

Customer Services Notice

SIGNIFICANT FAULT NOTIFICATION: SW35955

A fault has been identified in the Provantis Protocol Definition module which can cause data loss if a cage is amended in Subject Details.

The issue occurs if the cage number is amended in the Subject Details screen (found under Subject Details > Subjects in Protocol Definition) and causes the replacement of most recent previous Animal Cage History record for the subject with the amended details. When this occurs it is no longer possible to identify which cage the amended subject was previously in and when.

Provantis provides the functionality for the re-housing of animals from one cage to another within the Re-house function of the Provantis CSOR module, and this is the intended way for this action to be performed. The Provantis Protocol Definition module is used for initial study setup, and the ability to make a change to the cage for the purpose of re-housing is unintended. The ability to change the cage number in subject details is intended to allow the user to make a correction to the information prior to study approval, (e.g. the physical subject will be in cage 2, but was initially incorrectly recorded as being in cage 1, and thus allowing this record to be corrected from 1 to 2).

This fault will be addressed in the upcoming Provantis release.

Advisory: Please alert users that movement of subjects between cages should be recorded using the re-house function in the Provantis CSOR module, and that the change of cage within Protocol Definition should only be used to correct details as above.

Please contact the Instem Help desk referencing Provantis fault SW35955, if you use this functionality and are impacted by this issue or require further information.

Product and Module impacted

- Provantis Protocol Definition

Please contact the Help Desk for further information
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