



complexity simplified.

SYNCT™ Software Release Notes



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Software Version: 1.1u2

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Software Information

Table 1. Software Information

Software version:	SYNCT™ 1.1u2
Software build:	349

- Allow sufficient time when changing or refreshing applications or data, such as filters or results lists (Reference #44142).
- Allow sufficient time for operations to complete when large amounts of data are involved, such as backup and restore procedures (Reference #44303).
- Ensure all LIS and network access points are configured with appropriate access privileges and have sufficient available space (Reference #44504, 41788).
- For LIS processing, the “RESULTS” csv file or HL7 file should be used (Reference #42706).

System Requirements

Recommended requirements
Hard drive space: 160 GB (or higher)
Display resolution: 1280 x 1024 (or greater)
SYNCT™
CPU: 2.0 GHz or faster
Memory: 4 GB RAM (or greater)
OS: Windows® 7 Professional SP1 (32-bit or 64-bit, US English) or Windows 8.1 Update (64-bit, US English) or Windows 10 (64-bit, U.S. English)
SYNCT™ with xPONENT®
Refer to the xPONENT® Release Notes for PC Specifications. xPONENT is not compatible with Windows 8.

Known Software Issues, Limitations, and Restrictions

Filters

- The date range for pre-defined filters will not update if the date changes while SYNCT™ is logged off but not exited. (Reference #23468).
 - Workaround: Click the **Filter By** button and click **OK**.

User Interface

- On computers running the Microsoft Windows® operating system, the SYNCT™ application window can be minimized to a point where images begin to overlap or cut off (Reference #29056).
 - Workaround: Increase the size of the SYNCT application window.
- The SYNCT user interface may not be fully displayed if the minimum resolution is not set on the computer (Reference #37292).
 - Workaround: Set the computer to the minimum supported resolution.
- If customized date/time settings are used on the host computer, then SYNCT may not display the customized format in all screens and dialog boxes (Reference: #36233).
 - Workaround: Use the standard Microsoft Windows regional date/time settings

Installation

- Without an Internet connection, the installation of SYNCT™ on Windows® 8.1 operating system may fail due to .NET 3.5 not installing correctly (Reference #30988).
 - Workaround: .NET 3.5 installation failures may be resolved by performing one of the following actions:
 - i. If an Internet connection is available, turn on .NET 3.5. This option is under **Control Panel > Programs > Turn windows feature on or off**; or
 - ii. If an Internet connection is NOT available, download .NET 3.5 elsewhere and then manually install it on the target computer.
NOTE: If either action does not address the problem or if the problems listed below exist, contact Luminex Technical Support for assistance
- Without an Internet connection, the installation of SYNCT on Windows 10 operating system may fail due to .NET 3.5 not installing correctly (Reference #57863).
 - Workaround: .NET 3.5 installation failures may be resolved by performing the following action:
 - i. Verify that your PC is connected to the internet.
 - ii. Enter Turn Windows features into the search box in the task bar, and then click **Turn Windows features on or off**.
 - iii. Select the box for **.NET Framework 3.5**.
 - iv. Click **OK**.
 - v. Click **Let Windows Update download the files for you**.
 - vi. After Windows completes the changes, restart your PC, then proceed with the SYNCT

1.1u2 installation.

NOTE: If either action does not address the problem or if the problems listed below exist, contact Luminex Technical Support for assistance

- In some cases, the system may be configured in a way that causes SQL Server installation to fail (Reference #32674). Typical issues include:
 - A different version of SQL Server is installed
 - Using Windows Authentication instead of SQL Authentication.
 - User does not have Admin access, or the UAC is set to a high value.
 - The Windows firewall is set up to not allow SQL to configure the system.
 - Another process is using Port 80 or is using the wrong port.
 - Workaround: Before installing SYNCT, verify the following:
 - i. Another version of SQL Server is not installed.
 - ii. The logged in user installing SYNCT has Admin privileges.
 - iii. Add SQL Server pass thru to the firewall.
 - iv. UAC is turned off.
 - v. No other application is using Port 80.**NOTE:** If this does not address the problem or if the problems listed below exist, contact Luminex Technical Support for assistance.
- Errors in the **rsreportserver.config** file may cause SYNCT installation to fail with the message **Aborting Install, ConfigureSSRS failed to run. Return Code 6** (Reference #34365).
 - Workaround: The reporting service is corrupt and needs to be restored. To restore, complete the following:
 - i. Back up the database.
 - ii. Uninstall SYNCT.
 - iii. Uninstall SQL Server.
 - iv. Manually delete any remaining config files in **C:\Program Files\Microsoft SQL Server\MRSR11\ARIESSQL\Reporting Services\ReportServer**.
 - v. Reinstall SYNCT.
 - vi. Restore the database.
- If Add-ons are installed while SYNCT is running, they are not available immediately after installing them (Reference #36298).
 - Workaround: Close SYNCT prior to installing or restart SYNCT after installing add-ons to be able to access them.
- If you attempt to install SYNCT without Admin privileges, you will encounter Windows Installer errors (Reference #36540).
 - Workaround: If you see an error during installation, check the user account permissions. SYNCT must be installed by an Admin user, or on a machine with UAC enabled.
- When upgrading from a previous version of SYNCT, the old version of the help file will not be deleted in certain circumstances (Reference #37103).
 - Workaround: Open the help file and manually delete the old help file from the folder.

Initialization/Startup

- If SYNCT™ is restarted shortly after rebooting the host computer, a dialog box may display **An error occurred connecting to the system database. Please select the database to use** (Reference

#35271).

- Workaround: Exit SYNCT. Wait one minute, then restart SYNCT.
- If you log into SYNCT with the **Stay signed in** check box selected, and are subsequently logged off from SYNCT due to inactivity, at the next login attempt the **Stay signed in** check box will not be selected, but will still be in effect (Reference #35422).
 - Workaround: Select **Logout** in SYNCT to logoff. Be aware that an automatic logoff due to inactivity will leave the **Stay signed in** option in effect, even though the check box is not selected.

Administration

- SYNCT™ will not provide any warning to a user if the folders set for the **Import Instrument Raw Data Location** or **LIS Import** have been renamed or deleted. This may result in an auto import NxTAG® raw data failure or LIS Import failure (Reference #22318, 36979).
 - Workaround: If any NxTAG-processed run or LIS order does not process for an extended period of time, open the **NxTAG Settings** or **Order Management Settings** to reset the folder locations.
- The number of runs displayed in the **Data Maintenance** page indicates only the number of completed runs. The count does not include any unprocessed runs that are present in the **NxTAG** module (Reference #37190).
 - Workaround: None. The number of runs displayed is for reference purposes only. It does not directly correlate to the database capacity warning.

Connected ARIES® Instruments

- The list of connected instruments sometimes displays duplicate or removed instruments (Reference #33308, 35504, 39966).
 - Workaround: After adding or removing instruments on the **Connected Instruments** page, exit and relaunch SYNCT™ to refresh the list of connected instruments.
- When ARIES® instrument connections are added to SYNCT, the connected status may indicate **In Progress** even after all data has been exchanged with the instrument (Reference #35638).
 - Workaround: None. No functional impact exists due to this issue.
- If the **Control Type** is updated for a **Control Order** in SYNCT, the value does not update on connected ARIES instruments (Reference #35765).
 - Workaround: Delete the original order and create a new Order with the desired **Control Type**.
- The Connected Instruments page may not display all available devices under certain conditions (Reference #39513).
 - Workaround: Ensure all devices are fully accessible prior to querying for connected instruments. If needed, restart the devices, SYNCT, and try again.

Assay Management

- Test Panels defined for a NxTAG® assay are not exported with the assay and will not be available when the assay is imported to SYNCT™.(Reference #27198).
 - Workaround: Define the Test Panels on all computers where Orders will be created for the assay.
- When editing an order to update the cassette information, you may see an error with the text **Object**

reference not set to an instance of an object. after clicking the **Yes** button of the edit confirmation dialog box (Reference #37249).

- Workaround: If you see this error, click **No** on the edit confirmation dialog box and edit the order again. To prevent this from happening, do not use a barcode scanner to update an Order's cassette information when LIS is importing orders.

NxTAG® Run

- If you delete the **ERRORS**, **SUCCEEDED**, or **UNPROCESSED** sub-folders from the NxTAG®'s **Import Instrument Raw Data Location**, you will see frequent error messages (Reference #22278).
 - Workaround: Turn the **Auto Import Off** and on again to re-create the missing folders.
- **Accession ID** and **Requisition Number** values entered in SYNCT™ prior to making those fields invisible will not be removed from the database but are not visible or editable when editing the order from the **NxTAG** module (Reference #26876).
 - Workaround: Set the **Accession ID** and **Requisition Number** fields back to visible to edit their values or remove their values before making them invisible.
- Comments may not be saved if they are added while a run is still in progress (Reference #41572).
 - Workaround: Do not add comments to samples while a run is in the "Pending" or "Processing" stage. Only add comments to samples in new runs or to samples on the Results page.
- When multiple control orders are edited on the NxTAG page, there is no indication of whether they have the same or different controls selected in the **Edit Order** dialog box (Reference #30767).
 - Workaround: Do not select any control in the **Edit Order** dialog box if you do not intend to modify the selected controls for the Orders; or select one of the controls if you want to change all the selected Orders to this updated control.

Order Management

- When creating or editing an IVD order, if a cassette barcode with a different assay than specified in the order is scanned, then an error message is only temporarily displayed (Reference #37295).
 - Workaround: Scan a cassette barcode with the same IVD assay that is associated with the Order.
- If Caps Lock is turned on, then scanning barcodes for text entry fields in SYNCT™ causes the case of the text to be reversed (Reference #34243).
 - Workaround: Turn Caps Lock off when scanning.
- If multiple SYNCT applications and/or ARIES® instruments share the same Order import folder, the Orders may not be processed correctly (Reference #36722 and 37014).
 - Workaround: Make sure multiple ARIES and SYNCT applications are not accessing the same folder for Order import. SYNCT has the capability to replicate orders to multiple ARIES instruments.

Reports

- If custom defined report headers have lines greater than 29 characters in length, then the text may be truncated on assay and run reports (Reference #28839).
 - Workaround: Limit the length of custom report header lines to 29 characters each.
- Report generation time for a Run Details report can exceed 60 seconds (Reference #44150).

- Workaround: Allow sufficient time for report generation to complete. Archive data to improve performance.

Results

- All expanded runs on the **Results** page will be collapsed when a NxTAG® run is processed (Reference #28956).
 - Workaround: Expand the desired run(s) by selecting the (+) symbol next to the run.
- When logging on immediately after starting SYNCT™ the **Results** page may indicate **No Results** while the results information is being loaded (Reference #29208).
 - Workaround: Allow a few minutes for results data to load before performing operations in SYNCT.
- If a sample is edited from the **Results** page when using the **Group By Sample** option, then the sample is moved to the bottom of the results grid. If a sample within a run is edited when using the **Group By Run** option, then the sample is moved to the end of the sample list for that run (Reference #34270).
 - Workaround: Refresh the **Results** page.
- Switching between **Group by Run** and **Group by Sample** on the **Results** page causes the data to be refreshed, potentially changing which data is being displayed (Reference #34718).
 - Workaround: Update filtering to display the desired results.
- **Submit Reports** does not display notification indicating Printer is not installed or not connected (Reference #35507).
 - Workaround: Ensure a printer is properly connected before generating reports.
- If customized date/time settings are used on the host computer, then SYNCT may not display the customized format in all screens and dialog boxes (Reference #36645).
 - Workaround: Use the standard Microsoft® Windows® regional date/time settings.
- Two runs with the same name will appear grouped together under a single run name on the **Results** page (Reference #36951).
 - Workaround: To display the runs separately, select a sample from one of the runs and rename the run. All the samples from the renamed run will be displayed under the new name.
- Filtering by **Instrument ID** or **Module ID** returns no results if searching by a substring (Reference #36986).
 - Workaround: Enter the complete instrument serial number in the **Instrument ID** field to find the results for that instrument. For ARIES® results, enter the complete **Module** serial number in the **Module ID** field to find the results for that module.
- If you select the same tests when re-masking sample results for a NxTAG assay, SYNCT will indicate that the sample was reanalyzed and add a message to the sample log even though the same results are shown (Reference #37293).
 - Workaround: None.
- Comments and messages may not always be sorted according to the time stamp (Reference #44994).
 - Workaround: Refer to the time stamp to determine chronological sequence.

Performance

- SYNCT™ performance may degrade after the database reaches approximately 1400 runs. Users may experience delays in generating reports, unmasking tests, exporting data, and archiving runs after this point (Reference # 35767).
 - Workaround: Archive data for runs when the database reaches approximately 1400 runs as

seen on the **Administration > Data Maintenance** page, or if the performance is degraded.

Luminex Technical Support

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Additional information is available on the website. Search on the desired topic, navigate through menus. Also, review the website's FAQ section. Enter <http://www.luminexcorp.com> in your browser's address field.

This manual can be updated periodically. To ensure that you have a current version, contact Technical Support.

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