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# Eksigent Control Software

Release Notes

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# Introduction

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# 1

Version 4.3

For SCIEX NanoLC™ 400 series, microLC 200, M3 MicroLC, and M5 MicroLC systems

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

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## New Features

- Added support for the SCIEX M5 MicroLC and M5 MicroLC-TE systems, including Analyst® Device Driver scripts. (ULCS-2)
- Added link at [sciex.com/software-support/software-downloads](https://sciex.com/software-support/software-downloads) so that the Eksigent Control software for the M5 MicroLC and M5 MicroLC-TE systems can be downloaded. (ULCS-1)

## Changes from Version 4.2 to Version 4.3

- Fixed an issue where the pump might go to an incorrect state between sample injections, preventing the sample queue from continuing. (ULC-144)

## Requirements

### Software Requirements

For the M5 MicroLC and M5 MicroLC-TE systems, Analyst<sup>®</sup> Device Driver version 1.3 or later is required.

### Operating System Requirements

The Eksigent Control software is compatible with the Microsoft Windows XP, Windows 7 (32-bit and 64-bit versions), Windows 7 with Cybersecurity (64-bit), and Windows 10 with Cybersecurity (64-bit) operating systems.

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**Note:** Before installing Eksigent Control software on an acquisition computer with Windows 10 with Cybersecurity, make sure that the Analyst<sup>®</sup> software to be used is also compatible with Windows 10 with Cybersecurity.

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## Installation Notes

- The software must be installed by a user with administrative privileges on the target system.
- If a target system is being upgraded from a previous version of the Eksigent Control software, then install the software over the existing version to preserve all previous instrument calibration settings. Removing the software and then deleting all of the relevant existing files from the hard drive prior to installing the new software might result in the loss of hardware calibration settings and will require new instrument configuration and calibration.
- When the software on the Microsoft Windows 7 operating system is being installed, a prompt to confirm the installation of the device drivers from Measurement Computing Corporation is shown. At the prompt, select **Install** to proceed.
- If the Eksigent NanoLC 3.10 Fix for AAO Driver Synchronization Issue patch or the Eksigent Control 4.0 Patch December 2012 are installed on the target system, then they are automatically removed during the installation of this release.
- In some cases, the instrument firmware within a particular hardware device should be upgraded. Certain instruments can be upgraded directly from the desktop PC using the Eksigent Firmware Update Utility in the Eksigent program group. The relevant firmware .hex files can be found in the installation directory. Contact [sciex.com/request-support](http://sciex.com/request-support) before upgrading instrument firmware.

# Known Issues and Limitations

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# 3

- When using the Analyst<sup>®</sup> software version 1.7 with version 4.3 of the Eksigent Control software, an error message might occur during acquisition. Closing the dialog closes the Analyst<sup>®</sup> software, but acquisition continues normally. If this occurs, open the Analyst<sup>®</sup> software and then click **View > Sample Queue** to view the status of the acquisition. (AN-1475)
- To send email to technical support using the **Email Tech Support** option on the **Help** menu, an email client must be installed on the acquisition computer. (EK-248)
- The user must have administrator privileges to run the Eksigent Driver Configuration Utility correctly. On Microsoft Windows 7 with User Account Control (UAC) enabled, UAC prompts are shown regarding the execution of the Eksigent Driver Configuration Utility. Once allowed to run, the Eksigent Driver Configuration Utility operates correctly.
- To make sure that the device settings are correctly exported or imported, use the functions in the Eksigent Control software to export and import Eksigent device settings, especially if the acquisition computer has the 64-bit version of Microsoft Windows 7. Using the System Registry Editor to manipulate device settings is not recommended.
- Under certain conditions, the device port auto-detection feature might fail to detect the device. If this occurs, use the Instrument Configuration dialog to configure the communication port settings.
- The Eksigent Firmware Update Utility can only be used with Eksigent devices that are connected to serial ports 1 to 16.
- Under certain conditions, the software might report a failed connection status when attempting to initialize an NanoLC 400 autosampler during startup. A workaround is to power cycle the autosampler and then open the software again.
- If the Eksigent Control software is being used with the Analyst<sup>®</sup> software in the Regulated mode, then the Eksigent Event Log window might open while the Analyst<sup>®</sup> software Screen Lock is active. This behavior does not violate security context synchronization between the Eksigent Control software and the Analyst<sup>®</sup> software because the dialog prevents modifications to the operating conditions of the system and the execution of any functions under the identity of the currently logged-in Analyst<sup>®</sup> software user. Lab administrators can disable the automatic display of the Event Log window by selecting **Don't show 'pop-up' Alerts** in the Alerts Log window.
- If a run on the M5 MicroLC or M5 MicroLC-TE system is stopped while a sample is still in the pre-run flush stage, then the sample queue might stop. If this occurs, then power cycle the M5 MicroLC system and the acquisition computer.

# Remove the Software

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# 4

Use the following instructions to remove the Eksigent Control software.

1. Close all programs and then restart the computer.
2. Log on to the controller as a Microsoft Windows user with Administrator privileges.
3. Click **Start > Control Panel > Program and Features**.
4. Click **Eksigent 4.3** and then click **Uninstall**.

The software is removed. The LC methods and other files remain in C:\Program Files (x86)\Eksigent NanoLC. If the software is reinstalled, the LC methods will be available to the user.

# Contact Us

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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

- [SCIEXUniversity](#)

## 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 supercedes all previous versions of this document.

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. Documentation for the hardware products can be found on the *Customer Reference* DVD that comes with the system or component.

For the latest versions of the documentation, visit the SCIEX website at [sciex.com](http://sciex.com).

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**Note:** To request a free, printed version of this document, contact [sciex.com/contact-us](http://sciex.com/contact-us).

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