

SCIEX OS 1.7 Release Notes



Introduction

Thank you for choosing SCIEX to supply your system. We are pleased to bring you SCIEX OS 1.7 that supports both the SCIEX X500R QTOF and the SCIEX X500B QTOF Systems, which provide liquid chromatography-time-of-flight mass spectrometry functions. SCIEX OS 1.7 also allows the user to process data acquired from triple quadrupole, QTRAP[®], and TripleTOF[®] Systems operating the Analyst[®] Software, version 1.6.2 or higher, or the Analyst[®] TF Software, version 1.7.1 or higher.

This document describes features in the software. We recommend that users keep these release notes for reference as they become familiar with the software.

Note: The numbers in parentheses are reference numbers for each issue or feature in the SCIEX internal tracking system.

New in Version 1.7

This section describes the enhancements and fixes in SCIEX OS 1.7. To view the enhancements and fixes for a previous release of SCIEX OS, refer to the *Release Notes* that came with that version of the software.

New Features in Version 1.7

- **Intact Quantitation:** The Analytics workspace now provides an intact quantitation workflow that uses deconvoluted peak area of the molecule for quantitation. This workflow is supported for MQ4 and Summation integration algorithms.

For large molecules, a charge state spread is typically observed in an MS full scan spectrum. The intact quantitation workflow provides a faster and easier-to-use quantitation approach for these molecules than the alternatives: quantitation using the m/z for an ion of specific charge state, or enzymatic digestion and quantitation of signature fragments. It also offers a unique ability to quantify therapeutic or clinically relevant metabolites or PTM in the intact level.

To use the intact quantitation workflow, users create a processing method that uses the Quantitation workflow and then enable the Mass Reconstruction feature. The intact quantitation feature allows users to perform these tasks:

- Change the default settings for Mass Reconstruction Processing in the Project default settings.
 - Optimize peak finding, reconstruction, and integration parameters in the processing method.
 - View the XIC, Average, and Reconstruction graphs in both the processing method and the Peak Review pane for the results.
 - Generate a calibration curve and view statistics using the deconvoluted area.
 - Calculate and compare the ratios of different components using the calculated column feature in the Analytics workspace.
 - Generate an intact quantitation report or transfer intact quantitation results to a LIMS.
 - Audit intact quantitation processing activities.
- **Mixed Mode Security:** A new security feature allows the user who is logged on to SCIEX OS to be either a different user than or the same user as the user who is logged on to Windows. The user logged on to SCIEX OS can be assigned to a specified role in the same way as in Integrated mode. This feature supports a group logon for Windows with a common password, while requiring users to log on to SCIEX OS with a unique user name, password, and if required, domain.

If Mixed mode is selected, then the Screen Lock and Auto Logout features are available for use.

Note: In Integrated mode, the user logged on to SCIEX OS is the same as the user logged on to Windows.

- **Watson LIMS Support:** Users can now transfer processing results directly to a Watson LIMS from the Analytics workspace. The Watson LIMS software must be open on the processing computer.

Note: Batches can also be imported from a Watson LIMS. Export the batch from the LIMS as a text file, and then the text file can be imported into SCIEX OS.

Enhancements in Version 1.7

- The **Sample ID** column is added in the Batch, Queue, and Analytics workspaces.

Analytics Workspace

- The **Sample ID** column in the Results Table is now locked. It remains visible when the user scrolls to view other columns. (ON-1927)
- The user can now filter on numerical columns in the Results Table. (BLT-1091)
- The user can enable synchronized sample selection mode so that the Peak Review pane updates automatically when the user navigates between Results Tables if multiple Results Tables are open in the Analytics workspace. (BLT-1374)

Configuration Workspace

- The user can now select the root directory from a list and clear folders from the list of root directories. (BLT-1645)

Fixed Issues in Version 1.7

Analytics Workspace

- If multiple samples are being acquired to a single wiff file with the Analyst[®] Software, then the Analyst[®] Software might stop responding after the data is processed with SCIEX OS-Q or SCIEX OS-MQ. Also after the data is processed in the Analytics workspace in either SCIEX OS-Q or SCIEX OS-MQ, the batch cannot be resubmitted in the Analyst[®] Software, and the Analyst[®] Software cannot acquire data to the same data file, until SCIEX OS is closed. This issue was fixed in the SCIEX OS 1.6.1 Patch for Processing Issue with Checksum. (BLT-1084/BLT-1639)
- A user cannot use SCIEX OS-Q or SCIEX OS-MQ to process samples that are being acquired with the Analyst[®] Software if the samples are being acquired with the Checksum feature enabled. This issue was fixed in the SCIEX OS 1.6.1 Patch for Processing Issue with Checksum. (BLT-1462)
- SCIEX OS is slow or stops responding during data processing. (BLT-1480)
- Analytics defaults to the first isotope when calculating a formula. For some compounds, such as Sn (tin), this is not the most abundant isotope. (MQ-4317)
- SCIEX OS does not support Q3-IDA, MRM-Q3 MI, or MRM-IDA-EPI + M3 data. (BLT-1302, MQ-6333, MQ-3654)
- SCIEX OS cannot process an MS3 + MRM scan when MRM is not the first experiment. (MQ-5244)
- The **Outlier Reasons** column in SCIEX OS does not behave the same as in the MultiQuant[™] Software. If the **Ion Ratio** traffic light is yellow or red then the outlier reason should be given as **Ion Ratio** in the **Outlier Reason** column, but if the traffic light is gray or green, then no outlier reason should be given. (BLT-1616/ MQ-5240)

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- Manually integrated peaks are not reprocessed when there is a change to the method that triggers reprocessing. (MQ-5094)
- When adding a spectrum to a library, the user cannot edit the *m/z* of the precursor, and only one decimal place is shown for the precursor *m/z*. (BLT-1391)
- **Area Ratio Threshold (Unknown/Control)** on the Non-targeted Peaks page of the processing method is being applied to targeted peaks. As a result, targeted compounds are not being processed. (BLT-1438)
- Reporter issues:
 - Issues are present in the support for custom templates. (BLT-1343, BLT-1458, BLT-1526)
 - Reports generated from SCIEX OS are not consistent with those generated from the MultiQuant™ Software. (BLT-1459)
 - UV chromatograms are output in the wrong location. (BLT-1543)
 - **MQ QC Summary 1 with flags** template generates an error. (BLT-1657)
 - The following MarkerView™ Software spectra tags are missing from the report templates. (MQ-3301)

Tag	Notes
MQ-XICProfile	Not centroided
MQ_MS1Profile	Not centroided
MQ_MS1PeakList	Centroided, isotopic peaks only
MQ_MSMSPeakList	Centroided, no peak threshold applied
MQ_MSMSDeconvPeakList	Centroided, no peak threshold applied
MQ_LibraryHitPeakList	Centroided

- Only the Administrator can create reports. All users with the **Allow Export and Create Report of unlocked Results Table** permission should be able to create reports. (BLT-1027/MQ-4963)

Explorer Workspace

- An error message is shown when the user tries to open a total ion chromatogram (TIC) by clicking **Show > Total Ion Chromatogram** and then selecting Period 1. (PV-1329)

MS Tune Workspace

- SCIEX OS supports the Low Mass Intensity Improvement Utility, which supports the hardware change in the Q0 region of SCIEX X500 QTOF systems to reduce low mass ion losses. (BLT-1652)

Notes on Use and Known Issues

Notes on Use

- When performing Windows updates, do not install optional updates because they might impact functionality in the software. Only install the required updates. Schedule the installation of updates to occur when the system is not acquiring data.
- If users do not have read permissions for the Default project, then an error might occur when they try to open SCIEX OS. (ONYX-3131)
- System performance might be slower when many workspaces are open, or when large numbers of transitions are being processed. (ONYX-2321)
- When the user opens a batch that was created in an earlier version of SCIEX OS, the **Injection Volume** field is not automatically populated. The user must click each **LC Method** field in the batch. (ONYX-2967)
- When the user changes the LC method in a batch, the injection volume is not updated with the value from the new LC method. The user must delete the injection volume values and then select the new LC method again. (ONYX-2966)
- When a batch starts, SCIEX OS stops the installation of Windows Updates, Windows Defender virus scans (Windows 10), and Symantec Endpoint virus scans (Windows 7). Schedule updates and virus scans to occur at times when data acquisition is not occurring.
- To avoid performance issues or data corruption, do not perform any computer maintenance procedures, such as defragmentation or disk cleanup, during sample acquisition.
- If the ClearCore2 service is interrupted during network acquisition, then the partial sample data for the sample under acquisition at the time of the interruption will not be written to the data file. If the service is interrupted during local acquisition, then the partial sample data will be written to the data file but will be marked as corrupted.
- Use one of the following methods to view data in real-time in the Explorer workspace while acquiring to a network resource:
 - Open the Data Acquisition panel at the bottom of the SCIEX OS window.
 - In the Queue workspace, open the sample being acquired by double-clicking it.

Note: If the sample is left open in the Explorer workspace, a "File not found message" is shown after the sample has been moved to the network resource.

(DS-1873)

- Data files created in the SCIEX OS 1.7 cannot be appended to data files acquired in SCIEX OS version 1.3.1 or earlier. (DS-1931)

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- When specifying a new Results file for a sample in the Batch workspace, make sure to also specify a processing method. If no processing method is specified, then the **Processing Method** column in the Queue workspace will contain ***Embedded Method*** and automatic processing fails. (ONYX-4864)
- When specifying a Results file in an Analyst Data path, the user cannot create a subfolder. The user must select an existing folder. (ONYX-4962)
- If a user does not have permissions to access Explorer, then the user cannot open the Calibration report from the Queue Workspace. (ONYX-3401)
- MultiQuant™ software files (qmethod, qsession, and cset) cannot be opened or used in the Analytics workspace of SCIEX OS. However, MultiQuant™ methods that have been exported to a text file can be imported into the Analytics workspace.
- The software does not use the selected regression parameter (Area or Height) to calculate the ion ratio for a component. The software uses the regression parameter defined for the first component in the Results Table to calculate the ion ratio for all of the components in the Results Table. (MQ-5546)
- The **Apply to Workstation** button is active even though the current audit map template is applied to the workstation. To determine which audit map template is currently applied to the workstation, open the Audit Trail workspace. (ONYX-3400)

General Issues

Issue	Notes
<p>A ClearCore2 error occurs when the user tries to open the Library workspace. (ONYX-6244)</p>	<p>This issue occurs if SCIEX OS was upgraded and the currently installed version of the LibraryView™ Software is not compatible with the new SCIEX OS version. Uninstall SCIEX OS, upgrade the LibraryView™ Software, and then install SCIEX OS again.</p> <hr/> <p>Note: For information about compatible versions, refer to the <i>Software Installation Guide</i>.</p>
<p>The user cannot open report (xps) files created during in the MS Tune workspace, during tuning, or in the MS Method workspace, with Guided MRM. Windows reports that it cannot open files of this type.</p>	<p>This issue occurs if the Microsoft XPS Viewer is not installed on the computer. The viewer is included in the SCIEX OS installation package. To install it follow these steps:</p> <ol style="list-style-type: none"> 1. Run a Command Prompt as administrator: <ol style="list-style-type: none"> a. In the Type here to search field in the Windows Taskbar, type cmd. b. Right-click Command Prompt and click Run as administrator. 2. In the Administrator: Command Prompt window, type the following command, and then press Enter: dism /online /norestart /add-package /packagepath:"C:\Program Files\SCIEX\SCIEX OS\Microsoft-Windows-Xps-Xps-Viewer-Opt-Package~31bf3856ad364e35~amd64~~.cab" <hr/> <p>Note: Type the whole command on a single line.</p> <hr/> <p>A progress bar is shown as the XPS Viewer is installed.</p> 3. When the installation is complete, close the Command Prompt window.
<p>If SCIEX OS is installed on a computer configured for a language other than English, then an error is shown the first time that SCIEX OS is opened. (BLT-892)</p>	<p>Open SCIEX OS again.</p>

Devices Issues

Issue	Notes
Injection begins before the column reaches the set temperature.	If the WAIT TIME for the column oven is manually set to 0, then make sure to equilibrate the system and wait for 10 to 15 minutes after the column oven has reached the set temperature before submitting any samples. Alternatively, set the WAIT TIME to a value equal to any integer from 1 to 10 and then select Wait for temperature equilibration before run in the LC method. If this option is selected, then, after the column oven reaches the set temperature, the software will wait the amount of time specified in the WAIT TIME before the beginning injection.
Intermittently, communication with a non-integrated valve fails and a Fault occurs. (BLT-1703)	In the Devices page of the Configuration workspace, deactivate the devices, delete the mass spectrometer, add the mass spectrometer again, and then activate the devices. If this does not resolve the issue, then close SCIEX OS, and stop and restart the ClearCore2 service.
Agilent LC: High throughput settings are not supported in the autosampler. (ACQ-529)	The high throughput settings are not currently supported.
Shimadzu LC: Incorrect device status is shown when the device is recovering. (ACQ-1410)	If a sub-device is turned off prior to sample submission, then the LC system goes to Standby state even though the status should be Fault. If the user attempts to submit the batch to the queue again, then the first sample is submitted but fails immediately because the LC system goes to Fault state and the sample becomes corrupted. If this issue occurs, then restart the computer and open the software again.
Shimadzu LC: The device traffic light does not update from Fault state when an error is recovered through Direct Control. (ACQ-1420)	If the user opens the Direct Control device and then clicks Clear Error when the LC is in Fault state, then the device recovers but the status in the software still indicates a fault. To clear this error, click Standby in the status panel.
Agilent LC: The LC method does not run correctly if the devices that are turned on and connected do not match the devices in the activated device list. (ACQ-1716/2062)	To make sure that the system works correctly, either turn off the devices or turn on the devices to match the activated devices list.
Shimadzu LC: A performance issue is observed during running of a long batch using the Shimadzu PDA at sampling rates higher than 12.5 Hz. (ACQ-2037)	The expected duration of the batch might be longer than anticipated. To avoid any issues, use a sampling rate lower than 12.5 Hz.

Issue	Notes
Shimadzu LC: Inverted UV data is acquired during acquisition with two UV channels. (ACQ-2042)	This occurs when polarity is set to negative in the LC method UV detector section. To avoid any issues, use the positive setting for the polarity field.
After processing several samples, the pressure graph shows the pressure dropping to zero briefly, before returning to its original pressure. (ACQ-2043)	The pressure drop occurs when the injection loop is switched in to the flow path. The pressure is sampled every 5 seconds, so the pressure drop might not be shown every time the injection loop is switched. This issue does not impact performance.
Agilent LC: During equilibration, if the user aborts the sample, then the Agilent LC might go to a Fault state. (ACQ-2142)	If this issue occurs, then click Standby to recover the device.
Agilent LC: Agilent LC shows a Fault state even when the sub-devices have recovered from a fault and are in Ready state. (ACQ-2144)	If this issue occurs, then click Standby to return the LC to Ready state.
When the duration of a gradient table for an LC pump or column oven temperature table in an LC method is longer than the duration of the MS method, then the LC devices will stop running when the MS method duration expires. (ACQ-2167/2088)	To avoid this issue, make sure that the value in the Stop Time field for the LC method duration is the longest time that the LC method must run.
Shimadzu and ExionLC LCs: The PDA default parameters are different depending on how the LC method is accessed. (ACQ-2176)	To avoid any issues, make sure that the correct parameters are used for the PDA device.
Agilent LC: The comma is ignored as a decimal separator when the flow rate in the LC gradient grid is copied. (ACQ-2191)	This is an issue with the Agilent LC. To avoid this issue, manually type the flow rate, using a comma as the decimal separator.
Agilent LC: The Fault state is not reflected correctly if the devices are in Fault state during device activation. (ACQ-2195)	To avoid this issue, clear the fault in the device, then deactivate and reactivate the Agilent devices.
In some cases, devices cannot be added manually. (ACQ-3014)	In some cases, when devices are added manually, the Test device function fails. To avoid this issue, use Autoconfig to add devices.

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Issue	Notes
The system remains in Run state after recovery from MS communication loss during acquisition. (MSCS-432)	If the Ethernet cable is disconnected during acquisition, then the acquisition stops and the system goes to Fault state. After the Ethernet cable is connected again, if the user attempts to run another acquisition, then the acquisition completes and the real time display stops updating, but the system remains in Run state. If this issue occurs, then reactivate the device profile.
The system does not activate the Standby button on the right status panel when a subdevice, such as the CDS, goes to fault, preventing the user from clearing the error. (MSCS-1314)	If this issue occurs, then the user must go to CDS direct control and then click Start to change the CDS status from Fault to Running to clear the Fault status of the CDS subdevice.
Information is missing on the Device Details dialog for the LC system. [ON-2069]	This issue occurs if the Windows region settings are set to a format other than English (United States) . To avoid this error, configure Windows following the instructions in the <i>Software Installation Guide</i> .
Agilent LC: If a sample vial is missing, then the system fails to acknowledge the missing vial and injects air. (ONYX-4849)	This issue occurs when a sample vial is missing if one or both of the following options is selected: <ul style="list-style-type: none"> • If a sample is missing, then proceed to the next sample on the Queue Settings page. • Ignore missing vessel on the Direct Control dialog. If neither of these options is selected, then the system goes to Fault state and the sample fails. To avoid this error, clear both of these options, and then make sure that all vials are present.
Agilent LC: Real-time DAD data from the Agilent G7121B 1260 Infinity II FLD Spectra module is not recorded when spectrum mode is set to Apex or All in Peak. (ONYX-4998).	Apex and All in Peak spectrum mode are not supported. Use a different mode.
Agilent LC: The system remains in Loading or Equilibrating state when a Agilent G7121B 1260 Infinity II FLD Spectra module is being used if the Signal A Excitation is set to Zero Order and the photo-multiplier (PMT) Gain is set to greater than 6. (ONYX-4999)	If Signal A Excitation is set to Zero Order, then set the PMT Gain to 6 or less.

Acquisition Issues

Issue	Notes
Some information is missing from the titles displayed in the Data Acquisition panel. (DS-3134/ONYX-6219)	View the data in the Explorer workspace.
When the user pastes a row over an existing row in the Batch workspace, the content is not pasted correctly (ONYX-6083)	To avoid this issue, instead of pasting over an existing row, insert an empty row and paste the new content in it. Then delete the existing row.
When a row is copied from a file, such as an Excel spreadsheet, and then pasted in the grid in the Batch workspace, some components are not added to the grid. (ONYX-6068)	Add missing components to the batch manually.
When rows are pasted in the Batch workspace, if the Results File in the copied row does not contain a value, then the name of the MS Method is inserted in the Results File column of the pasted row. (ONYX-5029)	Edit the batch to correct the Results File column contents for the affected rows.
The message "The path name is too long" is shown when a root directory is defined, but the path is less than 247 characters. (ONYX-4981)	This message is also shown if the logged-on user does not have write access to the network resource.

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Issue	Notes
<p>In the Batch and Queue workspaces, printouts using the PDFactory option have the following issues:</p> <ul style="list-style-type: none"> • Reports generated with PDFactory do not include any numeric values, such as method names, sample names, sample IDs, barcodes, and so on, where the names are numbers. (ONYX-2236) • The date and time when other regional settings are used are not shown. (ACQ-2700) • The row index is blank when only several isolated rows are printed using PDFactory. (ACQ-2701) • If the Auto-Calibrate option is selected during batch creation, then the Calibration Sample Frequency, CDS Channel, and the Vial Position (if LC is selected for calibrant delivery) values are missing. (ACQ-2804) • Printing reports using XPS and PDFactory in landscape mode works as expected, but when PDFactory is used in portrait mode, the last two columns on the first page are omitted, and the time at which the batch is printed is truncated. (ACQ-1275) 	<p>To avoid any issues, print using the XPS option instead of the PDFactory option.</p>
<p>In the Batch workspace, the list of available MS and LC methods is incomplete if the methods are copied from a different project. (ACQ-2127)</p>	<p>If this issue occurs, then restart the software.</p>
<p>An error is shown and the batch cannot be submitted if the Data File is centered in the cell and the user presses Shift + Tab to move to the next cell. (ACQ-2135)</p>	<p>To avoid this issue, do not use the Tab key to move between cells. Remove the entire contents of the cell and then type the Data File again.</p>
<p>Ion source parameters are not updated to the mass spectrometer. (ACQ-2177)</p>	<p>During manual acquisition using a SWATH[®] and MRM HR method, the ion source gas and temperature parameters are available to be edited in the user interface. Users can edit the fields. However, the changes are not updated to the mass spectrometer nor are the changes logged in the sample information for that sample.</p>

Issue	Notes
The Harvard syringe pump goes to Fault state when Standby is selected. (ACQ-2193)	To avoid this issue and clear the error, use the Direct Control feature to start the syringe.
The user is unable to activate the LC after it goes to Fault state. (ACQ-2207)	If this issue occurs, then clear the error on the LC, and then deactivate and activate the devices.
When a Shimadzu LC is used, the system is unable to perform an injection if there are injection events in the autosampler Time program table. (ACQ-2242)	To avoid this issue, do not add injection events to the autosampler Time program table.
Occasionally, the mass spectrometer goes to Fault state and the system cannot be recovered. (ACQ-2250)	If this issue occurs, then deactivate and reactivate the devices, and then click Standby .
The software does not save the required parameters when switching from an open method to another method in the MS Method workspace after the ion source or probe is changed. (ACQ-2262)	If this issue occurs, then update the parameters, as required. Some parameters become unavailable if they are not required for the new ion source or probe.
Not all of the columns shown in the UI are printed. (ACQ-2611)	<p>Not all of the columns shown in the UI are shown in printouts of the method when the user does the following:</p> <ol style="list-style-type: none"> 1. Creates an MRM HR method. 2. Applies a scan schedule. 3. Selects to show the advanced parameters. 4. Saves and then prints the method. <p>To avoid this issue, change the paper size to a size larger than Letter size.</p>
When the software ramps the CE parameter during MRM HR generation in negative polarity, the real time Data Acquisition panel does not show spectral data and the x-axis scale is shown in positive mode. (ACQ-2727)	To avoid issues, use the MRM HR generator to view the results of the parameter ramp. Do not use the Data Acquisition panel.

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Issue	Notes
<p>In manual tune, when the user submits a batch without any calibration sample (no CDS- or LC-autocal), the ions from the manual MS method acquisition are used as the inter-sample DBC reference list for the first sample and all the subsequent samples in the batch. If there are any mismatches in the mass range, polarity, and so forth, between the MS method used for manual acquisition and that submitted in the batch, then inter-sample calibration will fail due to mass accuracy drift for all the samples in the batch. (ACQ-2834)</p>	<p>To avoid any issues users can do one of the following:</p> <ul style="list-style-type: none"> • If the user submits a batch without any calibration sample after finishing manual acquisition in the MS Method workspace, inter-sample calibration behaves as expected. The first sample in the batch is used to generate the reference list to calibrate subsequent samples. • If the user submits a batch with a calibration sample while manual acquisition is in progress, then inter-sample calibration behaves as expected with no mass accuracy drift observed.
<p>Users can create a batch with more than 500 components. (ACQ-3073)</p>	<p>SCIEX OS supports a maximum of 500 components. If a user adds more than 500 components to a batch, no error is reported. However, when the user closes and then opens the batch, an error message is shown.</p>
<p>When the user opens an MS method, the Print button is not available. (ACQ-3301)</p>	<p>Close the method and then open it again.</p>
<p>Inconsistent behaviour occurs during imports from an acquisition method and from a processing method, resulting in unreliable qualification results. (BLT-284)</p>	<p>Information imported from an acquisition method has a mass accuracy to two decimal places. Formulas used to calculate mass accuracy in a processing method produce results to four decimal places. Therefore, this might cause inconsistent results between the two methods.</p>
<p>For MRM HR methods, retention time is not validated when the Method duration is changed in the MS Method workspace. (BLT-961)</p>	<p>Save, close, and open the method again.</p>
<p>Batches fail when acquiring data with a DAD in Spectrum mode. (BLT-978)</p>	<p>For enhanced batch stability, use the DAD in Signal mode.</p>
<p>Real time updates for the DAD panel might be slower than the response time chosen in the method (DS-853)</p>	<p>To avoid this issue, either reduce the frequency of the DAD acquisition or inspect the data after the acquisition has completed.</p>
<p>Samples in the queue might be marked as failed even though the data was acquired successfully. (DS-1016)</p>	<p>During the processing of complex data during acquisition, a sample in the queue might be marked as failed even though it was acquired successfully and the queue has moved to the next sample. If this occurs, then the sample and data file are not affected, and they can be used for exploring or processing. To refresh the queue icons, restart the software.</p>

Issue	Notes
Real time updates might be delayed when Results Tables are being created. (DS-1042)	Delays are observed when the user runs acquisitions or processes data containing a large number of experiments. To avoid any issues, do one of the following: <ul style="list-style-type: none"> • Reduce the number of experiments that are being acquired. • Reduce the number of experiments used to generate the Results Table. • Avoid generating Results Tables and acquiring data concurrently.
Peak labelling is inconsistent between XWC and TWC graphs during real time UV data acquisition. (DS-1262)	To avoid any issues, examine data post-acquisition using the Explorer workspace.
The Data Acquisition panel shows the previously acquired sample. (DS-1384)	If this issue occurs, then restart the software.
Agilent LC: When a batch created with SCIEX OS 1.2 or earlier is opened, LC information, such as Rack code , Rack position , and Plate code , is missing. (DS-2186)	These fields have been redefined in this version of the software. Populate them again.
The CDS remains in Wash mode after the software stops responding. (MSCS-666)	If this issue occurs, then clear the Wash mode option in the Direct Control dialog.
The Ion source gas 2 setting is included in a user message. (MSCS-943)	When the APCI probe is used, a user message is shown stating that the Ion source gas 2 setting should be a specific value. Ignore the Ion source gas 2 settings in the user message.
An incorrect message is shown when the probe is changed. (MSCS-972)	The error does not affect acquisition. Users can cancel the message and acquisition will continue.
Acquisition is aborted when acquiring using MRM HR and SWATH [®] methods or MRM HR and IDA methods and the TOF MS method of the MRM HR method is deleted. (MSCS-1059)	To avoid this issue, do not delete the TOF MS experiment from the MRM HR method.
The MS Method workspace does not update to show the correct information when running the calibrant. (ONYX-1556)	Although the user interface is not updated, the correct parameters are used and reflected in the file information.
When data is ramped, the real time data stops updating before the end of acquisition. (ONYX-1682)	Real time and post-acquisition data do not match when parameters are ramped during acquisition. To avoid issues, use the post-acquisition data for any analysis.

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Issue	Notes
Potential extra time is added to random cycles during IDA acquisition. (ONYX-1764)	To avoid any issues, make sure that the Google update services (gupdate and gupdatem), if present on the system, as well as Windows backup, are disabled before running IDA.
In the MS Method and LC Method workspaces, the Print dialog does not open, or there is a delay before it opens. (ONYX-3412)	Wait approximately 1 minute for the Print dialog to open.
User interface issues occur when a Results file is being specified. The Results File cell is not shown correctly. (ONYX-4790)	Resize the column or click in another cell.
Automatic processing fails if the file path specified for the Results File in the batch is too long. (ONYX-4827)	In the batch, limit the length of the Results File path to 300 characters or less.

Analytics Workspace Issues

Issue	Notes
In the Mass Reconstruction workflow, signal-to-noise (S/N) values reported in the Results Table are not calculated correctly for reconstructed peaks. (MQ-7073)	<p>To calculate S/N, open the average m/z spectrum in the Explorer workspace, perform manual reconstruction, and then calculate S/N on the target peak.</p> <hr/> <p>Note: This workaround requires Bioutil Kit License.</p> <hr/> <ol style="list-style-type: none"> 1. Select the Average spectrum in the Peak Review pane. 2. Click Open data exploration () 3. Click Bio Tool Kit > Reconstruct Protein, enter a resolution value, specify the reconstruction parameters, and then perform reconstruction. 4. Calculate S/N manually. Refer to "Show the Graph Selection Information" in the <i>Software User Guide</i>.
None of the Results Tables in a project root directory will open.	<p>This error occurs if the root directory for a project has been used as a root directory for the Analyst[®] software. The Analyst[®] software creates one or more of the following files in the Default/Project Information folder in the root directory:</p> <ul style="list-style-type: none"> • ProjectSettings.atd • Default Audit Map.cam • Project.atd <p>If these files exist in the Project Information folder, then delete them.</p>
For Analyst [®] software data, Q3 Resolution is reported as Maximum for LIT scans. (DS-2220)	Open the data in Explore mode in the Analyst [®] software.
The csv report does not support graphics or logos. (MQ-1361)	The csv report is only supported if the report does not contain any graphics.
Changing the regression setting for one algorithm in the Project default page updates the regression setting for the other algorithms. (MQ-1376)	The regression settings fields are not independent of the algorithm selected. If the user changes a regression setting field in one algorithm, then the corresponding field in the other algorithms is also changed. To avoid any issues, when switching between algorithms, users must update the regression settings as required for the algorithm.
An error occurs when a library without a name is imported. (MQ-1379)	To avoid this issue, assign names to libraries before importing them.

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Issue	Notes
The expected retention time of an individual component that is part of a group (the Update Retention Time feature is set to Group) can be changed, resulting in inconsistent expected retention times and retention time windows in the group. (MQ-1511)	The user can manually change the Expected RT for each component in the group.
The combined score is non-zero when both the Library and Search Formula Finder scores are zero or not available. (MQ-1545)	In addition to the Library Search and Formula Finder scores, the software uses the mass error, isotope, and retention time scores to calculate the combined score. To avoid including these scores, set the weighting of each to zero.
Saved Results Tables are not automatically updated when a library is added or removed from the database. (MQ-1684)	To avoid any issues, manually reprocess the results based on the updated library database.
The library search reports a higher-than-expected purity score from low quality spectra. (MQ-1679, MQ-1773)	If this issue occurs, confirm retention time, peak quality, and integration to determine if the compound is a true positive.
Compound-specific acceptance criteria are not available. (MQ-1822)	Currently, only the global settings are available for Library Search.
Licences for licensed packages created with LibraryView Package Builder are saved to C:\Program Files\AB SCIEX\LibraryView\bin. (MQ-1847)	Licences for the licensed packages created with LibraryView Package Builder 1.0 should be manually copied to C:\Program Files\SCIEX\LibraryView\LibraryViewFramework\Server.
During any looped or combined experiments, a dual subtracted MS/MS spectrum is shown in the Peak Review pane. (MQ-1848)	This is not an issue and the software is working as designed. A single IDA experiment will have only a single subtracted spectrum range.
Incompatible components in the embedded processing method are not handled correctly if the processing method uses the AutoPeak integration algorithm. (MQ-1873)	When an existing processing method that uses the AutoPeak integration algorithm is used to process data with the option to create a model using the currently selected sample, the Results Table opens correctly. However, incompatible components are shown with a red exclamation mark in the embedded method. Users can remove the incompatible components from the method, or they can modify the fragment mass retention time or experiment index to avoid this behavior.
The software stops responding when the processing method that uses the Summation integration algorithm contains incompatible components. (MQ-1888)	If an existing processing method that uses the Summation integration algorithm is used, and if the method is not completely compatible with the data, then the software will stop responding. If this issue occurs, then edit the method to remove the incompatible components.

Issue	Notes
The software seems unresponsive when PDFFactory is used to create a protected PDF report from a Results Table that contains more than 2 500 rows using the Positive Hit template. (MQ-1896)	Creating the report can take some time. The PDFFactory progress window, which is always shown in the background, shows that the PDF creation is in progress. Users can minimize all of the windows, including SCIEX OS, to view the PDFFactory progress window.
Some chromatograms are not shown when the Peak Review pane is opened. (MQ-2070)	If this issue occurs, then click an index in the Results Table.
After the Analytics workspace is closed by clicking the blue X in the top right corner, the Samples pane and the Components and Groups pane are not refreshed when the workspace and Result Table are opened again. (MQ-2074)	If this issue occurs, then click anywhere on the screen to refresh the panes.
The IS Name cannot be pasted in the Components Table in the Method Editor. (MQ-2193)	To avoid issues, either manually select the IS Name or paste the IS column separately.
AutoPeak results generated on different computers that have different CPU architectures show a difference at the eleventh digit. (MQ-2316)	Users can customize the Results Table view. In an open Results Table, click More > Results Tables > Display settings and set the Number Format field to a value that is less than 11. Users will notice differences in their results if the value is 11 or higher.
If the user processes data while the system is acquiring data, then large temporary files might be created. Large temporary files can impact system performance. (MQ-2382)	If the system stops responding while acquiring and processing data on the same computer, then delete the \Update\Local\Temp file located on the C drive.
The user is prompted to save changes to the Results Table even if no changes were made. (MQ-2400)	If the user moves a qsession file to another folder, and then opens and closes the Results Table without making any changes, the software prompts the user to save the changes. Users can select either Save or Cancel . Data analysis is not affected.
Users are able to process data and create a Results Table using an invalid method. (MQ-2431)	To avoid any issues, users must open methods created in earlier versions of SCIEX OS and correct any errors. If errors are not corrected, then processing time might be impacted.
The software cannot perform quantitative and qualitative processing of data from Q1 scans for SCIEX X500 QTOF systems. (MQ-2790)	Q1 data from SCIEX X500 QTOF systems cannot be processed in the Analytics workspace.

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Issue	Notes
When the AutoPeak integration algorithm is used on UV, DAD, or ADC data, the model can take a very long time to build before processing. (MQ-4421)	Do not use the AutoPeak integration algorithm for UV/DAD/ADC data that has poor peak shape.
Filtering is incorrectly applied. The appropriate rows are not shown. (MQ-4823)	If the Text Filters are selected before the Filter By Flag filter, then the Filter By Flag filter is not applied correctly. Always select the Filter By Flag filter first.
The Results Table pane becomes read-only after the embedded processing method is edited. (MQ-5082)	Close the Results Table and then open it again.
An error occurs when the user attempts to copy values in the Upper Limit column of the Concentration Acceptance or Values per component type tables in the Flagging Rules. (MQ-5599)	Type the values in the table.
The Retention Time window is incorrect in the Analytics workspace. (MQ-6225)	The Retention Time window is shown correctly in the Explorer workspace, but it is incorrect in the Analytics workspace. This issue does not affect quantitation or data quality.
Cut and paste functionality does not work in the Statistics pane. (MQ-6323)	If the Peak Review pane is open in the Analytics workspace, and if the user leaves and then returns to the Analytics workspace, then the copy and paste functionality in the Statistics pane does not work. Close SCIEX OS and open it again.

Explorer Workspace Issues

Issue	Notes
<p>SCIEX OS stops responding or generates an error when the user tries to simultaneously generate a DAD contour plot and XWC in a IDA+DAD datafile. This issue only occurs when the user has started to generate a DAD contour panel and while it is updating in the background, the user accesses a XWC at the same time. (BLT-498)</p>	<p>If this issue occurs, then do one of the following:</p> <ul style="list-style-type: none"> • Generate the XWC first and then generate the DAD contour panel. • Wait until the contour panel has finished updating before generating the XWC.
<p>The following issues can occur when the user explores data during acquisition:</p> <ul style="list-style-type: none"> • Real time data does not match the post-acquisition data if the XICs and BPCs for scheduled scans are generated before the scheduled time. (DS-903/ DS-1092) • If the user toggles between MS experiments using Move to next or Move to previous in the Explorer workspace to show an extracted ion chromatogram (XIC) or base peak chromatogram (BPC) generated in real time, then only one point is shown in the XIC/ BPC pane. 	<p>To avoid this issue, do the following:</p> <ul style="list-style-type: none"> • Generate XICs for the required experiment by clicking File > Show XIC • Generate the XIC/BPC post-acquisition. • Close the XIC pane and reopen it.
<p>Updates to the real time data spectra shown in the MS and DAD tabs in the Data Acquisition panel might be slower than in the Explorer workspace. (DS-934)</p> <p>A mismatch in the real time graph in the MS and DAD Data Acquisition panels and in the Explorer workspace occurs when the LC method duration is longer than the MS method. In this scenario, both the MS and DAD Data Acquisition panels stop updating at the end of MS method duration, even though the UV, DAD, or ADC channel continues to update in real time in the Explorer workspace until the end of the LC method acquisition time. (DS-852)</p>	<p>If this issue starts to occur, then wait for the acquisition to complete before exploring the data.</p>

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Issue	Notes
Detector optimization data is not shown correctly in the Explorer workspace. (DS-1044)	The Z-axis (Detector Voltage) is labeled incorrectly. To avoid any issue, use the Detector Optimization Report or the Data Acquisition panel to inspect the data acquired during the detector optimization process.
If data from an acquisition method with ramped parameters is viewed during acquisition, then the data does not update, and the resulting spectrum is incorrect. (DS-1959)	Do not view data for an acquisition method that contains ramped parameters until after acquisition is completed.
Intermittently, the message, "This sample is corrupted" is shown the first time a sample is acquired in the MS Method workspace, or when a newly-acquired sample is opened in the Explorer workspace. (DS-2281)	Click OK to acknowledge the message. The sample can be processed as normal.
The user is unable to generate a spectrum from a highlighted region in the XIC. (ONYX-1882)	<p>An error message is shown when a user does the following:</p> <ol style="list-style-type: none">1. Open two files in separate panes in the Explorer workspace and then generate an XIC graph for each file.2. Combine the XIC graphs in a single pane.3. In the XIC pane, highlight a region and then double-click to generate a spectrum.4. In the Process All Overlays? dialog that opens, click All Overlaid and then click OK. <p>The error message "Incorrect Argument - invalid cycle range" is shown instead of the spectrum.</p> <p>To avoid any issues, select a narrower region where the graphs are overlapped.</p>
When a user processes large amounts of data or multiple data files in the Explorer workspace, the user interface might stop responding and there could be delay before the sample queue moves to the next sample. (ONYX-2047/DS-1688)	If this issue occurs, then wait for the software to finish processing in the Explorer workspace or avoid processing a large amount of data during data acquisition.

Issue	Notes
The number label in an XIC trace is misleading in the Explorer workspace. (PV-1009)	<p>The value shown is correct because it represents the centroid value of the peak. Click Fill Peaks to open a better view of the peak. The peak label is placed on the highest point of the peak in question, regardless of its position. Therefore, the label might seem to be in the incorrect position, but the value is correct.</p> <p>If this issue occurs, then wait for the acquisition to complete before exploring the data.</p>
Sample information for IDA experiments is not shown when the users opens a <i>Scheduled</i> MRM™ data file, selects and loads a sample, and then clicks Show Sample Information . (PV-1330)	This issue does not affect the workflow.

MS Tune Workspace Issues

Issue	Notes
During manual tuning, the optimized parameter value is not saved to instrument definition file after the user clicks Save Settings . (ACQ-2519)	During manual tuning the optimized parameter value is not saved. To avoid any issues, complete all of the tuning steps when in manual tuning mode.
The user is able to restore instrument settings when an acquisition method is open, when samples are waiting in the queue, and during acquisition. (ACQ-3274)	To avoid issues, do not restore instrument settings at these times.
When the Q1 center mass is selected, the mass range of the real-time spectrum is not updated correctly. (DS-915)	To avoid this issue, set the start and stop masses to cover the Q1 center mass range.

Reporter Issues

Issue	Notes
A Microsoft Office Document Customization error occurs when the user tries to edit a report template.	<p>This error occurs because the TemplateContentControlManager is not installed. Follow these steps:</p> <ol style="list-style-type: none"> 1. Navigate to C:/Program Files/AB Sciex/ReporterOfficeAddins/TemplateContentControlManager. 2. Double-click TemplateContentControlManager.vsto. 3. If the TemplateContentControlManager is installed, then click Close. Otherwise, click Install and then follow the onscreen instructions.

Software Installation and Activation Issues

Issue	Notes
SCIEX OS can be uninstalled while a sample is waiting or being acquired in the Queue workspace. (BLT-1241)	Stop acquisition of the samples, delete any waiting samples, and then remove the software.
SCIEX OS might fail to install if an incorrect user account is used. (BLT-340)	Contact sciex.com/request-support . Only Administrators should install or remove the software.
SCIEX OS fails to install if more than one instance of the Installation Wizard is open. (BLT-341)	If two instances of the SCIEX OS Installation Wizard are opened, and the user attempts to proceed with the installation from the second instance, regardless of whether the first instance is closed, then the installation fails. To avoid this issue, open only a single instance of the Installation Wizard and then proceed with the installation.
If the ChemSpider license has expired, and the user installs a new license, when the user attempts to start a ChemSpider session, a message is shown warning that ChemSpider is not licensed. (BLT-985)	Close and then open SCIEX OS, and then start ChemSpider again.
SCIEX OS cannot be uninstalled. (BLT-1024)	If SCIEX OS cannot be uninstalled, then make sure that Microsoft .NET 2.0 is activated. Refer to the Microsoft Help for detailed instructions. Then try again.
SCIEX OS installation fails if the computer name is the same as the user name. (BLT-1142)	Change the computer name.

Issue	Notes
<p>When the software is downgraded from version 1.7 to version 1.3, the Batch, Queue, and User workspaces are missing. (OFX-489)</p>	<p>If a backup of the SCIEX OS 1.3 installation is not available, then:</p> <ol style="list-style-type: none"> 1. Remove SCIEX OS 1.7. 2. Remove the LibraryView™ Framework. 3. Rename the C:\Program Data\SCIEX\ folder. 4. Rename the C:\Program Files\SCIEX\ folder. 5. Rename the D:\SCIEX OS Data\ folder. 6. Install SCIEX OS 1.3. <p>SCIEX OS must be reconfigured and all methods, settings, users, and so on must be recreated.</p>
<p>SCIEX OS 1.3 or later is not removed when a user tries to remove it using Setup.exe. (ONYX-2124)</p>	<p>If a user tries to remove SCIEX OS 1.3 or later using Setup.exe, the entry from Windows Programs and Features for SCIEX OS is removed. However, the program remains and can still be opened. To remove SCIEX OS, run Setup.exe from the SCIEX OS folder and then follow the on-screen instructions to install the software. This process will add the entry for SCIEX OS back to the Windows Programs and Features list. Use the Programs and Features list to remove SCIEX OS 1.3 or later.</p>
<p>Occasionally, SCIEX OS might fail to install because of an issue with SQL server or because of an issue with the LibraryView™ Framework. (ONYX-2987)</p>	<p>If this issue occurs, then:</p> <ol style="list-style-type: none"> 1. Remove LibraryView™ software, if installed. 2. Remove the LibraryView™ Framework, if installed. 3. Remove all of the Microsoft SQL Server 2008 components. 4. Shut down and then start the computer again. 5. Install SCIEX OS. <p>If the installation issue persists, it might be necessary to remove the LibraryView.mdf and the LibraryView_log.mdf files from the C:\Program Files\Microsoft SQL Servier\MSSQL10_50.SQLEXPRESS\MSSQL\DATA folder.</p> <hr/> <p>Note: Because the libraries are stored in the mdf files, any existing libraries will be removed if these files are deleted and will have to be installed again.</p>

MS FW Updater Issues

Issue	Description
The MS FW Updater utility cannot be run from the DVD. (BLT-597)	To update the mass spectrometer firmware, copy the FirmwareUpdater folder to the D:\ drive and then run the utility from that location.

Contact Us

Customer Training

- In North America: NA.CustomerTraining@sciex.com
- In Europe: Europe.CustomerTraining@sciex.com
- Outside the EU and North America, visit sciex.com/education for contact information.

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SCIEX Support

SCIEX and its representatives maintain a staff of fully-trained service and technical specialists located throughout the world. They can answer questions about the system or any technical issues that might arise. For more information, visit the SCIEX website at sciex.com or contact us in one of the following ways:

- sciex.com/contact-us
- sciex.com/request-support

CyberSecurity

For the latest guidance on cybersecurity for SCIEX products, visit sciex.com/productsecurity.

Documentation

This version of the document supercedes all previous versions of this document.

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To find software product documentation, refer to the release notes or software installation guide that comes with the software.

To find hardware product documentation, refer to the *Customer Reference* DVD that comes with the system or component.

The latest versions of the documentation are available on the SCIEX website, at sciex.com/customer-documents.

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SCIEX OS 1.7 Release Notes

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GEN-IDV-09-10816-A

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