



SCIEX OS 1.4

Release Notes



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AB Sciex Pte. Ltd.
Blk 33, #04-06
Marsiling Ind Estate Road 3
Woodlands Central Indus. Estate.
SINGAPORE 739256

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Thank you for choosing SCIEX to supply your system. We are pleased to bring you SCIEX OS 1.4 that supports both the SCIEX X500R QTOF and the SCIEX X500B QTOF systems, which provide liquid chromatography-time-of-flight mass spectrometry functions. SCIEX OS 1.4 also allows the user to process data acquired from triple quadrupole, QTRAP[®], and TripleTOF[®] systems operating the Analyst[®] or Analyst[®] TF software.

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

Technical 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 website at sciex.com.

Contact Us

SCIEX Support

- sciex.com/contact-us
- sciex.com/request-support

Customer Training

- In North America: NA.CustomerTraining@sciex.com
- In Europe: Europe.CustomerTraining@sciex.com
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CyberSecurity

For the latest guidance on cybersecurity for SCIEX products, visit sciex.com/productsecurity.

This section describes the enhancements and fixes in SCIEX OS 1.4. To view the enhancements and fixes for a previous release of SCIEX OS, refer to the *Release Notes* that came with that version of the software.

New Features in Version 1.4

- **Support for Analyst® data:** SCIEX OS can open and process data files created by the Analyst® and Analyst® TF software. SCIEX OS supports triple quadrupole, linear ion trap (LIT), and time-of-flight (TOF) data.
- **Windows 10 and Microsoft Office 2016 support**
- **21 CFR Part 11 support:** SCIEX OS now contains features to support 21 CFR Part 11, including:
 - Customizable administration to meet the needs of both research and regulatory requirements
 - Security and audit tools to support 21 CFR Part 11 compliance for the use of electronic record keeping
 - Flexible and effective management of access to critical mass spectrometer functions
 - Controlled and audited access to vital data and reports
 - Easy security management linking to Microsoft Windows security
- **Licensing enhancements:**
 - SCIEX OS offers node-based licensing, for acquisition, and server-based licensing, for processing.
 - SCIEX OS offers licenses for Acquisition and Processing, Qualitative Processing, and Quantitative Processing.

Note: Additional licenses are required for optional features, such as ChemSpider, Bio Tool Kit, and 21 CFR Part 11.

- **Automatic outlier removal:** During the creation of a calibration curve for an assay, this feature automates the removal of standard points that are outside the acceptance criteria. It reduces the time required to create calibrations, especially in applications with many compounds with different linear range and sensitivity.
- **Standard addition:** Using the built-in standard addition feature, users can quantitate analytes in complex samples with high background, or for which surrogate standards are not readily available.
- **Grouping peaks by adduct and charge:** In non-targeted workflows, the user can enable this feature to identify and group adducts and multiply charged species for each compound. This feature reduces the time spent on identifying compounds, and increases confidence in the results.
- **Enhanced Results Table filtering:** All columns in the Results Table can be filtered and sorted. In addition, the Results Table shows information about the number of columns filtered, and the number of filters applied.

Enhancements and Fixes

- **Contact closure:** SCIEX OS can synchronize signals through contact closure for devices that are not directly controlled by SCIEX OS. For a list of devices for which contact closure cables are available, refer to the *Parts and Equipment* Guide. To configure contact closure, refer to the *Devices Setup Guide* and the documentation supplied by the manufacturer of the device. To set up a batch for contact closure, refer to the *Software User Guide*.
 - **SWATH[®] + IDA methods:** SCIEX OS supports a new acquisition mode that allows users to acquire SWATH[®] and IDA scans in a single injection. This feature allows users to perform compound identification in complex matrices.
 - **Injection volume in batch:** The injection volume can now be specified in the batch. SCIEX OS supports the full injection range of the autosampler.
 - **Data storage improvements:**
 - Users can create up to six levels of subfolders to organize data within projects.
 - Users can access project data on a network drive for processing.
 - **MS Tune enhancements:**
 - Quick Status Check and Advanced Tuning support APCI mode.
 - Quick Status Check automatically stops and starts the CDS.
 - **Support for additional Shimadzu and ExionLC[™] devices:**
 - ExionLC[™] Solvent Selector Valve
 - ExionLC[™] Multiplate Sampler
 - Shimadzu 2-position valve
 - Shimadzu 6-position valve
 - Prominence low-pressure gradient (LPGE) Unit
 - Nexera LPGE Unit
-
- Note:** The LPGE is an optional inlet valve that is installed in the Shimadzu LC-30AD pump to make it a quaternary pump. SCIEX OS has been tested with the LPGE and the pump firmware version 3.21.
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- Shimadzu SIL-30ACMP
 - **Autocal report enhancement:** The report includes this additional information: batch name and location (if autocalibration is applied), calibration file and location, detailed pass and file criteria, detailed reasons for failure of the calibration, and highlighting of the failed mass and error. The report is available in both csv and xps format.

Fixed Issues in Version 1.4

- Changing polarity in the Ion Reference Table did not cause the fields to be validated. (ACQ-2186)
- Only the grid parameters used the regional settings character for the decimal separator. (ACQ-2190)
- The Method Editor grids resized beyond the available width. (ACQ-2243)
- Pasting data in the TOF MSMS table of an MRM HR method when the Apply Scan Schedule feature was selected hid the RT and RT Tolerance columns. (ACQ-2521)
- A system error was shown when there is a communication error between the devices and the mass spectrometer. (ACQ-2663)
- The software disregarded the user choice to not proceed with a batch import. (ACQ-2704/ACQ-2705)
- Pasted data was duplicated in the Batch grid. (ACQ-2713)
- After the user changed two numbers in the Ion Reference table and then typed values in the Precursor and Fragment columns, an extra zero was added in the Ion Reference tables.
If the user highlighted the decimal portion of Precursor or Fragment, and then started typing, the second number is entered as a zero. (ACQ-2832)
- MS Tune specifications have been updated to be consistent with the Service installation specifications. The previous MS Tune specifications were too restrictive, causing the MS Tune procedure to fail. (ACQ-3329/ACQ-3330)
- Real time sample information was only updated when the MS Method workspace is refreshed. (MSCS-968)
- The CDS pump continued to run after the calibrant sample in the queue was aborted. (MSCS-1145)
- If the devices list contained a diverter valve and the user tried to acquire data using a method that does not contain a second step, then the acquisition stopped. (MSCS-1284)
- An "Expected Firmware Version for the ICB interface" error was shown in the Event log when a user activated a SCIEX X500 QTOF system in a 'healthy' state. (MSCS-1381)
- An error message was shown if the user clicked the header row of the Components table in the Processing Method Editor before pasting a copied components list. (MQ-3115)
- Default Extraction Width was used for Qualitative scans when the **Formula** was not defined. (MQ-4213)
- The **Used** column became unavailable for selection after several filtering and sorting actions. (MQ-3275)
- The calibrant delivery system (CDS) did not stop after the user started it from Direct Control and then started the queue with analytical samples. (ONYX-1428)
- A message was shown indicating that a data file is corrupted and the batch cannot be submitted. (ONYX-1539)
- Agilent LC: An error occurred if the device configuration in the method does not match the configuration of the active device (ONYX-2652)

Notes on Use

Note: The numbers in parentheses are reference numbers that identify issues in the SCIEX internal tracking system.

- System performance might be slower when many workspaces are open, or when large numbers of transitions are being processed. (ONYX-2321)
- The Configuration workspace can take a long time to open. (ONYX-3015)
- On systems configured with the Microsoft Windows 10 operating system, the system might stop responding if very intensive acquisition and processing activities are performed simultaneously. We recommend that all background applications be disabled on the system and that the anti-malware service is set to Low . (ONYX-3517)
- When a batch starts, SCIEX OS stops installation of Microsoft Windows Updates, Windows Defender virus scans (Microsoft Windows 10), and Symantec Endpoint virus scans (Microsoft Windows 7). Schedule updates and virus scans to occur at times when data acquisition is not occurring.
- When performing Windows updates, do not install optional updates because they might impact functionality in the software. Only install the required updates. Schedule the installation of updates to occur when the system is not acquiring data.
- When performing Windows updates, do not install optional updates because they might impact functionality in the software. Only install the required updates. Schedule the installation of updates to occur when the system is not acquiring data.
- Data files created in SCIEX OS 1.4 cannot be appended to data files acquired in SCIEX OS version 1.3.1 or earlier. (DS-1931)
- Acquisition methods, batch files, data files, processing methods, and Results Tables or qsessions created or saved in SCIEX OS 1.4 cannot be opened in SCIEX OS version 1.3.1 or earlier. (MQ-2321)
- To avoid performance issues or data corruption, do not perform any computer maintenance procedures, such as defragmentation or disk cleanup, during sample acquisition.
- If users do not have read permissions for the currently selected project, then an error might occur when they try to open SCIEX OS. (ONYX-3131)
- If a user does not have permissions to access Explorer, then the user cannot open the Calibration report from the Queue Workspace. (ONYX-3401)

- The **Apply to Workstation** button is active even though the current audit map template is applied to the workstation. To determine which audit map template is currently applied to the workstation, view the Audit Trail. (ONYX-3400)
- When the user creates a Results Table report with the **Create report and save** command, two events are written to the audit trail, one for the print/export, and one for the save. (ONYX-3319)
- When the user changes the LC method in a batch, the injection volume is not updated with the value from the new LC method. The user must delete the injection volume values and then select the new LC method again. (ONYX-2966)
- When the user opens a batch that was created in an earlier version of SCIEX OS, the **Injection Volume** field is not automatically populated. The user must click each **LC Method** field in the batch. (ONYX-2967)

General Issues

Issue	Description
If SCIEX OS is installed on a computer configured for a language other than English, then an error is shown the first time that SCIEX OS is opened. (BLT-892)	Open SCIEX OS again.
If SCIEX OS is closed during sample acquisition, then SCIEX OS cannot be opened. A message is shown indicating that a user currently has SCIEX OS open. (ACQ-3088/ONYX-2851)	Click OK to dismiss the dialog, and then open SCIEX OS again.
Agilent LC: If a sample vial is missing, then the queue stops and an LC error occurs. When the queue is restarted, subsequent samples have the status Failed. (ACQ-2936)	The option to continue if a vial is missing does not work for Agilent systems. Make sure that all vials are present.
When the user opens an MS method, the Print button is disabled. (ACQ-3301)	Close and then open the method.
The correct status of a program that has been removed is only shown in the service package after the service package has been generated twice. (ACQ-2516)	To avoid any issues, generate the service package twice after a program is removed.

Notes on Use and Known Issues

Issue	Description
SCIEX OS 1.3 or later is not removed when a user tries to remove it using Setup.exe. (ONYX-2124)	If a user tries to remove SCIEX OS 1.3 or later using Setup.exe, the entry from Windows Programs and Features for SCIEX OS is removed. However, the program remains and can still be opened. To remove SCIEX OS, run Setup.exe from the SCIEX OS folder and then follow the on-screen instructions to install the software. This process will add the entry for SCIEX OS back to the Windows Programs and Features list. Use the Programs and Features list to remove SCIEX OS 1.3 or later.
When a MultiQuant™ software method is open in SCIEX OS using Process Methods > Open or when Edit is clicked after browsing to a MultiQuant™ software method using Results > New > Select Sample , the following error message is shown: Method version is not supported. (MQ-4596)	The error message is shown if SCIEX OS is installed on the same computer as the Analyst® software.

Devices Issues

Issue	Description
After processing several samples, the pressure graph shows the pressure dropping to 0 briefly, before returning to its original pressure. (ACQ-2043)	The pressure drop occurs when the injection loop is switched into the flow path. The pressure is sampled every 5 seconds, so the pressure drop might not appear every time the injection loop is switched. This issue has no impact on performance.
Agilent LC: High throughput settings are not supported in the autosampler. (ACQ-529)	The high throughput settings are not currently supported.
Shimadzu LC: Incorrect device status is shown when the device is recovering. (ACQ-1410)	If a sub-device is turned off prior to sample submission, then the Shimadzu LC goes to Standby state even though the status should be Fault. If the user attempts to submit the batch to the queue again, then the first sample is submitted but fails immediately because the LC goes to Fault state and the sample becomes corrupted. If this issue occurs, then reset the computer and restart the software.
Shimadzu LC: The device traffic light does not update from Fault state when an error is recovered through Direct Control. (ACQ-1420)	If the user opens the Direct Control device and then clicks Clear Error when the LC is in Fault state, then the device recovers but the status in the software still indicates a fault. To clear this error, click Standby in the status panel.

Issue	Description
The LC method does not run correctly if the devices that are turned on and connected do not match the devices in the activated device list. (ACQ-1716/2062)	To make sure that the system works correctly, either turn off the devices or turn on the devices to match the activated devices list.
Shimadzu LC: A performance issue is observed during running of a long batch using the Shimadzu PDA at sampling rates higher than 12.5 Hz. (ACQ-2037)	The expected duration of the batch might be longer than anticipated. To avoid any issues, use a sampling rate lower than 12.5 Hz.
Shimadzu LC: Inverted UV data is acquired during acquisition with two UV channels. (ACQ-2042)	This occurs when polarity is set to negative in the LC method UV detector section. To avoid any issues, use the positive setting for the polarity field.
Agilent LC: During equilibration, if the user aborts the sample, then the Agilent LC might go to a Fault state. (ACQ-2142)	If this issue occurs, then click Standby to recover the device.
Agilent LC: Agilent LC shows a Fault state even when the sub-devices have recovered from a fault and are in Ready state. (ACQ-2144)	If this issue occurs, then click Standby to return the LC to Ready state.
When the duration of a gradient table for an LC pump or column oven temperature table in an LC method is longer than the duration of the MS method, then the LC devices will stop running when the MS method duration expires. (ACQ-2167/2088)	To avoid this issue, make sure that the value in the Stop Time field for the LC method duration is the longest time that the LC method must run.
Shimadzu and ExionLC LCs: The PDA default parameters are different depending on how the LC method is accessed. (ACQ-2176)	To avoid any issues, make sure that the correct parameters are used for the PDA device.
Agilent LC: The comma is ignored as a decimal separator when the flow rate in the LC gradient grid is copied. (ACQ-2191)	This is an issue with the Agilent LC. To avoid this issue, manually type the flow rate, using a comma as the decimal separator.
Agilent LC: The Fault state is not reflected correctly if the devices are in Fault state during device activation. (ACQ-2195)	To avoid this issue, clear the fault in the device, then deactivate and reactivate the Agilent devices.
In some cases, devices cannot be added manually. (ACQ-3014)	In some cases, when devices are added manually, the Test device function fails. To avoid this issue, use Autoconfig to add devices.

Notes on Use and Known Issues

Issue	Description
The system remains in Run state after recovery from MS communication loss during acquisition. (MSCS-432)	If the Ethernet cable is disconnected during acquisition, then the acquisition stops and the system goes to Fault state. After the Ethernet cable is connected again, if the user attempts to run another acquisition, then the acquisition completes and the real time display stops updating, but the system remains in Run state. If this issue occurs, then reactivate the device profile.
The system does not activate the Standby button on the right status panel when a subdevice, such as the CDS, goes to fault, preventing the user from clearing the error. (MSCS-1314)	If this issue occurs, then the user must go to CDS direct control and then click Start to change the CDS status from Fault to Running to clear the Fault status of the CDS subdevice.

MS Method Issues

Issue	Description
For MRM HR methods, retention time is not validated when the Method duration is changed. (BLT-961)	Save, close, and open the method again.
In the MS Method and LC Method workspaces, the print dialog does not open, or is delayed. (ONYX-3412)	Wait about 1 minute for the print dialog to open.
An error is shown when ramping steps, declustering potential, and collision energy, in the <i>Scheduled</i> MRM ^{HR} Generator workflow. (ACQ-3035)	To avoid this issue, do not minimize the window when ramping.
By default, the Apply Scan Schedule check box is selected in the MRM HR method that is generated when the Guided MRM HR feature is used. (ACQ-1681)	If this option is not required, then clear the check box before acquiring data using this method.
Ion source parameters are not updated to the mass spectrometer. (ACQ-2177)	During manual acquisition using a SWATH [®] and MRM HR method, the ion source gas and temperature parameters are available to be edited in the user interface. Users can edit the fields. However, the changes are not updated to the mass spectrometer nor are the changes logged in the sample information for that sample.

Issue	Description
The software does not save the required parameters when switching from an open method to another method after the ion source or probe is changed. (ACQ-2262)	If this issue occurs, then update the parameters, as required. Some parameters become unavailable if they are not required for the new ion source or probe.
No validation message is shown for the maximum number of windows per cycle in the Autofill SWATH Windows dialog. (ACQ-2296)	The maximum number of SWATH windows per cycle for an experiment is 200. If the options selected in the Autofill SWATH Windows dialog result in more than 200 windows per cycle being calculated, then the Windows per cycle field value is NA. The method cannot be generated. To avoid this issue, reduce the number of windows per cycle by increasing the Window width or by narrowing the difference between the Precursor start mass and the Precursor stop mass.
The MS Method workspace does not update to show the correct information when running the calibrant. (ONYX-1556)	Although the user interface is not updated, the correct parameters are used and reflected in the file information.

Acquisition Issues

Issue	Description
Unexpected noise or artefacts are present on isotope peaks. (BLT-720)	Dilute the sample to avoid saturation.
Batches fail when acquiring data with a DAD in Spectrum mode. (BLT-978)	For enhanced batch stability, use the DAD in Signal mode.
If the user cancels a batch import by selecting No in response to the prompt, then appends a different batch, the new batch is appended to the previously imported one. (ONYX-2379)	To prevent this issue, select Cancel after clicking No , and then import the batch again.
Agilent LC: When a batch created with SCIEX OS 1.2 or earlier is opened, LC information, such as Rack code , Rack position , and Plate code , is missing. (DS-2186)	These fields have been redefined in this version of the software. Populate them again.

Notes on Use and Known Issues

Issue	Description
<p>An exception occurs after this sequence of events:</p> <ol style="list-style-type: none">1. The user creates and submits a batch without saving it.2. The batch finishes.3. The user changes to a different project.4. The user goes to the Batch workspace. <p>(ACQ-3295)</p>	<p>Click Yes or No in response to the prompt.</p>
<p>In the Batch and Queue workspaces, printouts using the PDFactory option have the following issues:</p> <ul style="list-style-type: none">• Reports generated with PDFactory do not include any numeric values, such as method names, sample names, sample IDs, barcodes, and so on, where the names are numbers. (ONYX-2236)• The date and time when other regional settings are used are not shown. (ACQ-2700)• The row index is blank when only several isolated rows are printed using PDFactory. (ACQ-2701)• If the Auto-Calibrate option is selected during batch creation, then the Calibration Sample Frequency, CDS Channel, and the Vial Position (if LC is selected for calibrant delivery) values are missing. (ACQ-2804)• Printing reports using XPS and PDFactory in Landscape mode work as expected, but when PDFactory in Portrait mode is used, the last two columns on the first page are omitted and the time at which the batch is printed is truncated and not shown in full. (ACQ-1275)	<p>To avoid any issues, print using the XPS option instead of PDFactory.</p>
<p>In the Batch workspace, the list of available MS and LC methods is incomplete if the methods are copied from a different project. (ACQ-2127)</p>	<p>If this issue occurs, then restart the software.</p>

Issue	Description
An error is shown and the batch cannot be submitted if the Data File name is centered in the cell and the user presses Shift + Tab to move to the next cell. (ACQ-2135)	To avoid this issue, do not use the Tab key to move between cells. Remove the entire contents of the cell and then re-enter the required Data File name.
The Harvard syringe pump goes to Fault state when Standby is selected. (ACQ-2193)	To avoid this issue and clear the error, use the Direct Control feature to start the syringe.
The user is unable to activate the LC after it goes to Fault state. (ACQ-2207)	If this issue occurs, then clear the error on the LC, and then deactivate and activate the devices.
When a Shimadzu LC is used, the system is unable to perform an injection if there are injection events in the autosampler Time program table. (ACQ-2242)	To avoid this issue, do not add injection events to the autosampler Time program table.
Occasionally, the mass spectrometer goes to Fault state and the system cannot be recovered. (ACQ-2250)	If this issue occurs, then deactivate and reactivate the devices, and then click Standby .
Users can create a batch with more than 500 components. (ACQ-3073)	SCIEX OS supports a maximum of 500 components. If a user adds more than 500 components to a batch, no error is reported. However, when the user closes and then opens the batch, an error message is shown.
Not all of the columns shown in the UI are printed. (ACQ-2611)	<p>Not all of the columns shown in the UI are shown in printouts of the method when the user does the following:</p> <ol style="list-style-type: none"> 1. Creates an MRM HR method. 2. Applies a scan schedule. 3. Selects to show the advanced parameters. 4. Saves and then prints the method. <p>To avoid this issue, change the paper size to a size larger than Letter size.</p>
In the Batch and Queue workspaces, row heights on the first and second page are not consistent when either the PDFactory or the XPS option are used to print. (ACQ-2687)	This issue does not affect the content of the reports.
When the software ramps the CE parameter during MRM HR generation in negative polarity, the real time Data Acquisition panel does not show spectral data and the x-axis scale is shown in positive mode. (ACQ-2727)	To avoid issues, use the MRM HR generator to view the results of the parameter ramp. Do not use the Real Time panel.

Notes on Use and Known Issues

Issue	Description
<p>In manual tune, when the user submits a batch without any calibration sample (no CDS- or LC-autocal), the ions from the manual MS method acquisition are used as the inter-sample DBC reference list for the first sample and all the subsequent samples in the batch. If there are any mismatches in the mass range, polarity, and so forth, between the MS method used for manual acquisition and that submitted in the batch, then inter-sample calibration will fail due to mass accuracy drift for all the samples in the batch. (ACQ-2834)</p>	<p>To avoid any issues users can do one of the following:</p> <ul style="list-style-type: none"> • If the user submits a batch without any calibration sample after finishing manual acquisition in the MS Method workspace, inter-sample calibration behaves as expected. The first sample in the batch is used to generate the reference list to calibrate subsequent samples. • If the user submits a batch with a calibration sample while manual acquisition is in progress, then inter-sample calibration behaves as expected with no mass accuracy drift observed.
<p>An error occurs if the user performs these steps, an error occurs:</p> <ol style="list-style-type: none"> 1. Click Auto-Calibrate to configure the properties for auto-calibration in the Batch workspace. 2. Click OK to close the Batch - Automatic Calibration Editor dialog. 3. Start to close the Batch workspace, but then click Cancel. 4. Click Auto-Calibrate again. <p>(ACQ-3016)</p>	<p>Click No to dismiss the error dialog, and then click New to create a new batch.</p>
<p>Inconsistent behaviour occurs during imports from an acquisition method and from a processing method, resulting in unreliable qualification results. (BLT-284)</p>	<p>Information imported from an acquisition method has a mass accuracy to two decimal places. Formulas used to calculate mass accuracy in a processing method produce results to four decimal places. Therefore, this might cause inconsistent results between the two methods.</p>
<p>Real time updates for the DAD panel might be slower than the response time chosen in the method (DS-853)</p>	<p>To avoid this issue, either reduce the frequency of the DAD acquisition or inspect the data after the acquisition has completed.</p>
<p>Samples in the queue might be marked as failed even though the data is acquired successfully. (DS-1016)</p>	<p>During the processing of complex data during acquisition, a sample in the queue might be marked as failed even though it was acquired successfully and the queue has moved to the next sample. If this occurs, the sample and data file are not actually affected, and can be used for exploring or processing. To refresh the queue icons, restart SCIEX OS.</p>

Issue	Description
Acquisition is aborted when acquiring using MRM HR and SWATH® methods or MRM HR and IDA methods and the TOF MS method of the MRM HR method is deleted. (MSCS-1059)	To avoid this issue, do not delete the TOF MS experiment from the MRM HR method.
Peak labelling is inconsistent between XWC and TWC graphs during real time UV data acquisition. (DS-1262)	To avoid any issues, examine data post-acquisition using the Explorer workspace.
The Data Acquisition panel shows the previously acquired sample. (DS-1384)	If this issue occurs, then restart the software.
The CDS remains in Wash mode after the software stops responding. (MSCS-666)	If this issue occurs, then clear the Wash mode option in the Direct Control dialog.
The Ion source gas 2 setting is included in a user message. (MSCS-943)	When the APCI probe is used, a user message is shown stating that the Ion source gas 2 setting should be a specific value. Ignore the Ion source gas 2 settings in the user message.
An incorrect message is shown when the probes are switched. (MSCS-972)	The error does not affect acquisition. Users can cancel the message and acquisition will continue.
When data is ramped, the real time data stops updating before the end of acquisition. (ONYX-1682)	Real time and post-acquisition data do not match when parameters are ramped during acquisition. To avoid issues, use the post-acquisition data for any analysis.
Potential extra time is added to random cycles during IDA acquisition. (ONYX-1764)	To avoid any issues, make sure that the Google update services (gupdate and gupdatem), if present on the system, as well as Windows backup, are disabled before running IDA.

Analytics Issues

Issue	Description
Filtering is incorrectly applied. The appropriate rows are not shown. (MQ-4823)	If the Text Filters are selected before the Filter By Flag, then the Filter By Flag filter is not applied correctly. Always select the Filter By Flag filter first.
The reconstructed spectrum is not generated when <i>Scheduled</i> MRM ^{HR} data is reconstructed with the Bio Tool Kit. (BLT-1006)	Export the spectrum to a text file, and then import the text file. Reconstruct the imported spectrum.

Notes on Use and Known Issues

Issue	Description
When the AutoPeak integration algorithm is used on UV, DAD, or ADC data, the model can take a very long time to build before processing. (MQ-4421)	Do not use the AutoPeak integration algorithm for UV/DAD/ADC data that has poor peak shape.
Analytics defaults to the first isotope when calculating a formula. For some compounds, such as Sn (tin), this is not the most abundant isotope. (MQ-4317)	When entering compounds that have higher-order most abundant isotopes, specify the most abundant isotope in the formula to calculate the proper mass. For example, for tin, use ^{120}Sn and then the number of Sn atoms in your formula. This will produce the correct mass.
For Analyst [®] software data, Q3 Resolution is reported as Maximum for LIT scans. (DS-2220)	Open the data in Analyst [®] Explorer.
Real time updates might be delayed when creating Results Tables. (DS-1042)	Delays are observed when the user runs acquisitions or processes data containing a large number of experiments. To avoid any issues, do one of the following: <ul style="list-style-type: none"> • Reduce the number of experiments that are being acquired. • Reduce the number of experiments used to generate the Results Table. • Avoid generating Results Tables and acquiring data concurrently.
CSV does not support reports that contain graphics or logos. (MQ-1361)	The .csv report is supported if the report does not contain any graphics.
Changing the regression setting for one algorithm in the Project default page updates the regression setting for the other algorithm. (MQ-1376)	The regression settings fields are not independent of the algorithm selected. If the user changes a regression setting field in one algorithm, then the corresponding field in the other algorithms is also changed. To avoid any issues, when switching between algorithms, users must update the regression settings as required for the algorithm.
An error occurs when a library without a name is imported. (MQ-1379)	To avoid this issue, assign names to libraries before importing them.
The expected retention time of an individual component that is part of a group (the Update Retention Time feature is set to Group) can be changed, resulting in inconsistent expected retention times and retention time windows in the group. (MQ-1511)	The user can manually change the Expected RT for each component in the group.

Issue	Description
The combined score is non-zero when both the Library and Search Formula Finder scores are zero or not available. (MQ-1545)	In addition to the Library Search and Formula Finder scores, the software uses the mass error, isotope, and retention time scores to calculate the combined score. To avoid including these scores, set the weighting of each to zero.
Saved Results Tables are not automatically updated when a library is added or removed from the database. (MQ-1684)	To avoid any issues, manually reprocess the results based on the updated library database.
The library search reports a higher-than-expected purity score from low quality spectra. (MQ-1679, MQ-1773)	If this issue occurs, confirm retention time, peak quality, and integration to determine if the compound is a true positive.
Compound-specific acceptance criteria are not available. (MQ-1822)	Currently, only the global settings are available for Library Search.
Licences for licensed packages created with LibraryView Package Builder are saved to C:\Program Files\AB SCIEX\LibraryView\bin. (MQ-1847)	Licences for the licensed packages created with LibraryView Package Builder 1.0 should be manually copied to C:\Program Files\SCIEX\LibraryView\LibraryViewFramework\Server.
During any looped or combined experiments, a dual subtracted MS/MS spectrum is shown in the Peak Review pane. (MQ-1848)	This is not an issue and the software is working as designed. A single IDA experiment will have only a single subtracted spectrum range.
Incompatible components in the embedded AutoPeak method are not handled correctly. (MQ-1873)	When an existing AutoPeak method is used to process data with the option to create a model using the currently selected sample, the Results Table opens correctly. However, incompatible components are shown with a red exclamation mark in the embedded method. Users can remove the incompatible components from the method or they can modify the fragment mass retention time or experiment index to avoid this behavior.
The software stops responding when the Summation algorithm method contains incompatible components. (MQ-1888)	If an existing Summation algorithm method is used and if the method is not completely compatible with the data, then the software will stop responding. If this issue occurs, then edit the method to remove the incompatible components.
The software seems unresponsive when PDFactory is used to create a protected PDF report from a Results Table that contains more than 2500 rows using the Positive Hit template docx. (MQ-1896)	Creating the report can take some time. The PDFactory progress window, which is always shown in the background, shows that the PDF creation is in progress. Users can minimize all of the windows, including SCIEX OS, to view the PDFactory progress window.

Notes on Use and Known Issues

Issue	Description
Some chromatograms are not shown when the Peak Review pane is opened. (MQ-2070)	If this issue occurs, then click an index in the Results Table.
After the Analytics workspace is closed by clicking the blue X in the top right corner, the Samples pane and the Components and Groups pane are not refreshed when the workspace and Result Table are opened again. (MQ-2074)	If this issue occurs, then click anywhere on the screen to refresh the panes.
A corrupted first sample in a data file prevents sample processing. (MQ-2118)	<p>If the first sample in a data file is corrupted, then the user is unable to process any samples in this data file and receives an informational message. A sample can become corrupted if it is aborted or fails acquisition prior to the system going to Run state during sample acquisition. If acquisition must be aborted before the system goes to Run state for the first sample, and if the data will be quantitated, then acquire the batch to a different data file. To create a Results Table using a data file that contains a corrupted sample, do the following:</p> <ol style="list-style-type: none"> 1. Create a Results Table using an uncorrupted sample from an uncorrupted batch. 2. Click Process > Add Samples. 3. Select all of the samples for the corrupted batch except the first corrupted sample. 4. Click OK. The corrupted batch is added to the Results Table. 5. Remove the uncorrupted sample from the original batch by clicking Process > Remove Selected Samples. 6. Process the batch as normal.
The IS Name cannot be pasted in the Components Table in the Method Editor. (MQ-2193)	To avoid issues, either manually select the IS Name or paste the IS column separately.
AutoPeak results generated on different computers that have different CPU architectures show a difference at the eleventh digit. (MQ-2316)	Users can customize the Results Table view. In an open Results Table, click More > Results Tables > Display settings and set the Number Format field to a value that is less than 11. Users will notice differences in their results if the value is 11 or higher.
If the user processes data while the system acquires data, then large temp files might be created that impact system performance. (MQ-2382)	If the system stops responding while acquiring and processing data on the same computer, then delete the \Update\Local\Temp file located on the C drive.

Issue	Description
The user is prompted to save changes to the Results Table even if no changes were made. (MQ-2400)	If the user moves a qsession file to another folder, and then opens and closes the Results Table without making any changes, the software prompts the user to save the changes. Users can select either Save or Cancel . Data analysis is not affected.
Users are able to process and create Results Table with an invalid method. (MQ-2431)	To avoid any issues, users must open methods created in earlier versions of SCIEX OS and correct any errors. If errors are not corrected, then processing time might be impacted.
The details in the XIC, MS, and MSMS panes in the Peak Review panel can go out of sync if the expand and collapse buttons are clicked out of order. (MQ-2510)	Click the buttons until the panes are back in sync.
The software cannot perform quantitative and qualitative processing of data from Q1 scans for X500 QTOF systems. (MQ-2790)	Q1 data from X500 QTOF systems cannot be processed in the Analytics workspace.

Explorer Issues

Issue	Description
SCIEX OS stops responding or generates an error when the user tries to simultaneously generate a DAD contour plot and XWC in a IDA+DAD datafile. This issue only occurs when the user has started to generate a DAD contour panel and while it is updating in the background, the user accesses a XWC at the same time. (BLT-498)	<p>If this issue occurs, then do one of the following:</p> <ul style="list-style-type: none"> • Generate the XWC first and then generate the DAD contour panel. • Wait until the contour panel has finished updating before generating the XWC.
<p>The following issues can occur when the user explores data during acquisition:</p> <ul style="list-style-type: none"> • Real time data does not match the post-acquisition data if the XICs and BPCs for scheduled scans are generated before the scheduled time. (DS-903/ DS-1092) • If the user toggles between MS experiments using the Move to next or Move to previous button in Explorer to show XIC/BPC generated in real time, only one point is shown in the XIC/BPC pane. 	<p>To avoid this issue, do the following:</p> <ul style="list-style-type: none"> • Generate XICs for the required experiment using the File > Show XIC • Generate the XIC/BPC post-acquisition. • Close the XIC pane and reopen it.

Notes on Use and Known Issues

Issue	Description
<p>Updates to the real time data spectra shown in the MS and DAD tabs in the data acquisition panel might be slower than in the Explorer workspace. (DS-934)</p> <p>A mismatch in the real time graph in the MS and DAD acquisition panels and in the Explorer workspace occurs when the LC method duration is longer than the MS method. In this scenario, both the MS and DAD acquisition panels stop updating at the end of MS method duration, even though the UV, DAD, or ADC channel continues to update in real time in the Explorer workspace until the end of the LC method acquisition time. (DS-852)</p>	<p>The x-axis (Detector Voltage) is labelled incorrectly. To avoid any issue, use the Detector Optimization Report or the Data Acquisition panel to inspect the data acquired during the detector optimization process.</p>
<p>Detector optimization data is not shown correctly in the Explorer workspace. (DS-1044)</p>	<p>Although the software generates an error, all of the samples are opened. The user can remove the corrupted sample from the batch.</p>
<p>If data from an acquisition method with ramped parameters is viewed during acquisition, then the data does not update, and the resulting spectrum is incorrect. (DS-1959)</p>	<p>Do not view data for an acquisition method that contains ramped parameters until after acquisition is completed.</p>
<p>Intermittently, a message, "This sample is corrupted" is shown the first time a sample is acquired in the MS Method workspace, or when a newly-acquired sample is opened in the Explorer workspace. (DS-2281)</p>	<p>Click OK to acknowledge the message. The sample can be processed as normal.</p>
<p>Incorrect precursor charge might be shown in the IDA Explorer and survey scan spectrum. (MSCS-1117)</p>	<p>This issue does not affect decision making during IDA acquisition.</p>

Issue	Description
The user is unable to generate a spectrum from a highlighted region in the XIC. (ONYX-1882)	<p>An error message is shown when a user does the following:</p> <ol style="list-style-type: none"> 1. Open two files in separate panes in the Explorer workspace and then generate an XIC graph for each file. 2. Combine the XIC graphs in a single pane. 3. In the XIC pane, highlight a region and then double-click to generate a spectrum. 4. In the Process All Overlays? dialog that opens, click All Overlaid and then click OK. The error message "Incorrect Argument - invalid cycle range" is shown instead of the spectrum. <p>To avoid any issues, select a narrower region where the graphs are overlapped.</p>
When a user processes large amounts of data or multiple data files in the Explorer workspace, the user interface might stop responding and there could be delay before the sample queue moves to the next sample. (ONYX-2047/DS-1688)	If this issue occurs, then wait for the software to finish processing in the Explorer workspace or avoid processing a large amount of data during data acquisition.
The number label in an XIC trace is misleading in the Explorer workspace. (PV-1009)	<p>The value shown is correct because it represents the centroid value of the peak (use the Fill Peaks button for a better view of the peak). The peak label is placed on the highest point of the peak in question regardless of its position. Therefore, the label might seem to be in the incorrect position, but the value is correct.</p> <p>If this issue starts to occur, then wait for the acquisition to complete before exploring the data.</p>

MS Tune Issues

Issue	Description
The user is able to restore instrument settings when an acquisition method is open, when samples are waiting in the queue, and during acquisition. (ACQ-3274)	To avoid issues, do not restore instrument settings at these times.
An MS Tune acquisition event continues after the user navigates away from workspace. (ACQ-2113)	If this issue occurs, then stop the acquisition from the Queue workspace.

Notes on Use and Known Issues

Issue	Description
When the Q1 center mass is selected, the mass range of the real time spectrum is not updated accordingly. (DS-915)	To avoid this issue, set the start and stop masses to cover the Q1 center mass range.
During manual tuning, the optimized parameter value is not saved to instrument definition file after the user clicks Save Settings . (ACQ-2519)	During manual tuning the optimized parameter value is not saved. To avoid any issues, complete all of the tuning steps when in manual tuning mode.

Software Installation and Activation Issues

Issue	Description
SCIEX OS cannot be uninstalled. (BLT-1024)	If SCIEX OS cannot be uninstalled, then make sure that Microsoft .NET 2.0 is activated. Refer to the Microsoft Help for detailed instructions.
If the ChemSpider license has expired, and the user installs a new license, when the user attempts to start a ChemSpider session, a message is shown warning that ChemSpider is not licensed. (BLT-985)	Close and then open SCIEX OS, and then start ChemSpider again.
When the software is downgraded from version 1.4 to version 1.3, the Batch, Queue, and User workspaces are missing. (OFX-489)	If a backup of the SCIEX OS 1.3 installation is not available, then: <ol style="list-style-type: none">1. Remove SCIEX OS 1.4.2. Remove the LibraryView™ Framework.3. Rename the C:\Program Data\SCIEX\ folder.4. Rename the C:\Program Files\SCIEX\ folder.5. Rename the D:\SCIEX OS Data\ folder.6. Install SCIEX OS 1.3. SCIEX OS must be reconfigured and all methods, settings, users, and so on must be recreated.

Issue	Description
Occasionally, SCIEX OS might fail to install because of an issue with SQL server or because of an issue with the LibraryView™ Framework. (ONYX-2987)	<p>If this issue occurs, then:</p> <ol style="list-style-type: none"> 1. Remove LibraryView™ software, if installed. 2. Remove the LibraryView™ Framework, if installed. 3. Remove all of the Microsoft SQL Server 2008 components. 4. Shut down and then start the computer again. 5. Install SCIEX OS. <p>If the installation issue persists, it might be necessary to remove the LibraryView.mdf and the LibraryView_log.mdf files from the C:\Program Files\Microsoft SQL Servier\MSSQL10_50.SQLEXPRESS\MSSQL\DATA folder.</p> <hr/> <p>Note: Because the libraries are stored in the mdf files, any existing libraries will be removed if these files are deleted and will have to be installed again.</p>
SCIEX OS might fail to install if an incorrect user account is used. (BLT-340)	If this issue occurs, then contact sciex.com/request-support . Only Administrators should install or remove the software.
SCIEX OS fails to install if more than one instance of the Installation Wizard is open. (BLT-341)	If two instances of the SCIEX OS Installation Wizard are opened, and the user attempts to proceed with the installation from the second instance (regardless of whether or not the first instance is closed), then the installation fails. To avoid this issue, open only a single instance of the Installation Wizard and then proceed with the installation.

MS FW Updater Issues

Issue	Description
The MS FW Updater utility cannot be run from the DVD. (BLT-597)	To update the mass spectrometer firmware, copy the FirmwareUpdater folder to the D:\ drive and then run the utility from that location.