

DISCLAIMER

This software patch has not undergone extensive formal testing at this time. The patch has undergone sufficient testing to prove that it resolves the issue detailed below. This patch will be included in the next version of the SCIEX OS software, at which time it will have been subjected to complete and formal testing. SCIEX assumes no liability or responsibility for any loss howsoever caused in connection with using this software.

SCIEX OS 2.1.6 Patch for Slowness Issue

This patch addresses the following issue:

- A slow performance issue occurred during the device profile activation and initiation of MS Tune. The problem mostly occurred with Waters Acquity LC, but could also be observed with other LC devices. (BLT-2957)

Install the Patch

Prerequisites
<ul style="list-style-type: none">• SCIEX OS 2.1.6 and HotFix 2 are installed.

1. Log on to the computer as a user with Administrator privileges.
2. Wait for any acquisitions to complete.
3. Close SCIEX OS.
4. Double-click the **SCIEX_OS_2.1.6_Patch_Slowness_Issue.exe** file.
5. Follow the on-screen instructions to complete the installation.

Updated Files

The SCIEX OS 2.1.6 Patch for Slowness Issue updates the following file in the C:\Program Files\SCIEX\SCIEX OS and C:\Program Files\SCIEX\SCIEX OS\Analytics\bin folders.

- Clearcore2.Acquisition.Implementation.dll

Remove the Patch

1. Log on to the computer as a user with Administrator privileges.
2. Wait for any acquisitions to complete.
3. Deactivate the devices.
4. Close SCIEX OS.
5. Open the Control Panel in Large icons or Small icons mode, and then click **Programs and Features**.
6. Select **SCIEX OS 2.1.6 Patch for Slowness Issue** and then click **Uninstall**.

The patch is removed from the program list.

Known Issues and Limitations

- N/A

This document is provided to customers who have purchased SCIEX equipment to use in the operation of such SCIEX equipment. This document is copyright protected and any reproduction of this document or any part of this document is strictly prohibited, except as SCIEX may authorize in writing.

Software that may be described in this document is furnished under a license agreement. It is against the law to copy, modify, or distribute the software on any medium, except as specifically allowed in the license agreement. Furthermore, the license agreement may prohibit the software from being disassembled, reverse engineered, or decompiled for any purpose. Warranties are as stated therein.

Portions of this document may make reference to other manufacturers and/or their products, which may contain parts whose names are registered as trademarks and/or function as trademarks of their respective owners. Any such use is intended only to designate those manufacturers' products as supplied by SCIEX for incorporation into its equipment and does not imply any right and/or license to use or permit others to use such manufacturers' and/or their product names as trademarks.

SCIEX warranties are limited to those express warranties provided at the time of sale or license of its products and are the sole and exclusive representations, warranties, and obligations of SCIEX. SCIEX makes no other warranty of any kind whatsoever, expressed or implied, including without limitation, warranties of merchantability or fitness for a particular purpose, whether arising from a statute or otherwise in law or from a course of dealing or usage of trade, all of which are expressly disclaimed, and assumes no responsibility or contingent liability, including indirect or consequential damages, for any use by the purchaser or for any adverse circumstances arising therefrom.

(GEN-IDV-09-10816-D)

For Research Use Only. Not for use in Diagnostic Procedures.

Trademarks and/or registered trademarks mentioned herein, including associated logos, are the property of AB Sciex Pte. Ltd., or their respective owners, in the United States and/or certain other countries (see sciex.com/trademarks).

AB SCIEX™ is being used under license.

© 2021 DH Tech. Dev. Pte. Ltd.



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