

# **Release Notes**

## **BioPhase 8800 Driver for Empower™ Software**

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This guide provides information about, and procedures for, installation of the BioPhase 8800 driver for Empower™ software<sup>1</sup>. The BioPhase 8800 driver for Empower™ software enables data acquisition from a BioPhase 8800 system that uses the Empower™ CDS software version 3 (FR4) or later. The BioPhase 8800 driver for Empower™ software must be installed on the same computer as the Empower™ CDS software.

**Note:** Do not use the BioPhase 8800 driver for Empower™ software on a BioPhase 8800 system that uses the BioPhase software. If the BioPhase 8800 driver for Empower™ software and the BioPhase 8800 software are used at the same time, then problems with the software or the system can occur.

## New Features in Version 1.5

This version of the software includes the features and commands required to use native fluorescence detection (NFD) during data acquisition and analysis with the BioPhase 8800 system. Refer to the documents: *BioPhase 8800 System for Empower™ CDS Software Users Operator Guide* or *Method Editors for BioPhase System Software Help*.

### Front Panel

- Added these functions to support NFD:
  - Set the light source to NFD. (BRKSW-3295)
  - Set parameters for NFD. (BRKSW-3340, BRKSW-3341)
  - Show the correct information on the Y-axis in the Capillary View workspace. (BRKSW-3342)
  - Replace the light source for NFD. (BRKSW-3693)
- Added a function that changes the cursor to show when the software is busy. When the task is completed, the cursor changes back. (BRKSW-3123)

### BioPhase 8800 Driver for Empower™ Software

- Added functions to support NFD:
  - During method creation, set the detector to use NFD, set the applicable parameters, and disable parameters for the other detectors. (BRKSW-3466)

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<sup>1</sup> Empower is a trademark of Waters Corporation used under license.

## Introduction

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- During sample set creation, the software makes sure the parameters for all of the selected methods in the sample set are compatible. (BRKSW-3467)
- During system operation, use commands in the Status Panel window to operate the light source. (BRKSW3465)
- Added a function to use the LAC/E or client workstation to get information from the system log on the BioPhase 8800 system during troubleshooting. (BRKSW-2858)
- Changed the format of the *Method Editors for BioPhase System Software Help* from `chm` to `html`. (BRKSW-3242)
- Added a function for the user to use "drag and drop" to move rows in the Sample Set Summary table during creation of a sample set. (BRKSW-2883)

## Corrected Issues in Version 1.5

### BioPhase 8800 Driver for Empower™ Software

- When values are typed in some fields, invalid characters will not show a warning. (BRKSW-2860)
- During data acquisition, commands on the Direct Control tab are not disabled. (BRKSW-3094)
- For LAC/E acquisition servers with more than one drive letter in use, during installation, the software installer might automatically select the incorrect drive letter. The BioPhase 8800 driver for Empower™ software and the Empower™ CDS software must use the same drive letter. (BRKSW-4153)

### Method Editors for BioPhase System Software

- In the Sample Set Method Editor workspace, slow network speeds can cause issues when sample and reagent plate layouts are opened. (BRKSW-3043)
- In the Sample Set Method Editor workspace, the custom injection column always shows in the Sample Plate Layout pane, although it is not used in the method. (BRKSW-4023)

## BioPhase Firmware 1.5

BioPhase firmware 1.5 was released in September 2025.

Changes in this version include:

- Added NFD as an option for the light source or detector. (BRKSW-3296)
- Added functions to control the NFD detector. (BRKSW-3295)
- Added functions to disable functions and parameters for UV detection when NFD is selected as the detector. (BRKSW-3599)

- Updated commands to control the light source to include NFD. (BRKSW-3463)
- Added functions for compatibility with older systems that do not have the hardware components for NFD installed. (BRKSW-3799)

## Operating System Requirements

This version of the software is compatible with Microsoft Windows 10, 64-bit. For computer requirements, refer to the section: [Computer Requirements](#).

## Computer Requirements

The computer must meet the minimum requirements for Microsoft Windows 10, 64-bit software. For more information, refer to the documentation supplied by Waters.

For the configuration of the validated computer, refer to the section: [Validated Computer Configuration](#).

## Validated Computer Configuration

**Table 2-1 Validated Computer Configuration for the Empower™ CDS Software**

Item	Specification
Operating system	Microsoft Windows 10
Additional software	Empower™ CDS software: <ul style="list-style-type: none"><li>• For Empower™ CDS software 3 (FR4): Oracle client 18.3.0.0 for 32 bit</li><li>• For Empower™ CDS software 3.7: Oracle client 19.3.0.0.0 for 32 bit</li><li>• For Empower™ CDS software 3.9: Oracle client 19.20.0.0.0 for 32 bit</li></ul>
Additional software	OS Windows Media  .NET Framework 4.7.2 or later
Free disk space	3 GB for Empower™ CDS software
Monitor	Minimum: 1024 × 768 resolution (except for LAC/E modules)  Recommended: 1920 × 1080 resolution for client

**Table 2-1 Validated Computer Configuration for the Empower™ CDS Software (continued)**

Item	Specification
CPU	Heatsink 5820 Tower
Random access memory (RAM)	32 GB (2 × 16 GB) DDR4 3200 MHz RDIMM ECC memory
Solid-state drive	M.2 1 TB PCIe NVMe Class 40
Ethernet adapters	Ethernet port for network connectivity

## Required Software

The Empower™ CDS 3 software must be installed. The BioPhase 8800 driver for Empower™ software is compatible with Empower™ CDS 3 (FR4) Empower™ CDS or later.

## Empower™ Software License

The Empower™ software is modular and requires special licenses to operate. For different configurations (Personal, Workgroup, or Enterprise), different licenses are required:

- Empower™ 3 Enterprise Base License: Base license that includes five User Licenses.
- User License: Lets all of the analysts have their own logon.
- System Control License: Lets Empower™ CDS be *online* with (connected to) one instrument.
- Instrument Control License: For Empower™ CDS 3.7 or later, required for each SCIEX capillary electrophoresis instrument that is *online*.
- System Suitability: Lets the user do data analysis related to system performance. For example, analysis of extended signal-to-noise ratios and baseline drift.
- GPC/SEC: Lets the user do advanced data analysis. For example, creation of calibration curves.

## Additional Software

For additional data-processing functions:

- To do advanced analyses that require a calibration curve, such as size, concentration, or pl, the Empower™ CDS GPC software is required.
- To do standard pharmacopoeia calculations, for example resolution or noise and drift, the Empower™ CDS System Suitability software is required.

To purchase a license for either software, contact a Waters sales representative.

# Installation Instructions

# 3

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**Note:** To download the software, internet access is required. To decrease the time required for the installation, we recommend that all of the required software and materials be downloaded before the scheduled installation.

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## Download Required Software and Files

Go to [sciex.com/software-downloads](https://sciex.com/software-downloads), and then download these files from the **More Software Downloads** section:

- BioPhase Empower Driver Software 1.5
- BioPhase Software Method Files 1.5
- BioPhase Empower Driver Method Files 1.5
- BioPhase Empower Driver Project Files 1.5

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**Tip!** To prevent possible installation issues, save the files to a location other than the computer desktop. Before the installation is started, disconnect all external USB storage devices.

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**Note:** For correct system operation, the .NET Framework 4.7.2. or later must be installed. If the .NET Framework 4.7.2 or later is not installed, then click the file: `ndp472-kb4054530-x86-x64-allos-enu.exe` in the `BioPhase-EmpowerDriver-Software-1.5` folder, and then follow the on-screen instructions to install the .NET Framework 4.7.2.

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## Remove Earlier Versions of the BioPhase 8800 Driver for Empower™ Software

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**Note:** If the BioPhase 8800 driver for Empower™ software operates in a Citrix environment, then the BioPhase 8800 driver for Empower™ software must be removed from the Citrix server.

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1. Close the Empower™ CDS software and all of the BioPhase 8800 driver for Empower™ software programs that are open.
  2. Click **Control Panel > Programs and Features**.
  3. Click **BioPhase 8800 driver for Empower™ software**, and then click **Uninstall/Change**. Follow the instructions to remove the software.
  4. To make sure that the BioPhase 8800 driver for Empower™ software is removed, do this:
    - a. In the Program and Features window, click **Refresh**.
-

- b. Make sure that the BioPhase 8800 driver for Empower™ software is removed.

If the driver shows in the Program and Features window, then go to step 1, and then do this procedure again.

## Install the BioPhase 8800 Driver for Empower™ Software

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**Note:** If the BioPhase 8800 driver for Empower™ software operates in a Citrix environment, then the BioPhase 8800 driver for Empower™ software must be installed on the Citrix server.

The version of the BioPhase 8800 driver for Empower™ software installed on the LAC/E acquisition server and the version installed on the Citrix server must be the same.

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1. Browse to the `BioPhase-EmpowerDriver-Software-1.5` folder, and then double-click `BioPhase.Installer.Empower_Build_1.5.1356.msi`.

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**Note:** If a Microsoft Defender dialog opens, then click **More info**, and then click **Run**.

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The BioPhase Setup dialog opens.

2. To install the software, follow the on-screen instructions. When the message is shown, accept the default values. If warnings are shown at the start of the installation, then ignore them.

## Electronic Licensing

To use the BioPhase 8800 system with the BioPhase 8800 driver for Empower™ software, a node-locked BioPhase 8800 driver for Empower™ software license is required. The node-locked license file is installed on the computer where the Empower™ CDS software is installed. Do not install the node-locked license file on the individual client computers. To activate the node-locked license, refer to the section: [Activate the Node-Locked License for the BioPhase 8800 Driver for Empower™ Software](#).

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**Note:** For node-locked licenses, do not change the computer date and time after the license is activated. If the date and time are changed after the license is activated, then the software might not operate correctly.

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**Note:** Do not change a node-locked license file. Changes to the license file make the license invalid. The license cannot be recovered.

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**Note:** To purchase more licenses, contact SCIEX Support at [sciex.com/contact-us](https://sciex.com/contact-us).

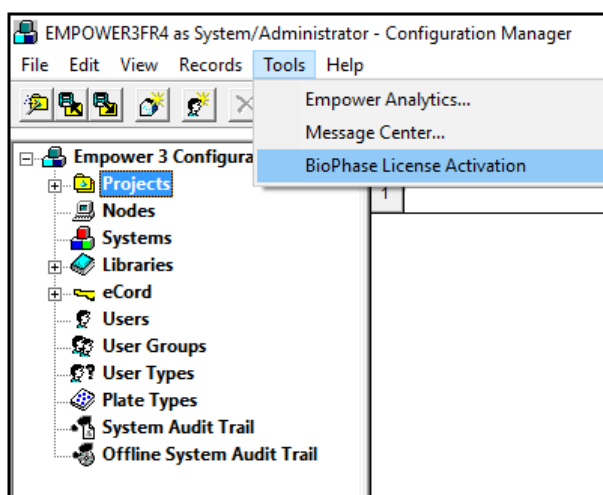
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### Activate the Node-Locked License for the BioPhase 8800 Driver for Empower™ Software

The node-locked license must be activated from the LAC/E acquisition server by a user with Administrator privileges. Do not activate the license with the Citrix software or on a client application.

1. On the desktop, double-click the **Empower** icon, and then log on as a user with Administrator privileges.
2. Click **Configure the System**.
3. Click **Tools > BioPhase License Activation**.

**Figure 3-1 BioPhase License Activation**



4. Follow the on-screen instructions.

**Figure 3-2 BioPhase Empower Driver Activation Dialog**

BioPhase Empower Driver Activation

**For server-based license activation,  
close this window and contact the IT department.**

To start a node-locked license activation,  
obtain and install a license file by doing the following:

A license file is required to activate, close this window and contact the IT department.  
Note: Optionally, a demo license key can be used. It unlocks the software for a limited period.

1. Enter the license key from the license certificate or packaging here:
2. Record the following computer ID:  
  
**Copy ID to Clipboard**
3. Click the following link and follow the instructions: <https://sciex.com/request-support>  
After the required information is submitted, SCIEX sends the license file by email.  
**Install License File...**
4. Save the license file from the email message to the Desktop.
5. Click the following button below to install the license file.

For assistance, click [FAQs](#) **Close**

5. In step 1 of the BioPhase Empower Driver Activation dialog, type the license key.  
The license key might be supplied on a printed activation certificate or in an e-mail from SCIEX Now. If the license key is missing, then contact a SCIEX sales representative.

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**Note:** The license key starts with *AID*, followed by 32 characters, which are 8 segments of 4-digit codes, separated by hyphens.

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After the license key entry is created, the **Copy ID to Clipboard** and **Install License File** buttons and the link in step 3 become available.

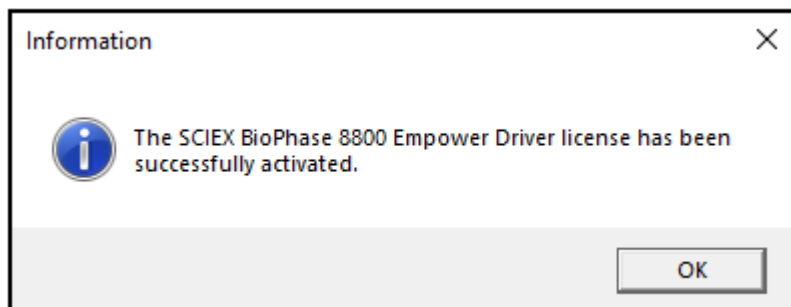
6. In the BioPhase Empower Driver Activation dialog, click the link in step 3.  
The SCIEX Login web page opens.
7. To log on to a SCIEX account, click **Log In**, or click **Create an Account**.  
When logon or account creation is complete, the SCIEX software activation web page opens. The first name, last name, and e-mail address of the user show in the first three fields of the form. The value in the **License Key** field is supplied automatically.

## Installation Instructions

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8. (Optional) If a license will be activated for the BioPhase 8800 driver for Empower™ software on a different computer, then type the computer ID.  
The computer ID is the MAC address of the network port used to connect the computer to the network, and the license key in the fields.
9. (Optional) If the **Computer ID** field is empty, then copy and paste the computer ID:
  - a. In the BioPhase Empower Driver Activation dialog, click **Copy ID to Clipboard**.
  - b. On the SCIEX software activation web page, paste the computer ID in the **Computer ID** field.
10. (Optional) In the **Nickname** field, type a name.
11. In the **Select Your Instrument** field, select and type the required information.
12. In the **Serial Number** field, type the serial number of the BioPhase 8800 system.  
The serial number is on the back panel.
13. Click **Submit**.
14. To download and save the license file, do one of these steps:
  - In the dialog that opens, click **Download Now** to download the license file, and then save the file to a local file path.
  - In the e-mail that is sent, download the license file, and then save the file to a local file path.
15. In the BioPhase Empower Driver Activation dialog, click **Install License File**, and then select the location to save the license file.  
If the license file is valid, then the BioPhase Empower Driver Activation dialog closes and the following message shows.

**Figure 3-3 Information Message**



# Configure the BioPhase 8800 Driver for Empower™ Software

## 4

This section includes the required procedures to configure the BioPhase 8800 driver for Empower™ software for data acquisition with a BioPhase 8800 system that is connected to a LAC/E acquisition server with the Empower™ Chromatography Data System (CDS) software installed.

## Configure the System to Use the BioPhase 8800 Driver for Empower™ Software

By default, the BioPhase 8800 system is configured to use the BioPhase software. Do this procedure to configure the system to use the BioPhase 8800 driver for Empower™ software.

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**Note:** The user name and pass code given below are the defaults. They might have changed.

---


1. Log on as a user with Administrator privileges:
  - a. In the **Username** field, type `admin`.
  - b. In the **Passcode** field, type `password`.
  - c. Touch **Log In**.
2. Touch **Configuration**.
3. Touch **Network**.
4. In the Project Management section, do this:
  - a. Select the **Enable Third-Party Control** check box.
  - b. In the **Third-Party Control** list, select **Empower**.
  - c. Touch **Save**.
5. In the BioPhase 8800 section, do this:
  - a. In the **IP Address** field, type the same IP address that was used when the node was configured in the Empower™ CDS software.
  - b. In the **Subnet Mask** field, type `255.255.255.0`.
  - c. Touch **Save**.

## Configure the BioPhase 8800 Driver for Empower™ Software

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**Figure 4-1 Network Settings for the BioPhase 8800 Driver for Empower™ Software**

The screenshot shows a software configuration window with two tabs: 'General' and 'Network'. The 'Network' tab is selected. The window is divided into two sections. The top section, 'Project Management', contains an 'IP Address' text box with '127.0.0.1', a checked checkbox for 'Enable Third-Party Control', and a dropdown menu for 'Third-Party Control' set to 'Empower'. A green 'Save' button is located to the right of these fields. The bottom section, 'BioPhase 8800', contains an 'IP Address' text box with '192.168.180.10' and a 'Subnet Mask' text box with '255.255.255.0'. A green 'Save' button is located to the right of these fields.

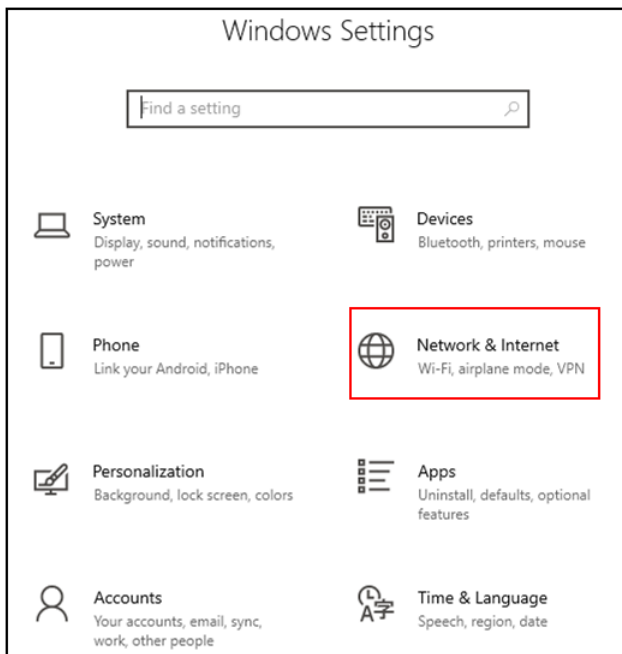
6. Turn off and then turn on the BioPhase 8800 system:
  - a. Touch  (**System**).
  - b. Touch **Power Off**.
  - c. On the front of the system, press the power button.

## Configure the LAC/E Acquisition Server IP Address

The Empower™ CDS software and the BioPhase 8800 driver for Empower™ software are installed on the LAC/E acquisition server.

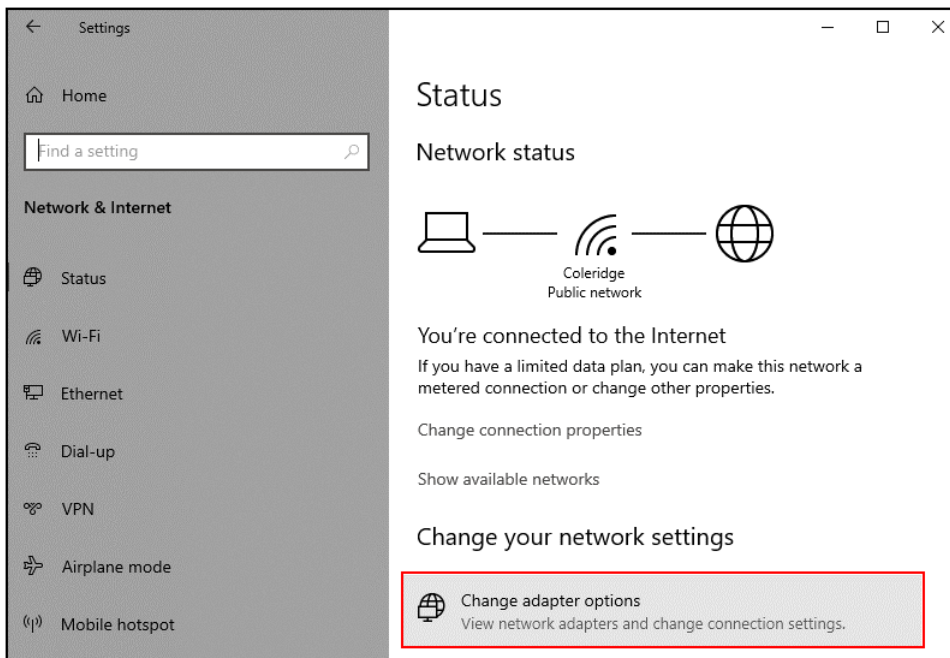
1. In Windows, open Settings, and then click **Network & Internet**.

**Figure 4-2 Windows Settings**



2. Click **Change adapter options**, and then select the adapter that is used to connect to the system.

**Figure 4-3 Change the Network Settings**

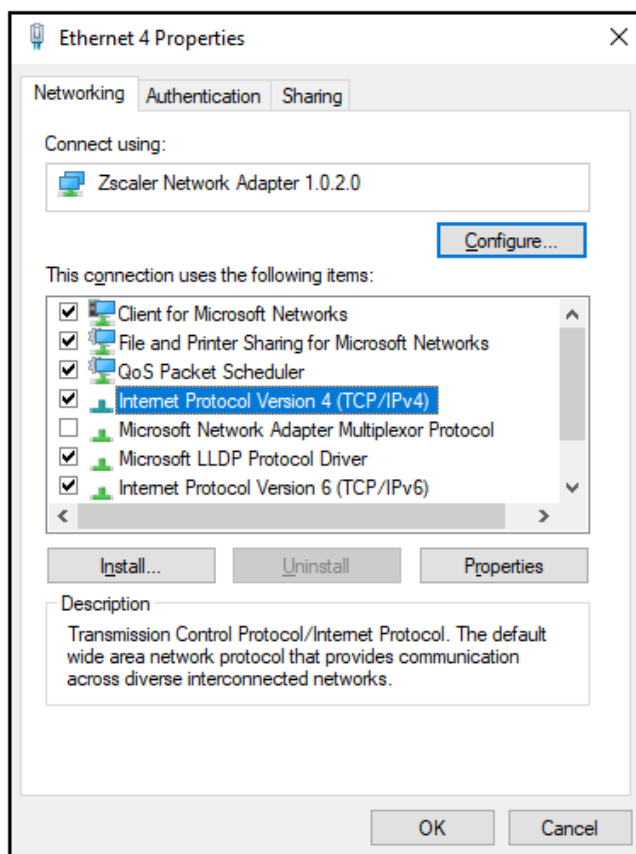


## Configure the BioPhase 8800 Driver for Empower™ Software

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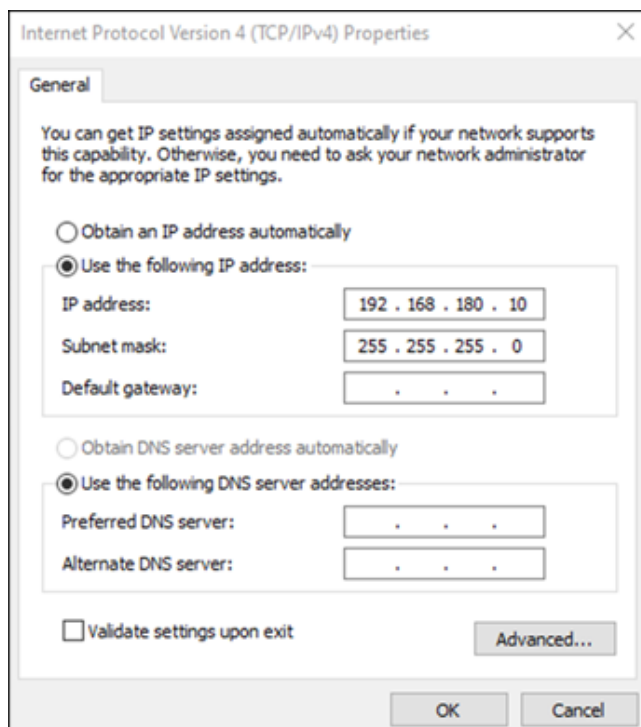
3. On the Networking tab, click **Internet Protocol Version 4 (TCP/IPv4)**, and then click **Properties**.

**Figure 4-4 Networking Tab**



4. Click **Use the following IP address**.

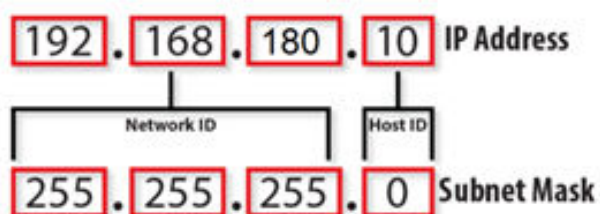
**Figure 4-5 IP Address**



5. Type an IP address that is different than that of the system, but in the same subnet mask as that of the system.

To see the IP address of the system, refer to the section: [Configure the System to Use the BioPhase 8800 Driver for Empower™ Software](#).

**Figure 4-6 New IP Address**



**Note:** The default network ID used for all systems is 192.168.180.*n*, where *n* is not equal to 10. Set the host ID to 10, since no system uses that same host ID.

6. Click **OK**.

## Configure the Node

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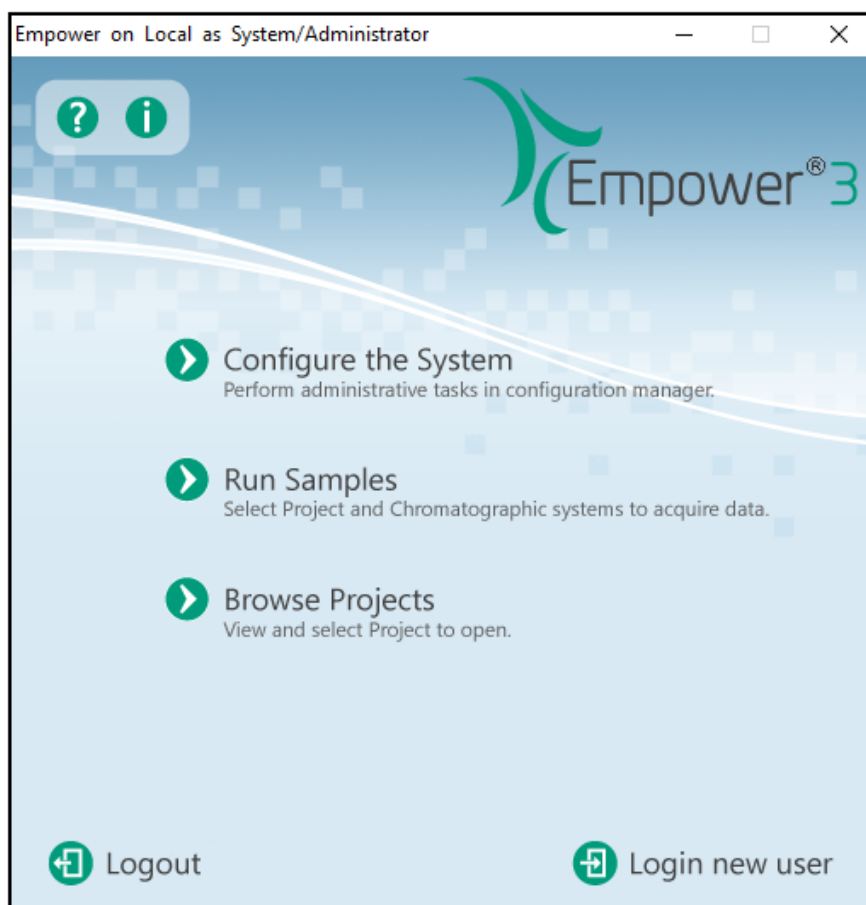
**Note:** Before this procedure is done, configure the acquisition server in the Empower™ CDS software. For instructions, refer to the documentation that came with the software.

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Use this procedure to configure the Empower™ CDS software to operate with the BioPhase 8800 system.

1. On the desktop, double-click the **Empower** icon, and then log on as a user with Administrator privileges.

**Figure 4-7 Empower™ CDS Start Dialog**



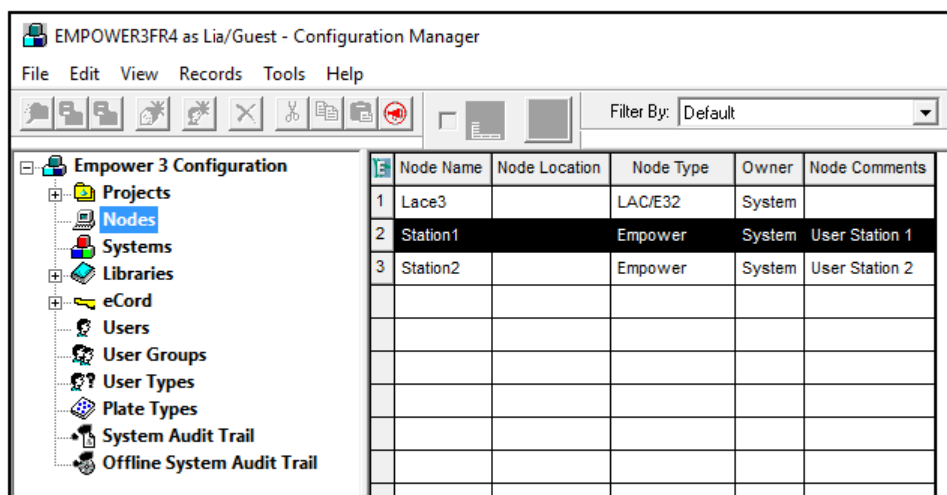
2. Click **Configure the System**.
3. In the Configuration Manager window, in the Navigation panel, click **Nodes**.

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**Note:** The list of nodes in the figure that follows shows the local Empower™ CDS software configuration.

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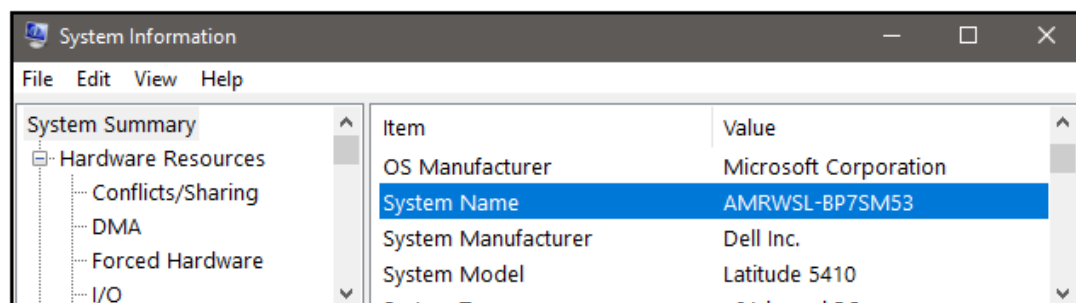
**Figure 4-8 Configuration Manager Window**



4. In the table, right-click the node to be configured, and then click **Properties**.

**Note:** If the node is not in the table, then create a node: Right-click the table, and then type the name of the LAC/E acquisition server. To find the name of the LAC/E acquisition server, in the Windows search bar, type `System Information`, open the application, and then look for the **System Name**.

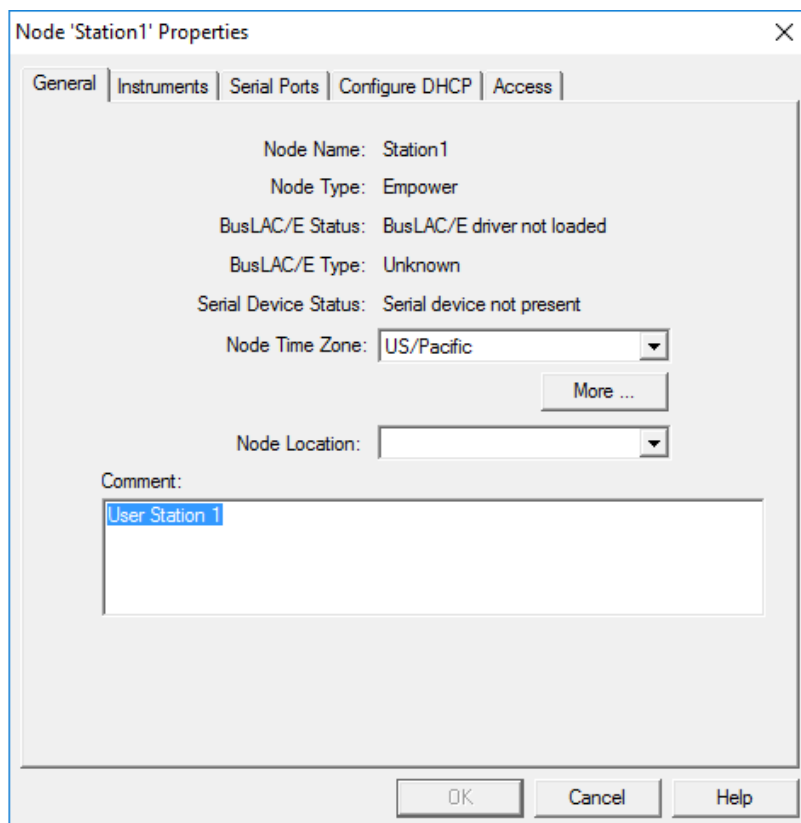
**Figure 4-9 System Information Window**



## Configure the BioPhase 8800 Driver for Empower™ Software

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**Figure 4-10 Node Properties Dialog: General Tab**



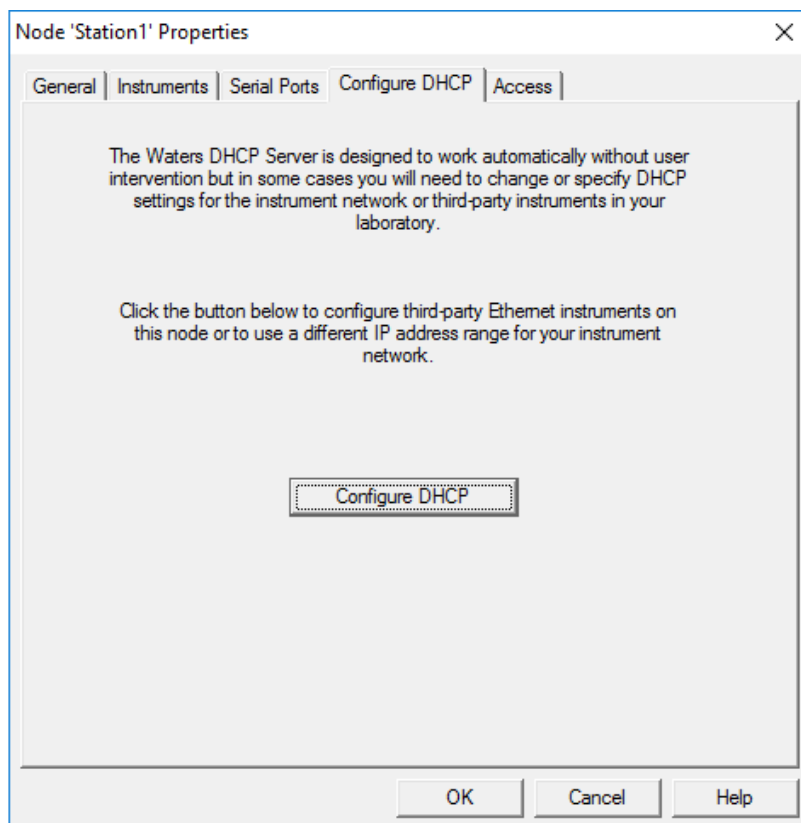
The image shows a Windows-style dialog box titled "Node 'Station1' Properties". It has a tabbed interface with five tabs: "General", "Instruments", "Serial Ports", "Configure DHCP", and "Access". The "General" tab is currently selected. The dialog contains the following fields and controls:

- Node Name:** Station1
- Node Type:** Empower
- BusLAC/E Status:** BusLAC/E driver not loaded
- BusLAC/E Type:** Unknown
- Serial Device Status:** Serial device not present
- Node Time Zone:** A dropdown menu showing "US/Pacific". To its right is a "More ..." button.
- Node Location:** A dropdown menu.
- Comment:** A text area containing the text "User Station 1".

At the bottom of the dialog are three buttons: "OK", "Cancel", and "Help".

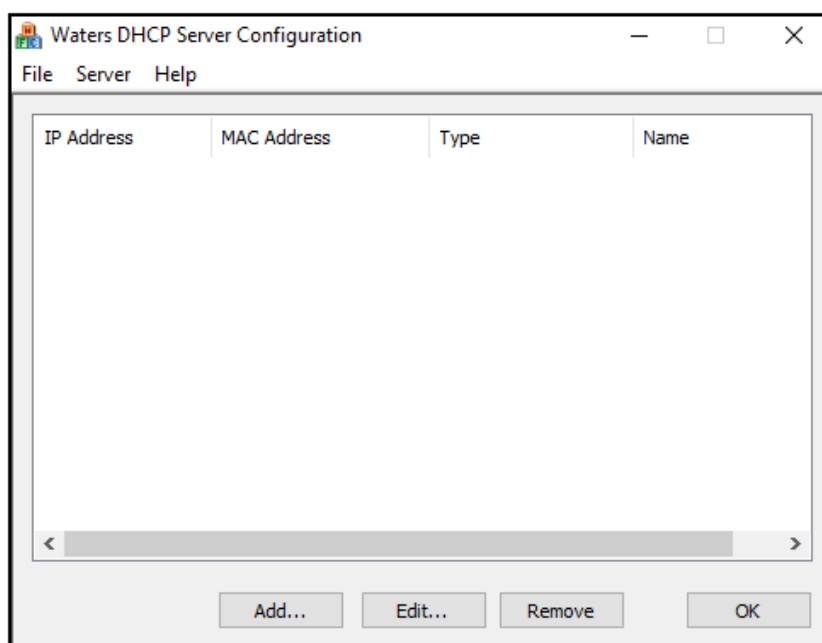
5. Open the Configure DHCP tab, and then click **Configure DHCP**.

**Figure 4-11 Configure DHCP Tab**



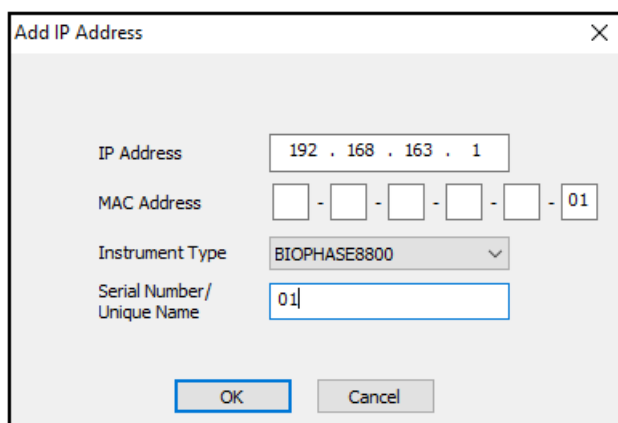
The Waters DHCP Server Configuration dialog opens.

**Figure 4-12 Waters DHCP Server Configuration Dialog**



6. Click **Add**.

**Figure 4-13 Add IP Address Dialog**



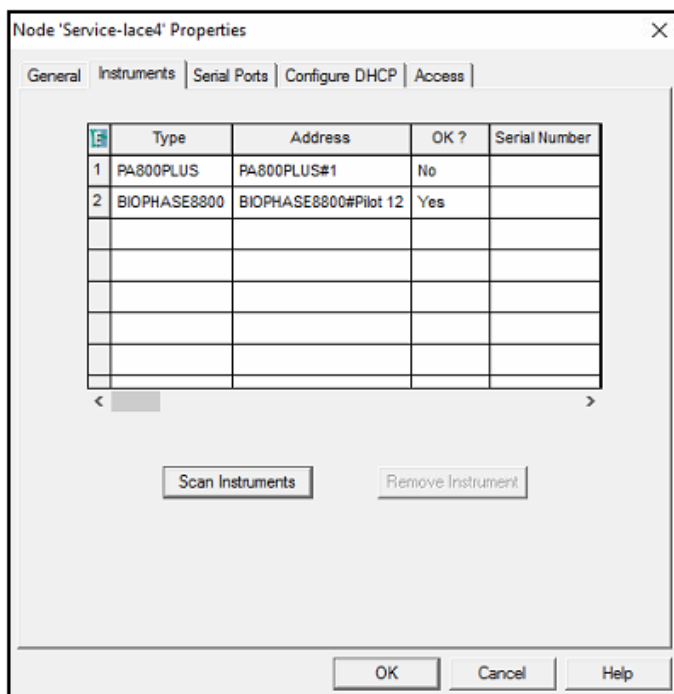
7. Update the fields in the dialog:
  - a. In the **IP Address** field, type the system IP address.
  - b. In the **MAC Address** field, type a unique MAC address.
  - c. From the **Instrument Type** list, select **BIOPHASE8800**.
  - d. In the **Serial Number/Unique Name** field, type a unique serial number.

e. Click **OK** two times.

If a message about the MAC address is shown, then close the message, type a number in the **MAC Address** field, and then click **OK**.

8. Open the Instruments tab.

**Figure 4-14 Instruments Tab**



9. Scroll to the bottom of the table, and then click **Scan Instruments**.

The BioPhase 8800 system should show at the bottom of the table.

10. In the **Serial Number** column, type the serial number for the BioPhase 8800 system, and then click **OK**.

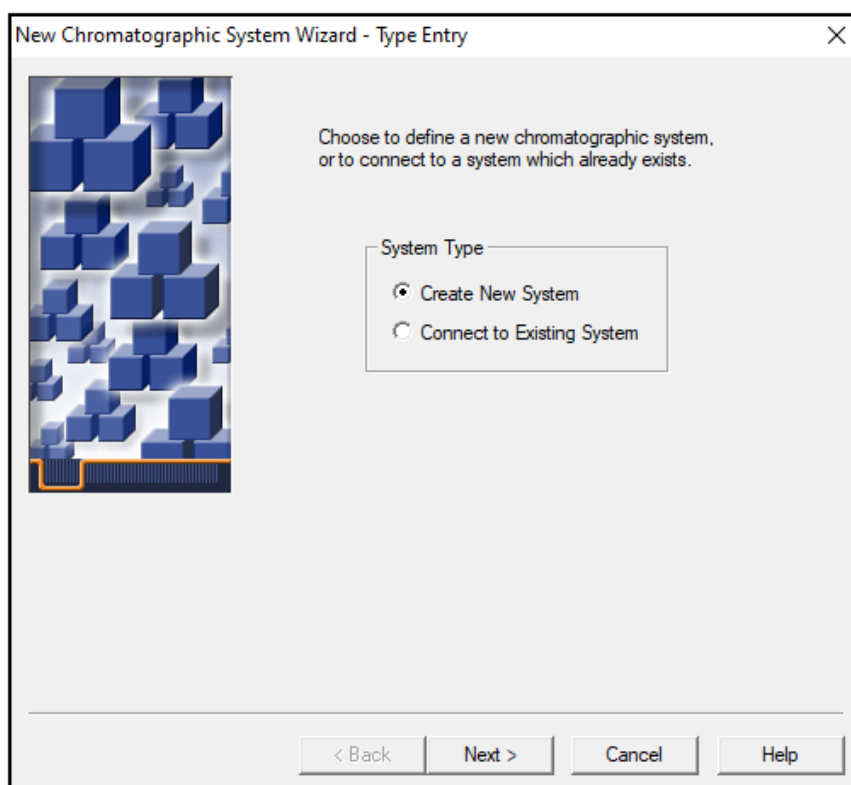
## Add a Chromatographic System

The Empower™ CDS software is used to do chromatography. Any instrument that is connected to the software is referred to as a *chromatographic system*. Before the BioPhase 8800 system can be used, it must be configured as a chromatographic system.

1. In the Configuration Manager window, in the Navigation panel, click **Systems**.

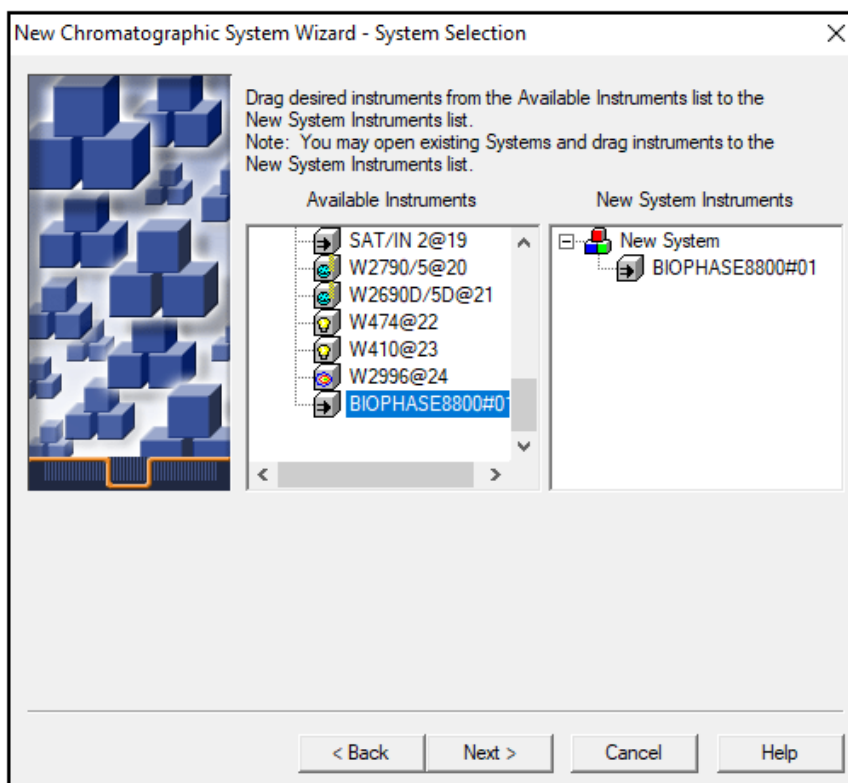
2. Right-click the table, and then click **New**.

**Figure 4-15 New Chromatographic System Wizard - Type Entry Page**



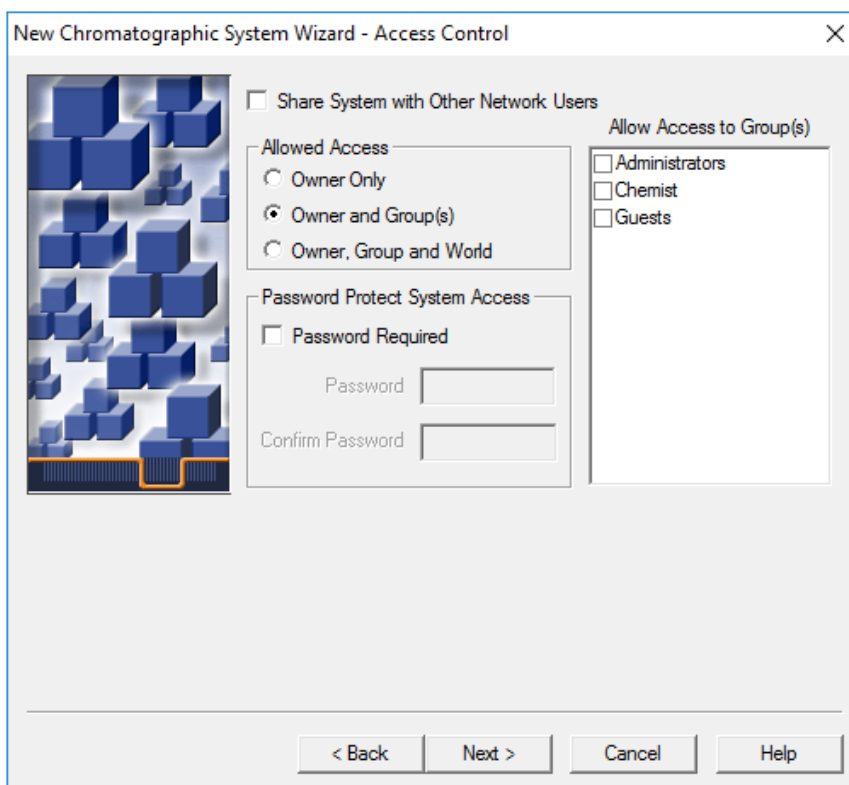
3. Click **Create New System**, and then click **Next**.

**Figure 4-16 New Chromatographic System Wizard - System Selection Page**



4. In the **Available Instruments** list, double-click the node with the BioPhase 8800 system. The BioPhase 8800 system shows in the **New System Instruments** list.
5. Click **Next**.

**Figure 4-17 New Chromatographic System Wizard - Access Control Page**



6. Update the fields in the Access Control page:
  - a. To give other network users access to the system, select the **Share System with Other Network Users** check box.
  - b. In the Allowed Access section, click the types of users to be given access to the system.
  - c. If access will be given to **Owner and Group(s)** or **Owner, Group, and World**, then select the applicable check boxes in the Allow Access to Group(s) pane on the right. At least one group must be selected.
  - d. To require a password, select the **Password Required** check box. The **Password** and **Confirm Password** fields become available.
  - e. In the **Password** and **Confirm Password** fields, type a password, to a maximum of 30 characters.
7. Click **Next**.

**Figure 4-18 New Chromatographic System Wizard - Name Selection Page**

New Chromatographic System Wizard - Name Selection

System Name:

System Location:

Node Name: Lace2

☒ Online

System Comment:

< Back Finish Cancel Help

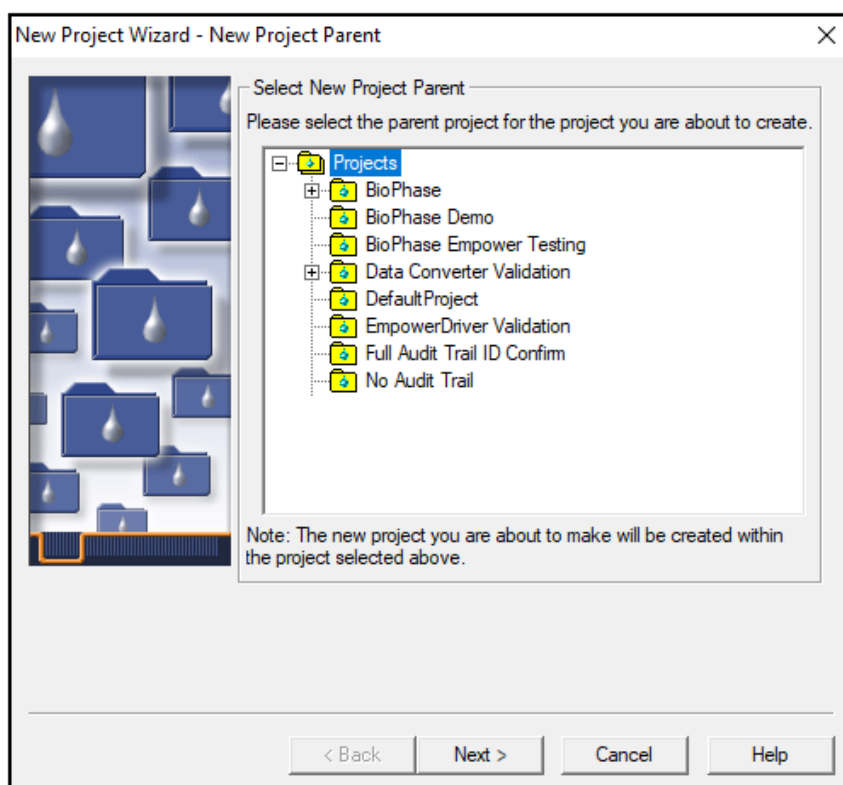
8. Update the fields on the Name Selection page:
  - a. In the **System Name** field, type the name of the system, up to 30 characters.  
The name is used in the Empower database and the Configuration Manager window.
  - b. To bring the new system online, click the **Online** check box.
  - c. (Optional) In the **System Comment** field, type comments or other identifying information for the system, up to 250 characters.
9. Click **Finish**.  
If a message about a system configured in another online system is shown, then click **OK**.
10. If the BioPhase 8800 system is not online, then in the Configuration Manager window, right-click the BioPhase 8800 system, and then click **Bring Online**.

**Figure 4-19 Configuration Manager Window**



- BioPhase 8800 Driver for Empower™ Software**  
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**Figure 4-20 New Project Wizard - New Project Parent Page**



3. Click the applicable parent project, and then click **Next**.

**Figure 4-21 New Project Wizard - Tablespace Page**

Enter the amount of database tablespace to reserve for the new project.  
Note: This value may be changed at any time.

TableSpace:  MB

TableSpace Available: 534.00 MB

☒ Full Audit Trail Support

Project Audit Trail Policies

	Project Object	Comment	Confirm Identity
1	Method	Silent	<input type="checkbox"/>
2	Result	Silent	<input type="checkbox"/>
3	Sample	Silent	<input type="checkbox"/>
4	Deletion	Silent	<input type="checkbox"/>

Data Processing Techniques

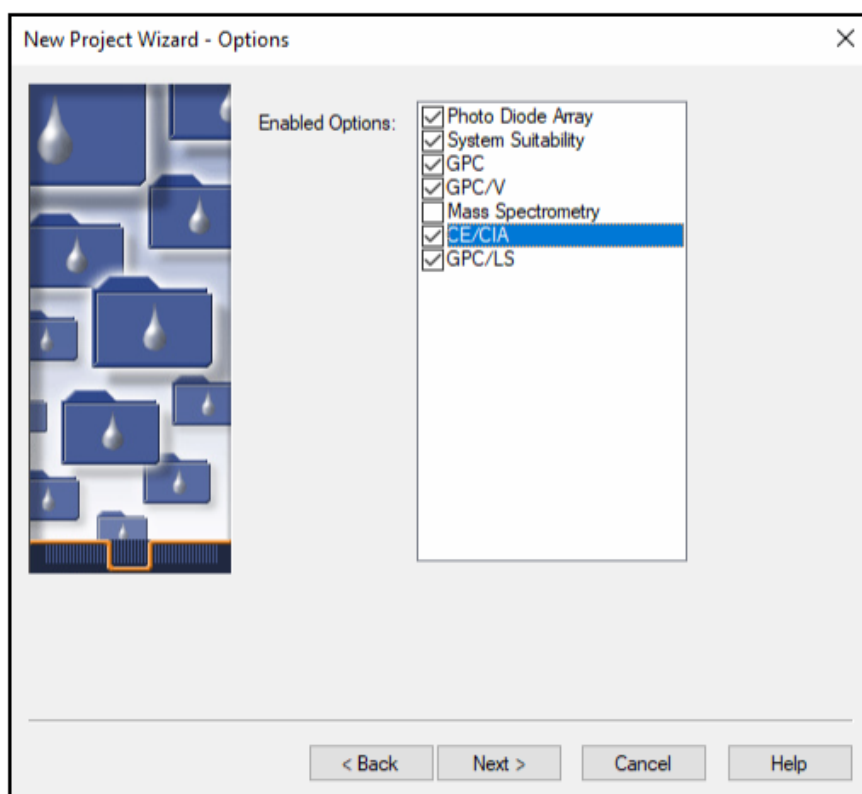
☒ Enable ApexTrack Integration

Default Algorithm:

< Back   Next >   Cancel   Help

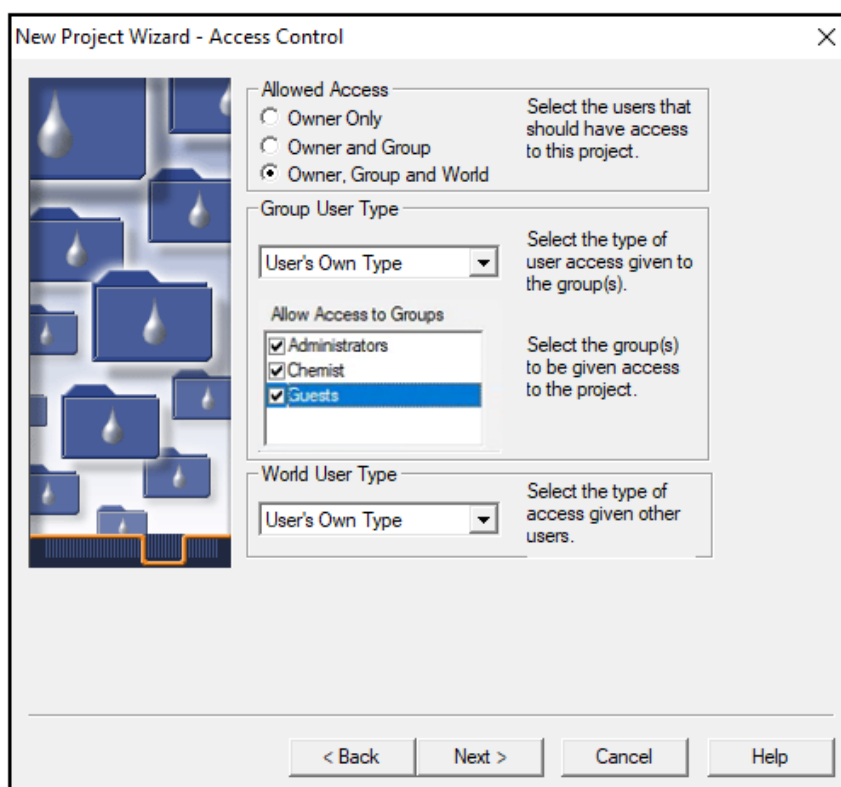
4. Make the applicable selections, and then click **Next**.

**Figure 4-22 New Project Wizard - Options Page**



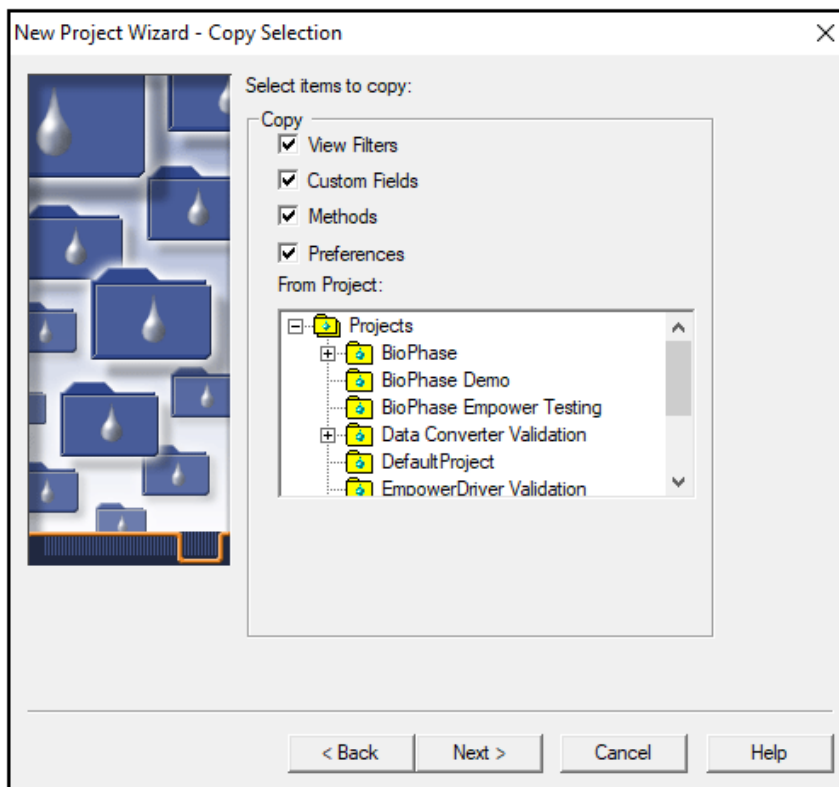
5. Make the applicable selections, and then click **Next**.

**Figure 4-23 New Project Wizard - Access Control Page**



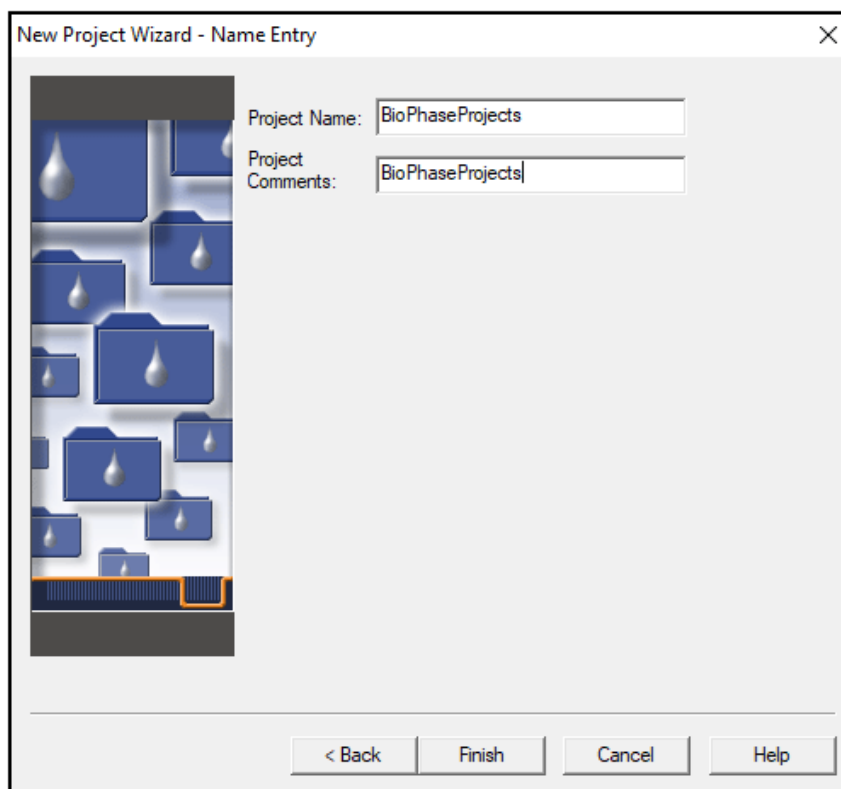
6. Make the applicable selections, and then click **Next**.

**Figure 4-24 New Project Wizard - Copy Selection Page**



7. Make the applicable selections, and then click **Next**.  
If there are no items to copy, then click the **Projects** folder.

**Figure 4-25 New Project Wizard - Name Entry Page**



8. Type a project name and, if applicable, project comments, and then click **Finish**.

## Restore the Project or Method Files for the Empower™ CDS Software

The project files for the Empower™ CDS software were created to make the workflow for system installation or operational qualification with the Empower™ CDS software as easy as possible.

If the Empower™ database version 7.41 or later is installed, then refer to the section: [Empower™ Database Version 7.41 and Later: Restore the Project Files](#).

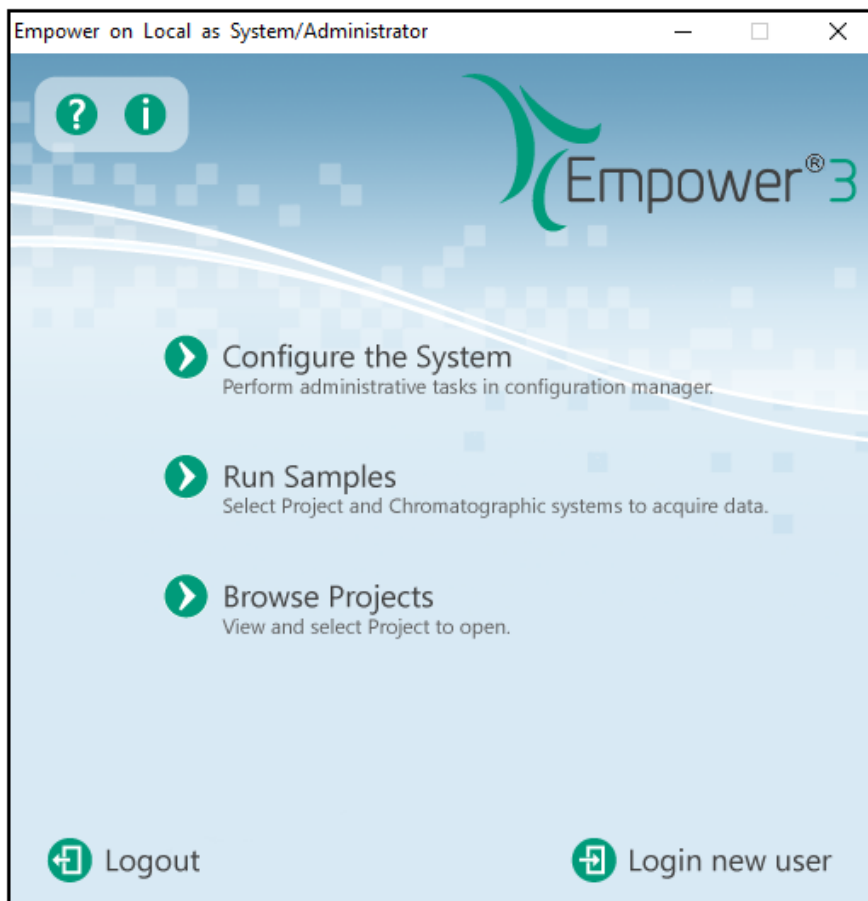
If the Empower™ database version 7.40 or earlier is installed, then refer to the section: [Empower™ Database Version 7.40 and Earlier: Restore the Method Files](#).

## Empower™ Database Version 7.41 and Later: Restore the Project Files

If the project files were not downloaded during installation, then go to [sciex.com/software-downloads](http://sciex.com/software-downloads) and download the applicable files. Refer to the section: [Download Required Software and Files](#).

1. On the desktop, double-click the **Empower** icon, and then log on as a user with Administrator privileges.

**Figure 4-26 Empower™ CDS Start Dialog**

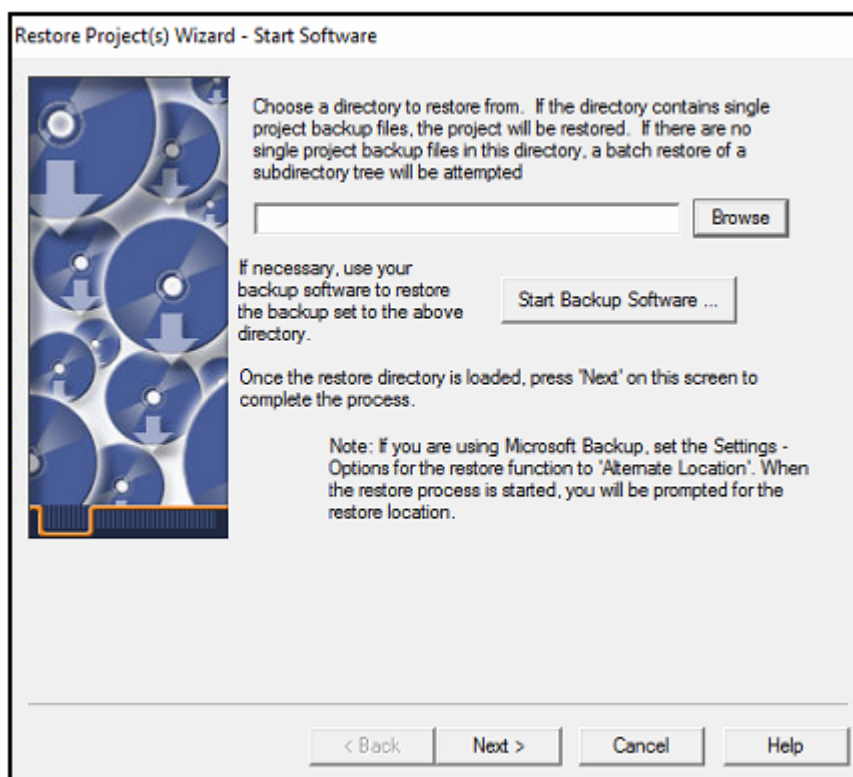


2. Click **Configure the System**.
3. Click **File > Restore Project**.

## Configure the BioPhase 8800 Driver for Empower™ Software

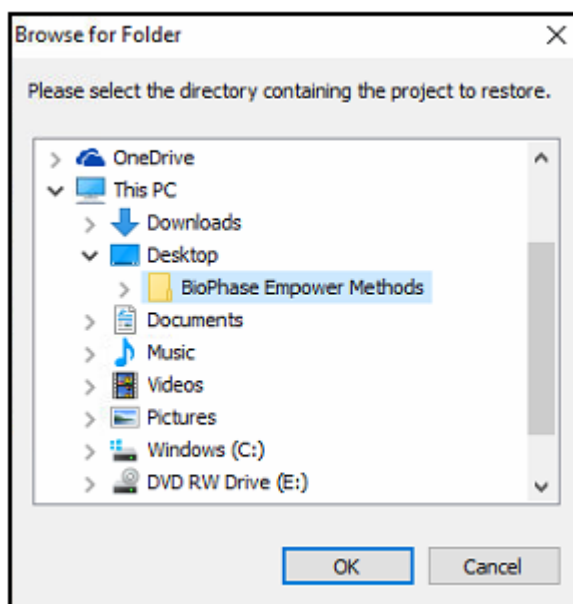
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**Figure 4-27 Restore Project Wizard - Start Software Page**



4. Click **Browse**, browse to the location where the method files were saved initially, click the applicable folder, and then click **OK**.

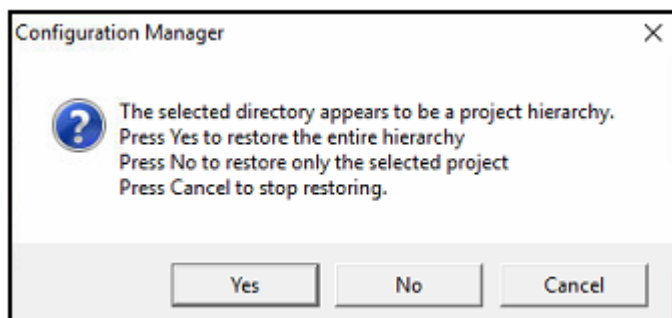
**Figure 4-28 Browse for Folder Dialog**



The files are added to the Empower™ database and are available to all Empower™ CDS software clients.

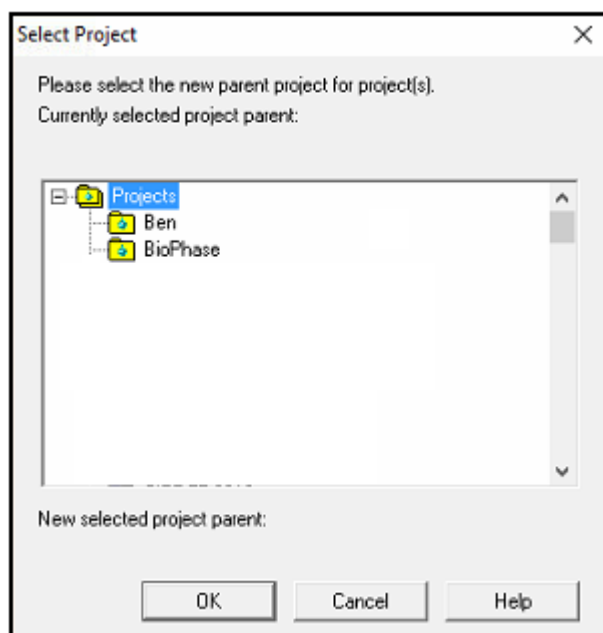
5. Click **Next**.

**Figure 4-29 Configuration Manager Message**



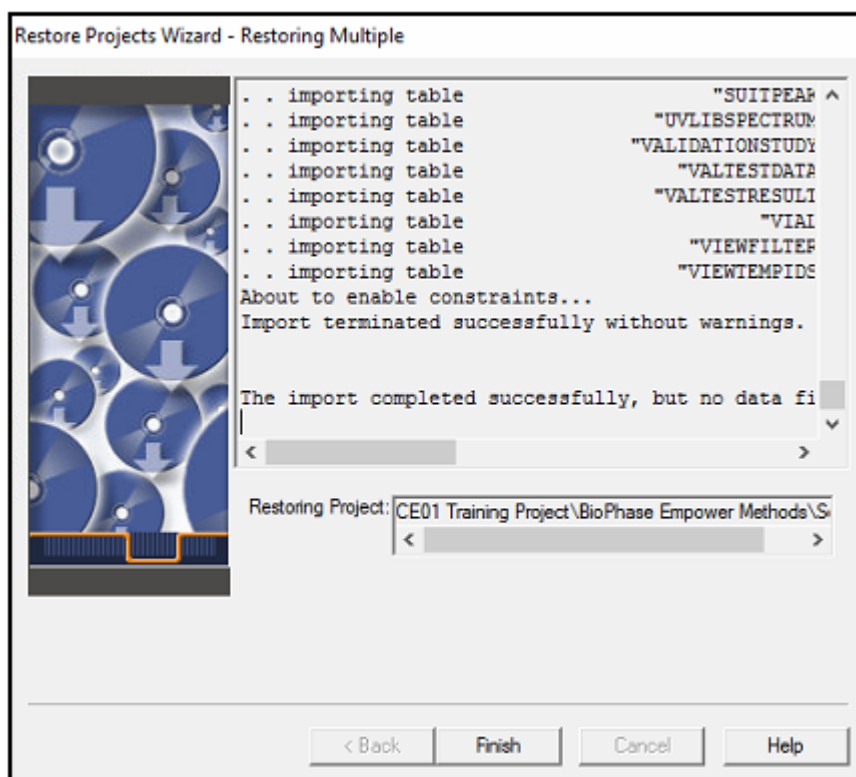
6. Click **Yes**.

**Figure 4-30 Select Project Dialog**



7. Select the parent project in which to save the method files, and then click **OK**.
8. Click **Next**.
9. When the file restoration is complete, click **Finish**.

Figure 4-31 Restore Project Wizard - Restoring Multiple Page



## Empower™ Database Version 7.40 and Earlier: Restore the Method Files

If the Empower™ database version 7.40 or earlier is installed, then a SCIEX Field Service Employee (FSE) must do this to restore the project files:

1. Download the applicable method files for the Empower™ CDS software. Refer to the section: [Download Required Software and Files](#).
2. Create a `Project` folder.
3. Copy the method files to the `Project` folder.
4. Create custom fields.





**Note:** The FSA to must be able to access the database and have the correct permissions to create the custom fields.

If the Empower™ database version 7.40 or earlier is installed, then contact a SCIEX FSE.

# Known Issues in the BioPhase 8800 Driver for Empower™ Software

## 5

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

Issue	Notes
If the BioPhase 8800 driver for Empower™ software and the BioPhase software are used at the same time, then issues with the software or the BioPhase 8800 system can occur. (BRKSW-2802)	Use the BioPhase 8800 driver for Empower™ software or the BioPhase software. Do not use both at the same time.
If the user touches  ( <b>Stop</b> ) on the Front Panel, then the system operation stops, but the sample set method that is in progress in the Empower™ CDS software does not stop. (BRKSW-2922)	To stop both system operation and the sample set method that is in progress, in the Empower™ CDS software, click  ( <b>Abort</b> ). As an alternative, on the Front Panel of the BioPhase 8800 system, touch  ( <b>Stop</b> ) to stop system operation, and then in the Empower™ CDS software, click  ( <b>Abort</b> ) to stop the sample set method.
If the user clicks <b>Set Up</b> in the Instrument Method toolbar in the Run Samples window, then the Empower™ CDS software becomes unresponsive. (BRKSW-2974)	Do not click <b>Set Up</b> in the Instrument Method toolbar in the Run Samples window. Use the status panel at the bottom of the BioPhase 8800 driver for Empower™ software Direct Control pane to do manual equilibration or set up the system.

## Known Issues in the BioPhase 8800 Driver for Empower™ Software

Issue	Notes
<p>If the actual injection time is longer than the injection time set in the <b>Run Time (Minutes)</b> column, then an error might occur. (BRKSW-2978)</p>	<ol style="list-style-type: none"> <li>Before a run is started, use Direct Control to prepare the system: <ul style="list-style-type: none"> <li>On the System Status tab for the applicable detector, click <b>Turn On</b>, and then wait for the detector to become warm.</li> <li>On the Temperature tab, in the <b>Set to</b> fields for the cartridge and sample storage, set the temperature, click <b>Accept</b>, and then wait for the compartment to get to the specified temperature.</li> </ul> </li> <li>For shutdown methods, in the BioPhase Instrument Method Editor, on the Method Settings tab, clear the <b>Wait</b> check boxes for <b>Capillary Cartridge</b>, <b>Sample Storage</b>, and the detector.</li> </ol>
<p>Error recovery methods always use reagents from column 1. If an error recovery method is used when the reagents in column 1 have been completely consumed, then the system might use reagents from the incorrect column. (BRKSW-2989)</p>	<p>Make sure that there are always reagents available for the error recovery method in column 1. Always condition the capillary after an error occurs.</p>
<p>If the Citrix software is in use, then the Reagent File Editor does not show the reagent files. (BRKSW-3006)</p>	<p>Import an instrument method, and then change the reagents directly in the instrument method.</p>
<p>The Instruments tab in the Node Properties dialog always shows that the system is set up and ready to use the Empower™ CDS software, although connectivity issues between the system and the Empower™ CDS software are present. (BRKSW-3008)</p>	<p>The status panel at the bottom of the Direct Control pane always shows the correct connectivity status for the system.</p>
<p>The system status on the status panel at the bottom of the Direct Control pane shows an error, but the Empower™ CDS Software Run Samples window shows <code>System Idle</code>. (BRKSW-3015)</p>	<p>To see the correct system status, use the status panel at the bottom of the Direct Control pane or the Empower™ CDS Software Message Center .</p>

## Known Issues in the BioPhase 8800 Driver for Empower™ Software

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Issue	Notes
When the system is in the Error state, there is no option to initialize the system from the Empower™ CDS Software Run Samples window. (BRKSW-3016)	At the bottom right of the Front Panel of the BioPhase 8800 system, touch the red exclamation mark to open the Events Log, and then click <b>Initialize System</b> .
Reagent files are available only on computers where the BioPhase 8800 driver for Empower™ software is installed. Reagent files are not shared with other computers. If the Citrix software is in use, then the reagent files might not be available. (BRKSW-3048)	If the reagent set is not available, then add the reagents on the Reagent Plate Setup tab in the Instrument Method Editor when the instrument method is created. To use the same reagents for a different method, open the method and then click <b>SAVE AS</b> to save the method with a different name.
Only <b>psi</b> is available for units of pressure. Options for <b>bar</b> and <b>kPa</b> are not available. (BRKSW-3068)	Use psi.
LIF: In the Peak Results table, the heading for the <b>Area</b> column shows ( <b>μV*sec</b> ) but the values in the column are in RFU. (BRKSW-3069)	Ignore the column heading.
If the user clicks <b>Alter Running Samples</b> to pause and update the sample set, then an injection occurs when the sample set starts again. (BRKSW-3127)	Only click <b>Alter Running Samples</b> to start the next injection.




## Known Issues in the BioPhase 8800 Driver for Empower™ Software

Issue	Notes
<p>When data is imported into the Empower™ CDS software, if the <b>Windows display language</b> and <b>Language for non-Unicode programs</b> are not set to <b>English (United States)</b> in the Windows software on the source computer, then the data is not imported correctly and data corruption occurs. (BRKSW-3165)</p>	<p>On the source computer for the data, make sure that <b>English (United States)</b> is selected for these settings. To see or change these settings, do these steps:</p> <ol style="list-style-type: none"> <li>1. In the Windows software, go to <b>Settings &gt; Time &amp; Language &gt; Language</b>.</li> <li>2. For <b>Windows display language</b>, make sure that <b>English (United States)</b> is selected.</li> <li>3. To see or change the <b>Language for non-Unicode programs</b> setting, click <b>Administrative language settings</b>.</li> <li>4. In the dialog that opens, on the Administrative tab, in the <b>Language for non-Unicode programs</b> frame, make sure that <b>English (United States)</b> shows.</li> <li>5. If required, then to change the settings for <b>Language for non-Unicode programs</b>, click <b>Change system locale</b>, and then, in the dialog that opens, select <b>English (United States)</b>.</li> <li>6. If the language settings are changed, then shut down the computer, and then start it again.</li> </ol>
<p>In the Empower™ CDS software, <b>Alter Running Samples</b> might cause the reagent set counter to reset and not continue. If the reagent set counter is reset, then reagents are injected from the initial locations. (BRKSW-3227)</p>	<p>When <b>Alter Running Samples</b> is used, make sure that the reagent levels are not completely consumed or add more reagents to the initial location, as required.</p>
<p>In the Empower™ CDS software during data acquisition, when the system saves the data, options on the System Status tab are enabled and show the system is in Ready state. (BRKSW-3239, BRKSW-3286)</p>	<p>Do not use options in the Direct Control pane during data acquisition.</p>

## Known Issues in the BioPhase 8800 Driver for Empower™ Software

Issue	Notes
In the Sample Set Editor, if the settings used for the initial conditions have a duration longer than 20 minutes, then the Empower™ CDS might become unresponsive. (BRKSW-3298)	Make sure the settings used for the initial conditions have a duration that is less than 20 minutes.
LIF: For methods that are started in the BioPhase 8800 driver for Empower™ software, if the value for <b>Emission Wavelength</b> is not the same as the value shown in the Front Panel software, then an error message is not shown. (BRKSW-3783)	Make sure the values for <b>Emission Wavelength</b> in the BioPhase 8800 driver for Empower™ software and the Front Panel software are the same.
After installation, the verify file function in the Empower™ CDS software does not give the status of the file for the ICS driver. (BRKSW-3792)	N/A
During data acquisition with the BioPhase 8800 driver for Empower™ software, options and commands in the Direct Control pane are enabled. (BRKSW-3806)	N/A
In the Sample Set Summary table during creation of a new sample set method, if a method is added to the first row that is not compatible with another method in the sample set, and then one of the options from the right-click menu that automatically fills a column is used, then the BioPhase 8800 driver for Empower™ software might not prevent the use of the sample set method for acquisition. For this issue to occur, an error message for the method that is not compatible must be shown, and then closed. The method that is not compatible might not be able to be deleted from the Sample Set Summary table. (BRKSW-4047)	Close the sample set method, and then open it again. The method that is not compatible is deleted from the Sample Set Summary table. Make the corrections, and then save the sample set method.
NFD: During data acquisition, in the Empower™ CDS software on the Separate tab, a warning for the light source might show (Light source is Off.) although the light source is on. (BRKSW-4240)	N/A

## Known Issues in the BioPhase 8800 Driver for Empower™ Software

Issue	Notes
File names that have a space as the last character or that have two or more spaces cannot be opened in the Empower™ CDS software. (BRKSW-4249)	Make sure that file names do not have a space as the last character or have two more spaces.
In the Program pane in the Instrument Method Editor workspace, during creation of a new method, if  ( <b>Undo</b> ) is clicked before an action is added, then the software might add a recently-deleted action to the method that is from a previously closed method. This issue can also cause the software to close unexpectedly. (BRKSW-4285)	Delete the unwanted action or close the software, and then start it again. Do not click  ( <b>Undo</b> ) before actions are added to the method.
In the Program pane in the Instrument Method Editor workspace, when  ( <b>Undo</b> ) is used to add an action that was previously deleted back to the method, then that action might not be in the correct position. (BRKSW-4578)	Move the action to the correct position.
In an Instrument Method Editor report, the <b>Duration</b> column in the Time Program table shows the wrong units for the Inject step. (BRKSW-4944)	N/A
NFD: In an Instrument Method Editor report, the information shown in the General section might be missing or incorrect. (BRKSW-4946)	N/A
In the Sample Set Editor, if the <b>Incrementing suffix</b> field contains leading zeros, then the zeroes are not included when the <b>Sample Name</b> column is automatically filled. (BRKSW-4964)	Examine the sample names, and, if required, then make the corrections manually.

# Contact Us

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## Customer Training

- Global: [sciex.com/contact-us](https://sciex.com/contact-us)

## Online Learning Center

- [SCIEX Now Learning Hub](#)

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Buy SCIEX supplies and reagents online at [store.sciex.com](https://store.sciex.com). To make an order, use the account number on the quote, order confirmation, or shipping documents. Customers in the United States, Canada, United Kingdom, Belgium, Netherlands, France, Germany, and Switzerland have access to the online store. Access will be given to different countries in the future. For customers in different countries, contact a local SCIEX representative.

## SCIEX Support

SCIEX and its representatives have a global staff of fully-trained service and technical specialists. They can supply answers to questions about the system or any technical issues

that might occur. For more information, go to the SCIEX website at [sciex.com](https://sciex.com) or use one of the following links to contact us.

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

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For the latest guidance on cybersecurity for SCIEX products, visit [sciex.com/productsecurity](https://sciex.com/productsecurity).

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

To see this document electronically, Adobe Acrobat Reader is required. To download the latest version, go to <https://get.adobe.com/reader>.

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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