message "Control software is down" appears on the screen. Please restart the QIAcuity instrument in such cases.

- In case of a backup creation it is recommended to wait for a few seconds and to not remove directly the UBS drive right after "backup in progress" information disappears.

Best regards,

Your QIAGEN Team