Analyst Diagnostic Tool 1.0.2 Release Notes

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

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

Install the Analyst Diagnostic Tool

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.

1. Save the zip file that contains the Analyst Diagnostic Tool to a local drive.

    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-1.0.2.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**.

    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.

    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

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

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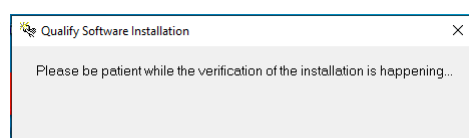

Figure 3 Perform Check Records Tab
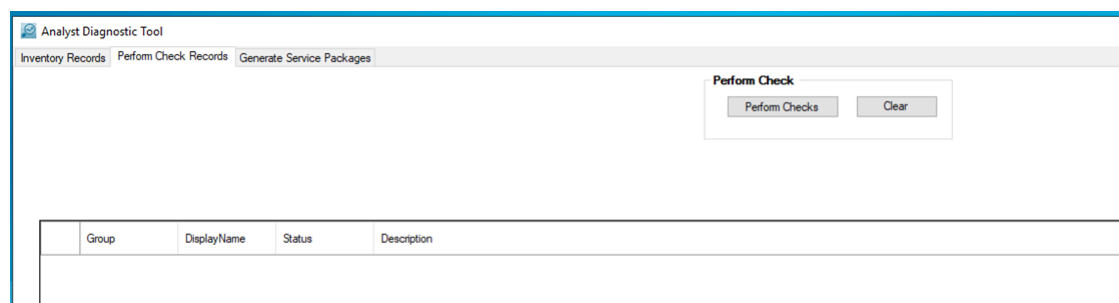
Tip! If previous results are shown on this page, then click **Clear** to remove all of the information.
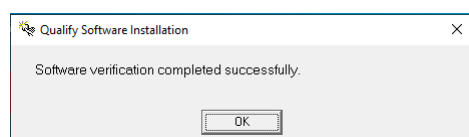
5. Click **Perform Checks**.
   The software verifies:

   - File permissions

   - 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
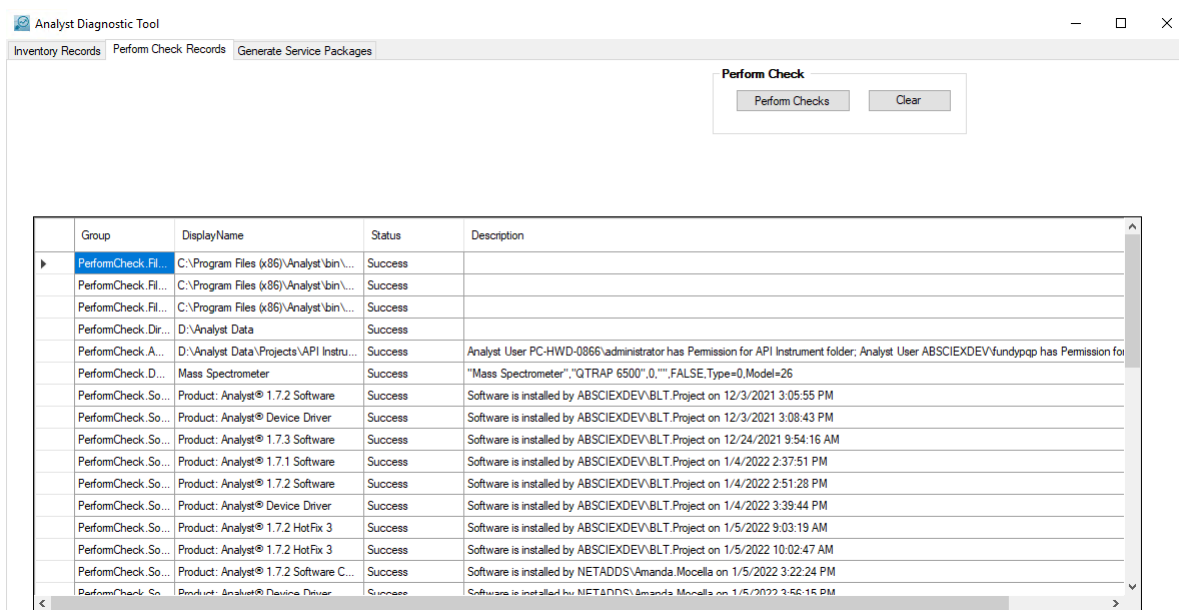
   When the verification is complete, the following dialog opens.

   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.
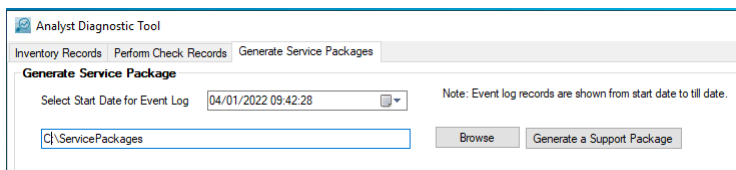
Figure 6 Perform Check Records Tab

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

8. Select the required start date in the **Select Start Date for Event Log** field.

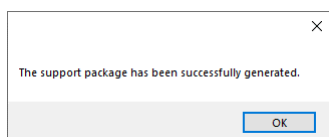9. (Optional) Click **Browse** and then browse to and select the location for the support package.

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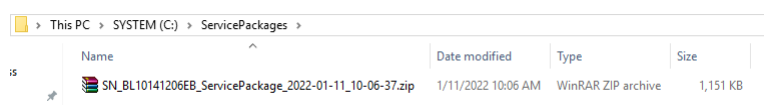   When the package is generated, a dialog opens showing the results.

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.

Figure 9 ServicePackages Folder

Figure 10 Service Package Contents
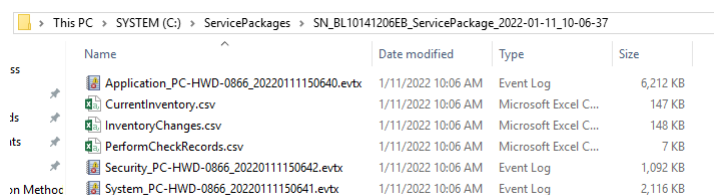
Figure 11 Perform Check Records

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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