nanoString

GeoMx® DSP Software Update Instructions
Updating to v.2.1

In November 2020, NanoString released an update **for the GeoMx DSP software (v2.1).** This new version is part of a series of regular updates issued by NanoString.

Check your current GeoMx DSP software version number

Before updating your GeoMx DSP software, **check the version number for the currently installed version** of the GeoMx DSP software. The software version number can be found in the upper left-hand corner of the GeoMx DSP Control Center screen.

If your GeoMx DSP software version number is:
- **Version 1.4 (any):** You need to contact your NanoString representative to first update to v1.5. Contact geomxsupport@nanostring.com.
- **Version 1.5 (any):** You need to update to v2.0 (see page 3).
- **Version 2.0**: You need to update to v2.1 (see page 4).

Before attempting a software update, you must ensure your instrument is in an idle state (see page 2).

Idle State

There are two idle states: **Collection Complete** & **Replace Plate**.

1. Click **Data Collection,** then **New/Continue Run**.

2. Follow on-screen instructions to load the instrument with a plate and empty slide holder.

3. Wait for pop-up message "No Slides Detected".

4. Click **OK**. Now, the instrument is at the Collection Complete idle state (Figure 1).
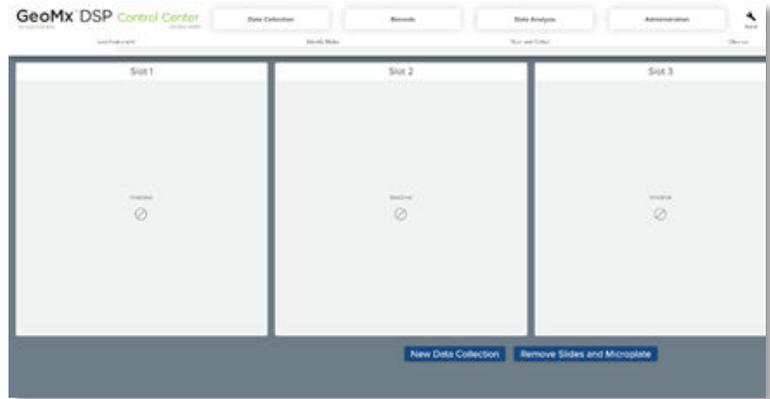

Figure 1: Collection Complete idle state

5. Click **Administration,** then **Software Update** to perform software update.

6. If you have followed these steps and the instrument still is not in an idle state, click **Assist** then **Restart Workflow**. Pause at "Replace Plate?" screen (Fig 2). This is an idle state.

7. If the instrument still does not allow these actions, power cycle by shutting down through the software, reboot, start a new run, and pause at "Replace Plate?" screen (Figure 2). This is an idle state.
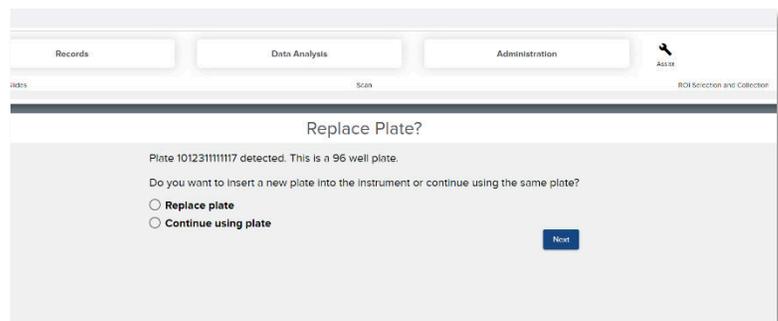
Figure 2: Replace Plate idle state

Updating from version 1.5 to version 2.0

IMPORTANT: Do not attempt to update software while a run is in progress.
IMPORTANT: If your system is currently on **Version 1.4 (any)**, you need to contact your NanoString representative to first update to v1.5. Contact geomxsupport@nanostring.com.

1. **Log in** to the GeoMx DSP system as an Administrative User. You must follow instructions on page 2 to place the instrument in an **idle state** before attempting to update the software. If stalled at **Preparing Instrument**, click on the *Wrench Assist* icon and click **Restart**.

2. From another computer (not the GeoMx instrument), go to the *GeoMx Software v2.0 Upgrade Website* at www.nanostring.com/geomx-software-updates.

   - **Download** the zipped software update folder, *GeoMx Software* v*2.0 Cab Files.zip*.

3. **Save this update folder** to the root of an otherwise-empty USB drive (at least 16 GB). **Move all cab files to the root of the USB** directory. **Safely eject** the USB from the computer.

   NOTE: *The v2.0 GeoMx DSP software update consists of five .cab files: Infrastructure, Application, DA, DocumentationFiles, and SecurityUpdates.*

4. **Insert the USB drive** into the GeoMx DSP instrument.

5. **Log in** to the instrument as an Administrative user, click the **Administration** button from the GeoMx DSP Control Center, then select the **Software Update** option.

6. Click the **Software Update** button. The instrument will update using only the *.cab* files in the root directory. This may take up to 20 minutes; do not remove the USB drive during this time.

   NOTE: The screen may switch to several screens, toggling between the Google Chrome page, a black page and the DSP Logo screen with a green loading bar at the top; wait for it to go back to the original state.

7. When the GeoMx DSP log in page appears again, **log in** with Administrator privileges.

   NOTE: If the screen goes solid grey and the log-in page does not display automatically, refresh the page. To do this, use keyboard shortcuts *Ctrl+R* or *F5*.

8. Check the GeoMx DSP software version number in the upper left of the Control Center; it should now display **Version 2.0**. View all the lines on the **Software Update** tab under **Administration** and make sure all the fields match those below (although the final two-digit number of each file name below may vary slightly). You may now remove the USB drive from the GeoMx instrument.

   - systemVersion 2.0.0.26

   - appVersion 2.0.0.57

   - DSP Data Analysis Service 2.0.0.29

   - GeoMx Help documentation 2.0.0.7

   - Windows Update KB4550969

Updating from version 2.0 to version 2.1

IMPORTANT: Do not attempt to update software while a run is in progress.

1. **Log in** to the GeoMx DSP system as an Administrative User. You must follow instructions on page 2 to place the instrument in an **idle state** before attempting to update the software. If stalled at **Preparing Instrument**, click on the *Wrench Assist* icon and click **Restart**.

2. From another computer (not the GeoMx instrument), go to the *GeoMx Software Upgrade Website* at www.nanostring.com/geomx-software-updates.

   - **Download** the zipped software update folder, *GeoMx Software* v*2.1 Software Update.zip*.

3. **Save this update folder** to the root of an otherwise-empty USB drive (at least 16 GB). **Move all cab files to the root of the USB** directory. **Safely eject** the USB from the computer.

   NOTE: *The v2.1 GeoMx DSP software update consists of five .cab files: Infrastructure, Application, DA, DocumentationFiles, and SecurityUpdates.*

4. **Insert the USB drive** into the GeoMx DSP instrument.

5. **Log in** to the instrument as an Administrative user, click the **Administration** button from the GeoMx DSP Control Center, then select the **Software Update** option.

6. Click the **Software Update** button. The instrument will update using only the *.cab* files in the root directory. This may take up to 20 minutes; do not remove the USB drive during this time.

   NOTE: The screen may switch to several screens, toggling between the Google Chrome page, a black page and the DSP Logo screen with a green loading bar at the top; wait for it to go back to the original state.

7. When the GeoMx DSP log in page appears again, **log in** with Administrator privileges.

   NOTE: If the screen goes solid grey and the log-in page does not display automatically, refresh the page. To do this, use keyboard shortcuts *Ctrl+R* or *F5*.

8. Check the GeoMx DSP software version number in the upper left of the Control Center; it should now display **Version 2.1**. View all the lines on the **Software Update** tab under **Administration** and make sure all the fields match those below (although the final two-digit number of each file name below may vary slightly). You may now remove the USB drive from the GeoMx instrument.

   - systemVersion 2.1.0.33

   - appVersion 2.1.0.55

   - DSP Data Analysis Service 2.1.0.28

   - GeoMx Help documentation 2.1.0.12

   - osVersion: 10.0.17763.1457

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