

**Confidential**

March 25, 2020

**Customer Notification: ProFlex PCR System unable to unlink Admin email address on Thermo Fisher Scientific Cloud for FW v.2.0.X**

**Overview**

When signing into the Cloud account from ProFlex™ instruments, a random email address appears on the instrument. This notification explains the problem and provides instructions to install a patch to correct it.

**Problem**

The ProFlex™ instrument firmware has an email address embedded in a supporting file, which causes an admin email address to display as [sunandan.nakka@thermofisher.com](mailto:sunandan.nakka@thermofisher.com) on the instrument when signed into Thermo Fisher Cloud, and the customer is unable to unlink this email address.

**Solution**

To fix this problem, apply a patch for ProFlex™ firmware v2.0.0

*Obtaining the Patch*

Download the patch from the Thermal Cycler PID under **Software/Computer > ProFlex Firmware**.

*Apply the Patch*

1. Log in to all existing user accounts on the instrument, then check if there are any accounts linked to the Cloud for each user.
  - a. Log into user account
  - b. Touch **My Profile > Cloud**
  - c. Check if there is an account linked to the Cloud
  - d. If there is no user account linked to the Cloud, please proceed to step 2.
  - e. If there is/are one or more user accounts linked to the Cloud, please proceed to step 3. Apply the patch downloaded from the Thermal Cycler PID
2. Unlink the account for each connected user. **DO NOT** unlink Cloud from instrument, only unlink the user from the Thermo Fisher Cloud website:

- a. Log into user account through Thermo Fisher Cloud website.
- b. Click View all my instruments
- c. Right click the ProFlex 2, then click **Disconnect**
- d. Check that no users are linked to the Cloud, then apply the patch that has been downloaded from the PID.

Should you have any questions please contact technical support.

Sincerely,

A handwritten signature in cursive script that reads "April Luczko".

April Luczko

Product Manager – Applied Biosystems Thermal Cyclers