Release Notes

Analyst Software 1.7.4

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Contents

Introduction 1

Thank you for choosing SCIEX to supply your LC-MS/MS system. We are pleased to give you the Analyst software 1.7.4, which provides liquid chromatography-tandem mass spectrometry (LC-MS/MS) functions.

The *Release Notes* describe the features in the Analyst software 1.7.4 as well as troubleshooting guidelines. Use these release notes for reference as you become familiar with the software, and for future reference. For installation and software compatibility information, refer to the document: *Software Installation Guide*.

Note: The Analyst software 1.7.4 is only supported on the Windows 10 operating system.

How to Use These Release Notes

To help you understand what is new and what is fixed relative to your current Analyst software version, the *Release Notes* for the Analyst software 1.7.4 have been structured so that you only have to read the sections that are relevant to you.

Everyone should read Notes on Use, as this section applies specifically to issues that are known in the Analyst software 1.7.4.

Note: To view the enhancements, fixed issues, and known issues for previous versions of the Analyst software, refer to the document: *Release Notes* for previous versions.

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

New in Version 1.7.4 2

This section gives a description of the changes in the Analyst software 1.7.4. To see the enhancements and corrected issues for an earlier version of the Analyst software, refer to the document: *Release Notes* that came with that version of the software.

New Features and Enhancements in Version 1.7.4

The following features and enhancements are available.

Version 1.7.4 includes the enhancements that were included in Analyst 1.7.3 HotFix 1, HotFix 2, and HotFix 3, except for the version of the ConfigUpdater utility that was installed with those releases. A new version of the ConfigUpdater utility is included in the software package. The release notes are available on the SCIEX website, at sciex.com/customer-documents.

- The instrument model and serial number are included in the *Instrument Optimization* reports. (AN-3469)
- Batch validation is better. If a Shimadzu LC-40 3-Plate Rack with the Plate Changer installed is used, and if plate # 3 is used in the batch, then a warning message is shown when the batch is saved. If the batch is submitted, then a failure will occur. (AN-1815)
- When QA reviewers try to open a Results Table that was already opened by a QA reviewer on a different computer, they can now select **Yes** or **No** to open the Results Table as read only. (AN-3461)
- The limit for the length of a password in the UNLOCK/LOGOUT dialog for **Mixed Mode** and in the **Set acquisition account** dialog has been removed. The limit is now the same as the limit set by Microsoft Windows. The length of the password field was not changed. (AN-2425)
- The tags that follow have been added and can be used in the reporter templates in the Analyst software, which are used to print reports.
  - **ForEach** tags: ADC_UV_Channel, IS_ADC_UV_Channel.
  - **TextField** tags: ADC_UV_Channel_Name , IS_ADC_UV_Channel_Name.
  - **Picture tags**: IS_ADC_UV, DAD_XWC and DAD_IS_XWC.

  (AN-3713, AN-1539, AN-3746)
- Users can now use the Analyst software to process wiff data acquired with the SCIEX OS software on SCIEX 7500+ systems.

Analyst 1.7.3 HotFix 1, 2, and 3 Enhancements

HotFix 3 includes the enhancements that were included in the Analyst 1.7.3 HotFix 2 and HotFix 1.

Analyst 1.7.3 HotFix 3 Enhancements

- Audit trail records can now be exported to PDF. To export the audit trail records, right-click in the audit trail records pane. This feature lets users with read and write privileges, but no delete privileges for a folder export the audit trail records. The exported file shows a different display format than what is shown on the screen.
- A new Instrument Control Board (ICB) version 5 (ICB-5) is supported for SCIEX 3500 systems, SCIEX 4500 systems, SCIEX 5500 systems, SCIEX 5500+ systems, SCIEX 6500 systems, and SCIEX 6500+ systems.
- SCIEX 3500 systems, SCIEX 4500 systems, SCIEX 5500 systems, SCIEX 5500+ systems, SCIEX 6500 systems, and SCIEX 6500+ systems: A full configuration table header is added to the File Info for a data file that is acquired with Analyst 1.7.3 HotFix 3 or later to differentiate between ICB-4 and ICB-5.
- If an OptiFlow Turbo V ion source with the Nano probe is installed and **Scheduled Ionization** is not selected in the acquisition method, then the **IonSpray Voltage** stays on between sample runs. (AN-1721)
- The software supports the Operating systems Windows 10 version 21H2 and version 22H2.
- The software supports a newer version of the LC driver for the Shimadzu LC-40 system, Shimadzu LC-20/30 systems configured with the Integrated System Shimadzu LC-20/30 Controller, and ExionLC system.
- The sMRM Calculator script has been updated.

Analyst 1.7.3 HotFix 2 Enhancements

Analyst 1.7.3 HotFix 2 includes the enhancements that were included in the Analyst 1.7.3 HotFix 1 as well as support for the VICI Valco valve 2-position 10-port: UMDA-C10W.

Analyst 1.7.3 HotFix 1 Enhancements

- The option to use the deployment tool to do a new installation of the Analyst software 1.7.3 with the AAC security database is supported.
- Microsoft Office 2021 is supported. For a list of other supported versions of Microsoft Office, refer to the software installation guide for the Analyst software 1.7.3.
- A new plate layout is available for Shimadzu LC-40 autosamplers.

  The Alpha Deep Well MTP 96 plate, a 96 deep well plate layout with alphanumeric numbering starting from the bottom left of the plate, horizontally, is supported for Shimadzu LC-40 autosamplers. (AN-2758)

- A new plate layout is now available for Shimadzu SIL-30AC and SIL-30ACMP autosamplers configured with the Integrated System Shimadzu LC Controller or the Integrated System Shimadzu LC-20/30 Controller, with or without the Rack Changer.

  The Alpha Deep Well MTP 96 plate, a 96 deep well plate layout with alphanumeric numbering starting from the bottom left of the plate, horizontally, is supported. (AN-2223)
- The SIL-30ACMP autosampler can now be controlled using a Shimadzu LC-40 controller (AN-2707, AN-3037)
- The Analyst Administrator Console (AAC) 3.1 client is installed with the installation of Analyst 1.7.3 HotFix 1. (AN-2836)
- The driver for the ExionLC 2.0 system is updated to version 1.0.0.91 (AN-2759)
- The firmware for the ExionLC 2.0 system has been updated. Contact sciex.com/request-support to update the device firmware.
  - Use firmware version 6.21 for ExionLC 2.0 column switching valves.
  - Use firmware version 1.23 for ExionLC 2.0 autosamplers.

Fixed Issues in Version 1.7.4

Version 1.7.4 includes the changes made for issues fixed in Analyst 1.7.3 HotFix 1, HotFix 2, and HotFix 3.

The following issues have been fixed in this release:

The time shown for the Last Sample Finished in the File Information pane was incorrect for data files acquired with the Data File Checksum feature off.

If a datafile was acquired with the Data File Checksum feature not enabled, then the time shown for the **Last Sample Finished** in the File Information pane was incorrect. This issue has been fixed for data files acquired or samples appended in version 1.7.4 or later. (AN-3626, AN-1623)

The time was not shown in the Date and Time column in an audit trail for events that occurred at 12:00:00 AM

If an event occurred at exactly 12:00:00 am, then the time was not shown in the **Date and Time** column in the audit trail although the date was shown. (AN-3714, AN-1543)

Some audit trail records might have been overwritten if two QA reviewers at different computers opened a Results Table at the same time

The audit trail records from the first QA reviewer might have been overwritten by the records from the second QA reviewer if QA reviewers at different computers opened the Results Table at the same time. The issue only occurred if after the first QA reviewer closed the Results Table, the second QA reviewer did one of the following:

1. Clicked **No** in the Whether to Reload dialog.
2. Clicked **Yes** in the Whether to Reload dialog and subsequently clicked **Cancel** in the Adding Annotation dialog, if applicable.
3. Clicked **Yes** in the Whether to Reload dialog and subsequently clicked **Cancel** in the Save Quantitation Results dialog. (AN-3461)

In the File Information pane for some systems, the incorrect status or parameters that were not applicable were shown

In the File Information pane for a data file acquired with a SCIEX 3500 system, SCIEX 4500 system, SCIEX 5500 system, SCIEX 5500+ system, SCIEX 6500 system, or SCIEX 6500+ system, the status for flow of the Curtain Gas was **Bad** even if the flow reading was a valid value. There were also parameters that were not applicable to the pumps. After the issue was fixed, the **Interface Turbo Pump**, **Analyzer Turbo Pump**, **Backing Pump**, and **Interface Pump** parameters were removed. The **Turbo Pump** and **Roughing Pump** parameters were added.

For SCIEX 6500+ systems and SCIEX 6500 systems, there are two roughing pumps. The **Roughing Pump 1** and **Roughing Pump 2** parameters have been added to replace **Roughing Pump** parameter. (AN-1588, AN-2332)

A valid, but incorrect, number was shown in the Formula column although an invalid value "#DIV/0!" in the Calculated Concentration column was used for the calculation

If an invalid value "#DIV/0!" was shown in the **Calculated Concentration** column, and the value is used for the **Formula** column calculation, then a valid, but incorrect, number was shown in the **Formula** column. (AN-3578)

A different quantitation algorithm name was shown in the Analyst Reporter

Reports created from Analyst Reporter showed the quantitation algorithm as MQL instead of MQ III, which was used in the Analyst software. After the issue was fixed, the quantitation algorithm name in Analyst Reporter is the same as the name shown in the Analyst software. (AN-1510)

Users who were not individually added but belong to a group under the Analyst People tab could not use Instrument Optimization

If a user belonged to a group that was added to the Analyst software People tab, but was not individually added to People tab in Security Configuration, then this user would not be able to run **Instrument Optimization**. (AN-2575)

Greyed-out rinsing mode instead of NA was shown in File Information pane for data files acquired with a Shimadzu LC-30 system configured through the Integrated System Shimadzu LC Controller

If **External** was selected for **Rinse** type, then the **Rinse Port Liquid** field was not available in the acquisition method although the default **R1** was visible in the field. In File Information

pane, the text **R1** for the greyed-out **Rinse Port Liquid Selection** was shown instead of **NA**. (AN-1576)

Extracted wavelength chromatograms were not shown in reports created with the Analyst Reporter

For DAD data, no picture tags were available in the Analyst Reporter template. The extracted or single wavelength chromatograms for an analyte or internal standard could not be shown in the reports generated from the Analyst Reporter. (AN-1539)

Analyst Reporter tags IS_Peak_Area_for_DAD and IS_Peak_Height_for_DAD did not supply correct results

If the Analyst Reporter used a report template that contained the IS_Peak_Area_for_DAD tag, and the Results Table selected contained valid values in the **IS Peak Area for DAD** column, then, for DAD, the report that was created showed "N/A" for the **IS Peak Area for DAD**. The same issue occurred if a report template contained IS_Peak_Height_for_DAD. (AN-1497)

If a non-default Table Settings was used for a Results Table, then the audit map shown in the Settings tab might have been incorrect

When a non-default Table Settings was used for a Results Table, the audit map in the high level window in the Settings tab might have been incorrect and the modified date or time were not shown. However, the correct information was shown when users clicked **Details** for that audit map. (AN-3602)

The Analyst software might no longer respond if the Peak Review pane was printed for a Results Table

The Analyst software might no longer respond when the Peak Review pane for some Results Tables was printed, regardless of the printer used. (AN-2419)

If Scheduled Ionization was enabled, then the user could not type an RT value that was larger than the value in the Duration field in the Include List or Exclude List in an IDA method

If an IDA method had **Scheduled Ionization** enabled, then in the **Include List** or **Exclude List** on the Include/Exclude tab in the IDA Criteria, the user could not type an RT value that was larger than the unavailable value shown in the **Duration** field on the MS tab for the survey or dependent experiments. (AN-2090)

Instrument Audit Trail recorded NA in the User Name column for the Queue event when batches were moved

The Instrument Audit Trail recorded NA for the user who moved the batches in the queue. After this issue was fixed, the correct user and full user name is recorded in the Instrument Audit Trail if a user moves a batch. (AN-1347)

Issues Fixed in Analyst 1.7.3 HotFix 3 and Included in the Analyst Software 1.7.4

Images might not have been shown in large reports that were printed from the Analyst Reporter

The computer performance and the available memory can have an effect on report generation. On some computers, one or more images might not have been shown in large reports that were printed from the Analyst Reporter. In the report, `This image is not available` was shown as an alternative to an image of the correct chromatogram. Usually, this issue might have occurred if a Results Table contained multiple data files. (AN-3460)

A memory leak might have caused a batch to stop if a system with a Shimadzu LC was in operation for a long time while the StatusScope remote monitoring service was also in operation

If a system with a Shimadzu LC was in operation for a long time at the same time that the StatusScope remote monitoring service was also in operation, then a memory leak might have occurred and stopped the batch. The issue might occur with a Shimadzu LC-20/30 configured through the Integrated System Shimadzu LC-20/30 Controller, Shimadzu LC-40, or ExionLC system. (AN-3272)

A user who did not have delete permission for the `API Instrument\Instrument Optimization` folder could not run Instrument Optimization.

A user could not run **Instrument Optimization** if the user did not have delete permission for the `D:\Analyst Data\Projects\API Instrument\Instrument Optimization` folder. (AN-593)

The Analyst software might have stopped working or changed the sample type of the incorrect row if the Results Table had more than one analyte in Full Layout view, and the user changed the Sample Type column, and then, without clicking anywhere else, changed to another table layout.

If the user clicked on a different sample type in the **Sample Type** list while the Results Table was in Full Layout view, and then immediately selected a different table layout that decreased the total number of rows to be shown, the Analyst software might change the sample type of an incorrect row or the software might stop working. (AN-2654)

If the last experiment was deleted, then the value of the parameter in the first experiment in an acquisition method might have been changed

If a method had three or more experiments of the following scan types, whether the same kind or mixed, and if the last experiment was deleted, then the precursor ions, such as **product of** for **Product (MS2)** and **EPI** scan types, **1st precursor** and **2nd precursor** for the **MS3** scan type, **Precursor Of** for the **Precursor Ion (Prec)** scan type, or **Loss of** for the **Neutral loss** scan type in the first experiment were replaced with the precursor ions from the deleted experiment, regardless of whether the first and the deleted experiments had the same scan type. Other

parameters and the mass range remained for the original first experiment. The following scan types were affected:

- **EPI**
- **MS3**
- **Product (MS2)**
- **Precursor Ion (Prec)**
- **Neutral loss**

(AN-2276)

The sort feature for a column in the sMRM Calculator script might not have worked correctly if the number of digits before the decimal was not the same for all transitions for the MRM algorithm

If a method was opened in the sMRM Calculator script, then the option to sort the column in increasing or decreasing order might not have worked correctly. If the number of digits before the decimal for all MRM transitions in a column was the same (example: all RTs were above 1 but below 10 min), then there was no issue with the sort feature. There might have been an issue if some RTs were below 10 minutes and some were above 10 minutes (example: RT=1.2, 2.5, 10.6). (AN-1353)

Scheduled MRM (sMRM) Pro algorithm: File Information showed 0.0 for those transitions if, in the method, the MRM Window (sec) fields were left empty

When a method with the Scheduled MRM (sMRM) Pro algorithm was created, the user could type a value for the **MRM Window (sec)** field to supersede the **MRM detection window (sec)** set in the method. If the user left this field empty, then the transition used the **MRM detection window** for acquisition, but the File Info showed 0.0 in the **Window (sec)** column for that transition. (AN-270)

The Analyst Reporter might have created a Metric Plot that did not match the one shown in the Analyst software

When the Analyst Reporter created a report that contained a Metric Plot that used sample indices, then the plot looked different from the one shown in the Analyst software. In the report, the sample indices of the data points incorrectly started at 0, whereas in the Analyst software, the sample indices started at 1. (AN-1640)

If only some of the samples from a data file were included in the Results Table and if a point was excluded from a Metric Plot, then incorrect information might have been shown in the Details column in the Results Table audit trail records

If some samples from a data file were excluded from the Results Table, either because the user did not add all of the samples from the data file to create the Results Table, or if the user removed some samples from the Results Table after it was created, and if the user then excluded one or more points from the Metric Plot that was created from that Results Table, then

an incorrect sample name and number might have been shown in the **Details** column in the Results Table audit trail records. The issue only occurred if the point in Metric Plot that was excluded was for a sample that was acquired after the samples were excluded from the Results Table. (AN-1491)

If the Results Table contained multiple analytes, and if a user excluded or included a point from a Metric Plot, then incorrect information was shown in the Details column in the Results Table audit trail records

If a Results Table contained multiple analytes, then the exclusion or inclusion of an analyte point for a sample caused an incorrect analyte name for that sample to be shown in the **Details** column in the Results Table audit trail records. (AN-3369)

An incorrect UV picture tag was shown in the Analyst Reporter

The absorbance chromatograms in reports created by the Analyst Reporter might not have matched those in the Peak Review pane in the Results Table. The negative Y-axis, if there was negative absorbance, was not shown in the report, and the Y-axis was always set from 0 mAU to 1000 mAU regardless of if the Y-axis min was set or not. (AN-2046)

More Analyst software warnings than were necessary were written in the application event log

The following Analyst software warning was written over and over in the application event log: `The description for Event ID 3 from source Analyst cannot be found. Either the component that raises this event is not installed on your local computer or the installation is corrupted. You can install or repair the component on the local computer.` (AN-3196)

ADC data with an incorrect scale factor might be shown for configurations with an integrated system and A/D converter.

If a configuration with an integrated system that was added before the A/D converter in the hardware profile, such as MS + Shimadzu Integrated System + ADC, was used to acquire ADC data, then a different scale factor than what was expected was shown in Explore mode. This issue did not occur with hardware profiles where the integrated system was added last, such as MS + ADC + Shimadzu Integrated System. (AN-3321)

The content in Weight/Volume column for a sample was not shown in File Info

If a batch that had values entered in the **Weight/Volume** column on the Quantitation tab of the batch was submitted and acquired, then the **Weight/Volume** information was missing from the File Info of the data files that were acquired. (AN-3126)

sMRM Calculator script fixes and improvements:

- As in the Analyst software, the sMRM Calculator script accepts decimal places in the **Window** column. (AN-3364)

- All of the columns in the sMRM Calculator script can be sorted in alphanumeric order. (AN-3353)
- Warning messages give better information when a user enters an invalid value or loads a method that does not use the Scheduled MRM (sMRM) algorithm. (AN-3351, AN-3334, AN-3310)
- The sMRM Calculator script supports Scheduled Ionization acquisition methods. (AN-3312)
- The sMRM Calculator script can open a method that uses the Scheduled MRM (sMRM) algorithm in Mixed Mode. (AN-3311)

The transitions with Retention Time of 0 minutes were not shown correctly in the graphs in the sMRM Calculator script

A transition with a **Retention Time** of 0 minutes in a method that uses the Scheduled MRM (sMRM) algorithm was monitored throughout the run duration. However, in the sMRM Calculator script, this transition was not fully shown in the Method Overview graph, and is not fully included for counting or calculation throughout the run duration in the Concurrency and Cycle Time graphs. In addition, the MRM index on the Y-axis in the Method Overview was off by 1. Y-1 was shown even though it was supposed to be the Y value.

Note: The algorithm for dwell time calculation is not changed from the one used in previous versions. Refer to the section: Acquisition.

(AN-1620)

Issues Fixed in HotFix 2 and Included in the Analyst Software 1.7.4

The Analyst software stopped working when users printed from the File > Print > Workspace

If data, such as methods or Results Tables, was printed from the **File** > **Print** > **Workspace**, then the Analyst software stopped working even though the data was printed successfully. There is no issue if users print from the **File** > **Print** > **Window** or **File** > **Print** > **Pane**. (AN-2079)

The Quantitation Wizard added an incorrectly selected sample if one of the datafiles had a checksum error

In Quantitation Wizard, if users clicked **Add All Files** to add multiple datafiles to the **Selected Samples** list, and if one of the datafiles had a checksum error, then the datafile with a checksum error was not added but the sample from the next datafile that had a valid checksum or had no checksum was added twice. (AN-1653)

If data was being acquired with the Shimadzu PDA or ExionLC PDA in 2D mode with the slow sampling rate, then data acquisition occasionally stopped at the end of the run and did not move to the next sample

If an acquisition method that included a Shimadzu PDA or ExionLC PDA used the slow sampling rate, such as 2000 ms in 2D mode, to acquire data, then acquisition might have become stuck at the end of the run and did not move to the next sample in the batch. (AN-2980, AN-2975)

Users assigned a non-administrator role that had Overwrite Acquisition method access enabled but did not have delete rights enabled for the Analyst Data folder could not overwrite methods in Tune and Calibrate mode

A user with a non-administrator role that had **Overwrite Acquisition method** access enabled but did not have delete rights enabled for the Analyst Data folder could overwrite acquisition methods in Acquisition mode but not in Tune and Calibrate mode. (AN-2732)

If an internal standard was defined in the second period, then it could not be selected for use in the first period in the Analyst software 1.7.3 quantitation methods

If a user was making a quantitation method in the Analyst software 1.7.3 with or without HotFix 1 installed, then if the internal standard was defined in the second period, it could not be selected for use in the first period. (AN-2979)

Corrupted audit trail records might have been shown when special characters were used in the Change Description

If special characters such as a carriage return or a new line were used in the **Change Description** for an audited event, then corrupted audit trail records might have been shown. (AN-2733)

The Analyst software audit trail records showed the full name of the user instead of the display name

In the Analyst software versions 1.7.2 and 1.7.3 with or without HotFix 1 installed, the **Full User Name** field in the audit trail records showed the full names of the users instead of the **Display Names** that were stored in the Windows Server Active Directory. This behavior was different from what was shown in versions before 1.7.2. After the fix, the **Display Names** are shown in the **Full User Name** field in audit trail records. (AN-2447)

The File Info might show incorrect information for some Agilent pumps that were directly controlled by the Analyst software

If Agilent 1260 pumps were directly controlled by the Analyst software and not controlled using the Analyst Device Driver, then the values for the **Max Pressure Ramp** and **Max Flow Ramp** reported in the File Info were interchanged. In addition, the **Max Flow Ramp Up** and **Max Flow Ramp Dn** information was shown in the File Info for all Agilent pump models that were directly controlled by the Analyst software even though they only applied to the Agilent 1290 G4220A and Agilent 1290 G4220B pump models. (AN-2754)

A target project was not made if there was a double backslash in the middle of a network path for the Project Source Directory and Project Destination directory

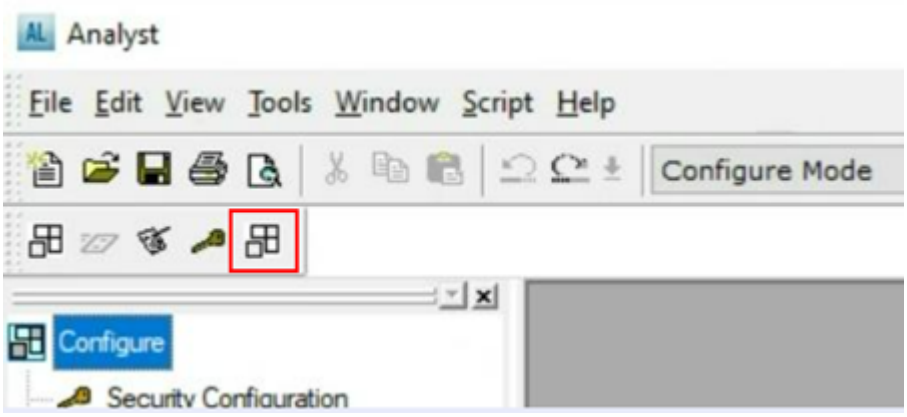
The Analyst software does not generate a double backslash (\\) in the middle of a network path for a project. However, for some reason, if the user copied a project in the Analyst software, and

if a \\ was in the middle of a network path in both the **Project Source Directory** and **Project Destination directory** fields, then the Analyst software was unable to make the target project. The workaround was to replace the double backslash (\\) with a single backslash in the **Project Source Directory** field. (AN-2568)

The toolbar in the Analyst software did not refresh correctly after the user clicked the icon for the Administrator Console Connectivity Settings.

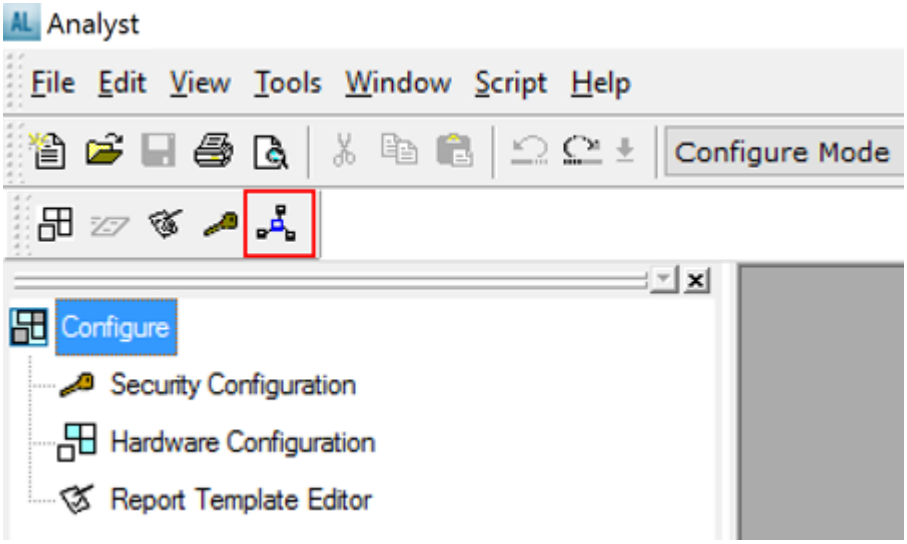
In **Configure** mode, after the user clicked the icon for the **Administrator Console Connectivity Settings** in the toolbar, the right side of the toolbar, where there are no toolbar icons, could not be seen.

Figure 2-1 AAC Icon (Old)



This issue is fixed in this release. This HotFix introduces a new icon, shown in the following figure, for the **Administrator Console Connectivity Settings** and a tooltip, **AAC settings**.

Figure 2-2 AAC icon (New)



(AN-1204)

Positive and negative spikes could have been shown in PDA data acquired in 2D mode

If PDA data was acquired in 2D mode with a Shimadzu SPD-20 or SPD-30 configured through the Integrated System LC-20/30 Controller, or a Shimadzu SPD-40, or an ExionLC PDA, then positive and negative spikes could have been shown if the acquisition method used a high sampling rate and included more than one channel. (AN-3022)

A user could still use the Analyst software in Mixed Mode after the Analyst software had been screen locked

If a user logged on to the Analyst software workstation using a VPN, or disconnected from the network when the Analyst software screen was locked, then an `Unspecified error` message was shown. If the user waited for approximately 20 seconds, and then clicked **OK** in response to the error message, then the unlock screen dialog was shown. However, the user still could use the Analyst software while the unlock screen dialog was shown. (AN-3004)

Users might have not been able to edit or create report templates in Microsoft Office

On a workstation with Microsoft Office 2013, 2016, 2021 or Office 365 installed, and with a very high level of security policy applied, users might have gotten a certificate error for `TemplateContentControlManager.vsto` when they tried to open any reporter template for the first time on the computer. As a result, this add-in required for editing templates could not be installed because the file `TemplateContentControlManager.vsto` was not digitally signed. After this HotFix is installed, users can install this add-in with Microsoft Office 2013, 2016, 2021 or Office 365. Users can also edit or make a report template in Microsoft Office 2013, 2016, and 2021. Depending on the version of Office 365, users might not be able to edit or make a report template in Office 365. If this issue occurs, then contact sciex.com/request-support. (AN-3202)

The Analyst Reporter might have grouped some analytes incorrectly and might not show data for some of the analytes

This issue occurred if analytes that belonged to different analyte groups had names that started with the same characters and one of these analytes ended in 1. For example:

- Morphine 1
- Morphine 2
- Morphine Dihydro 1
- Morphine Dihydro 2

These analytes should be in two separate analyte groups, but the Analyst Reporter incorrectly put all of the analytes in one group. In addition, some of the analytes were not printed in the report. Instead, one of the analytes was reported multiple times to replace those that were not reported.

After the fix is installed, if analytes are to be included in same analyte group, then the analyte names must end with a space and then an integer, and the characters from the start of the analyte name to immediately before the last space character must be the same. Analyte names have always been case sensitive. Thus, Morphine 1 and Morphine 2 are in the same group, and Morphine Dihydro 1 and Morphine Dihydro 2 are in the same group. However, analytes with names such as QAXL 357 1 and QAXL 225 2 would not be in the same group. To put these analytes in the same group, the user must rename the analytes. (AN-1645)

If a Reporter template was made with a newer version of Microsoft Word, then an extra empty line might be printed for each analyte or sample

SCIEX has tested versions of Microsoft Word from 2016 and 2021. If the **For Each** tag was used in a Reporter template that was made with a newer version of Microsoft Word, then the printed Results Table report might contain an extra empty line for each analyte or sample. If the **If** condition was not met for some analytes or samples, then the report contained a large blank space between analytes or samples, depending on how many samples or analytes did not meet the condition. This issue occurred because newer versions of Microsoft Word introduced a hidden empty line after the **For Each** tag. The empty line could not be removed when the template was made because the line was hidden. (AN-3104)

The exported text file and PDF file for a Results Table showed an error if the Analyte Slope Baseline column data started with a -7

If a value in the **Analyte Slope Baseline** column of a Results Table started with –7, for example `-7.0054e001`, then the exported text file and PDF file of the Results Table showed `#DIV/0!` for that value. (AN-3254)

Issues Fixed in HotFix 1 and Included in the Analyst Software 1.7.4

Shimadzu LC-40 systems: The Analyst software batch stopped intermittently if non-default values for the autosampler rinse mode and rinse method were selected

If the Shimadzu LC-40 system was used with the Analyst software 1.7.3, then the batch might stop if, in the LC method, `non-default` values were selected for the autosampler rinse mode and rinse method. (AN-2901)

Batch submission failed when a specified rack was selected in the acquisition method for Shimadzu 20/30 autosamplers that had a rackchanger configured for use

If a Shimadzu autosampler with a rackchanger that was configured for use through the Integrated Systems Shimadzu LC20/30 Controller was used, then the batch submission failed if the **Specify Rack** option was selected in the acquisition method. (AN-1806)

Batch submission might have failed if a specified rack was selected in the acquisition method for Shimadzu 20/30 autosamplers that did not have a rackchanger configured

If a Shimadzu autosampler that did not have a rackchanger configured through the Integrated Systems Shimadzu LC20/30 Controller was used, then the batch submission failed if the **Specify Rack** option was selected and **Rack 1.5 mL 105 vial** or **Rack 1.5 mL 70 vials** was used in the acquisition method. (AN-2805)

If the Analyst Classic quantitation algorithm was used to quantitate poorly separated small peaks, then a smaller peak area than expected might be calculated when an atypically large value for the Separation Height or Separation Width was used for integration

If the Analyst Classic quantitation algorithm was used to calculate the area of a small peak that is on the shoulder of a large peak that eluted before or after the small peak, then the automatic integration that used an atypically large value for the **Separation Height** parameter, such as `0.6` (default is `0.01`), or the **Separation Width** parameter, such as `4.0` (default is `0.2`) could cause the peak area to be calculated with a lower value than if the peak area was integrated manually.

This issue might only occur if peaks that are not well separated are integrated. The issue has been fixed for any Results Table that is made using the Analyst 1.7.3 HotFix 1 or later. If a Results Table was created using the Analyst software, version 1.7.3 or an earlier version, then opening or editing the Results Table or updating other integration parameters in Analyst HotFix 1 or a later version will not cause the new peak area calculation. To update the calculation for an analyte, in the Results Table, change the quantitation method by removing the analyte and then adding the analyte back. Click **Tools** > **Results Table** > **Modify Method**. The peak area will be calculated for the newly added analyte. (AN-2844)

In the Analyst Administrator Console (AAC) users could add projects from multiple Project Roots but the Analyst software could only access projects from one Project Root

In the AAC, the **Workgroup** > **Projects** node let projects from multiple Project Roots be added. However, in the Analyst software, only projects in the Project Root that was created first were accessible by the user. In the Analyst 1.7.3 HotFix 1 and later versions, the user can access projects from different Project Roots using the Root Selection dialog when the Analyst software is opened. (AN-2565)

Opening the File Info pane when multiple data files were open in the Analyst software Explore mode might slow system performance

If different data files were open in Explore mode, if each of the data files had File Info open, and if the user clicked **Show Next Sample**, **Show Previous Sample**, or **Go To Sample** to move to a different sample for one of the data file windows, then the system performance might be slow when the File Info pane was updated. (AN-2843)

Deactivating a hardware profile that included the ExionLC 2.0 system might intermittently fail

Intermittently, when a user tried to deactivate a hardware profile that included the ExionLC 2.0 system, the following error messages are shown: `The remote procedure call failed` or `The RPC server is unavailable`. To resolve this issue, close and then open the Analyst software. (AN-2766)

Analyst 1.7.3 Patch for Shimadzu LC30 & LC40 Plate Layout (AN-2771)

This patch is included in HotFix 1. The patch gives support for a new plate layout for the Shimadzu SIL-30ACMP and Shimadzu SIL-30AC autosamplers configured through the Integrated System Shimadzu LC Controller or the Integrated System Shimadzu LC-20/30 Controller, and for supported Shimadzu LC-40 autosamplers (AN-2223, AN-2758).

- 96 deep well plate layout with alphanumeric numbering starting from the bottom left of the plate. The following Rack Codes are available in the Batch Editor:
  - Shimadzu SIL-30ACMP and SIL-30AC: Alpha Deep Well MTP 96
  - Shimadzu LC-40 autosamplers: Alpha DWP 96

The following are applicable when the new plate is selected for the Shimadzu SIL-30ACMP and Shimadzu SIL-30AC autosamplers, or for a supported Shimadzu LC-40 autosampler:

- The locations in the Batch Editor are assigned numeric values, arranged horizontally.
- The Batch Editor supports the "fill down" feature.
- The Batch Editor can export to `txt` and `csv` files.
- The Batch Editor can import from `txt` and `csv` files.

Notes on Use 3

The following is a list of known issues, limitations, and important notes on using the software. There might be other issues or limitations with the Analyst software in addition to those listed in this section. If you find additional issues, contact SCIEX at sciex.com/request-support.

In general, if the Analyst software is not responding, then restarting the software might help. If this does not work, then restart the computer to make sure that the AnalystService and device drivers restart.

Guidance for Antivirus and Backup Software

Many widely-used applications can be configured to either disable real-time protection or ignore certain file types (for example, rdb, wiff, and wiff.scan). Failure to configure them in this way might result in either failed acquisitions or acquisitions that take longer to complete than expected.

In general, the antivirus or backup software on the Analyst software acquisition workstations should be configured in a manner that disables real-time scanning and archiving of files in the `Analyst Data` folder. For more information, refer to the section: Cybersecurity.

Exclude the following list of programs from consideration by real-time scanning:

- `C:\Program Files(x86)\Analyst`
- `D:\Analyst Data`

If the Agilent Infinity II, CTC PAL3, and the associated Device Driver for the Analyst software is used:

- `C:\Program Files (x86)\AB SCIEX\AnalystDeviceDriver`

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

Guidance on File Encryption

When using software to encrypt the contents of your hard drive, make sure that the `Analyst Data` folder is not encrypted. Encrypting this folder might result in failed acquisitions or corrupted data files.

General

- We recommend that the computer be restarted at least once a week.
- As of version 1.7.4, the ShowMe.exe is not installed.

- Microsoft Office compatibility
  - As of version 1.7.4, Microsoft Office 2013 is not supported.
  - Microsoft Word 2016, Microsoft Word 2021, or Office 365 must be installed.

    Note: Microsoft Office 365 ProPlus is not compatible with computers with the Windows 10 LTSB/LTSC operating systems.

  - Microsoft Word 2016 or 2021 is required to make, open, or edit the report templates used in the Reporter software. Microsoft Office 365 cannot be used to create, open, or edit report templates that are used in the Reporter software. However, the Analyst software is compatible with Microsoft Office 365 for all other functions. Microsoft Office 365 can be used to generate a report in Instrument Optimization, and in Analyst Reporter with a report template that was installed with the software, or with a report template that was created with Microsoft Office 2013, 2016, or 2021.
  - For some reporter templates, an empty line in an empty section in a reporter template does not show in the corresponding section in the report that was generated using this template. To fix this issue, in the reporter template, add a space in the first empty line in the empty section where the empty line is missing in the related report. Save the reporter template with a different name and then use it to generate reports. This behavior change is because of an Analyst software update that was made for the reporter templates that were changed in Microsoft Office Word version 2016 or later.
- As of version 1.7.4, the **Set configuration as default for new projects** option in the Create New Project/Subproject dialog is no longer available. (AN-1730)
- As of version 1.7.4, MSXML version 4 is no longer installed by the Analyst software.
- As of version 1.7.3, the About Analyst dialog has been changed to include the software version information in the following format, without a build number:
  - Analyst software
  - Published Version: 1.7
  - Full Version: 1.7.3 (1.7.3 HotFix 3)
- The special characters $ and % are not supported in the Analyst software for user names. Avoid using these special characters in user names. (AN-2369)
- As of version 1.7.3 to decrease the risk of instrument contamination, the default CUR setting has been changed to 35 for SCIEX 3500 systems, SCIEX 4500 systems, SCIEX 5500 systems, SCIEX 5500+ systems, SCIEX 6500 systems, and SCIEX 6500+ systems.
- Do not start Analyst software file names with “-“ or any other special characters. This is applicable to files including, but not limited to, data files, method files, and Results Table files. It is highly recommended to start the file name with an alphanumeric character. (AN-2430)

- Because virtual machines can be complex, it is not possible to test or support every configuration of virtual machines. Therefore, SCIEX limits support to physical, supported computers.
- Avoid the use of illegal characters or names for the Analyst software file name and a file path for an Analyst root directory. The Analyst root directory path works the same as the path in the Windows operating system. Do not use the following characters in the Analyst software file names and paths to the Analyst root directory, as in the Windows operating system.
  - # pound
  - % percent
  - & ampersand
  - { left curly bracket
  - } right curly bracket
  - \ back slash
  - < left angle bracket
  - > right angle bracket
  - * asterisk
  - ? question mark
  - / forward slash
  - blank spaces
  - $ dollar sign
  - ! exclamation point
  - ' single quotes
  - " double quotes
  - : colon
  - @ at sign
  - + plus sign
  - ` backtick
  - | pipe
  - = equal sign
  - emojis
  - alt codes

In addition to these characters, do not start or end the name of a file with a space, period, hyphen, or underline.

File and folder name validations are done by the Windows operating system and not by the Analyst software. Do not use the following file names that also cannot be used in the Windows operating system:

CON, PRN, AUX, NUL, COM0, COM1, COM2, COM3, COM4, COM5, COM6, COM7, COM8, COM9, LPT0, LPT1, LPT2, LPT3, LPT4, LPT5, LPT6, LPT7, LPT8, and LPT9. (AN-3273)

- As of Analyst 1.6.3 HotFix 2, the results file for the Instrument Optimization results summary is printed in PDF format. A supported version of Microsoft Office must be installed.
- Only the files installed by the Analyst software should be stored in the `D:\Analyst Data\Projects\API Instrument\Instrument Optimization\settings` folder. Customized csv files stored in this folder are not supported. (AN-1522, AN-1551)
- **Domain** field is not available in the Analyst - Logon Information dialog. The **Domain** field has been removed from the Analyst - Logon Information dialog if the software is configured to use Mixed Mode security. The user name field can be in SAM (`domain\username`) or UPN (username@domain.com) format. (AN-1564)
- Do not modify the computer date and time after the Analyst software is installed. Make sure that the computer date and time is correct on the computer before installing the Analyst software. After the Analyst software is installed, manually modifying the date and time will invalidate the license and cause users to be unable to log into the Analyst software.
- Workstation recommendations: If a customer-supplied computer is used with the system, then a best effort will be made to support and troubleshoot any issues. However, in some cases, a standard SCIEX-supported computer configuration will be required for further investigation.
- **Network Environment**

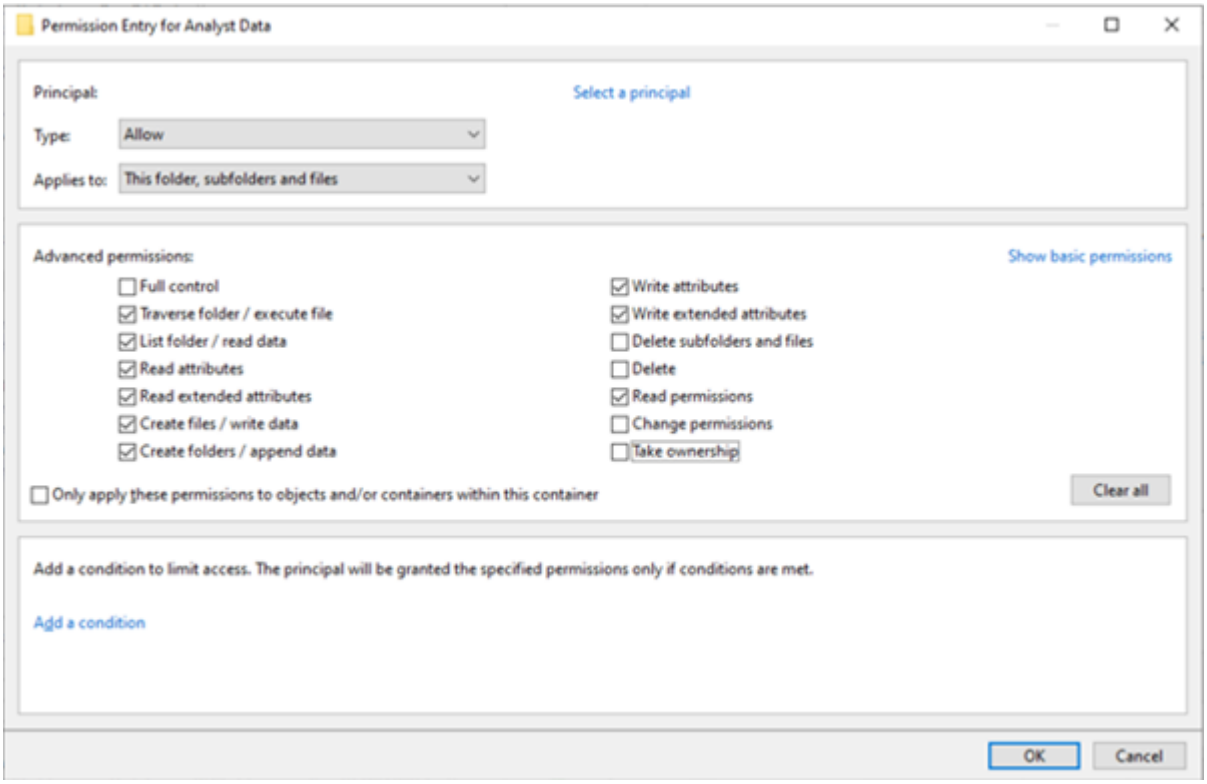
  The Analyst software supports the Windows-based LAN networks.
- **File Server**

  The Analyst software only supports Windows-based file servers. We recommend that the file server be in the same building as the mass spectrometer. Contact Microsoft or the hardware and software vendors for specification recommendations.

  Note: Previously, Windows Server 2008 R2 and 2012 were specifically mentioned. During testing we have found that compatibility is not version-dependent.
- The minimum advanced permissions required by the Analyst software to store a result file: For the minimum permissions required to store a result file, refer to the following figure. (AN-1994)

  Note: If the user of the Analyst software is in multiple domain user groups, then the folder permission for the user is a cumulation of the permissions assigned to each of these groups.

Figure 3-1 Permission Entry for Analyst Data Dialog



- The toolbar in the Analyst software might not refresh correctly when scaling is changed. The toolbar might not refresh correctly under the following conditions:
  - The user moved a remote desktop session window in which the Analyst software was open from one monitor to another with a different monitor scaling setting, minimized the software window, and then maximized it.
  - The user connected remotely to a workstation with the Analyst software installed from a computer using a monitor with a different scaling setting from what was set on the workstation monitor, logged on the Analyst software and left the software open, ended the remote session, and then logged on directly to the workstation on which the Analyst software was left open.

  The right side of the software toolbar where there are no toolbar icons cannot be seen. If users change between modes, then the toolbar icons from the previous mode might persist in the user interface and cannot be clicked, and some icons on the toolbar look like they are shown twice. The workaround is to close the Analyst software and then open it again. This is a Microsoft behavior where some applications do not respond to scaling changes until the applications are closed and then opened. To prevent the issue during a remote desktop session, make sure that the Analyst software is closed before the remote desktop session is stopped, and then start the next remote desktop session. Do not move the remote desktop session between monitors with different scaling settings. Alternatively, use the same scaling

setting on all monitors connected to the computer used to connect remotely to the Analyst software. For example, set all monitors to 125% scaling. To prevent any display issues, when logging on directly to the Analyst workstation, make sure to close the Analyst software before stopping the last remote session or use the same scaling setting on monitor on the workstation with the Analyst software and the monitor on the remote desktop. (AN-3205)

- All associated Analyst software folders or files must be created or edited in the Analyst software to maintain 21 CFR traceability. File and folder level permissions for users must be set in accordance with the standard operating procedures of the laboratory.
- CTC PAL autosamplers (HTC and HTS models) will not be compatible for instrument control or data review as of version 1.7.4. When the File Info is opened for a datafile that was acquired with a CTC PAL autosampler and an earlier version of the Analyst software, the CTC PAL method description is not shown.
- National Instrument ADC card support: The older model of National Instrument ADC card (PCI-6032E) is not supported in Analyst 1.7.3 HotFix 2 or later versions.
- Each time a hardware profile is activated, the time stamp of its `hwpf` file in Windows Explorer changes. By design, when a hardware profile is activated, the time stamp of its `hwpf` file changes. This is because specific parameters must be read from the mass spectrometer and the hardware profile manager to update the `hwpf` file during the activation process. (AN-1803)

Acquisition

- Compound Optimization is only supported in local acquisition and not for network acquisition. (AN-3591)
- During acquisition, do not change or modify software settings or configurations. (AN-1545)
- Each acquisition method and LC configuration is specified for each hardware profile.
  - If a user edits the hardware profile for a specified LC configuration, for example, the solvent valve for an ExionLC pump, then the acquisition methods created with the original hardware profile must be saved again, after the edited hardware profile is activated. The settings in the LC method must match the settings for the LC devices in the hardware profile.

    If the LC settings of a hardware profile are changed and the updated hardware profile is activated, and if a method that was created with the original LC settings is used to acquire data, then the some LC settings from the original hardware profile might be used to acquire data. The LC settings in a hardware profile are saved in the acquisition method even though that LC setting is not included in the acquisition method editor. (AN-2455)
  - If a hardware profile with a Shimadzu LC-20 series autosampler that has one of these rinse mode options selected: **before aspiration**, **after aspiration**, or **before and after aspiration** is edited and the **Rinse Pump Installed** check box is cleared, then any acquisition methods that were created with the original hardware profile must be saved again after the hardware profile that was edited is activated. (AN-1143)

- As of the Analyst software 1.7.3, the **Settling Time** field for Scheduled MRM (sMRM) algorithm experiments is not available to be edited for all mass spectrometer models except for SCIEX 6500 systems and SCIEX 6500+ systems. For other mass spectrometer models, the values being used are defined in the software and cannot be changed in the user interface of the Method Editor.
- A change made manually to a cell in the Batch Editor takes effect only after the user clicks outside of the cell that was changed. In a batch, after a change is made manually to a cell, such as to change to a different vial position, the software does not update the value until the user clicks a different cell or tab, or presses **Enter** on the keyboard. If a user makes a change to a cell, does not move the cursor, and then saves the batch, then the change is not saved. (AN-3384)
- **Network acquisition: Special Acquisition Administrator Account**

  If the **Special Acquisition Administrator Account** is not used for network acquisition, then the user logged on to the Analyst software must have **Delete** permission for the `WIFF_CACHE_BACKUP` folder in the `D:\Analyst Data` folder. If the **Special Acquisition Administrator Account** option is used, then the user logged on to the Analyst software does not need access permission for the `WIFF_CACHE_BACKUP` folder in `D:\Analyst Data` folder. However, the **Special Acquisition Administrator Account** must have, at a minimum, **Modify** permission, with **Delete** permission included for the `WIFF_CACHE_BACKUP` folder. For more information about the **Modify** permission, refer to the following figure. (AN-1994)

  Figure 3-2 Advanced Permissions

- To prevent network-related acquisition issues, use a Special Acquisition Administrator Account for network acquisition. For more information about the **Special Acquisition Administrator Account**, refer to the Analyst software document: *Laboratory Director Guide* or *Help*.
- Acquisition methods containing four pumps and created in a version earlier than the Analyst 1.7 with HotFix 3 cannot be opened in newer versions of the Analyst software. If an acquisition method uses four pumps and is made in a version earlier than the Analyst software 1.7 with HotFix 3, then this method cannot be opened in the Analyst software 1.7 with HotFix 3 or in newer versions of the Analyst software. The method must be made again using the new hardware profile made in the Analyst software 1.7 with HotFix 3 or a later Analyst software version. (AN-2818).

- Acquire each sample to a different data file if an ExionLC PDA or a Shimadzu PDA is used. We recommend that each sample be acquired to a separate data file if an ExionLC PDA or a Shimadzu PDA is used. Doing so can prevent intermittent batch stoppages that are caused when large amounts of data are written to a single file. (AN-1823, AN-2920, AN-2901)
- In Analyst 1.7.3 HotFix 3 and later versions, the Method Overview, Concurrency, Cycle Time and Dwell Time graphs in the sMRM Calculator script are updated to show the behavior during acquisition where transitions with a retention time of 0 minutes are collected for the entire run duration. However, the dwell time calculation algorithm used in both the sMRM Calculator script and Scheduled MRM acquisition in the Analyst software stays the same as in earlier versions. That is, for dwell time calculation only, the transitions with a retention time of 0 minutes are treated as transitions to be run from 0 minutes to 0 plus half of the detection window time, and for any transitions scheduled to be run after that, those transitions are not considered as concurrent transitions with the ones with RT=0. This is by design. In addition, in Analyst 1.7.3 HotFix 3 and later versions, the transitions with a retention time of 0 minutes are shown as RT=half of the run duration for methods without **Scheduled Ionization** selected, or as RT=half of the (Stop Time - Start Time) for methods with **Scheduled Ionization** selected, in the Dwell Time graph in the sMRM Calculator script because these transitions are run throughout the run duration.
- The GS2 parameter is not used for acquisition if the APCI probe is used. If an APCI probe is used to acquire data, then the **Ion Source Gas 2 (GS2)** parameter is not used, even though a value for **Ion Source Gas 2 (GS2)** is shown in the File Info for the data.

  If a user creates a method with a heated nebulizer (APCI) probe, then while the default value of **Ion Source Gas 2 (GS2)** of 0 is used in the **Parameter Settings**, the **Ion Source Gas 2 (GS2)** parameter in the method is not available and a value of 0 is shown. The value of 0 is shown in the File Info for data acquired with the method.

  However, if the method used for acquisition with the APCI probe was created with a TurboIonSpray (TIS) probe, or if the method was created with an APCI probe but the **Ion Source Gas 2 (GS2)** had a non-zero value set in **Parameter Settings**, then the **Ion Source Gas 2 (GS2)** value shown in File Info is the **Ion Source Gas 2 (GS2)** value set in the TurboIonSpray (TIS) probe method or the **Ion Source Gas 2 (GS2)** value from the **Parameter Settings**.

  To prevent any issues, we recommend that methods be created after the hardware profile with a heated nebulizer (APCI) probe is activated, and that the **Ion Source Gas 2 (GS2)** field be set to 0 in **Parameter Settings**. The **Ion Source Gas 2 (GS2)** value in File Info would always be 0. If a non-zero value is set in the **Parameter Settings**, then the **Ion Source Gas 2 (GS2)** field that is unavailable in the acquisition method would also have a non-zero value, although this field is not used. (AN-3389)
- Delay Time behavior in an MRM scan is different from a Scheduled MRM (sMRM) scan: For a period that contains dynamic scans such as a Scheduled MRM (sMRM) algrorithm experiment, a scan using DFT, or IDA experiments, the delay time should be less than the period duration. The MS acquisition duration is the **Duration** minus the **Delay Time** in minutes, and the MS period duration is the Duration. For a period that contains only

non-dynamic scans such as one or more MRM experiments without being looped with a Scheduled MRM (sMRM) or a scan using DFT or an IDA criteria, the MS acquisition duration is the **Duration**, and the MS period duration is the **Duration** plus the **Delay Time** in minutes.

- Compound Optimization is only supported in local acquisition and not in network acquisition. (AN-3591)
- Scheduled MRM (sMRM) algorithm experiment limit:

  For SCIEX 3200 systems, SCIEX 4000 systems, and API 5000 systems, to maintain optimum system performance, a Scheduled MRM (sMRM) algorithm, non-IDA experiment should not exceed 1,000 transitions and three dependent parameters. A Scheduled MRM (sMRM) algorithm, IDA experiment should not exceed 1,000 transitions and two dependent parameters. If the experiment exceeds these limits, then the Analyst software might stop responding and the user must restart the instrument and reactivate the hardware profile. Reduce the number of transitions to increase the number of dependent parameters.

  For all the other series systems, the limit is 4,000 transitions with three of the four dependent parameters (CE, DP, EP, CXP).
- For successful acquisition, make sure that the file path to the `Acquisition Methods` folder is 128 characters or less. Also, to save the batch, make sure that the batch file path, which includes the `dab` extension, is less than 128 characters.

Analyst Reporter

- As of Analyst 1.7.3 HotFix 2, the analyte grouping behavior in the Analyst Reporter has changed. If analytes are to be included in same analyte group, then the analyte names must end with a space and then an integer. Characters from the start of the analyte name to immediately before the last space character must be the same. Analyte names have always been case sensitive. Thus, "Morphine 3" and "Morphine 4" are put in the same group, and "Morphine Dihydro 1" and "Morphine Dihydro 2" are put in the same group. However, analytes with names such as "QAXL 357 1" and "QAXL 225 2" would not be put in the same group. To put these analytes together, the user must give the analytes a different name.

  Before, if analytes belonged to different analyte groups, they had names that started with the same characters, and a minimum of one analyte had a name that ended in " 1", then the analytes were put in the same group. For example:

  - Morphine 1
  - Morphine 2
  - Morphine Dihydro 1
  - Morphine Dihydro 2

  (AN-1645)
- The Print Automatically function in **Analyst Reporter** does not print HTML reports. If Analyst Reporter is used to create reports and the output format **Html** is selected, then do not select

the **Print Automatically** check box. Although an HTML report can be created successfully, the **Print Automatically** function does not operate because of limitations in the Windows 10 operating system. To print documents automatically, select the **Word** or **Pdf** output format. If the output format is `PDF` and **Print Automatically** is selected, then make sure that Adobe Reader is set as the default program to open `PDF` files. (AN-3279)

Audit Trail

- If special characters or non-English characters are in a batch file name, file path, or the Analyst Root Directory path or folder, then the error message `**Error** UNABLE TO DISPLAY CONTENT – Invalid file path` is shown in the **Change Description** column for the related audit trail records under Audit Trail Data in the Audit Trail Manager.

  To see full content of the records for the quantitation audit trail, click the **Show Audit Trail** icon (), which is found on the toolbar when the Results Table is open. If required, to print the quantitation audit trail records, click **File** > **Print**. (AN-1526)

- To make sure that all audited events are recorded in the Audit Trail, the users logged on to Microsoft Windows and to the Analyst software must have **Modify**, **Read & execute**, **List folder contents**, **Read**, and **Write** access to the `API instrument` folder. The user who logs on to the Analyst software must also have **Modify**, **Read & execute**, **List folder contents**, **Read**, and **Write** access to the applicable project folders.

  To make sure that the “Unsuccessful user login attempt as Domain\user” event is written in the Audit Trail, users who log on to Microsoft Windows must have the following rights: **Modify**, **Read & execute**, **List folder contents**, **Read**, and **Write**. To show who tried to log on to the Analyst software, the name of the user who logged on to Microsoft Windows is written in the **User Name** column for the event in the Audit Trail because the Microsoft Windows user is used to write this event.

  A user that logs on to the Analyst software must have the following rights to the API Instrument folder: **Modify**, **Read & execute**, **List folder contents**, **Read**, and **Write**, for the “User successfully logged in” and “User successfully logged out” events to be written in the Audit Trail. The name of the user who is logged on to the Analyst software is used to write these audit events. (AN-3550)

  CAUTION: Potential Loss of Data: Acquire data to a local drive. In the case of network data acquisition, there is the possibility of loss of data integrity if the network connectivity is interrupted during acquisition.

- Do not add or delete the Analyst software files with File Explorer. Such an event is not audited by the Audit Trail in the Analyst software. (AN-967)
- Do not create a project with the name `API Instrument` on a network root directory. Doing so causes instrument audit trail events to be recorded in the API Instrument project on the network instead of the local API Instrument project. (AN-2290)

- In the Audit Map Settings for the Instrument Audit Trail, the following events, even if they are selected in the **Audited** column, are not used to audit events related to the Resolution Table or Calibration Table in the Analyst software:
  - Resolution Table(s) replaced
  - Resolution Table added
  - Mass Calibration Table and Resolution Table changed

  Instead, the following four events are used for auditing the events of adding or changing the Resolution Table or Calibration Table:

  - Resolution Table replaced - No Prompt

    This event is used to audit Resolution Table changes using any method and to audit the printing of the Resolution Table.
  - Mass Calibration Tables replaced

    This event is used to audit Calibration Table changes made ONLY in the editor and to audit the printing of the Calibration Table.
  - Mass Calibration Table added

    This event is used to audit when a new Calibration Table is created.
  - Mass Calibration Tables replaced - No Prompt

    This event is used to audit the Calibration Table changes made through all the other methods other than those previously stated.

  Therefore, the use of the Full Audit Map for the Instrument Audit Trail, whether or not the Full Audit Map triggers an E-signature for the Calibration Table change, depends on how the changes were made, that is, in the Instrument Data Editor, by Instrument Optimization, through the Analyst Access Object (AAO), or in the advanced calibration table. A change to the Resolution Table, however, does not trigger an E-signature.
- The wiff and corresponding wiff.scan files are considered to be one data file and the file names must be identical. Do not rename part of the data file. Changing part of the data file name prevents the Audit Trail from recording the event correctly when a user attempts to open the data file. (AN-1370)
- Make sure that there is sufficient empty space on the `C:\` drive for the audit trail for the Analyst software to function correctly. If the drive is full, then the audit trail might show 0 records, depending on the audit trail (atd) file size. If the `C:\` drive becomes full, free up some space, and then the audit trail will show all of the records. (AN-1722)
- On a computer configured with the Windows 10 operating system, if the user who logs on to the Analyst software in Mixed Mode is a different user than the user who is logged on to the computer, then the Audit Trail record printing function is not available. The Windows 10 component that the Analyst software uses to print has a known limitation that prevents

different users from printing. In addition, opening the Analyst software as a different user in Integrated Mode or Single User Mode is not supported. (AN-1358)

- The audit map for a Results Table has a different Modified date and time than the Modified date and time shown under the Projects node or in a Windows folder. In the Audit Trail Manager, the audit map associated with a Results Table (accessed under the Results Tables node) might have a different **Modified** date and time from its **Modified** date and time shown with the project node (accessed under the Projects node) or in a Windows folder. This can happen with Results Tables created with the factory-installed audit maps (cam files in the `Project Information` subfolder). To resolve this difference, in the Audit Trail Manager, select a project under the Projects node and then open the Settings tab. Select each factory installed audit map and then click **Save**. From this point on, the audit map dates and times for Results Tables created with the audit maps will match the dates and times shown with the project node.

  This issue is applicable to all of the project folders that existed before the upgrade to the Analyst software 1.6.3, and to the customer-created project folders (project folders other than `API Instrument`, `Default`, and `Example`) on an installation of the Analyst software 1.6.3 using an existing `Analyst Data` folder where no Analyst software is currently installed (Analyst software re-installation). The Analyst software 1.6.3 fresh installation using an existing `Analyst Data` folder and the three installed folders, `API Instrument`, `Default`, and `Example`, would not have this issue.

- The audit trail Full User Name column has changed.

  In the Analyst 1.7.1 Patch for RODC Network, the Analyst software 1.7.2, and the Analyst software 1.7.3 with or without HotFix 1, the audit trail **Full User Name** column shows the **Full Name** of the user account, as stored in the Windows Server Active Directory. The **Display Name** and **Full Name** of the user account are typically the same, but they do not have to be. The network administrator can make them different.

  However, from Analyst 1.7.3 HotFix 2 and later, the audit trail **Full User Name** column shows the **Display Name** of the user account, as saved in the Windows Server Active Directory, unless the **Display Name** field is empty in the Active Directory, in which case the **Full User Name** is shown.

  Note: The e-mail address of the user (the logon name used for the Analyst software) will be used in the **Full User Name** column if the Analyst software cannot get the full name or display name of the user because there is no access to the network. (AN-2447)

Explore

- File Info has been changed for the VICI Valco 2-position 10-port valve. For data files acquired in Analyst 1.7.3 HotFix 2 or later, the following updates have been made to the information for the Valco valve in the File Info:

- **ver** has been changed to **FW version**, and the firmware version of the device is shown in the **FW version** field. Previously, the **ver** field was empty and the firmware version was shown in the **S/N** field.
- N/A is shown in the **S/N** field, because the serial number is not available from the Valco valve firmware. Make sure to record the device serial number from the hardware label. (AN-3220)

Method and Batch Files

- When a user who has no rights to overwrite a method or a batch file tries to overwrite a file, then a new instance of the file is created using the same file name with a number added to the end of the file name. (AN-2688)
- To import a batch file into the batch editor in the Analyst software, make sure that the number of columns to be imported is 255 or fewer. The number of characters per data line must also be no more than 2000 for the imported text file. (AN-1146)
- Multi-period Scheduled MRM (sMRM) algorithm experiments not supported: Multiple period Scheduled MRM (sMRM) algorithm experiments are not supported in the Analyst software. Users cannot create methods containing these experiments.

Peripheral Devices

- The Analyst software only supports up to 5 channels, including the reference channel, if selected, for a 2D or Signal Data mode acquisition using a Shimadzu PDA or an Agilent DAD. (AN-1796)
- For acquisition using an ExionLC PDA, Shimadzu PDA, or an ExionLC 2.0 DAD, the Analyst software data stores either 2D data or 3D data depending on whether 3D is selected in the acquisition method. If 3D is selected, then only 3D data is stored in the data, even if 2D is also selected in the method. (AN-1148)
- If the stop time in the Analyst Device Driver (ADD) method is different than the MS stop time, then the time option for **Stop Time** must be selected and the desired stop time entered. Do not use the default option, **As Injector/No Limit**, even if the gradient is defined in the **Timetable**. Otherwise, the LC controlled by ADD stops running the LC method at the MS stop time. (AN-2586)
- For an ExionLC system that is configured through the Integrated System SCIEX LC Controller, or a Shimadzu LC-20/30 system that is configured through the Integrated System Shimadzu LC-20/30 Controller, with the **Wait Time** set to *x* (*x*=0, 1, ….10) on the device, and the **Wait for temperature equilibration before run** check box selected in the acquisition method, the acquisition does not start until the column oven has reached the set temperature and has then waited for *x* minutes, when *x* does not equal 0. This is expected behaviour. However, the acquisition starts immediately without waiting for the column oven to reach the set temperature when *x*=0. This is intentional. Make sure that the system is equilibrated before a batch is started.

- LC Help and Analyst software Help: If an LC *Help* is open, then opening the Analyst software *Help* will automatically close the LC *Help*. If the user needs both *Help* files to be open, then open the LC *Help* after opening the Analyst software *Help*.
- For LC device methods, the default pump stop time is longer than the default MS stop time. For any LC pump such as an ExionLC pump, or a Shimadzu pump that is activated through the SCIEX LC Controller, when an acquisition method is created in the Analyst software, the pump has a default **Stop Time** of 10 minutes and the Analyst software MS method is 5 minutes. The LC device method stop time should be adjusted appropriately.
- Different autosamplers permit different injection volume ranges and precisions. The injection volume controls the different precisions permitted for each autosampler. If an invalid injection volume is entered, even if it is in the permitted injection volume range, then the acquisition does not start as per the LC driver design. For example:

  For the ExionLC AC Autosampler, the injection volume setting range and permitted increment and precision is shown in the following table:

  Table 3-1 ExionLC AC Autosampler Injection Volume Setting

Injection volume setting range	0.1 µL to 50 µL (standard), 0.1 µL to 100 µL (optional) 0.1 µL to 0.9 µL in 0.1 µL increments, 1 µL to 100 µL in 1 µL increments)

  For the ExionLC AD Autosampler, the injection volume setting range is shown in the following table:

  Table 3-2 ExionLC AD Autosampler Injection Volume Setting

Injection volume setting range	Total injection	0.1 µL to 50 µL 0.1 µL to 9.9 µL: 0.1 µL increments; 10 µL to 50 µL: 1 µL increments
	Loop injection	Select either loop of 5 µL or 20 µL capacity. 0.1 µL to 9.9 µL: 0.1 µL increments; 10 µL to 20 µL: 1 µL increments

  For a Shimadzu autosampler, refer to documentation that came with the autosampler.
- In version 1.7.3, or later, of the Analyst software, the pressure traces from Agilent or ADD, if enabled, are shown under **Explore** > **Show** > **Show Auxiliary Traces**.
- Do a system check on Shimadzu and ExionLC PDAs to make sure the lamps are still in good condition. A system check should be done on Shimadzu PDAs and ExionLC PDAs before data acquisition to make sure that the lamps are still in good condition and do not cause

poor data. This can be done by directly connecting to Shimadzu modules using the Ethernet connection and entering the IP address in a web browser, external to the Analyst software. Starting from Analyst 1.7.3 HotFix 3, batch acquisition will not stop when the system receives an error message from the LC driver about the PDA detector lamp usage time. A warning that the PDA detector lamp usage time cannot be updated will be logged in the system Event Viewer. (AN-3214)

ExionLC Systems

- **ExionLC autosampler internal rinsing-related issue**

  In the acquisition method with ExionLC system, if 1, 2, or 3 rinse solvents were selected in the Internal Rinse settings section, then the internal rinse did not take place. The workaround was to select 4 solvents to start the internal rinse. Users had to decrease the rinse volume to compensate for the added rinse time. Also, to start the rinse process, the setting in the Rinse sequence: R0->None->None->R0 was used. This issue might have occured if the start or end of the rinse sequence was set to **None**.

  Note: This issue was fixed in the Analyst 1.7 HotFix 3. However, if the same acquisition method from a version before Analyst 1.7 HotFix 3 is used in Analyst 1.7 HotFix 3 or a later version, then the retention time shift might be seen between two different versions of the software.

  (AN-1086)

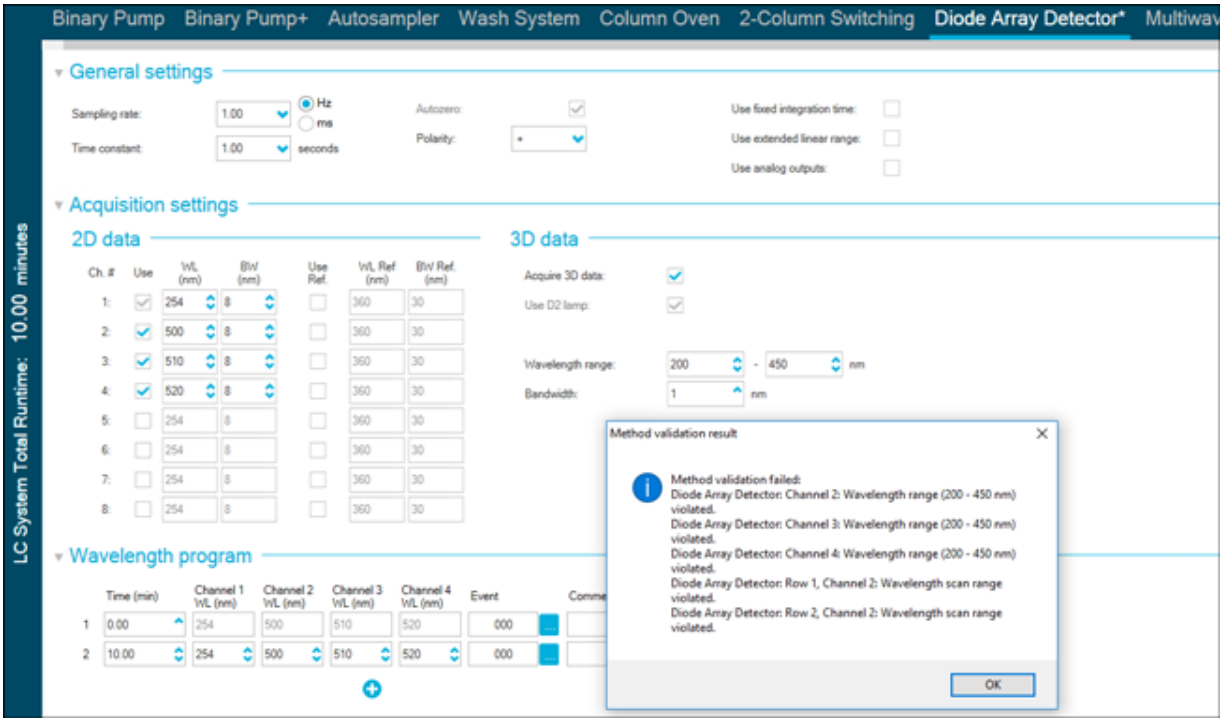
- The ExionLC 100 system turns off when it is put in Standby state. The ExionLC 100 system turns off when the Analyst software puts the ExionLC devices in Standby state, either when the user clicks **Standby** or after the batch finishes and the idle time specified in the Queue Options is reached. This happens only with ExionLC 100 system. The hardware profile might still be active at this time. To start the ExionLC 100 system, manually turn on the system again either from the SCIEX LC Controller status dialog or from the LC system front panel.

ExionLC 2.0 Systems

- If a cool oven temperature is used, then a setpoint of 5.5 °C is recommended as the lowest temperature. Do not use the lower safety limit, 5.0 °C, for a set point, because fluctuation to anything below 5.0 °C will cause a column oven error. The same applies to the upper limit. Use a set point lower than the upper safety limit, such as 84.5 °C or lower, to prevent a column oven error.
- Make sure that the detector lamps are on and ready before starting acquisition.
- If solvent level monitoring is used in the LC Integrated System Detailed Status window, then make sure that the current volume is correct before each batch acquisition.
- When loading the sample trays, make sure to follow the plate layout in the software, or refer to the document: *ExionLC 2.0 System Hardware User Guide*.

- If samples are acquired to the same data file using a method containing a ExionLC 2.0 DAD in a 3D data mode with a high sampling rate, then delays in completing the sample acquisition might be observed while the data file size increases. This is because the Analyst software tries to collect all of the data points from the LC driver. As a result, the sample acquisition might seem to take much longer than the method run time. However, the data is for the correct run duration. To avoid delays between samples caused by the transfer of a large number of data points, acquire each sample to a separate data file.
- When creating an LC method for a system with a DAD, make sure that the wavelength defined for each channel and each row in the Wavelength program for the 2D data mode is within the Wavelength range defined for the 3D data mode, even if the 3D data mode is not selected. For an example error message that is shown when an invalid method is saved, refer to the figure that follows. The row number refers to the row in the Wavelength program.

Figure 3-3 Invalid ExionLC 2.0 DAD Method Error Message



- In cases where the computer is shut down or restarted unexpectedly while the hardware profile is active, the ExionLC 2.0 system might lose communication with the computer. Turn all of the ExionLC 2.0 system modules off and on to detect them again. (AN-1988)
- If any of the modules of the ExionLC 2.0 system goes into an error state because of an issue requiring no physical fix, then the Standby button ( ) on the LC Integrated System Detailed Status window can be used to clear the error. Use this button to turn the LC modules off and then on again. However, a hardware profile deactivation and activation are still required. In the rare cases when this recovery approach does not work, deactivate the hardware profile,

turn off the computer, turn all of the LC modules off and then on, and then turn on the computer again.

- If a batch contains an LC method with the pretreatment option set to **Use first destination vial**, then before the batch is run again or the same LC method is used in another batch, the first destination vial position must be reset. It is automatically reset when the system state changes to Standby and when the hardware profile is deactivated and activated. The user can also reset the first destination vial position in the following ways:

  1. Click **Reset vials** () in the Autosampler pane of the LC Integrated System Detailed Status window. Then select **Reset destination vials**.
  2. Submit a batch containing a single sample that uses a different first destination vial position.

     If **Use first destination vial** (FDV) is selected for pretreatment, then make sure that the last destination vial position (LDV) is valid for the rack type selected and the number of samples (*n*) to be included in the batch. Otherwise, batch acquisition will stop on the sample with an invalid destination vial number. The destination vial position is always equal to the destination vial position of the preceding sample, plus 1.

     For samples 1, 2, 3, and 4, respectively, the destination vial positions will be FDV, FDV+1, FDV+2, and FDV+3. If the number of samples to be included in the batch is 30, with vial positions 11 to 40, and FDV is 51 on a 2 × 48 vial rack, then the LDV = FDV + *n* – 1 = 51 + 30 – 1 = 80.

     Note: Make sure that a vial is present in every projected destination vial position.

- The detector lamp in an ExionLC 2.0 DAD or ExionLC 2.0 Multiwavelength Detector stays on if the system is left in Idle state after the hardware profile is activated and the system is not equilibrated or a batch is not acquired. To extend the detector lamp life time, do not leave the system idle for a long time immediately after activating the hardware profile. Either equilibrate the system or put the system in Ready state, and then let the system go to Standby state manually or automatically. (AN-2202)
- The software driver for the ExionLC 2.0 system is not reverted to the version installed by the Analyst software 1.7.3 after the Analyst 1.7.3 HotFix 1, 2, or 3 is removed. When the Analyst 1.7.3 HotFix 1, 2, or 3 is removed, the ExionLC 2.0 software driver version 1.0.0.91 stays. The driver is not reverted to version 1.0.0.83, which was installed with the Analyst 1.7.3 software. If the ExionLC 2.0 system is to be used with the Analyst software 1.7.3, then remove the Analyst software 1.7.3 first, and then install the Analyst software 1.7.3. (AN-2910)

Shimadzu Systems

- If a plate changer is configured with a Shimadzu LC-40 autosampler, then the 3-plate rack and the plate changer cannot both be selected in the **Rack Code** column for different samples in the same batch. When creating a batch, either use Plate Position 1, 2, or both in the 3-plate rack, or only the plates in the plate changer. (AN-2074)

- Internal rinsing in a Shimadzu LC system controlled through Integrated System Shimadzu LC Controller did not work properly in Analyst software 1.6.3 and earlier versions. The defect is fixed in Analyst software 1.7.3. Expect retention time shifts if an internal rinsing mode is used for the acquisition methods when they are used in versions of the Analyst software before and after the fix.
- If a plate changer is installed with a Shimadzu LC-40 autosampler, then make sure that **Plate # 3** is not selected on the **3-Plate Rack** when saving and submitting a batch in one of the following ways:
  - Through the Analyst software
  - Through a vertical application

  This plate position is reserved for moving a sample tray from a plate changer to the autosampler for sample injection and cannot be used for this configuration. (AN-1780)
- Shimadzu LC-40 PDA (SPD-M40) data might show small artificial regular spikes using firmware version 2.00. If firmware version 2.00 is used for the Shimadzu SPD-M40 detector, then the data might show small artificial regular spikes. The frequency of the spikes or valleys is related to the sample speed of the PDA method. Make sure to use firmware (ROM) version 2.07 or later for the Shimadzu SPD-M40 detector.

Waters UPLC Systems

- To use a Waters UPLC system, install only the Waters DP2022R1 or DP2023R1 on the workstation with the Analyst software. Do not install the Waters SCIEX CDS Support Layer version 2.0.0. Installation of the Support Layer causes the autosampler database in the Analyst software to be overwritten and some of the autosamplers supported in the Analyst software to become unusable. If the Analyst Device Driver (ADD) software is installed on the workstation, then autosamplers that are controlled by the ADD software become unusable. If the Support Layer is installed, then the Analyst software must be installed again.

Quantitation

- The Q1 and Q3 masses for the MRM transitions in the quantitation method must be the same as those in the acquisition method. A wrong transition might be processed for an analyte if the data file is processed using a quantitation method that was created using a representative sample acquired with a slightly different acquisition method than the one used to acquire the data file being processed. For example, this would happen if a specific transition is slightly different in the quantitation method than in the acquisition method, and if another transition in the acquisition method is almost the same as this transition in the quantitation method. (AN-2131, AN-2314)
- Possibly, for the same data set with the same integration parameters, the peak areas quantitated using Analyst 1.7.3 HotFix 1 or later might have a minor difference from those quantitated using the Analyst software 1.7.3 or earlier versions, even if the integration

parameter values are typical and the peaks show good separation and are well integrated. The minor difference, if any, is a result of the fix for issue AN-2844. (AN-3350)

- The expected RT is not automatically updated when integration parameters are changed during quantitation peak review in the Analyst software.

  From the Analyst software version 1.7 and later, the expected RT is not automatically updated when integration parameters are changed during quantitation peak review in the Analyst software. The expected RT entered or selected by the user is kept. (AN-861, AN-869)

- The **Review** option is not supported when the Results Table uses certain layouts. When an internal standard is re-integrated, the **Review** button in the History column for the audit record for that operation is not available. This feature has been disabled. The **Review** option is not supported when the Results Table uses these layouts: Summary, Analyst Group, Sample Type. A message is shown prompting the user to change to either Full Layout or Analyte Layout for the analyte of interest. The Review option is also not supported if Peak Review is configured to review internal standards before all analytes. In this case, Peak Review shows the internal standard chromatogram and not the analyte chromatogram being reviewed. In the Peak Review Options, use either **Don’t review internal standards** or **Review with each analyte**. (AN-1103)
- In the Analyst software, when a Results Table is exported as a PDF file, any column with a cell that contains more than 118 characters will not be exported. Make sure that each field in the Results Table contains no more than 118 characters. (AN-3337)
- Do not use the Analyst software to process data from a SCIEX 7500 system or SCIEX 7500+ system during acquisition by the SCIEX OS software.

Known Issues 4

This section describes the known issues in the Analyst 1.7.4 software.

Audit Trail

The audit trail time stamp for the Results Table changes when the computer time is changed

When the computer time is changed, the audit trail time stamp for a Results Table reflects the change. However, the Project audit trail stays the same. (AN-746)

Audit maps and QuantSettings.sdb might get overwritten during a fresh installation

Audit maps and QuantSettings.sdb are overwritten during a fresh installation of the Analyst 1.7 software with HotFix 1, or a later version, using an existing Analyst Data folder. This happens if the time stamp of these files is before the time stamp of the factory shipped files. (AN-1101)

The audit trail wrongly records that the Analyst Classic algorithm parameters changed when in fact the MQ III algorithm parameters changed

When the MQ III algorithm is used for processing data, the audit trail wrongly records that Analyst Classic algorithm parameters, such as Area threshold and Noise threshold, were changed. This does not affect the data in any way. MQ III was used to process the data. (AN-403)

Analyst software use in an RDP (Remote Desktop Protocol) environment (that is Citrix)

Accessing the Analyst software using RDP is not recommended. Users who access the Analyst software using RDP are logged in the Analyst software audit trail. The logons of users at a workstation that is running RDP are recorded in the audit trail using the credentials of the first user.

Wrong audit trail information with manual integration

The information in the audit trail is incorrect when the user chooses to revert to the manual integration results (that is, when **Reject Manual Integration** is configured). The audit trail record shows the **Change Reason** and **E-signature** even though they are not configured. (SCR 13761)

Audit events are cleared unexpectedly

In the Audit Map Editor dialog, if the user right-clicks the **Audited** column and then clicks **Fill Down**, the **Project Settings Have Been Changed** and **Instrument Settings Have Been**

Changed Events check boxes might be cleared. Do not use **Fill Down** over these events. (SCR 14266)

Closing the IDA file is not logged as an event in the audit trail

If IDA data file is closed, then the event is not logged in the audit trail. (ST 9487)

The Analyst software stops responding when performing print preview

If the user selects to print preview an audit trail that has more than 100 records using the **All Pages** menu option (right-click), then the Analyst software might stop responding. The user can preview one page at a time using the **Current Page** menu option instead. (ST 4284)

Audit trail printout columns are truncated

When the user prints the audit trail in both Portrait and Landscape modes, some columns might be truncated. In some cases, this issue might be minimized by printing in Landscape mode. (ST 2261)

The wrong module is recorded in the audit trail

When the user changes a Quantitation algorithm to another algorithm, the audit trail incorrectly records the module name as “Build Acquisition Method”. (ST 4922)

An error occurs during printing of a large audit trail

Printing the audit trail from the active Results Table (**Tools** > **Audit Trail** > **Show**) might cause an error if there are more entries in the audit trail than can be printed on a single page. Print audit trails only from within the Audit Trail Manager (Menu Bar: **View** > **Audit Trail Manager**). (ST 6374)

Network time is used for audit events on a network server

When writing audit events to a project residing on a network file server, the audit information uses the network server clock time instead of the local computer time. This is expected behavior. (SCR 12390)

Configure — Administration/Security

Error messages are generated when the screen is locked or unlocked and during Auto Logout in Mixed mode security

In Mixed mode security, when the screen is locked or unlocked during Auto Logout, the Analyst software generates an error message repeatedly. When the screen is unlocked by an Administrator or Supervisor user, the same error message is shown, but the screen is unlocked.

The same error message is shown when the Analyst software logs out the current user after the time specified for the Auto Logout option has elapsed. (AN-427)

Users cannot enable or disable access to the Unlock/Logout Application feature for a role in the Security Configuration dialog

On the Security Configuration dialog, access to the **Unlock/Logout Application** cannot be directly enabled or disabled. As a workaround, to enable access to **Unlock/Logout Application** for a role, enable the whole Analyst Application group if it was disabled, or disable and then enable the access again for the whole Analyst Application group if it was enabled. Then disable other individual items again in that group, as required. Similarly, to disable access to **Unlock/Logout Application** for a role, disable the whole Analyst Application group if it was enabled, or enable and then disable the access again for the whole Analyst Application group if it was disabled. Then enable other individual items again in that group, as required. (AN-1646)

To print a `pdf` file from the Analyst software, the user must have Delete rights to the folder where the `pdf` file is saved

In the Analyst software, if a file such as a Results Table, File Info, or data list is printed to a `pdf` file in a folder to which the user does not have Delete rights, then the user gets a message about not having permission to modify files in the location. If this issue occurs, then do the following.

1. Click **OK** in the message.
2. Save the file again using the same name.
3. Click **Yes** to replace the empty file that was created when the file was saved the first time.

This issue cannot be fixed because the function is in the Microsoft SDK and not in the Analyst software. (AN-2756)

Possible data loss and missing audit trail events after users log off from the Windows operating system

In Integrated mode, if network acquisition is not set up to use the **Special Acquisition Administrator Account** (SAAA), then the user who submitted the batch should not log off from the Windows operating system until the batch acquisition is finished and the instrument has gone to Standby. The Analyst software can stay closed.

In integrated mode, when SAAA is not used for network acquisition, with the instrument being in Standby state, if the user submits batches, starts sample acquisition to the network, and then logs off from Windows before the instrument goes to Standby, then samples appended to an existing data file causes data to be lost for the samples that were already in the data file before the samples were appended. The data loss and checksum error occur when the data files are synchronized with the ones on the network. Also, the project audit trail event for **Sample: 'x' has been added to Data File 'Y'** is not recorded for all samples acquired from the time that the user logs off from Windows until the instrument goes to Standby. The issue affects the following workflows:

- After a batch is submitted with samples to be acquired to different existing data files, or multiple batches are submitted to be acquired to different existing data files, the user logs off from Windows before the instrument goes to Standby. For any data file that has a different file name from the one that was under acquisition immediately before the user logged off from Windows, and that has samples appended after the user logged off from Windows and before the instrument went to Standby, the samples that were already in that data file before the samples were appended are deleted.
- While the queue is in waiting or acquiring state, the user logs off from Windows and then any user logs on to Windows and then the Analyst software, and then submits any batches to an existing data file on the network. The samples that were already in the data file before the new samples were appended are deleted.
- This issue does not occur in Mixed mode even if SAAA is not used, if the software was not changed to Mixed mode while the system was still in waiting or acquiring mode. However, in Mixed mode, for any batches submitted after the first user logs off from Windows and before the instrument goes to Standby, after the batch acquisition is completed, the Analyst software must be closed and started again for the data to synchronize to the network location.

To avoid the issues of data loss, checksum error, and missing project audit events, either use SAAA or use Mixed mode. If neither SAAA nor Mixed mode can be used, then while samples are waiting in the queue, do not log off from Windows until the system goes to Standby state. (AN-3428)

The software window might resize upon activating a hardware profile with an LC system

When using a high-resolution monitor, the software window might resize upon activating a hardware profile with an LC system. This might affect viewing the LC detailed status information and LC method content in the Method Editor. Should this issue occur, change the monitor resolution to a lower setting In most cases, dropping the resolution to 2048 x 1152 or 1920 x 1080 can resolve this issue. For SCIEX- supplied monitors, the recommended resolution is 1920 x 1080. (AN-2699)

User names must not contain spaces

Although Windows supports the use of user names containing spaces, the Analyst software does not. If, in Mixed mode security, a user tries to log into the software with a user name containing a space, then the Analyst software shows an error and the login fails. (AN-50)

Managing Windows operating system file permissions

To use the Analyst software to manage Windows operating system file permissions, give the Administrator of the Analyst software change permission for the project folders, including any network-based project folders.

Stopping the AnalystService

Only Windows Local Administrator group members are allowed to stop the AnalystService (the Acquisition part of the Analyst software). If other users need to stop the service, then refer to the Microsoft Management Console for configuration instructions. Alternatively, users can restart the computer.

Method Editor access

Users must have read and write permissions for the Project Information folder to access the Method Editor. If users who have read-only permission try to open the Method Editor, then the system might stop responding. (SCR 8037)

Mapped network drives might not be visible in Mixed Mode

When the user sets the root directory in Mixed Mode security environment of the Analyst software, the Browse for Folder dialog does not always show the mapped network drives. This is because drives that are mapped in Windows is per user. A network drive mapped by user A can only be seen by user A, and a network drive mapped by user B can only be seen by users B. Use the computer name in the (Universal Naming Convention (UNC) format (\\computer name\drive name) instead of the mapped letter. (SCR 11094)

The Analyst software does not start if the user has no file permissions

Users cannot start the Analyst software if the root directory is set to a network drive for which no file permissions were set for the user. If the user trying to log on is an Administrator, then the Analyst software prompts for an alternate root directory. (ST 9836)

The screen lock wait time is incorrect in the audit trail

In the audit trail data, the wait time recorded for the **Screen Lock** in the Security Configuration is incorrect. Also no audit record is created when the wait time for the **Screen Lock** and **Auto Logout** fields are modified. (SCR 12935)

Issue deleting user-defined role

Before deleting a user-defined role, first remove all users assigned to this role. If the users are not removed, then the results might not be shown properly.

Unlocking the Analyst software using the UPN name format causes an error

If a user who was not logged on to the software when it was locked attempts to unlock the Analyst software using the UPN format, then the Analyst software shows an error stating that the user is not recognized, even though the user has unlocking rights. This happens even if the new user is a legitimate user in the domain. To unlock the software, click **OK** in the error dialog and type the credentials a second time (in UPN format).

Disabling access to Select processing algorithm does not take effect

Although access to the **Select processing algorithm to retrieve peak list** function is disabled for Explore mode for a user role, the user with this role can still modify the integration algorithm for retrieving the peak list.

The Find tab cannot be activated in *Help*

Only the Windows Local Administrator or equivalent can activate the Find tab in the *Help* for the first time after installation. Otherwise, the software shows the message “Unable to display the Find tab (177)”. (SCR 13792)

Screen lock settings are not retained on reinstall

After the Analyst software is installed, the Network Acquisition account screen lock settings are not kept. Configure these settings on the Security tab of the Security Configuration dialog.

Configure — Hardware Configuration

An incorrect profile is shown in the error message

An incorrect profile might be shown in the error message when a hardware profile fails to activate (SCR 13820)

An incorrect value is shown for the DuoSpray ion source Switching Valve Counter value

During IDA acquisition, the value in the **DuoSpray ion source Switching Valve Counter** field in the hardware profile is incorrect. (SCR 13635)

Temperature Reached might be shown intermittently while the Turbo V ion source is cooling

If the temperature of the Turbo V ion source is set to a value lower than the current setting, the ion source might intermittently report “Temperature Reached” while it is cooling. Users should allow the system to cool or stabilize for the recommended time while the source is cooling. (TT 35398)

Deactivate hardware profile error message is shown during uninstall

Occasionally, during removal of the Analyst software, a message asking the user to deactivate the hardware profile is shown, even if the hardware profile has been deactivated. To resolve this issue, restart the computer and then remove the Analyst software. (ST 16060)

Tune and Calibrate — Compound Optimization

On SCIEX 3200 systems, the Compound Optimization report incorrectly shows the CEP parameter

The report that is generated as a result of Compound Optimization incorrectly shows the CEP parameter under the CE parameter. The CE parameter should read as CE. (AN-219)

Total sample volume does not update when the total number of injections is changed in the FIA (Flow Injection Analysis) source parameters in Compound Optimization

When one or more parameters are selected for optimization and the number of replicate injections for each parameter is changed, the **Total # of injections** is updated correctly. However, the total **Sample Volume** does not update and stays 0 µL. (AN-610)

Transitions with the same name might not optimize correctly during Compound Optimization

When using the automatic Compound Optimization option, use a different name for each transition to be optimized. If the same name is selected for more than one transition, then some parameters are not optimized correctly for the duplicate transition. (SCR 9450)

Use of Shimadzu and Tempo MDLC devices when performing infusion Compound Optimization prevents optimization

The software will not optimize if the Shimadzu and Tempo MDLC devices are included in the hardware profile. Remove them from the hardware profile before performing this operation, or create a second hardware profile that includes only the mass spectrometer to be used for infusion Compound Optimization.

The Compound Optimization report shows that DP is ramped between 0 V and 400 V

On SCIEX 5500 systems, the actual range for the DP ramp used during the optimization is 0 V and 300 V. (ST 9248)

Compound Optimization does not start the integrated syringe pump for an API 3200 system

Users can start the syringe pump using Manual Tuning or they can use an external syringe pump. (ST 11130)

Tune and Calibrate — Instrument Optimization

The software cannot change to Tune mode

After performing Instrument Optimization, the Analyst software might not be able to change to Tune mode. The Tune button on the toolbar might be disabled. If this occurs, deactivate the hardware profile and activate it again, and then change to Tune mode. (ST 7002)

Empty subfolders are created in the Instrument Optimization folder

Empty subfolders are created in `Analyst Data\Projects\API Instrument\Data\Instrument Optimization` if Instrument Optimization is cancelled on the final page of the wizard (instead of clicking **GO!**). (ST 3767)

Additional 1 Da on Results graph

When the user is viewing the results summary, the graph shows an additional 1 Da on either side of the X-axis. This does not affect the accuracy of the graph. (ST 3775)

Click More Options to see more tuning options

On the Select the scan mode screen, clicking **More Options** allows the user to set additional Instrument Optimization parameters. This does not pause the Instrument Optimization wizard and the wizard can continue while this screen is open. (ST 3763)

Instrument Optimization stops responding when the Start Over button is pressed

Occasionally the Analyst software stops responding if the **Start Over** button is pressed after Instrument Optimization is run several consecutive times. Restart Instrument Optimization from the Analyst software Navigation bar instead of using the **Start Over** button. (ST 8029)

On rare occasions, the Queue Manager is inaccessible after Instrument Optimization is run

To correct this issue, deactivate the hardware profile, close and then open the Analyst software, and then activate the hardware profile. (ST 9678)

Instrument Optimization fails to run after installation

Occasionally, after the Analyst software is removed and reinstalled, Instrument Optimization fails to run and returns the error, “The current hardware profile is not supported by Instrument Optimization.” To run Instrument Optimization, remove the Analyst software again and then reinstall it.

Correct masses are occasionally not selected when the Alternate Tuning option is being used

If Instrument Optimization is used to tune a system, then it is recommended that the approved tuning solution be used. If an unapproved solution is used, then some masses might not be correctly calibrated.

Occasionally, calibration shifts are observed after optimization of the 12,000 Da/s scan speed on the SCIEX 5500 system using Instrument Optimization

If this occurs after Instrument Optimization, then either restart the optimization process or manually calibrate the masses that are out of calibration.

Occasionally, Instrument Optimization becomes unresponsive during tuning

If this happens, do not close or reopen the Analyst software. Use the Task Manager program to close Instrument Optimization and then start Instrument Optimization again. (ST 13044)

Typing a negative value for the IonSpray voltage (IS) in Negative mode causes the optimization to fail

When running Instrument Optimization in Negative mode, type IS as absolute (positive) values. (ST 3778)

Data quality is poor during Instrument Optimization tuning

Occasionally, the Analyst software scans fewer than the number of MCA scans selected in an acquisition method. For example, the software only returns 3 scans for a Q1 scan when 10 MCA scans are specified. This MCA issue might affect Instrument Optimization. If this occurs during Instrument Optimization, then start the optimization process again. (ST 13460)

Tune and Calibrate — Manual Tuning

Updating resolution on-the-fly during data acquisition using a Scheduled MRM (sMRM) algorithm acquisition method in Manual Tuning causes the Analyst software to stay in acquisition mode

When an acquisition method with the Scheduled MRM (sMRM) algorithm is being run in Manual Tuning without the Q1/Q3 Resolution option selected, the sample acquisition or the queue cannot be stopped if the user changes the resolution settings on-the-fly on the Resolution tab. The computer must be restarted to regain the communication. To avoid this issue, do not change the resolution settings while an acquisition method with the Scheduled MRM (sMRM) algorithm is in progress in Manual Tuning. (AN-1071)

The Analyst software closes unexpectedly and the `Tunedata.tun` file is truncated after the user enters an invalid search range in Edit Tune Peak Parameters

The Analyst software closes unexpectedly after the user enters an invalid search range in **Edit Tune Peak Parameters** and the `Tunedata.tun` file size gets truncated. The reference table is cleared. If this occurs, restore a previously backed up `Tunedata.tun` file. (AN-497)

Poor mass calibration can lead to inaccurate MRM cycle time in systems (Not applicable to the SCIEX 3200 systems, SCIEX 4000 systems, and API 5000 systems)

When the mass calibration of the mass spectrometer is significantly off, users might see effects such as a significant difference between the observed cycle time in the data file and the expected MRM method cycle time. (AN-411)

The user is unable to paste a mass table in Manual Tuning for all scan types

Without the Method Editor open, the user cannot paste copied cells or rows from an Excel spreadsheet to the mass table in Manual Tuning. The workaround is to keep the Method Editor open, and then paste the copied content in the mass table in Manual Tuning. (AN-980)

GS2 is available when the APCI probe is in use (SCIEX 3200 systems only)

When the APCI probe is installed, the GS2 parameter is available, but should not be. When using the APCI probe, set and leave the GS2 value at 0. (SCR 14506)

View of metrics for mass calibration

Metrics for mass calibration do not show all the masses used if the calibration peak list is not in numerical order. (SCR 8483)

Instability in Manual Tuning

If the Graph Information pane is open in Manual Tuning, then the system might stop responding if one run is terminated and a new one started. Closing the Graph Information pane might prevent this issue. (SCR 8879)

TIC data might be incorrect when parameters are ramped using a negative step size

Ramp parameters with a positive step size only. Negative step sizes might yield incorrect TIC data.

Offset drop from unit resolution for the API 3200 system

For the API 3200 system, when tuning, set the correct Offset Drop from Unit Resolution values in the Tuning Options Resolution tab.

- In the Low Resolution group, in the Offset Drop from Unit Resolution box, type 0.03.

- In the Open Resolution group, in the Offset Drop from Unit Resolution box, type 0.5.

The syringe diameter does not change during acquisition

On SCIEX 5500 systems, if both the syringe pump diameter and flow rate are changed while the syringe pump is running and then **Set Flow Rate** is clicked, then the flow rate changes but the diameter does not. Stop the pump and then restart it for the changes to be applied. (ST 8291)

Data is not being recorded for the same number of cycles as requested when MCA is selected

Occasionally, the Analyst software scans fewer than the number of MCA scans selected in an acquisition method. For example, the software only returns 3 scans for a Q1 scan when 10 MCA scans are specified. To correct this issue, restart the scan or toggle between scan speeds and then restart the scan. (ST 13460)

Windows are not refreshing in Manual Tuning

In Manual Tuning, the user interface is not refreshed when the Resolution Table Editor is moved. Click between the tabs to refresh the user interface. (SCR 9327)

A syringe pump error does not clear if it is ignored

On SCIEX 5500 systems, when the syringe pump reaches the stop, a syringe pump error is shown. If the error is ignored for an extended period of time, and the user continues clicking through the Analyst software, then the error will return but the user might not be able to clear it because the **Clear Error** button might be unavailable. To clear the error and regain communication with the syringe pump, deactivate and reactivate the hardware profile. If the error is not cleared, then restart the computer. In rare cases, the user must deactivate the hardware profile and then restart the computer and the mass spectrometer. (ST 9880)

Visible graphs might be slow to update when the 12,000 Da/s scan speed is being run in Manual Tuning

When the 12,000 Da/s scan speed is being run in Manual Tuning, the graphs that are shown can be slow to update and the Analyst software might seem to stop responding. This often occurs if the user changes applications and then changes back. However, the data is collected successfully and the program updates when the scan stops.

On QTRAP 5500 systems, masses greater than 1,000 Da can be entered in the Isolation and Excitation tables

Although the mass range for the linear ion trap is 50 Da to 1,000 Da, the software allows the user to enter values for masses greater than 1,000 Da in the Isolation and Excitation tables. The effect of entering additional rows for masses above 1,000 Da is unknown but will likely affect the quality of data for the entire mass range and users are encouraged to avoid doing this. (ST 11622)

On QTRAP 5500 systems, after a fresh installation of the Analyst software, reference tables might appear empty

To avoid this issue, activate a hardware profile before attempting to edit a reference table. (ST 8788)

Acquire — IDA and IDA Method Wizard

A manually created information dependent acquisition (IDA) method cannot be saved if a copied survey scan experiment is changed to a dependent scan

The user is unable to save an IDA method if an IDA dependent scan was created by copying an experiment from a survey scan and then changing it to a dependent scan. The workaround is to create an IDA dependent scan by adding an experiment. (AN-1038)

IDA selects ions that do not match the isotope ratio criteria

Ions selected by IDA for dependent scans might still get passed even if the ion does not meet the ion ratios specified. (AN-260)

If there are two EPI scans in an IDA method, only the second EPI scan passes to the MS3 scan

If an IDA method uses two Enhanced Product Ion (EPI) scans, then the most intense ion in the combined EPI scan should pass to the MS3 scan. Instead only the second EPI scan is passed to the MS3 scan. (AN-157)

Changing the EMS mass range by using the Back button in the IDA Method Wizard might result in overlapping mass ranges

If the **Back** button is used to modify the EMS mass range in the IDA Method Wizard, then the created method might have overlapping mass ranges for EMS survey scans. If the **Back** button is used to modify the EMS mass range, then manually correct the produced method for the EMS mass ranges. (AN-705)

MS3 isolation always uses the new LIT resolution table

In the IDA Method wizard, although the choices for the **Resolution Q3** field (**High**, **Unit**, **Low**, and **Open**) are available for the MS3 scan type, the MS3 scan type always uses the LIT resolution table for **Resolution Q3**. The choices available for **Resolution Q3** are ignored. (SCR 11378)

Set to never Exclude Former Target Ions from IDA

If a quadrupole mass spectrometer profile is activated in the IDA wizard, then select the **For 0 secs** option to set the **Exclude Former Target Ions** on the IDA Critera page to **Never**. (SCR 11762)

IDA is not triggering on specific charge state

In the second level IDA, MS3 can be triggered by an ion of an unknown charge state even though the charge states are specified as the criteria at this level. (SCR 11551)

DP and CE values are not stored in the final method

When IDA methods including MS3-dependent scans are generated using the IDA Method wizard, DP and CE values specified for the survey and other dependent scans are not applied to MS3 experiments. Type DP and CE values for MS3 experiments in the Acquisition Method Editor after creating the method. (SCR 12463)

Doubly-charged ions are sometimes incorrectly recognized as singly-charged ions

Doubly-charged ions are sometimes incorrectly recognized as singly-charged ions in an EMS survey scan of an IDA experiment. (ST 14677)

Singly-charged masses are occasionally misidentified

In IDA experiments, singly-charged ions are occasionally identified as undefined charges. (ST 17100)

Undefined charge states are sometimes incorrectly recognized as singly-charged charge states

Undefined charge states are sometimes incorrectly recognized as singly-charged charge states in an EMS survey scan of an IDA experiment. (ST 17100)

In an IDA method, if a dependent scan experiment is deleted, then an additional mass range might be added to the survey scan

Refreshing the user interface by clicking in a different field, switching between the experiments, or saving the method, deletes the added mass ranges. (ST 17047)

On the QTRAP 5500 system, ER scans in IDA methods must have a mass range less than 1,000 Da

When the user creates an IDA method with a quadrupole survey scan and a confirmation scan (Enhanced Resolution), the method cannot have a survey quadrupole mass range greater than 1,000 Da. The user will be prompted to decrease the mass range or remove the confirmation scan.

On the QTRAP 5500 system, occasionally this message is shown: “No dependent parameters are found in the IDA method the file will open using Explorer” when opening non IDA samples in data files collected at 12000 Da/s

The data file opens normally, so the message can be ignored. (ST 13169)

Survey scan mass ranges are duplicated when users create an IDA method using the IDA wizard

To prevent this issue from occurring, do not go back to previous pages in the wizard. Alternatively, delete any duplicate ranges in the final method. (ST 17059)

On the SCIEX Triple Quad 5500 system, the IDA Method Wizard does not allow the user to select RF/DC scan rates

The RF/DC scan rates are currently unavailable in the wizard. The final method that the wizard creates uses the preset scan speed of 200 Da/s. This method is editable and can be saved with the new scan speeds. (ST 9272)

On the SCIEX Triple Quad 5500 system, mass shifts of up to 1 Da might be observed for data generated using the IDA Wizard

When a method is created with the IDA Wizard, the scan speeds are not available for selection. However, the scan time is available and editable, and is populated in the final method. The final method defaults to 200 Da/s. However, the specified scan time might not correspond to this scan speed. As a result, data collected with these methods might result in an observed mass shift in the data. To overcome this issue, select a different scan speed, or, to use the 200Da/s scan speed, select a different scan speed, change back to 200 Da/s if required, and then save the method before running it. (ST 19703)

Looping opposite polarity EMS experiments as survey scans in an IDA experiment sometimes causes dependent data to not be triggered

The following scenarios prevent dependent data from being acquired:

- EMS+ve > EMS–ve > ER > IDA Criteria > Dependent scans
- EMS+ve > EMS–ve > IDA Criteria where charge state confirmation is selected to NOT include unknowns > Dependent scans

Therefore, to allow dependent data to be acquired, either remove the ER scan type from the method or change the IDA criteria to allow acquisition of unknowns. The latter scenario, however, allows dependent scans to be performed only on undefined charge states. The peaks with the specified charged states are ignored even if they satisfy all of the other IDA criteria. (ST 17045)

No dependent scans are performed for an IDA method that includes a quadrupole (–ve) > EMS (+ve) > dependent scan (+ve)

No dependents scans are triggered for data acquired with this type of method with or without a confirmation (Enhanced Resolution) scan type and with or without “Unknowns” selected for charge state confirmation. (ST 18132)

Incorrect ions are selected for a confirmation scan

An IDA method with a Scheduled MRM (sMRM) algorithm scan type as a survey scan and a confirmation scan type does not work as expected if the intensity threshold in the IDA Criteria is set to 0. The IDA method selects the ions from a future retention time window for the confirmation scan during the acquisition instead of the ions that were satisfying all the IDA Criteria. To avoid this issue, set the Intensity threshold > 0. (ST 18941)

IDA acquisition fails if the hardware profile contains an ADC device

Restart all the peripheral devices and then restart the AnalystService. To avoid this issue, do not include an ADC device in the hardware profile if IDA acquisitions are performed. (ST 16102)

Acquire — Acquisition Method Editor

The IonDrive Turbo V ion source and the OptiFlow Turbo V ion source were not listed in the Experiment information

The ion source type for the IonDrive Turbo V ion source or the OptiFlow Turbo V ion source on SCIEX 5500 systems, SCIEX 5500+ systems, SCIEX 6500 systems, or SCIEX 6500+ systems is not listed in the printed Experiment information in printed acquisition methods. To avoid any issues, use File Info instead. (AN-1523)

An acquisition method with 0 duration or 0 cycles might be allowed to be saved

Under a rare workflow, an acquisition method with 0 duration or 0 cycles might be saved. Make sure to review the method for the duration or cycles before saving the method. (AN-1199)

Copying and pasting a few cells in a method with the Scheduled MRM (sMRM) algorithm does not work when the compound-dependent parameters are in the mass table

In a method with the Scheduled MRM (sMRM) algorithm that contains compound-dependent parameters, when a few cells are copied from the mass table and an attempt is made to paste the copied content by clicking the first cell in an empty row and then pressing **Ctrl + V**, two error messages about invalid compound-dependent parameter are shown and the copied content is not pasted. To avoid this issue, either copy and paste by selecting whole rows instead of individual cells or copy by selecting whole rows and then paste by selecting the last empty row.

In rare cases, switching from the **Advanced** option to the **Basic** option in a method with the Scheduled MRM (sMRM) algorithm, then copying one row in the mass table and pasting it shows the following message: "To copy and paste data from one Mass Ranges table into another Mass Ranges table, the number of columns as well as the column headings in the source and destination tables must be the same. Add or remove columns from the destination table as required." Clicking **OK** on this message removes all of the existing rows in the mass table. Try to use one mode for copying and pasting in the mass table, and then switch modes. (AN-1061)

The Auto Equilibration option is not working

The **Auto Equilibration** option in the Acquisition Method Editor is not working. When this option is selected, the auto equilibration duration should be added to normal step 0 equilibration time, which lengthens the equilibration time between samples. The auto equilibration duration is not being considered and the sample acquisition starts as soon as **Run** is selected. (AN-784)

The user cannot add or delete the last transition for MRM or Scheduled MRM (sMRM) algorithm acquisition methods

In an MRM or Scheduled MRM (sMRM) algorithm acquisition method with 500 or more transitions that were added to the method either by copying from a text file or importing from a csv file, the last row in the mass ranges table might not be blank. In such a case, the last transition cannot be deleted and new transitions cannot be added after the last transition. Deleting or inserting at other rows is okay. To avoid this issue, edit one of the cells in the last row and click elsewhere in the table, which will create a blank last row in the mass ranges table. After this, the last filled row can be deleted or a new transition can be added. (AN-725)

The Analyst software stops responding when the Edit Parameters button is clicked after a switch to a different hardware profile

When an acquisition method is open, then switching to a different hardware profile and clicking the Edit parameters button causes the Analyst software to stop responding. To avoid this issue, close the acquisition method before switching to a different hardware profile. (AN-117)

The settling time does not update when the scan type is changed from an experiment with a higher default value to one with a lower value

If within a method the user changes the scan type from one with a high default settling time to one with a lower default settling time, that field is not updated in the method. Review the settling time before saving the method. (AN-691)

A Method Editor user interface (UI) issue occurs when scan type and polarity of a saved method is modified

If the user opens a previously saved MRM method and then changes both the scan type and polarity without switching tabs between changes, an error is shown and the method tabs (Source, Compound, Resolution) are empty. If users are working with saved methods, then they should change tabs when changing scan type or polarity, to refresh the method UI. (AN-48)

The filename is lost from the UI when an existing method that fails validation is saved again

If after the user opens (or creates and saves) a method, edits the method, and then tries to save it again, the method fails validation and an error is shown. The filename is no longer shown in the top of the Analyst software window, and the user is prompted to select a new file name after attempting to save the method again. (AN-78)

Different CEM values are not supported for multi-experiment methods with polarity switching

When creating multi-experiment methods, users can choose to switch polarities between experiments. If this option is selected, users should not choose different CEM values for the experiments. If they do, the CEM values are not applied correctly during acquisition. Users should set the same CEM value for all experiments when using polarity switching. (CBUFW-25)

IonSpray Voltage (IS) values should be the same for all experiments in the same polarity

When creating a multi-experiment method with a single polarity, users should use the same IS value for all experiments. If users select different IS values, then the voltages are not applied correctly during acquisition. (CBUFW-25)

Acquire — Method/Batch Editor/Queue Manager

A user logging on to a computer or the Analyst software for the first time might encounter an error when submitting a batch

When User Account Control (UAC) Settings is set to **Notify me only when apps try to make changes to my computer** or a higher level, and a user who is in the security database for the Analyst software but has never logged on to this computer before tries to log in to the Analyst software for the first time, then a UAC dialog opens to ask permission to enter data in the User registry for the new user. Click **Yes** to continue. However, the project drop-down menu might appear empty, and the user might encounter an error when trying to submit a batch. If this error occurs, close the Analyst software, and then start the Analyst software again. (AN-2671)

The Internal Standards column in the Analytes table might auto-populate with internal standards from other data source

When a quantitation method is created in either Build Quantitation Method or Quantitation Wizard, the **Internal Standards** column in the Analytes table might auto-populate with internal standards from another data source if the Analytes table is filled out before the Internal Standards table of that data source. The workaround is to deselect the auto-populated internal standards when there are no internal standards used for the current data source, or select the appropriate internal standards, if used, in the Internal Standards table before selecting the analytes in the Analytes table for the current data source. (AN-2601)

The Valco valve might not work properly if it is used with the Analyst Device Driver (ADD) software

The Valco valve might not work properly if it is used with the ADD software and Manual/AAO Sync is used for the **Synchronization Mode**. The issue might be resolved if **LC Sync** used the **Synchronization Mode**. The Sync Cable is required to connect between the autosampler and the mass spectrometer. (AN-1481)

Signal loss occurs on the negative EMC spectrum (Not applicable to 3200 QTRAP systems and 4000 QTRAP systems)

On systems other than 3200 QTRAP systems and 4000 QTRAP systems, signal cutoff might be observed for some mass ranges in the negative EMC spectrum. (AN-1198)

The user is unable to import batch files in xls, db, or xlsx formats in the Batch Editor

Importing a batch file in xls, db, or xlsx format might cause an error and the batch file would not be successfully imported. The xlsx format is only available in the **Files of type** list if the installed Microsoft Office is a 32-bit application. To successfully import a batch file, make sure to save it as a tab-delimited txt file with the first line starting with `% header=SampleName`. Refer to the example file DABImport.txt in the `D:\Analyst Data\Projects\Example\Batch` folder. If a csv format is to be used, then edit the file in Notepad and make sure that the first line is `% delimiter=',':` and the second line starts with `% header=SampleName`. (AN-1282, AN-1234)

The Analyst software cannot write the checksum to a wiff file if the file stays open in the MultiQuant software or other compatible software

If a data (wiff) file is being acquired to by the Analyst software, do not open that file in the MultiQuant software or any other application until acquisition has completed. Doing so might cause the Analyst software to not write the datafile checksum. (AN-305)

Queue: The Next Period button available on the toolbar in the Analyst software does not work when clicked

When the **Next Period** button is clicked, acquisition should move to the next period but the Analyst software remains in the same period even when the button is clicked. (AN-731)

Users should not turn on the SelexION device during an acquisition

If the user turns on the SelexION device during acquisition, then the currently acquiring sample is aborted and the system briefly goes to the Error state. When the system recovers to the Ready state, if users attempt to reacquire their sample, then there is no indication that the system has changed. Because of this, there might be a mismatch between the status of the system as shown in File Info and the actual status of the system. Users should refrain from turning the SelexION device on or off during acquisition. If it is turned on or off, then users should submit new acquisition batches, rather than using the reacquire function in the software. (AN-115)

The status of the integrated diverter valve is not updated when the diverter valve position switches

The status of integrated diverter valve is not updated when the diverter valve position switches, but the position does switch. There is no impact to the data. (AN-662)

Show all columns before pasting data in the Batch Editor

Although the Batch Editor supports copying and pasting from and to applications such as Microsoft Excel, users should be aware that the Batch Editor contains columns that are hidden by default, for example, **Sample ID**, **Dilution Factor**, and so on. When text is pasted from a spreadsheet into the Batch Editor, all columns are populated in sequence, whether visible or not. Therefore, it is possible for data to be pasted in an unintended column.

If users want to paste data in to the Batch Editor, then they should manually expose all columns first, to make sure that data is pasted as intended. Alternatively, users must make sure that the data they are pasting in the Batch Editor contains information for all columns, visible and hidden. (AN-216)

The last transition row cannot be deleted in an MRM method with 300 or more transitions

In an MRM acquisition method with 300 or more transitions, the last row of transitions cannot be deleted. (AN-198)

A filename containing a period and not the file extension is saved with an unknown file extension and cannot be opened

Do not include a period (.) in the file name because the software considers the information after the period to be the file type.

This issue occurs during batch creation, when using the Convert Methods script, when saving the optimization report during Compound Optimization, and when saving the report generated using the Reporter software. (AN-220)

The Pause Time in a saved method reverts to its default value when the access type for the CAD gas parameter is changed from Simplified to Operator

The Pause Time in a saved acquisition method changes to the default value of 5.007 ms when the Access Type for the CAD gas parameter is changed from **Simplified** to **Operator**. (AN-266)

Method duration might change when the user changes between tabs

When users change tabs in the Acquisition Method Editor, fields are recalculated. As a result, if the user sets a method duration and then changes between the Advanced MS and MS tabs, the duration might change slightly as the number of cycles is recalculated. This results in a method duration that best fits the number of actual cycles. (TT 34574)

The Analyst software might stop responding if an external valve is configured in the hardware profile but it is not used in the method

When configuring an external valve in the Hardware Profile, users must make sure that the valve is assigned a correct switching method in the acquisition method. If users submit a method that does not contain a valid valve switching method, then the Analyst software might stop

responding during acquisition. If the valve will not be used during acquisition, then it should be removed from the hardware profile. (TT 34645)

Number of Scans to Sum might be reset to 1

When using the MCA data collection, if the user sets the **Number of Scans to Sum** field and then changes to the Advanced MS tab and back, the field might reset to 1. When using the MCA data collection, users should set the **Number of Scans to Sum** field as their last step before saving the method. (TT 34787)

DFT scans might fail to maintain targets

In some cases, users might see Dynamic Fill Time (DFT) scans overshooting the target intensity. In these cases, users should switch to fixed fill times. (TT 34872)

Method Editor: Calculated Cycles are not immediately updated

When changing the parameters that affect the method duration, the **Calculated Cycles** field is not immediately updated. If users switch to the Advanced MS tab and back, they see that the field was updated. (TT 34884)

Simulation mode: Some methods might not end at expected times

When running acquisitions in the simulation mode (for example, to test new methods), some methods might not end at the expected time. The mass spectrometer should never be simulated for real LC data acquisition. (TT 34893)

Dynamic Fill Time might not work in Manual Tuning

When users run Manual Tuning with DFT enabled, changes to compound parameters might not trigger DFT to recalculate fill times. Therefore, when running Manual Tuning, users should use Fixed LIT fill times. (TT 34905)

DBS is not applied when a single MRM is acquired

When an experiment containing a single MRM transition is run, the Dynamic Background Subtraction (DBS) algorithm is not applied, whether or not the feature is turned on. (TT 35242)

Queue: Waiting samples are treated as Acquired when the Queue stops

When the queue stops (acquisition completed, acquisition error, and so on), any samples that are in the Waiting state are treated as acquired. If the Queue Options are set to show only a limited number of completed samples, then these waiting samples might be deleted from the queue. To avoid this issue, increase the number of completed samples shown in the queue. (TT 35286)

Queue: The Pause Sample Now icon is not available

The **Pause Sample Now** icon on the Queue toolbar is inactive and does not affect the acquisition of samples. (TT 35287)

Sample Details from the right-click menu shows incorrect information

Selecting **Sample Details** from the right-click menu shows incorrect information (**Sample Name**, **Status**) for samples with the status of Terminated or Partial. Sample details are available for waiting and acquired samples. To see the correct information for terminated or partially acquired samples, double-click the row. (ST 31086)

Columns cleared in the Queue Manager cannot be selected again

If users right-click in the Queue Manager, select **Column Settings**, and then clear the check boxes, the columns are removed from the Queue Manager. However, the right-click menu is subsequently not available and the columns cannot be restored to the Queue Manager. To avoid this issue, do not remove columns from the Queue Manager. (ST 31088)

Moving and then deleting a batch causes the Analyst software to stop responding

In the Queue Manager, if a batch is moved and then deleted, the Analyst software stops responding. To avoid this issue, delete the batch without moving it. (ST 31098)

Users are unable to delete the last row when the acquisition method contains more than the maximum limit of MRM transitions

When pasting more than the maximum limit of MRM transitions in the acquisition method, users cannot delete the last row. Users can delete row n–1 and then edit the last row to include the information that was just deleted. (ST 6968)

Note: For SCIEX 3200 systems, SCIEX 4000 systems, and API 5000 systems, 300 MRM transitions are the maximum during acquisition of MRM data and 1000 MRM transitions are the maximum during acquisition of Scheduled MRM (sMRM) algorithm data. For all the other systems, 1,250 transitions are the maximum during acquisition of MRM data and 4,000 per method is the maximum during acquisition of Scheduled MRM (sMRM) algorithm data. (ST 6968)

Copying and pasting acquisition methods

Copying compound-dependent cells that are partially exposed in a mass ranges table might cause the pasting action to result in an error. Highlight all cells completely (drag the mouse all of the way to the right) before copying them. Also make sure to copy into the same column for which the selection has been made, otherwise incorrect data and errors might result.

Copying and pasting to mass table

For instructions for copying and pasting to the mass ranges table from one acquisition method to another or from an external file to an acquisition method, refer to the document: *Help*.

Users are unable to change and save number of cycles

If users edit any previous version of method (dam) files, then they might not be able to change and save the number of cycles the first time. Repeat the process again to save this information.

Scans are unexpectedly set to sum to 1

If users set the scans to sum to more than 1, clicking the Advanced MS tab and then clicking the MS tab resets the scans to sum to 1. To store the value properly, type the value and save without clicking the Advanced MS tab. (SCR 11446)

Column headers are missing in previous versions of batch files

If users open a batch file created from an earlier version of the Analyst software, column headers might disappear in the Batch Editor. (SCR 11578)

Source/gas information might not reflect values set as default in parameter settings

After creating an acquisition method manually or through the IDA Method wizard, review and then update the Source/Gas parameters as appropriate. (SCR 11662, SCR 11711)

Users are unable to save or submit batches with long file paths

Users cannot save or submit an acquisition batch if the project path is longer than 126 characters. When this type of file is submitted, the software shows the error message: “Failed to set Header data”. When this file is saved, the software shows the error message: “Failed to save BatchName”.

Pasting columns in mass ranges table

Pasting of individual column of values for compound-dependent parameters in MRM and Scheduled MRM (sMRM) algorithm methods from an external csv or txt file might not always work. Copy and paste the whole Excel spreadsheet with updated dependent parameter values.

Pasting rows in mass ranges table

Pasting more than 300 lines into an MRM mass table might take several minutes.

Issue with importing file with MRM transitions

Make sure that the imported file is either a txt (tab-delimited text) file or a csv (comma-separated-value) file. Make sure that the number of columns in the file is equal to the number of

columns shown in the Method Editor in the Analyst software and that the column order matches. Also, make sure that there are no empty cells in the file that are imported. (ST 2717)

An error message is shown when a text file is imported into an MRM or Scheduled MRM (sMRM) acquisition method

When a text file is imported into an MRM or Scheduled MRM (sMRM) algorithm method, the software might show the message: “Invalid value entered into table. Make sure only numeric values are entered”. However, the file is imported correctly. This issue is not observed when csv files are imported or when content is copied and pasted from an external file, regardless of its format. (ST 19141)

Pasting into a mass ranges table during acquisition can cause the system to stop responding

When content is pasted into a mass ranges table during acquisition, the Analyst software might stop responding. Users can only copy and paste into an MRM or Scheduled MRM (sMRM) algorithm table before and after acquisition.

Switching valve tables must be populated before using method

When using a method containing a switching valve, make sure that the table is populated before saving and using the method. If this method is used for acquisition, the system stops responding and you must restart the instrument. (ST 9431)

Pause time doubles if a quadrupole experiment is created after a change between LIT and quadrupole scan types in the Method Editor

When users create a method containing a quadrupole scan type with a mass range of, for example, 1,000 to 1,250 Da, and then change to an LIT scan type and then back to the original quadrupole scan type, the pause time nearly doubles. To prevent the pause time from doubling, do not change scan types during method creation. (ST 11465)

During batch creation, pressing Tab creates another row

When a batch is created, if the user goes to the last row in the Batch Editor and then presses **Tab**, another row is created. After the row is created, the Auto-Increment or Fill-Down functionality does not work with this row. Also, any rows appended to the batch are shown before this one. When the batch is submitted, this phantom row is not submitted. If a user creates a batch with this extra row, the sample specified in this row is not collected. Avoid the use of the **Tab** key to add rows to the batch. Use the **Add Samples** button instead. (ST 14024)

Samples in a batch stay suspended after an instrument error is corrected

The batch must be resubmitted to the queue to continue. (ST 16247)

Ion energy is invalid in EMS scans

Although Ion Energy 1 is accessible in EMS scans, it is not applicable and should not be used. (SCR 11764)

Acquire — Scheduled MRM (sMRM) Algorithm

In certain cases, for the API 5000 system, sensitivity might be less for Scheduled MRM (sMRM) algorithm experiments than for MRM experiments

This issue might be observed for experiments covering a wide range of Q1 masses over several hundred Da. Keep this in mind when using the Scheduled MRM (sMRM) algorithm functionality on the API 5000 system. (ST 15149)

Batches containing the maximum number of Scheduled MRM (sMRM) algorithm transitions and three mass-dependent parameters where one of them is EP cause the system to stop responding

Batches containing the maximum number of Scheduled MRM (sMRM) algorithm transitions and three mass-dependent parameters, DP, CE, and EP, cause the system to stop responding. To avoid this issue, do not include EP as one of the mass-dependent parameters. (ST 16066)

Scheduled MRM (sMRM) algorithm parameters cannot be changed on-the-fly

Compound-dependent parameters for an acquisition method using the Scheduled MRM (sMRM) algorithm might not be applied when changed in real-time in Manual Tuning. When changing parameters for a Scheduled MRM (sMRM) algorithm method in Manual Tuning under Tune and Calibrate mode, stop the method between adjustments and then start it again. (ST 9436)

Modifying Scheduled MRM (sMRM) algorithm mass ranges table can take several minutes

Modifying a Scheduled MRM (sMRM) algorithm mass ranges table with 1,000 MRM transitions can take several minutes. (ST 5251)

Acquire — Network Data Acquisition

Submitting the same batch again for a network acquisition could cause data loss in case of network disconnection

If a batch has been acquired to a network location, submitting the same batch again using the same data file names to the same location could cause potential data loss on the samples or datafiles that were acquired twice. This issue occurs if the network is disconnected during the acquisition of the second batch. To avoid the issue, do not submit the same batch again, instead, change the data file names and save it as a different batch, and then submit the batch, just in case the network gets disconnected unexpectedly. (AN-1310)

Copy data to a network location before validating the checksum

If the user attempts to validate the checksum of a large file that is being acquired to a network location, then the Analyst software might stop responding or a failed checksum might occur. This is because network interruptions might cause a delay in writing the full file to the network. To resolve this issue, restart the AnalystService and client. Alternately, the file itself might become corrupted. Make sure that the file has been fully copied to the network location before attempting to validate the checksum. (AN-202)

Data might be lost during acquisition from multiple instruments to same data file

Do not acquire data concurrently from multiple acquisition workstations to the same network data file.

Network data security mode

For network data acquisition, use Mixed Mode or Integrated Mode. If Single User Mode is used, then make sure that the user is a network domain user with read and write access to the project folder. (SCR 11781)

Current data is not accessible

If network acquisition is used, then users cannot see the acquired data from a remote workstation until the sample is finished.

No audit trail records are created when the network is unavailable

When the network is unavailable, the data file creation and other non-processing activities performed during data acquisition only are not recorded in the audit trail database, which is not accessible. Add steps to the standard operation procedures (SOP) to contact the IT department regularly if there has been any network interruption during previous data acquisition processes and to avoid data acquisition during network maintenance work. Users can also review the Windows application event log for any network disconnection warning events. All relevant acquisition data is still logged in the data file even if the network is unavailable. (SCR 11648)

Reported Last Sample Finished time is slightly later than the time that acquisition completed

When data files are acquired to the network, the time reported in File Info in Explore mode for Last Sample Finished is the time the file was copied to the network, which might differ from the time of acquisition of the last sample. This is due to the delay when transferring files to the network. (SCR 9523)

Verify checksum after the file transfer is complete

When **Verify Checksum** is clicked on a file that has just finished acquisition, checksum verification might intermittently fail if the data file transfer to the network is in progress. Checksum verification works after the transfer is complete. (SCR 11419)

The wait period is long if the user does not have write access

If users do not have write access to a network project and try to open a data (wiff) file, they might experience a long wait period while the audit trail process tries unsuccessfully to update the information. (SCR 9906)

File transfers might fail due to limited space on the network

When acquiring data to a network server with user-specific space limitations, the Analyst software might not be able to detect the remaining space available. As a result, the data transfer process might fail, but acquisition is not affected. The data remains on the local acquisition workstation. To avoid this issue, always make sure that there is sufficient space. If the issue does occurs, make some space available, and then restart the Analyst software. (SCR 11420)

The spectral arithmetic output file is not saved

If the root directory is on the network, select **Open the New File Immediately** in the Analyst software in the **Output Filename** section in the Spectral Arithmetic Wizard–step 4. Otherwise, the output file might not be saved. (SCR 11746)

Explore

File Info pane saved to PDF file format appears empty when viewed in Adobe Acrobat

Select **Save to File** from the right-click menu in the file information pane of a data file, then save the file by choosing the PDF format. The saved PDF file seems to be empty when it is opened in Adobe Acrobat. To see the contents of the file, open the PDF in Chrome or Internet Explorer. Alternatively, the file information can be saved in RTF format, opened using Microsoft Word, and then converted to PDF. The converted file can then be opened properly with Adobe Acrobat. (AN-2670)

Auxiliary trace data is not populated in Explore in real time after the MS stops scanning

If a sample using a longer LC method duration than the MS method duration is being acquired with auxiliary trace enabled, and the sample auxiliary data is viewed in real time in Explore mode, then the auxiliary trace data is not populated after the mass spectrometer stops acquisition. (AN-2393)

LC method information might not be displayed properly if the Show Next Sample, Show Previous Sample, or Go To Sample buttons are used when the File Info pane is open.

If the File Info pane for a data file is open in Explore mode, then clicking the **Show Next Sample**, **Show Previous Sample**, or **Go To Sample** icon in the top tool bar might cause the LC method properties to show improperly. The LC method information might not be shown in full, and some of the period and experiment information might be repeated. If the issue occurs, then deactivate the hardware profile if it is active, close the Analyst software, and start the computer again. To avoid the issue, close the File Info pane before clicking these icons in the tool bar. (AN-1967)

The LC method file name and detailed information are not shown in the Analyst software File Info for data files acquired with the SCIEX 7500 system or SCIEX 7500+ system.

For data files for the SCIEX 7500 system or SCIEX 7500+ system that were acquired with the SCIEX OS software, the LC method file name and detailed LC information are not shown in the File Info in the Analyst software. To view the LC-related information, use the SCIEX OS software instead. (AN-1933)

Simplified CAD gas settings are shown incorrectly in File Info

If a data file was acquired using simplified CAD gas settings and opened in the Analyst software without the corresponding hardware profile active, then the CAD gas setting in the File Info is shown incorrectly. A CAD gas setting of Low is shown as –1, Medium as –2, and High as –3. (AN-299)

Centroid data is not shown correctly

Centroid data is not shown correctly when scan the user averages scans and steps the extracted ion chromatogram (XIC) to show the adjacent spectra. Instead of using Centroid, use Profile scan mode to show the data correctly. (AN-405)

High mass PPG values are shown for SCIEX 5500 systems, SCIEX 6500 systems (low mass mode), and SCIEX 6500+ systems (low mass mode) in the calibration peak list

On SCIEX 5500 systems, SCIEX 6500 systems (low mass mode), and SCIEX 6500+ systems (low mass mode), additional ions 1,254, 1,545, and 1,952 are shown in the calibration peak list. This has no impact on the calibration of the mass spectrometers. (AN-500)

Processing large data files concurrently with long data acquisition

Avoid processing, such as generating an XIC, for a large data file that has more than 600 MRM transitions while performing a long data acquisition. Doing so might cause the software to become unstable and data to be lost. Use another computer to process such data. When data currently being acquired is opened, the display for currently acquiring Scheduled MRM (sMRM) algorithm data defaults to TIC to open the file faster. Processing these files should still be kept to a minimum during acquisition.

Processing Options truncates non-integer values

The Analyst software Integration tab on the Processing Options dialog (**Tools** > **Settings** > **Processing Options, Integration tab**), allows the user to type decimal values between 0 and 100. However, after the screen is closed and then reopened, these values truncate to their integer values.

The Subtract Range Locked option seems to be active and the menu item in the right-click menu does not update

When right-clicking on a chromatogram, the feature seems to be enabled whether or not it actually is. To see if the feature is enabled, use either the Menu bar (**Explore** > **Background Subtract** > **Subtract Range Locked**) or the Explore Toolbar. If the icon is shown as depressed, the feature is enabled.

Inability to sort Peak Lists correctly

Occasionally, the Peak List does not sort correctly. To restore functionality, close the Peak List (deleting the pane) and then open it.

The cursor location does not correspond to the time point of the spectral data

Occasionally, the cursor is incorrectly allowed to be placed between data points. The time in the header of the spectrum of the active chromatogram is always correct.

Data is missing after an export to the PDF format

When the Analyst software is active with several panes open, exporting the active window to a PDF file might not export all data from the window. Use **Export** when there are only a few panes in the window.

Time range discrepancy for Contour plot

When a processed data file (pdt) is saved with a Contour plot shown, the saved file shows a different time range than the original Contour Plot.

The X-axis is not extended

After a chromatogram is offset, the X-axis (time) range is not extended to include the shifted data.

The DAD margin for negative absorbance is not functioning

The diode array detector (DAD) margin for negative absorbance does not function.

Performance is impacted due to a large number of scans

Processing data can be slow when the data file contains a very large number of scans resulting from the use of short dwell times. Keep the number of scans below 30,000. (SCR 7964)

Viewing IDA data files

If an IDA experiment data file is opened during acquisition, it is shown in Explore mode even if the IDA Explorer is set as the default viewer in the Appearance Options dialog. If the data file is opened after acquisition, it is shown in the IDA Viewer. Samples that were opened in Explore mode during acquisition do so by default when the acquisition is complete as well. To open the file again, user the IDA Viewer. (SCR 9805)

The integrated Harvard syringe pump is not in File Info

In some cases the File Info in Explore mode indicates that the integrated Harvard syringe pump was not used even though it was used. (SCR 8643)

Smoothing does not consider 0 intensity points

The Smoothing function does not consider 0 intensity points. Holes might be visible in the spectrum after smoothing if there are intensities of 0 in the data file. (SCR 13204)

Show File Info

Opening the File Info pane using the **Show File Info** command might cause the software to stop responding or to omit information from the view. This is an intermittent issue and no data is lost. If this issue occurs, then configure the Audit Trail Manager settings to No Audit Map or alternatively clear the Closed Module event in the Audit Map Editor to view or save the File Info to a file. The original audit trail settings should be restored. Only an Administrator for the Analyst software can configure the audit trail settings.

Overlay on plot for isotopic distribution in calculator

Occasionally, this feature does not function as expected. However, the text is still accurate.

Incorrect status is shown in File Info

On SCIEX 5500 systems, the File Info incorrectly shows the status as “Bad” for the flow of gas for the Curtain Gas interface and interface pump. There is no interface pump on SCIEX 5500 systems. Also, although the file information will show “Bad” for the flow of gas for the Curtain Gas interface, this does not necessarily reflect the status at the time of acquisition. If during acquisition, the flow status for the gas for the Curtain Gas interface develops a true “Bad” state, then acquisition for that sample will stop with an error. (ST 8853)

Delays occur in showing the sample list

On SCIEX 5500 systems, it takes more than 90 seconds to populate the sample list for a data file acquired with more than 1,000 samples. Allow at least 90 seconds to populate the entire sample list. If more than 1,000 samples are acquired to a wiff file, then it will take at least 90 seconds to populate the sample list. The Analyst software will be able to open the file. However, we recommend that the samples be acquired into different data files, if possible.

Syringe pump method is information missing from the File Info

On SCIEX 5500 systems, details about the syringe pump used to collect the data are not shown in the File Info pane for data where a syringe pump was used. Note which flow rate and syringe diameter were used during acquisition. Alternatively, the user can obtain this information from the data file by recreating the acquisition method from the File Info by right-clicking on the **File Info** to select **Save Acquisition Method**. To recreate the method completely, make sure the hardware profile has the same devices. (ST 7861)

The Explore History file is not shown correctly

The description of all the changes is sometimes merged into one cell but it is often still legible. In some instances, some information might be missing. (ST 9481)

Changes to the offset in the History pane are not being shown

Open the History pane again to show changes to the offset. (ST 9486)

Reviewing MRM data changes the active XIC

When the user opens a saved Explore History File (eph) from a total wave chromatogram (TWC) where the data from the mass spectrometer is MRM data, the data is the overlaid XICs but reviewing the changes switches the active XIC. The listed history, however, is correct and can be used to manually apply those settings to the original data.

Occasionally, samples in data files collected at 12,000 Da/s cannot be opened

If samples cannot be opened, then open the previous or any subsequent sample and use the forward and back arrows to navigate to the sample that does not open. (ST 13169)

If data is expanded in the IDA Viewer during sample acquisition to the same data file, data from an acquired sample is not shown

No data is shown in Explore mode for an acquired sample if the data is expanded from the IDA Viewer during the acquisition of a second sample to the same wiff file. (ST 18228)

Undocking the Graph Information Window can cause the software to stop responding

Occasionally when the Graph Information Window is opened and undocked the software stops responding. This often happens when the window is left open and undocked for several hours while acquisition and processing take place. To avoid this issue, keep the Graph Information Window docked. (ST 16700)

The Q1 resolution offset table at 10 Da/s is missing in the File Information

The Q1 resolution offset table at 10 Da/s is missing in the File Information for a negative ER scan type. This does not affect the data or any future acquisition. To retrieve this information, look into a data file acquired in Q1 negative mode. (ST 13331)

Sections of ions appear to be missing in EPI scans

On SCIEX 5500 systems, when Q0 trapping is used, a fill time of at least 20 ms is required. EPI spectra acquired with a fill time less than 2 ms will result in a missing range of ions in the second mass range when Q0 trapping is On. In general, expect to see an overall decrease in sensitivity even with one mass range under these conditions. (ST 8200)

Compound Library databases with over 20,000 entries fail to show full information

When the user opens Compound Library databases that have over 20,000 entries, the individual fields do not show the full information used to populate the original database. The fields are populated with **NA** instead. To overcome this issue, it is recommended that the user save the original database into two separate databases to be able to view all entries and then populate future entries in a new database. For example, delete the last 10,000 entries and save this database as “Part 1” and then reopen the original database, delete the first 10,000 entries and save this database as “Part 2”.

Note: Deleting entries and then adding new ones is not recommended. (ST 19297)

The Analyst software stopped responding during real-time XIC data extraction

When large numbers of ions were extracted in real-time during acquisition using an MRM or Scheduled MRM (sMRM) algorithm method, the Analyst software might have become unresponsive. This issue has been corrected. However, users should be aware that there might be cases where extracting large numbers of chromatograms will still cause the software to slow or become unresponsive. For example, having multiple XIC panes open simultaneously, or acquiring data from multiple methods to the same wiff file. In these cases, users should refrain from extracting chromatograms in real-time. (AN-292)

Explore — Library Search

Blank results in new field

When performing a Library Search from an open spectrum, if the user clicks **View Manager** from the Search Results window and adds a new field, then the results for this new field might seem to be blank. Clicking the field a few times causes the results to be shown. This is a graphical issue and does not affect functionality.

Hidden column in Compound Library view

When viewing the Compound Library, increasing the width of the last column might uncover a column named **Hidden**, with populated values. This is a graphical issue and does not affect functionality. Do not modify the data in this column. (ST 3165)

Editing the compound name twice might cause the Analyst software to stop responding

If the user edits the name of a compound in the library, clicks **OK**, and then attempts to edit the compound again, the Analyst software stops responding. To avoid this, after clicking **OK** to change the compound name, close and then open the library before attempting to change the same compound. (ST 2283)

Opening a library record in the default library might show a blank spectrum

If this occurs, then reconnect to the library database (**Tools** > **Settings** > **Optimization Options** > **Library Manager**) to correct the issue. (ST 1860)

Explore — wiff Data File

Analyst software file compatibility

The Analyst software is fully backward compatible. However, it is not forward compatible. That is, the data files acquired in an older version of the Analyst software can be opened in the newer version of the software, but not vice versa. If the acquisition computers are upgraded to the newer Analyst software, also upgrade the processing computers to the same version.

Flat file size limit

The software can show data in the flat file (wiff.scan) for files up to 2 GB in size. Any data stored beyond this limit might not be shown correctly. In addition, larger file sizes might degrade overall performance. Begin acquiring data to a new data file if the file size nears this limit (for example at 1.5 GB).

Quantitate

"Acquisition Methods" is shown as the acquisition method file name in the Results Table and reports for the data files for the SCIEX 7500 system or SCIEX 7500+ system.

In the Analyst software Results Table and the reports generated by the Analyst Reporter, "Acquisition Methods" is shown as the acquisition method file name regardless of the MS method used by the SCIEX OS software to acquire the data files for the SCIEX 7500 system or

SCIEX 7500+ system. To show the correct MS method and LC method file names in the Results Table and reports, use the Analytics workspace in the SCIEX OS software to process the data. (AN-1931)

Detector data containing channels labeled with duplicated wavelengths cannot be integrated in the Analyst software quantitation module

If detector data (PDA/DAD in 2D/Signal Mode, UV, Fluorescence, or any combination) containing channels labeled with duplicated wavelengths is processed in the Analyst software using the Quantitation Wizard, then only one of those channels is processed in the Results Table. (AN-1940)

The Y-axis maximum might become extremely high in the peak review pane for some analytes when using the option to zoom Y-axis to xx % of largest peak for all samples

Y-axis maximum might become extremely high in the peak review pane for some analytes when the option to zoom the Y-axis to **xx % of largest peak for all samples** is used in the Peak Review Default Options or Peak Review Options. Double-click the Y-axis of the chromatogram for each sample to return the peak view to normal, or use the option to zoom the Y-axis to **xx % of largest peak** instead. (AN-1302)

Only values of 0 or greater were exported in Quantitate mode for DAD data

If a user exports data using **Save Active to Text File** from a Peak Review pane or window in Quantitate mode, then only positive data, 0 or greater, is exported to the text file for DAD data. Negative numbers are not exported. To export a data list with both positive and negative numbers, use **Save As Text** in the Data List pane in Explore mode. (AN-1566)

The unit in the titles for the Analyte Concentration and Calculated Concentration columns in a Results Table is only for the first analyte

If a quantitation method used in a Results Table uses different units for different analytes, then the unit in the titles for the Analyte Concentration and Calculated Concentration columns in the Results Table is only for the first analyte. To view which units are used for all of the analytes, edit the Table Settings to show the Analyte Units column. (AN-1357)

Disabling a quantitation security setting causes errors when Results Table column settings are changed

Under Quantitation in the **Access to Analyst** list on the Roles tab in the Security Configuration dialog, if the **Disable, enable and clear audit trail** permission is disabled, then the user cannot change the column settings in a Results Table without getting an error each time. To change or modify table settings, make sure that **Disable, enable and clear audit trail** is enabled for that role. (AN-1018)

The Sum Multiple Ions option might produce results that are slightly incorrect

When using the Sum Multiple Ions option in a quantitation method, users might notice that the summed intensities of multiple ions is slightly different from the expected value (ion 1 + ion 2 + ion 3 and so on). This is due to a rounding issue within the Sum Multiple Ions algorithm. In practice, the difference will be very small and should not affect reported values. (AN-1)

The changed file name of the Results Table is not shown in the Regression window

If the user performs regression in the Analyst software (Quantitation module) and then saves the Results Table using a new file name, the printout of the calibration curve still shows the original file name. The calibration curve shows the new filename only after the file is closed and then opened. (AN-555)

Adding a new column to a Result Table shows an error message but the column is added

If a new role is created in the Analyst software and the **Disable, Enable or clear audit trail (Quantitation)** privilege is disabled, then adding a new column in a Results Table generates an error message but the column is still correctly added to the table. (AN-641)

Discrepancy in Results Table file size

Depending on the number of samples, the Results Table file size might be larger than in the previous version of the Analyst software. (ST 33496)

Printouts are incorrect if manual integrations are not accepted

If the user performs a manual integration and tries to print the window or workspace without first “accepting” the changes (or completing an e-Signature, if required), the resulting printout might be incorrect. The user sees two Results Tables printed showing the areas before and after the manual integration, instead of the selected Results Table and chromatogram. If after performing a manual integration, the user accepts the change (or completes an e-Signature) or navigates to a different selection, the **Print** > **Window** and **Print** > **Workspace** commands functions as intended.

Algorithm compatibility

Scheduled MRM (sMRM) algorithm data cannot be analyzed with Analyst Classic. The IntelliQuan integration algorithms, IQA II and MQ III, should be used. Several behaviors are observed in the software:

- When creating a quantitation method with Analyst Classic as the preset algorithm, the software warns about algorithm incompatibility and the method uses IntelliQuan-MQ III instead. The operation does not affect the preset algorithm. (ST 5388)
- IntelliQuan Results Tables from versions of the Analyst software earlier than 1.5 will continue to use the previous versions of the algorithms in the Analyst software 1.5 so that the results

presented are consistent. This is the only situation in which previous IntelliQuan algorithms are used in the Analyst software 1.5.

- The Quantitation wizard cannot create a quantitation method for a data file that contains more than 94 transitions. Before using the Quantitation Wizard to generate a Results Table, create the quantitation method using the Build Quantitation Method feature. Select this quantitation method on the Create Quantitation Set - Select Method page of the Quantitation Wizard. (ST 5919)
- Previously generated quantitation methods with the Analyst Classic algorithm cannot be used to analyze Scheduled MRM (sMRM) algorithm data. To carry forward the information, export the method as text using the Create Text File from Quan Method script and then import it using the Create Quan Methods from Text Files script. Both scripts are provided on `C:\Program Files (x86)\Analyst\Scripts\All Mass Spectrometers` folder.
- Users cannot add Scheduled MRM (sMRM) aelgorithm data to Results Tables using the Analyst Classic algorithms.

IQA II Integration algorithm occasionally does not find peaks on Scheduled MRM (sMRM) algorithm data

For Scheduled MRM (sMRM) algorithm data, it is recommended to use IntelliQuan - MQ III because the default integration algorithm, as the peak is sometimes not found in the retention time window when using the Scheduled MRM (sMRM) algorithm with IQA II.

Default integration algorithms

Newly created projects always copy the default integration settings from the Default project. For fresh installations of the Analyst software 1.5 and later, the preset is IntelliQuan - MQ III. If the `Analyst Data` folder is used from a previous version, then the preset from that Default Project will carry forward to the later version of the Analyst software.

Large signal-to-noise values are sometimes reported in the Results Table

Occasionally, when very low or no noise is selected for a background, very large values to over 20 digits are reported. This might occur because there is no baseline noise for these cases. The signal-to-noise should be reported as **N/A** in these cases. Adjust the selection of the baseline to make sure that some baseline noise is applied to the signal-to-noise calculation.

Baseline Sub window

The IntelliQuan Baseline Sub window is actually a half window. The window used is twice the width that is entered. This applies both to the Integration tab of the Processing Options and IntelliQuan Parameters dialogs opened by right-clicking in a data list. (SCR 12984)

Exporting with Sum Multiple Ions produces a bad text file

Exporting a Results Table built with the **Sum Multiple Ions** option produces data in separate columns. The values are shown under incorrect headers and the text file might be incorrect. (SCR 10947)

Diode array detector results are not removed

In a DAD Results Table, even when all DAD data is removed and an ADC data sample is added, the DAD information stays in the Results Table. (SCR 7998)

The Analyte mass range column contains N/A

If an automatic quantitation method is used to build a new Results Table, then the **Analyte Mass Ranges** column contains **N/A** instead of the actual mass range for the corresponding sample and analyte, which might be all different. (SCR 8790)

Peak asymmetry error

If a Results Table is created and **Peak Asymmetry** is shown, then the column shows 0.00 if no peak is found. (SCR 10688)

Last decimal digit is inconsistent

If a Statistics table is opened for two Results Tables (by selecting **Group By Concentration** from the **Conc. as Rows** box and selecting **Area** or **Height** from the Statistics Metric box), then the last digit for some of the statistical results (Mean) could be different depending on the order in which the data files are opened. The same issue is also seen in mean calculations. (SCR 13198)

Quantitation integration mass tolerance

The algorithm for selecting a particular MRM transition from the Q1 and Q3 masses stored in the quantitation method operates as follows:

The transition whose masses are closest to the values from the quantitation method, but still within a tolerance of 0.1 Da, is used. The software determines which transition is closest by summing the Q1 mass variation and the Q3 mass variation (between the quantitation method and the acquisition method) and then selecting the transition whose variation sum is the smallest.

The quantitation of a sample with a large number of transitions might seem slow

For example:

- Generating a Results Table on the recommended computer using one sample containing 2,500 transitions can take about three minutes. (ST 9944)

- Creating or saving a quantitation method using Scheduled MRM (sMRM) algorithm data that contains 2,500 transitions can take up to 15 minutes. (ST 9944)

Adding a Formula column causes the software to stop responding

If the user performs an operation using a **Formula** column in a Summary Page in a Results Table the software stops responding. To prevent this behavior, remove the 500s in the brackets in the column names in the **Formula** field. (ST 12940)

The Cancel button is unresponsive when an unsaved quantitation method is being closed

When a workspace with an open, unsaved quantitation method is being closed, the **Cancel** button is not responsive. To close the window without saving the method, click **No** instead of **Cancel**. (ST 15477)

The Analyst software stops responding when a Results Table is exported to a non-existent directory

This issue occurs when the user specifies an incorrect path in the **File name** list by typing in the path. Make sure that the path specified exists and is correct. (ST 15992)

The Save As dialog points to an incorrect folder

When users save a quantitation method that required a data file to open, the Save As dialog points to the folder where the data file was located instead of the Quantitation Methods folder. Browse to the appropriate folder before saving the quantitation method. (ST 16129)

A peak is not integrated as expected when the RT window is increased beyond 40 seconds

When the IQA II algorithm is used, RT windows larger than 40 seconds are ignored. If the user sets a window larger than this, then a window of +/- 20 seconds is used. Either adjust the expected retention time for the shifted peak, or, for batches where this is happening for many samples, use the MQ III algorithm. (ST 17676)

An error occurs during quantitation using the TIC as the Q1/Q3 selection

If the Quantitation wizard is used and the TIC is specified as the Q1/Q3 selection, then the Analyst software shows an error when the user advances the wizard. Click **OK** to successfully continue with the wizard. (ST 3242)

Column sorting

Occasionally, sorting columns in tables does not produce repeatable results. Sort on the index column to make sure that sorting is always correct.

Quick Quant with full scan methods

In the Acquisition Batch Editor, creating a Quick Quant method causes inconsistent behavior if the acquisition method selected is a full scan method. After saving this method, users cannot open it. Quick Quant works as expected with all other scan types. It is recommended that users do not use Quick Quant with full scan methods. (SCR 9866)

New Quick Quant methods do not apply new quantitation default values

New Quick Quant methods generated through Build Acquisition Batch do not use the modified quantitation default values specified on the Quant Method Editor Settings dialog. (SCR 6997)

An intensity drop might be observed when a Scheduled MRM (sMRM) algorithm experiment is run with masses greater than 1,000 Da

Avoid using masses above 1,000 Da in Scheduled MRM (sMRM) algorithm experiments. In these instances, it is recommended that you use the MRM scan type. (ST 11772)

Some items unavailable under the Administrator role for the Quantitate module are available

Although the **Change default number of smooths (in Wizard)** and **Change concentration units (in Wizard)** are not available for the Administrator under role-based security, a user with the Administrator role still has access to these features in the wizard. (ST 19149)

The concentration units specified when a quantitation method is created do not propagate to the Results Table if different units are used per analyte

Although a user can enter different units for different analytes when creating a quantitation method, only the first set of units is used in the Results Table. (ST 19151)

Incorrect data is shown in the calibration window

The data in the calibration window might not be consistent with the Results Table if few peaks are found in the Results Table. To correct this issue, refresh the window by saving it. (SCR 11282)

Reporter Software

An incorrect operator might be shown in the Reporter software for samples appended to a data file

If samples were appended to an existing data file that was acquired by a different user from the current user who submitted the appended samples, then the Operator tag, if included in the report template, shows the name of the user that first created the data file for the appended samples, not the one who actually submitted those appended samples. (AN-1612)

Reporter software cannot create reports on computers with the SCIEX OS software installed first

On a computer with the SCIEX OS software already installed, installing the Analyst software causes the Reporter not to work. A report cannot be created due to an unhandled exception error. However, if the Analyst software is installed first, and then the SCIEX OS software is installed, then the Reporter software works, even if the Analyst software is sequentially upgraded to a higher version from the current configuration where the Analyst software was installed first, and then the SCIEX OS software was installed. (AN-2032)

A report cannot be generated when the Library search template is used in the Reporter software 3.2

When the user tries to create a report using the Library Search template in the Reporter software 3.2, an error message is generated that the report cannot be created. To resolve this issue, contact SCIEX support at sciex.com/request-support. (AN-39)

The Reporter Template Editor might not show the Tags panel for the Blank Template

When the Blank Template in the Reporter software is edited, the tags panel might not be shown by default, depending on the version of Microsoft Office used. If the panel is not visible, then users can make it visible by selecting **View** > **Document Editor**, followed by **View** > **Document Actions**. (AN-250)

Chromatograms are not shown if the Label field contains information

When a Reporter template is created, if the user adds a chromatogram and then types anything in the label field for the tag, then the printed report does not show the chromatogram. To avoid this issue, make sure that the label field is empty. (AN-255)

The Reporter Template Converter is unable to convert four templates

The Reporter Template Converter is unable to convert the following templates: `Select Analyst 20 percent Report.xml`, `Sample Report with MRM ratios.xml`, `Sample Report with MRM ratios2.xml` and `Sample Report with MRM ratios EU.xml`. Users will receive an error message when attempting to convert any of these templates. (AN-258)

Adobe Acrobat might stop responding after printing to PDF

If the user selects both of the **Print to PDF** and **Print Automatically** options, then after the report is generated, Adobe Acrobat opens but stops responding. If the user manually closes Adobe Acrobat, the report opens automatically as a PDF. This is a workflow defect and does not affect the generation of the actual report. (ST 35621)

Report names containing periods might cause the Reporter to stop responding

When creating a report, if users specify a filename that contains periods (‘dots’), they must also specify the file extension. Failing to do so causes an error to be generated: “Failed to process the report file. Unsupported format requested.” For example, specifying a report as “report 1.2.3”

causes Reporter to stop responding. Specifying “report 1.2.3.docx” generates the report as intended. The extension must match the format selected in the Reporter software. (ST 35636)

Installer

A message about DCOMPerm.dll might be shown during Analyst software installation

During the installation of the Analyst 1.7.4 software, a message "Cannot move DCOMPERM.dll while installing DCOMPerm. Win32 errrorcode 262272. Please contact your software manufacturer." might be shown. Click **OK** in the message to continue with the software installation. This may be caused by CTC PAL scripts. However, as of version 1.7.4 of the Analyst software, CTC PAL autosamplers are not supported. The software works as intended. (AN-767)

The Analyst software cannot be upgraded or reinstalled if the Waters Acquity LC Device Driver has been installed on the computer or was previously installed on the computer and then removed

If the Waters Acquity LC Device Driver has ever been installed on the acquisition computer, even if it was later removed, users might have difficulties upgrading the Analyst software on the computer or reinstalling it. This might result in users losing their instrument tuning files. The issue is caused by the Waters driver and Waters support has been advised.

To avoid this issue, before performing an upgrade installation or re-installation of the Analyst software, always make sure to restart the computer right before opening the Analyst software `setup.exe` file. (AN-692)

Smart Services runtime error

Occasionally, a Smart Services runtime error appears when the HotFixes are installed on uninstalled. Click through the error. The error does not affect the installation or removal of the HotFixes. This error occurs only when Smart Services Mass Spec Gateway v 4.1 is installed. (ST 11498)

Other

The Nebulizer Current status is not shown correctly in the Detailed Status window

On SCIEX 5500 systems, the Analyst software does not display the **Nebulizer Current** correctly in the Detailed Status window while the instrument is in operation. A value of 0 is shown but this does not accurately reflect the actual applied current. Contact an FSE if no change in performance is observed when the nebulizer current is changed in the method or if an issue with the nebulizer current is suspected.

Compatible Software

Automaton software support is discontinued

The Analyst software does not support the Automaton software. The Automaton software package is replaced by the DiscoveryQuant software.

Some LightSight software versions cannot create GSH precursor ion IDA methods

The LightSight software for metabolite identification is unable to create GSH precursor ion IDA methods when the molecular weight of the molecule is greater than 550 Da. In version 2.0 and 2.1, the LightSight software cannot create GSH Prec IDA methods and in version 2.2, the software cannot create GSH Prec IDA and GSH Prec/NL IDA methods. The LightSight software can create GSH Prec methods for molecules with a molecular weight greater than 550 Da only if an IDA method does not need to be created.

AAO Development Kit

Third party developers can find the AAO Development Kit on the Analyst software DVD or the web dowload package, whichever is available, in the `\Extras\AAO` folder. The kit contains a user guide, release notes, source files, sample code, and so forth.

When setting up a root directory for the AAC, make sure that the path name does not include the word “Projects”

When setting up a root directory for Analyst Administrator Console (AAC), make sure that the path name does not include the word “Projects”. If the path name includes the word “Projects”, then a series of messages are returned to the user that prevent the user from logging into the Analyst software through the AAC. The messages might indicate that the user does not have access to the projects in the Workgroup to which they belong or that the projects included in the Workgroup do not exist. Contact the administrator to rectify this issue. (ST 19394)

Connection from AAC to the AAC server

Connection from the AAC to the AAC server should be made using the IP address and not the AAC server name. (ST 31068)

Scripts

The Convert Methods script does not show an error message on method conversion failure

The Convert Methods script does not generate an error message when it is unable to convert an acquisition method with Q1/Q3 above 1,250 for a SCIEX 6500 system (high mass mode) or SCIEX 6500+ system (high mass mode) into a method for a SCIEX 5500 system. The **Save** button is not available indicating that the method conversion cannot proceed. (AN-128)

The Purge Modifier script does not work if the Analyst Data folder is stored on a network drive

For the Purge script to work, the `Analyst Data` directory must be stored on the local computer. (AN-505)

The Convert Methods script causes converted method to lose precision

In the acquisition methods converted using the Convert Methods script, the Q1/Q3 masses are rounded to the nearest second decimal place, making these values different from the original method. (AN-702)

Users should not launch scripts from the Analyst software folder in File Explorer

Some Analyst software scripts are available as exe files within the Analyst software folders. However, these scripts should not be launched manually. They should only be launched from within the Analyst software. (AN-120).

The AutoQuant with Automatic Reports.dll script does not support Scheduled MRM (sMRM) algorithm data

When the BatchScriptDriver Script is run and if a Scheduled MRM (sMRM) algorithm data file is selected to be processed with the AutoQuant with Automatic Reports.dll script, then an error message is shown, indicating that samples are not compatible with the quantitation method. Users can process MRM data successfully. (ST 9052)

The LabelXICs script labels traces with zeroes

If the LabelXICs script is run using Scheduled MRM (sMRM) algorithm data, then the XIC trace is labeled with zeroes. The mass corresponding to each XIC can be found in the header of the data file. (ST 6109)

The Mascot script fails to run for single EPI spectra

The Mascot script fails to run for single EPI spectra or for summed EPI spectra acquired with **MCA** turned on. Click **Explore** > **Show TIC**, highlight the entire TIC or highlight a small region around the peak of interest and then run the Mascot script. By default, the search option **All MS/MS spectra from selected region(s) in TIC** is selected. This option will run correctly. (ST 8856)

The Exclusion List cannot be imported into an IDA Method

The **Exclusion List** created from the Make Exclusion List From Spectrum script cannot be imported in an IDA method. To avoid any issues, enter headers in the list in the format provided by the returned error message. (ST 2027)

The mass range for Q1 and Q3 scan data is not extracted

Occasionally, the XIC From Table script does not extract the entire mass range for Q1 and Q3 scan data. The error message that is shown, indicating the mass ranges that can be extracted, can provide further guidance. Reopening the data file and then restarting the script might also correct this issue. (ST 9646)

Subsequent integrated area are not showing

When the Manually Integrate Script is run to integrate consecutive peaks, the blue integrated area is visible only for the first run of the script for the first peak. Subsequent integrations using the script do not show the blue area and the caption from the last integration remains. Reopen the data file and then run the script again to see the integrated area. (ST 9650)

Incorrect ramp information is given for the AF2 parameter

On SCIEX 5500 systems, the MS3QuantOptimization Script reports the incorrect ramp information for the AF2 parameter. The report shows that the AF2 parameter is ramped from 0 to 100 mV with a step size of 2 mV. The actual ramp range is 0 to 0.3 V with a 0.025 V step size. (ST 9821)

The AF2 graph is not always legible

Occasionally, the AF2 graph produced by the MS3QuantOptimization script is illegible during acquisition in the script user interface. This occurs only for graphs for which there is no resulting spectral information. This does not affect the operation of the script. (ST 9822)

The starter method must have a syringe pump enabled for the MS3QuantOptimization script

Make sure that the starter method has a syringe pump enabled. Open the starter method. If the syringe pump has a cross, right-click to select **Use** to enable it, and then save the method. If the syringe pump is not enabled, then the syringe pump will not run when the script is executed.

The Merge MRM Methods script causes the Analyst software to stop responding if the hardware profiles being merged do not match

The Merge MRM Methods script causes the Analyst software to stop responding if the hardware profile does not match the hardware profile used to create the methods being merged or if the matching hardware profile is not active. To prevent this issue, make sure that the hardware profile activated in the Analyst software matches the active hardware profile for the MRM methods being merged. (ST 17455)

The Merge MRM methods script does not merge the Compound ID

Enter the **Compound ID** manually. (ST 2474)

An error occurs when Subtract Control Data from Sample Data is selected on the Scripts menu

Press **Shift** while selecting the script. An About dialog opens and the script runs. (ST 6208)

The XIC from BPC script causes the Analyst software to stop responding

Do not use this script. (ST 6209)

Inclusion and Exclusion lists are not copied when IDA methods are converted using the Convert Methods script

To prevent this issue, edit the masses in the **Inclusion** and **Exclusion** lists of the original method to fit within the accepted range of the destination method. (ST 18986)

Methods with LIT scan types that have mass ranges greater than 1,000 Da cannot be converted to methods for the QTRAP 5500 system using the Convert Methods script

To avoid this issue, change the mass range of the original method to fit within the acceptable range of the destination method. (ST 18670)

Convert Methods script

After a method is created using this script, review the new method to make sure that the method has been converted to correctly.

Peripheral Devices

ExionLC 2.0 Systems

The status icon for the ExionLC 2.0 system in the Analyst software is red but shows Ready

If an error occurs on the ExionLC 2.0 system, then the LC status icon in the Analyst software turns red but Ready might be shown as the LC status. To recover, deactivate the hardware profile and then activate it again. Make sure that the detector lamps are on and ready before starting acquisition, especially after the system has gone through Standby state. (AN-1966)

The Analyst software shows the ExionLC 2.0 system in Wait state when it is in Standby state if the LC system contains a detector

If the ExionLC 2.0 system contains a DAD or Multiwavelength detector, then after the LC system and mass spectrometer go to Standby state, the Analyst software status icon for the ExionLC 2.0 system turns yellow, but the LC system state is shown as Wait. This occurs because the detector lamps are turned off when the system is in Standby state. This is a status display issue and does not affect system operation. (AN-1968)

A method cannot be saved when valve wash is selected in the settings for the ExionLC 2.0 wash system

Intermittently, when valve wash is selected in the settings for thr ExionLC 2.0 wash system, the method might not save successfully, instead showing an error message "Error writing acquisition method to the file! Copy method failed." If this issue occurs, then do the following:

1. Deactivate the hardware profile and then close the Analyst software.
2. Delete or rename the `Configuration_Default.xml` file (`C:\ProgramData\ExionLC2.0\Configurations`) and the `ExionLC2` folder (`C:\ProgramData\SCIEX`).
3. Restart the computer.
4. Turn off all of the ExionLC 2.0 system modules and then turn them back on.
5. Create a new hardware profile, reconfigure the ExionLC 2.0 system, and activate it. (AN-2246)

Every two data points are duplicated for the pressure trace for the ExionLC 2.0 system

For the pressure trace for the ExionLC 2.0 system, every two data points are duplicated. This is because the pressure values are collected at half of the frequency (0.5 Hz) of the publishing rate (1 Hz). In addition, the first data point at time 0.0 min for all of the auxiliary traces are artificial since the first actual point is usually collected at time greater than 0.0 min. (AN-2638)

ExionLC Systems or Shimadzu Devices

The room temperature trace is written when the LC system does not have a room temperature sensor

For an ExionLC system or Shimadzu LC system with auxiliary trace enabled, the room temperature trace is written and stored with the data file when no room temperature sensor is present with the LC system. The trace might incorrectly show temperatures such as 650 °C. (AN-2559)

Configuration of a newly created or edited hardware profile for an ExionLC system is being applied to all existing hardware profiles that contain ExionLC system devices

If the configuration of a hardware profile containing an ExionLC system is changed or if a new hardware profile containing any of these devices is created, then the configuration of existing hardware profiles containing any of these devices is also changed automatically. All configuration options such as Fast LC, psi units, relays, sync, system pressure max, and so on are saved to every other hardware profile containing an ExionLC system, even if the edited or newly created hardware profile is not activated. For example, if there is an active hardware profile that includes a binary gradient ExionLC Pump and the user creates a hardware profile

that includes an isocratic ExionLC Pump but does not activate the profile, then the active hardware profile becomes isocratic as well. (AN-943)

ExionLC systems: The Configuration UI dialog opens in the background behind all other open windows after a fresh installation of the Analyst software or after the computer is restarted

During hardware profile creation for ExionLC series devices, when the **Configure** button is clicked, the Configuration UI dialog opens in the background behind all of the other windows. This happens after installation or after the computer is restarted. To bring the ConfigUIDialog to the foreground (after clicking **Configure**), minimize all of the open applications until the ConfigUIdialog is visible. After this, every time **Configure** is clicked, the Configuration UI dialog will always open in the foreground. (AN-717)

If the Remote Instrument status feature is used in the Analyst software, then the detailed status for a connected ExionLC system is not shown

The detailed status of the connected LC system is blank when viewed from the Remote Instrument Status. (AN-686)

Some methods with errors from LC can be saved but cannot be opened

When an acquisition method with an LC method parameter for the ExionLC system that is outside of the allowed range is saved, the Analyst software generates an error about the wrong value, but allows the user to save the method. However, this method cannot be loaded after being closed and cannot be used for acquisition. (AN-678)

In Manual Tune, all the parameters for pump, autosampler, and system controller are not shown when LC method is selected for ExionLC devices

When **LC Method** is selected in the Manual Tune mode for a hardware profile containing ExionLC devices, the timetable (located on the right side of the Pump, Autosampler, and System Controller tabs) is not shown. As a workaround for this issue, create the acquisition method in the Acquisition Method Editor, save it and then open it in Manual Tune mode. (AN-644)

A method with invalid LC parameters can be saved with an error but cannot be opened

When an acquisition method with an LC parameter outside of the allowed range is saved, the Analyst software shows an error about the wrong value but generates the method. However, this method cannot be opened after being closed and cannot be used for acquisition. This issue is applicable for most LC systems, including the Shimadzu LC-40 system. Agilent LC systems are not impacted. (AN-1813)

In Manual Tune, not all of the options for the modules are shown when an LC method is selected for Shimadzu LC-20/30 devices activated through the Integrated System Shimadzu LC-20/30 Controller, or for Shimadzu LC-40 devices

If an LC Method is selected in Manual Tune for a hardware profile containing Shimadzu LC-20/30 devices activated through the Integrated System Shimadzu LC-20/30 Controller, or for a hardware profile containing Shimadzu LC-40 devices, then the following options are missing from the right side of the module window:

- Time Program option, for all modules that have the Time Program option enabled in the Acquisition Method Editor
- Pretreatment option, for the Autosampler module
- Pump mode switching option (B. GE vs ISO), for the LC-40 Pump module
- Autopurge option, for the LC-40 Pump module

As a workaround for this issue, create the acquisition method in the Acquisition Method Editor, save it, and then open it in Manual Tune mode. (AN-1812)

The Shimadzu HPLC stack does not go into Standby state when Standby is selected during equilibration

The Shimadzu HPLC stack does not go to Standby state when Standby is selected during the equilibration period. The mass spectrometer goes to Standby state but the pump and oven continue to run. As a workaround, first press **Ready** and then press **Standby** during equilibration. (AN-663)

Shimadzu LC-30 devices: An error might occur when the queue is restarted after samples are aborted

If a Shimadzu LC-30 is configured with Integrated System Shimadzu LC-20/30 Controller, then occasionally after the user aborts a sample run or stops the queue, and subsequently starts the queue again, the next sample might show the acquisition error: `Operation failed, device driver exception`. To prevent the issue, deactivate and then activate the hardware profile again after a sample is stopped or aborted. (AN-3092)

An incorrect response time might be used on Shimadzu SPD-40/40V UV detectors with SCL-40/CBM-40/CBM-40 Lite ROM version earlier than 1.64.

If firmware versions earlier than 1.64 are used on a Shimadzu SCL-40, CBM-40, or CBM-40 Lite controller connected to a Shimadzu SPD-40/40V UV detector, then an incorrect interaction between the **Response** mode and the **Sampling** time causes an incorrect response time. If the response mode for the SPD-40/40V is set to **Fast/Standard/Slow**, then analysis is done with response times of 0.5 s, 1.0 s and 2.0 s, respectively, regardless of the **Sampling** setting. There is some influence on the data.

Workaround: Change the **Response** mode to **Other**, and then set the numeric value field to the response time value or to a value that is less than the related sampling time. As an alternative, use SCL-40/CBM-40/CBM-40 Lite firmware version 1.64 or later.

AutoConfig shows the same serial number for all pumps
The Shimadzu driver included in the Analyst software adds the ability to automatically scan and configure the hardware profile based on the devices attached to the CBM module. A defect in this driver causes all connected pumps to show the serial number of the first pump. However, if the devices are manually configured using the integrated device driver in the Analyst software, then the File Info for acquired data reflects the correct serial numbers. (TT 35101)

The layout of the 1.5 mL cooled rack has been changed
A new high capacity 1.5 mL cooled rack has been introduced for the Shimadzu LC-30 series autosampler. The layout of this rack has been changed to accommodate the 105 vials and therefore cannot be selected using the existing 1.5 mL Cooled rack option from the Location tab in the Batch Editor. To use this new rack, select the 1.5 mL Standard rack. The new rack will still be cooled. (ST 34061)

The IP address must be typed to establish an Ethernet connection
When establishing an Ethernet connection, the Shimadzu device search function cannot retrieve the IP address from the Shimadzu CBM. Users must type the IP address. (ST 29400)

If a different user logs on to the Analyst software, then the Shimadzu AAO might stop responding
In Mixed Mode, if a different user logs on to the Analyst software, then the Shimadzu AAO might stop responding. If this issue occurs, stop the AnalystService and the `ShimadzuAAO.exe` using Task Manager and then start the Analyst software. (ST 33331)

Batches can fail if the post treatment cycle does not complete before sample acquisition has completed
For the Shimadzu LC-30 series autosampler, when creating an acquisition method, do not select **After Acquisition** from the **Rinsing Start Time** list on the Internal Rinse dialog. Select **Specify Start Time** or do not use this option in the acquisition method. The internal rinse must be completed before the sample acquisition has completed. (ST 33825)

Queue functionality is lost
Performing an abort when a Shimadzu device is in the Equilibrate mode (by manually putting the device in the Standby or Ready state before Equilibration has completed) results in a loss of queue functionality. To regain control of the queue, stop the AnalystService and power-cycle the Shimadzu stack. (SCR 9588)

Shimadzu SIL-10AF and SIL-10Axl autosamplers are not supported

The Shimadzu SIL-10AF and SIL-10Axl autosamplers are not supported even though the option exists in the Hardware Configuration Editor in the Analyst software. Do not select these autosamplers because the user might not be able to activate the hardware profile.

Enabling additional devices in the Shimadzu Prominence stack might require a reboot of the stack

When additional devices are enabled in the Shimadzu Prominence stack (such as the rack changer), a full reboot of the stack might be required to allow the hardware profile to be successfully activated in the Analyst software.

Loss of synchronization occurs when short acquisition times are specified for a Shimadzu Prominence stack

A loss of synchronization between the Analyst software and the Shimadzu Prominence stack might occur if the acquisition time specified is shorter than the time required for the autosampler to complete the rinse washes. Make sure that the MS acquisition method is at least one to two minutes long.

The pump pressure maximum limit might need to be increased during creation of a Shimadzu method

The default pump pressure maximum limit might be too low and might lead to pressure errors on the hardware and subsequent acquisition errors. Therefore, the default limit might need to be increased when Shimadzu methods are created.

No error message is shown when a Shimadzu deep-well plate is missing

If a deep-well plate is missing in the Shimadzu autosampler, then the autosampler fails to detect it and the run proceeds without the software being notified of any error.

Issues occur when AnalystService is restarted

If the user restarts the computer or the AnalystService.exe (with the Windows Services control panel), then the system might stop responding. Power-cycle the Shimadzu controller and then activate the hardware profile in the Analyst software to help restore the system. (SCR 13266)

The user needs Windows local Administrator rights to modify the hardware profile

To create or modify hardware profiles that include Shimadzu devices, the user must be a Windows Local Administrator or have equivalent permissions. (SR 11858, SCR 13261)

The wrong vial number is sent to the autosampler

When Shimadzu devices are used, the wrong vial number is sent to the autosampler if rack type 4 is in use. (SCR 12010)

Reset the device from the controller manually

Reset the Shimadzu autosampler from the controller after an abort or failure. Currently, there is no way for the Analyst software to do this automatically. (SCR 10532, SCR 12921)

Issues occur because of a mismatch of duration time

The default duration for Shimadzu methods is 90 minutes. When tuning with a mass spectrometer scan duration shorter than the Shimadzu time program duration (as in the default tune method), the user is not able to stop the tune run using the Analyst software after the mass spectrometer has finished scanning. Press **run** on the controller or change the default Shimadzu time program duration to match the MS duration in the Shimadzu method editor. (SCR 9515)

Clearing Fail whole batch in case of missing vial does not work

Clearing this feature found in **Tools** > **Settings** > **Queue Options** does not work. The batch fails regardless of whether the user has selected this check box.

Shimadzu Rack Changer racks are incorrectly labeled

Currently, the Shimadzu Rack Changer racks are labeled as follows: 1.5 mL Vial Cooled, MTP 96 Cooled, MTP 384 Cooled, Deep Well MTP 96 Cooled, and Deep Well MTP 384 Cooled. The Shimadzu Rack Changer racks are not offered in the cooled format but are incorrectly labeled with the “Cooled” suffix. Ignore the “Cooled” suffix. These trays do not provide the cooling capability. (ST 18032)

DAD Devices

Use a single wiff file for large data

If a large amount of data is acquired using a Diode Array Detector (DAD) to a single wiff file, then the file might become corrupted. To prevent issues, always acquire DAD data to multiple wiff files if a large number of samples are acquired.

Agilent Devices

The IDA Method Wizard user interface for the triple quadrupole mass spectrometer might be shown when a hardware profile that contains an Agilent 1260 DAD or 1290 DAD and a QTRAP mass spectrometer is activated

For a hardware profile with an Agilent 1260 DAD or 1290 DAD added before a QTRAP mass spectrometer, the IDA Method Wizard user interface for a triple quadrupole mass spectrometer is shown, even though the activated mass spectrometer is a QTRAP mass spectrometer. The issue only occurs if an Agilent 1260 DAD or 1290 DAD is added to the hardware profile before the QTRAP mass spectrometer. The issue does not occur with hardware profiles that contain an Agilent 1100 or 1200 series of DAD, or hardware profiles that do not contain an Agilent DAD. (AN-140)

Integrated Agilent LCs stop running the LC method at the mass spectrometer stop time not the pump stop time

If the mass spectrometer method duration is shorter than the Agilent LC method duration, both sample acquisition and the LC run stop at the mass spectrometer stop time. To avoid the issue, set up the acquisition method with the same stop time for the mass spectrometer and the LC method. (AN-2657)

Acquiring DAD data at rates greater than 20 Hz is not recommended

For the Analyst software, the guidance is 20 Hz and less. Using higher acquisition rates causes the acquisition to take much longer than expected. (ST 25396, ST 35524)

The Agilent 1260 Pump G4220B is not supported (ST 33318)

Agilent Pumps	Compatibility
Agilent 1260 and 1290 pumps	The Agilent 1260 and 1290 pumps cannot be used in the same hardware profile. (ST 33313)
Agilent 1260 G1329B configuration	The Agilent 1260 G1329B autosampler must be configured as an Agilent 1200 G1329A autosampler to operate. (ST 34104)
Compatibility with Agilent 1200 Methods	Acquisition methods that were created for Agilent 1200-series devices can be opened and used if the current hardware profile includes Agilent 1260-series devices that are functionally equivalent to the 1200-series devices used in the method. The following devices are functionally equivalent: • 1200 G1312B Binary Pump SL and 1260 G1312B Binary Pump • 1200 G1316A Column Oven and 1260 G1316A Column Oven

Note: For methods to be compatible, all of the devices in the currently active hardware profile must be the same as, or functionally equivalent to, the devices used in the original method.

Note: If a previously created (1200) acquisition method is used to acquire data with a functionally equivalent 1260-series device, then the File Info shows that the acquisition method was created with a 1200-series device. To avoid this issue, open the acquisition method with the new 1260-series device active in the hardware profile and then save it (or save as a new method and then use the new method for acquisition).

Purging and priming issues using the Analyst software

The 4220A Binary Pump uses an integrated software-controlled purge valve.

The Analyst software supports this functionality in both the Acquisition Method Editor and Manual Tuning through the **Purge** option.

Figure 4-1 Purge Option in the Acquisition Method Editor

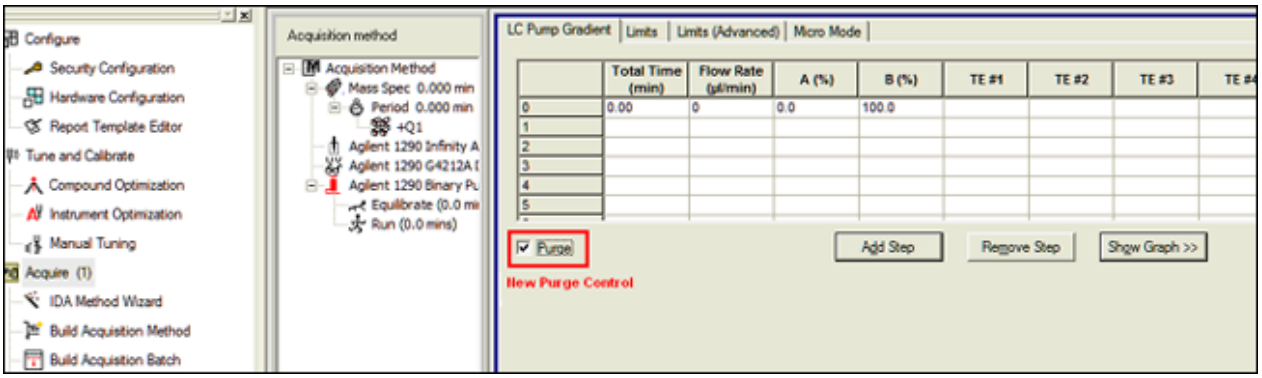
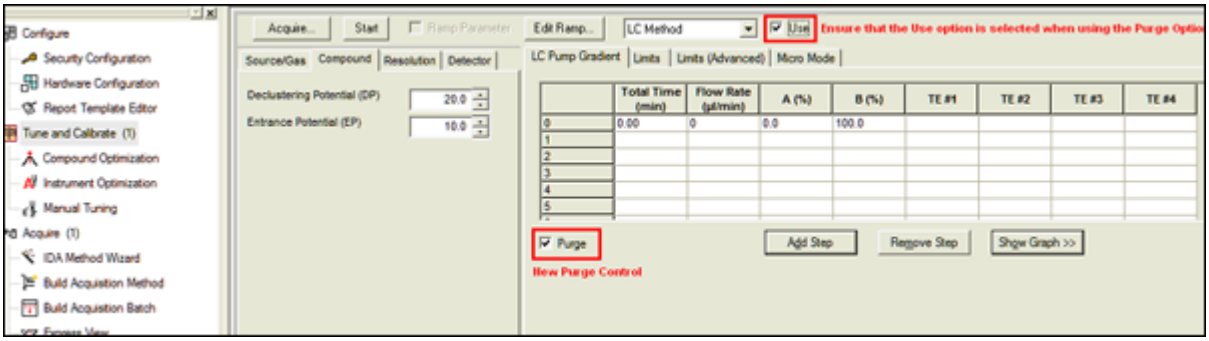


Figure 4-2 Purge Option in Manual Tuning

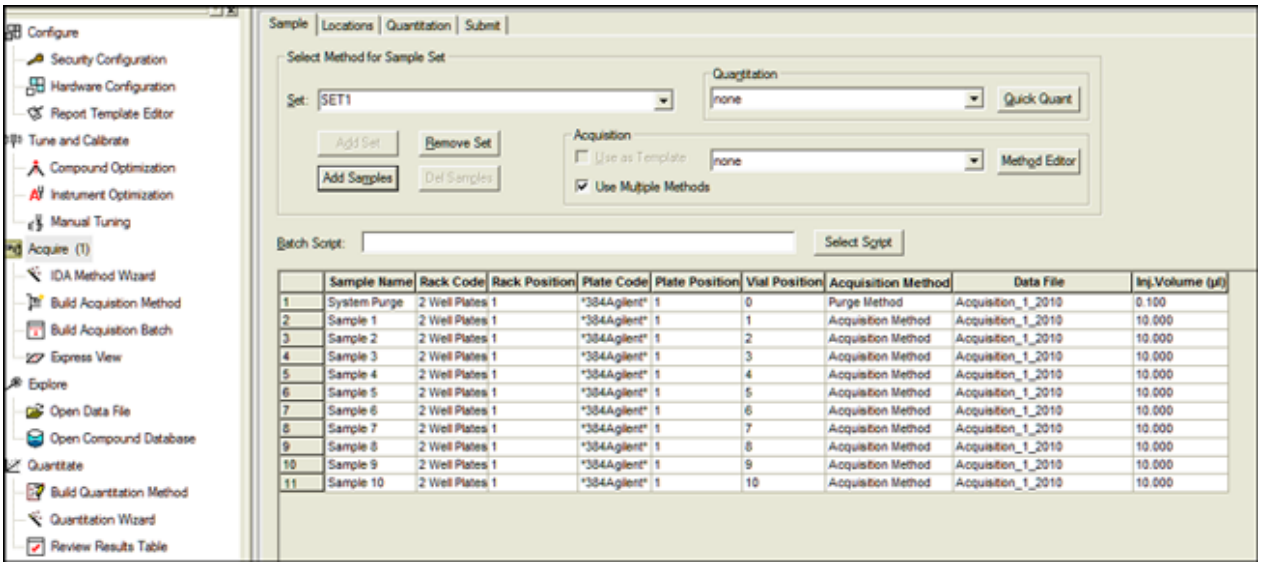


When the **Purge** option is activated, the Agilent 1290 Binary Pump opens the purge valve, allowing system purging.

To create a purging method, use only the **Total Time**, **Flow Rate**, and **A/B(%)** fields. Values entered in the Limits, Limits (Advanced), and Micro Mode tabs are ignored.

Use Manual Tuning to purge or prime the system or create an acquisition method to be used exclusively for purging. This method can be submitted with the Acquisition Batch Editor in the same manner as acquisition methods. In this scenario, the mass spectrometer acquires data to the specified wiff file.

Figure 4-3 Example Acquisition Batch with a Purge Method Before Acquisition



Changes to DAD acquisition

The Agilent 4212A and 4212B DADs have a single lamp source. The usable wavelength range is 190 to 640 nm. Additionally, the 4212A DAD supports slit widths up to 8 nm, and the 4212B has a fixed slit width of 4 nm.

Baud Rate for Serial communication

If the Agilent 1290 or 1260 stack is configured for serial (RS232) communication, make sure that the baud rate is set in the Analyst software to 19,200.

Fractional injection volumes are not supported for Agilent autosamplers

When fractional injection volumes are requested, the decimal portion is truncated and only the integer value is injected. For example, if an injection of 2.5 µL is attempted, the actual injection is 2 µL. (ST 28340)

A hardware profile containing an Agilent DAD 1315D cannot be activated

When attempting to activate a hardware profile containing an Agilent DAD 1315D that has an incorrect IP address assigned to it, the Analyst software stops responding. Make sure that the IP address is the actual address of the DAD.

Agilent wellplate

Agilent well plate autosamplers generate a fault when a vial is missing. Reactivate the hardware profile and device to recover. (SCR 12060)

Agilent 1200 peripheral devices cannot use CAN connections over Ethernet

To use these peripheral devices, configure each peripheral independently using an Ethernet connection through an Ethernet hub or connect each using an RS-232 cable. (ST 16108)

LC Packings Devices

The device has issues locating reagent vial positions

The Famos Autosampler User Defined Program (UDP) does not properly locate Reagent Vial positions. (SCR 12204)

Users must define pressure in bar units

If the UltiMate Integrated System is used, then select the pressures in bar units. (SCR 9257, SCR 13863)

Missing vials cause acquisition issues

Acquisition issues might occur if there are missing vials in a large batch with LC Packings devices (both Famos and UltiMate). (SCR 9353)

PerkinElmer

The last decimal number is missing in the Status dialog

The flow rate of a PerkinElmer pump reported in the Status dialog during acquisition is missing the last decimal number. For example, if the pump flow rate is 0.075 mL/minute, then the report shows 70 µL/minute instead of 75 µL/minute. (SCR 11370)

Tempo MDLC System

Acquisition using the Tempo MDLC system occasionally stalls

Occasionally, a sample in a batch submitted to the Queue shows as Acquiring even after the acquisition time is complete and the remaining samples show a status of Waiting; the batch never advances to the next sample. This issue is intermittent. If it occurs, then resubmit the remaining samples.

21 CFR Part 11 Compliance 5

The Analyst software can be used to make sure that the site complies with the 21 CFR Part 11 Electronic Records and Electronic Signatures regulations. This compliance relies on the ability of the administrator ability to create a secure environment for generating, analyzing, and storing data. Compliance often involves the software of many different vendors for functions ranging from laboratory information management system (LIMS) to data acquisition and from processing to archiving. The Analyst software has the necessary features for creating and maintaining an electronic record system by providing valid electronic records of the acquisition and quantitative processing of data.

The Analyst software is designed to be used as part of a 21 CFR Part 11 compliant system and can be configured to support 21 CFR Part 11 compliance. Whether the use of the Analyst software is 21 CFR Part 11 compliant is dependent on the actual use and configuration of the Analyst software in the lab.

Validation services are available through AB SCIEX Global Services - Regulated and Clinical Markets. For more information, contact complianceservices@sciex.com.

Programs and Utilities A

The following utility is installed with the Analyst software in the `C:\Program Files (x86)\Analyst\Bin` folder.

Table A-1 Utilities

Program	Description
`Translat.exe`	Utility to convert Agilent data files to the data format for the Analyst software and Macintosh Library files to the library format for the Analyst software. Enables creation of databases on SQL Server. Translat.exe does not work over a network for Agilent data.
`CFR_FileCheck.exe`	Utility to rerun the installation qualification test. It is accessible from the Windows Start menu.

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Customer Training

- Global: sciex.com/contact-us

Online Learning Center

- SCIEX Now Learning Hub

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 or use one of the following links to contact us.

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

Cybersecurity

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

Documentation

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

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.

The latest versions of the documentation are available on the SCIEX website, at sciex.com/customer-documents.

Note: To request a free, printed version of this document, contact sciex.com/contact-us.