

## ArtelWare Software Release Notes v2.3

### ArtelWare Features

Introducing MVS Custom Solutions feature where assay-specific reagents can be prepared and employed to assess volume transfer performance of a liquid handler using the Artel MVS Multichannel Verification System and QualAssure Stock 1 and QualAssure Stock 2 dyes.

### Software Improvements

- [HYAC-4724] Improved message description to guide users to check for pending results that need to be reviewed, prior to unchecking Lab Policy setting for “Require reviewer to be different than trainer even if trainer has review permissions
- [HYAC-4547] Ability to clone a dispense step in a verification / calibration plan
- [HYAC-4546] Improved summary information of dispense step details for verification / calibration plans
- [HYAC-4438] Improved plate UI to limit re-drawing step to only when a replicate count or summation option are changed
- [HYAC-4568] Changed default in Lab Policy settings to include Next Due Dates on all reports that use scheduling feature for new installations
- [HYAC-4511] Changed default in Lab Policy settings to uncheck ‘Require reviewer to be different than operator even if operator has review permissions’ for all workflows by default for new installations
- [HYAC-4829] Auto select owner of a device if only one username is added to the system

### Bug Fixes

- [HYAC-4743] Fixed shaking issue to continue to ask user to shake or skip shaking for each plate in a multi- plate workflow that includes Aqueous QualAssure HV
- [HYAC-4680] Fixed Shaking details displayed on report when shaking is skipped and comments are required for shaking parameter changes in lab policy setting
- [HYAC-4624] Fixed removal of environmental values on reports when previously removed during Calibrations/Verifications
- [HYAC-4604] Fixed display of MVS based Calibration Plan description while viewing from the Shaker Window UI
- [HYAC-4581] Fixed missing scroll bar from liquid handler list when creating schedules for ALH verification
- [HYAC-4542] Fixed the display of precision digits for tolerance limits during workflow to match report for Operator Training and Pipette Calibration using the PCS
- [HYAC-4468] Fixed CAPP Aero384 C10-64 pipette catalog entry to show 64 instead of 48 channels
- [HYAC-4425] Fixed deactivate button to be seen as disabled for an inactive Training Plan
- [HYAC-4361] Fixed scanned Liquid Handler to be the actual selected entry over similar item in list
- [HYAC-3395] Fixed scenario where multiple Cal A entries could be listed in Materials section of PCS based reports
- [HYAC-1544] Fixed Date format on Calibration report to be consistent with system date format

## Compatibility

- ArtelWare has been validated for use with Windows 11 and Windows 10
- ArtelWare has been validated for use with SQL Server 2022 and 2019 in Express, Standard, and Enterprise Editions

## Known Issues / Limitations

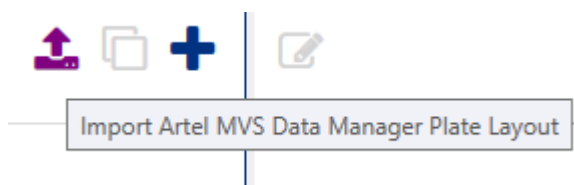
- **IMPORTANT NOTE for Windows 11 users:** There is a known incompatibility with some high speed storage devices and all current Microsoft SQL Server versions on Windows 11. See this link <https://learn.microsoft.com/en-us/sql/sql-server/install/hardware-and-software-requirements-for-installing-sql-server?view=sql-server-ver16#StorageTypes> for more information. This issue only affects the system where the database will be installed and does not affect the system configuration provided by Advanced Instruments.
- **IMPORTANT NOTE for SQL Server Express 2022 and 2019 Users:** Advanced Instruments has identified an issue where SQL Server may fail to synchronize with the host computer's clock, potentially causing incorrect completion dates on reports and potentially incorrect timestamps for ArtelWare's audit trail entries. This issue was addressed in v2.1 and ArtelWare now warns users if it detects a difference in time. For more information, request technical document #7A7265 from Technical Support.
- ArtelWare does not yet support the following features of MVS Data Manager:
  - Serial Dilution Workflow
  - Batch mode

## UPDATING

### From all MVS Data Manager versions

MVS Data Manager and ArtelWare can co-exist on the same computer; uninstallation is not necessary. ArtelWare is not a direct upgrade of MVS Data Manager and is a completely new software platform, bringing new features and capabilities.

If using MVS Data Manager version 3.6 or newer, plate layouts can be exported to an XML file. The details of these plate layouts are then importable from the Verification Plans configuration screen. Importing the plate layout details will populate the target volumes, limits, plate layout, and other information into a new Verification Plan.



### From all ArtelWare / PCS Software versions

**Note: ArtelWare and PCS Software cannot co-reside on the same client PC and PCS Software components must be uninstalled to perform the upgrade.**

**All upgrade tasks should be performed by a Windows administrator.**

Upgrading to ArtelWare from PCS Software, or a previous version of ArtelWare, is performed in multiple steps.

First, back up your database(s) via the following document instruction (#7A7471\_ArtelWare\_Database\_Backup\_Restore\_Procedure).

Next, the following components should be uninstalled from existing systems via Control Panel | Programs and Features:

- PCS Client / ArtelWare Client
- PCS Service / ArtelWare Service
- PCS Mail / ArtelWare Mail (if applicable)
- PCS Notification / ArtelWare Notification (if applicable)
- PCS Database / ArtelWare Database (this removes only support files from the system, all database data remains intact)

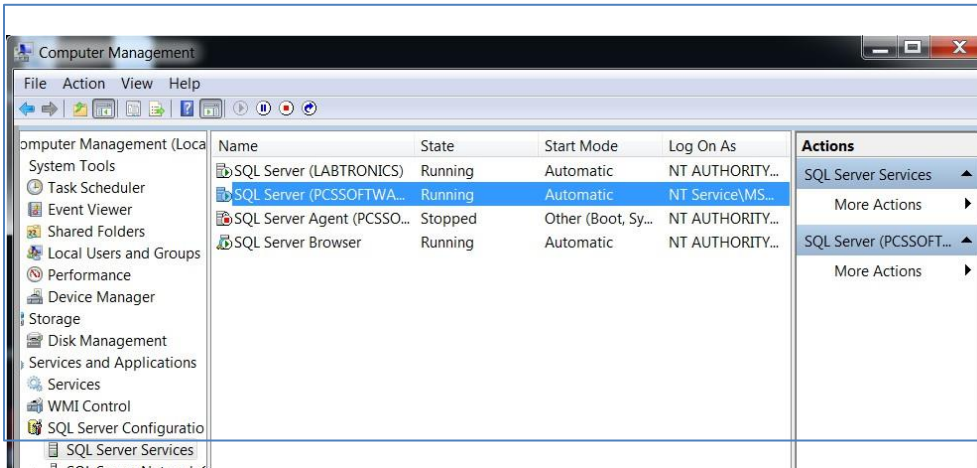
**If updating from PCS Software version 1.2 or older, confirm SQL FILESTREAM is enabled.**

ArtelWare uses SQL Server FILESTREAM storage to attach and persist external records. While FILESTREAM will be enabled as part of new SQL Server Express installations performed by the ArtelWare installer, FILESTREAM is not automatically enabled when you install SQL Server manually or upgrade an existing SQL Server instance.

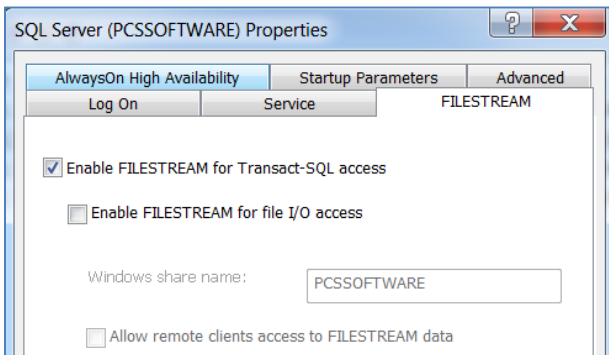
When **updating** to ArtelWare, you must enable FILESTREAM by using SQL Server Configuration Manager, PRIOR to beginning the ArtelWare update. The following steps outline the process for enabling this function:

1. Go to **Start | Computer Management**
2. In the left side column, expand **Services and Applications**
3. Expand **SQL Server Configuration**
4. Click on **SQL Server Services**

- Click to highlight the PCS Software **SQL Server** Instance - default instance names are **SQL Server (SQLEXPRESS)** or **SQL Server (PCSSOFTWARE)**



- Right-click on the instance and select **Properties**
- Click on the **FILESTREAM** tab
- Check the box to **Enable FILESTREAM for Transact-SQL access** (do not check any other boxes)



- Click **Apply**, then **OK**

Then, using the ArtelWare install media, install the following components on your systems as applicable for your network configuration:

- ArtelWare Database (this performs an in-place update of the existing database schema and data)
- ArtelWare Email Notifications (if applicable)
- ArtelWare Service
- ArtelWare Client

If updating to ArtelWare from PCS Software versions prior to version 1.4, your PCS Software license key will be required at first launch of ArtelWare following installation. This key is now stored in the ArtelWare database and will no longer need to be entered during the upgrade process. Additional steps will be required if you have multiple databases configured. If you have any additional questions or concerns, please contact Technical Support at [support@aicompanies.com](mailto:support@aicompanies.com).

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