cobas 8000 core unit: AU not visible on the Data Review screen

Dear Valued Customer,

Description of Situation

We regret to inform you that we have identified a software limitation, which in rare cases resets your system configuration of the control unit software to default.

在此我们想为通知您关于罗氏cobas 8000全自动生化免疫分析仪软件的限制信息。在极少数情况下，该软件问题会将您控制单元的软件设置重置。

The control unit (CU) settings under Utility-System are reset to the default settings, under the following conditions:

1. The date in the Status Line of the User Interface is not displayed.
   使用者UI界面日期时间未显示
cobas 8000 core unit; AU not visible on the Data Review screen

2. The information about the "Analytical Unit" (AU) is not displayed in the Data Review screen (however, it is still displayed in the Test Review screen).

3. The year/month/date/time of the Printout Preview on the History screen is not displayed.

For instruments which are connected to CLAS and/or are running in Barcode mode:
If the issue has happened and with starting the next Operation:
已连接 CLAS 的仪器及/或在条码模式下运行的仪器，若如下问题已发生且在再次运行后继续发生：

- Barcodes are not read anymore
  无法读取条码
- Rack loading from CLAS is not possible anymore
  无法从 CLAS 装载样本架

Note:
The described software issue may initialize the system setting information database and consequently resets relevant system settings.
The risk depends on the default settings which are unknowingly activated. Especially "System-Alarm Settings" and "System-Immune Analyzer Settings" unnoticed switched back to "default" may cause a risk for incorrect results.

Note: 所列软体问题可能会初始化系统设置信息数据库从而导致相应的系统设置重置。软件风险可能会由未知激活的默认设置决定。特别是 “System-Alarm Settings” 和 “System-Immune Analyzer Settings” 均在未经注意情况下转换回到初始设置，可能会导致结果错误风险

Actions taken by Roche Diagnostics
罗氏诊断提供的解决方案:

A new software version is being developed in order to solve this limitation that will be available by November 2017.
用于解决该问题的全新软件版本将于 2017 年 11月上线

Actions to be taken by the customer/user
客户端应对方案:

There are two indicators that will identify if the described software issue has occurred.
若软件问题出现，将会有如下两项特征:

Indicator 1:
特征1:
Please check if the date is displayed in the Status Line of the User Interface at minimum on a daily basis (see Figure 1). Whenever the date is not displayed in the Status Line of the User Interface, the software limitation has occurred on this instrument.
请检查日期是否在用户界面状态栏正确显示（请见图1）。若日期无法在状态栏显示，则该仪器已发生软件问题。
cobas 8000 core unit; AU not visible on the Data Review screen

Figure 1: Date (in the red box) not displayed in the Status Line of the User Interface

图 1: 日期 (红框所示位置)在用户界面状态栏未显示
cobas 8000 core unit; AU not visible on the Data Review screen

Indicator 2:
特征2:
Whenever the information about the Analytical Unit is not visible on the Data Review screen (see Figure 2 below, red mark), the software limitation has occurred on this instrument.
若出现Data Review界面分析模块信息不可见（请见下方图2, 红色标识），则该仪器发生软件问题。

![Figure 2: Missing A.U. information (in the red box) in the Data Review screen](image)
图2: Data Review界面缺失的分析模块信息 (红框内所示)

If the described software issue is present, please stop the instrument by using the “Stop” button and call your Roche Diagnostics contact, in order to get the appropriate support to have your system reconfigured.
若以上描述的软件问题出现，请使用“Stop”按钮停止仪器，并联系罗氏服务人员，以确保您的仪器可以被正确地重新设置。

Rerun of already measured samples after the issue occurred (to be performed only after all settings are set again):
It is recommended to measure those samples again which have been measured in the time frame from the issue occurrence till the instrument has been stopped.
在问题出现后请重测已完成测量的标本（请在所有设置重设后执行）

Hint:
Possible action to save the current System-Settings at customer site:
On daily base follow the description in the Operator Manual-Utility-Maintenance Chapter to perform the Utility-Maintenance item (14) Parameter Read/Write by selecting the “Parameter Write”.
提示:
在客户端保存现有系统设置的可能方案:
每日按照操作手册仪器维护章节所描述，在Utility- Maintenance item（14）界面选择“Parameter Writer”，实施参数读写操作
This will save the current System Settings of the instrument. Repeat this Maintenance function whenever a System setting is changed.
该操作将在仪器上保存现有系统设置。在系统设置更改后，请重复此项操作。
If the issue has happened on the instrument use the Utility-Maintenance item (14) Parameter Read/Write by selecting the “Parameter Read” to download the parameters to the system again.
若问题已发生，请使用在Utility- Maintenance item（14）界面选择“Parameter Read”重新下载系统参数

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cobas 8000 core unit; AU not visible on the Data Review screen

Estimation about date/time of the occurrence of the phenomenon:
1. Open the Print-History screen
2. Search for the oldest printout which does not show the year/month/day/time in the Print-History screen.

关于日期/时间问题发生情况的预计：
1. 打开Print-History 界面
2. 搜索Print-History界面未显示年/月/日/时间的最初打印报告

We apologize for any inconvenience this may cause and hope for your understanding and your support.
对该问题可能导致的任何不便我们非常抱歉，期待能得到您的理解和支持。

Best regards,

罗氏诊断产品（上海）有限公司
2017 年 10 月