

# Analyst Diagnostic Tool

## 1.0.2 Release Notes



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## Features and Enhancements

In this guide, the term control software refers to the Analyst and Analyst MD software.

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 control software

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

## New Features and Enhancements in Version 1.0.2

- The Analyst Diagnostic Tool (ADT) 1.0.2 now supports the Analyst MD software.
- ADT 1.0.2 now captures all Windows Application events instead of just Analyst software events.
- ADT 1.0.2 now records the following:
  - The model number or ID of each device in the active hardware profile and the mass spectrometer serial number
  - The current Analyst security mode
  - Whether each Analyst user has full control permission to the API instrument folder
  - The user account that installed each software in a selected timeframe
  - The computer operating system total paging file size for all drives
  - The total virtual memory on the computer

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- The mass spectrometer serial number, as part of the file name for a generated service package

## Install the Analyst Diagnostic Tool

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**Note:** The Analyst Diagnostic Tool 1.0.2 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 1.0.2.

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1. Save the zip file that contains the Analyst Diagnostic Tool 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.

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2. Log on to the computer as a user with Administrator privileges.
3. Right-click the **Analyst-Diagnostic-Tool-1.0.2.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.exe** file.
6. Follow the on-screen instructions to complete the installation.

## Use the Analyst Diagnostic Tool

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

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**Note:** The first time that 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 control software projects and system files.

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**Figure 1 Inventory Records Tab**

Group	DisplayName	SystemId	Version	SerialNumber	FirstDetectedTime	LastDetectedChange	IsPresent	MajorAttributes
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2. (Optional) Select the required start date in the **Show records changed since** field.

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

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### 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.

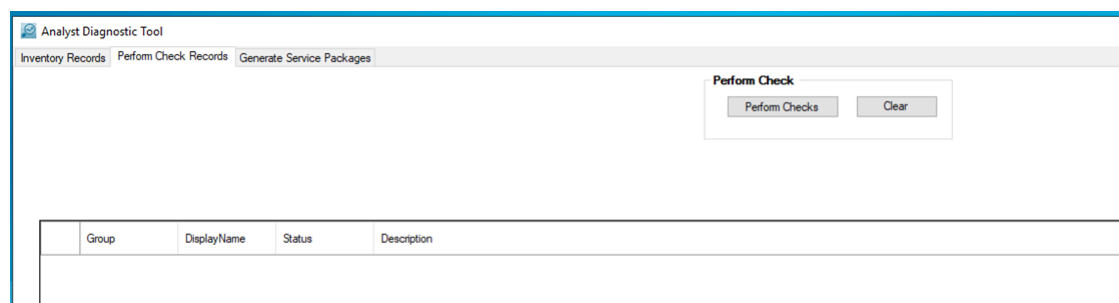
**Figure 2 Inventory Records Tab**

Group	DisplayName	SystemId	Version	SerialNumber	FirstDetectedTime	LastDetectedTime	IsPresent	MajorAttributes	OtherAttributes
OS Installed Soft...	AB SCIEX Reporter Templat...		3.2.846.0		1/11/2022 9:01 ...	1/11/2022 9:01 ...	<input checked="" type="checkbox"/>		
OS Installed Soft...	Adobe Acrobat Reader DC		17.009.20044		1/11/2022 9:01 ...	1/11/2022 9:01 ...	<input checked="" type="checkbox"/>		
OS Installed Soft...	Agilent Instrument Control Fr...		2.18.18.6		1/11/2022 9:01 ...	1/11/2022 9:01 ...	<input checked="" type="checkbox"/>		
OS Installed Soft...	Agilent Instrument Control Fr...		2.5.148		1/11/2022 9:01 ...	1/11/2022 9:01 ...	<input checked="" type="checkbox"/>		
OS Installed Soft...	Analyst Diagnostic Tool		1.0.2		1/11/2022 9:01 ...	1/11/2022 9:01 ...	<input checked="" type="checkbox"/>		
OS Installed Soft...	Analyst® 1.7.3 Software		1.7.3.9961		1/11/2022 9:01 ...	1/11/2022 9:01 ...	<input checked="" type="checkbox"/>		
OS Installed Soft...	Analyst® Device Driver		1.3.0.5625		1/11/2022 9:01 ...	1/11/2022 9:01 ...	<input checked="" type="checkbox"/>		
OS Installed Soft...	Beyond Compare Version 3...				1/11/2022 9:01 ...	1/11/2022 9:01 ...	<input checked="" type="checkbox"/>		
OS Installed Soft...	chronologic xTDC4 1.1.0		1.1.0		1/11/2022 9:01 ...	1/11/2022 9:01 ...	<input checked="" type="checkbox"/>		
OS Installed Soft...	Intel(R) Processor Graphics		25.20.100.6617		1/11/2022 9:01 ...	1/11/2022 9:01 ...	<input checked="" type="checkbox"/>		
OS Installed Soft...	Intel(R) Rapid Storage Tech...		17.2.4.1011		1/11/2022 9:01 ...	1/11/2022 9:01 ...	<input checked="" type="checkbox"/>		
OS Installed Soft...	Intel® Optane™ Pinning Ex...		17.2.4.9002		1/11/2022 9:01 ...	1/11/2022 9:01 ...	<input checked="" type="checkbox"/>		
OS Installed Soft...	Microsoft Access database ...		14.0.4763.1000		1/11/2022 9:01 ...	1/11/2022 9:01 ...	<input checked="" type="checkbox"/>		
OS Installed Soft...	Microsoft Office Professiona...		16.0.4266.1001		1/11/2022 9:01 ...	1/11/2022 9:01 ...	<input checked="" type="checkbox"/>		
OS Installed Soft...	Microsoft Silverlight		5.1.50901.0		1/11/2022 9:01 ...	1/11/2022 9:01 ...	<input checked="" type="checkbox"/>		
OS Installed Soft...	Microsoft SQL Server 2008 ...		10.1.2731.0		1/11/2022 9:01 ...	1/11/2022 9:01 ...	<input checked="" type="checkbox"/>		
OS Installed Soft...	Microsoft SQL Server 2012 ...				1/11/2022 9:01 ...	1/11/2022 9:01 ...	<input checked="" type="checkbox"/>		
OS Installed Soft...	Microsoft SQL Server 2012 ...		11.4.7001.0		1/11/2022 9:01 ...	1/11/2022 9:01 ...	<input checked="" type="checkbox"/>		
OS Installed Soft...	Microsoft SQL Server 2012 ...		11.4.7001.0		1/11/2022 9:01 ...	1/11/2022 9:01 ...	<input checked="" type="checkbox"/>		
OS Installed Soft...	Microsoft SQL Server 2012 ...		11.4.7001.0		1/11/2022 9:01 ...	1/11/2022 9:01 ...	<input checked="" type="checkbox"/>		
OS Installed Soft...	Microsoft SQL Server Comp...		3.5.8080.0		1/11/2022 9:01 ...	1/11/2022 9:01 ...	<input checked="" type="checkbox"/>		
OS Installed Soft...	Microsoft SQL Server Comp...		3.5.8080.0		1/11/2022 9:01 ...	1/11/2022 9:01 ...	<input checked="" type="checkbox"/>		
OS Installed Soft...	Microsoft Visual C++ 2008 ...		9.0.30729		1/11/2022 9:01 ...	1/11/2022 9:01 ...	<input checked="" type="checkbox"/>		
OS Installed Soft...	Microsoft Visual C++ 2008 ...		9.0.30729.6161		1/11/2022 9:01 ...	1/11/2022 9:01 ...	<input checked="" type="checkbox"/>		
OS Installed Soft...	Microsoft Visual C++ 2008 ...		9.0.30729		1/11/2022 9:01 ...	1/11/2022 9:01 ...	<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**



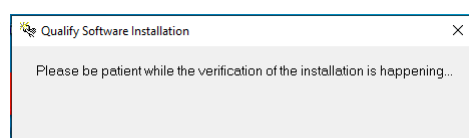
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**Tip!** If previous results are shown on this page, then click **Clear** to remove all of the information.

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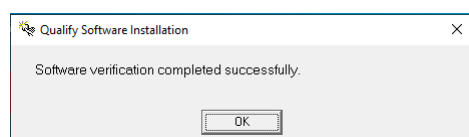
5. Click **Perform Checks**.  
The software verifies:
- File permissions
  - Folder permissions
  - The existence of a special acquisition account for network acquisitions and databases
  - Installation logs
  - The system configuration
  - BIOS configuration
  - That the **Qualify Software Installation** has been completed

**Figure 4 Qualify Software Installation – Dialog: In Progress**



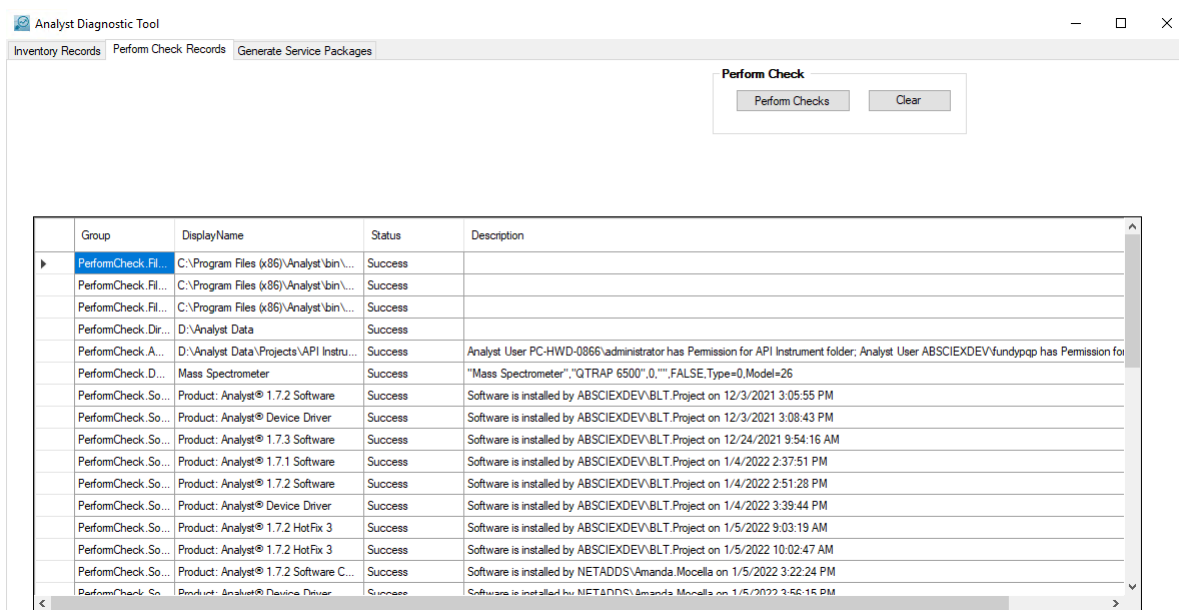
When the verification is complete, the following dialog opens.

**Figure 5 Qualify Software Installation – Dialog: Completed**



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



Group	DisplayName	Status	Description
PerformCheck.FI...	C:\Program Files (x86)\Analyst\bin\...	Success	
PerformCheck.FI...	C:\Program Files (x86)\Analyst\bin\...	Success	
PerformCheck.FI...	C:\Program Files (x86)\Analyst\bin\...	Success	
PerformCheck.Dir...	D:\Analyst Data	Success	
PerformCheck.A...	D:\Analyst Data\Projects\API Instru...	Success	Analyst User PC-HWD-0866\administrator has Permission for API Instrument folder; Analyst User ABCSCIEDEV\fundypgp has Permission for
PerformCheck.D...	Mass Spectrometer	Success	"Mass Spectrometer", "QTRAP 6500", 0, "", FALSE, Type=0, Model=26
PerformCheck.So...	Product: Analyst® 1.7.2 Software	Success	Software is installed by ABCSCIEDEV\BLT.Project on 12/3/2021 3:05:55 PM
PerformCheck.So...	Product: Analyst® Device Driver	Success	Software is installed by ABCSCIEDEV\BLT.Project on 12/3/2021 3:08:43 PM
PerformCheck.So...	Product: Analyst® 1.7.3 Software	Success	Software is installed by ABCSCIEDEV\BLT.Project on 12/24/2021 9:54:16 AM
PerformCheck.So...	Product: Analyst® 1.7.1 Software	Success	Software is installed by ABCSCIEDEV\BLT.Project on 1/4/2022 2:37:51 PM
PerformCheck.So...	Product: Analyst® 1.7.2 Software	Success	Software is installed by ABCSCIEDEV\BLT.Project on 1/4/2022 2:51:28 PM
PerformCheck.So...	Product: Analyst® Device Driver	Success	Software is installed by ABCSCIEDEV\BLT.Project on 1/4/2022 3:39:44 PM
PerformCheck.So...	Product: Analyst® 1.7.2 HotFix 3	Success	Software is installed by ABCSCIEDEV\BLT.Project on 1/5/2022 9:03:19 AM
PerformCheck.So...	Product: Analyst® 1.7.2 HotFix 3	Success	Software is installed by ABCSCIEDEV\BLT.Project on 1/5/2022 10:02:47 AM
PerformCheck.So...	Product: Analyst® 1.7.2 Software C...	Success	Software is installed by NETADDOS\Amanda.Mocella on 1/5/2022 3:22:24 PM
PerformCheck.S...	Product: Analyst® Device Driver	Success	Software is installed by NETADDOS\Amanda.Mocella on 1/5/2022 3:56:15 PM

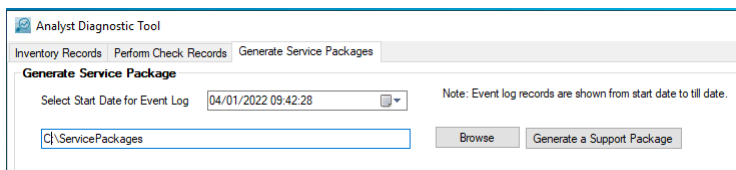
7. To facilitate troubleshooting, click the **Generate Service Package** tab. The service package contains the computer event logs, as well as Excel spreadsheets listing the current inventory of:

- Installed software and programs
- Analyst software projects
- System files
- Any changes from the last inventory check

Refer to the figure: [Figure 10](#).

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

Figure 7 Generate Service Package Tab



Analyst Diagnostic Tool

Inventory Records | **Perform Check Records** | Generate Service Packages

**Generate Service Package**

Select Start Date for Event Log: 04/01/2022 09:42:28

Note: Event log records are shown from start date to till date.

C:\ServicePackages

Browse Generate a Support Package

8. Select the required start date in the **Select Start Date for Event Log** field.
9. (Optional) Click **Browse** and then browse to and select the location for the support package.

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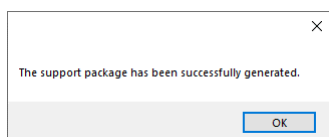
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The default folder for the package is `C:\ServicePackages`. This location and directory name can be changed, if required.

10. Click **Generate a Support Package**.

When the package is generated, a dialog opens showing the results.

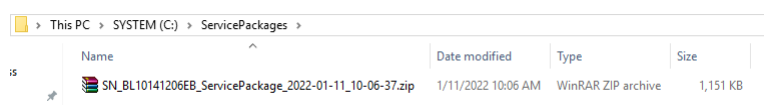
**Figure 8 Package Generation Completion Dialog**



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](https://sciex.com/request-support).

**Figure 9 ServicePackages Folder**



**Figure 10 Service Package Contents**

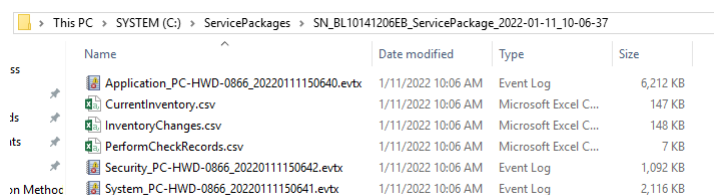


Figure 11 Perform Check Records

Group	DisplayName	Status	Description
2	PerformCheck.AnalystDataPermission	Failed	Folder does not exist
3	PerformCheck.AnalystDBCheck	Success	
4	PerformCheck.AnalystDBCheck	Success	
5	PerformCheck.APIInstrumentPermissions	Success	Analyst User PC-HWD-0866\administrator has Permission for API Instrument folder; Analyst User ABSCIEDEV\fu
6	PerformCheck.BIOSConfiguration	Success	BIOS
7	PerformCheck.DeviceProfile	Success	"Mass Spectrometer", "QTRAP 6500", 0, "", FALSE, Type=0, Model=26
8	PerformCheck.DirectoryPermissions	Success	
9	PerformCheck.FilePermissions	Success	
10	PerformCheck.FilePermissions	Success	
11	PerformCheck.FilePermissions	Success	
12	PerformCheck.InstallationLogCheck	Success	Success
13	PerformCheck.MassSpecSerialNumber	Success	MassSpec Serial Number BL10141206EB
14	PerformCheck.SAA Mode	Failed	Special acquisition account is not set
15	PerformCheck.SAANetworkFolderPermission	Failed	Invalid Network drive path
16	PerformCheck.SecurityModeCheck	Success	Security Mode is set to Integrated Mode
17	PerformCheck.SoftwareInstallerDetails	Success	Software is installed by ABSCIEDEV\BLT.Project on 12/3/2021 3:05:55 PM
18	PerformCheck.SoftwareInstallerDetails	Success	Software is installed by ABSCIEDEV\BLT.Project on 12/3/2021 3:08:43 PM
19	PerformCheck.SoftwareInstallerDetails	Success	Software is installed by ABSCIEDEV\BLT.Project on 12/24/2021 9:54:16 AM
20	PerformCheck.SoftwareInstallerDetails	Success	Software is installed by ABSCIEDEV\BLT.Project on 1/4/2022 2:37:51 PM
21	PerformCheck.SoftwareInstallerDetails	Success	Software is installed by ABSCIEDEV\BLT.Project on 1/4/2022 2:51:28 PM
22	PerformCheck.SoftwareInstallerDetails	Success	Software is installed by ABSCIEDEV\BLT.Project on 1/4/2022 3:39:44 PM
23	PerformCheck.SoftwareInstallerDetails	Success	Software is installed by ABSCIEDEV\BLT.Project on 1/5/2022 9:03:19 AM

## 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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- [sciex.com/contact-us](https://sciex.com/contact-us)
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(GEN-IDV-09-10816-D)

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AB Sciex Pte. Ltd.  
Blk33, #04-06 Marsiling Industrial Estate Road 3  
Woodlands Central Industrial Estate, Singapore 739256