Endosafe® EndoScan-V™ Version 1 - Version 4 (SP3)
Endotoxin Measuring Software End-of-Support Policy

Products reach the end of their product lifecycle for several reasons, including part obsolescence, maintenance standards, specific regulatory compliance mandates, or product maturity. While this is a standard aspect of the overall product life cycle, we recognize that end-of-support and maintenance milestones often prompt organizations to address the way in which their labs may be impacted.

With the launch of the Endosafe® EndoScan-V™ endotoxin measuring software Version 6 and as part of our End-of-Support company policy, we will begin end of support for all versions of EndoScan-V™ below version 5, on August 31, 2020. With that in mind, we have answered some of the most frequently asked questions to help you manage your end-of-support transition and fully understand how we can assist you in migrating to an updated technology.

Why are you ending the support for EndoScan-V™ versions below version 5?
EndoScan-V™ Version 6 features enhanced user management, all tools required for Data Integrity, 21 CFR Part 11 compliance tools/functionality, a fully searchable audit trail, and additional value adds to make usability seamless. With the enhanced capabilities in this upcoming release and our desire to provide customers with the very best support, we have reviewed the legacy software versions and determined we will stop support of all versions prior to version 5.0, which was initially released in October 2012. The latest version of EndoScan-V™ is 5.5.5 (SP3), which was released in 2018.

EVERY STEP OF THE WAY

What does this end of support mean for me?

If you are currently using a version of EndoScan-V™ software where support will be discontinued, Charles River will no longer be able to offer installation qualification, operational qualification, and performance qualification (IOPQ) services on instruments connected to these versions. We will also no longer be able to offer technical support for plate files produced on these discontinued versions or provide copies of this software should your copy have been misplaced. We will no longer be able to provide all IT related support for the discontinued versions. If any issues are identified with software that is no longer supported, we will not be able to offer investigations into the issue or provide solutions.

Can I bring my current files into a new version of software?

With our release of EndoScan-V™ endotoxin measuring software Version 6 in Q3 2019, you may only import .pltx files that were generated (or previously imported) in EndoScan-V™ version 5 to 5.5.5 (SP3). If you are utilizing a version of EndoScan-V™ below version 5, we can provide support to update your files to .pltx file format so that you are able import them into EndoScan-V™ version 6.

Do I need to revalidate my products if I upgrade to a new version of EndoScan-V™?

A change of EndoScan-V™ software does not require a product re-validation.

Can I utilize Charles River Cortex™?

As an all-encompassing endotoxin software platform for data and instrument management, investigation analysis, and process monitoring, Charles River Cortex™ is only compatible with EndoScan-V™ version 5.5.5 (SP1) and above.

Will I have to requalify my instruments once I upgrade my software?

We recommend that you have the software installation qualification and operational qualification performed. It is at the customer's discretion if a performance qualification is needed.

How do I upgrade?

Your local Charles River Microbial Solutions representative can provide you with all of the release notes from the current version you are using to our most recent version. This will allow you to make informed decisions about what changes have been made in the software and what you may potentially need to test as part of your internal validations.

Whom should I contact if I have technical questions?

You can send your questions to our expert technical support team at Endosafe-Support@crl.com or 1-800-762-7016.

Whom should I contact if I have questions about pricing or delivery?

Please contact your local Account Manager.