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# BioPhase Software

## Release Notes

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This guide provides information about, and procedures for, installing the BioPhase software, obtaining a license for the BioPhase software, installing the Project Management software, and downloading methods to use with the BioPhase 8800 system.

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

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## New in Version 1.1

This section describes the enhancements and fixes in BioPhase software. Changes to the BioPhase Analysis software and the Project Management software are also described. To view the enhancements and fixes for a previous release, refer to the Release Notes that came with that version of the software.

### New Features in Version 1.1

- The BioPhase Log File Extractor, a utility that allows the user to export the log from a BioPhase 8800 system, is included in the Project Management software installer. (BRKSW - 2103)
- User can now view the software version in the Project Management software by clicking  from the bottom of the Home page. (BRKSW-1993)

### Additions to the Front Panel

- A function to calibrate the LIF detector has been added. (BRKSW-0929)
- Sequences can be sorted by name or date. (BRKSW-0955)
- A function to zoom in on the data during a run has been added to the capillary overlay view. (BRKSW-1290)
- If a method contains an injection, then when the sequence is running, the **Method** column shows the number of the sample plate column where the injection occurs. If the sequence contains replicate runs, then the number of replicates is also shown. (BRKSW-1495)
- The cartridge information section has been redesigned. (BRKSW-1513)
- The date and time has been added to the entries on the Events tab in the log. (BRKSW-1801)
- If the network connection is lost, then a message is shown on the log in screen and recorded in the log. (BRKSW-1837)

- Functions to configure the network connection for the system have been added. These functions are only available to users with administrative privileges. (BRKSW-1183)
- An option has been added to lock the front panel if the system has been idle for a specified duration. This option can be configured by a user with administrator privileges. (BRKSW-1915)
- A numeric keypad is now available for entering numeric values. (BRKSW-1947)
- An option has been added to allow the system to run the error recovery method if a run is stopped by a user. (BRKSW-2088)

### Additions to the BioPhase Software

- Three reports are available in the sequence editor: Summary Report, Detailed Report, and Plate Layout Report. The reports can be printed or saved as a PDF file. (BRKSW-1837)
- Existing sequences and methods can now be edited and saved with the same name. An audit trail, with the reason for the change, is saved with the file. (BRKSW-1870)
- In the Configuration workspace, the functions for adding reagents have been modified and a tool tip with viscosity values is provided for the most used reagents.. (BRKSW-1880)
- User can now view the software version by clicking **About** in the launcher in the upper left corner of the Home page. (BRKSW-1936)
- In the sequence editor, a data file name in a sequence is now supplied by default. (BRKSW-2061)
- In the Program pane on the Method Program tab in the sequence editor, the tiles now show the inlet and outlet reagents. Previously only the inlet reagent was shown. (BRKSW-2069)
- In the method editor, an option to inject from the reagent plate has been added to the **Inject** action. For methods that include the injection of water plug, this allows the water to be injected from the reagent plate instead of the sample plate, leaving room for additional samples on the sample plate. (BRKSW-2000)
- Error messages shown when a sequence or method is not available because the connection to the network was lost have been improved. (BRKSW-2070)
- The user can access the Reagent Set Configuration tab directly from the method editor. (BRKSW-1714)
- If a method has two inject actions that both inject from the sample plate, then the software prevents another method from being assigned to any of the wells in the sequence that are already assigned for the second injection. Those wells are shaded in red in the Sample Plate Layout pane in the Sample Plate Setup tab in the sequence editor. This can occur if the second injection is a water plug or in other situations. (BRKSW-2095, BRKSW-2152)

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- In the sequence shown in the Sample Plate Summary, any row containing a separation method can now be collapsed to show only the method or expanded to show the individual well assignments. (BRKSW-1857)

## Additions to the BioPhase Analysis Software

- The **Group Peaks** option has been added to the **Event** list on the Post Analysis tab in the Analysis Parameters pane. This function creates a new peak in the Results Table where the area is the sum of the peak areas of the individual peaks. The individual peaks remain in the Results Table. (BRKSW-1301)
- The columns in the lower table in the Post Analysis tab in the Analysis Parameters pane have changed. The columns are now **Event**, **Cal MT (L)**, **Cal MT (R)**, and **Value**.
- An option to perform a system suitability test on a set of files without reintegrating the data has been added. (BRKSW-1991)
- Point to point calibration has been added to the **Fit Type** list on the Library tab in the Analysis Parameters pane. A point to point calibration is a linear interpolation between two calibration points. If more than two points are chosen, a straight line is drawn between the first two points, then the second and the third point, and so on. The final calibration curve consists of a series of line segments. (BRKSW-2111)

## Fixed Issues in 1.1

- (Front panel) If a method fails during a run, then the status is correct while the error recovery method is running. (BRKSW-1742)
- (Front panel) If a sequence fails, then the exclamation mark is shown at the action in the method where the error occurred. (BRKSW-1792)
- During data acquisition, only one data file is saved. Previously, sometimes two copies of the same data file were saved. (BRKSW-1892)
- (Front panel) The run count in the **Recorded Number of Runs** field increases by one for each run in a cIEF separation. (BRKSW-1896)
- (Front panel) If **Initialize System** is touched while the light source is warming up, then the time remaining for the light source to warm up is now correct. (BRKSW-1924)
- (BioPhase Analysis software) The software can now be accessed while the Help file is open. (BRKSW-1945)
- (BioPhase software) The position of the conditioning method does not change after the sequence is saved and opened again. (BRKSW-1977)
- (BioPhase software) An issue where data file names that included the project name might result in not saving data because to the file name being too long is fixed. (BRKSW-1981)

- (BioPhase Analysis software) If the graphs are tiled on the Overlay tab, then the file names do not overwrite each other. (BRKSW-1546)
- (BioPhase Analysis software) If the **Optimizer** is selected on the Integration tab, then no message that parameters were modified is shown after the data is analyzed. (BRKSW-1551)
- (BioPhase software) During creation of a method, actions can be added at any position in the method. (BRKSW-1978)
- (BioPhase software) The project lists on the Sequence Summary and Sample Plate Set Up tabs no longer show different information. (BRKSW-1934)
- (BioPhase software) An issue where a method name was incorrectly shown in red with a line through it after an error resulting from a bad network connection has been fixed. (BRKSW-1927)
- (BioPhase software) An issue where if the reagents in a reagent configuration file are changed, then a method created before the change might not have the correct reagents has been fixed. (BRKSW-1369)
- (BioPhase software) An error where the **Project** field (in the Method Summary pane on the Method Summary tab) sometimes showed the wrong project has been fixed. (BRKSW-1859)
- (BioPhase software) Clicking **Search** in the Open a Method dialog no longer causes the software to stop responding or close. (BRKSW-1865)
- (Front panel) After a sequence is cancelled, a message indicating that the error recovery method will be run is now shown only if an error recovery method is present in the sequence. (BRKSW-1751)
- (Front panel) In the header that is shown during the run, long sequence names are now truncated and three dots are shown at the end. (BRKSW-1686)
- (BioPhase software) When the user hovers over the **Fill Down Run Type** cell, the correct tool tip is now shown. (BRKSW-1803)
- If the same sequence is run multiple times, the data files now have the date and time in the file name. (BRKSW-1912)
- (BioPhase Analysis software) When the report template has a logo and text in the header, specifying a value for the **Width** that is between 1 and 100 prevents the logo from overwriting the text. (BRKSW-1304)

## BioPhase Firmware Version 1.1

BioPhase firmware version 1.1 was released in February 2022.

Changes in this version include:

- To prevent a "cartridge not found" error, the plate and cartridge engagement has been improved. (BRKSW-2094)

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- The UV scan algorithm for finding capillary centers has been improved. (BRKSW-2163 and BRKSW-2169)
- Support for the dehumidifier has been added. (BRKSW-1295)



## 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.

### Local Computer Configuration Requirements

In a local computer configuration, customers can purchase a computer from SCIEX or supply their own. If a non-SCIEX computer will be used, then the customer is responsible for all aspects of configuration and installation of the BioPhase software. The non-SCIEX computer must meet or exceed the specifications for the validated computer. Refer to the section: [Validated Computer Configuration](#).

### Validated Computer Configuration

Table 2-1 Validated Computer Configuration

Item	Details
Operating system	Microsoft Windows 10
Additional software	OS Windows Media .NET Framework version 4.7.2 or later
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

## Requirements

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### Network Configuration Requirements

To connect the BioPhase 8800 system to the customer network, a computer (a domain isolator) that is configured to isolate the system from the network domain is required. Software that is required for use with the domain isolator is available from SCIEX.

Before the FSE arrives at the customer site for BioPhase 8800 system installation, customers are responsible for configuring the domain isolator to connect to their network. To add any computer to the network domain, assistance from the customer IT department is recommended.

A single domain isolator can use a network switch or be configured as a virtual LAN (VLAN) on the customer network to connect to multiple BioPhase 8800 systems.

### Domain Isolator Requirements

**Table 2-2 Domain Isolator Requirements**

Item	Details
Operating system	Microsoft Windows 10
Other software	.NET Framework version 4.7.2 or later
Adapters	2 Network interface cards

## Download Required Software and Files

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

- BioPhase Software 1.1
- BioPhase Project Management Software 1.1
- BioPhase Project Files 1.0

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**Tip!** To prevent potential installation issues, save the files to a location other than the computer desktop and disconnect any external USB storage devices before starting an installation.

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## Create Project Folders

Use this procedure to create project folders that contain methods, sequences, reagents, and analysis parameters to be used with the BioPhase software.

1. In File Explorer, right-click the **BioPhase.zip** file and then click **Extract All** to extract the installation package.
2. In the Extract Compressed (Zipped) Folders dialog, click **Browse**, and then select the file path `C:\BioPhase`.
3. Click **Select Folder**, and then click **Extract**.  
The extracted files are copied to the selected file path. The extracted files include Project and Reagent folders that are identified and used during installation.

## Install the BioPhase Software

The BioPhase software lets the user set up methods and sequences for data acquisition and then analyze the collected data.

1. Log on to the computer as a Windows user with Administrator privileges.
2. Make sure that all applications are closed.
3. In File Explorer, double-click the `SCIEX_BioPhase_Software_1.1.zip` file and then click **Extract All** to extract the installation package.
4. Double-click the Installer `msi` file.

## Installation Instructions

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5. Select the **I accept the terms in the Licence Agreement** check box, and then click **Install**.
6. Follow the on-screen instructions.

When the location of the Project and Reagents folders is requested by the Installer, use the location of the folders that were created when the project folders were set up. Refer to the section: [Create Project Folders](#).

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**Note:** If the Project and Reagents folders are located on a shared drive, use the full path to the folder. If the folders are on a mapped drive and the mapped drive name is used, then there might be problems accessing the projects or reagents.

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7. Follow the on-screen instructions.

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**Note:** To prevent installation issues, install the software on a local drive. Do not install the software on a network or removable drive. If the software is not installed on a local drive, then the customer is responsible for any security.

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**Note:** To prevent installation issues, make sure that the path to the installation folder is not too long. If the path is longer than 118 characters, then installation will not continue.

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8. After the software is installed, restart the computer.

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**Note:** A restart is not mandatory. However, SCIEX recommends that the computer be restarted.

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9. Download and activate the license. Refer to the section: [Electronic Licensing](#).

## Electronic Licensing

To use the BioPhase software, a node-locked license is required. The license file name is License.lic. The license file is installed in the C:\Program Files (x86)\AB SCIEX\BioPhase folder on the computer where the BioPhase software is installed. To activate the node-locked license, refer to the section: [Activate a Node-Locked License for BioPhase Software](#).

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**Note:** For the node-locked license, do not change the computer date and time after the license is activated. If the computer date and time must be changed, then do so before activating the license. Otherwise, the software might not operate.

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**Note:** Do not modify a node-locked license file. Modifying the license file invalidates the license and it becomes unrecoverable.

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

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## Activate a Node-Locked License for BioPhase Software

1. Double-click the BioPhase icon on the desktop.  
The BioPhase Activation dialog opens. Follow the instructions in the dialog. A license key is required.

**Figure 3-1 License Message**

**BioPhase 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.
4. Save the license file from the email message to the Desktop.
5. Click the following button below to install the license file.  
**Install License File...**

For assistance, click [FAQs](#)

**Close**

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

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

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## Installation Instructions

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Entering the license key enables the **Copy ID to Clipboard** and **Install a License File** buttons and the link in step 3 of the BioPhase Activation dialog.

3. In the BioPhase Activation dialog, click the link in step 3.  
The SCIEX Login web page opens.

4. Click **Log In** to log in to an existing SCIEX account or click **Create an Account**.

When account creation or log on is complete, the SCIEX software activation web page opens. The first name, last name, and e-mail address of the user are shown in the first three fields in the form.

If a license is being activated for BioPhase on this computer, then the **License Key** field is also populated with the correct information.

5. (Optional) If a license is being activated for the BioPhase software on a different computer, then type the computer ID, which is the MAC address of the network port used to connect the computer to the network, and the license key in the fields.
6. (Optional) If the **Computer ID** field is empty, in the BioPhase Activation dialog, click **Copy ID to Clipboard** to copy the computer ID, and then, in the SCIEX software activation web page, paste the ID in the **Computer ID** field.
7. (Optional) In the **Nickname** field, type a name.
8. In the **Select Your Instrument** field, select and type the required information.
9. In the **Serial Number** field, type the serial number of the BioPhase 8800 system.  
The serial number is on the back panel.
10. Click **Submit**.
11. To download and save the license file, do one of the following:
  - In the message dialog that is shown, 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.
12. In the BioPhase Activation dialog, click **Install License File**, and then select the location where the license file is saved.  
If the license file is valid, then the BioPhase Activation dialog closes and the BioPhase software opens to show the Home page.

## Install the Project Management and BioPhase Log File Extractor Software

In a local computer configuration, the software is installed on the local computer.

In a network configuration, the software is installed on the domain isolator.

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**CAUTION: Potential Data Loss.** Make sure that the domain isolator is set to never go to sleep. If the domain isolator goes to sleep, then data files might not be saved during acquisition. SCIEX computer images already have these settings set correctly.

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1. Log on to the local computer or domain isolator as a Windows user with Administrator privileges.
  2. Make sure that all applications are closed.
  3. If a previous version of the software is already installed on the system, back up all of the project files and then uninstall the software.
  4. In File Explorer, right-click the `SCIEX_BioPhase_Project_Management_Software_1.1.zip` file and then click **Extract All** to extract the installation package.
  5. Double-click the Installer `msi` file.
  6. Follow the on-screen instructions.
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**Note:** To prevent installation issues, install the software on a local drive. Do not install the software on a network or removable drive. If the software is not installed on a local drive, then the customer is responsible for any security.

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**Note:** To prevent installation issues, make sure that the path to the installation folder is not too long. If the path is longer than 118 characters, then installation will not continue.

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7. After the software is installed, restart the computer.

For instructions for the Project Management software or the BioPhase Log File Extractor software, refer to the document: *Operator Guide*.

# Known Issues in the Software

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

Issue	Notes
(BioPhase Analysis software) In the graph in the Data pane, when the user changes the X-axis from <b>MT</b> to <b>Cal MT</b> or vice versa, the scaling on the Y-axis changes. This is more obvious when annotations are shown and might result in the annotations being truncated. (BRKSW-1494)	To prevent this issue, use custom scaling, available from the <b>Custom Scale</b> option on the Integration tab. Set the <b>Y-axis maximum</b> to <b>Manual</b> and then type a value large enough to show all of the annotations.
(BioPhase Analysis software) Deleting a peak tail after splitting a peak deletes the wrong area. (BRKSW-1571)	N/A
(BioPhase software) If the software is configured to save methods and sequences to a server, then methods and sequences cannot be created and saved if the computer with the BioPhase software is not connected to the server. (BRKSW-1790)	The computer with the BioPhase software must be connected to the server. During installation, the user specifies where the sequences will be saved. If the computer is directly connected to the BioPhase 8800 system, then there is no issue.
(BioPhase Analysis software) The number of decimal places shown in the system suitability report does not match the number configured in the Report Setup dialog. Instead, the report uses the number configured from the Information Setup dialog. (BRKSW-1835)	To configure the number of decimal places for the system suitability report, use the Information Setup dialog that is available in the Results Table for the Overlay tab.
(BioPhase Analysis software) When the user applies or revokes a signature, the comment field in the Signature dialog accepts more characters than can be saved. (BRKSW-1849)	To prevent the loss of information, limit comments to 64 characters or less.
(BioPhase Analysis software) If the graph image is saved or copied, then the annotations are sometimes truncated. (BRKSW-1905)	To prevent this issue, use custom scaling, available from the <b>Custom Scale</b> option on the Integration tab.



Issue	Notes
(BioPhase Analysis software) If there are too many lines in the report header, then the Results Table is truncated when it is in landscape format. (BRKSW-1908)	Click <b>File &gt; Print Preview</b> to view the report. If the Results Table is truncated, then click <b>File &gt; Report Setup</b> and change the report layout as required.
(BioPhase Analysis software) If the graphs are tiled on the Overlay tab and the selected data files in the Files pane change, then the report for the Overlay tab does not show the correct graphs. (BRKSW-1909)	Close and then open the BioPhase Analysis software. Open only the data files to be overlaid and then print or save the report.
(BioPhase Analysis software) If a page range is set in the Print dialog, then the entire report is printed. (BRKSW-1923)	To print a range of pages, save the whole report to a PDF and then use a PDF reader to print the pages.
(BioPhase Analysis software) For data files with LIF detection that were exported from the 32 Karat software in ASCII format, the label on the Y-axis of the electropherogram is incorrect. The label is "AU" instead of "RFU". (BRKSW-1954)	N/A
(Front panel) If the domain isolator computer is turned off or otherwise not available on the network, users cannot unlock the front panel or log onto the system. (BRKSW-2171)	If the system is configured to use the domain isolator, then the network must be available to use the system. When the network is available, a user can log on.
(BioPhase Analysis software) If data file names include a comma when a report is saved from the overlay tab, the comma might cause a problem when the file is opened in another program. If it is opened in Microsoft Excel, the comma is incorrectly interpreted as a delimiter, the file names appear in two columns, and the other data is shifted by one column relative to the column headers. (BRKSW-2179)	In the sequence, do not use commas in the <b>Data File</b> field.
(Front panel) If the user stops the sequence during a run and then clicks <b>Yes</b> to run the error recovery method, a message that the run did not complete is shown even though the run was stopped by the user. (BRKSW-2207)	N/A

## Known Issues in the Software

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Issue	Notes
(Front panel) If the network connection is lost during data acquisition, the data files might not be copied to the server or the local computer. (BRKSW-2208)	Do not log out of the BioPhase 8800 system front panel. Contact SCIEX Technical Support at <a href="https://sciex.com/request-support">sciex.com/request-support</a> for help in retrieving the files.
(Front panel) For a sequence that does not have an error recovery method assigned, if the user stops the sequence during a run, the reagent trays might not end up in the home position. If the trays are not in the home position, then the cartridge might be damaged and need to be replaced. (BRKSW-2218)	After stopping a sequence without an error recovery method, touch <b>Transport Home</b> in Direct Control to move the reagent trays to the home position.
(BioPhase software) If a reagent name is very long, then the <b>Color</b> column in the reagent table is narrow and hard to read. (BRKSW-2241)	With careful manipulation, the columns can be resized to show more information. To prevent this from happening, use shorter names when creating a new reagent set.
(BioPhase software) In the sequence editor, the message shown during the opening of a sequence that is corrupted states the the file is not accessible. If the user clicks <b>New</b> after dismissing the error message, the software might close. (BRKSW-2246)	When opening a sequence that is corrupted, dismiss the error message and do not click <b>New</b> .
(Front Panel and BioPhase software) If the Method or Sequence is saved without the <b>Reason for Change</b> in the BioPhase software, then the Front Panel is not able to run when loading the audit trail sequence.	N/A
(Front panel) If the front panel is locked because the system has been idle longer than the <b>Timeout Duration</b> , then the lock screen does not display the name of the logged in user. Therefore, it is impossible to know who can unlock the system. (BRKSW-2249)	Turn off the power to the system and then turn the power on again. To prevent this issue from happening again, do not select <b>Enable timeout to lock</b> on the <b>General</b> tab in the front panel Configuration window.

Issue	Notes
(Front panel) If the system is configured so that the front panel locks after system has been idle, a problem might occur if the system locks during the LIF calibration. After the user logs in, any new calibration factors are not shown and they cannot be saved. (BRKSW-2250)	Do not select <b>Enable timeout to lock</b> on the <b>General</b> tab in the front panel Configuration window.
(BioPhase Analysis software) The cells in some tables do not have the right-click <b>Delete Entry</b> command. (BRKSW-2254)	To delete a value from a table cell that does not have the <b>Delete Entry</b> command, double-click the cell and then press <b>Del</b> .
(Front panel) If a method is edited in the BioPhase software and then saved with the same name, the changes do not appear in the method on the front panel until the user logs off of the system and then logs on again. (BRKSW-2255)	After editing a method in the BioPhase software, update the method on the BioPhase 8800 system by logging off and then logging on.  Alternatively, save the method with a new name by clicking <b>SAVE AS</b> instead of <b>SAVE</b> .
(BioPhase Analysis software) If the value in the <b>Width</b> field in the Report Setup dialog is out of range, and <b>Print Preview</b> is selected, then the print preview is blank. After the user closes the Print Preview dialog, the Results Table is blank. (BRKSW-2256)	In the Report Setup dialog, only type values from 1 to 100 for the <b>Width</b> .
During data acquisition, sometimes two copies of the same data file are saved. (BRKSW-2265)	To prevent the loss of data, an extra file is created when network latency is detected. Make sure that the data in the duplicated file is the same as the data in the original file, and then delete the duplicated file.
(Front panel) If a sequence fails during a separate action, then the "!" is not added to the action where the failure occurred. (BRKSW-2268)	The last action that is shaded in grey is where the failure occurred, even though the status shows a green checkmark.
(BioPhase software) In a sequence, if the <b>Error Recovery Method</b> check box is clicked for a method that has samples assigned to it, then the method is not selected. (BRKSW-2269)	To select a method that has samples assigned to it as an error recovery method, first click the arrow to open the row in the sequence, and then click the <b>Error Recovery Method</b> check box.

## Known Issues in the Software

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Issue	Notes
(BioPhase Analysis software) The <b>Filter (Area)</b> and <b>Filter (Area%)</b> functions in the Post Analysis tab do not work. (BRKSW-2281)	N/A

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## Customer Training

- In North America: [NA.CustomerTraining@sciex.com](mailto:NA.CustomerTraining@sciex.com)
- In Europe: [Europe.CustomerTraining@sciex.com](mailto:Europe.CustomerTraining@sciex.com)
- Outside the EU and North America, visit [sciex.com/education](https://sciex.com/education) for contact information.

## Online Learning Center

- [SCIEX Now Learning Hub](#)

## Purchase Supplies and Reagents

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## SCIEX Support

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

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

## CyberSecurity

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

## Documentation

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

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To view 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 DVD for the system or component.

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