SCIEX OS 3.1.6

Release Notes

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

Contents

Introduction 1

Thank you for choosing SCIEX to supply your system. We are pleased to bring you the SCIEX OS 3.1.6 software, which supports the following systems:

- ZenoTOF 7600 system

- X500R QTOF and X500B QTOF systems

- SCIEX 4500, 5500, 5500+, 6500, 6500+, and 7500 systems

  Note: For SCIEX 4500, 5500, 5500+, 6500, and 6500+ systems, only quadrupole-mode scans are supported. Linear ion trap (LIT) scans are not supported.

- Echo® MS system, which includes a SCIEX Triple Quad 6500+ system and the Echo® MS module

SCIEX OS 3.1.6 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 version of the SCIEX OS software replaces versions 3.1 and 3.1.5. If you have used the library search function in these versions, then contact support at sciex.com/request-support.

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

New in Version 3.1.6   2

This section describes the fixes in the SCIEX OS 3.1.6 software. It also includes the new features, enhancements, and fixes introduced in versions 3.1 and 3.1.5. To see the enhancements and fixes for an earlier version of the software, refer to the document: *Release Notes* that came with that version of the software.

New Features and Enhancements in 3.1.6

Devices

- **Echo® MS System:** SCIEX OS now supports the Echo® MS 1.2 driver.

- Support for the M5 MicroLC and M5 MicroLC-TE systems.

- **Nano Probe:** SCIEX OS now supports the Nano probe on the OptiFlow Turbo V ion source for SCIEX 6500+ and 6500 systems.

- SCIEX OS 3.1.6 adds support for the custom injector program for Agilent devices. (ONYX-23774)

Auditing

The following events can now be audited:

- Project audit trail:

  - Analytics workspace

    - **Processing method saved**

    - **Project default settings changed**

  - Batch workspace

    - **Batch saved**

    - **Batch submitted**

  - Explorer workspace

    - **Print**

  - MS Method workspace

    - **MS method saved**

  - LC Method workspace

- **LC method saved**
- Queue workspace
    - **Sample acquisition has completed**
    - **Sample Starts to Acquire**
- Workstation audit trail:
    - Explorer workspace
        - **Print**

MS Method Workspaces

- **Guided Optimization** makes an MRM method in which numbers are appended to the compound names of all fragments other than the most intense fragment. A new option lets the user choose to keep the original compound ID in the final MRM method. (BLT-3900)

- **stMRM Algorithm Enhancements:** In group mode, the software now provides an estimated minimum and maximum cycle time. The minimum cycle time is calculated based on the assumption that only one super group, the one with the largest number of transitions, is triggered. The maximum value is calculated based on the assumption that all super groups are triggered.

- The *m/z* ratios for precursor ion and product ion scans are now accurate to five decimal places. (BLT-3596)

Analytics Workspace

- **Global Settings:** Authorized users can apply the default project settings to the current project, to new projects created in the current root directory, or to new or existing projects in other root directories.

- **Regression Through Intercept for Quadratic Fit:** The quadratic through zero ($y = ax^2 + bx$) regression type can now be used for analysis.

- **ADF Export:** Users can export results to an Allotrope data format (ADF) file. Optionally, users can include `wiff` files, `qsession` files, and other selected files in the export.

Batch Workspace

- Ability to open multiple batches at the same time, for comparison, and to copy content between batches.

- **Quick Batch Creation:** Users can now create batches more quickly by completing all of the rows in one or more columns with either the same value or an automatically incremented value.

Event Log Workspace

- **Notifications:** A new Notifications tab shows messages from the mass spectrometer and LC system, and metrics from the SCIEX OS computer. It also gives recommended next steps for any issues. An icon in the SCIEX OS title bar indicates the number of unread notifications of the highest severity.

    When the user opens the Notifications tab, the software loads the 50 most recent notifications, 25 per page. The user can do these tasks:

    - **Archive:** The user can archive read notifications within a specified date range.

    - **Print:** The user can print current page of notifications.

    - **Sort:** The user can sort notifications on severity and time.

    The software automatically purges any notifications from the database that are more than 31 days old, and that have been read or removed.

Printing

- **Print Templates:** Users can now print the batch grid, the queue, and processing methods. Print templates let users customize the format of the printouts, including the page layout and the content and format of headers and footers. New permissions control the ability of users to create and edit print templates, to set a default print template for a project, and to apply a print template to projects in the current or selected root directories. (BLT-1699)

- Ability to print panes and windows in the Analytics workspace.

CAC Software

The following enhancements have been made to the Central Administrator Console (CAC) software:

- The CAC software supports security permissions in SCIEX OS 3.1.6 and later. A new field indicates the SCIEX OS version in which the permission was introduced.

- Import, export, and restore of audit events is supported.

- The Workstation audit map has been renamed to the CAC audit map.

- A new icon distinguishes the CAC software from SCIEX OS, and the icon name has changed to **SCIEX OS-CAC**.

- Additional usability enhancements have been made.

Biologics Explorer Software

- Ability to open the Biologics Explorer software from the Home page in SCIEX OS.

MarkerView Software

- **MarkerView Software Integration:** The MarkerView software can now be installed during the SCIEX OS installation and opened with a tile on the SCIEX OS home page.

Installation

- **SCIEX OS Installation Repair Tool:** A new utility is provided to help troubleshoot installation issues.

Troubleshooting

- Additional information has been added to the service package, to help with troubleshooting. (MSCS-3022)

Fixed Issues in Version 3.1.6

This release includes the fix for the following issue.

- Issues occur during library migration and library searching. (BLT-4912, BLT-4918, BLT-4943, BLT-4944, BLT-4951)

This release includes the fixes from the SCIEX OS 3.0 HotFix 1 and for the following issues.

Installation Issues

- The SCIEX OS installation program is not digitally signed. (BLT-4677)

Acquisition

- Samples being acquired to a network folder are not transferred or are transferred very slowly. (BLT-3522, BLT-3161)

- Data files stay locked after acquisition is completed. (BLT-3259)

- Echo® MS system files take a long time to open. (BLT-3850)

Batch Workspace

- The **Rack type**, **Rack position**, **Plate type**, **Plate position**, and **Vial position** fields are not imported correctly from a LIMS. (BLT-4200)

- Echo® MS systems: If a batch contains an MRM method that contains compounds with a period (.) in their name, then the software become unresponsive when the batch is submitted. (BLT-4186)

- In simulation mode, for an X500 QTOF mass spectrometer with an ExionLC 2.0 LC system, the **Acquisition queue time remaining** and **Batch acquisition time remaining** are incorrect. (BLT-3410)

- If the user selects the columns to show and hide, and then imports a batch, all of the columns become visible. Only the selected columns should be shown. (ONYX-21548, ONYX-22038)

Analytics Workspace

- Ion ratio tolerance lines are not shown on the XIC graph when the **Ion Ratio Acceptance** flagging rule is selected. (MQ-10307)

- Data exported in Allotrope Data Format (ADF) does not include the actual concentration for the internal standard, and does not indicate if the peak integration was changed. (ONYX-26627)

- Calculated concentrations are not calculated to four decimal places. (BLT-4693)

- For processing computers with a SCIEX OS-MQ license, after a processed data file is changed and then saved, a licensing error is shown when the user tries to open it. (BLT-4674)

- An issue occurs during validation of the Components section of a processing method that contains MRM^3 data. (BLT-4545)

- The plus sign (+) is not supported in component names. (BLT-4496)

- The **Create an individual report for each sample** option causes the software to become unresponsive. (BLT-4466)

- Although the user has selected to export only visible columns to the LIMS, all columns are exported. (BLT-3841)

- The units on the Y-axis on the XIC for DAD data are not correct. The Y-axis units should be AU/uV. (BLT-3896)

- The deconvolved MSMS spectrum is sent to the formula finding engine. This spectrum has gaps and poor mass accuracy. The background subtracted spectrum should be used. (BLT-3927)

- If the user manually integrates a processing method created with the GXP Audit Map and then discards the changes, the manual integration button is enabled, but the drawing tools are replaced by the peak highlighting tools. (BLT-3998)

- Components cannot be exported from a processing method if **IS** is selected for more than 15 components. (BLT-4126)

- Flagging rules with variable tolerance do not work for ion ratio values greater than 1. (BLT-4137)

- If the user changes an embedded method, accepting the changes, and then changes the Results Table, rejecting the changes, then the record of the change to the embedded method is removed from the audit trail. (BLT-4145)

- The ion ratio filter does not work in languages other than English. (BLT-4344)

New in Version 3.1.6

- In data acquired with SCIEX OS or the Analyst software, the peak closest to the retention time might not be integrated properly if the signal to noise value is below the threshold. (MQ-7180)

Explorer Workspace

- File Info contains inaccurate information. (BLT-4509)

- The Explorer window goes black when a file is closed in the Explorer workspace. (BLT-4775)

MS Method Workspace

- When a user closes an MS method without saving it, an error message is shown. (BLT-3700)

- When the user changes the intercept in the Dynamic Collision Energy dialog from a negative to a positive value, and then saves the MS method, the slopes are changed. (BLT-3953)

- When the Plate Layout dialog is opened, the **Rack type** is blank. (BLT-4072)

- Scout Triggered MRM (stMRM) algorithm fields are in English when SCIEX OS is configured for a language other than English. (BLT-4212)

- The spectrum is not updated when the start and stop masses are changed in Guided Optimization. (ONYX-19423)

LC Method Workspace

- If only one valve entry is included in the LC method, then the system continuously tries to acquire data. (BLT-4178)

MS Tune Workspace

- ZenoTOF 7600 system with an OptiFlow Turbo V ion source: During detector optimization the Detector Response Calibration step fails. (BLT-4163)

- ZenoTOF 7600 systems: The **MS Check** button on the status panel is unavailable. (BLT-4332)

Reporter Issues

- Reporter software documentation files are removed when SCIEX OS is removed. (BLT-3851)

- Reports saved in PDF format are missing peak review data. (BLT-3933)

- Chromatograms and calibration curves are not included in reports created with Microsoft 365 Apps. (BLT-4056, MQ-10010)

- When a report containing a query is run, an error is shown and the report is not generated. (BLT-4330)

- Reports cannot be generated after SCIEX OS is configured for a language other than English. (BLT-4336)

- Only the csv text format seems to be available for output. (BLT-4171)

Audit Trail

- The times logged in the event list and on the Analytics Details tab do not agree. (BLT-4602)

- An error message is shown when the user exports the audit trail. (BLT-3742)

LC Devices

- The following error message is shown: `Failed to write LC detector data in wiff file.` (BLT-2960) The message is shown under these conditions:

  - If an LC method is configured without a detector: The message can be ignored.

  - If the LC method is configured with a detector: The message indicates an issue with the acquisition of the LC data for the sample.

Echo® MS System

- When the user uses the Plate Layout dialog to add sample wells to the grid in the Batch workspace, the selected wells cannot be added. (OPP-365)

- The Leadscape Analyze software does not open SCIEX OS. (ONYX-17655)

Licensing

- Users cannot connect to a FlexNet Licensing server installed on a virtual machine (VM). (BLT-4249)

Notes on Use and Known Issues 3

Notes on Use

- Regulated customers: We recommend that, if user management settings are imported after software validation, then customers follow their internal change control process to document the configuration changes.

- Microsoft Office 2013, 2016, or 2021, 32-bit or 64-bit, is required to create, open, and edit the report templates used in the Analytics workspace. (BLT-4838)

  Note: SCIEX OS is compatible with Microsoft Office 365 for all functions except creating, opening, and editing the report templates used in the Analytics workspace.

  Note: Alpha and SCIEX workstations with LTSB/LTSC Windows 10 Operating systems are not compatible with Microsoft Office 365.

- For ExionLC 2.0 systems:

  - If solvent level monitoring is used, then make sure that the current volume is correct, and that the proper warning level and shutdown level are set in the Device Control or Device Details dialog before each batch acquisition. If the current volume must be updated during sample acquisition because the mobile phase is being topped up, then use the solvent levels panel for the pump in the Device Details dialog.

  - When loading samples in the sample trays, make sure to follow the plate layout in the software. Refer to the document: *ExionLC 2.0 System Hardware User Guide*.

  - A diode array detector (DAD or DAD-HS) cannot be used for data acquisition at the same time as a multiwavelength detector (MWD). Do not configure the LC system with both a DAD and an MWD.

  - A sampling rate of only 10 Hz or lower is supported for the ExionLC 2.0 DAD (DAD or DAD-HS) and MWD. An LC method with a sampling rate greater than 10 Hz is not saved.

  - When creating a DAD method, make sure that the wavelength for 2D data channels and for the wavelength program are within the wavelength range defined for 3D data mode, even if the 3D data mode is not selected.

- SCIEX OS can be configured to stop Windows services, such as Windows Defender and Windows Update, and anti-virus software during data acquisition, to optimize performance. If this option is not used, then performance or data issues might occur. Schedule updates and virus scans to occur at times when data acquisition is not occurring.

- To avoid performance issues or data corruption, the user should not perform any computer maintenance procedures, such as defragmentation or disk cleanup, during sample acquisition.

- For Echo® MS systems:

  - When an MS method is created, the **Spray voltage** defaults to 4500 V.

    Note: We recommend that a value of 5000 V or less be used, to maximize the life span of the open port interface (OPI) electrode assembly.

  - Because the peaks are narrow, we recommend that the number of transitions be minimized. We recommend that each MRM method have a maximum of four transitions, for a scan time of 100 msec.

  - The user must not use the same data or results file name in multiple batches. Always use a new data and results file in each new batch.

  - Values entered in the **Injection Volume** column in the Batch workspace do not replace the ejection volume specified in the AE method.

- 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 is not written to the data file. If the service is interrupted during local acquisition, then the partial sample data is written to the data file but is marked as corrupted. Any auto-triggered processing and decision rule processing also fails if the ClearCore2 services is interrupted.

- The following methods allow the user 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.

  (DS-1873)

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

- Data containing custom columns cannot be appended to data files acquired in SCIEX OS version 2.1.6 or earlier.

- MultiQuant software files (`qmethod`, `qsession`, and `cset`) cannot be opened or used in the Analytics workspace of SCIEX OS. However, MultiQuant software methods that have been exported to a text file can be imported into the Analytics workspace.

- For non-targeted workflows, Results Table should be limited to 150,000 rows. SCIEX OS performance degrades significantly when Results Tables exceed this size.

- If the AutoPeak integration algorithm is used, then the user must consider all calculated parameters in the context of a component within the specific Results Table. The software creates an AutoPeak model for each component and this model is used for all samples for the component. The **AutoPeak Asymmetry** calculated parameter shows the ratio of the skew of the particular component to the skew of the AutoPeak model for the component. (BLT-2030)

- Avoid processing a data file in the Analyst software while SCIEX OS is acquiring to that data file. Doing so might cause the software to become unstable and data to be lost. (ONYX-8514)

- When transferring data to the Watson LIMS, the user must wait for the transfer to complete successfully before clicking **Confirm** in SCIEX OS. If the user clicks **Confirm** before the transfer is complete, then the transfer status is shown as `Failed`.

- When transferring instrument settings from the Analyst software to SCIEX OS 3.1.6, make sure to use the Instrument Settings Converter that is included in the SCIEX OS 3.1.6 installation package.

- When converting SCIEX OS methods to Analyst software methods, make sure to use the version of the SCIEX OS to Analyst Software Method Converter that is included in the SCIEX OS 3.1.6 installation package.

Customer Security Guidance: Backups

Backup of customer data is the responsibility of the customer. Although SCIEX service and support personnel might provide advice and recommendations about customer data backup, it is up to the customer to make sure the data is backed up according to the policies, needs, and regulatory requirements of the customer. The frequency and coverage of customer data backup should be commensurate with organizational requirements and the criticality of the data that is generated.

Customers should make sure that backups are functional, because backups are a vital component of overall data management and essential to recovery in the event of a malicious attack, hardware failure, or software failure. Do not back up the computer during data acquisition, or else make sure that files being acquired are ignored by the backup software. We strongly recommend that a full backup be taken of the computer before any security updates are installed or any computer repairs are performed. This will facilitate a rollback in the rare case that a security patch affects any application functionality.

General Issues

Issue	Notes
Content is shown in English in the translated user interface.	Updates to translated content will be provided in future releases.

Issue	Notes
SCIEX 7500 systems: Data with a long file path (129 or more characters) cannot be processed using the Analyst 1.7.2 or Analyst 1.6.3 software with HotFix 5. In addition, the file information for such a data file cannot be fully shown in the Analyst 1.7.2 or the Analyst 1.6.3 software with HotFix 5. (AN-2250)	To avoid this issue, use the Analytics workspace in SCIEX OS to process the data, or make sure to use a shorter file path.

The user cannot open report (`xps`) files created during tuning in the MS Tune workspace or in the MS Method workspace with Guided MRM. Windows reports that it cannot open files of this type. (BLT-1409)	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:
	
	1. Run a Command Prompt as an administrator:
	
	    a. In the **Type here to search** field in the Windows Taskbar, type **cmd**.
	
	    b. 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"`
	
	Note: Type the whole command on a single line.
	
	A progress bar is shown as the XPS Viewer is installed.
	
	3. When the installation is complete, close the Command Prompt window.

Issue	Notes
The content pane of the Help file is blank. (BLT-2497)	The Help file is blocked. To resolve the issue, follow these steps: 1. Browse to the Help file, in the folder `C:\Program Files\SCIEX\SCIEX OS\Documentation`, right-click it, and then click **Properties**. 2. In the Properties dialog, select **Unblock**. 3. Click **OK**. **Note:** If the Properties dialog does not contain this check box, then the Help file is not blocked.
Guided MRM and tuning do not stop when the user closes the MS Method or MS Tune workspaces, respectively. (ONYX-8450)	The mass spectrometer status shows that the mass spectrometer is running, and the acquisition job is present in the queue.
If a project is deleted in File Explorer while it is open in SCIEX OS, the user can browse to the project in SCIEX OS. (ONYX-24604)	Close SCIEX OS after deleting projects with File Explorer.

Installation Issues

Issue	Notes
The ExionLC 2.0 system driver is removed during the software upgrade. (TPUB-2124)	After the upgrade is complete, install the ExionLC 2.0 system driver again.
SCIEX OS does not start if only the Shimadzu and ExionLC AC/AD system drivers are installed. (ONYX-20839)	To prevent this issue, install all LC drivers (for Agilent, Shimadzu/ExionLC AC/ExionLC AD, and ExionLC 2.0 systems). If this issue occurs, then delete the file: `C:\ProgramData\SCIEX\Clearcore2.Acquisition\HardwareProfile.hwp`. After this file is deleted, the software will open properly.

Issue	Notes
SCIEX OS does not open after the installation is changed with the **Modify** option in the installation program. (SXOSLNT-708)	To prevent this issue, before using the **Modify** option, deactivate all devices. If SCIEX OS was installed while devices were active, then delete the file: `C:\ProgramData\SCIEX\Clearcore2.Acquisition\HardwareProfile.hwp`. After this file is deleted, the software will open properly.
Issues occur if the installed modules do not match the license. (SXOSLNT-1009)	Make sure that the installed modules are compatible with the license. If they are not, then remove the software and install it again, selecting the correct modules.
If devices are configured, then SCIEX OS-Q and SCIEX OS-MQ do not open. (SXOSLNT-1037)	This issue occurs if SCIEX OS is installed with the acquisition module, and devices are configured, and then SCIEX OS is removed and installed with just processing modules. To resolve the issue, follow these steps: 1. Remove SCIEX OS-Q or SCIEX OS-MQ. 2. Install SCIEX OS and delete the configured devices. 3. Remove SCIEX OS. 4. Install SCIEX OS-Q or SCIEX OS-MQ.

Devices Issues

Issue	Notes
The user cannot start the syringe pump when the mass spectrometer is in the Standby state because the **(Direct device control)** button for the syringe pump is not active. (BLT-2698)	Start data acquisition or a tuning procedure to make the **(Direct device control)** button active.

Notes on Use and Known Issues

Issue	Notes
The system does not activate the **Standby** button on the right status panel when a device, such as the CDS, goes to the Fault state, preventing the user from clearing the error. (MSCS-1314)	If this issue occurs, then click **Start** in Direct Control to change the CDS state from Fault to Running and clear the Fault state of the CDS.
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 document: *Software Installation Guide*.
When the Remote Desktop application is used to access the acquisition computer, the following issues might occur: • In the LC Method workspace, some parameters are not visible. • On the Detailed Status dialog for an LC system, some LC parameters are not visible. (ONYX-7153/ONYX-8185)	This issue occurs when the user disconnects and reconnects the Remote Desktop session without logging off of the acquisition computer. It occurs if the computer running Remote Desktop is configured with **Make everything bigger** set to more than 100% in the Windows Display settings. To resolve the issue, set **Make everything bigger** to 100%.
Devices do not shut down when the acquisition computer is shut down. (ONYX-7677)	Shut down devices before shutting down the acquisition computer.
When a contact closure is being used, if the MS method and the valve method end at the same time, then the diverter valve is not changed to the position defined in the time table at the end of the run. (ONYX-7952)	Do not set the valve position at the end of the method time table.
SCIEX OS does not automatically start and stop an external syringe pump during tuning. (ONYX-8459)	Stop and start the syringe pump manually before beginning the tuning procedure.

Agilent LC System Issues

Issue	Notes
High throughput settings are not supported in the autosampler. (ACQ-529)	The high throughput settings are not currently supported.
When the pump pressure exceeds the maximum configured in the LC method, the pump status does not change to Fault. (ACQ-1712)	The flow stops until the pressure reaches the configured maximum, and then resumes until it reaches the maximum again. The pump status does not change. Adjust the flow rate in the LC method.
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.
The Fault state is not reflected correctly if the devices are in the Fault state during device activation. (ACQ-2195)	To avoid this issue, clear the fault in the device, then deactivate and reactivate the Agilent devices.
The **Overlap Injection Cycle** cannot be configured for Agilent autosamplers in the LC Method workspace. (BLT-4714)	N/A
Real-time DAD data from the Agilent G7121B 1260 Infinity II FLD Spectra module is not recorded when the 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.
The system remains in the Loading or Equilibrating state when an Agilent G7121B 1260 Infinity II FLD Spectra module is being used if the **Signal A Excitation** is set to **Zero Order** and the **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.

Echo® MS System Issues

Issue	Notes
Spanish, French, Italian, German and Portuguese languages: If the Region and Language Settings in the SCIEX OS software are set to use the comma "," as the decimal separator, then a validation error is shown when the user types a value in the **Ejection Vol (nL)** field in the AE Method. (OPP-671)	Use the up and down arrows to change the volume.

ExionLC 2.0 System Issues

Issue	Notes
In the Plate Layout dialog, samples are not marked as used once, used multiple times, or not used. (ONYX-8757)	N/A
The **Rack type** is not updated in the Plate Layout window if the user changes the **Rack type** in the Batch workspace when the Plate Layout dialog is open. (ONYX-8760)	If the user changes the **Rack type** in the batch grid while the Plate Layout dialog is open in the Batch workspace, then the visual representation of the vial layout in the Plate Layout dialog is updated, but the **Rack type** field is not updated. However, all of the information in the batch, including **Rack type** and **Vial position**, is correct. To prevent this issue, change the **Rack type** in the Plate Layout dialog or close the Plate Layout dialog before changing the **Rack type** in the batch grid.
Multiple instances of the Device Details dialog can be open at the same time. (ONYX-9049)	If the Device Details dialog is open when the user changes the device configuration, then the Device Details dialog for the older configuration stays open, even after another instance of the Device Details dialog is opened for the new configuration. This issue does not affect usability. However, to prevent confusion, make sure to close any open Device Details dialogs before changing the device configuration.
Changes to parameters in the Solvent Levels panel are not saved. (ONYX-9093)	After changing any parameter in the Solvent Levels panel, wait 5 seconds for the status to be updated, before making additional changes.

ExionLC AC, ExionLC AD, and Shimadzu LC System 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 **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 **WAIT TIME** before the beginning injection.
When a hardware profile with a PDA detector is activated, the detector defaults in the LC method are different between a newly created LC method and an opened LC method that was previously created with the same LC but without a PDA detector activated. (ACQ-2176)	To avoid any issues, make sure that the correct parameters are used for the PDA device.
If the rinse solvent is set to **None** at the start or end of a rinse cycle, then rinsing does not occur. (BLT-1212)	Make sure that the first and last solvents in the rinse cycle have a value other than **None**.
After the system goes to the Standby state, or after it is deactivated, the temperature reverts to the temperature that was set in the last equilibration procedure or LC method. (BLT-2300)	N/A
Shimadzu LC-40 systems: Content in fields in LC methods that are automatically populated does not print in reports. (BLT-2850)	Replace the automatically populated content by typing in values.
Shimadzu LC-40: The **Purge**, **Rinse**, and **Cooler** buttons on the Device Control dialog are not active. (ONYX-7702)	Use the keypad controls on the autosampler, or include these functions in the LC method.

Notes on Use and Known Issues

Issue	Notes
Nexera Mikros systems: The LC pump does not go into the Fault state when the maximum pressure limit is reached. (ONYX-7794)	N/A
Nexera Mikros systems: The LC pump is incorrectly identified as an LC-20AB pump in the device configuration. (ONYX-8030)	The LC system performance is not affected, but the pump is incorrectly identified in data files, logs, and audit trails.
Shimadzu LC-40 systems: In the Plate Layout dialog, if the user is configuring a rack type with multiple plates, then when the user finishes configuring a plate and selects the next plate, the name of the configured plate changes to **<Unassigned>**. (ONYX-8441)	Save the batch and open it again, to show the plate names correctly in the Plate Layout dialog.
Shimadzu LC-20 systems: Equilibration stops before the column reaches the set temperature. (ONYX-14932)	N/A
Nexera Mikros systems: If the user sets the flow rate for the LC pump to a value outside the valid range, the driver sets the flow rate to the minimum or maximum value, whichever is nearest. No notification is shown in SCIEX OS. (ONYX-18416)	N/A
Nexera Mikros systems: SCIEX OS does not show the actual flow rate for the LC pump. (ONYX-18418)	View the flow rate on the front panel of the pump.
Shimadzu systems: If the injection volume specified by the user is invalid, then the sample fails, but SCIEX OS does not show an error message. (ONYX-19857)	If a sample fails, then make sure that the injection volume is valid.

M5 MicroLC and M5 MicroLC-TE System Issues

Issue	Notes
If the column oven is configured in the Devices workspace, but it is not physically connected to the gradient pump, then acquisition stays in the Equilibration or Loading states. (MRC-397)	Make sure that the column oven is physically connected to the gradient pump.
Changes made to the tray configuration are shown in the Batch workspace after the devices are activated. (MRC-435)	After making changes to the tray configuration, deactivate and then activate the devices in the Configuration workspace.
Values specified in **Direct Control** are not kept. (MRC-429)	N/A
The autosampler stays in Ready state if the connection to the system is lost. (MRC-444)	N/A
When a new Trap Elute LC method is made, the **LC Pump for Analytical Separation** field stays empty until after the method is saved. (MRC-450)	N/A
The software does not validate the setpoint for the **First, establish a column pressure of ## psi** field in the LC method. (MRC-451)	Make sure that the column pressure value entered does not exceed the value supported by the device.
The gradient graph in the LC Method intermittently shows incorrect graphs and legends. (MRC-452)	Close the LC method and then open it again.

Waters LC System Issues

Issue	Notes
LC device properties and method information are missing from the Sample Information pane shown in the Explorer workspace. (ONYX-11604)	N/A
Parameters in LC methods are not saved if Waters Support Layer 1.1 is being used. (ONYX-20524)	Upgrade to Waters Support Layer 1.2.

Issue	Notes
An LC method cannot be created if another LC method is open. (ONYX-21110)	If an LC method is created when another LC method is open, then the window for the new LC method is empty. Close all other LC methods. The window for the new LC method is updated to show the method parameters.

Acquisition Issues

Issue	Notes
The Harvard syringe pump goes to the 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.
X500 QTOF and ZenoTOF 7600 systems: For MRM^{HR} methods, the Mass Table columns do not print. (ACQ-2611)	Not all of the columns shown in the UI are shown in printouts of the method when the user does the following: • Creates an MRM^{HR} method. • Applies a scan schedule. • Selects to show the advanced parameters. • Saves and then prints the method. To avoid this issue, change the paper size to a size larger than Letter size.

Issue	Notes
X500 QTOF systems: In manual tune, if the user submits a batch without a calibration sample (that is, no CDS- or LC-autocal), then 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 the one submitted in the batch, then inter-sample calibration will fail due to mass accuracy drift for all the samples in the batch. (ACQ-2834)	To prevent issues, users can do one of the following: • If the user submits a batch without a calibration sample after finishing manual acquisition in the MS Method workspace, then 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.
Inconsistent behavior occurs during imports from an acquisition method and from a processing method, resulting in unreliable qualification results. (BLT-284)	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.
Conversion of acquisition methods created in the Analyst software fails if the mass spectrometer is not the first device in the hardware profile in the Analyst software. (BLT-4504)	Change the hardware profile to make the mass spectrometer the first device.
Real-time updates for the DAD panel might be slower than the response time chosen in the method. (DS-853)	To avoid this issue, either reduce the frequency of the DAD acquisition or inspect the data after the acquisition has completed.
ZenoTOF 7600 systems: No data is acquired in EAD fragmentation mode. (MSCS-2527)	If EAD fragmentation is used, then the accumulation time must be equal to or greater than the reaction time. If it is not, then no data is acquired. To resolve the issue, increase the accumulation time.
X500 QTOF and ZenoTOF 7600 systems: Negative mass defect values are shown with the incorrect sign in the Mass Defect IDA criteria. (MSCS-2537)	The algorithm selects the correct precursors, so the acquired data is correct.

Issue	Notes
ZenoTOF 7600 systems: The `wiff` data files acquired with SCIEX OS version 2.1.6 or earlier might show an incorrect fragmentation mode in the graph title when opened with later versions of the software. (MSCS-2945)	This issue occurs for `wiff` data files that use MRM^{HR} algorithm methods or MRM^{HR} algorithm methods with mixed fragmentation mode (EAD/CID).
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.
When the user prints a batch to `pdf`, any numeric values, in either column headings or body cells, are missing from the document. (ONYX-2236)	Print to the XPS format.
Multiple periods are not supported in MS methods. (ONYX-4185)	N/A
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 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 the `Acquisition Methods` folder contains a corrupt MS method, then no MS methods are available for selection in the **MS Method** column in the Batch workspace. (ONYX-6795)	If the list of MS methods is empty, then find and delete the corrupt method.
When the user stops the queue with the option **Stop after the current tasks are completed**, acquisition completes, but processing does not start. (ONYX-6802)	N/A

Issue	Notes
In the Queue workspace, samples that are re-injected as the result of decision rule processing show *Embedded Method* in the **Processing Method** column, instead of the name of the processing method associated with the original sample. (ONYX-6896)	When the first sample is processed, the Results file is created and the processing method specified in the **Processing Method** column is embedded in the new Results file. Therefore, the embedded method specified for the reinjected sample is the same as the processing method specified for the first sample.
In the Batch workspace, when one or more rows are copied and then pasted, some of the content is not pasted correctly. (ONYX-6995)	Manually update any cells that were not copied correctly.
If the acquisition computer is being controlled by Windows Remote Desktop while acquiring IDA data, then acquisition performance might be slow, resulting in the loss of data points. (ONYX-7491)	Do not use Remote Desktop to control the acquisition computer while acquiring IDA data.
When `wiff` data acquired in SCIEX OS is opened in the Analyst software, the **MRM detection window** in the Analyst software does not match the **Retention time tolerance** in SCIEX OS. (ONYX-7602)	The **Retention time tolerance** value is used to calculate the **MRM window**. This value is not the same as the **MRM detection window**, which shows the default value for the detection window.
An error occurs when the user attempts to print a method to a `pdf` file that is currently open. (ONYX-7813/ ONYX-8204)	Close the `pdf` file before printing the method, or save the file with a different file name.
SCIEX 7500 systems with the QTRAP license activated: A default value for AF2 cannot be set for MS^3 experiments in negative polarity. (ONYX-8041)	When the user sets a default value for AF2 for MS^3 experiments in negative polarity, the default value is not saved. To save a default value for AF2 in negative polarity, first configure positive polarity with the AF2 value required for negative polarity. Then change to negative polarity and save the default values.

Issue	Notes
An MS method that uses the Scheduled MRM (sMRM) algorithm can be saved with an invalid method duration. (ONXY-8443)	The **Duration** for an MS method that uses the sMRM algorithm might become invalid if the scan time is too large. If the user attempts to save the method, then an error message is shown, and the **Duration** field contains an error icon. If the user specifies a valid method duration, changes the duration back to the incorrect method duration, and then saves the method, then the method is saved successfully. Make sure to determine the correct method duration before saving the method.
The messages `The wiff file will not be written` and `Scan [Ramp Parameter] is not implemented` are written to the Event Log during ramping. (ONYX-8767)	The `wiff` file is not created during ramping. The `wiff2` file is created correctly.
When the user deletes transitions from an experiment, a blank space is introduced between experiments in the MS method. (ONYX-9901)	To remove the blank space, save the method and open it again.
ZenoTOF 7600 systems: The number of cycles and cycle time shown in the Sample Information pane for a sample in the PeakView software is incorrect for a `wiff` file acquired with the MRM^{HR} algorithm. (ONYX-10623)	N/A
ZenoTOF 7600 systems: TOF Mass Calibration parameters shown for the sample in the `wiff` file do not match the parameters shown in the `wiff2` file. (ONYX-11356)	Calibration parameters are recorded differently by the Analyst TF software and SCIEX OS. The `wiff` file follows the Analyst TF software model.
X500 QTOF and ZenoTOF 7600 systems: When a looped experiment is created with complex scans, IDA, SWATH, MRM^{HR}, the looped experiment is shown as a scheduled experiment, even though the user did not specify experiment scheduling. (ONYX-11359)	1. Save and close the method. 2. Open the method. 3. Clear **Experiment scheduling** on the Advanced tab. The looped experiment shows as unscheduled.

Issue	Notes
X500 QTOF and ZenoTOF 7600 systems: The user can enter non-integer values in the **For** field for **Exclude former candidate ions**. (ONYX-11383)	Non-integer values are replaced by 0 on saving and reopening the method, but the data is acquired correctly, with the non-integer value taken into account.
In **Guided MRM** > **MRM Infusion**, the source and gas parameters on the Set Initial Conditions page revert to the default values when the user clicks **Start**. (ONYX-15218)	Set the parameters again.
Settling time cannot be set to 15 ms in a Q1-IDA looped experiment. (ONYX-15511)	N/A
ZenoTOF 7600 systems: In the MS Method workspace, the user can define up to 2,500 transitions for an MRM^{HR} experiment, which can result in slowness of acquisition. (ONYX-16282)	A maximum of 548 concurrent transitions can be defined for an MRM^{HR} experiment.
When the user opens or imports a batch that contains manually added components, the manually added components might be lost for samples that are not standards or QCs. (ONYX-16474, ONYX-16466, ONYX-16467)	After opening or importing a batch with manually added components, review it carefully to make sure that all components are present.
ZenoTOF 7600 systems: The **Zeno threshold** parameter is active for experiment and fragmentation types for which it is not applicable. (ONYX-16556)	The **Zeno threshold** parameter is used for IDA experiments, with both EAD and CID fragmentation, and for MRM^{HR} and MSMS experiments, with CID fragmentation only. However, the **Zeno threshold** field is active for all experiment types, for both EAD and CID fragmentation. The parameter is also shown in the Sample Information pane for MRM^{HR} and MSMS experiments with EAD fragmentation.

For MRM^{HR} experiments, the **Zeno threshold** field name is incorrect. It should be **Zeno threshold (CID)**. |

Issue	Notes
When High Mass mode methods are converted to Low Mass mode, the method cycle time increases. (ONYX-18158)	Reduce the dwell time to compensate.
In a Scheduled MRM (sMRM) algorithm experiment, if the user changes the **Retention time tolerance**, adds a new row, changes to a dfferent **MRM Mode**, and then changes back to **Scheduled MRM**, then the **Retention time tolerance** value is the changed value, not the default. (ONYX-19152)	N/A
If the Mass Table is sorted, then the sMRM Plots dialog does not update dynamically when a transition is selected in the Mass Table. (ONYX-19154)	To enable dynamic updating of the sMRM Plots dialog, turn off sorting.
The sMRM algorithm method created in SCIEX OS 1.6.10 cannot be opened in SCIEX OS 3.1.6. (ONYX-20552)	1. Configure the device with a different ion source than the one used in the MS method, such as the Turbo V ion source. 2. Open the the MS method and save it again. 3. Configure the device with the original ion source. 4. Open the MS method again.
If the imported retention times for components that belong to the same **Group ID** are different in sMRM or Scout Triggered MRM (stMRM) algorithm experiments, then a validation error is shown. After the user updates the retention times manually to make them the same, the validation error persists. (ONYX-20987)	Imported retention times have a different decimal precision than retention times that are typed manually in the Mass Table. Instead of typing the retention time, either copy and paste the retention time, or use the Fill Down feature.
If a batch is submitted using the Load Ahead feature, then the queue stops when it encounters a missing vial, regardless of the missing sample state selected in the queue configuration. (ONYX-21006)	During Load Ahead processing, the queue always stops during a missing sample event. Start the queue by clicking **Start**.

Issue	Notes
If an MS method is saved while it is running, then the buttons in the MS Method workspace do not respond after the method finishes running or is stopped. (ONYX-21052)	Close the method and then open it again.
If an invalid value is set on the Set Initial Conditions page in Guided Optimization - MRM Infusion, and then a valid value is entered, but the user clicks **Next** instead of **Start**, then the invalid value is shown in the report. (ONYX-23639)	Always click **Start** after correcting a parameter value.
After the user deletes the first experiment in an MS method containing multiple Scheduled MRM (sMRM) or Scout Triggered MRM (stMRM) algorithm experiments, the sMRM Plots dialog is not refreshed when changes are made to the Mass Table. (ONYX-23756)	Close and open the sMRM Plots dialog each time a refresh is required.
After the user interface language is changed to a language other than English, the widths of the columns in the Batch workspace grid are minimized. (SXOSLNT-900)	Adjust the column sizes manually. The new column sizes persist until the next time that the language is changed to a non-English language.

Echo® MS System Issues

Issue	Notes
When entries are deleted in the Plate Layout dialog, the rows are not deleted from the Batch workspace, and some fields remain.	To delete the rows, select them, and then right-click and click **Delete Rows**.
If an AE method contains a diverter valve, then the acquisition time shown in the Status panel is incorrect, and peaks are not split. (BLT-4639)	Remove the diverter valve from the AE method.

Issue	Notes
When consecutive batches save data to the same data file, peak splitting is unsuccessful, and automatic processing fails. (ONYX-6904)	Peak splitting is performed after data is acquired. If a subsequent batch is acquiring data to a file while the system is splitting peaks written to that file during the previous acquisition, then a resource conflict occurs. To avoid this issue, write data from each batch to a separate data file.
The following limitations apply: • Decision rules do not work properly with an Echo® MS system. • An LC system cannot be used in a configuration with an Echo® MS system. • The MS Tune workspace cannot be used if an Echo® MS system is configured. (ONYX-10636)	• Do not use decision rules when an Echo® MS system is configured in SCIEX OS. • Do not activate an LC system when an Echo® MS system is active. • Do not do tuning in the MS Tune workspace when an Echo® MS system is active. Tuning of the SCIEX 6500+ system is performed using the IonDrive Turbo V ion source and the associated probe.
When the user uses the Plate Layout dialog to populate **Well Positions** in the Batch workspace, sometimes the **Well Positions** are not populated. This issue might occur under these conditions: • When the user opens the Batch workspace for the first time after opening SCIEX OS. • When the user tries to populate **Well Positions** in an empty batch. (ONYX-12525)	If the issue occurs, then do one of the following: • Close the software and then open it again. • Open a saved batch then use the Plate Layout dialog to update the **Well Positions** in that batch.
When the user clicks **Remove All** on the Plate Layout dialog, the software responds very slowly. (ONYX-12726)	For better performance, remove the wells in the Batch workspace grid. Select the wells in the grid, and then right-click and select **Cut**.
The **Est. Start Time** in the Queue workspace is not updated for AE samples. (OPP-421)	This is a user interface issue only. System functionality is not affected

Issue	Notes
The server log for the Echo® MS system is not included in the support package if the support package is generated immediately after a fresh installation or with a date range that is too narrow. (OPP-621)	Specify a wider date range and then generate the support package again.

Analytics Workspace Issues

Issue	Notes
SCIEX OS becomes unresponsive when processing a `wiff` file on a network location while the Analyst software, running on a different computer, is acquiring data to that file across a network. (BLT-2873)	SCIEX OS does not support this workflow.
When very large spectra are added to the LibraryView software database, the software might remove a duplicate compound name. (BLT-3291)	Avoid adding spectra with more than 5,000 points.
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.
The software seems unresponsive when PDFactory 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 PDFactory 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 PDFactory progress window.
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.
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.

Issue	Notes
The **Used** column in the Results Table cannot be filtered on **Blanks**. (MQ-4827)	Filter the **IS Concentration** column to show all rows with no text, or filter the **Component Name** column to hide the name of the internal standard.
Processing methods created in the MultiQuant software that contain SWATH acquisition data with fragment information cannot be imported into SCIEX OS. (MQ-6147)	Add the fragment information manually.
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)	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. **Note:** This workaround requires the Bio Tool Kit license. 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 document: *Software User Guide*.
Names of calculated columns cannot be the same as function names. (MQ-8087)	Assign a name that does not match a function name.
The **Percent CV** shown in the Statistics pane is different than the percent CV calculated with the **GETSTAT** function. (MQ-8211)	The **GETSTAT** function uses the **Actual Concentration** values to identify replicates, but the Statistics pane uses the **Actual Concentration** values after the user-specified **Number Format** is applied. If the **Number Format** is set to `0.00`, for example, then a concentration of 5.001 will be treated as 5.00 in the Statistics pane.

Issue	Notes
The software does not support flagging rules based on the **Outlier Reasons** column or on calculated columns based on the **Outlier Reasons** column. (MQ-8295/MQ-8381)	Do not create flagging rules that use the **Outlier Reasons** column.
When a metric plot is applied to a column based on a custom formula, changes to any input of the formula are not reflected in the Metric Plotpane immediately. (MQ-8524)	To refresh the metric plot, select a different component in the Results Table, and then select the original component again.
The **Acquisition Date & Time** column is not processed properly in formulas. (MQ-8662)	Do not use the **Acquisition Date & Time** column in formulas.
The formula editor does not identify the incorrect use of the ampersand (&) and bar (|) characters in formulas. (MQ-8837)	To represent the boolean AND, use "&&". To represent the boolean OR, use "||".
Auto-processed samples are not appended to a Results Table created in a previous version of SCIEX OS. (MQ-9627)	This issue occurs when samples are auto-processed on the same day as the software upgrade. Wait until one day after the upgrade before appending data to Results files created with the previous version.
For a processing method that uses the MQ4 or Summation algorithm, if the reference sample is changed on the Workflow page, then the Integration page is not updated. (MQ-10287)	N/A
In the processing method editor, the **Print** button might become inactive for a saved method when the user moves between sections or between components in the Integration section. (MQ-10346, MQ-10356, MQ-10583)	To prevent this issue, print the method from the Workflow section before going to another section. If the issue occurs, then save or close the method, open the method again, and then print the method.
Inconsistent information is shown for predefined flagging rules in the printout. (MQ-10342)	If the **Qualitative Rules** check box is selected, but no columns are selected, then **Qualitative Rules** is not included on the printout.

Issue	Notes
The following message is shown if the network is disconnected during printing: `The RPC server is unavailable.` (MQ-10598)	Make sure that the computer is connected to the network.
If a user prints a method that is being edited but has not been saved, then the printout contains the last saved version of the method. (MQ-10758)	To print the active method, first save it.
Data cannot be imported from a LIMS into a Results Table with custom columns, and data cannot be exported from a Results Table with custom columns to a LIMS. (ONYX-15730)	N/A
The **Super group ID** column information is missing from reports generated from Results Tables that contain data acquired with both Scout Triggered MRM (stMRM) algorithm RT mode experiments and stMRM algorithm Group mode experiments. (ONYX-19767)	Process data acquired with different stMRM algorithm modes in separate Results Tables.
The ChemSpider database cannot be accessed with a proxy server. (PV-632)	N/A

Explorer Workspace Issues

Issue	Notes
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. (BLT-719)	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 error `The requested action could not be completed. Make sure your data is complete and all fields contain appropriate values` is shown in the Formula Finder. (BLT-1423)	This error occurs if the structure for the selected ion, as predicted by Formula Finder, is not included in the list of positive ions on the Elemental Composition tab of the Formula Finder Settings dialog. For example, for the ion at *m/z* 1004, Formula Finder matches to (M+NH4)+. If this ion is not included in the list of positive ions to search for, then an error occurs when no matches are found.
The following issues can occur when the user explores data during acquisition: • Real-time data does not match the post-acquisition data if the extracted ion chromatograms (XICs) and base peak chromatograms (BPCs) for scheduled scans are generated before the scheduled time. (DS-903) • If the user toggles between MS experiments using **Move to next** or **Move to previous** in the Explorer workspace to show an XIC or BPC generated in real time, then only one point is shown in the XIC/BPC pane.	To prevent this issue, do the following: • Generate the XIC/BPC post-acquisition. • Generate XICs for the required experiment by clicking **File** > **Show XIC**. • Close the XIC pane and reopen it.
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.
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.
When data for a looped Scout Triggered MRM (stMRM) algorithm experiment is opened in the Explorer workspace, if the intensities of the transitions are zero (that is, true signal or not triggered), then the XICs for the dependent transitions are blank. (ONYX-19875)	Even though the data for the dependent transitions is not shown in the Explorer workspace, it has been acquired. This is a display error only.

Issue	Notes
In a looped experiment that contains experiments with the same polarity but different resolution settings, information shown in the calibration table is incorrect in the Sample Information pane. (ONYX-21279)	In the Sample Information pane, the calibration and resolution table for the second experiment is also shown for the first experiment. The correct information is recorded in the audit trail.
For multi-experiment data that includes MRM^{HR} data, if the TICs for the individual experiments are opened, starting with the MRM^{HR} TIC, and then the XIC traces are opened using the **Process All Overlays?** option, the overlaid XICs are incorrect. (PV-1086)	Open each XIC in a separate pane, and then overlay the XICs.

Reporter Issues

Issue	Notes
In the UV MS Qual Report template, the following message is shown for the **Peak Review UV** tag: `Picture: Peak Review UV is empty.` (BLT-3293)	The picture is shown correctly in the report.
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)	To avoid any issues, print using the **XPS** option instead of the **PDFactory** option.
If the **For Each Sample** tag is removed from a report template, then it cannot be added back. (RPT-21)	Create the report again.

MS Tune Workspace Issues

Issue	Notes
X500 QTOF systems: During manual tuning, the optimized parameter value is not saved to an 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.

Issue	Notes
ZenoTOF 7600 systems: If the mass spectrometer is turned off within about 5 minutes after calibration is completed in the MS Tune workspace, then the calibration settings are lost and the previously saved calibration settings are restored. (MSCS-2627)	Do the tuning procedure again.
If the software user interface is configured for Simplified Chinese, then an error message is shown during the report creation step of the tuning procedures. (SXOSLNT-1672)	Configure the user interface for English, close and open the software, and then do the procedure again.

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.

Licensing Server Issues

Issue	Description
If the Flexera Licensing Server is being used for other products, then the SCIEX vendor daemon cannot be run. (BLT-3318)	The Flexera Licensing Server does not allow the same vendor daemon to run simultaneously under different instances on the same server. If the Flexera Licensing Server is being used for other, non-SCIEX products, then add the SCIEX vendor daemon and concurrent license to the existing Flexera Licensing Server.

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.

Online Learning Center

- SCIEX Now Learning Hub

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 documentation that comes with the system or component.

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