

# SCIEX OS 3.0 Release Notes



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## Introduction

Thank you for choosing SCIEX to supply your system. We are pleased to bring you the SCIEX OS 3.0 software, which supports the following systems:

- ZenoTOF 7600 system
- X500R QTOF and X500B QTOF systems
- SCIEX 4500, 5500, 5500+, 6500, 6500+, and 7500 systems
- Echo<sup>®</sup> MS system, which includes a SCIEX Triple Quad 6500+ system and the Echo<sup>®</sup> MS module

SCIEX OS 3.0 also allows the user to process data acquired from triple quadrupole, QTRAP, and TripleTOF systems operating the Analyst software, version 1.6.2 or higher, or the Analyst TF software, version 1.7.1 or higher.

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

## New in Version 3.0

This section describes the enhancements and fixes in SCIEX OS 3.0. To view the enhancements and fixes for a previous release of SCIEX OS, refer to the document: *Release Notes* that came with that version of the software.

## New Features in Version 3.0

- **Support for Zeno Mode in SWATH Acquisition:** On ZenoTOF 7600 systems, Zeno mode is now supported for SWATH acquisition methods.
- **Internationalization:** In addition to English, SCIEX OS is now available in French, German, Italian, Japanese, Korean, Portuguese, Spanish, and Simplified Chinese. The display language is user-configurable in the software.
- **Support for QTRAP Systems:** The software supports triple quadrupole scans on QTRAP 4500, 5500, 6500, and 6500+ systems, as well as the SCIEX Triple Quad 5500+ system with the QTRAP license activated.

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**Note:** Linear ion trap (LIT) scans are not supported.

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- **stMRM Algorithm:** A new Scout Triggered MRM (stMRM) algorithm is available for SCIEX Triple Quad and QTRAP systems. It is a refinement of the Scheduled MRM (sMRM) algorithm

that uses marker transitions to acquire data for dependent transitions based on user-defined trigger thresholds.

- **CAC Software** User, projects, workgroups, and workstations can be managed centrally with the Central Administrator Console (CAC) software. New permissions have been added to the User Management database to support this feature.
- **Modular Installation:** During installation, the user can select whether to install an acquisition, processing, or administration computer. For each type of computer, the user can select the modules to be installed.
- **Remote Deployment:** The software can be installed remotely with tools such as Microsoft SCCM. Silent install capability is also available.
- **Support for individual valve control and additional valve configurations for ExionLC 2.0 system:** Support has been added for individual valve control and the use of any combination of the following two valves for ExionLC 2.0 systems, either two of the same valve or one of each:
  - 2-position 6-port valve drive
  - 8-position 9-port valve drive
- **Disabling Windows Services During Acquisition:** A new option allows Windows services, such as Windows Defender, Windows Update, and anti-virus software to be disabled during data acquisition, to optimize performance. A new permission controls user access to this feature: **General: Stop Windows services.**

## Enhancements in Version 3.0

### Acquisition

- **Sample Information:** Information about Agilent, Shimadzu, and ExionLC AC/AD systems is saved in wiff2 and wiff files created by SCIEX OS. This information can be viewed and included in reports in both SCIEX OS and the Analyst software.
- **Support for Non-overlapping Scheduled Experiments:** SCIEX OS can create a wiff file to be processed in the Analyst software for non-overlapping scheduled experiments for SCIEX Triple Quad systems. (BLT-2546)

### MS Method Workspaces

- **Open Multiple Methods:** The open multiple methods feature has been expanded to include LC methods as well as MS methods. Users can now open multiple LC methods in the LC Method workspace. In addition, a new floating view is available for both the MS and LC methods, which lets users resize, maximize, and minimize method windows, and move them outside of the SCIEX OS window, or to a different monitor.
- **Mass Table Sorting:** Columns in the Mass Table in the MS method can be sorted in ascending or descending order. The user-defined sorting preference acts as a viewing aid

during method editing, but it is not saved with the method. The order of the compounds in the data file is not affected.

### MS Tune Workspace

- **Editing of Calibration Masses:** During tuning, calibration masses can be added, changed, or deleted.
- **Initial Calibration:** An initial calibration step was added to resolve issues where the wrong isotope was selected. (TUN-7245)

### Analytics Workspace

- **Sort Sample Files:** Sample files can be sorted during creation or editing of a processing method or creation or editing of a Results Table. (BLT-1892)
- **Number Formats:** In the Results Table, numbers can be shown in decimal, significant digit, or scientific notation format. If they are shown in significant digit format, then the number of significant digits can be specified. (BLT-1551)
- **Export Statistics:** The contents of the Statistics pane can be exported. (BLT-1982)
- **Copy XIC and Calibration Graphs:** Graphs in the Peak Review pane that contain only XIC data can be copied, with their descriptive data, to the clipboard. Graphs in the Calibration pane can be copied, with the regression information, to the clipboard. (BLT-2417)
- **Peak Fill Style:** In the Peak Review pane, peaks can have dotted, solid, or no fill styles. (BLT-2357)
- **PDF Format:** Reports created in the Analytics workspace can be output in either secured or unsecured PDF format. (BLT-1883)
- **Location of Custom Templates:** Users can now save custom templates in a different location than the standard templates. When creating reports, they can browse to the location of the template to be used. (BLT-2313)
- **Chromatogram Titles:** The elements included in the titles of chromatograms in the Peak Review pane can be customized. (BLT-1894)

### Event Log Workspace

- The event log is automatically archived when it reaches 20,000 records.

### LC Systems

- **ExionLC 2.0 and Shimadzu System Drivers:** The software supports updated drivers for ExionLC 2.0 and Shimadzu systems.

### SCIEX OS to Analyst Software Method Converter

- Scheduled experiment data acquired in SCIEX OS can be converted to multiperiod methods in the Analyst software.

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**Note:** IDA, Scheduled MRM (sMRM) algorithm, Scout Triggered MRM (stMRM) algorithm, and scheduled ionization methods are not supported.

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### Fixed Issues in Version 3.0

- Users did not have permission to change the root directory to a directory in another domain. (BLT-3486)
- The start and stop of the ClearCore2 Service was not logged in the Event Log. (BLT-3192)

### Acquisition

- DAD data was not written to the wiff file. As a result, the DAD spectrum could not be seen in the Analyst software. (BLT-3868)
- Data was not acquired to a network folder. (BLT-2949)
- Data was not acquired to a network folder using a Secure Network Account (SNA). (BLT-3526)
- Acquisition failed on ZenoTOF 7600 systems with a Waters LC. (BLT-3329)
- Acquisition failed on ZenoTOF 7600 systems when the accumulation time was low and ionization time (stop time minus start time) was small. (BLT-3329)

### MS Method Workspace

- SCIEX 7500 systems: When an IDA experiment with an MRM survey scan was looped with another experiment that used the Scheduled MRM (sMRM) algorithm with sMRM triggering applied, the trigger threshold specified in the **Intensity threshold exceeds** field in the IDA criteria were not applied to the candidate masses in the MRM survey scan. (MSCS-2283)
- When the user created multiple guided MS3 infusion methods, the methods had the same name. (ONYX-16740)
- SCIEX 7500 systems in High Mass mode: The second precursor in EPI and MS3 experiments could not be greater than 1000 Da. (BLT-3541)
- Extraneous content was present in the footer of the printout of an MS method. (BLT-3328)
- The **Modified** date and time were incorrect in the printout of an MS method. (BLT-3303)

### Batch Workspace

- When the user imported a text file, the sample injection property was shown on the Components tab instead of in the **Injection Volume** column. (BLT-3575)

- The **Save** button in the Batch workspace was available for users who did not have the **Save** permission. (BLT-3381)

### **Analytics Workspace**

- The calibration curve in the Calibration Curve report was in log-log plot format when **Log-log plot** was not selected in the Calibration Curve pane. (MQ-9424)
- Saved Results Tables could not be opened. (BLT-3600/BLT-3530)
- The user could not add samples to a Results Table. (BLT-3554)
- Clearing the **Reportable** column caused SCIEX OS to stop responding. (BLT-3586)
- An error occurred if the user processed data in a wiff with SCIEX OS-MQ while the Analyst software was acquiring to the same wiff file with the checksum option enabled. (BLT-3578)
- Custom filters did not filter numeric columns correctly. (BLT-3534)
- The Project secure export settings option was not useful. It has been removed. (BLT-3524)
- SCIEX OS stopped responding while processing data. (BLT-3470)
- In library searches, only one result was found during a candidate search, even though the database contains multiple suitable candidates. (BLT-3407/BLT-3345)
- Chromatograms shown in the Peak Review pane had no signal. (BLT-3369)
- Automatic peak integration failed with the AutoPeak and MQ4 algorithm. (BLT-2643)
- Information about the **Expected Ion Ratio** has been added to the documentation. (BLT-1501)

### **Reporter Issues**

- The Y-axis label in the Calibration Curve report showed **Height Ratio** even if **Area Ratio** was being used for quantitation. (BLT-3842)
- When the **Ion Ratio Confidence Traffic Light** tag was in a **For Each Internal Standard** tag, the traffic lights were not shown in the report. (BLT-3520)
- The **MQ\_XICProfile** tag only worked for data acquired with either the quantitation plus targeted screening workflow or the untargeted workflow. (BLT-3409)
- The format of the Results Table export is different than that used by the Analyst software. Three new report templates have been added to facilitate exports:
  - SCIEX OS LIMS Template A
  - SCIEX OS LIMS Template Export as for Analyst with regr and ion ratio
  - SCIEX OS LIMS Template Displaying Analytes Horizontally
- Report templates were branded incorrectly. (BLT-3543)

### Explorer Workspace

- When a user acquired large numbers of MRM<sup>HR</sup> algorithm transitions (up to 2500 transitions), short delays might be observed during real time data collection. (ONYX-16742)
- The **Print Window** command did not output sample metadata. Metadata, including the computer ID, print date and time, and user ID, are now shown in the header. (ONYX-15584)

### MS Tune Workspace

- The user could not open the Explorer workspace to show data acquired with the **Advanced Troubleshooting** command in the MS Tune workspace. (ONYX-16557)
- The instructions for Negative TOF Tuning for the ZenoTOF 7600 system referenced the wrong tuning solution. (BLT-3698)
- Instrument specifications in the MS Tune workspace did not match the specifications used by Service. (BLT-3482)

### Audit Trail

- When a Results Table was exported, the **Reason** and **E-signature** for the **Data exported** event were not logged correctly. (BLT-3597)
- When the Audit Trail was filtered, the second and subsequent pages could not be shown. (BLT-3381)

## Other Changes in Version 3.0

- **Example Files:** The Example files have been removed from the DVD to save space, and are available on the Software Downloads page on the customer web site ([sciex.com/software-support/software-downloads](https://sciex.com/software-support/software-downloads)), under SCIEX OS resources.

## Notes on Use and Known Issues

### Notes on Use

- The software automatically installs these Microsoft SQL Server components:
  - Microsoft SQL Server 2012 Express (standard installation): Used to manage data in SCIEX OS. Includes the SQL Server 2012 (64-bit) and several additional applications and packages.
  - Microsoft SQL Server Compact: Used to manage LibraryView software packages and to import data to or export data from the LibraryView software.
  - Microsoft OLE DB Driver for SQL Server: Used to import spectral data from other SCIEX applications, such as the Analyst software. If SCIEX OS will not be used to import spectra from other applications, then this software can be removed after installation.

**Note:** Because support for Microsoft SQL Server 2012 expires at the end of 2022, SCIEX plans to replace it in a future release of SCIEX OS.

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(BLT-3922)

- (Regulated customers) We recommend that, if user management settings are imported after software validation, then customers follow their internal change control process to document the configuration changes.
- For ExionLC 2.0 systems:
  - If solvent level monitoring is used, then make sure that the current volume is correct, and that the proper warning level and shutdown level are set in the Device Control or Device Details dialog before each batch acquisition. If the current volume must be updated during sample acquisition because the mobile phase is being topped up, then use the solvent levels panel for the pump in the Device Details dialog.
  - When loading samples in the sample trays, make sure to follow the plate layout in the software. Refer to the document: *ExionLC 2.0 System Hardware User Guide*.
  - A Diode Array Detector (DAD or DAD-HS) cannot be used for data acquisition at the same time as a Multiwavelength detector (MWD). Do not configure the LC system with both a DAD and an MWD.
  - A sampling rate of only 10 Hz or lower is supported for the ExionLC 2.0 DAD (DAD or DAD-HS), and MWD. An LC method with a sampling rate greater than 10 Hz is not saved.
  - When creating a DAD method, make sure that the wavelength for 2D data channels and for the wavelength program are within the wavelength range defined for 3D data mode, even if the 3D data mode is not selected.
- SCIEX OS can be configured to stop Windows services, such as Windows Defender and Windows Update, and anti-virus software during data acquisition, to optimize performance. If this option is not used, then performance or data issues might occur. Schedule updates and virus scans to occur at times when data acquisition is not occurring.
- To avoid performance issues or data corruption, the user should not perform any computer maintenance procedures, such as defragmentation or disk cleanup, during sample acquisition.
- For Echo<sup>®</sup> MS systems:
  - When an MS method is created, the **Spray Voltage** defaults to 4500 V.

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**Note:** We recommend that a value of 5000 V or less be used, to maximize the life span of the open port interface (OPI) electrode assembly.

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- Because the peaks are narrow, we recommend that the number of transitions be minimized. We recommend that four to six transitions be used.

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- The user must not use the same data or results file name in multiple batches. Always use a new data and results file in each new batch.
- Values entered in the **Injection Volume** column in the Batch workspace do not replace the ejection volume specified in the AE method.
- If the ClearCore2 service is interrupted during network acquisition, then the partial sample data for the sample under acquisition at the time of the interruption is not written to the data file. If the service is interrupted during local acquisition, then the partial sample data is written to the data file but is marked as corrupted. Any auto-triggered processing and decision rule processing also fails if the ClearCore2 services is interrupted.
- The following methods allow the user to view data in real time in the Explorer workspace while acquiring to a network resource:
  - Open the Data Acquisition panel at the bottom of the SCIEX OS window.
  - In the Queue workspace, open the sample being acquired by double-clicking it.

(DS-1873)

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**Note:** If the sample is left open in the Explorer workspace, a "File not found message" is shown after the sample has been moved to the network resource.

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- Data containing custom columns cannot be appended to data files acquired in SCIEX OS version 2.1.6 or earlier.
- MultiQuant software files (qmethod, qsession, and cset) cannot be opened or used in the Analytics workspace of SCIEX OS. However, MultiQuant software methods that have been exported to a text file can be imported into the Analytics workspace.
- For non-targeted workflows, Results Tables should be limited to 150,000 rows. SCIEX OS performance degrades significantly when Results Tables exceed this size.
- If the AutoPeak integration algorithm is used, then the user must consider all calculated parameters in the context of a component within the specific Results Table. The software creates an AutoPeak model for each component and this model is used for all samples for the component. The AutoPeak Asymmetry calculated parameter shows the ratio of the skew of the particular to the skew of the AutoPeak model for the component. (BLT-2030)
- When transferring data to the Watson LIMS, the user must wait for the transfer to complete successfully before clicking **Confirm** in SCIEX OS. If the user clicks **Confirm** before the transfer is complete, then the transfer status is shown as `Failed`.
- When transferring instrument settings from the Analyst software to SCIEX OS 3.0, make sure to use the Instrument Settings Converter that is included in the SCIEX OS 3.0 installation package.
- When converting SCIEX OS methods to Analyst software methods, make sure to use the version of the SCIEX OS to Analyst Software Method Converter that is included in the SCIEX OS 3.0 installation package.



## Customer Security Guidance: Backups

Backup of customer data is the responsibility of the customer. Although SCIEX service and support personnel might provide advice and recommendations about customer data backup, it is up to the customer to make sure the data is backed up according to the policies, needs, and regulatory requirements of the customer. The frequency and coverage of customer data backup should be commensurate with organizational requirements and the criticality of the data that is generated.

Customers should make sure that backups are functional, because backups are a vital component of overall data management and essential to recovery in the event of a malicious attack, hardware failure, or software failure. Do not back up the computer during data acquisition, or else make sure that files being acquired are ignored by the backup software. We strongly recommend that a full backup be taken of the computer before any security updates are installed or any computer repairs are performed. This will facilitate a rollback in the rare case that a security patch affects any application functionality.

## General Issues

Issue	Notes
Content is shown in English in the translated user interface.	Updates to translated content will be provided in future releases.

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Issue	Notes
<p>The user cannot open report (xps) files created during tuning in the MS Tune workspace or in the MS Method workspace with Guided MRM. Windows reports that it cannot open files of this type.</p>	<p>This issue occurs if the Microsoft XPS Viewer is not installed on the computer. The viewer is included in the SCIEX OS installation package. To install it follow these steps:</p> <ol style="list-style-type: none"> <li>1. Run a Command Prompt as administrator:               <ol style="list-style-type: none"> <li>a. In the <b>Type here to search</b> field in the Windows Taskbar, type <b>cmd</b>.</li> <li>b. Right-click <b>Command Prompt</b> and click <b>Run as administrator</b>.</li> </ol> </li> <li>2. In the Administrator: Command Prompt window, type the following command, and then press <b>Enter</b>:               <pre><b>dism /online /norestart /add-package /packagepath:"C:\Program Files\SCIEX\SCIEX OS\Microsoft-Windows-Xps-Xps-Viewer-Opt-Package~31bf3856ad364e35~amd64~~.cab"</b></pre> <hr/> <p><b>Note:</b> Type the whole command on a single line.</p> <hr/> <p>A progress bar is shown as the XPS Viewer is installed.</p> </li> <li>3. When the installation is complete, close the Command Prompt window.</li> </ol>
<p>SCIEX 7500 systems: Data with a long file path (129 or more characters) cannot be processed using the Analyst 1.7.2 or Analyst 1.6.3 software with HotFix 5. In addition, the file information for such a data file cannot be fully displayed in the Analyst 1.7.2 or the Analyst 1.6.3 software with HotFix 5. (AN-2250)</p>	<p>To avoid this issue, use the Analytics workspace in SCIEX OS to process the data, or make sure to use a shorter file path.</p>

Issue	Notes
The content pane of the Help is blank. (BLT-2497)	<p>The Help file is blocked. To resolve the issue, follow these steps:</p> <ol style="list-style-type: none"> <li>1. Browse to the Help file, in the folder <code>C:\Program Files\SCIEX\SCIEX OS\Documentation</code>, right-click it, and then click <b>Properties</b>.</li> <li>2. In the Properties dialog, select <b>Unblock</b>.</li> <li>3. Click <b>OK</b>.</li> </ol> <hr/> <p><b>Note:</b> If the Properties dialog does not contain this check box, then the Help file is not blocked.</p>

## Installation Issues

Issue	Notes
SCIEX OS does not start if only the Shimadzu and ExionLC AC/AD system drivers are installed. (ONYX-20839)	<p>To prevent this issue, install all LC drivers (for Agilent, Shimadzu/ExionLC AC/ExionLC AD, and ExionLC 2.0 systems).</p> <p>If this issue occurs, then delete the file:  <code>C:\ProgramData\SCIEX\Clearcore2.Acquisition\HardwareProfile.hwp</code>. After this file is deleted, the software will open properly.</p>
SCIEX OS does not open after the installation is changed with the Modify option in the installation program. (SXOSLNT-708)	<p>To prevent this issue, before using the Modify option, deactivate all devices.</p> <p>If SCIEX OS was installed while devices were active, then delete the file:  <code>C:\ProgramData\SCIEX\Clearcore2.Acquisition\HardwareProfile.hwp</code>. After this file is deleted, the software will open properly.</p>
Issues occur if the installed modules do not match the license. (SXOSLNT-1009)	<p>Make sure that the installed modules are compatible with the license. If they are not, then remove the software and install it again, selecting the correct modules.</p>

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Issue	Notes
If devices are configured, then SCIEX OS-Q and SCIEX OS-MQ do not open. (SXOSLNT-1037)	<p>This issue occurs if SCIEX OS is installed with the acquisition module, and devices are configured, and then SCIEX OS is removed and installed with just processing modules.</p> <p>To resolve the issue, follow these steps:</p> <ol style="list-style-type: none"><li>1. Remove SCIEX OS-Q or SCIEX OS-MQ.</li><li>2. Install SCIEX OS and delete the configured devices.</li><li>3. Remove SCIEX OS.</li><li>4. Install SCIEX OS-Q or SCIEX OS-MQ.</li></ol>

## Devices Issues

Issue	Notes
The user cannot start the syringe pump when the mass spectrometer is in Standby state because the <b>Direct device control</b> button for the syringe pump is not active. (BLT-2698)	Start data acquisition or a tuning procedure to make the <b>Direct device control</b> button active.
The following error message is shown: "Failed to write LC detector data in wiff file." (BLT-2960)	<p>The error message can be shown under these conditions:</p> <ul style="list-style-type: none"><li>• If an LC method is configured without a detector. The message can be ignored.</li><li>• If the LC method is configured with a detector. The message indicates an issue with the acquisition of the LC data for the sample.</li></ul>
The system does not activate the <b>Standby</b> button on the right status panel when a device, such as the CDS, goes to fault, preventing the user from clearing the error. (MSCS-1314)	If this issue occurs, then click <b>Start</b> in Direct Control to change the CDS state from Fault to Running to clear the Fault state of the CDS.
Information is missing on the Device Details dialog for the LC system. (ON-2069)	This issue occurs if the Windows region settings are set to a format other than <b>English (United States)</b> . To avoid this error, configure Windows following the instructions in the document <i>Software Installation Guide</i> .

Issue	Notes
<p>When the Remote Desktop application is used to access the acquisition computer, the following issues might occur:</p> <ul style="list-style-type: none"> <li>• In the LC Method workspace, some parameters are not visible.</li> <li>• On the Detailed Status dialog for an LC system, some LC parameters are not visible.</li> </ul> <p>(ONYX-7153/ONYX-8185)</p>	<p>This issue occurs when the user disconnects and reconnects the Remote Desktop session without logging off the acquisition computer. To avoid this issue, use one of these methods:</p> <ul style="list-style-type: none"> <li>• Log off of the acquisition computer and then log on again.</li> <li>• Use Full Screen mode in the Remote Desktop application.</li> <li>• Correct the resolution on the acquisition computer.</li> <li>• View the detailed status on the acquisition computer directly.</li> </ul>
<p>Devices do not shut down when the acquisition computer is shut down. (ONYX-7677)</p>	<p>Shut down devices before shutting down the acquisition computer.</p>
<p>When contact closure is being used, if the MS method and the valve method end at the same time, then the diverter valve is not changed to the position defined in the timetable at the end of the run. (ONYX-7952)</p>	<p>Do not set the valve position at the end of the method timetable.</p>
<p>SCIEX OS does not automatically start and stop an external syringe pump during tuning. (ONYX-8459)</p>	<p>Stop and start the syringe pump manually before beginning the tuning procedure.</p>

## Agilent LC System Issues

Issue	Notes
<p>High throughput settings are not supported in the autosampler. (ACQ-529)</p>	<p>The high throughput settings are not currently supported.</p>
<p>When the pump pressure exceeds the maximum configured in the LC method, the pump status does not change to Fault. (ACQ-1712)</p>	<p>The flow stops until the pressure reaches the configured maximum, and then resumes until it reaches the maximum again. The pump status does not change.</p> <p>Adjust the flow rate in the LC method.</p>

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Issue	Notes
The comma is ignored as a decimal separator when the flow rate in the LC gradient grid is copied. (ACQ-2191)	This is an issue with the Agilent LC. To avoid this issue, manually type the flow rate, using a comma as the decimal separator.
The Fault state is not reflected correctly if the devices are in Fault state during device activation. (ACQ-2195)	To avoid this issue, clear the fault in the device, then deactivate and reactivate the Agilent devices.
Real-time DAD data from the Agilent G7121B 1260 Infinity II FLD Spectra module is not recorded when spectrum mode is set to Apex or All in Peak. (ONYX-4998)	Apex and All in Peak spectrum mode are not supported. Use a different mode.
The system remains in Loading or Equilibrating state when a Agilent G7121B 1260 Infinity II FLD Spectra module is being used if the Signal A Excitation is set to Zero Order and the photo-multiplier (PMT) Gain is set to greater than 6. (ONYX-4999)	If Signal A Excitation is set to Zero Order, then set the PMT Gain to 6 or less.

## ExionLC 2.0 System Issues

Issue	Notes
In the Plate Layout dialog, samples are not marked as "used once", "used multiple times", or "not used". (ONYX-8757)	N/A
The <b>Rack Type</b> is not updated in the Plate Layout window if the user changes the <b>Rack Type</b> in the Batch workspace when the Plate Layout dialog is open. (ONYX-8760)	If the user changes the <b>Rack Type</b> in the batch grid while the Plate Layout dialog is open in the Batch workspace, then the visual representation of the vial layout in the Plate Layout is updated, but the <b>Rack Type</b> field is not updated. However, all of the information in the batch, including <b>Rack Type</b> and <b>Vial Position</b> , is correct. To avoid this issue, change the <b>Rack Type</b> in the Plate Layout dialog or close the Plate Layout dialog before changing the <b>Rack Type</b> in the batch grid.

Issue	Notes
Multiple instances of the Device Details dialog can be open at the same time. (ONYX-9049)	If the Device Details dialog is open when the user changes the device configuration, then the Device Details dialog for the older configuration stays open, even after another instance of the Device Details dialog is opened for the new configuration. This issue does not affect usability. However, to avoid confusion, make sure to close any open Device Details dialogs before changing the device configuration.
Changes to parameters in the solvent levels panel are not saved. (ONYX-9093)	After changing any parameter in the solvent levels panel, wait 5 seconds for the status to be updated, before making additional changes.

### ExionLC AC, ExionLC AD, and Shimadzu LC System Issues

Issue	Notes
Injection begins before the column reaches the set temperature.	If the <b>WAIT TIME</b> for the column oven is manually set to 0, then make sure to equilibrate the system and wait for 10 to 15 minutes after the column oven has reached the set temperature before submitting any samples. Alternatively, set the <b>WAIT TIME</b> to a value equal to any integer from 1 to 10 and then select <b>Wait for temperature equilibration before run</b> in the LC method. If this option is selected, then, after the column oven reaches the set temperature, the software will wait the amount of time specified in the <b>WAIT TIME</b> before the beginning injection.
When a hardware profile with a PDA detector is activated, the detector defaults in the LC method are different between a newly created LC method and an opened LC method that was previously created with the same LC but without a PDA detector activated. (ACQ-2176)	To avoid any issues, make sure that the correct parameters are used for the PDA device.
If the rinse solvent is set to <b>None</b> at the start or end of a rinse cycle, then rinsing does not occur. (BLT-1212)	Make sure that the first and last solvent in the rinse cycle have a value other than <b>None</b> .

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Issue	Notes
After the system goes to Standby state, or after it is deactivated, the temperature reverts to the temperature that was set in the last equilibration procedure or LC method. (BLT-2300)	N/A
Shimadzu LC-40 systems: Content in fields in LC methods that are automatically populated does not print in reports. (BLT-2850)	Replace the automatically populated content by typing in values.
Nexera Mikros system: The LC pump does not go into fault state when the maximum pressure limit is reached. (ONYX-7794)	N/A
Nexera Mikros system: The LC pump is incorrectly identified as an LC-20AB pump in the device configuration. (ONYX-8030)	The LC system performance is not affected, but the pump is incorrectly identified in data files, logs, and audit trails.
Shimadzu LC-40 system: In the Plate Layout dialog, if the user is configuring a rack type with multiple plates, then when the user finishes configuring a plate and selects the next plate, the name of the configured plate changes to <b>&lt;Unassigned&gt;</b> . (ONYX-8441)	Save the batch and open it again, to show the plate names correctly in the Plate Layout dialog.
Shimadzu LC-20 system: Equilibration stops before the column reaches the set temperature. (ONYX-14932)	N/A
Nexera Mikros system: If the user sets the flow rate for the LC pump to a value outside the valid range, the driver sets the flow rate to the minimum or maximum value, whichever is nearest. No notification is shown in SCIEX OS. (ONYX-18416)	N/A
Nexera Mikros system: SCIEX OS does not show the actual flow rate for the LC pump. (ONYX-18418)	View the flow rate on the front panel of the pump.



Issue	Notes
Shimadzu systems: If the injection volume specified by the user is invalid, the sample fails, but SCIEX OS does not show an error message. (ONYX-19857)	If a sample fails, make sure that the injection volume is valid.

### Waters LC System Issues

Issue	Notes
LC device properties and method information are missing from the Sample Information shown in the Explorer workspace. (ONYX-11604)	N/A
Parameters in LC methods are not saved if Waters Support Layer 1.1 is being used. (ONYX-20524)	Upgrade to Waters Support Layer 1.2.
An LC method cannot be created if another LC method is open. (ONYX-21110)	<p>If an LC method is created when another LC method is open, then the window for the new LC method is empty.</p> <p>Close all other LC methods. The window for the new LC method is updated to show the method parameters.</p>

### Acquisition Issues

Issue	Notes
The Harvard syringe pump goes to Fault state when Standby is selected. (ACQ-2193)	To avoid this issue and clear the error, use the Direct Control feature to start the syringe.

## SCIEX OS 3.0 Release Notes

Issue	Notes
<p>X500 QTOF and ZenoTOF 7600 systems: For MRM<sup>HR</sup> methods, the mass table columns do not print. (ACQ-2611)</p>	<p>Not all of the columns shown in the UI are shown in printouts of the method when the user does the following:</p> <ol style="list-style-type: none"> <li>1. Creates an MRM HR method.</li> <li>2. Applies a scan schedule.</li> <li>3. Selects to show the advanced parameters.</li> <li>4. Saves and then prints the method.</li> </ol> <p>To avoid this issue, change the paper size to a size larger than Letter size.</p>
<p>X500 QTOF systems: In manual tune, if the user submits a batch without a calibration sample (that is, no CDS- or LC-autocal), then the ions from the manual MS method acquisition are used as the inter-sample DBC reference list for the first sample and all the subsequent samples in the batch. If there are any mismatches in the mass range, polarity, and so forth, between the MS method used for manual acquisition and the one submitted in the batch, then inter-sample calibration will fail due to mass accuracy drift for all the samples in the batch. (ACQ-2834)</p>	<p>To avoid any issues users can do one of the following:</p> <ul style="list-style-type: none"> <li>• If the user submits a batch without a calibration sample after finishing manual acquisition in the MS Method workspace, then inter-sample calibration behaves as expected. The first sample in the batch is used to generate the reference list to calibrate subsequent samples.</li> <li>• If the user submits a batch with a calibration sample while manual acquisition is in progress, then inter-sample calibration behaves as expected, with no mass accuracy drift observed.</li> </ul>
<p>Inconsistent behaviour occurs during imports from an acquisition method and from a processing method, resulting in unreliable qualification results. (BLT-284)</p>	<p>Information imported from an acquisition method has a mass accuracy to two decimal places. Formulas used to calculate mass accuracy in a processing method produce results to four decimal places. Therefore, this might cause inconsistent results between the two methods.</p>
<p>When the user changes the intercept in the Dynamic Collision Energy dialog from a negative to a positive value, and then saves the MS method, the slopes are changed. (BLT-3953)</p>	<p>N/A</p>
<p>Real time updates for the DAD panel might be slower than the response time chosen in the method (DS-853)</p>	<p>To avoid this issue, either reduce the frequency of the DAD acquisition or inspect the data after the acquisition has completed.</p>

Issue	Notes
ZenoTOF 7600 systems: No data is acquired in EAD fragmentation mode. (MSCS-2527)	If EAD fragmentation is used, then the accumulation time must be at least three times the reaction time. If it is not, then no data is acquired. To resolve the issue, increase the accumulation time.
X500 QTOF and ZenoTOF 7600 systems: Negative mass defect values are shown with the incorrect sign in the Mass Defect IDA criteria. (MSCS-2537)	The algorithm selects the correct precursors, so the acquired data is correct.
ZenoTOF 7600 systems: The wiff data files acquired with SCIEX OS version 2.1.6 or earlier might show an incorrect fragmentation mode in the graph title when opened with later versions of the software. (MSCS-2945)	This issue occurs for wiff data files that use MRM <sup>HR</sup> algorithm methods or MRM <sup>HR</sup> algorithm methods with mixed fragmentation mode (EAD/CID).
Potential extra time is added to random cycles during IDA acquisition. (ONYX-1764)	To avoid any issues, make sure that the Google update services (gupdate and gupdatem), if present on the system, as well as Windows backup, are disabled before running IDA.
When the user prints a batch to PDF, any numeric values, in either column headings or body cells, are missing from the document. (ONYX-2236)	Print to the XPS format.
When a row is copied from a file, such as an Excel spreadsheet, and then pasted in the grid in the Batch workspace, some components are not added to the grid. (ONYX-6068)	Add missing components to the batch manually.
When the user pastes a row over an existing row in the Batch workspace, the content is not pasted correctly. (ONYX-6083)	To avoid this issue, instead of pasting over an existing row, insert an empty row and paste the new content in it. Then delete the existing row.
When the Acquisition Methods folder contains a corrupt MS method, then no MS methods are available for selection in the <b>MS Method</b> column in the Batch workspace. (ONYX-6795)	If the list of MS methods is empty, then find and delete the corrupt method.

## SCIEX OS 3.0 Release Notes

Issue	Notes
When the user stops the queue with the option <b>Stop after the current tasks are completed</b> , acquisition completes, but processing does not start. (ONYX-6802)	N/A
In the Queue workspace, samples that are re-injected as the result of decision rule processing show <b>*Embedded Method*</b> in the <b>Processing Method</b> column, instead of the name of the processing method associated with the original sample. (ONYX-6896)	When the first sample is processed, the Results file is created and the processing method specified in the <b>Processing Method</b> column is embedded in the new Results file. Therefore, the embedded method specified for the reinjected sample is the same as the processing method specified for the first sample.
If the acquisition computer is being controlled by Windows Remote Desktop while acquiring IDA data, then acquisition performance might be slow, resulting in loss of data points. (ONYX-7491)	Do not use Remote Desktop to control the acquisition computer while acquiring IDA data.
When wiff data acquired in SCIEX OS is opened in the Analyst software, the <b>MRM detection window</b> in the Analyst software does not match the <b>Retention time tolerance</b> in SCIEX OS. (ONYX-7602)	The <b>Retention time tolerance</b> value is used to calculate the <b>MRM window</b> . This value is not the same as the <b>MRM detection window</b> , which shows the default value for the detection window.
An error occurs when the user attempts to print a method to a PDF file that is currently open. (ONYX-7813/ ONYX-8204)	Close the PDF file before printing the method, or save with a different file name.
SCIEX 7500 systems with the QTRAP license activated: A default value for AF2 cannot be set for MS <sup>3</sup> experiments in Negative polarity. (ONYX-8041)	<p>When the user sets a default value for AF2 for MS<sup>3</sup> experiments in Negative polarity, the default value is not saved.</p> <p>To save a default value for AF2 in Negative polarity, first configure Positive polarity with the AF2 value required for Negative polarity. Then change to negative Polarity and save the default values.</p>

Issue	Notes
<p>An MS method that uses the Scheduled MRM (sMRM) algorithm can be saved with an invalid method duration. (ONXY-8443)</p>	<p>The <b>Duration</b> for an MS method that uses the sMRM algorithm might become invalid if the scan time is too large. If the user attempts to save the method, an error message is shown, and the <b>Duration</b> field contains an error icon. If the user specifies a valid method duration, changes the duration back to the incorrect method duration, and then saves the method, the method is saved successfully.</p> <p>Make sure to determine the correct method duration before saving the method.</p>
<p>The messages <code>The wiff file will not be written</code> and <code>Scan [Ramp Parameter] is not implemented</code> are written to the Event Log during ramping. (ONYX-8767)</p>	<p>The wiff file is not created during ramping. The wiff2 file is created correctly.</p>
<p>When the user deletes transitions from an experiment, a blank space is introduced between experiments in the MS method. (ONYX-9901)</p>	<p>To remove the blank space, save the method and open it again.</p>
<p>ZenoTOF 7600 systems: The number of cycles and cycle time shown in the Sample Information for a sample in the PeakView software is incorrect for a wiff file acquired with the MRM<sup>HR</sup> algorithm. (ONYX-10623)</p>	<p>N/A</p>
<p>ZenoTOF 7600 systems: TOF Mass Calibration parameters shown for the sample in the wiff file do not match the parameters shown in the wiff2 file. (ONYX-11356)</p>	<p>Calibration parameters are recorded differently by the Analyst TF software and SCIEX OS. The wiff file follows the Analyst TF software model.</p>
<p>X500 QTOF and ZenoTOF 7600 systems: When a looped experiment is created with complex scans, IDA, SWATH, MRMHR, the looped experiment is shown as a scheduled experiment, even though user did not specify experiment scheduling. (ONYX-11359)</p>	<ol style="list-style-type: none"> <li>1. Save and close the method.</li> <li>2. Open the method.</li> <li>3. Clear <b>Experiment scheduling</b> on the Advanced tab.</li> </ol> <p>The looped experiment shows as unscheduled.</p>

## SCIEX OS 3.0 Release Notes

Issue	Notes
X500 QTOF and ZenoTOF 7600 systems: The user can enter non-integer values in the <b>For</b> field for <b>Exclude former candidate ions</b> . (ONYX-11383)	Non-integer values are replaced by "0" on saving and reopening of the method, but the data is acquired correctly, with the non-integer value taken into account.
In <b>Guided MRM &gt; MRM Infusion</b> , the source and gas parameters on the Set Initial Conditions page revert to the default values when the user clicks <b>Start</b> . (ONYX-15218)	Set the parameters again.
Settling time cannot be set to 15 ms in a Q1-IDA looped experiment. (ONYX-15511)	N/A
(ZenoTOF 7600 systems) In the MS Method workspace, the user can define up to 2500 transitions for an MRM <sup>HR</sup> experiment, which can result in slowness of acquisition. (ONYX-16282)	A maximum of 548 concurrent transitions can be defined for a MRM <sup>HR</sup> experiment.
When the user opens or imports a batch that contains manually added components, the manually added components might be lost for samples that are not standards or QCs. (ONYX-16474, ONYX-16466, ONYX-16467)	After opening or importing a batch with manually added components, review it carefully to make sure that all components are present.
ZenoTOF 7600 systems: The <b>Zeno threshold</b> parameter is active for experiment and fragmentation types for which it is not applicable. (ONYX-16556)	<p>The <b>Zeno threshold</b> parameter is used for IDA experiments, with both EAD and CID fragmentation, and for MRM HR and MSMS experiments, with CID fragmentation only. However, the <b>Zeno threshold</b> field is active all experiment types, for both EAD and CID fragmentation. The parameter is also shown in the Sample Information for MRM HR and MSMS experiments with EAD fragmentation.</p> <p>For MRM<sup>HR</sup> experiments, the Zeno threshold field name is incorrect. It should be <b>Zeno threshold (CID)</b>.</p>

Issue	Notes
When High Mass mode methods are converted to Low Mass mode, the method cycle time increases. (ONYX-18158)	Reduce the dwell time to compensate.
If the Mass Table is sorted, then the sMRM Plots dialog does not update dynamically when a transition is selected in the Mass Table. (ONYX-19154)	To enable dynamic updating of the sMRM Plots dialog, turn off sorting.
The spectrum is not updated when the start and stop masses are changed in Guided Optimization. (ONYX-19423)	Click <b>Stop</b> and then click <b>Start</b> to refresh the spectrum.
sMRM algorithm method created in SCIEX OS 1.6.10 cannot be opened in SCIEX OS 3.0. (ONYX-20552)	<ol style="list-style-type: none"> <li>1. Configure the device with a different ion source than the one used in the MS method, such as the Turbo V ion source.</li> <li>2. Open the the MS method and save it again.</li> <li>3. Configure the device with the original ion source.</li> <li>4. Open the MS method again.</li> </ol>
If the imported retention times for components belong to the same <b>Group ID</b> are different in sMRM or Scout Triggered MRM (stMRM) algorithm experiments, then a validation error is shown. After the user updates the retention times manually to make them the same, the validation error persists. (ONYX-20987)	Imported retention times have a different decimal precision than retention times type manually in the Mass Table. Instead of typing the retention time, either copy and paste the retention time, or use the fill down feature.
If a batch is submitted using the Load Ahead feature, then the queue stops when it encounters a missing vial, regardless of the missing sample state selected in the queue configuration. (ONYX-21006)	During Load Ahead processing, the Queue always stops during a missing sample event. Start the Queue by clicking <b>Start</b> .
If an MS method is saved while it is running, then the buttons on the MS Method workspace do not respond after the method finishes running or is stopped. (ONYX-21052)	Close the method and then open it again.

## SCIEX OS 3.0 Release Notes

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Issue	Notes
After the user interface language is changed to a language other than English, the widths of the columns in the Batch workspace grid are minimized. (SXOSLNT-900)	Adjust the column sizes manually. The new column sizes persist until the next time that the language is changed to a non-English language.

### Echo<sup>®</sup> MS System Issues


Issue	Notes
When entries are deleted in the Plate Layout dialog, the rows are not deleted from the Batch workspace, and some fields remain.	To delete the rows, select them, and then right-click and click <b>Delete Rows</b> .
When consecutive batches save data to the same data file, peak splitting is unsuccessful, and automatic processing fails. (ONYX-6904)	Peak splitting is performed after data is acquired. If a subsequent batch is acquiring data to a file while the system is splitting peaks written to that file during the previous acquisition, then a resource conflict occurs. To avoid this issue, write data from each batch to a separate data file.
The following limitations apply: <ul style="list-style-type: none"><li>Decision rules do not work properly with an Echo<sup>®</sup> MS system.</li><li>An LC system cannot be used in a configuration with an Echo<sup>®</sup> MS system.</li><li>The MS Tune workspace cannot be used if an Echo<sup>®</sup> MS system is configured.</li></ul> (ONYX-10636)	<ul style="list-style-type: none"><li>Do not use decision rules when an Echo<sup>®</sup> MS system is configured in SCIEX OS.</li><li>Do not activate an LC system when an Echo<sup>®</sup> MS system is active.</li><li>Do not do tuning in the MS Tune workspace when an Echo<sup>®</sup> MS system is active.</li></ul> Tuning of the SCIEX 6500+ system is performed using the IonDrive Turbo V ion source and the associated probe.



Issue	Notes
<p>When the user uses the Plate Layout dialog to populate <b>Well Positions</b> in the Batch workspace, sometimes the <b>Well Positions</b> are not populated. This issue might occur under these conditions:</p> <ul style="list-style-type: none"> <li>• When the user opens the Batch workspace for the first time after opening SCIEX OS.</li> <li>• When the user tries to populate <b>Well Positions</b> in an empty batch.</li> </ul> <p>(ONYX-12525)</p>	<p>If the issue occurs, then do one of the following:</p> <ul style="list-style-type: none"> <li>• Close the software and then open it again.</li> <li>• Open a saved batch then use the Plate Layout dialog to update the <b>Well Positions</b> in that batch.</li> </ul>
<p>When the user clicks <b>Remove All</b> on the Plate Layout dialog, the software responds very slowly. (ONYX-12726)</p>	<p>For better performance, remove the wells in the Batch workspace grid. Select the wells in the grid, and then right-click and select <b>Cut</b>.</p>
<p>(Echo® MS systems) When a mobile phase low warning is triggered during acquisition, the acquisition fails. (OPP-288)</p>	<p>Before starting acquisition, make sure that the mobile phase bottle contains enough mobile phase to complete the planned acquisitions.</p>
<p>(Echo® MS systems) When the user uses the Plate Layout dialog to add sample wells to the grid in the Batch workspace, the selected wells cannot be added. (OPP-365)</p>	<p>Select a different column in the target row and try again.</p>
<p>(Echo® MS systems) The <b>Est. Start Time</b> in the Queue workspace is not updated for AE samples. (OPP-421)</p>	<p>This is a user interface issue only. System functionality is not affected</p>

## Analytics Workspace Issues

Issue	Notes
None of the Results Tables in a project root directory will open.	<p>This error occurs if the root directory for a project has been used as a root directory for the Analyst software. The Analyst software creates one or more of the following files in the Default/Project Information folder in the root directory:</p> <ul style="list-style-type: none"> <li>• ProjectSettings.atd</li> <li>• Default Audit Map.cam</li> <li>• Project.atd</li> </ul> <p>If these files exist in the Project Information folder, then delete them.</p>
SCIEX OS becomes unresponsive when processing a wiff file on a network location while the Analyst software, running on a different computer, is acquiring data to that file across a network. (BLT-2873)	SCIEX OS does not support this workflow.
When very large spectra are added to the LibraryView software database, the software might remove a duplicate compound name. (BLT-3291)	Avoid adding spectra with more than 5,000 points.
The csv report does not support graphics or logos. (MQ-1361)	The csv report is only supported if the report does not contain any graphics.
The software seems unresponsive when PDFFactory is used to create a protected PDF report from a Results Table that contains more than 2,500 rows using the Positive Hit template. (MQ-1896)	Creating the report can take some time. The PDFFactory progress window, which is always shown in the background, shows that the PDF creation is in progress. Users can minimize all of the windows, including SCIEX OS, to view the PDFFactory progress window.
The IS Name cannot be pasted in the Components Table in the Method Editor. (MQ-2193)	To avoid issues, either manually select the IS Name or paste the IS column separately.

Issue	Notes
When the AutoPeak integration algorithm is used on UV, DAD, or ADC data, the model can take a very long time to build before processing. (MQ-4421)	Do not use the AutoPeak integration algorithm for UV/DAD/ADC data that has poor peak shape.
The <b>Used</b> column in the Results Table cannot be filtered on <b>Blanks</b> . (MQ-4827)	Filter the <b>IS Concentration</b> column to show all rows with no text, or filter the <b>Component Name</b> column to hide the name of the internal standard.
Processing methods created in the MultiQuant software that contain SWATH acquisition data with fragment information cannot be imported into SCIEX OS. (MQ-6147)	Add the fragment information manually.
In the Mass Reconstruction workflow, signal-to-noise (S/N) values reported in the Results Table are not calculated correctly for reconstructed peaks. (MQ-7073)	<p>To calculate S/N, open the average <i>m/z</i> spectrum in the Explorer workspace, perform manual reconstruction, and then calculate S/N on the target peak.</p> <hr/> <p><b>Note:</b> This workaround requires Biotool Kit License.</p> <hr/> <ol style="list-style-type: none"> <li>1. Select the Average spectrum in the Peak Review pane.</li> <li>2. Click <b>Open data exploration</b> ().</li> <li>3. Click <b>Bio Tool Kit &gt; Reconstruct Protein</b>, enter a resolution value, specify the reconstruction parameters, and then perform reconstruction.</li> <li>4. Calculate S/N manually. Refer to "Show the Graph Selection Information" in the document: <i>Software User Guide</i>.</li> </ol>
Names of calculated columns cannot be the same as function names. (MQ-8087)	Assign a name that does not match a function name.

## SCIEX OS 3.0 Release Notes

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Issue	Notes
The <b>Percent CV</b> shown in the Statistics pane is different than the percent CV calculated with the <b>GETSTAT</b> function. (MQ-8211)	The <b>GETSTAT</b> function uses the <b>Actual Concentration</b> values to identify replicates, but the Statistics pane uses the <b>Actual Concentration</b> values after the user-specified <b>Number format</b> is applied. If the <b>Number format</b> is set to 0.00, for example, a concentration of 5.001 will be treated as 5.00 in the Statistics pane.
The software does not support flagging rules based on the <b>Outlier Reasons</b> column or on calculated columns based on the <b>Outlier Reasons</b> column. (MQ-8295/MQ-8381)	Do not create flagging rules that use the <b>Outlier Reasons</b> column.
When a metric plot is applied to a column based on a custom formula, changes to any input of the formula are not reflected in the Metric Plot immediately. (MQ-8524)	To refresh the metric plot, select a different component in the Results Table, and then select the original component again.
The <b>Acquisition Date &amp; Time</b> column is not processed properly in formulas. (MQ-8662)	Do not use the <b>Acquisition Date &amp; Time</b> column in formulas.
The formula editor does not identify incorrect use of the ampersand (&) and bar ( ) characters in formulas. (MQ-8837)	To represent the boolean AND, use "&&". To represent the boolean OR, use "  ".
Auto-processed samples are not appended to a Results Table created in a previous version of SCIEX OS. (MQ-9627)	This issue occurs when samples are auto-processed on the same day as the software upgrade. Wait until one day after the upgrade before appending data to Results files created with the previous version.
Data cannot be imported from a LIMS into a Results Table with custom columns, and data cannot be exported from a Results Table with custom columns to a LIMS. (ONYX-15730)	N/A

Issue	Notes
<p>The <b>Super Group ID</b> column information is missing from reports generated from Results Tables that contain data acquired with both Scout Triggered MRM (stMRM) algorithm RT mode experiments and stMRM algorithm Group mode experiments. (ONYX-19767)</p>	<p>Process data acquired with different stMRM algorithm modes in separate Results Tables.</p>
<p>The ChemSpider database cannot be accessed with a proxy server. (PV-632)</p>	<p>N/A</p>

## Explorer Workspace Issues

Issue	Notes
<p>When a user processes large amounts of data or multiple data files in the Explorer workspace, the user interface might stop responding and there could be delay before the sample queue moves to the next sample. (BLT-719)</p>	<p>If this issue occurs, then wait for the software to finish processing in the Explorer workspace or avoid processing a large amount of data during data acquisition.</p>
<p>The error "The requested action could not be completed. Make sure your data is complete and all fields contain appropriate values" is shown in the Formula Finder. (BLT-1423)</p>	<p>This error occurs if the structure for the selected ion, as predicted by Formula Finder, is not included in the list of positive ions on the Elemental Composition tab of the Formula Finder Settings dialog. For example, for the ion at <math>m/z</math> 1004, Formula Finder matches to <math>(M+NH_4)^+</math>. If this ion is not included in the list of positive ions to search for, then an error occurs when no matches are found.</p>

## SCIEX OS 3.0 Release Notes

Issue	Notes
<p>The following issues can occur when the user explores data during acquisition:</p> <ul style="list-style-type: none"> <li>Real time data does not match the post-acquisition data if the XICs and BPCs for scheduled scans are generated before the scheduled time. (DS-903)</li> <li>If the user toggles between MS experiments using <b>Move to next</b> or <b>Move to previous</b> in the Explorer workspace to show an extracted ion chromatogram (XIC) or base peak chromatogram (BPC) generated in real time, then only one point is shown in the XIC/BPC pane.</li> </ul>	<p>To avoid this issue, do the following:</p> <ul style="list-style-type: none"> <li>Generate XICs for the required experiment by clicking <b>File &gt; Show XIC</b></li> <li>Generate the XIC/BPC post-acquisition.</li> <li>Close the XIC pane and reopen it.</li> </ul>
<p>Detector optimization data is not shown correctly in the Explorer workspace. (DS-1044)</p>	<p>The Z-axis (Detector Voltage) is labeled incorrectly. To avoid any issue, use the Detector Optimization Report or the panel to inspect the data acquired during the detector optimization process.</p>
<p>For Analyst software data, Q3 Resolution is reported as Maximum for LIT scans. (DS-2220)</p>	<p>Open the data in Explore mode in the Analyst software.</p>
<p>When data for a looped Scout Triggered MRM (stMRM) algorithm experiments, is opened in the Explorer workspace, if the intensities of the transitions are zero (that is, true signal or not triggered), then the XICs for the dependent transitions are blank. (ONYX-19875)</p>	<p>Even though the data for the dependent transitions is not shown in the Explorer workspace, it has been acquired. This is a display error only.</p>
<p>In a looped experiment that contains experiments with the same polarity but different resolution settings, information shown in the calibration table is incorrect in the Sample Information. (ONYX-21279)</p>	<p>In the Sample Information, the calibration and resolution table for the second experiment is also shown for the first experiment.</p> <p>The correct information is recorded in the audit trail.</p>

Issue	Notes
For multi-experiment data that includes MRM <sup>HR</sup> data, if the TICs for the individual experiments are opened, starting with the MRM <sup>HR</sup> TIC, and then the XIC traces are opened using the <b>Process All Overlays?</b> option, the overlaid XICs are incorrect. (PV-1086)	Open each XIC in a separate pane, and then overlay the XICs.

## Reporter Issues

Issue	Notes
No reports can be created from the Results Table after a custom template that contains both picture elements and a query is used to create a csv report. (BLT-1507)	To avoid issues, use one of the supported templates. Refer to the document: <i>Software User Guide</i> .
In the UV MS Qual Report template, the following message is shown for the <b>Peak Review UV</b> tag: <code>Picture: Peak Review UV is empty.</code> (BLT-3293)	The picture is shown correctly in the report.
Reports generated with PDFactory do not include any numeric values, such as method names, sample names, sample IDs, barcodes, and so on, where the names are numbers. (ONYX-2236)	To avoid any issues, print using the XPS option instead of the PDFactory option.
If the <b>For Each Sample</b> tag is removed from a report template, then it cannot be added back. (RPT-21)	Create the report again.

## MS Tune Workspace Issues

Issue	Notes
(X500 QTOF systems) During manual tuning, the optimized parameter value is not saved to instrument definition file after the user clicks <b>Save Settings</b> . (ACQ-2519)	During manual tuning the optimized parameter value is not saved. To avoid any issues, complete all of the tuning steps when in manual tuning mode.

## SCIEX OS 3.0 Release Notes

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Issue	Notes
(ZenoTOF 7600 systems) If the mass spectrometer is turned off within about five minutes after calibration is completed in the MS Tune workspace, then the calibration settings are lost and the previously saved calibration settings are restored. (MSCS-2627)	Perform the tuning procedure again.

## MS FW Updater Issues

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

## Licensing Server Issues

Issue	Description
If the Flexera Licensing Server is being used for other products, then the SCIEX vendor daemon cannot be run. (BLT-3318)	The Flexera Licensing Server does not allow the same vendor daemon to run simultaneously under different instances on the same server. If the Flexera Licensing Server is being used for other, non-SCIEX products, then add the SCIEX vendor daemon and concurrent license to the existing Flexera Licensing Server.

## Contact Us

### Customer Training

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

### Online Learning Center

- [SCIEX Now Learning Hub](#)



## SCIEX Support

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

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

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## Documentation

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