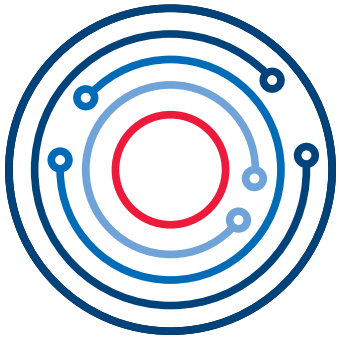
August 2022

QIAsphere Base Update Installation Guide



QIAsphere

Sample to Insight

QIAGEN

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1 Introduction

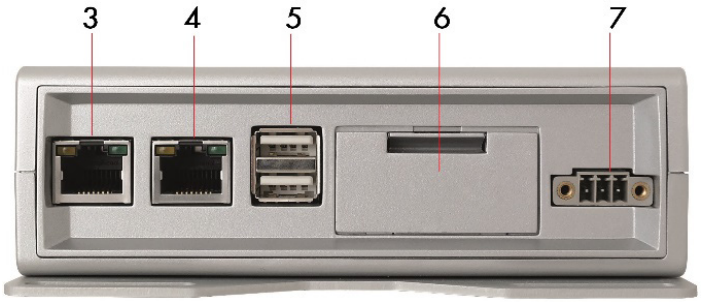
In December 2020, QIAGEN´s new connectivity solution QIAsphere was launched. QIAsphere-ready Instruments, for example, QIAcube Connect, can be connected via the QIAsphere Base to the new QIAsphere App which is now available in local and cloud-connected mode to be network independent.

Existing QIAsphere ready instruments with QIAsphere Base can connect to QIAsphere as well. You only have to update the respective QIAsphere Base device (formerly known as Q-Base) to the latest software version 2.4.0.

This installation guide provides detailed instructions on how to update the QIAsphere Base software to version 2.4.0. In addition, it provides instructions on how to set up QIAsphere in cloud or local mode. If you need detailed installing information, refer to the QIAsphere user manual. (**www.qiagen.com/qiasphere**).

2 External Features of QIAsphere Base (Q-Base)

Front View of QIAsphere Base



Rear View of QIAsphere Base

1	Status LEDs: User1, User 2, User 3, and User 4	**5**	Two USB ports
2	Power LED: Blue LED indicator for power On/Off	**6**	Service panel (includes microSD card slot, factory reset button, and backup battery)
3	ETH1 Ethernet port: Connect QIAsphere Base to local network	**7**	Power cord socket
4	ETH0 Ethernet port: Connect QIAsphere Base to personal computer		

For more details regarding hardware features, refer to the user manual provided by Eurotech: **https://www.eurotech.com/en/products/iot/multi-service-iot-edge-gateways/reliagate-10-12**.

3 Before you start

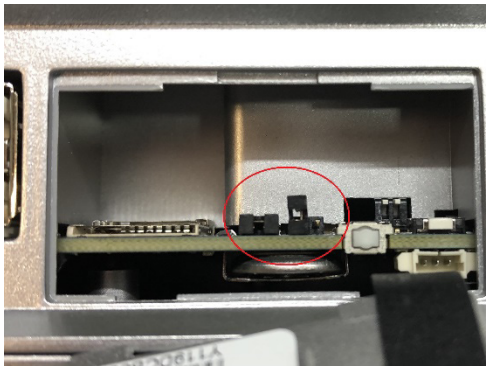
3.1 Required material

- QIAsphere Base update package downloaded as a ZIP file (**and extracted**) from **www.qiagen.com/qiasphere**.
- QIAsphere Base and power cord received with QIAcube Connect or Connectivity Package.
- Personal computer
- 1x Ethernet cable to connect the QIAsphere Base to personal computer.
- Network connection: 1x Wi-Fi/Bluetooth dongle (received with QIAcube Connect or Connectivity Package) or 1x Ethernet cable
- 1x USB drive (1 GB or more)

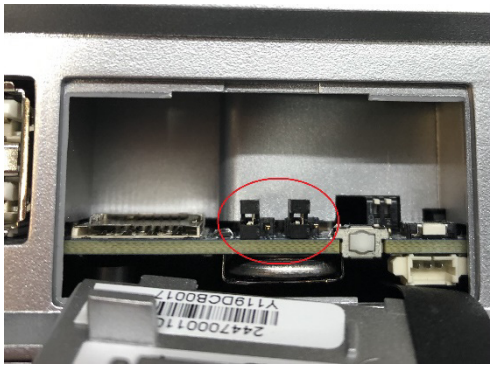
3.2 Checking the jumper settings

Before you start, open the service panel of your QIAsphere Base and check the two jumpers as marked in the figures below, and make sure that they are in the correct orientation. If not, unplug the left jumper by pulling it out and plug it in again as demonstrated on the left figure.

Correct



Wrong



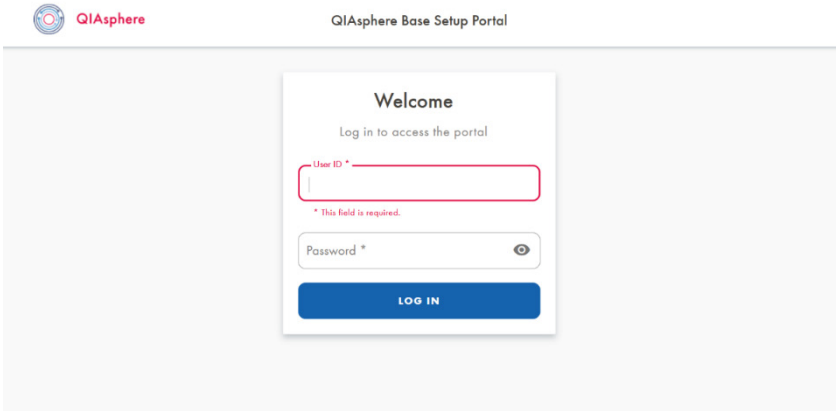
Open service panel with jumpers in correct and wrong orientation

3.3 Checking the QIAsphere Base software version

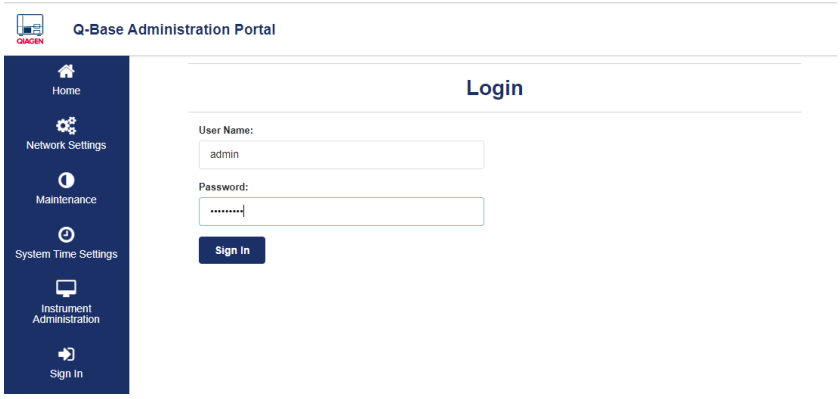
The software update procedure of QIAsphere Base can differ depending on the initial QIAsphere Base software version.

To check the software version and to update the software, your QIAsphere Base needs to be connected to your local network. QIAsphere Base can be connected to Wi-Fi or wired Ethernet networks.

1. If you are using QIAsphere Base already and it is connected to a local network, continue with step 5.
2. For **wired Ethernet connection**, connect the QIAsphere Base **ETH1** port to a wired network.
   For **wireless network connection**, insert the Wi-Fi/Bluetooth dongle into one of the QIAsphere Base USB ports.
3. Power up the QIAsphere Base by plugging in the power cord into an appropriate power socket.
4. Wait until USER 1 or USER 2 LED is switched on.
   Note: Depending on the QIAsphere Base Software version, this can take up to 15 minutes.
5. Connect your PC to the QIAsphere Base ETH0 port using an Ethernet cable and wait a few seconds until your PC detects the new network.
6. Open a web browser (for example, Chrome™ or Mozilla® Firefox) on your PC and enter this URL: **https://172.16.0.1**.
   Note: Use a recent browser. Older browsers (like Internet Explorer®) may not correctly display all features of the QIAsphere Base Configuration Interface.
   Note: QIAsphere Base uses a self-signed certificate for the https connection. Therefore, the browser may issue a security warning. Ignore the warning or add an exception to enter the page.
7. Compare the appearing screen with the following screenshots:
   a) **QBSP**



b) **Q-Base Administration Portal**

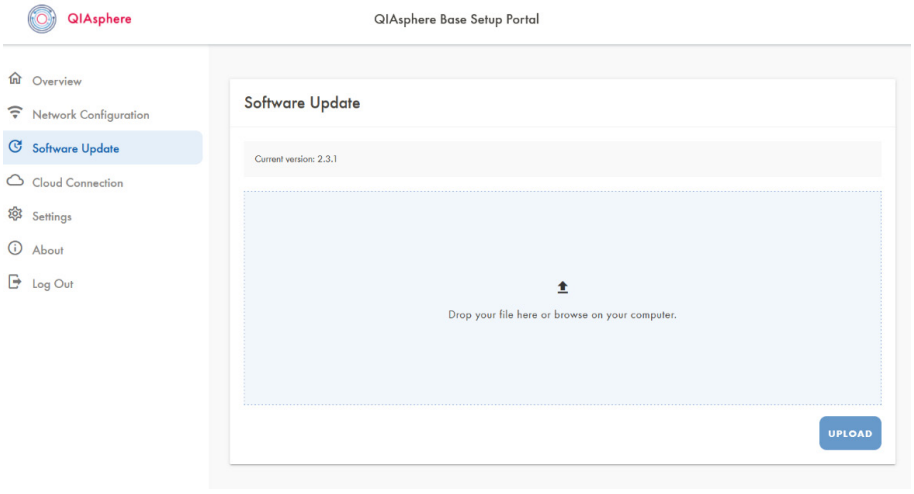


Important: If your screen is similar to Screenshot A), then your QIAsphere Base Software version is 2.0.0 or higher, continue with **chapter 4**.
If your screen is similar to Screenshot B), then your QIAsphere Base Software version is 1.1.0, continue with **chapter 5**.

4 Updating QIAsphere Base Software 2.x.x

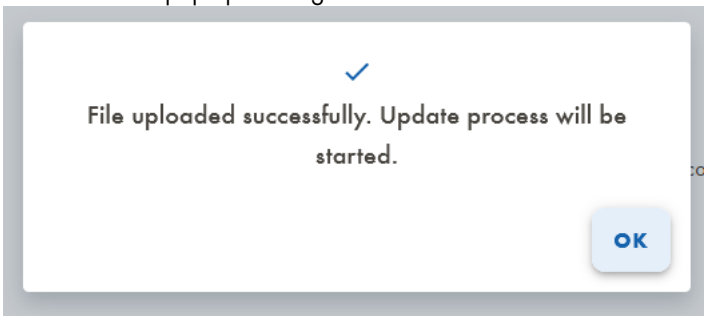
To update your QIAsphere Base Software 2.x.x to 2.4.0, continue as follows:

1. Log in to QBSP with the user name **admin**.
   Note: The default password is **Qiagen@123**.
   Note: If you have forgotten your previously set password, you can perform a factory reset as described in **chapter 6**.
2. If you are asked to change the password, set up a password according to the displayed rules.
3. Select **Software Update** from the sidebar:

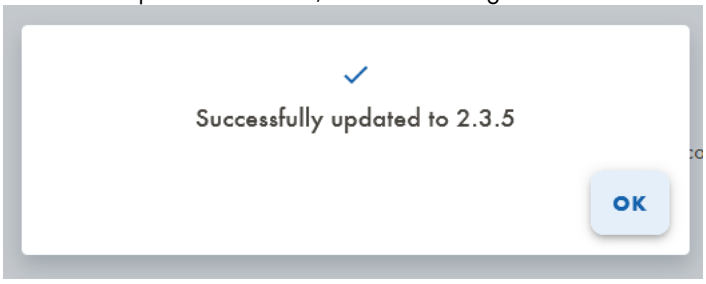


4. Check the **Current version** information.
5. Click on the arrow in the upload field.
6. If current version is **2.0.0**, select the file **QIAsphereBase_Update_200-235.zip** from the **QIAsphere Base Software Update 2.x.x to 2.4.0** folder of the extracted software update package and click open.
   If current version is **higher than 2.0.0**, select the file **QIAsphereBase_Update_2XX-235.zip** from the **QIAsphere Base Software Update 2.x.x to 2.4.0** folder of the extracted software update package and click open.
7. Click **Upload**.

8. Click **OK** on the pop up message.



9. Wait for the update to succeed, and click **OK** again.



10. Check the **Current version** information again. It should now be **version 2.3.5**.
11. Proceed to upload the update package **QIAsphereBase_Update_235-240.zip** from the **QIAsphere Base Software Update 2.x.x to 2.4.0** folder of the extracted software update package, similar to steps 5 to 8.
12. After uploading the file successfully, the update process will be started. Pop-up appears, click **OK** and close the browser window.
    Note: This update requires a complete restart of the QIAsphere Base.
13. After step 12, wait for 15 to 20 minutes. Then check the LEDs on your QIAsphere Base.
14. When the USER 1 or USER 2 LED are switched on, the QIAsphere Base Software has been updated and the restart has finished. You can continue to configure your QIAsphere Base.
    Note: Refer to the Quick start guide or QIAsphere User Manual for more information.
    Note: If the QBSP appears misaligned after the update, try clearing your browser cache.

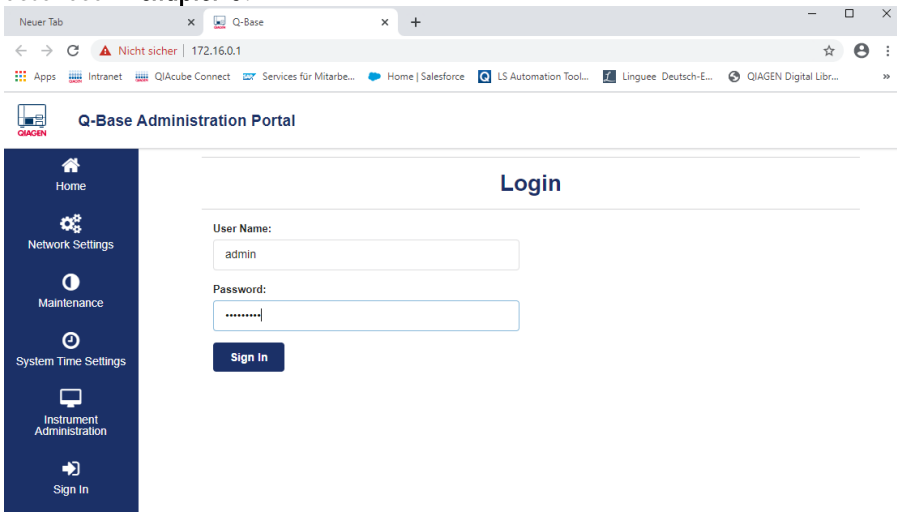
5 Updating Q-Base Software 1.1.0

5.1 Finish network connection

To update your QIAsphere Base Software 1.1.0 to 2.4.0, the network connection of the QIAsphere Base has to be completed first.

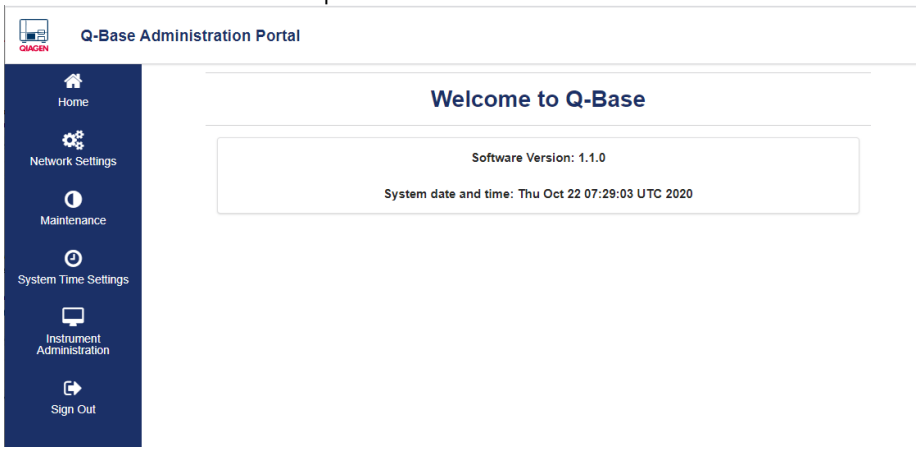
Note: If you have already configured your QIAsphere Base network connection, proceed with **section 5.2**.

1. On the QBAP login screen, enter the default user name **admin** and password **Qiagen123**, then click **Sign in**.
   Note: If you have forgotten your previously set password, you can perform a factory reset as described in **chapter 6**.



2. Change the password as prompted according to the provided password guidelines, then click **Change password.**

3. The **QBAP** home screen is displayed. Select the **Network settings** menu and proceed with section 5.1.1 or 5.1.2 to set up wired or wireless network connection.

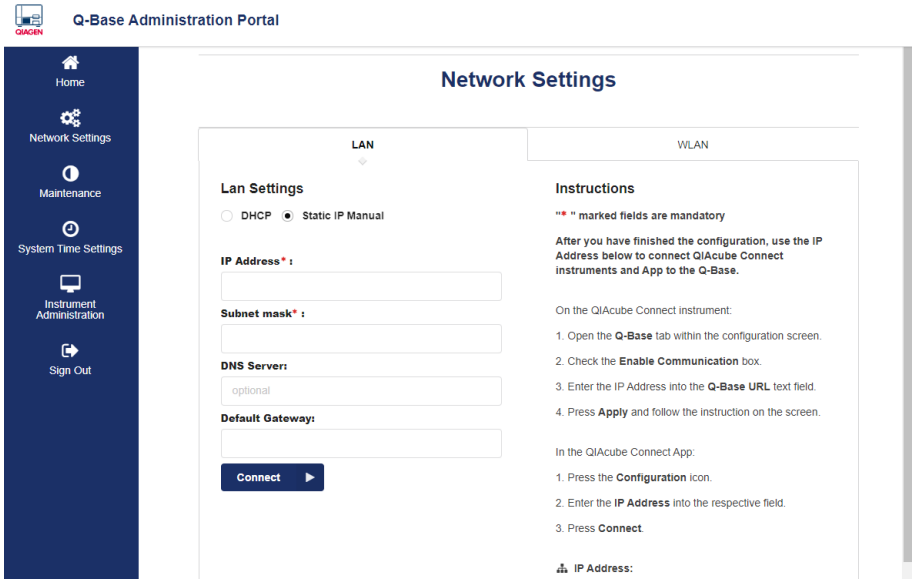


5.1.1 Wired Ethernet network connection

Most Ethernet networks support automated IP address assignment using DHCP. In some special cases, networks do not support DHCP. In this case, static IP settings can be configured.

Ethernet connection with DHCP

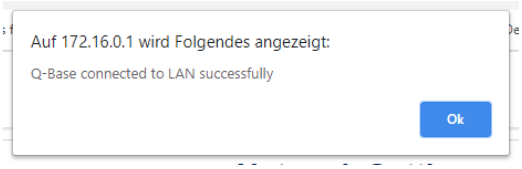
1. Select the **LAN** tab of the **Network Settings** screen.



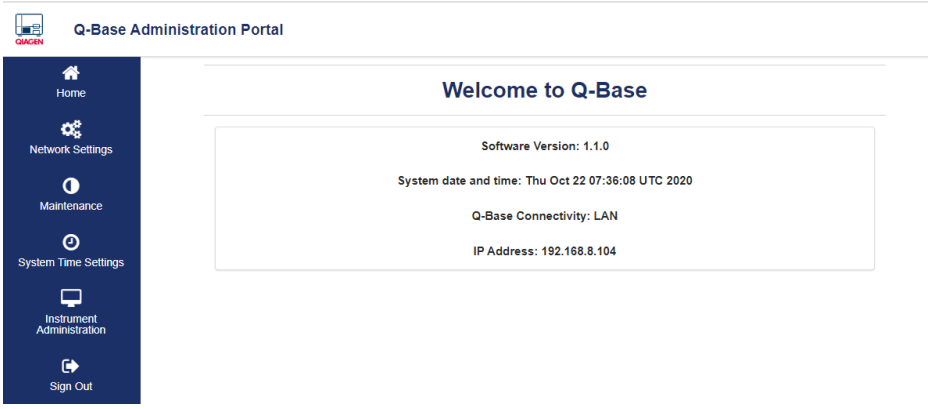
2. Select **DHCP** in the **LAN Settings** tab.

   Note: The network settings for QIAsphere Base will be obtained automatically from the DHCP server. No further input is required. It takes some seconds to get configured and connected.

3. A confirmation about successful Q-Base connection appears. Click **Ok**.



4. You are automatically directed to the **QBAP** home screen. Note down the QIAsphere Base IP address, for example, 192.168.8.104.

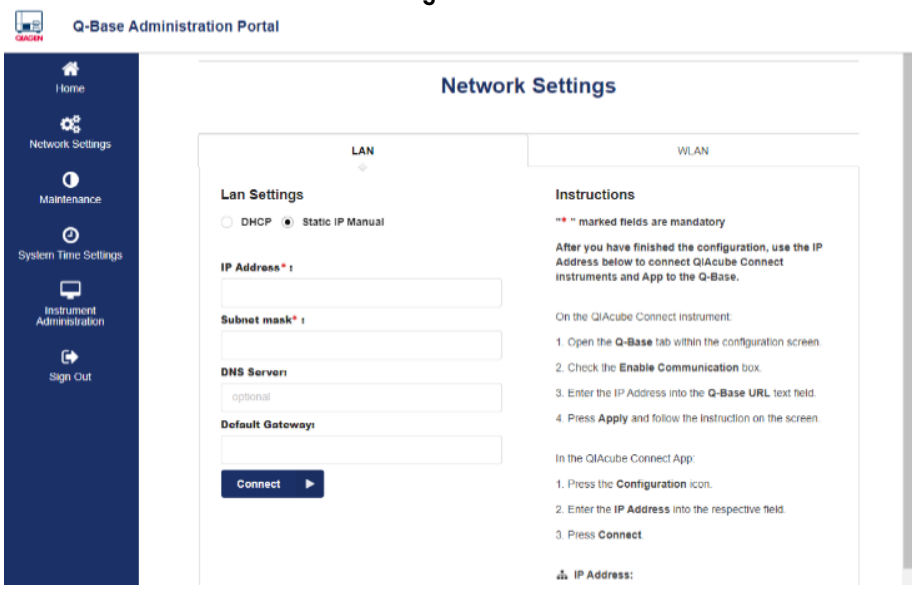


5. Click **Sign out** and close the web browser window.
6. Remove the Ethernet cable between PC and QIAsphere Base ETH0 port and proceed with **section 5.2**.

Ethernet connection with static IP

If you intend to connect QIAsphere Base to a LAN that does not support automatic assignment of IP addresses (for example, does not support DHCP), you might consult your IT service desk to provide additional support and information on IP address, subnet mask, default gateway, and DNS server for QIAsphere Base.

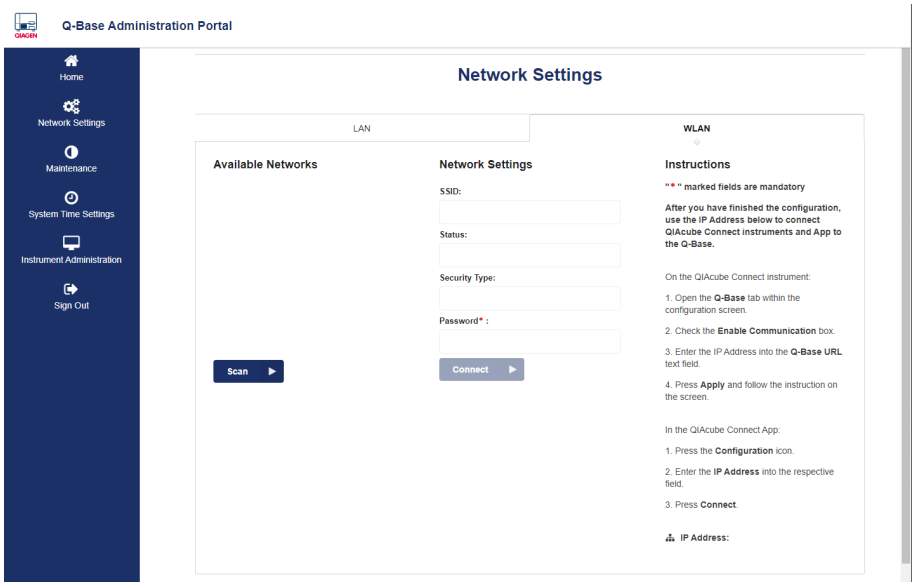
1. Select the **LAN** tab of the **Network Settings** screen.



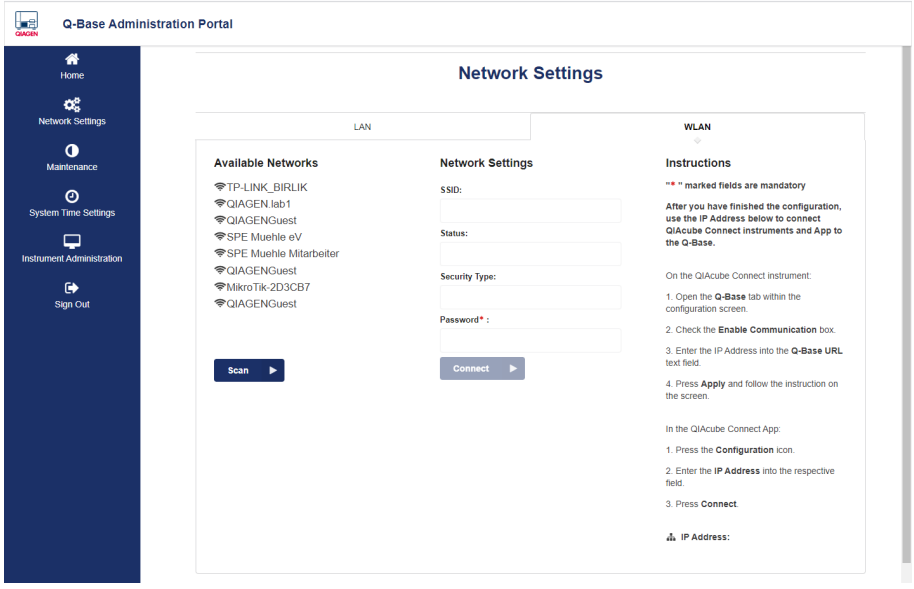
2. Select **Static IP Manual** in the **LAN Settings** tab.
3. Enter the IP address in the **IP address** field that should be used for the QIAsphere Base.
4. Enter the Subnet mask in the **Subnet mask** field that should be used for the QIAsphere Base.
5. **Optional**: Enter the DNS server in the **DNS server** field.
6. **Optional**: Enter the IP address of the default gateway in the Default **Gateway** field.
7. Click **Connect**.
8. Click **Sign out** and close the web browser window.
9. Remove the Ethernet cable between PC and QIAsphere Base ETH0 port and proceed with **section 5.2**.

5.1.2 Wireless network connection

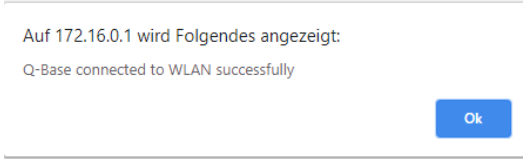
1. To search for available Wi-Fi networks, select the **WLAN** tab of the **Network Settings** screen then click **Scan**.



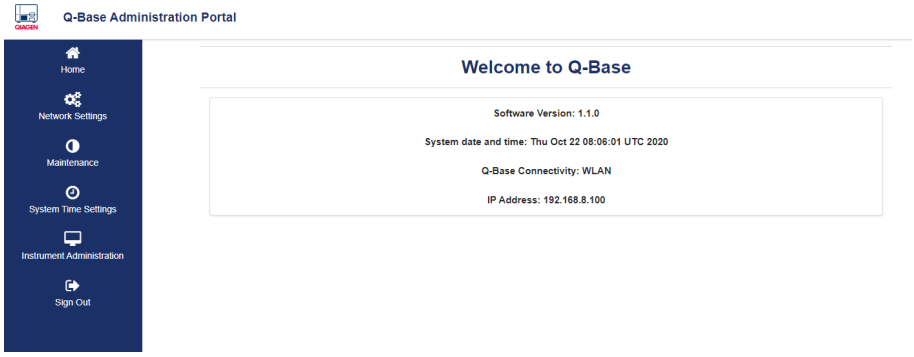
2. Select the desired Wi-Fi network from the list of Available networks and enter the Wi-Fi password in the **password** field. Click **Connect**.
   Note: The server, SSID, and security type details will be automatically filled.



3. A confirmation about successful Q-Base connection appears. Click **Ok**.



4. You are automatically directed to the **QBAP** home screen. Note down the QIAsphere Base IP address.



5. Click **Sign out** and close the web browser window.
6. Remove the Ethernet cable between PC and QIAsphere Base ETH0 port and proceed with **section 5.2**.

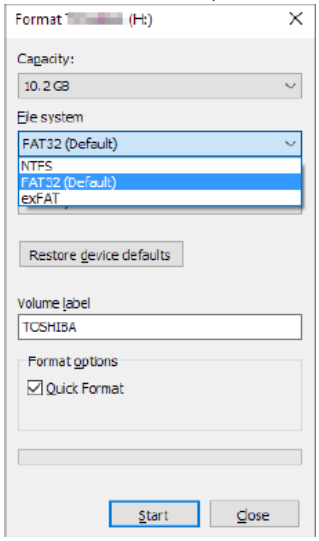
5.2 Installing the software update

When you have connected your QIAsphere Base successfully, proceed with the instructions below. You need the QIAsphere Base IP Address that was displayed in the **QBAP** main screen after the QIAsphere Base has been successfully connected.

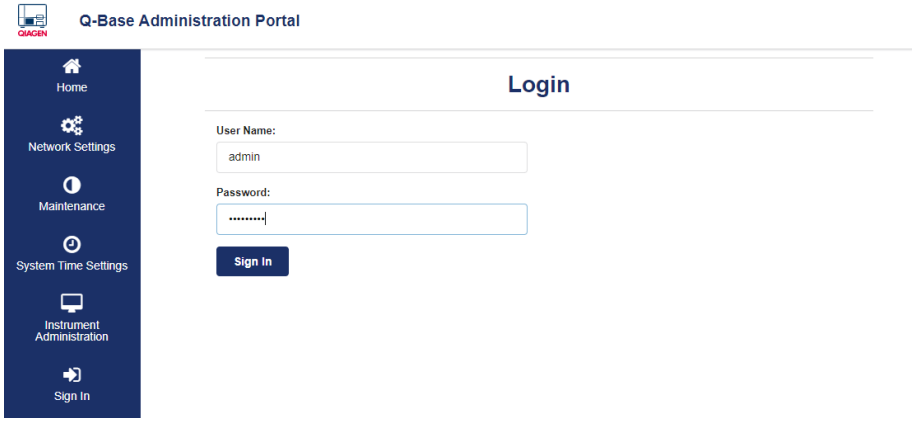
In case your QIAsphere Base was already connected before and you are using QIAcube Connect App, look up the QIAsphere Base IP Address in the bottom-left corner of the QIAcube Connect App screen.

1. Copy the file **Q-Base_Pkg_11_07_2022.zip** from the **QIAsphere Base Software Update 1.1.0 to 2.4.0** folder of the extracted software update package to an empty USB stick.
   Note: The file system of the USB stick must be **FAT** or **FAT32**. To check the file system, connect your USB stick to your PC and open windows file explorer.

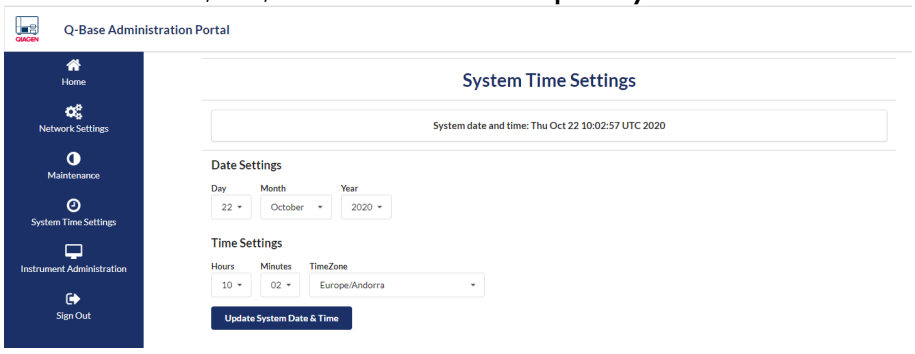
Right-click on the USB drive and choose **Format**. If the File system does not show **FAT** or **FAT32**, select it from the file system dropdown list and click **Start**. You may want to save your installed files before, because data on the USB stick will be erased.



2. Make sure your PC is connected to the same local network as the QIAsphere Base is connected to.
3. Open a web browser (for example, Chrome™ or Mozilla® Firefox) and launch the QBAP by entering **https://** followed by the QIAsphere Base IP address into the **address** field (example: **https://192.168.8.104**).
   Note: Use a recent browser. Older browsers (like Internet Explorer®) may not correctly display all features of QBAP.
   Note: QIAsphere Base uses a self-signed certificate for the https connection. Therefore, the browser may issue a security warning. Ignore the warning or add an exception to access QBAP.
4. The QBAP login screen appears. Enter user name **admin** and your self-defined password and click **Sign in**.

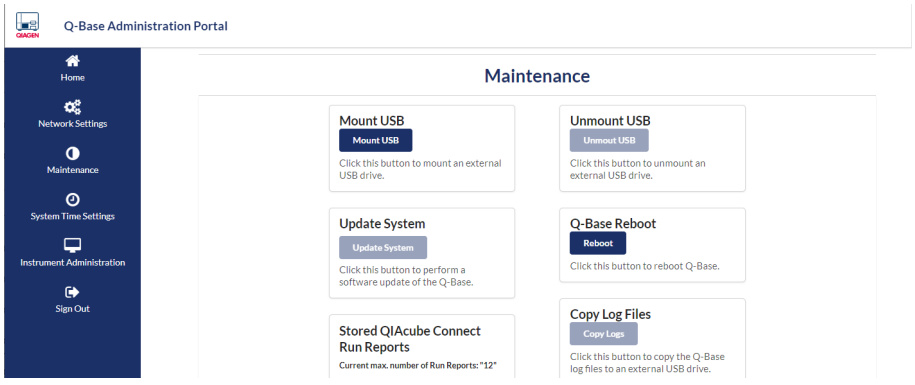


5. In QBAP, click the **System Time Settings** menu.
6. Set the correct date, time, and time zone then click **Update System Date & Time**.



7. A confirmation about successful time and date update appears. Click **Ok**.

8. If you have been logged out, log in to QBAP again.
9. Click the **Maintenance** menu.
10. Insert USB stick with the downloaded ZIP file into an available USB port of your QIAsphere Base.
11. Click **Mount USB**.



12. A confirmation that USB drive is successfully mounted appears. Click **Ok**.

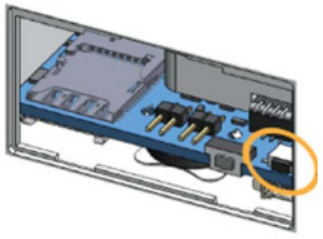
13. Click **Update System**.

14. The software is now updating. This will take about 10 minutes.
15. When message appears that the update was successful, click **Ok**.
16. Close the browser.
17. Remove the USB stick.
18. QIAsphere Base will automatically restart.
19. When the USER 1 or USER 2 LED are switched on, the QIAsphere Base Software has been updated and the restart has finished. You can continue to configure your QIAsphere Base.
    Note: Refer to the QIAsphere Quick-Start Guide or QIAsphere User Manual for more information.

6 Optional: QIAsphere Base Factory Reset

In case you have used the QIAsphere Base before and you do not remember the self-defined password, you can set the QIAsphere Base back to factory settings.

1. Make sure no dongle is attached to the QIAsphere Base.
2. Plug in the QIAsphere Base power cord to turn it on.
3. Wait for at least one minute
4. Open the service panel and press and hold the **Factory Reset** button for 10 seconds.



7 Version History

Document	Date	Description
HB-2847-002	August 2022	Update to QIAsphere Base Version 2.4.0
HB-2847-001	December 2020	Initial Release of QIAsphere Base Update Installation Guide

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