



March 2026

Important Note: QMC software compatibility with Windows 11

Dear valued QIAsymphony® customer,

At QIAGEN®, we are continuously making improvements to provide the highest level of performance with our instruments. We are pleased to inform you that the QIAsymphony Management Console (QMC, version 5.0), for use with the QIAsymphony SP/AS instruments, has been tested and is compatible with Windows 11. This ensures that you can continue accessing all the features and benefits of our software on the latest operating system.

Please follow the recommendations below for setting up Windows 11 to ensure smooth operation.

Recommended settings for Windows 11:

- For added security, use your existing administrator account or create an administrator account with a password for the operating system. Please ensure that the password is secure and does not get lost.
- Make sure you have the administrative rights to install the software.
- Deactivate energy-saving options and hibernation of the connected Windows computer.
- Adjust the printer driver to use the auto print feature. Windows 11 comes with a preinstalled generic printer driver, but this driver does not work for the auto transfer. Install the latest printer driver provided by the hardware vendor.
- During auto transfer, keep the computer plugged in during the entire instrument run for smooth, uninterrupted operation.

Thank you for your continued support and trust in our products. If you need assistance or have further questions, please contact your local QIAGEN representative or contact our Technical Support Center at support.qiagen.com

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