

# cobas pro

## The affected settings

### Affected important settings

| Affected important settings                            | Affected time                        |
|--|--------------------------------------|
| Clot detection for ISE and c 503 sample probe disabled | next operation starting from Standby |
| Abnormal reagent aspiration for c 503 disabled         | next operation starting from Standby |
| Foam detection for e 801 disabled                      | next operation starting from Standby |
| High altitude function disabled                        | next operation starting from Standby |

Table 1: Affected important settings

## Detectability

1. Message “The remaining sequence number ... is 59999...” pops up on the start condition screen, when the start button is pressed.

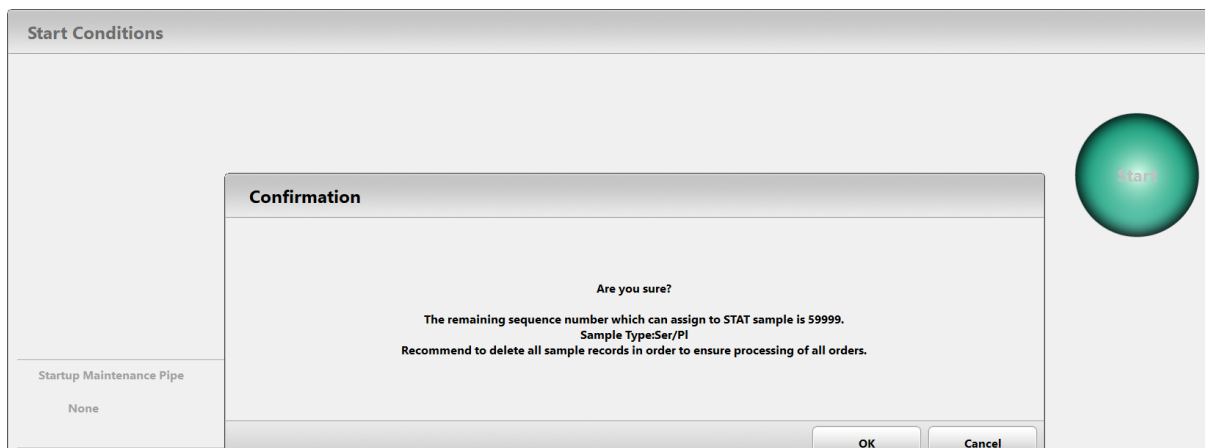


Figure 1: Pop-up message on the start condition screen

2. System alarms such as “Replace photometer lamp/ Reaction cells”, "Wash Sippers Flow Paths Recommendation" are issued, and countdown values in the red rectangles shown in

figure 2 become zero.

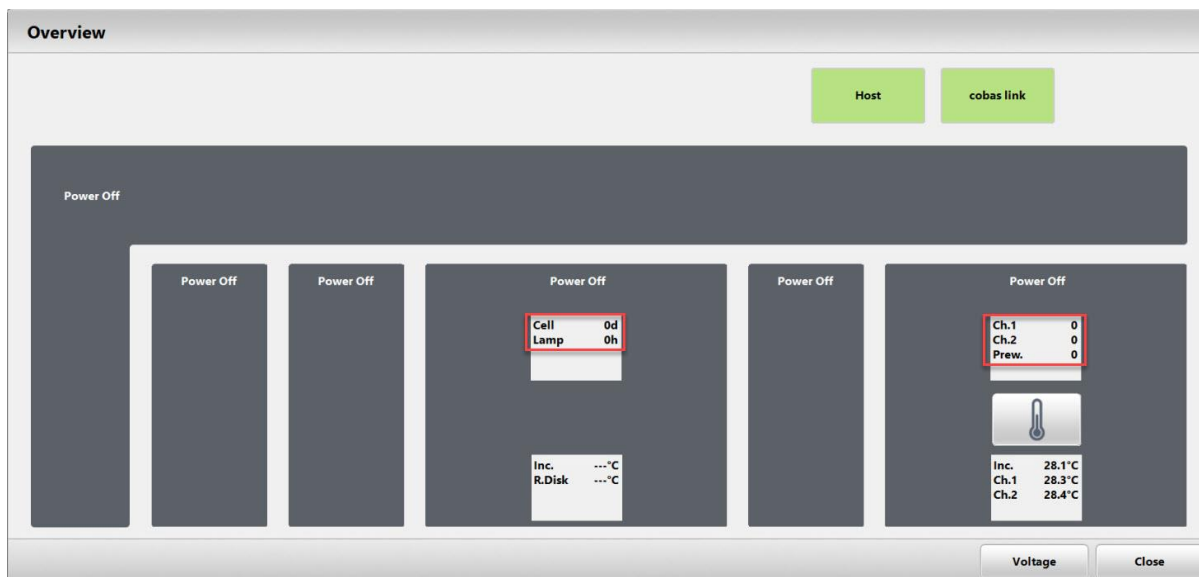


Figure 2: Overview screen with zero countdown values

3. The date is not displayed in the red rectangles shown in figure 3.

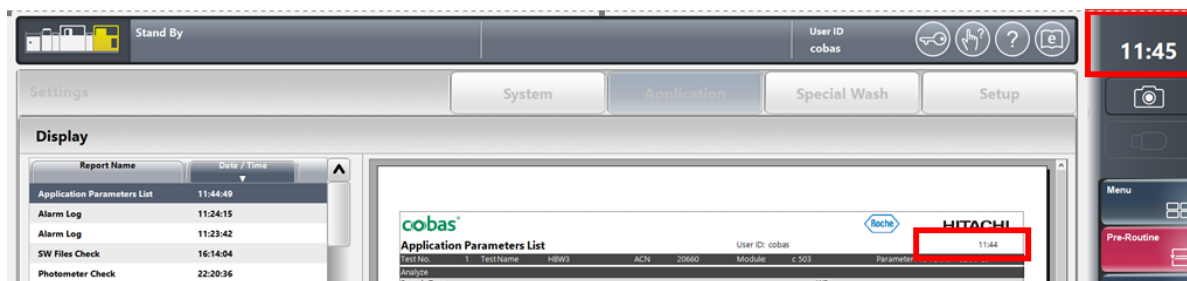


Figure 3: Date is not displayed in the red rectangles

## Actions to be taken by the customers

Check if the date is displayed in the red rectangles shown in figure 3 before you click on the start button or at minimum on a daily basis. Whenever the date is not displayed, the software limitation might have 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 systems running in sequence mode, 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 Report-Display screen.



2. Search for the latest report which still displays the date in the red rectangle shown in figure 4. This is the estimated time before the issue occurred.

The screenshot shows the 'cobas' logo on the left and 'Roche' and 'HITACHI' logos on the right. Below the logos, it says 'SW Files Check' and 'User ID: cobas'. A date '05/06/2020 11:25' is displayed in a red-bordered box. Below this is a table with columns: File No., File Name, Size, Date Time, and Sum.

| File No. | File Name   | Size     | Date Time        | Sum     |
|----------|-------------|----------|------------------|---------|
| **       | alarm.acddb | 24981504 | 23/07/2019 13:06 | ( a7e2) |

Figure 4: Report in Report- Display screen

For systems running in barcode mode, 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 the samples registered under Routine- Order Tests-Barcode Read Error.