

November 2021

## Release Note: QIAcuity® Instrument Control Software

Dear valued customer,

The following changes were made in the QIAcuity Instrument Control Software (CSW) Ver. 2.0.0.144. Besides improvements and bug fixes, the new features mainly address GMP requirements and offer support for 21 CFR Part 11 compliance.

### **New features**

- Advanced User Management
  - Centralized user management using a synchronized user database between QIAcuity Software Suite and CSW
- Audit Trail
  - Tracking of any user interactions and service events in both the QIAcuity Software Suite and CSW

### **Improvements**

- Security update of packages used within Ubuntu Linux distribution
- Improved usability for entering the Software Suite IP address (refer to the User Manual when setting up network/suite connection).
- Changing the UI for a save ejection of the USB drive

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## Bug Fixes

- An issue that led to error 492 was fixed by storing images on the disc, reducing the likelihood of this error.
- Occasional error with LED lights for drawer status was fixed (the LED lights are turned off even if a plate was loaded)
- Configuration changes to reduce likelihood of error 275
- Firmware changes to reduce likelihood of error 99 when booting up QIAcuity
- Plate handling change to reduce the likelihood of error 143/343 when the plate is retrieved from the cyclor module

## Known Bugs

- An error will show up if the user tries to type in a barcode manually during plate creation on the instrument with the CSW. On the instrument, the barcode of the plate is supposed to be automatically filled in by the internal barcode reader. Thus, there is no need to manually type in the barcode.
  - A connection of the QIAcuity instrument to the Suite is not possible via hostname. Instead, the IP address needs to be used.
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## Updating the instrument software

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 role can perform software updates.

**Note:** The latest version of the Software Suite (version 2.0) is only compatible with the CSW version 2.0. 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 CSW.

Best regards,

Your QIAGEN Team