

March 2023

Release Note: QIAcuity[®] Software Suite (v.2.1.8)

Dear valued customer,

The following changes were made in the QIAcuity Software Suite version 2.1.8 and 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 issues seen with Microsoft Edge and Chrome browsers after latest update
 - Fixing blurry signalmaps after recent browser update
- Fixing inconsistency for QIAcuity Nanoplate 26k 24-well of 1D scatterplot signal positions in csv export of RFU values
 - Removes inconsistency when comparing partition numbering in 1D scatterplot and csv export of RFU values and RFU values (compact)
- Fixing issues with read-only plates after the update of the QIAcuity Software Suite 2.0 to 2.1.8
 - Fixing issues with slightly changed concentration results and partition counts for read-only plates in version 2.1.8 compared to previous plates in version 2.0. in case the volume precision factor (VPF) was used before the software update was done
- Fixing repeated network connection issue
 - 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
 - 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
- Fixing an issue for future VPF files
 - Fixing an issue that prevents to load volume precision factors (VPF) for more than 20 electroforms. This has no effect for current users but will prepare the software for future releases of volume precision factor files.

Updating the QIAcuity Software Suite

Update to this Software Suite version may be done from QIAcuity Software Suite version 1.2.18 or later. For the update from version 2.0.20 and 2.1.7.182 a backup option of the QIAcuity database has been introduced. Please remember to delete the backup file after successfully installing version 2.1.8.

Note: Make sure that the update of the QIAcuity Software Suite is followed by the update of the instrument CSW within 24 hours. 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. For more information, please read Important Note “How to avoid issues during QIAcuity Software update from CSW 2.0 to 2.1”.

Note: Please ensure that updating to QIAcuity Software Suite version 2.1.8 is performed by the same Windows® admin user using the same Windows login name that installed the previous QIAcuity Software Suite version. In case you cannot use the same Windows login name or the software update resulted in the browser error message “Can't reach this page” please contact our Technical Services for additional instructions.

Caution: A direct update of the Software Suite version 1.1.3 to 2.1.18 is not possible. Please follow the instructions in the *QIAcuity User Manual* for version 2.1 for updating to version 1.2.18 first before updating the Suite to 2.1.18. **Not following the instructions may result in a loss of your previous plate data!**

Visit www.qiagen.com and go to the Software section of the QIAcuity product page to check for the latest QIAcuity Software Suite version and the latest user manual. On a computer running Microsoft Windows, download the software update. Locate the QIAcuitySuite.msi file and double-click it. The installation process starts. Follow the instructions given in the user manual.

The QIAcuity Software Suite is designed to work with Windows 10 Professional Edition version 1809 OS Build 17763.1697 or higher. The following browsers are supported in the QIAcuity Software Suite:

- Mozilla® Firefox® version 104.0.1
- Microsoft Edge version 104.0.1293.70
- Google Chrome version 105.0.5195.54

Known issues of the Software Suite 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 case the QIAcuity Software Suite is opened at multiple browser windows or browser tabs and an error message is given at on browser tab, it will be automatically shown on all opened windows and tabs and sometimes duplicated in browser tab currently used/selected. This does not have any effect on the results and the messages may be closed.
- In case a plate is restored from starting from plate information page, the spinner indicating that the software is restoring a plate is not shown. This has no effect on the plate data. To avoid this issue, please start restoring plates using the 3-dot menu.
- If a user aborts a run on the instrument, the plate status changes to “Run Aborted,” but no details are shown. These details can be found in the Instrument CSW GUI as long as the plate is loaded in the instrument.
- When an upgraded plate has been deleted, the original plate tile is not updated until the browser page is refreshed.



- When a plate is imported or restored from QIAcuity Software version 1.2 or older, the information of the original version is not shown.
- When a plate is about to be imported into a QIAcuity Software Suite and a plate with the same name already exists, a wrong message (Error 409) is shown. Instead, the message “Cannot import plate because this plate already exists in the system. To be able to import this plate, duplicated plate needs to be removed from the system” (Error 400) should be shown.
- When searching for plate names in the Archive, special characters such as !@# cannot be searched for. When a password is tried to be renewed and the same password is entered, a wrong message is shown, saying that “The user password couldn’t be changed due to the problem with server connection. Contact your administrator to solve this issue”. This message may be ignored, and a new password can be entered which is different to the one previously used.
- A report name can be up to 100 characters long, while the plate name can be up to 125 characters long. If you keep the default report name (the name of the plate) for report generation, the report generation will fail. For plate name exhibiting more than 100 characters, please change the default report name during report creation.
- Detaching of the archive location while archiving is still ongoing displays the correct message that detaching the archive is not possible. However, an additional incorrect message that archive has been detached is displayed as well. This message can be ignored.
- During the second level analysis Gene Expression, a Reference sample definition is required for performing analysis. This selection for the Reference sample is kept for the Gene Expression analysis environment, if the analysis of the other plate should be performed. Please exchange the Reference sample selection, by selecting the desired reference sample of the new plate. A browser page refresh does also solve this issue.
- If after successful installation of the Software Suite the system date and time of the Software Suite laptop was changed several hours back, the plate archiving cannot be executed. Please check and if necessary correct the system date and time before starting with Suite installation according to the user manual instructions.
- CSV RFU result exports are always a zip file containing each used channel an Excel®-CSV file. For plates exhibiting very long plate names, there is a problem to unzip this RFU zip file. The zip files needs to be renamed for successful unzipping.

Best regards,

Your QIAGEN Team