# cobas 8000

## The affected settings

### Affected important settings

| Affected important settings | Affected time |
|---|---|
| Clot detection for ISE, c 502 and c 70x disabled | next operation starting from Standby |
| Foam detection for e 801 disabled | next operation starting from Standby |

Table 1: Affected important settings

## Detectability

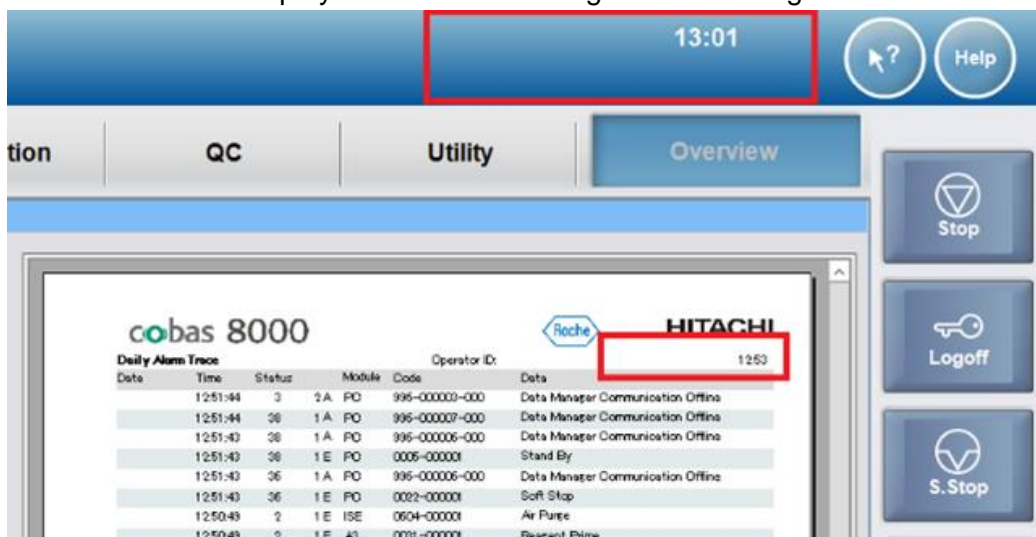1. The date is not displayed in the red rectangles shown in figure 1.



Figure 1: Date is not displayed in the red rectangles.

2. Newly loaded **barcoded** samples are not measured anymore and a system alarm (27-1 No Test Performed on Rack) is triggered.
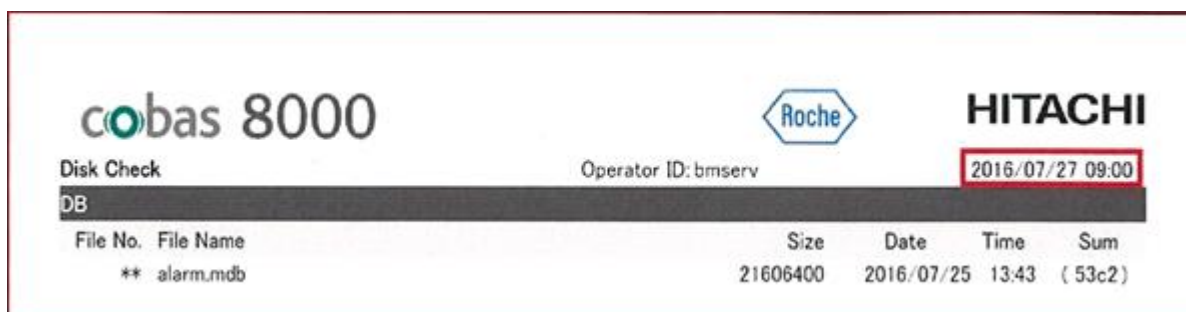
## Actions to be taken by the customers

Check if the date is displayed in the red rectangles shown in figure 1 before you click on the start button or at minimum on a daily basis. Whenever the date is not displayed, the software limitation has occurred on this instrument.

If the described software issue is present, stop the instrument by pressing the "Stop" button and call your Roche Service Representative for further instructions.

For systems running in <u>sequence mode</u>, it is recommended to measure those samples again which have been measured in the time frame from the issue occurrence until the instrument has been stopped.

In order to determine the estimated time when the issue occurred, follow the steps below:

1. Open the Print-History screen.

2. Search for the latest report which still displays the date in the red rectangle shown in figure 2. This is the estimated time before the issue occurred.



Figure 2: Report in Print- History

Note: For systems running in <u>barcode mode</u>, there is no need to rerun the barcoded samples which have been measured in the time frame from the issue occurrence until the instrument has been stopped, except those samples registered under Workplace- Test Selection- Barcode Read Error.