

## Release Note: QIAcuity® Instrument CSW v3.5

The QIAcuity instrument Control Software (CSW) version 3.5 is now available for download and installation. It is recommended to install or upgrade to this software version.

Upgrading to QIAcuity Software version 3.5 requires upgrading both the QIAcuity Software Suite and the QIAcuity CSW to version 3.5.

Both software versions are Long-Term Support (LTS) releases, each with an extended support period of 7 years following its release date.

**Caution:** Before updating your QIAcuity Software, read Section 4.7.1.1 USB drive preparation on the PC in the *QIAcuity User Manual*.

### Improvements of version 3.5

- The Control Software platform, the underlying Ubuntu operation system (now upgraded to version 22.04 LTS), and firmware have been updated, including an upgrade to .NET 10. This provides access to current security patches and reduces cybersecurity risks by transitioning to a supported LTS operating system version.
- Starting with CSW version 3.5, support packages are automatically sent to Software Suite after each critical system error, eliminating the need for users to manually transfer CSW support packages before generating troubleshooting packages in Software Suite.
- If a blurry reference image is detected, the system automatically retakes the reference image.

### Bug fixes

- The issue that a support package can be upload to the Software Suite only once and each subsequent attempt results in an error is resolved.

### Upgrading the instrument CSW

The upgrade to this CSW version can be performed directly from CSW versions 3.1 and 3.2.

**Caution:** All versions earlier than CSW version 3.1 are not supported for direct upgrade to version 3.5. Refer to the corresponding sections in the user manual for upgrade instructions.

**Note:** The latest Software Suite version 3.5 is only compatible with CSW version 3.5. If only one software component is updated, the Software Suite cannot establish a connection to the CSW.

**Important:** It is strongly recommended to update the Software Suite first before proceeding with the Control Software update.

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

### Known issues in the instrument CSW version 3.5

- During the update preparation phase, a loading indicator is displayed instead of a progress bar.
- For the **Run/Run all**, **Test connection**, and **Save** buttons on the Software Suite **Configuration** tab, the spinner is missing while the corresponding action is in progress.
- If there is not enough disk space for the CSW update, a misleading error message ("Error 26: The data could not be copied to/from USB drive. Try again.") is displayed instead of the correct error message ("Error 21: There is not enough space on the Instrument to proceed with the update. Delete temporary data to free up some disk space. Contact your local administrator for assistance. If the problem still exists, please contact QIAGEN Technical Services."). Ensure that sufficient disk space is available before starting the CSW update.
- If there is insufficient disk capacity on the Software Suite instance, images from the QIAcuity instrument cannot be sent to the Software Suite and the images are not automatically transmitted once disk capacity has been restored. However, the affected plate can be reimaged after storage space has been freed on the Software Suite laptop.
- In rare cases with QIAcuity Four and QIAcuity Eight instruments, the time estimation of an individual process step of a plate might be inaccurate. However, the overall plate run time is displayed correctly.
- If a run was aborted manually during the imaging step, the response sent to the Software Suite and to the QIAcuity Lab Automation Service (robot API) incorrectly shows the imaging step status as "Completed" instead of "Cancelled".
- If the QIAcuity Lab Automation Service (robot API) performs a run and it is aborted manually during the priming step, a notification about error 250 is displayed on the user interface, but the error status of the API request is still 0.

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