

## LSRFortessa (X-20) Connectivity Issues

### 1. Preface

If a connection between the cytometer and the computer cannot be established despite restarting both and verifying all their shared connections, the cytometer's internal computer may need its CMOS battery replaced.

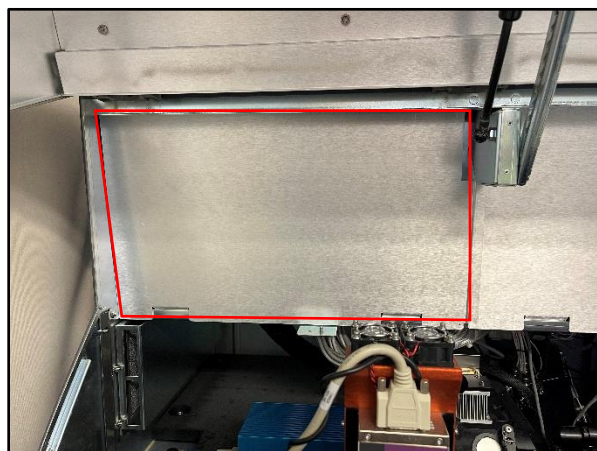
CMOS, short for Complementary metal-oxide-semiconductor, is a small amount of memory on a computer motherboard used to store the Basic Input/Output System (BIOS) settings. Among the settings is the system clock. A discharged battery will prevent the CMOS from retaining this crucial information and will cause connectivity issues.

The following guide will help you locate and replace the CMOS battery of the instrument's internal computer.

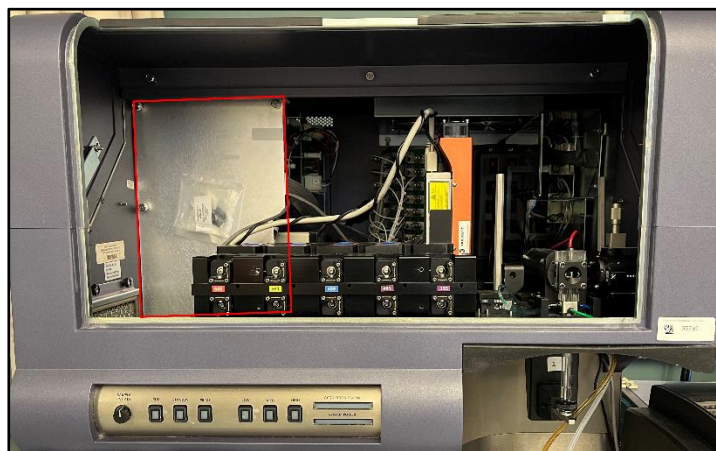
### 2. Replacing the CMOS battery

- Locate and open the internal computer compartment.

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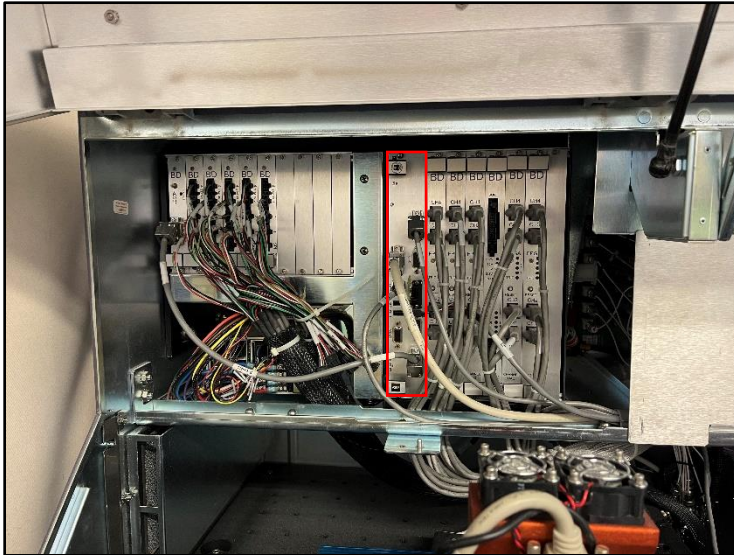


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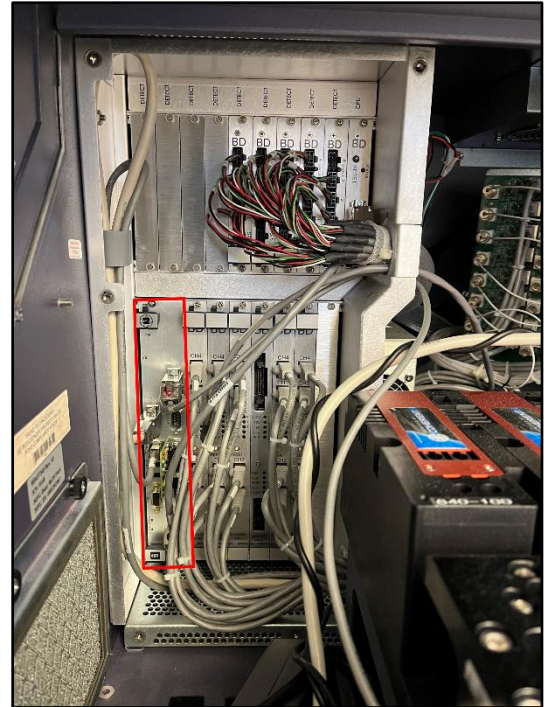
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- Identify the main board holding the CMOS battery

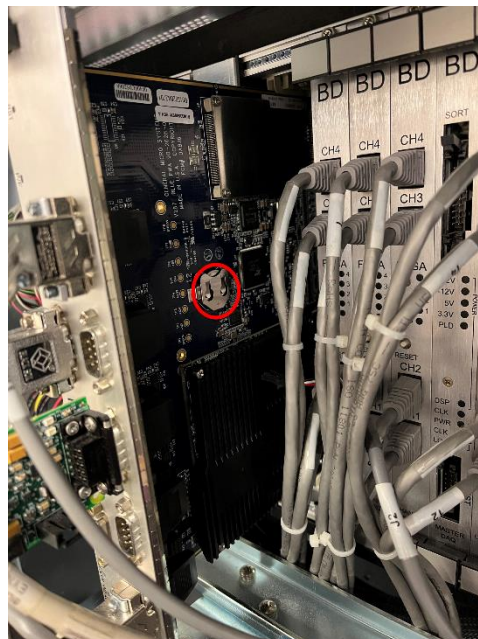
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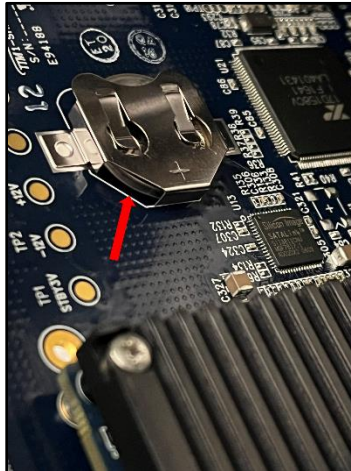
- Make note of the connections and unplug the cables. Pull the top and bottom tabs in opposite directions to unlock the tray then slide the board out.



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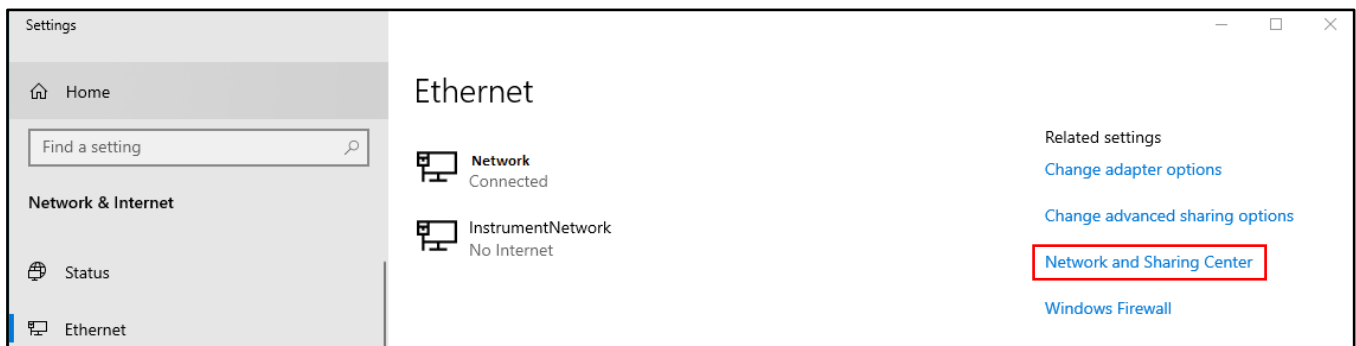
- Carefully push the battery from underneath its holder, preferably using a plastic tool.



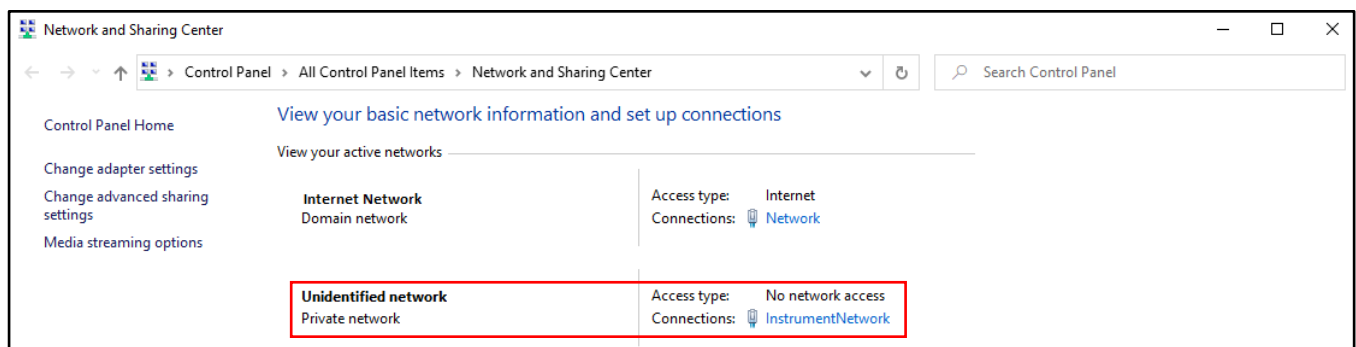
## 3. Connectivity Check

To ensure the cytometer and computer are communicating:

- In the taskbar search field, type “ethernet” and select Ethernet Settings.
- Click on Network and Sharing Center on the right-hand side.



- Click on the instrument network hyperlink, here “InstrumentNetwork”.



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- Visualize the network activity in the Status window after launching FACSDiva and logging in. The data transfer via the Ethernet cable connecting the cytometer and computer can be monitor and is shown as bytes sent and received. These values will increase when a connection is imminent and will maintain for the duration of the connection.

