

August 2025

Important Note

Rotor-Gene® Q Software Compatibility with Windows® 11

Dear valued customer,

We are committed to helping you get the best performance from your instruments through continuous improvements. We are pleased to inform you that the Rotor-Gene Q Software version 2.3.5, Rotor-Gene AssayManager® 1.0, Rotor-Gene AssayManager 2.1, and Q-Rex 2.0 for use with the Rotor-Gene Q and Rotor-Gene Q MDx instruments have been tested and are fully compatible with Windows 11. This ensures you 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.

To move your data from an old system to Windows 11, follow the backup steps below to protect your data.

Recommended settings for Windows 11

- Install .NET 3.5 before installing the software
- For added security, 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 the user has administrative rights to install the software.
- Deactivate energy-saving options, hibernation, and the screen saver during the operation of the Rotor-Gene Q.
- Disable updates to the virus database of the antivirus software or partial scans of the hard drive during real-time PCR data acquisition. Otherwise, there is a risk of adverse impact on the performance of the instrument.
- Keep the laptop plugged in during the entire instrument run for smooth, uninterrupted operation.

Backup of Rotor-Gene Q Software 2.3.5

- Copy the Log Archive folder under the installation folder (default path): C:\Program Files (x86)\Rotor-Gene Q Software\
- Copy all custom folders and files created during use.
- Download the installation file from the product page at www.qiagen.com/products/rotor-gene-q-mdx.
- Install Rotor-Gene Q Software version 2.3.5 on Windows 11 laptop.
- Copy the data from the backup folder to the installation folder.
- Copy the custom folders and files.

Backup of Rotor-Gene AssayManager Software 1.0 and 2.1

- Use the Rotor-Gene AssayManager Database Backup Tool for automatically creating and restoring the backup. Refer to the product page at www.qiagen.com/products/rotor-gene-assaymanager-database-tool.

Backup of Q-Rex Software 2.0

- Copy the folders below containing the data:
C:\Users\Public\Documents\QIAGEN\QRex
C:\ProgramData\QIAGEN\QRex\data
- Download the installation file from the product page at www.qiagen.com/products/rotor-gene-q.
- Install Q-Rex on Windows 11 laptop.
- Copy the saved data from backup folders.

We understand that updating your system requires guidance, and we're here to help make the process as smooth as possible.

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

Best regards,

QIAGEN

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