

CUSTOMER NOTIFICATION

Ion Reporter™ Software 5.4 Annotation

December 20, 2017

Dear Ion Reporter™ Software 5.4 User,

We have identified a software issue in the Ion Reporter™ 5.4 Software that may arise when users choose to “Edit” the results of an Analysis in the Analysis Results table. This issue may result in analysis results data inadvertently being seen and annotated by other users who were opening analyses at the same moment.

The software defect causing this issue affected only the Ion Reporter Software 5.4, which was available on Thermo Fisher Cloud from June 17, 2017 through September 22, 2017. The issue has been fixed in Ion Reporter™ Software 5.6 and did not affect Ion Reporter™ Software 5.2 and earlier versions.

The defect had the potential to affect usage of Ion Reporter 5.4 Software only when two users opened Ion Reporter™ Software analyses in the “Analysis Results” table at the same time during high-volume usage times. In these rare circumstances, it may have been possible for a user to see the display of a second user’s analysis results at the same time as the second user. If that occurred, the results would be available for annotations by the incorrect user, as well as by the second, correct user. The correct and incorrect users could have performed annotations, including the “Classification” of a variant, adding or editing the “Note” of a variant, and flagging a variant as “Important” or “Ignore.” It was also possible for either user concurrently viewing the same analysis results to try to generate a PDF Report. Any PDF report generated by the incorrect user would not have successfully included data from the incorrectly displayed analysis.

The estimated frequency of occurrence of this issue is very low and likely did not occur in regard to you and your data.

This issue was limited to the situation described above and no other areas of the software nor exports were impacted. Non-impacted functionality of the software includes “Download All Variants” and “Download Filtered Variants” and “Download Current Results TSV,” automated export APIs, choosing to “Visualize” results, and other views of the analysis results outside the Edit Variants page of the Analysis Results table. No Metagenomics analyses were impacted.

We recommend that you review any analyses opened with the Ion Reporter Software 5.4 on the Thermo Fisher Cloud from June 17, 2017 through September 22, 2017, to confirm that any annotations such as Classifications of variants, Notes made on variants, MyVariants-flags, and PDF Reports for analyses opened using the 5.4 software are accurate and do not reflect inputs made by third parties. While we are not aware of this issue impacting Ion Reporter™ Server using version 5.4, you may want to review analyses opened using that Ion Reporter Server™ software version.

Additionally, we recommend updating your Ion Reporter Server software to version 5.6, if possible.



We regret the impact caused by this software issue and have taken active measures so that this type of defect does not occur in future versions of Ion Reporter Software. Please contact your local Field Support representative with any questions you may have.

Sincerely,

Your Ion Reporter™ Software Team
Life Sciences Solutions
Thermo Fisher Scientific

Contacting your support representative

If you have questions, please contact your local bioinformatics support team:

Region	Email
Americas	ngs-amsupport@thermofisher.com
EMEA	ngs-eusupport@thermofisher.com
Greater China	ngs-gcsupport@thermofisher.com
South Asia	ngs-sasiasupport@thermofisher.com
Japan	jptech@thermofisher.com
APAC	Contact your sales representative, FAS/FBS, or ionreporter@lifetechnologies.com