SYNCT™ Standard Curve Analysis 2.0 Release Notes

89-30000-00-820 Rev A

May 2019

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Software Information

<u>Table 1. Software Information</u>

Software version:	SYNCT™ 2.0
Software build:	2.0.137

- SYNCT 2.0 is For Laboratory Use Only and does not support IVD Assay related applications.
- This product is only compatible with single target per channel UDP assays.

What's New

New Features

- Standard curve creation is now available within the application without the need for external tools. Users can select results of defined concentrations in order to create a standard curve with minimal effort.
- Results can have quantitative values calculated automatically at the end of the run, reducing hands-on time when reporting out quantitative LDT results.

Known Software Issues, Limitations, and Restrictions

- 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).

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 **Apply**.

User Interface

- 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

- 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 User Account Control (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:
        - Another version of SQL Server is not installed.
        - The logged in user installing SYNCT has Admin privileges.
        - Add SQL Server pass thru to the firewall.
        - UAC is turned off.
        - 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-\MSRS11.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 **LIS Import** have been renamed or deleted. This may result in LIS Import failure (Reference #22318, 36979).
    - Workaround: If any LIS order does not process for an extended period of time, open the **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 (Reference #37190).
    - Workaround: None. The number of runs displayed is for reference purposes only. It does not directly correlate to the database capacity warning.
- SYNCT may display error messages if operations are performed while results are being archived (Reference # 45070).
    - Workaround: Only archive results when SYNCT is idle. Do not perform other SYNCT activities during the archive operation.

Connect 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 and SYNCT, and try again.

Assay Management

- Channels with multiple targets assigned in the assay still appear for selection when defining standard curves (Reference #50008).
  - Workaround: Do not create a standard curve for channels with more than one target assigned.
- 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.

Order Management

- 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.
- If the selected assay in an order is updated, the selected tests displayed in the order table may be for the previously selected assay (Reference #48102).
  - Workaround: Delete the original order and create a new order with the desired assay selected.

Results

- During result file import, if some samples in the file cannot be imported, SYNCT™ displays the message **Invalid data was encountered after *n* samples were imported**. There are multiple causes for this error (Reference #48134, 49641, 49972).
  - Workaround: Contact Luminex Technical support to determine the root cause of the error.
- The log message is not always displayed when a quantitative result is removed from a sample (Reference #49939).
  - Workaround: Click the **Refresh** button to display the message.
- 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.
- The **Submit Reports** button does not display a notification indicating the 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.
- 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

Contact Luminex Technical Support by telephone in the U.S. and Canada by calling: 1-877-785-(2323)

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Additional information is available on the Luminex 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.