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# SCIEX OS Software 3.3.1

Release Notes



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AB Sciex Pte. Ltd.  
Blk33, #04-06 Marsiling Industrial Estate Road 3  
Woodlands Central Industrial Estate, Singapore 739256

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Thank you for choosing SCIEX to supply your system. We are pleased to bring you the SCIEX OS software 3.3.1, 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

The SCIEX OS software 3.3.1 also lets the user process data that is acquired from triple quadrupole, QTRAP, and TripleTOF systems that operate with the Analyst software 1.6.2 or later, or the Analyst TF software 1.7.1 or later.

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

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This section gives a description of the changes in the SCIEX OS software 3.3.1. It also includes the new features, enhancements, and fixes introduced in version 3.3. To see the enhancements and fixed issues for a previous version of the SCIEX OS software, refer to the document: *Release Notes* that came with that version of the software.

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**Note:** This version of the software does not support the Notifications feature.

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## New Features in Version 3.3.1

### Devices

- Support has been added for the dry pump configuration of the SCIEX 6500+ system.

### Acquisition

- The following support for linear ion trap (LIT) functionality is available on QTRAP 4500, 5500, 6500, and 6500+ systems and SCIEX 5500+ systems with the QTRAP license installed:
  - The MS Method workspace has support for LIT scan types, including EMS, EPI, ER, and MS<sup>3</sup>, and for independent data acquisition (IDA).
  - The MS Tune workspace can tune in LIT mode.
  - LIT methods made in the SCIEX OS software can be converted for use in the Analyst software, and LIT methods made in the Analyst software can be imported into the SCIEX OS software.
  - The Instrument Settings Converter can import settings for QTRAP instruments from the Analyst software.
- Support for dynamic fill time (DFT) in EPI and MS<sup>3</sup> scans is available.

## Enhancements

### General

- The software supports the new instrument control unit (ICU) for the X500 QTOF system.
- The software supports the new TDC driver for the X500 QTOF system, version 1.1.1.
- The *Help System* has been converted from `chm` to `html` format.
- The print template and print preview features are available in the Audit Trail, Event Log, LC Method, and MS Method workspaces.

### MS Method Workspace

- **Guided Optimization** makes an MRM method in which numbers are appended to the compound names of all fragments other than the most intense fragment. A new option lets the user choose to keep the original compound ID in the final MRM method. (BLT-3900)

### Batch Workspace

- The **Weight/Volume** field is available in the Batch workspace.
- Component concentrations can be added for all sample types, including blank, double blank, solvent, and unknown.

### Queue Workspace

- The user can change the name or data file for a sample in the queue. A new permission, **Edit Sample**, controls access to this feature, and a new audit event, **Sample edited**, records the change.

### Analytics Workspace

- Results Tables open and save more quickly.
- The **Weight/Volume** field is available in the Results Table. A new permission, **Modify Weight/Volume**, controls if the user can change this field, and a new audit event, **Weight/Volume changed**, records the change.
- Users can print multiple panes.
- The print preview for the Peak Review pane shows as many as 1,000 graphs.
- A new conditional lookup feature lets users add a new column that contains values that are dependent on the value of another column.
- The following new functions are available for formulas in the calculator in Calculated Columns:
  - **CEILING**: Gets the smallest integer that is more than or equal to a value in the Results Table or the specified number.
  - **EXP**: Gets  $e$  raised to the specified power, which can be the value of a Results Table column or the specified number.
  - **FIND**: Gets the position of the specified characters in the text in a standard or custom Results Table column.
  - **FLOOR**: Gets the largest integer that is less than or equal to a value in the Results Table or the specified number.
  - **GETSAMPLE**: Gets values from a standard or custom Results Table column for the sample of the selected type.

- **GETSAMPLECLOSEST**: Gets the value from a standard or custom Results Table column for the sample of the selected type that has a value closest to the user-specified value.
- **GETSAMPLECLOSESTLOW**: Gets the value from a standard or custom Results Table column for the closest sample of the selected type that has a value less than or equal to the user-specified value.
- **GETSAMPLECLOSESTHIGH**: Gets the value from a standard or custom Results Table column for the closest sample of the selected type that has a value more than or equal to the user-specified value.
- **GETSAMPLEEQUAL**: Gets the value from a standard or custom Results Table column for the sample of the selected type that has a value equal to the user-specified value.
- **IN**: Identifies if an element is in a set of values.
- **ISNUMBER**: Identifies a value in a cell in the Results Table as numeric or nonnumeric.
- **LEFT**: Gets a specified number of characters from the start of the text.
- **LOG**: Gets the logarithm of the value of a Results Table column or the specified number.
- **LOG10**: Gets the base 10 logarithm of the value of a Results Table column or the specified number.
- **POW**: Gets a specified number raised to the specified power, which can be the value of a Results Table column or the specified number.
- **RIGHT**: Gets the specified number of characters from the end of the text.
- **ROUND**: Rounds the number in the specified Results Table column, or the number specified by the user, to the nearest integer, or to the specified number of decimal places. The function name is not case sensitive.
- **SEARCH**: Gets the position of the specified characters in the text in a standard or custom Results Table column.
- **SQRT**: Gets the square root of the value of a Results Table column or the specified number.
- **SUBSTITUTE**: Makes a column in the Results Table that replaces an alphanumeric value with another alphanumeric value from a standard or custom Results Table column.
- **TRIM**: Removes extra spaces from text. All leading, trailing, and internal spaces, except for those that separate words, are removed from a standard or custom Result Table column.
- **TRUNCATE**: Gets the integral part of a number in a Results Table column.
- The following new functions are available in silent mode on the Formula page. That is, the functions can be typed manually:
  - **ACOS**: Gets the angle with the cosine that is the value of a Results Table column or the specified number.

## New in Version 3.3.1

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- **ASIN**: Gets the angle with the sine that is the value of a Results Table column or the specified number.
- **ATAN**: Gets the angle with the arc tangent that is the value of a Results Table column or the specified number.
- **COS**: Gets the cosine of an angle, which can be specified as the value of a Results Table column or as a number.
- **IEEEREMAINDER**: Gets the remainder that results from division of a Results Table column or number by a Results Table column or number.
- **SIGN**: Gets a value that identifies the sign of the value of the specified Results Table column or the specified number.
- **SIN**: Gets the sine an angle, which can be specified as the value of a Results Table column or as a number.
- **TAN**: Gets the tangent of an angle, which can be specified as the value of a Results Table column or as a number.

### Configuration Workspace

- The following user permissions have been added:
  - Analytics workspace: **Modify Weight/Volume**
  - Queue workspace: **Edit Sample**

### Audit Trail Workspace

- The audit trail shows additional detail for the following events:
  - Project audit trail:
    - Analytics workspace
      - **Processing method saved**
      - **Project default settings changed**
    - Batch workspace
      - **Batch saved**
      - **Batch submitted**
    - Explorer workspace
      - **Print**
    - MS Method workspace
      - **MS method saved**



- LC Method workspace
  - **LC method saved**
- Queue workspace
  - **Sample acquisition has completed**
  - **Sample Starts to Acquire**
- Workstation audit trail:
  - Explorer workspace
    - **Print**
- The following audit events have been added:
  - Project audit trail:
    - Analytics workspace: **Weight/Volume changed**
    - Queue workspace: **Sample edited**
  - Workstation audit trail:
    - Queue workspace: **Sample edited**

### Device Support

- The SCIEX OS 3.3.1 software adds support for the custom injector program for Agilent devices. (ONYX-23774)

### Troubleshooting

- More information has been added to the service package, to help with troubleshooting. (MSCS-3022)

## Fixed Issues in Version 3.3.1

This version includes the corrections for the following issues:

- In the Analytics workspace, when samples are added, either manually or with automatic processing, to an existing Results Table, some of the samples do not show in the Results Table, and the Peak Review pane for the available samples is empty. (BLT-5449)
- If a PDA detector is active, then the **Sample acquisition has completed** and **Sample Starts to Acquire** events are not recorded in the Project audit map. (BLT-5421)
- When an MS method is printed, some of the Mass Table parameters are cut off. (BLT-5459)

## New in Version 3.3.1

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- If the integration parameters in the Peak Review pane are changed for any components, and then the changes are applied to the related group, then the values of some integration parameters change to 0.0 after the Results Table is saved and then opened. (BLT-5497)

This version also includes the following fixes from version 3.3.

### MS Method Workspace

- The retention time window is incorrect in data acquired with the Scheduled MRM (sMRM) algorithm with SCIEX 7500 systems. (BLT-4472)
- The conversion of acquisition methods created in the Analyst software fails if the mass spectrometer is not the first device in the hardware profile in the Analyst software. (BLT-4504)
- If the Scout triggered MRM (stMRM) algorithm is used, then the dwell time is calculated incorrectly when the **Trigger** check box is selected. (BLT-4779)
- Users cannot acquire data to subfolders. (BLT-4933)
- When network acquisition is used, data is not saved to the network folder. (BLT-4991, BLT-5099)
- If the root directory is a network folder, then Guided MRM changes the root directory to a local folder. (BLT-5112)
- MS methods cannot be saved to a different project. (BLT-5183)
- The settling time cannot be set to 15 ms in a Q1-IDA looped experiment. (ONYX-15511)

### Batch Workspace

- The **Sample Type** changes when the **Auto Increment** command is used. (BLT-4706)
- Component concentrations that are less than 0.0001 cannot be copied and pasted. (BLT-4843)
- The **Use** check box for Csl in the Ion Reference Table Editor dialog is cleared when the SCIEX OS software is closed and then opened. (BLT-4948)
- **Rack Position**, **Plate Position**, and **Vial Position** are not available in the Decision Rule Configuration dialog. (BLT-4981, BLT-5262)
- Component concentrations are truncated when the batch is printed. (BLT-5147)

### Queue Workspace

- Database errors will not let the Queue workspace open. (BLT-4777)

### MS Tune Workspace

- The name of the data file is not included in the *Instrument Turning Report*. (BLT-4795)
- The **MS Check** button is not available for languages other than English. (BLT-4896)

- The Introduction step is shown as incomplete in the *Instrument Turning Report*. (BLT-4967)

### **Analytics Workspace**

- When a custom formula is imported, it cannot be edited. (BLT-4497)
- The English number format is used when data is exported with non-English regional settings. (BLT-4682)
- An error is shown in the Metric Plot pane when the integration is changed. (BLT-4755)
- Data reprocessing fails. (BLT-4862)
- An error is shown when the user opens a ChemSpider session for a component with no MS/MS spectrum. (BLT-4876)
- Custom flagging rules that were created with different regional settings cannot be imported. (BLT-4877)
- When the SCIEX OS software is configured for Chinese, the **Options > Find** command does not operate correctly. (BLT-4895)
- The print template is not applied when the Calibration Curve pane is printed. (BLT-5069)
- Data is missing in reports that use custom templates that include a For Each Sample loop. (BLT-5093)
- The compound type should be *synthetic*, not *man-made*. (BLT-5125)

### **Explore Workspace**

- **Show > LC Traces** is not available for data on a network drive. (BLT-4558)
- In the Sample Information pane, the **Spray voltage (V)** is shown as positive when it is negative in the MS method. (BLT-4730)

### **Library Workspace**

- The formula for dembrexine is incorrect in the library database. (BLT-3836)

### **LC Devices**

- Agilent systems: The pump status cannot be seen in the Device Details dialog. (BLT-4215)
- Agilent systems: If an LC method that contains a custom injection is edited and saved, then the custom injection information is not kept. (BLT-4986)

### **Echo<sup>®</sup> MS System**

- If an AE method contains a diverter valve, then the acquisition time shown in the Status panel is incorrect, and peaks are not split. (BLT-4639)

## New in Version 3.3.1

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### Troubleshooting

- Information required for troubleshooting is missing from the service package. (BLT-3512, BLT-4957)

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## Notes on Use

- 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.
- Microsoft Office 2013, 2016, or 2021, 32 bit or 64 bit, is required to create, open, and edit the report templates used in the Analytics workspace. (BLT-4838)

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**Note:** The SCIEX OS software is compatible with Microsoft Office 365 for all functions except creating, opening, and editing the report templates used in the Analytics workspace.

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**Note:** Alpha and SCIEX workstations with LTSB/LTSC Windows 10 operating systems are not compatible with Microsoft Office 365.

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- The SCIEX OS software can be configured to stop Windows services, such as Windows Defender and Windows Update, and antivirus 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 when data acquisition is not occurring.
- On LC systems that are not controlled by the SCIEX OS software, if a sample is missing, then the batch stops. The feature that lets the batch skip a missing sample and continue with the next sample is supported only on LC systems that are controlled by the SCIEX OS software. (BLT-4922)
- To avoid performance issues or data corruption, the user should not do any computer maintenance procedures, such as defragmentation or disk cleanup, during sample acquisition.
- Data containing custom columns cannot be appended to data files acquired in the SCIEX OS software 2.1.6 or earlier.
- MultiQuant software files (`qmethod`, `qsession`, and `cset`) cannot be opened or used in the Analytics workspace of the SCIEX OS software. However, methods made in the MultiQuant software that have been exported to a text file can be imported into the Analytics workspace.
- For non-targeted workflows, the Results Table should be limited to 150,000 rows. The performance of the SCIEX OS software 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

## Notes on Use and Known Issues

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component. The **AutoPeak Asymmetry** calculated parameter shows the ratio of the skew of the particular component to the skew of the AutoPeak model for the component. (BLT-2030)

- Avoid processing a data file in the Analyst software during acquisition by the SCIEX OS software to that data file. Doing so might cause the software to become unstable and data to be lost. (ONYX-8514)
- During the transfer of data to the Watson LIMS, the user must wait for the transfer to complete successfully. After the transfer is complete, the user must click **Confirm** in the SCIEX OS software. If the user clicks **Confirm** before the transfer is complete, then the transfer status is shown as `Failed`.

### Network Acquisition

- 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 (DS-1873):
  - 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.

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

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### 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.

### ExionLC AC, ExionLC AD, and Shimadzu Systems

- A column oven wait time of 0 means that the oven is READY when it is on. If the wait time is set to 0, then injection starts before the column reaches the set temperature. (ONYX-14923)

### Echo® 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 each MRM method have a maximum of four transitions, for a scan time of 100 msec.
- 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.

### Instrument Settings Converter

- When transferring instrument settings from the Analyst software to the SCIEX OS software 3.3.1, make sure to use the Instrument Settings Converter that is included in the installation package for the SCIEX OS software 3.3.1.

### SCIEX OS to Analyst Software Method Converter

- During conversion of SCIEX OS software 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 installation package for the SCIEX OS software 3.3.1.
- If a method made in the Analyst software has a value for the fixed fill time parameter that is not equal to 1 and is converted for use in the SCIEX OS software, then the fixed fill time parameter is converted. However, the fixed fill time parameter is ignored by the SCIEX OS software. As a result, the intensity (TIC or spectrum) is different in the SCIEX OS software than in the Analyst software.
- After the conversion of an MS<sup>3</sup> method that was made in the Analyst software, we recommend that the AF2 parameter be optimized for the compound of interest.

## 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.
SCIEX 7500 systems: Data with a long file path (129 or more characters) cannot be processed using the Analyst software 1.7.2 or the Analyst software 1.6.3 with HotFix 5. In addition, the file information for such a data file cannot be fully shown in the Analyst software 1.7.2 or the Analyst software 1.6.3 with HotFix 5. (AN-2250)	To avoid this issue, use the Analytics workspace in the SCIEX OS software to process the data, or make sure to use a shorter file path.





Issue	Notes
<p>The user cannot open report (<code>xps</code>) 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. (BLT-1409)</p>	<p>This issue occurs if the Microsoft XPS Viewer is not installed on the computer. The viewer is included in the installation package for the SCIEX OS software. To install it, follow these steps:</p> <ol style="list-style-type: none"> <li>1. Run a Command Prompt as an 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. 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>dism /online /norestart /add-package /packagepath:"C:\Program Files\SCIEX\SCIEX OS\Microsoft-Windows-Xps-Xps-Viewer-Opt-Package~31bf3856ad364e35~amd64~~.cab"</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>Guided MRM and tuning do not stop when the user closes the MS Method or MS Tune workspaces, respectively. (ONYX-8450)</p>	<p>The mass spectrometer status shows that the mass spectrometer is running, and the acquisition job is present in the queue.</p>
<p>If a project is deleted in File Explorer while it is open in the SCIEX OS software, then the user can browse to the project in the SCIEX OS software. (ONYX-24604)</p>	<p>Close the SCIEX OS software after deleting projects with File Explorer.</p>

## Installation Issues

Issue	Notes
The ExionLC 2.0 system driver is removed during the software upgrade. (TPUB-2124)	After the upgrade is complete, install the ExionLC 2.0 system driver again.
The SCIEX OS software does not start if only the Shimadzu and ExionLC AC/AD system drivers are installed. (ONYX-20839)	To prevent this issue, install all LC drivers (for Agilent, Shimadzu/ExionLC AC/ExionLC AD, and ExionLC 2.0 systems).  If this issue occurs, then delete the file: C:\ProgramData\SCIEX\Clearcore2.Acquisition\HardwareProfile.hwp. After this file is deleted, the software will open properly.
The SCIEX OS software does not open after the installation is changed with the <b>Modify</b> option in the installation program. (SXOSLNT-708)	To prevent this issue, before using the <b>Modify</b> option, deactivate all devices.  If the SCIEX OS software was installed while devices were active, then delete the file: C:\ProgramData\SCIEX\Clearcore2.Acquisition\HardwareProfile.hwp. After this file is deleted, the software will open properly.
Issues occur if the installed modules do not match the license. (SXOSLNT-1009)	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.

Issue	Notes
<p>If devices are configured, then the SCIEX OS-Q and SCIEX OS-MQ software do not open. (SXOSLNT-1037)</p>	<p>This issue occurs if the SCIEX OS software is installed with the acquisition module, and devices are configured, and then the SCIEX OS software 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 the SCIEX OS-Q or SCIEX OS-MQ software.</li> <li>2. Install the SCIEX OS software, and then delete the configured devices.</li> <li>3. Remove the SCIEX OS software.</li> <li>4. Install the SCIEX OS-Q or SCIEX OS-MQ software.</li> </ol>

## Devices Issues

Issue	Notes
<p>The user cannot start the syringe pump when the mass spectrometer is in the Standby state because the  (<b>Direct device control</b>) button for the syringe pump is not active. (BLT-2698)</p>	<p>Start data acquisition or a tuning procedure to make the  (<b>Direct device control</b>) button active.</p>
<p>The system does not activate the <b>Standby</b> button on the right status panel when a device, such as the CDS, goes to the Fault state, preventing the user from clearing the error. (MSCS-1314)</p>	<p>If this issue occurs, then click <b>Start</b> in Direct Control to change the CDS state from Fault to Running and clear the Fault state of the CDS.</p>
<p>Information is missing on the Device Details dialog for the LC system. (ON-2069)</p>	<p>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>.</p>

## Notes on Use and Known Issues

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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 of the acquisition computer. It occurs if the computer running Remote Desktop is configured with <b>Make everything bigger</b> set to more than 100% in the Windows Display settings. To resolve the issue, set <b>Make everything bigger</b> to 100%.</p>
<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 a 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 time table at the end of the run. (ONYX-7952)</p>	<p>Do not set the valve position at the end of the method time table.</p>
<p>The SCIEX OS software 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>

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 the Fault state during device activation. (ACQ-2195)	To avoid this issue, clear the fault in the device, then deactivate and reactivate the Agilent devices.
The <b>Overlap Injection Cycle</b> cannot be configured for Agilent autosamplers in the LC Method workspace. (BLT-4714)	N/A
Real-time DAD data from the Agilent G7121B 1260 Infinity II FLD Spectra module is not recorded when the spectrum mode is set to <b>Apex</b> or <b>All in Peak</b> . (ONYX-4998)	<b>Apex</b> and <b>All in Peak</b> spectrum mode are not supported. Use a different mode.
The system remains in the Loading or Equilibrating state when an Agilent G7121B 1260 Infinity II FLD Spectra module is being used if the <b>Signal A Excitation</b> is set to <b>Zero Order</b> and the <b>PMT Gain</b> is set to greater than 6. (ONYX-4999)	If <b>Signal A Excitation</b> is set to <b>Zero Order</b> , then set the <b>PMT Gain</b> to 6 or less.

## 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.

## Notes on Use and Known Issues

Issue	Notes
<p>The following limitations apply:</p> <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> <p>(ONYX-10636)</p>	<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> <p>Tuning of the SCIEX 6500+ system is performed using the IonDrive Turbo V ion source and the associated probe.</p>
<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>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>
<p>The server log for the Echo<sup>®</sup> MS system is not included in the support package if the support package is generated immediately after a fresh installation or with a date range that is too narrow. (OPP-621)</p>	<p>Specify a wider date range and then generate the support package again.</p>

Issue	Notes
Spanish, French, Italian, German and Portuguese languages: If the Region and Language Settings in the SCIEX OS software are set to use the comma "," as the decimal separator, then a validation error is shown when the user types a value in the <b>Ejection Vol (nL)</b> field in the AE Method. (OPP-671)	Use the up and down arrows to change the volume.

## 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 dialog 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 prevent 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.
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 prevent 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
<p>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)</p>	<p>To avoid any issues, make sure that the correct parameters are used for the PDA device.</p>
<p>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)</p>	<p>Make sure that the first and last solvents in the rinse cycle have a value other than <b>None</b>.</p>
<p>After the system goes to the 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)</p>	<p>N/A</p>
<p>Shimadzu LC-40 systems: Content in fields in LC methods that are automatically populated does not print in reports. (BLT-2850)</p>	<p>Replace the automatically populated content by typing in values.</p>
<p>Nexera Mikros systems: The LC pump does not go into the Fault state when the maximum pressure limit is reached. (ONYX-7794)</p>	<p>N/A</p>
<p>Nexera Mikros systems: The LC pump is incorrectly identified as an LC-20AB pump in the device configuration. (ONYX-8030)</p>	<p>The LC system performance is not affected, but the pump is incorrectly identified in data files, logs, and audit trails.</p>
<p>Shimadzu LC-40 systems: 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)</p>	<p>Save the batch and open it again, to show the plate names correctly in the Plate Layout dialog.</p>



Issue	Notes
Nexera Mikros systems: 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 the SCIEX OS software. (ONYX-18416)	N/A
Nexera Mikros systems: The SCIEX OS software does not show the actual flow rate for the LC pump. (ONYX-18418)	View the flow rate on the front panel of the pump.
Shimadzu systems: If the injection volume specified by the user is invalid, then the sample fails, but the SCIEX OS software does not show an error message. (ONYX-19857)	If a sample fails, then make sure that the injection volume is valid.
Shimadzu systems: The autosampler does not inject sample, and the autosampler status changes from <i>Waiting for Oven to Running</i> . (ONYX-31947)	To prevent this issue: <ul style="list-style-type: none"> <li>• Do not change the column oven temperature in the batch.</li> <li>• If different batches contain LC methods that require different column temperatures, then use a single-sample batch between the batches to change the column temperature.</li> </ul>
Shimadzu systems: An error message is shown when the user opens an LC method after the SIL-40 autosampler is replaced with an ACMP autosampler. (ONYX-32320)	Make a new LC method for the new configuration.
Shimadzu LC-40 systems: There is no timeout for non-fault messages. (ONYX-32741)	User action is required when a non-fault message occurs. For example, if an <i>AS: No Rack</i> message is shown, then the user must close the autosampler drawer or abort the method.
Shimadzu LC-40 systems: Rinse port purge events are not shown in the Device Control dialog. (ONYX-32802)	N/A

## M5 MicroLC and M5 MicroLC-TE System Issues

Issue	Notes
If the column oven is configured in the Devices workspace, but it is not physically connected to the gradient pump, then acquisition stays in the Equilibration or Loading states. (MRC-397)	Make sure that the column oven is physically connected to the gradient pump.
Changes made to the tray configuration are shown in the Batch workspace after the devices are activated. (MRC-435)	After making changes to the tray configuration, deactivate and then activate the devices in the Configuration workspace.
Values specified in <b>Direct Control</b> are not kept. (MRC-429)	N/A
The autosampler stays in Ready state if the connection to the system is lost. (MRC-444)	N/A
When a new Trap Elute LC method is made, the <b>LC Pump for Analytical Separation</b> field stays empty until after the method is saved. (MRC-450)	N/A
The software does not validate the setpoint for the <b>First, establish a column pressure of ## psi</b> field in the LC method. (MRC-451)	Make sure that the column pressure value entered does not exceed the value supported by the device.
The gradient graph in the LC Method intermittently shows incorrect graphs and legends. (MRC-452)	Close the LC method and then open it again.

## Waters LC System Issues

Issue	Notes
If customers acquire data with the Waters Acquity system in the SCIEX OS software, then they cannot process the data in the Analyst software. (BLT-5087)	The Analyst software does not support the number of characters in the <b>Rack Code</b> stored in the data file. Use the SCIEX OS software to process data acquired with a Waters Acquity system.

Issue	Notes
LC device properties and method information are missing from the Sample Information pane 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 the Fault state when <b>Standby</b> is selected. (ACQ-2193)	To avoid this issue and clear the error, use the Direct Control feature to start the syringe.
X500 QTOF and ZenoTOF 7600 systems: For MRM <sup>HR</sup> methods, the Mass Table columns do not print. (ACQ-2611)	<p>Not all of the columns shown in the UI are shown in printouts of the method when the user does the following:</p> <ul style="list-style-type: none"> <li>• Creates an MRM<sup>HR</sup> method.</li> <li>• Applies a scan schedule.</li> <li>• Selects to show the advanced parameters.</li> <li>• Saves and then prints the method.</li> </ul> <p>To avoid this issue, change the paper size to a size larger than Letter size.</p>

## Notes on Use and Known Issues

Issue	Notes
<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 prevent 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 behavior occurs during imports from an acquisition method and from a processing method, resulting in unreliable qualification results. (BLT-284)</p>	<p>Information imported from an acquisition method has a mass accuracy to two decimal places. Formulas used to calculate mass accuracy in a processing method produce results to four decimal places. Therefore, this might cause inconsistent results between the two methods.</p>
<p>Real-time updates for the DAD panel might be slower than the response time chosen in the method. (DS-853)</p>	<p>To avoid this issue, either reduce the frequency of the DAD acquisition or inspect the data after the acquisition has completed.</p>
<p>ZenoTOF 7600 systems: No data is acquired in EAD fragmentation mode. (MSCS-2527)</p>	<p>If EAD fragmentation is used, then the accumulation time must be equal to or greater than the reaction time. If it is not, then no data is acquired. To resolve the issue, increase the accumulation time.</p>
<p>X500 QTOF and ZenoTOF 7600 systems: Negative mass defect values are shown with the incorrect sign in the Mass Defect IDA criteria. (MSCS-2537)</p>	<p>The algorithm selects the correct precursors, so the acquired data is correct.</p>
<p>ZenoTOF 7600 systems: The <code>wiff</code> data files acquired with the SCIEX OS software 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)</p>	<p>This issue occurs for <code>wiff</code> data files that use MRM<sup>HR</sup> algorithm methods or MRM<sup>HR</sup> algorithm methods with mixed fragmentation mode (EAD/ CID).</p>

Issue	Notes
Potential extra time is added to random cycles during IDA acquisition. (ONYX-1764)	To avoid any issues, make sure that the Google update services ( <code>gupdate</code> and <code>gupdatem</code> ), if present on the system, as well as Windows Backup, are disabled before running IDA.
When the user prints a batch to <code>pdf</code> , any numeric values, in either column headings or body cells, are missing from the document. (ONYX-2236)	Print to the XPS format.
Multiple periods are not supported in MS methods. (ONYX-4185)	N/A
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 <code>Acquisition Methods</code> 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.
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><i>Embedded Method*</i></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.

## Notes on Use and Known Issues

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Issue	Notes
In the Batch workspace, when one or more rows are copied and then pasted, some of the content is not pasted correctly. (ONYX-6995)	Manually update any cells that were not copied correctly.
If the acquisition computer is being controlled by Windows Remote Desktop while acquiring IDA data, then acquisition performance might be slow, resulting in the loss of data points. (ONYX-7491)	Do not use Remote Desktop to control the acquisition computer while acquiring IDA data.
When <i>wiff</i> data acquired in the SCIEX OS software 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 the SCIEX OS software. (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 <i>pdf</i> file that is currently open. (ONYX-7813/ONYX-8204)	Close the <i>pdf</i> file before printing the method, or save the file 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>
An MS method that uses the Scheduled MRM (sMRM) algorithm can be saved with an invalid method duration. (ONXY-8443)	<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, then 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, then the method is saved successfully.</p> <p>Make sure to determine the correct method duration before saving the method.</p>

Issue	Notes
The messages The wiff file will not be written and Scan [Ramp Parameter] is not implemented are written to the Event Log during ramping. (ONYX-8767)	The wiff file is not created during ramping. The wiff2 file is created correctly.
When the user deletes transitions from an experiment, a blank space is introduced between experiments in the MS method. (ONYX-9901)	To remove the blank space, save the method and open it again.
ZenoTOF 7600 systems: The number of cycles and cycle time shown in the Sample Information pane for a sample in the PeakView software is incorrect for a wiff file acquired with the MRM <sup>HR</sup> algorithm. (ONYX-10623)	N/A
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)	Calibration parameters are recorded differently by the Analyst TF software and the SCIEX OS software. The wiff file follows the Analyst TF software model.
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 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.
ZenoTOF 7600 systems: In the MS Method workspace, the user can define up to 2,500 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 an MRM <sup>HR</sup> experiment.

## Notes on Use and Known Issues

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Issue	Notes
<p>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-16466, ONYX-16467, ONYX-16474)</p>	<p>After opening or importing a batch with manually added components, review it carefully to make sure that all components are present.</p>
<p>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>	<p>The <b>Zeno threshold</b> parameter is used for IDA experiments, with both EAD and CID fragmentation, and for MRM<sup>HR</sup> and MSMS experiments, with CID fragmentation only. However, the <b>Zeno threshold</b> field is active for all experiment types, for both EAD and CID fragmentation. The parameter is also shown in the Sample Information pane for MRM<sup>HR</sup> and MSMS experiments with EAD fragmentation.</p> <p>For MRM<sup>HR</sup> experiments, the <b>Zeno threshold</b> field name is incorrect. It should be <b>Zeno threshold (CID)</b>.</p>
<p>When High Mass mode methods are converted to Low Mass mode, the method cycle time increases. (ONYX-18158)</p>	<p>Reduce the dwell time to compensate.</p>
<p>In a Scheduled MRM (sMRM) algorithm experiment, if the user changes the <b>Retention time tolerance</b>, adds a new row, changes to a different <b>MRM Mode</b>, and then changes back to <b>Scheduled MRM</b>, then the <b>Retention time tolerance</b> value is the changed value, not the default. (ONYX-19152)</p>	<p>N/A</p>
<p>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)</p>	<p>To enable dynamic updating of the sMRM Plots dialog, turn off sorting.</p>



Issue	Notes
The sMRM algorithm method created in the SCIEX OS software 1.6.10 cannot be opened in the SCIEX OS software 3.3.1. (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 that 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 that are typed 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 in 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.
QTRAP 6500+, 6500, 5500, 5500+, and 4500 systems: When a <code>wiff</code> file acquired by the SCIEX OS software that contains IDA data is opened in the Explorer workspace in the Analyst software, an error message is shown. (ONYX-21511)	N/A
The <code>wiff</code> file saved by the SCIEX OS software does not contain the mass parsing information that is included in the <code>wiff2</code> file. (ONYX-22804)	N/A

## Notes on Use and Known Issues

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Issue	Notes
If an invalid value is set on the Set Initial Conditions page in Guided Optimization - MRM Infusion, and then a valid value is entered, but the user clicks <b>Next</b> instead of <b>Start</b> , then the invalid value is shown in the report. (ONYX-23639)	Always click <b>Start</b> after correcting a parameter value.
After the user deletes the first experiment in an MS method containing multiple Scheduled MRM (sMRM) or Scout triggered MRM (stMRM) algorithm experiments, the sMRM Plots dialog is not refreshed when changes are made to the Mass Table. (ONYX-23756)	Close and open the sMRM Plots dialog each time a refresh is required.
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.
When the SCIEX OS software is configured for the Chinese language, an error is shown when the user selects <b>New &gt; Guided Optimization &gt; MRM FIA</b> in the MS Method workspace. (SXOSLNT-2088)	Change to a different language, or optimize manually.

## MS Tune Workspace Issues

Issue	Notes
X500 QTOF systems: During manual tuning, the optimized parameter value is not saved to an 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.

Issue	Notes
ZenoTOF 7600 systems: If the mass spectrometer is turned off within about 5 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)	Do the tuning procedure again.
Intermittently, if the SCIEX OS software is idle for an extended period, then the controls in the MS Tune workspace become unavailable. (ONYX-30669)	Deactivate and then activate the devices in the Devices workspace.
If the software user interface is configured for Simplified Chinese, then an error message is shown during the report creation step of the tuning procedures. (SXOSLNT-1672)	Configure the user interface for English, close and open the software, and then do the procedure again.
When the user changes the scan rate in the Edit Method dialog in the <b>Advanced Troubleshooting</b> function in the MS Tune workspace, the method parameters are not updated to the default values. (TUN-7869)	Click <b>Start Method</b> to run the method. The parameters are updated.


## Analytics Workspace Issues

Issue	Notes
The SCIEX OS software becomes unresponsive when processing a <code>wiff</code> 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)	The SCIEX OS software does not support this workflow.
The <code>csv</code> report does not support graphics or logos. (MQ-1361)	The <code>csv</code> report is only supported if the report does not contain any graphics.

## Notes on Use and Known Issues

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Issue	Notes
The software seems unresponsive when PDFactory 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 PDFactory progress window, which is always shown in the background, shows that the pdf creation is in progress. Users can minimize all of the windows, including the SCIEX OS software, to view the PDFactory progress window.
The <b>IS Name</b> cannot be pasted in the Components table in the Method Editor. (MQ-2193)	To avoid issues, either manually select the <b>IS Name</b> or paste the <b>IS</b> column separately.
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 the SCIEX OS software. (MQ-6147)	Add the fragment information manually.

Issue	Notes
<p>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>	<p>To calculate S/N, open the average <math>m/z</math> 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 the Bio Tool 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  (Open data exploration to view real time data).</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>
<p>Names of calculated columns cannot be the same as function names. (MQ-8087)</p>	<p>Assign a name that does not match a function name.</p>
<p>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)</p>	<p>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 <code>0.00</code>, for example, then a concentration of 5.001 will be treated as 5.00 in the Statistics pane.</p>
<p>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)</p>	<p>Do not create flagging rules that use the <b>Outlier Reasons</b> column.</p>
<p>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 Plotpane immediately. (MQ-8524)</p>	<p>To refresh the metric plot, select a different component in the Results Table, and then select the original component again.</p>

## Notes on Use and Known Issues

Issue	Notes
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 the 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 an earlier version of the SCIEX OS software. (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.
When a processing method is created with the <b>Results &gt; New</b> command, if the processing method uses the MQ4 or Summation algorithm and the reference sample is changed on the Workflow page, then the Integration page is not updated. (MQ-10287)	N/A
In the processing method editor, the <b>Print</b> button might become inactive for a saved method when the user moves between sections or between components in the Integration section. (MQ-10346, MQ-10356, MQ-10583)	To prevent this issue, print the method from the Workflow section before going to another section. If the issue occurs, then save or close the method, open the method again, and then print the method.
Inconsistent information is shown for predefined flagging rules in the printout. (MQ-10342)	If the <b>Qualitative Rules</b> check box is selected, but no columns are selected, then <b>Qualitative Rules</b> is not included on the printout.
The following message is shown if the network is disconnected during printing: The RPC server is unavailable. (MQ-10598)	Make sure that the computer is connected to the network.
If a user prints a method that is being edited but has not been saved, then the printout contains the last saved version of the method. (MQ-10758)	To print the active method, first save it.

Issue	Notes
If the user creates a combined rule with the English user interface, and then configures the SCIEX OS software for Chinese, the combined rule shows an error message. (MQ-10855)	The names of the predefined flagging rules are translated in the software, but they are not translated in the combined rule. Make a new combined rule in Chinese.
If a formula name contains square brackets ([ ]), then the software reports that the formula is invalid. (MQ-10868)	Do not include square brackets in formula names.
If regional settings are set to English, and the user types two digits separated by a comma (such as 1,3) in the <b>Barcode</b> column, then the software changes the comma to a period, and puts it after the digits (13.000). (MQ-11028)	Do not use the format <i>n, n</i> for entries in the <b>Barcode</b> column.
If the input value in a conditional lookup row is empty, then an incorrect value is shown in the conditional lookup column in the Results Table. (MQ-11207)	N/A
An error is shown if a custom column name includes brackets ( [ ] ). (MQ-11216)	Do not include brackets in custom column names.
Reference spectra cannot be viewed in the Analytics workspace or the LibraryView software after the installation of the SCIEX OS software. (MQ-11242)	Stop the LibraryView service and then start it again.
After the user changes the regional settings, the software does not update the number format in custom formulas to the format for the new region. (MQ-11349)	Example: The following custom formula is made with the German regional settings: IF([Retention Time] = 1,3. Then, the regional settings are changed to English. The custom formula is not updated
The <b>Used</b> check box is ignored by the <b>GETSAMPLECLOSEST</b> functions. (MQ-11452)	N/A

## Notes on Use and Known Issues

Issue	Notes
Unexpected values are shown in calculated columns with complex formulas that include the <b>COUNT</b> function. (MQ-11711)	The <b>N/A</b> value supplied by the <b>COUNT</b> function is not in quotation marks, and thus is not processed correctly. To resolve the issue, make a separate column for the <b>COUNT</b> function, and then use that column in the complex formula.
If a filter is applied to the Results Table while a metric plot is open, then the Metric Plot pane is not updated. (MQ-11790)	Apply the filter first, and then open the Metric Plot pane.
The <b>GETSAMPLE</b> functions do not operate with calculated columns that have a space at the beginning or end of their name. (MQ-11798)	Do not include leading or trailing spaces in column names.
The number format for a calculated column changes back to the original value after reprocessing. (MQ-11804)	This issue occurs after this sequence of events: <ol style="list-style-type: none"> <li>1. The number format for a calculated column is changed.</li> <li>2. The formula for the column is changed.</li> <li>3. The data is reprocessed.</li> </ol>
If the number format is changed for a column that has a filter applied, then the column filtering becomes incorrect, and the number format precision for the column cannot be edited. (MQ-11876)	To change the number format of a filtered column, first remove the filters from the column.
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
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)	Process data acquired with different stMRM algorithm modes in separate Results Tables.



Issue	Notes
If the regional settings on the computer are changed before the SCIEX OS software is installed, and the user updates integration parameters in the Peak Review pane using the dot (.) as a decimal separator, then the change is saved, and the results are not correct. (ONYX-33134)	<ol style="list-style-type: none"> <li>1. In the Configuration workspace, click <b>General</b>.</li> <li>2. In the Regional Settings section, click <b>Apply</b>.</li> <li>3. Restart the computer.</li> </ol>
If the magnifier view is enabled in the Peak Review pane, then when the user prints the pane, multiple instances of the active graph are printed. (ONYX-33137)	Make sure that the magnifier view is not enabled before printing.
The ChemSpider database cannot be accessed with a proxy server. (PV-632)	N/A

## Explorer Workspace Issues

Issue	Notes
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)	If this issue occurs, then wait for the software to finish processing in the Explorer workspace or avoid processing a large amount of data during data acquisition.
The error <code>The requested action could not be completed. Make sure your data is complete and all fields contain appropriate values</code> is shown in the Formula Finder. (BLT-1423)	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 $m/z$ 1004, Formula Finder matches to $(M+NH_4)^+$ . If this ion is not included in the list of positive ions to search for, then an error occurs when no matches are found.

## Notes on Use and Known Issues

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 extracted ion chromatograms (XICs) and base peak chromatograms (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 XIC or BPC generated in real time, then only one point is shown in the XIC/BPC pane.</li> </ul>	<p>To prevent this issue, do the following:</p> <ul style="list-style-type: none"> <li>• Generate the XIC/BPC post-acquisition.</li> <li>• Generate XICs for the required experiment by clicking <b>File &gt; Show XIC</b>.</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 Data Acquisition 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 experiment 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 pane. (ONYX-21279)</p>	<p>In the Sample Information pane, 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
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 PDFFactory 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 <b>XPS</b> option instead of the <b>PDFFactory</b> 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.

## Library Workspace Issues

Issue	Notes
When very large spectra are added to the LibraryView software database, the software might remove a duplicate compound name. (BLT-3291)	Do not add spectra with more than 5,000 points.
Library files cannot be imported or take a long time to import. (LBV-1011, LBV-1012)	Copy library files to, and import them from, a local drive.

## 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 <code>FirmwareUpdater</code> folder to the D:\ drive and then run the utility from that location.

## Method Converter Issues

Issue	Description
When High Mass mode methods are converted to Low Mass mode, the method cycle time increases. (ONYX-18158)	Reduce the dwell time to compensate.
When a method is converted from the SCIEX OS software to the Analyst software, the collision energy parameter is automatically adjusted, but no warning is shown. (ONYX-22095)	This issue occurs when a method from the SCIEX OS software is converted for a different mass spectrometer in the Analyst software. Before using the method, make sure that the parameters are correct.
When data acquired by the SCIEX OS software with a converted method is opened for processing in the ProteinPilot software, the name of the instrument model shown in the data is the name of the instrument model from the original method. (ONYX-30799)	Because all instruments use the same processing parameters, the results are correct.

## 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

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## Customer Training

- In North America: [NA.CustomerTraining@sciex.com](mailto:NA.CustomerTraining@sciex.com)
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- Outside the EU and North America, visit [sciex.com/education](http://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](http://sciex.com) or contact us in one of the following ways:

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

## CyberSecurity

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

## Documentation

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

To see this document electronically, Adobe Acrobat Reader is required. To download the latest version, go to <https://get.adobe.com/reader>.

To find software product documentation, refer to the release notes or software installation guide that comes with the software.

To find hardware product documentation, refer to the documentation that comes with the system or component.

The latest versions of the documentation are available on the SCIEX website, at [sciex.com/customer-documents](http://sciex.com/customer-documents).

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