

Analyst Diagnostic Tool 1.0.1 Release Notes



Features and Enhancements

The Analyst Diagnostic Tool collects information related to the computer, such as:

- the installed operating system
- the installed SCIEX computer image
- the installed software
- event logs
- any changes made to the computer configuration within a defined period of time
- the installed anti-virus applications
- limited configuration settings in the Analyst[®] Software

The Analyst Diagnostic Tool requires an English version of the Windows 7, 32-bit or 64-bit operating system, or the Windows 10 operating system, with cybersecurity support.

In version 1.0 of the Analyst Diagnostic Tool, the default date for the **Select Start Date for Event Log** field was set to the current date on the **Generate Service Packages** tab. In this version, the default date has been changed to one week before the current date.

Fixed Issues

- When service packages are generated, they are automatically saved in the **ServicePackages** folder. In version 1.0 of the Analyst Diagnostic Tool, if the **ServicePackages** folder contained any non-Analyst Diagnostic Tool files, then those files were deleted when a new service package was generated. (AN-1778)

Install the Analyst Diagnostic Tool

Note: The Analyst Diagnostic Tool 1.0.1 can be installed on a system with version 1.0 installed, but Analyst Diagnostic Tool 1.0 is not a prerequisite for the installation of version 1.0.1.

1. When the Analyst Diagnostic Tool is received, save the zip file to a local drive.

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Note: To prevent installation issues, save the zip file to a location other than the computer desktop.

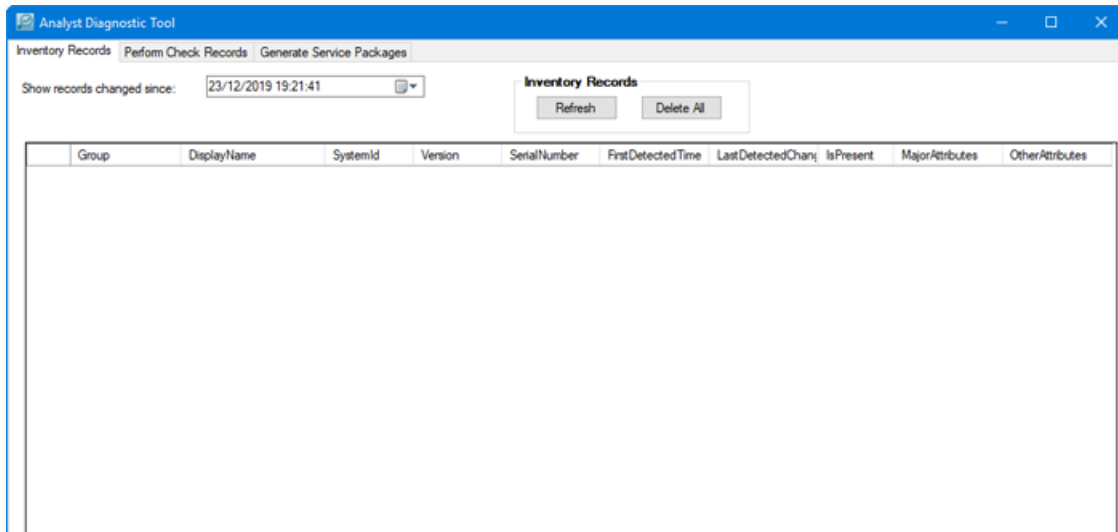
2. Log on to the computer as a user with Administrator privileges.
3. Right-click the **Analyst-Diagnostic-Tool-1-0-1.zip** file.
4. Click **Extract All** and then select the file destination folder.
5. After the extraction is complete, navigate to the selected extraction folder and then double-click the **AnalystDiagnosticTool _1_0_1.exe** file.
6. Follow the on-screen instructions to complete the installation.

Use the Analyst Diagnostic Tool

1. Click **Start > SCIEX > Analyst Diagnostic Tool**.

Note: The first time the tool is used, a blank Inventory Records page might be shown. The Inventory Records page shows all of the software and service packs that are installed on the system, as well as a list of all of the Analyst® Software projects and system files.

Figure 1 Inventory Records Tab



2. (Optional) Select the required start date in the **Show records changed since** field.

Note: The default start date is one week before the current date.

3. Click **Refresh**.

The Inventory Records page refreshes, showing a list of all of the software installations that have occurred from the selected date to the current date. Depending on the number of records, this page might take a few minutes to populate. If previously installed software has been removed since the last report was generated, then the corresponding **IsPresent** check box is cleared.

Tip! When **Delete All** and then **Refresh** are clicked, the uninstalled software is removed from the record.

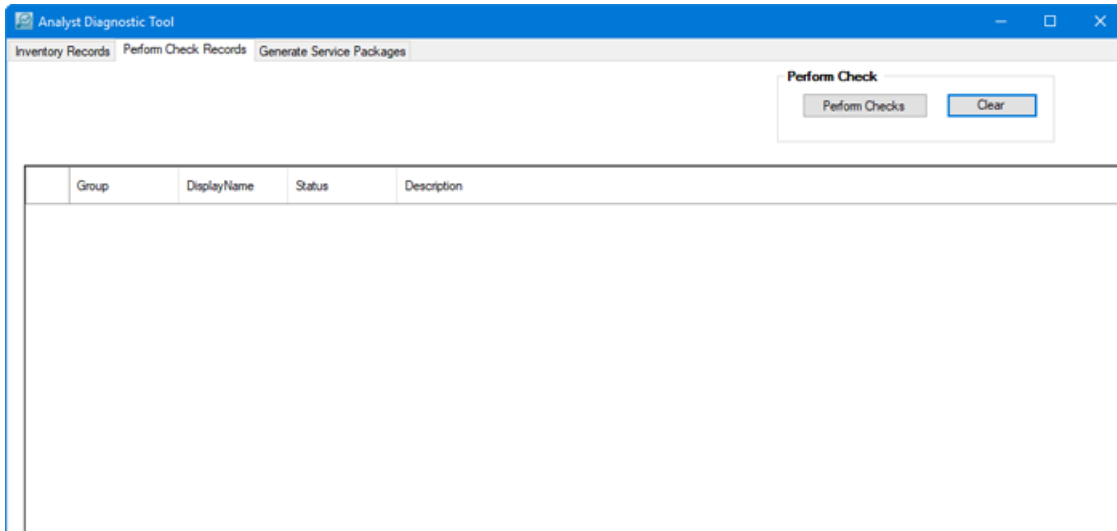
Figure 2 Inventory Records Tab

Group	DisplayName	SystemId	Version	SerialNumber	FirstDetectedTime	LastDetectedChan	IsPresent	MajorAttribu
OS Installed Software	7-Zip 16.02 (x64)		16.02		2020/01/08 6:47 AM	2020/01/08 6:47...	<input checked="" type="checkbox"/>	
OS Installed Software	AB SCIEX Reporter Template Suite 3.2		3.2.846.0		2020/01/08 6:47 AM	2020/01/08 6:47...	<input checked="" type="checkbox"/>	
OS Installed Software	Adblock Plus for IE (32-bit and 64-bit)		1.5		2020/01/08 6:47 AM	2020/01/08 6:47...	<input checked="" type="checkbox"/>	
OS Installed Software	Adobe Acrobat X Pro - English, Français, Deutsch		10.1.16		2020/01/08 6:47 AM	2020/01/08 6:47...	<input checked="" type="checkbox"/>	
OS Installed Software	Adobe Creative Cloud		4.6.0.384		2020/01/08 6:47 AM	2020/01/08 6:47...	<input checked="" type="checkbox"/>	
OS Installed Software	Adobe Flash Player 28 NPAPI		28.0.0.126		2020/01/08 6:47 AM	2020/01/08 6:47...	<input checked="" type="checkbox"/>	
OS Installed Software	Adobe Flash Player 28 PPAPI		28.0.0.126		2020/01/08 6:47 AM	2020/01/08 6:47...	<input checked="" type="checkbox"/>	
OS Installed Software	Adobe Illustrator CC 2018		22.1		2020/01/08 6:47 AM	2020/01/08 6:47...	<input checked="" type="checkbox"/>	
OS Installed Software	Adobe Photoshop CC 2018		19.1.5		2020/01/08 6:47 AM	2020/01/08 6:47...	<input checked="" type="checkbox"/>	
OS Installed Software	Analyst Diagnostic Tool		1.00.00		2020/01/08 6:47 AM	2020/01/08 6:47...	<input checked="" type="checkbox"/>	
OS Installed Software	Analyst® 1.7.1 Software		1.7.1.6984		2020/01/08 6:47 AM	2020/01/08 6:47...	<input checked="" type="checkbox"/>	
OS Installed Software	Cisco AnyConnect Diagnostics and Reporting Tool		3.1.14018		2020/01/08 6:47 AM	2020/01/08 6:47...	<input checked="" type="checkbox"/>	
OS Installed Software	Cisco AnyConnect Secure Mobility Client		3.1.14018		2020/01/08 6:47 AM	2020/01/08 6:47...	<input checked="" type="checkbox"/>	
OS Installed Software	Cisco IP Communicator		8.6.6.0		2020/01/08 6:47 AM	2020/01/08 6:47...	<input checked="" type="checkbox"/>	
OS Installed Software	Cisco Jabber		12.5.0.22884		2020/01/08 6:47 AM	2020/01/08 6:47...	<input checked="" type="checkbox"/>	

4. Click the **Perform Check Records** tab.

Note: The first time the tool is used, a blank Perform Check Records page is shown.

Figure 3 Perform Check Records Tab



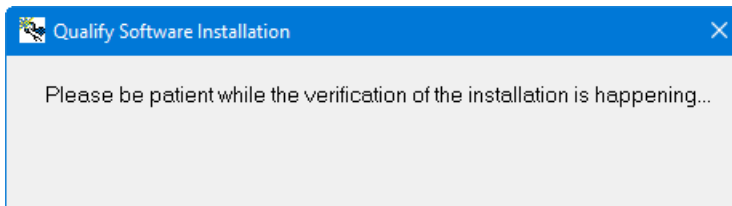
Tip! If previous results are shown on this page, then click **Clear** to remove all of the information.

5. Click **Perform Checks**.

The software verifies:

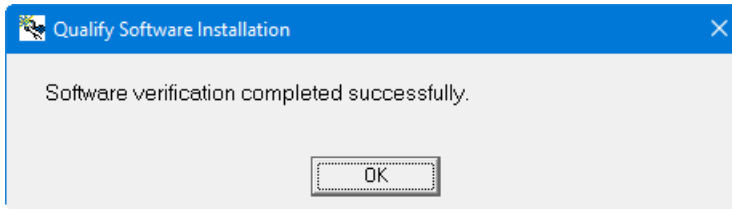
- file permissions
- directory permissions
- existence of a special acquisition account for network acquisitions and databases
- installation logs
- system configuration
- that BIOS configuration is performed

Figure 4 Quality Software Installation – In Progress Dialog



When the verification is complete, the following dialog opens.

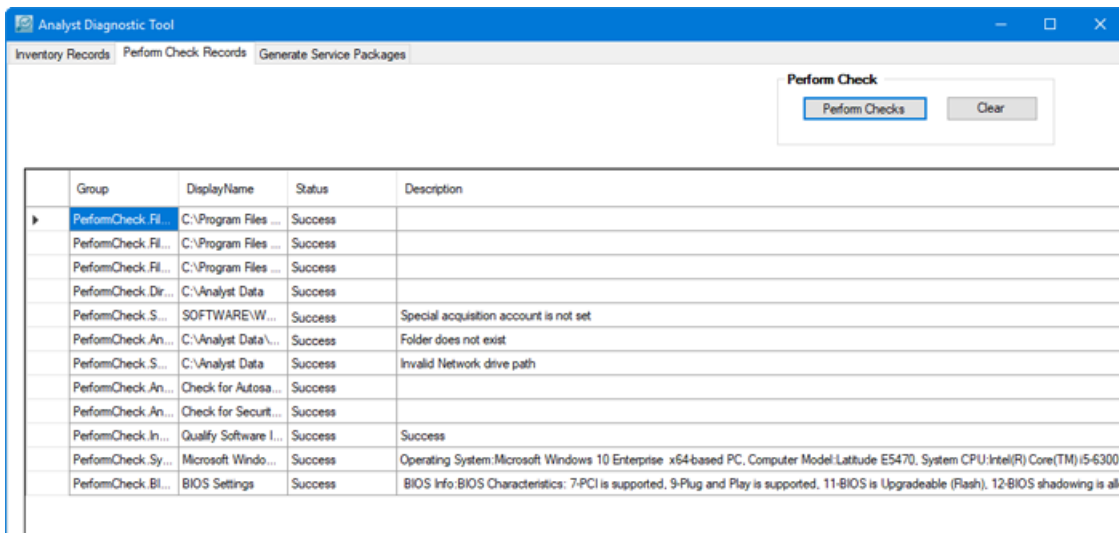
Figure 5 Quality Software Installation – Completed Dialog



6. Click **OK** to close the dialog.

The Perform Check Records page refreshes, showing the items that were verified and the status of the verification.

Figure 6 Perform Check Records Tab



7. To facilitate troubleshooting, click the **Generate Service Package** tab.

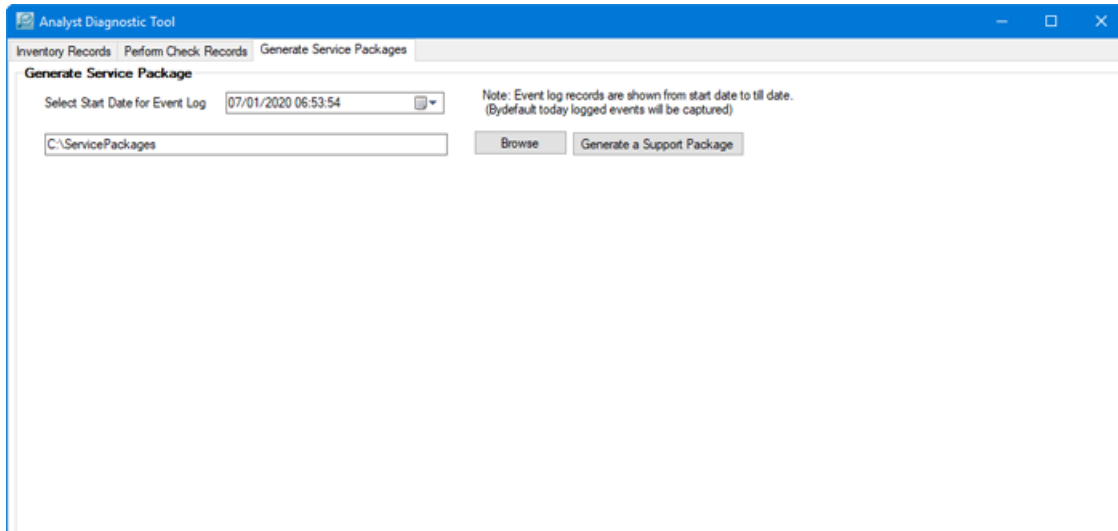
The service package contains the computer event logs, as well as Excel spreadsheets listing the current inventory of:

- installed software
- Analyst® Software projects
- system files
- any changes

Refer to [Figure 10](#).

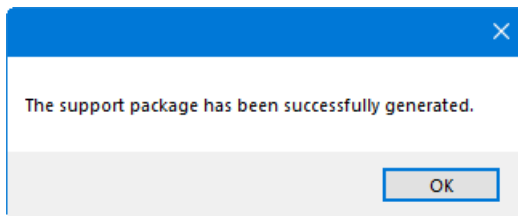
A spreadsheet of the Perform Check Records is also included. Refer to [Figure 11](#).

Figure 7 Generate Service Package Tab



8. Select the required start date in the **Select Start Date for Event Log** field.
9. (Optional) Click Browse and then navigate to and select the location for the support package.
The default directory for the package is C:\ServicePackages. This location and directory name can be changed, if required.
10. Click **Generate a Support Package**.
When the package is generated, a dialog opens showing the results.

Figure 8 Package Generation Completion Dialog



11. Click **OK** to close the dialog.
12. Browse to the appropriate folder and then send the Service Package zip file to sciex.com/request-support.

Figure 9 Service Package Directory

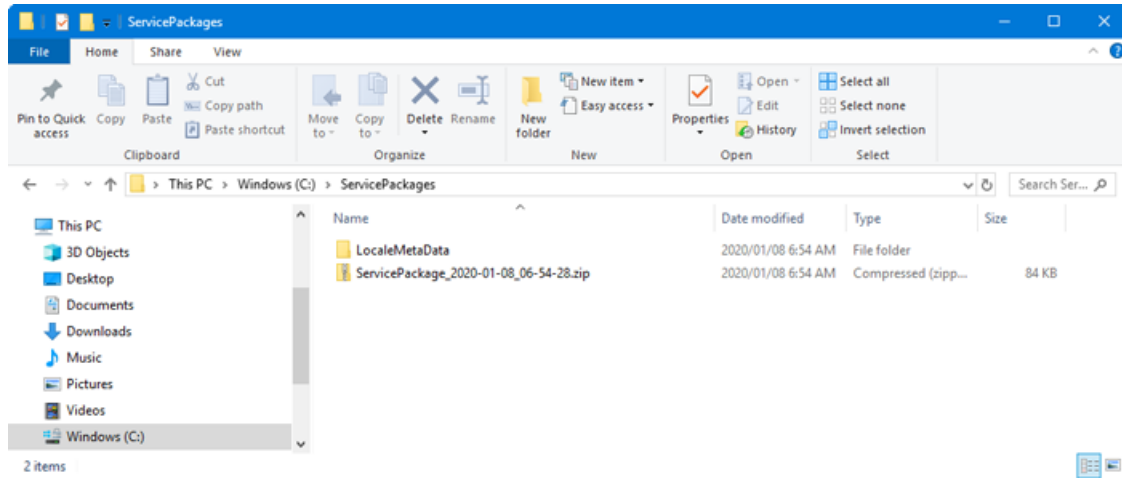


Figure 10 Service Package Contents

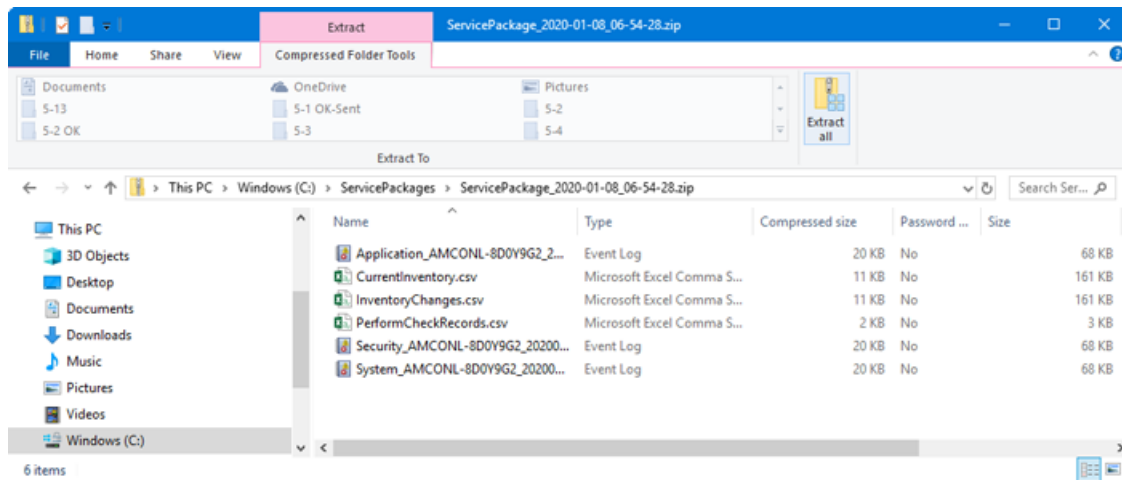
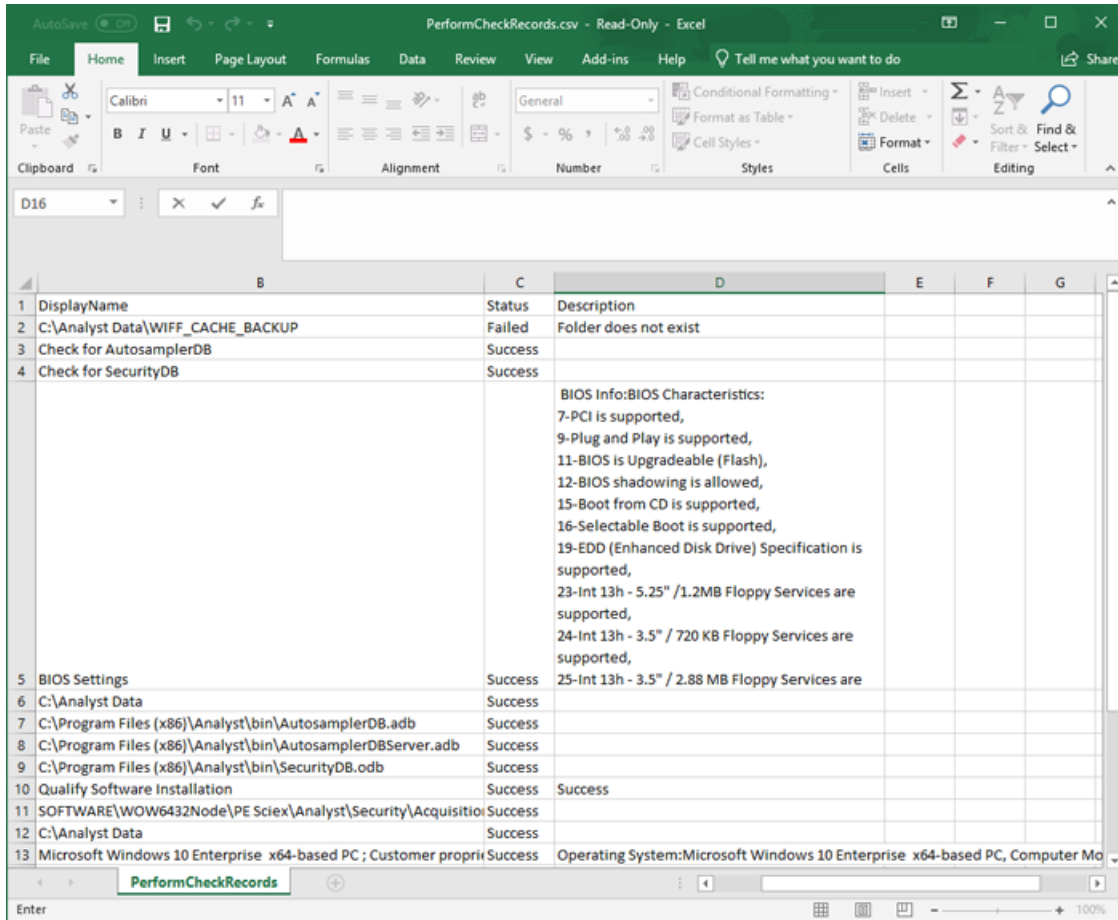


Figure 11 Perform Check Records



1	DisplayName	Status	Description
2	C:\Analyst Data\WIFF_CACHE_BACKUP	Failed	Folder does not exist
3	Check for AutosamplerDB	Success	
4	Check for SecurityDB	Success	
5	BIOS Settings	Success	BIOS Info:BIOS Characteristics: 7-PCI is supported, 9-Plug and Play is supported, 11-BIOS is Upgradeable (Flash), 12-BIOS shadowing is allowed, 15-Boot from CD is supported, 16-Selectable Boot is supported, 19-EDD (Enhanced Disk Drive) Specification is supported, 23-Int 13h - 5.25" / 1.2MB Floppy Services are supported, 24-Int 13h - 3.5" / 720 KB Floppy Services are supported, 25-Int 13h - 3.5" / 2.88 MB Floppy Services are
6	C:\Analyst Data	Success	
7	C:\Program Files (x86)\Analyst\bin\AutosamplerDB.adb	Success	
8	C:\Program Files (x86)\Analyst\bin\AutosamplerDBServer.adb	Success	
9	C:\Program Files (x86)\Analyst\bin\SecurityDB.odt	Success	
10	Qualify Software Installation	Success	Success
11	SOFTWARE\WOW6432Node\PE Sciex\Analyst\Security\Acquisitio	Success	
12	C:\Analyst Data	Success	
13	Microsoft Windows 10 Enterprise x64-based PC ; Customer propri	Success	Operating System:Microsoft Windows 10 Enterprise x64-based PC, Computer Mo

Remove the Analyst Diagnostic Tool

1. Log on to the computer as a user with Administrator privileges.
2. Make sure that the Analyst Diagnostic Tool is closed.
3. Click **Start > Control Panel**.
4. In the **Large icons** or **Small icons** view, click **Programs and Features**, and then right-click **Analyst Diagnostic Tool > Uninstall**.

The Analyst Diagnostic Tool is removed from the **Start > SCIEX** menu.

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