

June 2022

Release Note: QIAcuity[®] Instrument Control Software

Dear valued customer,

The following changes were made in the QIAcuity Instrument Control Software (CSW) version 2.1.0.41. Beside of improvements and bug fixes, the new features mainly address the GMP requirements by offering additional support for 21 CFR part 11 compliance and get the software ready for future Nanoplate support.

New features

- Support of a customizable user management that enables to add additional roles with customized permissions
- Provide information about newly introduced password expiration
- Future Nanoplate support readiness for the upcoming QIAcuity Nanoplate 26K 8-well

Improvements

- Adding information in the audit trail about improved logging events
- Cyber security
 - Automatic user log off after 15 min period of inactivity
 - Locked user account for 10 min after 3 unsuccessful login attempts
 - Introducing password protection at multiple sites to increase cyber security.

Bug fixes

- Fixed certificate handling to overcome network connection issues observed in version 2.0
- Fixing an error that occurred when user accounts are updated from a previous version, which allowed for short user login passwords
- Fixed a configuration issue that occurred when a direct cable connection was used
- Fixed an issue that prevented users to download a support package to the USB drive
- Corrected user ID in case a new plate was created and plate owners were changed
- Fixed occasional error that prevented a plate displayed as passed after the run
- Fixed an error that prevented thermocycling and imaging steps as passed after adding these steps after a run was completed
- Prevention of an unknown error that occurred when a user is not logged into the QIAcuity CSW
- Fixed an error about finishing a plate in case the image transfer has not been completed
- Addressing a plate name conflict in case characters that are not allowed in the QIAcuity Software Suite were used in QIAcuity CSW
- Fixed an error that appeared after the button to safely remove the USB drive
- Fixed an issue preventing that the active network card could be selected

Known issues

- In some cases, the channels chosen in the QIAcuity CSW are not correctly displayed in the QIAcuity Software Suite. This, however, does not affect the analysis.
- In rare cases, the rollback to QIAcuity CSW 2.0 does not work correctly. In such case, please contact technical service support.
- After the rollback to QIAcuity CSW 2.0 has been completed, the instrument starts with an unexpected error. This error can be ignored.
- In rare cases, scanning the barcode of a plate is not successful. Re-opening and closing of drawer is required to trigger the scanning process.
- In rare cases, Error 956 is displayed when a user was logged as SetupUser and a direct connection between the instrument and the QIAcuity Software Suite was interrupted. A restart of the instrument is required.
- When a plate was created in QIAcuity Software Suite 1.0 without linking the plate in the QIAcuity CSW 1.0 before the CSW is upgraded to version 2.1, Error 205 is shown. Unloading and reloading of the plate are needed after the software update has been completed.
- The plate status on the QIAcuity Software Suite is not correctly reflected after manually aborting the priming and cycling process of the instrument and a wrong error message is shown. Please make sure to not abort the run manually to avoid this issue.
- When the QIAcuity CSW was updated first to version 2.1 before the QIAcuity Software Suite was updated to version 2.1, Error 711 is shown on the QIAcuity Software Suite. In such cases, perform an additional restart of instrument. If issue persists, contact technical service support.
- The wrong message (Error 722 “The plate is currently locked by QIAcuity Suite”) is displayed on the plate tile after the plate run has been aborted by the user during imaging step. Re-opening and closing the drawer resolve the issue.
- In rare cases, the QIAcuity CSW states that the tray cannot be ejected after manually aborting a plate run. This message disappears after some seconds, and afterwards, the QIAcuity CSW can be used as usual.
- After disconnecting the instrument and reconnecting to the QIAcuity Software Suite, the plate status is not updated correctly. Re-opening and closing the drawer resolve the issue.
- In rare cases, after ejecting a tray using buttons on the QIAcuity CSW, Ulan unknown error is shown, which can be ignored.
- When a plate run definition of loaded plate is done by using the **New plate** button instead of **Create plate** button from plate card, the **Run** button is not working. In case a plate should be created on the instrument QIAcuity CSW, insert the plate first and use the **Create plate** button on plate card after the scanning has been completed.



Updating the instrument software

Visit www.qiagen.com and go to the Software section of the QIAcuity product page to check for the latest QIAcuity Instrument Control Software version and the latest user manual.

Visit www.qiagen.com and go to the Software section of the QIAcuity product page to check if an updated software version is available for download.

On a computer running Microsoft Windows®, download the software update from www.qiagen.com. Insert the USB drive provided with the QIAcuity, create a new folder named update, and extract the update software into this folder.

Insert the USB drive into the QIAcuity instrument and follow the instructions given in the user manual.

Note: Only users with an Administrator role can perform software updates.

Note: The latest Software Suite version 2.1.7.182 is only compatible with the QIAcuity CSW version 2.1.0.41. If only one software component is updated, no connection between the Software Suite and the QIAcuity CSW can be established.

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

Best regards,

Your QIAGEN Team