



SCIEX OS 1.1

Release Notes



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Thank you for choosing SCIEX to supply your system. We are pleased to give you SCIEX OS 1.1, which supports the SCIEX X500B QTOF system that provides liquid chromatography-time-of-flight mass spectrometry functions.

Note: SCIEX OS 1.1 is designed to support the SCIEX X500B QTOF system only. The SCIEX X500R QTOF system is not supported in this release.

This document contains instructions for installing the software, describes features in the software, and provides troubleshooting guidelines. Keep these release notes for your reference as you become familiar with the software.

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

New Features and Fixes from Version 1.0 to Version 1.1

New Features

The Intact Protein Mode feature enables the analysis of intact proteins that are larger than 10 KDa.

LC auto calibration enables the calibration of the mass spectrometer by introducing the calibrant through the autosampler.

In the Analytics workspace, a new UV MS qualitative report is included. To function correctly, the suffix must be created in the Results Table along with the **compoundname** ms component.

Fixed Issues

- The software stops responding when the user cancels reprocessing of a Results Table generated using the non-targeting workflow. To avoid any issues, do not cancel the reprocessing of non-targeted compounds. (MQ-1901)
- Pasting the Actual Concentration column results from one standard sample to another standard sample in the Results Table causes an error. To avoid this issue, manually edit the field and do not copy the whole column. (MQ-1513)

- When users compare data between the Analytics workspace and the Explorer workspace, there might be differences between the results in, for example, the peak height and peak area. The differences arise because the workspaces use different algorithms. The Explorer algorithm is designed to optimize performance when exploring data. For non-targeted analysis, XICs are calculated based on a slightly rounded m/z ratio, and with a difference up to 0.01%. (BLT-427)
- If the user creates an IDA method, enables Dynamic CE for MS/MS using the default Dynamic Collision Energy Settings, and then saves the method, the Dynamic Collision Energy settings cannot be changed after the method is saved. If this issue occurs, then the user must create another IDA method using the new Dynamic Collision Energy settings. (ONYX-1540)
- Calibration Parameter selection was done once using the first Calibration cycle instead of per cycle, using cycle-specific calibration. This change can result in different processing results. (BLT-427/BLT-407)

Note: We strongly recommend that users reprocess all of the previously generated results.

- Spectra could not be added to an existing library database. When users right-clicked in the Peak Review pane of a Results Table and then selected Add Spectra to Library, the spectra were not added. (BLT-402)
- IDA experiment ion intensities could be calculated incorrectly if insufficient candidate ions were selected. (BLT-435)
- Higher masses with significant intensities were observed outside of the designated Q1 selection window in SWATH[®] acquisition mode of the X500R system. (BLT-430)
- Data was inconsistent when users compared data that was acquired using *Scheduled* MRM HR and MRM HR methods that contained certain TOF mass ranges. (MSCS-1228)

Technical Support

SCIEX and its representatives maintain a staff of fully-trained service and technical specialists located throughout the world. They can answer questions about the system or any technical issues that might arise. For more information, visit the Web site at sciex.com.

Contact Us

SCIEX Support

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

Customer Training

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

Introduction

- Outside the EU and North America, visit sciex.com/education for contact information.

Online Learning Center

- training.sciex.com

Required Software

Microsoft Word 2013 is required for the report functionality in the Analytics workspace.

Operating System Requirements

- Microsoft Windows 7 64-Bit, SP1
- English (Language and Keyboard settings)

Computer Requirements

Dell OptiPlex XE2 Computer, with:

- An Intel Core I5-4570S processor (Quad core, 2.90 GHz, 6 MB with HD Graphics 4600)
- 32 GB DDR3 1600Mhz SDRAM
- 2*2Tb HDD (RAID1)
- DVD+-RW
- Computer specification required for acquisition computers: Two single-port Broadcom Ethernet cards

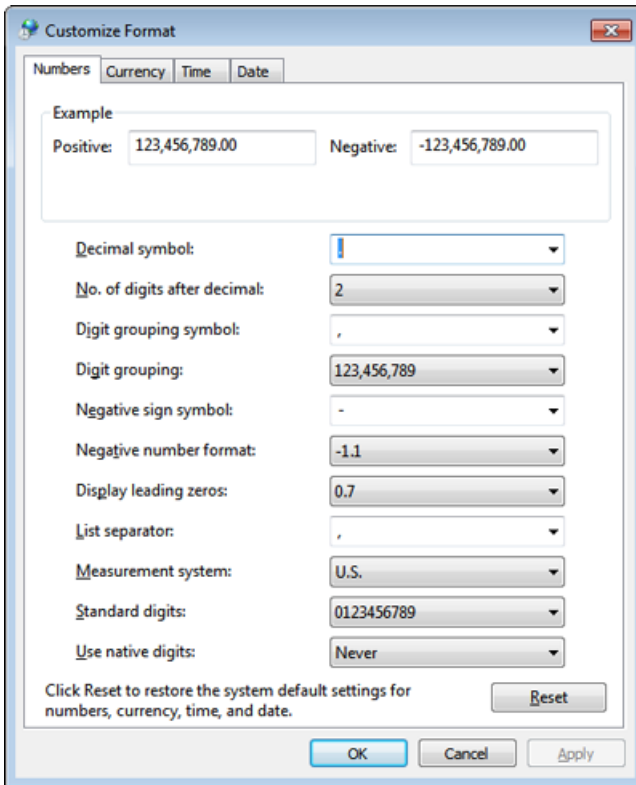
Notes on Use

- To avoid performance issues or data corruption, do not perform any computer maintenance procedures, such as defragmentation or disk cleanup, during sample acquisition.
- Set the anti-virus software to not scan during sample acquisition to avoid affecting system performance.
- If the SCIEX OS is not responding, then restart the software. If the issue persists, then restart the computer. (ONYX-1530)
- For optimal performance, at least 20 GB of free disk space is required. Batches might not be acquired successfully if there is insufficient disk space. (DS-870)
- If performing Windows updates, do not install any optional updates because they might impact functionality in the software.
- The latest version of the isotopic abundance table has been implemented. Any tables that use the atomic masses and isotopic abundances have been updated and, therefore, the average molecular mass calculation might change based on revised calculation. (PV-1075)
- In the Analytics workspace, users must open and then save existing methods to implement the isotopic abundance table. If an existing method is used without first opening the method, then the precursor mass calculation will not be updated and the results will be incorrect. To avoid any issues, do the following:
 1. Open the method. The precursor masses update automatically.
 2. Save the method using the same or new name. If the user clicks **Close**, then a message is shown, indicating that the method has been changed and that the user must save the method. (MQ-2183)

Known Issues

The local settings shown in [Figure 2-1](#) are supported.

Figure 2-1 Local Settings



Label	Supported in SCIEX OS
Decimal symbol	Either '.' or ',' are supported.
No. of digits after decimal	Controlled by the number format in the SCIEX OS.
Digit grouping symbol	Not supported.
Digit grouping	Not supported.
Negative sign symbol	Controlled by the SCIEX OS.
Negative number format	Not supported.
Display leading zeros	Not supported.
List separator	Not supported.
Measurement system	Not supported.
Standard digits	Not supported.
Use native digits	Not supported.

Table 2-1 General Issues

Issue	Description
In some rare instances, keyboard input is not accepted. (BLT-350)	<p>If this issue occurs, then start the SCIEX OS again. Starting the software does not impact any on-going data acquisition.</p> <hr/> <p>Tip! Users can copy and paste information in the fields, if required.</p> <hr/>
Microsoft Office cannot be installed after the SCIEX OS is installed. (BLT-353)	<p>To avoid this issue, do the following:</p> <ol style="list-style-type: none"> 1. Install the SCIEX OS. 2. Remove Microsoft Access. 3. Install Microsoft Office (32-bit). 4. Install Microsoft Access.
Applying file permissions for a specific user causes the SCIEX OS to fail to start. (ACQ-2247)	<p>If the user has the Delete privilege denied for any Sciex OS Program files, configuration files, or Project folders, then the user is unable to open the SCIEX OS. To avoid this issue, do not restrict permissions.</p>
Generating the support package might take up to 15 minutes. (ACQ-2061)	<p>Generating the first Service and Support package can take up to 15 minutes. The Service and Support package is available in the ServicePackages folder after the message "The support package has been successfully generated." is shown.</p>

Notes on Use and Known Issues

Table 2-2 Devices

Issue	Description
Shimadzu LC: Incorrect device status is shown when the device is recovering. (ACQ-1410)	If a sub-device is turned off prior to sample submission, then the Shimadzu LC goes to Standby state even though the status should be Fault. If the user attempts to submit the batch to the queue again, then the first sample is submitted but fails immediately because the LC goes to Fault state and the sample becomes corrupted. If this issue occurs, then reset the computer and restart the software.
The system remains in Run state after recovery from MS communication loss during acquisition. (MSCS-432)	If the Ethernet cable is disconnected during acquisition, then the acquisition stops and the system goes to Fault state. After the Ethernet cable is connected again, if the user attempts to run another acquisition, then the acquisition completes and the real-time display stops updating, but the system remains in Run state. If this issue occurs, then reactivate the device profile.
The calibrant delivery system (CDS) does not stop after the user starts it from Direct Control and then starts the queue with analytical samples. (ONYX-1428)	If the calibrant runs throughout the batch, then the sample might become contaminated with the calibrant. If this issue occurs, then stop the batch, stop the CDS, and start the batch again.
Agilent LC: The Fault state is not reflected correctly if the devices are in Fault state during device activation. (ACQ-2195)	To avoid this issue, clear the fault in the device, then deactivate and reactivate the Agilent devices.
Agilent LC: The comma is ignored as a decimal separator when the flow rate in the LC gradient grid is copied. (ACQ-2191)	This is an issue with the Agilent LC. To avoid this issue, manually type the flow rate, using a comma as the decimal separator.
Shimadzu and ExionLC LCs: The PDA default parameters are different depending on how the LC method is accessed. (ACQ-2176)	To avoid any issues, make sure that the correct parameters are used for the PDA device.
When the duration of a gradient table for an LC pump or column oven temperature table in an LC method is longer than the duration of the MS method, then the LC devices will stop running when the MS method duration expires. (ACQ-2167/2088)	To avoid this issue, make sure that the value in the Stop Time field for the LC method duration is the longest time that the LC method must run.
Agilent LC: During equilibration, if the user aborts the sample, then the Agilent LC might go to a Fault state. (ACQ-2142)	If this issue occurs, then click Standby to recover the device.

Table 2-2 Devices (continued)

Issue	Description
The software does not recognize the Queue option to proceed to the next sample if a sample vial is missing. (ACQ-1404)	To avoid this issue, the user must select the setting Ignore Missing Vessel in the Agilent system and then select the option If a sample is missing, then proceed to the next sample in the SCIEX OS Queue page in the Configuration workspace.
Shimadzu LC: The device traffic light does not update from fault when an error is recovered through direct control. (ACQ-1420)	If the user opens the Direct Control device and then clicks Clear Error when the LC is in Fault state, then the device recovers but the status in the software still indicates a fault. To clear this error, click Standby in the status panel.
The LC method does not run correctly if the devices that are turned on and connected do not match the devices in the activated device list. (ACQ-1716/2062)	To make sure that the system works correctly, either turn off the devices or turn on the devices to match the activated devices list.
Shimadzu LC: Inverted UV data is acquired during acquisition with two UV channels. (ACQ-2042)	This occurs when polarity is set to negative in the LC method UV detector section. To avoid any issues, use the positive setting for the polarity field.
Shimadzu LC: A performance issue is observed during running of a long batch using the Shimadzu PDA at sampling rates higher than 12.5 Hz. (ACQ-2037)	The expected duration of the batch might be longer than anticipated. To avoid any issues, use a sampling rate lower than 12.5 Hz.
Agilent LC: High throughput settings are not supported in the autosampler. (ACQ-529)	The high throughput settings are not currently supported.
Agilent LC: Agilent LC shows a Fault state even when the sub-devices have recovered from a fault and are in Ready state. (ACQ-2144)	If this issue occurs, then click Standby to return the LC to Ready state.
Shimadzu LC: The software only supports two pumps. (BLT-420)	If more than two pumps are used, then the pump history is not shown correctly. To avoid any issues, only activate up to two pumps in the Devices panel.
A system error is shown when there is a communication error between the devices and the mass spectrometer. (ACQ-2663)	If the batch is stopped, but the HPLC continues to run, then the error message: CBM Disconnected is shown. This error might be caused by a communication error in the Shimadzu system. To avoid this issue, verify and set the IP address of the CBM to a unique ID and then inspect for any loose cable connections.

Table 2-3 MS Methods

Issue	Description
Advanced parameters are not fully saved in the MRM HR MS method. (MSCS-1034)	To avoid this issue, save the method with Advanced Experiment Settings visible in the user interface. To show the Advanced Experiment Settings, click Advanced > Show advanced parameters .
The software does not save the required parameters when switching from an open method to another method after the ion source or probe is changed. (ACQ-2262)	If this issue occurs, then update the parameters, as required. Some parameters become unavailable if they are not required for the new ion source or probe.
The Method Editor grids resize beyond the available width. (ACQ-2243)	If this issue occurs, then use the scroll bars to access sections of the user interface that are not currently visible.
The software stops responding if the user tries to expand a hidden column. (ACQ-2231)	If the user tries to expand a hidden column in an MRM HR method, then an error is shown and the software stops responding. If this issue occurs, then start the software again.
For MS methods that contain SWATH [®] acquisition and MRM HR experiments, the sort by precursor option in the MRM HR experiment is not enabled. (ACQ-2218)	If this issue occurs, then sort the precursor list before adding the SWATH experiment to the method.
Only the grid parameters use the regional settings character for the decimal separator. (ACQ-2190)	Regional settings are followed in the MS Method and Batch grids, but not in the other fields in the MS Method editor or the Equilibration dialog. To avoid any issues, use a period (".") as a decimal separator in all of the fields, excluding the MS Method and Batch grids.
No validation message is shown for the maximum number of windows per cycle in the Autofill SWATH Windows dialog. (ACQ-2296)	The maximum number of SWATH windows per cycle for an experiment is 200. If the options selected in the Autofill SWATH Windows dialog result in more than 200 windows per cycle being calculated, then the Windows per cycle field value is NA. The method cannot be generated. To avoid this issue, reduce the number of windows per cycle by increasing the Window width or by narrowing the difference between the Precursor start mass and the Precursor stop mass.
Ion source parameters are not updated to the mass spectrometer. (ACQ-2177)	During manual acquisition using a SWATH and MRM HR method, the ion source gas and temperature parameters are available to be edited in the user interface. Users can edit the fields. However, the changes are not updated to the mass spectrometer nor are the changes logged in the sample information for that sample.

Table 2-3 MS Methods (continued)

Issue	Description
By default, the Apply Scan Schedule check box is selected in the MRM method that is generated when the Guided MRM HR feature is used. (ACQ-1681)	If this option is not required, then clear the check box before acquiring data using this method.
The MS Method workspace does not update to show the correct information when running the calibrant. (ONYX-1556)	Although the user interface is not updated, the correct parameters are used and reflected in the file information.

Table 2-4 Acquisition

Issue	Description
When a Shimadzu LC is used, the system is unable to perform an injection if there are injection events in the autosampler Time program table. (ACQ-2242)	To avoid this issue, do not add injection events to the autosampler Time program table.
Inconsistent behaviour occurs during imports from an acquisition method and from a processing method, resulting in unreliable qualification results. (BLT-284)	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.
The Ion source gas 2 setting is included in a user message. (MSCS-943)	When the APCI probe is used, a user message is shown stating that the Ion source gas 2 setting should be a specific value. Ignore the Ion source gas 2 settings in the user message.
In the queue, an incorrect symbol is shown. (ACQ-2261)	When acquisition has finished successfully, the queue symbol should turn to a green check mark. When the next sample is acquired, the status of the previous sample is correctly updated.
Occasionally, the mass spectrometer goes to Fault state and the system cannot be recovered. (ACQ-2250)	If this issue occurs, then deactivate and reactivate the devices, and then click Standby .
Values are copied twice when content is pasted in the Ion Reference Table. (ACQ-2241)	If this issue occurs, then remove the entries that are not required by right-clicking and then selecting Delete Row .
The user is unable to activate the LC after it goes to Fault state. (ACQ-2207)	If this issue occurs, then clear the error on the LC, and then deactivate and activate the devices.

Notes on Use and Known Issues

Table 2-4 Acquisition (continued)

Issue	Description
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.
Running an acquisition method might cause an error message to be shown indicating that the memory available is insufficient to continue. (DS-907)	If this error message is shown, then restart the SCIEX OS. On the status panel, verify that the system status is Running or Started. If it is, then the error message observed should not have impacted data acquisition.
An error is shown and the batch cannot be submitted if the Data File name is centered in the cell and the user presses Shift + Tab to move to the next cell. (ACQ-2135)	To avoid this issue, do not use the Tab key to move between cells. Remove the entire contents of the cell and then re-enter the required Data File name.
An incorrect message is shown when the probes are switched. (MSCS-972)	The error does not affect acquisition. Users can cancel the message and acquisition will continue.
Real-time sample information is only updated when the MS Method workspace is refreshed. (MSCS-968)	To avoid this issue, close the data file and then open it post-acquisition to view the Sample Information.
The CDS remains in Wash mode after the software stops responding. (MSCS-666)	If this issue occurs, then the user can clear the Wash mode option in the Direct Control dialog.
In the Batch workspace, the list of available MS and LC methods is incomplete if the methods are copied from a different project. (ACQ-2127)	If this issue occurs, then restart the software.
Completed SWATH acquisition data might not be shown correctly when the data is opened from the Data Acquisition panel. (DS-1045).	To avoid this issue, open the data using the Explorer or Queue workspaces. Users can also expand the top pane using the purple arrow to view the correct data, overlaid with the TICs for each scan in the method.
Changing polarity in the Ion Reference Table does not cause the fields to be validated. (ACQ-2186)	If the user creates a positive Ion Reference Table and then changes the polarity, the OK button is not enabled and an error is shown. If this issue occurs, then click the Negative polarity radio button, click the Positive polarity radio button, and then click the Negative polarity radio button again.
Real time updates for the DAD panel might be slower than the response time chosen in the method (DS-853)	To avoid this issue, either reduce the frequency of the DAD acquisition or inspect the data after the acquisition has completed.

Table 2-4 Acquisition (continued)

Issue	Description
A message is shown indicating that a data file is corrupted and the batch cannot be submitted. (ONYX-1539)	Occasionally, it has been observed that a batch could not be submitted because of a corrupted file message in the Batch Editor. However, when the data file is opened in the Explorer workspace, no corruption of the data file is observed. If this issue occurs, then use a different data file name for the batch or move the affected data file using Windows Explorer.
The mass spectrometer goes to Fault state when running an acquisition while data is being processed. (DS-1015)	Some processing scenarios will result in the acquisition failing. The known scenarios are: <ul style="list-style-type: none"> • Data acquired using the scheduled MRM HR method containing over 150 samples with 400 MS/MS transitions and with an acquisition time of 20 minutes per sample. • Data acquired using a SWATH method containing more than 10 samples with 20 experiments, an acquisition time of 20 minutes per sample, and using a processing method using quantitation and non-targeted qualification analysis. Avoid performing processing similar to these scenarios during acquisition, or use a second computer to perform processing independently of acquisition.
Samples in the queue might be marked as failed even though the data is acquired successfully. (DS-1016)	When processing complex data during acquisition, a sample in the queue might be marked as failed even though it was acquired successfully and the queue has moved to the next sample. If this occurs, the sample and data file are not actually affected, and can be used for exploring or processing. To refresh the queue icons, users can restart the SCIEX OS.
Acquisition is aborted when acquiring using scheduled MRM HR and SWATH methods or scheduled MRM HR and IDA methods and the TOF MS method of the MRM HR method is deleted. (MSCS-1059)	To avoid this issue, do not delete the TOF MS experiment from the MRM HR method.
The Ion reference table reverts to the first option in the Reference table list, which prevents the batch from being submitted. (ACQ-2333)	If this issue occurs, then click OK to exit. The issue occurs if the user clicks X at the top right of the screen.

Table 2-4 Acquisition (continued)

Issue	Description
Not all of the columns shown in the UI are printed. (ACQ-2611)	Not all of the columns shown in the UI are shown in print outs of the method when the user does the following: <ol style="list-style-type: none"> 1. Creates an MRM method. 2. Applies a scan schedule. 3. Selects to show the advanced parameters. 4. Saves and then prints the method. To avoid this issue, change the paper size to a size larger than Letter size.
SWATH [®] acquisition methods can be modified during acquisition. (ACQ-2605)	During acquisition, users can modify the method by using the Autofill Swath windows feature. To avoid any issues, do not modify the method during acquisition.
The Calibration ID column is not shown in the Batch grid but it is shown in the exported file. (ACQ-2560)	If auto-calibration is selected, then the Column ID contains "CalibrationEnabled". If auto-calibration is not selected, then the column is shown but it does not contain any data. Data acquisition is not affected.
When data is ramped, the real-time data stops updating before the end of acquisition. (ONYX-1682)	Real-time and post-acquisition data do not match when parameters are ramped during acquisition. To avoid issues, use the post-acquisition data for any analysis.
Pasting data in the TOF MSMS table of an MRM HR method when the Apply Scan Schedule feature is selected hides the RT and RT Tolerance columns. (ACQ-2521)	If this issue occurs, then adjust the width of the other columns to make the two columns viewable.
During manual tuning, the optimized parameter value is not saved to instrument definition file after the user clicks Save Settings . (ACQ-2519)	During manual tuning the optimized parameter value is not saved. To avoid any issues, users must complete all of the tuning steps when in manual tuning mode.
The CDS pump continues to run after the calibrant sample in the queue is aborted. (MSCS-1145)	If this issue occurs, then stop the CDS manually.
A system error is shown when a users opens a batch saved with a different LC profile than the currently active LC profile. (ACQ-2347)	If this issue occurs, then restart the software.

Table 2-5 Analytics

Issue	Description
The expected retention time of an individual component that is part of a group (the Update Retention Time feature is set to Group) can be changed, resulting in inconsistent expected retention times and retention time windows in the group. (MQ-1511)	The user can manually change the Expected RT for each component in the group.
Analytics cannot open a project folder that has project sub-folders that were created outside of the software. (MQ-1303)	The Analytics workspace does not recognize user-created folders that are at the same level as the project sub-folders. For example, folders at the same level as the Acquisition Methods folder, Data folder, and so on.
Changing the regression setting for one algorithm in the Project default page updates the regression setting for the other algorithm. (MQ-1376)	Although the regression settings field is changed, the fields are independent of each algorithm and do not affect the other algorithm.
CSV does not support reports that contain graphics or logos. (MQ-1361)	The .csv report is supported if the report does not contain any graphics.
An error occurs when a library without a name is imported. (MQ-1379)	To avoid this issue, assign names to libraries before importing them.
The combined score is non-zero when both the Library and Search Formula Finder scores are zero or not available. (MQ-1545)	In addition to the Library Search and Formula Finder scores, the software uses the mass error, isotope, and retention time scores to calculate the combined score. To avoid including these scores, set the weighting of each to zero.
The library search reports a higher-than-expected purity score from low quality spectra. (MQ-1679) (MQ-1773)	If this issue occurs, confirm retention time, peak quality, and integration to determine if the compound is a true positive.

Table 2-5 Analytics (continued)

Issue	Description
A corrupted first sample in a data file prevents sample processing. (MQ-2118)	<p>If the first sample in a data file is corrupted, then the user is unable to process any samples in this data file and receives an informational message. A sample can become corrupted if it is aborted or fails acquisition prior to the system going to Run state during sample acquisition. If acquisition must be aborted before the system goes to Run state for the first sample, and if the data will be quantitated, then acquire the batch to a different data file. To create a Results Table using a data file that contains a corrupted sample, do the following:</p> <ol style="list-style-type: none"> 1. Create a Results Table using an uncorrupted sample from an uncorrupted batch. 2. Click Process > Add Samples. 3. Select all of the samples for the corrupted batch except the first corrupted sample. 4. Click OK. The corrupted batch is added to the Results Table. 5. Remove the uncorrupted sample from the original batch by clicking Process > Remove Selected Samples. 6. Process the batch as normal.
Licences for licensed packages created with LibraryView Package are saved to C:\Program Files\AB SCIEX\LibraryView\bin. (MQ-1847)	Licences for the licensed packages created with LibraryView Package Builder 1.0 should be manually copied to C:\Program Files\SCIEX\LibraryView\LibraryViewFramework\Server.
Compound-specific acceptance criteria is not available. (MQ-1822)	Currently, only the global settings are available for Library Search.
The default CES library search selection results in missed hits in non-CES data. MQ-1805)	If this issue occurs, then clear the Collision Energy Spread check box from the search algorithm.
Real-time updates might be delayed when creating Results Tables. (DS-1042)	<p>Delays are observed when the user runs acquisitions or processes data containing a large number of experiments. To avoid any issues, do one of the following:</p> <ul style="list-style-type: none"> • Reduce the number of experiments that are being acquired. • Reduce the number of experiments used to generate the Results Table. • Avoid generating Results Tables and acquiring data concurrently.

Table 2-5 Analytics (continued)

Issue	Description
The theoretical MS spectrum in the Peak Review pane does not take into account gain or loss. (MQ-1802)	If this issue occurs, then modify the formula in the processing method to include the gain or loss.
Processing does not complete during processing of complex data. (MQ-1883)	<p>The known scenarios are:</p> <ul style="list-style-type: none"> • Data acquired using the scheduled MRM HR method containing over 150 samples with 400 MS/MS transitions and with an acquisition time of 20 minutes per sample. • Data acquired using a SWATH method containing more than 50 samples with 20 experiments, an acquisition time of 20 minutes per sample, and using a processing method using quantitation and non-targeted qualification analysis. <p>To avoid issues, divide the data into smaller processing batches.</p>
Incompatible components in the embedded AutoPeak method are not handled correctly. (MQ-1873)	When an existing AutoPeak method is used to process data with the option to create a model using the currently selected sample, the Results Table opens correctly. However, incompatible components are shown with a red exclamation mark in the embedded method. Users can remove the incompatible components from the method or they can modify the fragment mass retention time or experiment index to avoid this behavior.
The software stops responding when the Summation algorithm method contains incompatible components. (MQ-1888)	When an existing Summation algorithm method is used and if the method is not completely compatible with the data, the software will stop responding. If this issue occurs, then edit the method to remove the incompatible components.
Saved Results Tables are not automatically updated when a library is added or removed from the database. (MQ-1684)	To avoid any issues, manually reprocess the results based on the updated library database.
Some chromatograms are not shown when the Peak Review pane is opened. (MQ-2070)	If this issue occurs, then click an index in the Results Table.
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.

Notes on Use and Known Issues

Table 2-5 Analytics (continued)

Issue	Description
After the Analytics workspace is closed by clicking the blue X in the top right corner, the Samples pane and the Components and Groups pane are not refreshed when the workspace and Result Table are opened again. (MQ-2074)	If this issue occurs, then click anywhere on the screen to refresh the panes.
During any looped or combined experiments, a dual subtracted MS/MS spectrum is shown in the Peak Review pane. (MQ-1848)	This is not an issue and the software is working as designed. A single IDA experiment will have only a single subtracted spectrum range.

Table 2-6 Explorer

Issue	Description
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)	To avoid this issue, do not explore data in real-time before the scheduled time.
The number label in an XIC trace is misleading in the Explorer workspace. (PV-1009)	The value shown is correct because it represents the centroid value of the peak (use the Fill Peaks button for a better view of the peak). The peak label is placed on the highest point of the peak in question regardless of its position. Therefore, the label might seem to be in the incorrect position, but the value is correct.
Updates to the real-time data spectra shown in the MS and DAD tabs in the data acquisition panel might be slower than in the Explorer workspace. (DS-934)	If this issue starts to occur, then wait for the acquisition to complete before exploring the data.
Detector optimization data is not shown correctly in the Explorer workspace. (DS-1044)	The x-axis (Detector Voltage) is labelled incorrectly. To avoid this issue, use the Detector Optimization Report or the Data Acquisition panel to inspect the data acquired during the Detector Optimization process.
Opening multiple samples from different batches where one batch contains a corrupted sample generates an error message indicating that all of the samples are corrupted. (PV-1020)	Although the software generates an error, all of samples are opened. The user can remove the corrupted sample from the batch.

Table 2-6 Explorer (continued)

Issue	Description
Incorrect precursor charge might be shown in the IDA explorer and survey scan spectrum. (MSCS-1117)	This issue does not affect decision making during IDA acquisition.
Real-time sample data can be used to recalibrate the system. (DS-1094)	To avoid any issues, recalibrate the system post-acquisition.

Table 2-7 MS Tune

Issue	Description
When the Q1 center mass is selected, the mass range of the real-time spectrum is not updated accordingly. (DS-915)	To avoid this issue, set the start and stop masses to cover the Q1 center mass range.
An MS Tune acquisition event continues after the user navigates away from workspace. (ACQ-2113)	If this issue occurs, then stop the acquisition from the Queue workspace.
Modifying the Center Mass (Da) in the Live Method window during a Q1 Tuning procedure and then saving those changed values during the Save Tuning Settings step might cause an error. (MSCS-1067)	If this issue occurs, then click Restore Instrument Data in the MS Tune workspace and restore the instrument data file to an earlier version. To avoid this issue, do not modify the Center Mass (Da) values during Q1 optimization in MS Tune.

Table 2-8 Software Installation

Issue	Description
The SCIEX OS might fail to install if an incorrect user account is used. (BLT-340)	If this issue occurs, then contact sciex.com/request-support . Only Administrators should install or remove the software.
The SCIEX OS fails to install if more than one instance of the Installation Wizard is open. (BLT-341)	If two instances of the SCIEX OS Installation Wizard are opened, and the user attempts to proceed with the installation from the second instance (regardless of whether or not the first instance is closed), then the installation fails. To avoid this issue, open only a single instance of the Installation Wizard and then proceed with the installation.

Install the Software

3

If the software must be installed from a DVD, then always install the software from the official DVD and confirm after the installation that the correct version is installed.

1. To begin, log on to the computer as a Microsoft Windows user with administrator privileges.
2. Do one of the following:
 - If the software is being installed from a DVD, then load the DVD in the DVD drive and continue with step 5.
 - If the software is being installed from a downloaded file, then continue with step 3.
3. Download the required .zip file from the SCIEX Web site.

Tip! To prevent potential installation issues, save the file to a location other than the computer desktop.

4. After the download is complete, right-click the downloaded file and then click **Extract All**.
5. Browse to the extracted files or the DVD and then double-click **setup.exe**.
6. Click **Install**.
7. Follow the on-screen instructions.

The initial setup might take several minutes as the SQL server must be installed.
8. Start the software.
9. Type the license key in the appropriate field.

The license key comes with the system. If a license key is not available, then contact sciex.com/request-support
10. Complete the software activation screen.

Licenses are required for the Bio Tool Kit and ChemSpider features. Make sure to obtain licenses before attempting to use the features in the Explorer workspace.

Install the BioPharmaView™ Software

The BioPharmaView™ software must be installed after the SCIEX OS is installed. If it is not, then the BioPharmaView™ software tile will not be shown on the home page.

1. Install the SCIEX OS.
2. Make sure that the SCIEX OS is closed, and then install the BioPharmaView™ software.

Mass Spectrometer Firmware Versions

Device	Firmware
Mass spectrometer	ATLAS_QTOF_ICX_v0 02 (0 01)

Instrument Configuration Table

Device	Instrument Configuration Table
Mass spectrometer	CONFIG_X500B_v0_r01

Revision History

Revision	Reason for Change	Date
A	First release of document.	February 2016
B	Added the following sections: <ul style="list-style-type: none">• New Features and Fixes from Version 1.0 to Version 1.1• Install the BioPharmaView Software Updated the following sections: <ul style="list-style-type: none">• Notes on Use and Known Issues• Install the Software• Mass Spectrometer Firmware Versions• Mass Spectrometer Configuration Table	October 2016