August 2025

Release Note: QIAcuity® Instrument CSW v3.2

The QIAcuity instrument Control Software (CSW) version 3.2 is now available for download and installation.

Upgrading to QIAcuity Software version 3.2 requires upgrading both the QIAcuity Software Suite and the QIAcuity CSW to version 3.2.

Improvements to version 3.2

- The QIAcuity instrument CSW version 3.2 has been improved with enhanced error handling to prevent subsequent errors.

Bug fixes

- Users with the role technician or group leader can now link and operate owned plated on the QIAcuity instrument.

Updating the instrument CSW

The upgrade to this CSW version can be performed directly from CSW versions 3.1 and 3.0.

Caution: All versions earlier than CSW version 3.0 are not supported for direct upgrade to version 3.2. Refer to the corresponding sections in the user manual for upgrade instructions.

Note: The latest Software Suite version 3.2 is only compatible with CSW version 3.2. 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.

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1 / 2

Known issues in the instrument CSW version 3.2

- 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 no 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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2 / 2