**Important Information Regarding Archiving on the Galileo Echo® (v2.0) and Echo Lumena® Instrument Platforms**

You are receiving this communication because our records show that your Echo (v2.0) or Echo Lumena system may not have been upgraded to Echo Software Release 2.1 Patch 1 (Software version 2.1.0.41), and your system may be subject to an error condition that occurs when archiving.

The software version can be found by selecting “Help” from the top tool bar followed by “About.” Alternatively, the software version is displayed in the header of all sample result reports. If you are on a software version 2.1.0.30 or prior, please review the details below for instructions on how to address the issue. If you are on software version 2.1.0.41 or above, we may not have received a faxed copy of the Installation Qualification and Operational Qualification forms. These completed forms can be faxed to Immucor Field Quality at 770-225-8562.

Immucor has investigated reports of a software anomaly that prevents results archive. A “FileMgtResultsPage.cpp” assertion error will be generated with any archive initiated with results run on or after January 1st, 2020. This error will require a reboot to recover and prevents the weekly maintenance task of Archive Results and Delete from Database from being completed. This issue is exclusive to Echo (v2.0) and Echo Lumena systems operating software versions 2.1.0.30 or prior. Echo (v2.0) and Echo Lumena instrument platforms operating on software version 2.1.0.41 do not exhibit the error.

With the launch of Echo software versions 2.1.0.41 last year, we previously communicated that this is a mandatory upgrade and must be completed within 60 days. However, we understand that in your exceptional circumstances this upgrade may not have been performed. The 2.1.0.41 upgrade instructions require that the results be archived prior to starting the upgrade process. Because this will generate the error above, we need to work with you to schedule the upgrade as soon as possible. In order to upgrade, Immucor personnel must access your system to manually archive results through blud_direct. If blud_direct is not available, a representative will need to come onsite to complete the archive and delete process as well as upgrade your instrument.

Please contact Technical Support to establish a scheduled time to perform this manual archive and upgrade. Please note that this upgrade requires the use of the Software Release 2.1 Patch 1 (Software Version 2.1.0.41) upgrade disc. If you cannot locate the
disc that was previously shipped, please contact Immucor Technical Support for a replacement. For further information on the changes with this patch please see CC-18-034-02 Software Release 2.1 Patch 1 (Software Version 2.1.0.41).

For further information, to schedule an upgrade, or to request a replacement disc please contact Immucor Technical Support at 855.IMMUCOR (855.466.8267).