



CPS / Serum Work Area Systems Version 1 November 2020

# Rare occurrence of changed configuration settings on certain systems

Product Name	cobas <sup>®</sup> 8000 Core Unit				
	cobas pro sample supply unit				
	cobas c 513 analyzer commercial system				
System	cobas 8000 modular analyzer series				
	cobas pro integrated solutions				
	cobas c 513 analyzer commercial system				
GMMI / Part No	cobas 8000 Core Unit: 05641446001				
Device Identifier	cobas pro sample supply unit: 08464502001				
	cobas c 513 analyzer commercial system: 07649142001				
Production Identifier					
(Product name/Product code)	n/a				
SW Version	cobas 8000 modular analyzer series: all versions				
	cobas pro integrated solutions: all versions				
	cobas c 513 analyzer commercial system: all versions				
Type of Action	Field Safety Corrective Action				

Dear Valued Customer,

#### **Description of Situation**

Roche has received one customer complaint for the **cobas** 8000 modular analyzer series where due to a software limitation the system stopped reading barcoded samples with loss of the Utility Settings. For **cobas pro** integrated solutions, two similar complaints have been received since launch.

Although no impact on patient results occurred, internal investigation revealed that for some settings under specific conditions, the occurrence of this situation may remain undetected and leads to deactivation of clotting and foam data flags. In case of poor sample quality, discrepant results may remain undetected due to absence of the associated data flags.

Trigger of this event is a very rare database timeout error, which impacts the settings stored on the SQL Server due to a software limitation. This can lead to a deactivation of some analyzer settings. Due to residual medical risk associated with this issue, customers using the affected products must be informed via FSN-CPS-2020-013.

Furthermore, this FSN describes how to identify this software limitation and provides a possible interim countermeasure for the customers.

# Rare occurrence of changed configuration settings on certain systems



#### Actions to be taken by Roche Diagnostics

The described issue will be solved within **cobas**<sup>®</sup> 8000 modular analyzer series SW 06-08, **cobas pro** integrated solutions SW 02-01 and **cobas c** 513 analyzer commercial system SW 02-05. It is planned that the new SW versions will be available by Q3/2021.

#### Actions to be taken by the customer/user

Customers are advised to check regularly if the date is visible in the control unit software. Details are described in the attachment for each affected instrument.

This advice is valid until further notice. As soon as the aforementioned SW updates are available, we will update the communication.

### **Communication of this Field Safety Notice (if appropriate)**

This notice must be passed on to all those who need to be aware within your organization where the devices have been distributed/supplied (if appropriate).

Please transfer this notice to other organizations/individuals on which this action has an impact.

Please maintain awareness of this notice and resulting action for an appropriate period to ensure the effectiveness of the corrective action.

# The following statement is mandatory in FSNs for EEA countries but is not required for the rest of the World:

*Include if applicable:* The undersigned confirms that this notice has been notified to the appropriate Regulatory Agency.

We apologize for any inconvenience this may cause and hope for your understanding and your support.

<closing salutations>,

#### **Contact Details**

#### To be completed locally:

Name

Title

**Company Name** 

Address

# Rare occurrence of changed configuration settings on certain systems



Tel. +xx-xxx-xxxx xxxx

Email name@roche.com

#### **Attachments**

- Instructions FSN cobas<sup>®</sup> 8000
- Instructions FSN cobas pro
- Instructions FSN cobas c 513



# 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.

						13:01 R? Help
tion		QC	(		Utilit	ty Overview
						Stop
	cob	as 8	000	i i i		
		as 8	000		Operato	
	COD Daily Alarm Date	Тлюе	000 Status		Operato dulle Code	
	Daily Alarm	Тлюе			dule Code	Roche HITACHI
14	Daily Alarm	Trace Time 1251:44 1251:44	Status 0 38	M 2A P 1A P	dulle Code 995-000003-00 995-000007-00	Roche HITACHI Data Data 1253 Data Manager Communication Offina Do Data Manager Communication Offina
	Daily Alarm	Trace Time 1251:44 1251:44 1251:43	Status D 38 38	M 2A P 1A P 1A P	dule Code 995-000003-00 996-000007-00 996-000006-00	Roche HITACHI r D: 1253 Dots Manager Communication Offine 00 Data Manager Communication Offine 00 Data Manager Communication Offine
	Daily Alarm	Trace Time 1251:44 1251:44	Status 3 38 38 38	1A P 1A P 1A P 1A P	dule Code 995-00003-00 995-000007-00 995-000006-00 9005-00000	r D: Data Data Data Communication Office Data Manager Communication Office Data Manager Communication Office Data Manager Communication Office Stand By
	Daily Alarm	Trace Time 1251:44 1251:44 1251:43	Status D 38 38	M 2A P 1A P 1A P	dule Code 995-00003-00 995-000007-00 995-000006-00 9005-00000	Roche HITACHI v D: 1253 Deta 00 Deta Manager Communication Offina 00 Deta Manager Communication Offina 03 Deta Manager Communication Offina 04 Stand By 05 Deta Manager Communication Offina
	Daily Alarm	Trace Time 1251:44 1251:44 1251:40 1251:40	Status 3 38 38 38	1A P 1A P 1A P 1A P	dule Code 995-000002-00 995-000007-00 995-000006-00 90005-000001 995-000006-00	Rocke HITACHI r D: 1253 Data Data Manager Communication Offine Data Manager Communication Offine Stand By D Data Manager Communication Offine Stand By D Data Manager Communication Offine Soft Stop
	Daily Alarm	Time 1251:44 1251:44 1251:40 1251:40 1251:40	Statur 0 08 08 08 08 08	1A P 1A P 1A P 1A P 1A P	dule Code 995-000007-00 995-000007-00 995-000006-00 0005-000001 995-000006-00 0022-000001 0002-000001	Roche HITACHI v D: 1253 Deta 00 Deta Manager Communication Offina 00 Deta Manager Communication Offina 03 Deta Manager Communication Offina 04 Stand By 05 Deta Manager Communication Offina

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.

cobas 8000	Roche	>	HIT/	ACH
Disk Check	Operator ID: bmserv		2016/07	/27 09:00
DB				
File No. File Name	Size	Date	Time	Sum
** alarm.mdb	21606400	2016/07/25	13:43	(53c2)

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.



# cobas c 513

## The affected settings

#### Affected important setting

Affected important settings	Affected time
Sample probe 1 (S1) Clot Detection disabled (only active on system running Glucose)	next operation starting from Standby

Table 1: Affected important setting

# Detectability

1. Date and Logon ID is not displayed in the red rectangles shown in figure 1.

Stand By	15:05
Workflow	Keyboard
Workflow T	दुन्⊖ Shutdown
✓ Preventive Action	Menu
Maintenance Delete Sample Data QC Accumulate	Workflow
Reagent Load/Unload List Recommended Calibration Routine QC	Test Selection
Standby Cassette QC Calibration/QC Load List	Maintenance
	Alarm
	Print
	Stop
Download Calibrator Close	S.Stop
S S S STAT   Calibration Calibration Control	( Start
Rack Monitor Reagent Calibration QC Data Monitor   Logon ID:	

Figure 1: Date and Logon ID (in the red rectangles) is not displayed on the User Interface



2. System alarm 471-000001 without alarm name occurs.

471-000001 Analyzer Unit Stop	Alarm Code Module	Level	Alarm Name
	471-000001 Analyzer Unit	Stop	

Figure 2: System alarm 471-000001 without alarm name

### Actions to be taken by the customer

Check if the date is displayed in the red rectangle 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 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 as 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 3. This is the estimated time before the issue occurred.

Photosotor	Cheok			Operator ID:	Operator			10/11/2014	11:48
Previous D	)ata			Current D	ata			-	
	Date	10/11/2014	10:13		Date	10/11/2014	- 11	:48	
	340 mm	1000			340 mm		1000		
	376 m	500	e e		376 nm		500		
	415 mm	1000	Ŕ		415 nm		1000		
	450 m	500	Č.		450 nm		500		
	480 mm	1000	Č.		480 mm		1000		
	505 mm	500			505 nm		500		
	546 mm	1000	ę.		546 nm		1000		
	570 mm	500			570 nm		500		
	600 mm	1000	6		600 nm		1000		
	660 mm	500	ć.		680 nm		500		
	700 mm	1000	0		700 nm		1000		
	800 mm	500	E.		800 nm		500		

Figure 3: Report in Print- History

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 Workplace- Test Selection-Barcode Read Error.



# 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	I

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.

Start Conditions		
		Start
	Confirmation	
	Are you sure?	
	The remaining sequence number which can assign to STAT sample is 59999. Sample Type:Ser/Pl Recommend to delete all sample records in order to ensure processing of all orders.	
Startup Maintenance Pipe		
None		
	OK Cancel	

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.

rerview			Host	cobas link
Power Off				
Power Off	Power Off	Power Off Cell Od Lamp Oh	Power Off	Power Off Ch.1 0 Ch.2 0 Prew. 0
		inc. ···°C R.Disk ···°C		Inc. 28.1°C Ch.1 28.3°C Ch.2 28.4°C
	_			Voltage Close

Figure 2: Overview screen with zero countdown values

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

Stand	Ву			User ID cobas	-9£^?e	11:45
Settings		System	Application	Special Wash	Setup	
Display						
Report Name	Date / Time				î î	Menu
Application Parameters List	11:44:49					
Alarm Log	11:24:15	cobas		Roche	HITACHI	88
Alarm Log	11:23:42	Application Parameters List	liter l	ID: cobas	11544	Pre-Routine
SW Files Check	16:14:04	Test No. 1 Test Name HBW3	ACN 20660 Modu			<u>e</u>
Photometer Check	22:20:36	Analyze Sample Type		WB		Quantierr

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.



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.