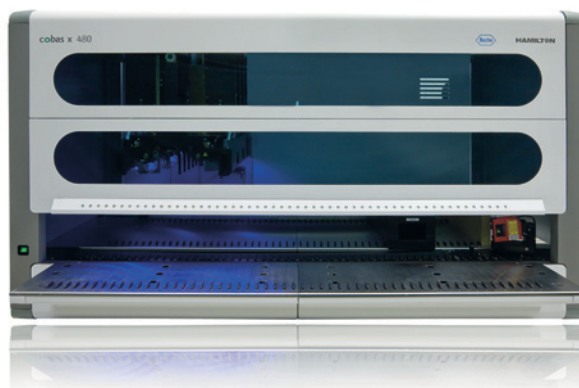




cobas[®] 4800 System

Software Version 2.1

Known Issues for cobas[®] CT/NG v2.0 Test



cobas[®]
Life needs answers

Document information

Manual version	Software version	Revision date	Main change
1.0	2.1	February 2014	First version
1.1	2.1	October 2014	Updated

Editor's note

Every effort has been made to ensure that the information contained in this document is accurate at the time of printing. Not all functionality described in this document may be available to all users. Roche Diagnostics International Ltd. reserves the right to make any further required changes to software without prior notice. Such changes may not immediately be reflected in this document.

Intended use

This document is for users of the **cobas**[®] CT/NG v2.0 Test on the **cobas**[®] 4800 System.

Copyright

© 2007-2014 F. Hoffmann-La Roche Ltd. All rights reserved

Trademarks

The following trademarks are acknowledged:

COBAS, COBAS Z, COBAS X, and LIFE NEEDS ANSWERS are trademarks of Roche.

All other trademarks are the property of their respective owners.

System-specific Known Issues

For system-specific issues, refer to the **cobas**[®] 4800 System Known Issues document.

Table of contents

List of known issues.....	4
---------------------------	---

List of known issues

# Issue	Detail	When can you encounter this problem	Workaround	
1	Hardware errors on cobas x 480 instrument	Empty or capped tubes cause cobas x 480 instrument hardware errors.	Loading empty or capped tubes onto the cobas x 480 instrument may lead to some specimens not being processed. It may also cause severe damage to the pipetting channels.	Do not load empty or capped tubes onto the cobas x 480 instrument. If a hardware error occurs, manually remove all carriers, and restart the cobas x 480 instrument and cobas[®] 4800 software.
2	Reagent expiry date	Reagent expiry date clarification.	The reagent expiry date is based on the Coordinated Universal Time (UTC). Therefore, the local time for reagent expiry could be offset by plus or minus 12 hours, depending on the local time zone relative to UTC.	For information only.
3	Incorrect kit size alarm message	Incorrect kit size message in the alarm area.	During loading, if a larger reagent kit size is used than required, the help text in the alarm area displays a warning message stating insufficient reagents.	You can use larger kit size than required. Treat the message as a warning that using a larger than required kits size is an inefficient use of reagents. The run is not affected.
4	Failed specimens and the recovery workflow	Recovery workflow reports specimens as invalid instead of failed.	When you use the recovery workflow, any failed results from the original run are reported as invalid instead of failed.	For information only.
5	Specimen type error message	Incorrect error message indicating that the specimen type is not allowed with the requested test.	When swab/urine specimens are ordered in the same run as PreservCyt [®] specimens.	Swab, urine, and PreservCyt [®] are valid specimen types for the cobas[®] 4800 CT/NG Test . However, swab and urine specimens cannot be processed in the same run as PreservCyt [®] (PC) specimens. Create separate runs for swab/urine and for PreservCyt [®] .
6	Invalid specimens in result counters	Invalid specimens are displayed as valid results in the Result counters tab.	Invalid specimens in a valid run i.e. with valid controls, are displayed under the Valid column in the Result counters tab.	For information only.
7	Estimated time to complete for sample preparation process	Displayed completion time is over-estimated at the start of the run.	When you start a run with swab or urine as the specimen type.	For information only. The actual run time is correct and consistent with previous software version. Displayed run time adjusts and corrects itself to reflect run in progress.

☰ List of known issues