

Product Bulletin

Date: April 6, 2021
To: Laboratory Director, Laboratory Manager and Laboratory Personnel
Subject: **Planned Migration to Amazon Web Services on May 6th Pacific Time - Thermo Scientific™ LabLink xL™ software**

Dear LabLink xL Software User,

As part of Thermo Fisher Scientific's mission to continuously improve customer satisfaction and the quality control management process, we will be migrating LabLink xL software to Amazon Web Services (AWS) between May 6, 2021 and May 7, 2021. Please see the table below for a time zone conversion table. **This change has no impact on your QC data points, reports, or other information stored in your LabLink xL account.**

Hosting our servers on AWS will provide superior computing performance, and as a result we expect faster loading times and reduced downtime during future feature updates. The increased performance will also aid us in delivering a better experience as we expand our software offering with new features in the coming months.

ACTION MAY BE REQUIRED:

- You may need to alert your IT team to whitelist our new IP addresses starting May 6th: 34.233.13.30, 34.232.160.249, and 34.233.13.131. Our domain name www.maslablink.com will not change, and it is recommended to whitelist the domain name rather than the IP address whenever possible.
- While usually not necessary, a restart of your computer or Auto-Connectivity software may be required after the update to restore any automated data transfer processes to LabLink xL software.

Upon the successful completion of the software migration, a notification will be posted on the login screen at www.maslablink.com and you will be able to resume logging into the software normally. All QC data points, reports, and other information stored in your LabLink xL account will remain the same.

Please see below for a schedule of the maintenance period:

Time zone	Maintenance Start Time	Service Will Resume At
San Francisco (PDT)	May 6 at 3:00am	May 6 at 11:59pm
London (GMT+1)	May 6 at 11:00am	May 7 at 7:59am
Paris (GMT+2)	May 6 at 12:00pm	May 7 at 8:59am
Berlin (GMT+2)	May 6 at 12:00pm	May 7 at 8:59am
Moscow (GMT+3)	May 6 at 1:00pm	May 7 at 9:59am
New Delhi (GMT+5:30)	May 6 at 3:30pm	May 7 at 12:29pm
Singapore (GMT+8)	May 6 at 6:00pm	May 7 at 2:59pm
Tokyo (GMT+9)	May 6 at 7:00pm	May 7 at 3:59pm
Sydney (GMT+10)	May 6 at 8:00pm	May 7 at 4:59pm

If you have any questions or need clarification, please contact your Thermo Fisher Scientific representative or LabLink xL Technical Support directly by dialing 1-800-232-3342 (select Option 2 followed by Option 1). You can also email us at lablink.qap@thermofisher.com.

Sincerely,



Arjun Mehta

Product Manager

Clinical Diagnostics Division

Thermo Fisher Scientific

ACTIONS TO BE TAKEN BY THE DISTRIBUTOR:

If you are a distributor of the product, please contact your customers and advise them of the change, and provide them with a copy of this letter.