

SCIEX OS 2.1.6 Release Notes



Introduction

Thank you for choosing SCIEX to supply your system. We are pleased to bring you the SCIEX OS 2.1.6 Software, which supports the following systems:

- ZenoTOF™ 7600 System
- SCIEX X500R QTOF System
- SCIEX X500B QTOF Systems
- SCIEX Triple Quad™ 7500 LC-MS/MS System – QTRAP® Ready
- Echo® MS System, which includes a SCIEX Triple Quad™ 6500+ System and the Echo® MS Module

SCIEX OS 2.1.6 also allows the user to process data acquired from triple quadrupole, QTRAP®, and TripleTOF® Systems operating the Analyst® Software, version 1.6.2 or higher, or the Analyst® TF Software, version 1.7.1 or higher.

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

New in Version 2.1.6

This section describes the enhancements and fixes in SCIEX OS 2.1.6. To view the enhancements and fixes for a previous release of SCIEX OS, refer to the *Release Notes* that came with that version of the software.

New Features and Enhancements in Version 2.1.6

- SCIEX OS 2.1.6 supports the Echo® MS System with the SCIEX Triple Quad™ 6500+ Mass Spectrometer.

Note: If this version of SCIEX OS will be used with an Echo® MS System, then the firmware for the Echo® MS System must be updated. Contact a SCIEX field service employee (FSE).

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- The Software Updates feature allows the user to find out if a newer version of the software is available.

Note: If the Software Updates feature is unable to communicate with SCIEX, then contact the local network administrator to make sure that port 443 is open and that Transport Layer Security (TLS) 1.2 is installed on the computer.

- SCIEX OS can be installed on an English, French, German, or Spanish Windows operating system. English Language Support is required, but Regional Settings can be set to English, French, or German. (BLT-2325)
- The character limit has been increased to 250 characters for the **Barcode** field in the Batch workspace. (BLT-2212)
- Results Tables exported from SCIEX OS using the **Export and save results table** command with the **Analyst** option selected now have the same format as Results Tables exported from the Analyst[®] Software. (BLT-2365)
- (ExionLC[™] and Shimadzu LC systems) The Direct Control feature has been enhanced to allow the user to control parameters for the LC modules. (ONYX-8128)
- (SCIEX 7500 systems) The user is prompted for confirmation when specifying a **Curtain Gas** value less than the recommended value. (ONYX-10763)
- In calculated columns, **IF** conditions can now test confidence traffic lights for these columns (MQ-8469):
 - **Mass Confidence**
 - **Fragment Mass Confidence**
 - **RT Confidence**
 - **Isotope Confidence**
 - **Library Confidence**
 - **Formula Confidence**
 - **Combined Rules**

New Features for Echo[®] MS Systems

- The user can choose to use the sampling sequence specified in the submitted batch or the optimized (row-serpentine) sequence. Previously, only the optimized sequence was used, regardless of the setting in the batch. To enable this option, select **Tools > Settings** in the Direct device control dialog, and then clear the **Optimize ejection sequence of batch samples** check box. (OPP-211)
- The flow rate for the mobile phase pump is now a moving average value. (OPP-327)
- The shortest duration supported for direct infusion is now 5 seconds. (OPP-307)

- Simulation mode has been improved. (OPP-224)
- The idle time for the Echo[®] MS System can now be configured by selecting **Tools > Settings** in the Direct device control dialog. (OPP-330)
- A mobile phase prime function is now available from the Direct device control dialog. Use this function to fill the transfer line with mobile phase. To access the function, select **Tools > Maintenance**. (OPP-347)
- AE Method information is now included in the sample information in the wiff2 file. (OPP-353)
- A new **Run Log Level** option creates a detailed log file as part of a service package. To select this option, select **Tools > Maintenance** and then select **Diagnostics** in the **Run Log Level** field. (OPP-399)
- The run time for the acquisition method has been optimized. For an AE method configured with an interval of 1 second per well, the run time is reduced by approximately 17 seconds. (OPP-349)
- Acquisition is stopped if an error in the survey data or the marker well would make the acquisition results unviable. (OPP-298, OPP-366)

Fixed Issues in Version 2.1.6

Echo[®] MS System

- The Echo[®] MS Module went into Fault state in Simulation mode. (ONYX-6697)
- In the Event Log workspace, the page with Echo[®] MS Module events showed as LC rather than AE. (ONYX-7075)
- When the pump was stopped, the coupling fluid pump showed the last pump speed instead of indicating zero. (OPP-276)
- Some critical Fault and Warning errors were not retained after a reset. (OPP-269)
- The system was not reinitialized after the clearing of faults and errors, such as the following, that were triggered during initialization of acquisition:
 - If acquisition is stopped during movement of the OPI (OPP-279)
 - If the queue is stopped. (OPP-280)
 - If the emergency off switch is activated during movement of the OPI. (OPP-283)
 - If a fluidics leak or TFA overflow occurs during plate loading. (OPP-284)
 - If an OPI or mobile phase leak occurs during plate loading and classifying. (OPP-285)
- If the mass spectrometer was in the Idle state, then the Echo[®] MS Module could not be purged. (OPP-290)

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- The Plate Layout in the Batch workspace was not updated to match the plate type in an imported csv file. (OPP-295).
- NECO Diagnostics showed an error if the Integration Service for the Echo[®] MS System was running. (OPP-296)
- Intermittently the mobile phase pump did not start. (OPP-378)
- Intermittently the current plate took more than one attempt to unload, or the **Unload** button was not enabled. (OPP-379)
- If the supply of Gas 1 to the mass spectrometer was not at the correct pressure (90 psi), then acquisition did not start. The system stayed in the Pre-Run state. (OPP-319)
- When the Echo[®] MS System was operated in simulation mode, it went to Fault state after acquisition completed. (OPP-301)

Other Devices

- (Shimadzu LC) After processing several samples, the pressure graph showed the pressure dropping to zero briefly, before returning to its original pressure. (ACQ-2043)
- (ExionLC[™] Systems) The software was unable to inject in steps of 0.1 µL for injection volumes between 0.1 µL and 10 µL. (BLT-2189)
- Multiple LC devices could not be configured concurrently. (BLT-2206)
- (Shimadzu LC) When the LC system was deactivated, the LC system shut down and turned off the chiller in the autosampler and the plate changer. (BLT-2300)
- (SCIEX 7500 systems) Communication with the syringe pump was lost. (BLT-2563)
- When an Agilent DAD was connected to a Shimadzu LC stack, there was a delay of 0.2 minutes in the start of data acquisition for the DAD trace. (ONYX-8120)
- If the device configuration included a detector configured to acquire data in channel mode, and the acquired data contains duplicate wavelengths, then the wavelength data shown in the Data Acquisition panel and the Explorer workspace was incorrect. (ONYX-8382)
- If the scheduled ionization feature was used with a device configured with contact closure, then ionization might begin before the device controlled through contact closure began injecting sample. (ONYX-8626)

Batch Workspace

- (SCIEX 7500 systems) A text file exported from the Watson LIMS could not be imported to the Batch workspace. (BLT-2460)
- Automatic processing failed if the file path specified for the **Results File** in the batch is too long. (ONYX-8356)

Analytics Workspace

- Only two decimal places were available for defining the retention time window. (BLT-1579)
- Customers could not open the Analytics workspace because of a communication issue with the LibraryView™ Software database (BLT-2110)
- The Calibration Curve pane showed a red cross. (BLT-2175)
- There were delays in updates to the workspace. For example, the Calibration Curve pane was slow to update when a different component was selected in the Results Table and the Results Table was slow to update when the **Reportable** check box was cleared or selected. (BLT-2336)
- Admin access was required to export a library. (BLT-2439)
- When the user attempted to add a spectrum to the library, if a large number of similarly named compounds already existed in the library, the user was prompted to create a new compound. However, the compound could not be created because a compound with the same name was already present in the library. (BLT-2452)
- Calculated columns based on combined rules were not updated automatically when the input columns are updated. (BLT-2533)
- When the Peak Review pane was undocked and active, then the **F4** shortcut key did not add or remove the peak integration. (BLT-2551)
- Delays occurred during processing of a Results Table that contained samples that were currently being acquired. (BLT-2560)
- When a table display settings (cset) file was imported, the **Component Name** column was moved to near the right side of the table. (BLT-2564)
- Results might be inconsistent when text (non-numeric) comparisons were performed in complex IF statements. (MQ-8268)
- The software did not inspect for mis-spelling of column names or values in formulas. (MQ-8412)
- Sample types of **Quality Control** and **Double Blank** were not recognized in IF statements. (MQ-8549)
- If a text string in a formula included a semi-colon (;), then the formula was not processed correctly. (MQ-8670)
- Changes to a Results Table might not be applied if multiple Results Tables were open and three or more changes were made to the Results Table. (MQ-8696)

SCIEX OS Patches

The software includes fixes that were included in these patches:

- SCIEX OS 2.0 Patch for Agilent Acquisition Issue: Intermittently, acquisition with an Agilent device configuration might fail with the error “Sample acquisition was stopped because of a system error”. (BLT-2160)
- SCIEX OS 2.0.1 Patch for Agilent Custom Well Plates. The software did not support customized well plates defined for supported Agilent multisamplers: G5668A and G7167(A,B). (BLT-3422)
- SCIEX OS 2.0.1 Patch for Shimadzu Plate Layout:
 - The Reversed Deep Well 96 plate layout was not supported for the Shimadzu LC30-AC autosampler. This layout is similar to 96 Deep Well Plate, but vial numbering starts at the bottom left, with rows being numbered from left to right. (BLT-2446)
 - The Plate Layout dialog was not available for the Shimadzu SIL-30ACMP autosampler. (BLT-2496)

Notes on Use and Known Issues

Notes on Use

- When performing Windows Updates, users should only install required updates. Updates should be scheduled when the system is not acquiring data. Users should not install optional updates, because they might impact functionality in the software.

Note: SCIEX OS does not support Windows 10 HotFix 2. (BLT-2320)

- When a batch starts, SCIEX OS stops the installation of Windows Updates, Windows Defender virus scans (Windows 10), and Symantec Endpoint virus scans (Windows 7). Schedule updates and virus scans to occur at times when data acquisition is not occurring.
- To avoid performance issues or data corruption, the user should not perform any computer maintenance procedures, such as defragmentation or disk cleanup, during sample acquisition.
- (Echo[®] MS Systems) When an MS method is created, the **Spray Voltage** defaults to 4500 V.

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.

- (Echo[®] MS Systems) Because the peaks are narrow, we recommend that the number of transitions be minimized. We recommend that four to six transitions be used.
- (Echo[®] MS Systems) 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.

- (Echo[®] MS Systems) Values entered in the **Injection Volume** column in the Batch workspace do not replace the ejection volume specified in the AE method.
- If the ClearCore2 service is interrupted during network acquisition, then the partial sample data for the sample under acquisition at the time of the interruption will not be written to the data file. If the service is interrupted during local acquisition, then the partial sample data will be written to the data file but will be marked as corrupted. Any auto-triggered processing and decision rule processing will also fail if the ClearCore2 services is interrupted.
- The following methods allow the user to view data in real time in the Explorer workspace while acquiring to a network resource:
 - Open the Data Acquisition panel at the bottom of the SCIEX OS window.
 - In the Queue workspace, open the sample being acquired by double-clicking it. (DS-1873)

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

- Data files created in the SCIEX OS 2.1.6 cannot be appended to data files acquired in SCIEX OS version 1.3.1 or earlier. (DS-1931)
- When specifying a new Results file for a sample in the Batch workspace, the user must also specify a processing method. If no processing method is specified, then the **Processing Method** column in the Queue workspace will contain ***Embedded Method*** and automatic processing fails. (ONYX-4864)
- MultiQuant[™] Software files (qmethod, qsession, and cset) cannot be opened or used in the Analytics workspace of SCIEX OS. However, MultiQuant[™] Software methods that have been exported to a text file can be imported into the Analytics workspace.
- The software does not use the selected regression parameter (Area or Height) to calculate the ion ratio for a component. The software uses the regression parameter defined for the first component in the Results Table to calculate the ion ratio for all of the components in the Results Table. (MQ-5546)
- For non-targeted workflows, Results Tables should be limited to 150,000 rows. SCIEX OS performance degrades significantly when Results Tables exceed this size.
- If the AutoPeak integration algorithm is used, then the user must consider all calculated parameters in the context of a component within the specific Results Table. The software creates an AutoPeak model for each component and this model is used for all samples for the component. The AutoPeak Asymmetry calculated parameter shows the ratio of the skew of the particular to the skew of the AutoPeak model for the component. (BLT-2030)
- When transferring data to the Watson LIMS, the user must wait for the transfer to complete successfully before clicking **Confirm** in SCIEX OS. If the user clicks **Confirm** before the transfer is complete, then the transfer status is shown as Failed.

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- The **Apply to Workstation** button is active even though the current audit map template is applied to the workstation. To determine which audit map template is currently applied to the workstation, open the Audit Trail workspace. (ONYX-3400)
- When converting methods, make sure to use the version of the SCIEX OS to Analyst[®] Software Method Converter that is included in the SCIEX OS installation package.

General Issues

Issue	Notes
<p>The user cannot open report (xps) files created during in the MS Tune workspace, during tuning, or in the MS Method workspace, with Guided MRM. Windows reports that it cannot open files of this type.</p>	<p>This issue occurs if the Microsoft XPS Viewer is not installed on the computer. The viewer is included in the SCIEX OS installation package. To install it follow these steps:</p> <ol style="list-style-type: none">1. Run a Command Prompt as administrator:<ol style="list-style-type: none">a. In the Type here to search field in the Windows Taskbar, type cmd.b. Right-click Command Prompt and click Run as administrator.2. In the Administrator: Command Prompt window, type the following command, and then press Enter: dism /online /norestart /add-package /packagepath:"C:\Program Files\SCIEX\SCIEX OS\Microsoft-Windows-Xps-Xps-Viewer-Opt-Package~31bf3856ad364e35~amd64~~.cab" <hr/> <p>Note: Type the whole command on a single line.</p> <hr/> <p>A progress bar is shown as the XPS Viewer is installed.</p> <ol style="list-style-type: none">3. When the installation is complete, close the Command Prompt window.
<p>(SCIEX 7500 Systems) Data with a long file path cannot be processed using the Analyst[®] 1.7.2 Software. In addition, the file information for such a data file cannot be fully displayed in the Analyst[®] 1.7.2 Software. (BLT-2246)</p>	<p>To avoid this issue, use the Analytics workspace in SCIEX OS to process the data.</p>

Issue	Notes
<p>The content pane of the Help is blank. (BLT-2497)</p>	<p>The Help file is blocked. To resolve the issue, follow these steps:</p> <ol style="list-style-type: none"> 1. Browse to the Help file, right-click it, and then click Properties. 2. In the Properties dialog, select Unblock. 3. Click OK. <hr/> <p>Note: If the Properties dialog does not contain this check box, then the Help file is not blocked.</p>
<p>(SCIEX 7500 Systems) Data with a file path longer than 128 characters cannot be processed in the Analyst® Software. Some sections in the file information for such data files are also not displayed. (ONYX-9408)</p>	<p>To avoid the issue, make sure to use a shorter file path.</p>
<p>An error occurs during reprocessing of wiff data in the Explorer workspace and in the Peak Review pane of the Analytics workspace. (ONYX-9450)</p>	<p>wiff data cannot be reprocessed.</p>

Devices Issues

Issue	Notes
(ExionLC™ Systems and Shimadzu LC) Injection begins before the column reaches the set temperature.	If the WAIT TIME for the column oven is manually set to 0, then make sure to equilibrate the system and wait for 10 to 15 minutes after the column oven has reached the set temperature before submitting any samples. Alternatively, set the WAIT TIME to a value equal to any integer from 1 to 10 and then select Wait for temperature equilibration before run in the LC method. If this option is selected, then, after the column oven reaches the set temperature, the software will wait the amount of time specified in the WAIT TIME before the beginning injection.
(Agilent LC) High throughput settings are not supported in the autosampler. (ACQ-529)	The high throughput settings are not currently supported.
(Shimadzu LC) Incorrect device status is shown when the device is recovering. (ACQ-1410)	If a sub-device is turned off prior to sample submission, then the LC system 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 system goes to Fault state and the sample becomes corrupted. If this issue occurs, then restart the computer and open the software again.
(Shimadzu LC) The device traffic light does not update from Fault state when an error is recovered through Direct Control. (ACQ-1420)	If the user opens the Direct Control device and then clicks Clear Error when the LC is in Fault state, then the device recovers but the status in the software still indicates a fault. To clear this error, click Standby in the status panel.
(Agilent LC) 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)	To make sure that the system works correctly, either turn off the devices or turn on the devices to match the activated devices list.
(Shimadzu LC) A performance issue is observed during running of a long batch using the Shimadzu PDA at sampling rates higher than 12.5 Hz. (ACQ-2037)	The expected duration of the batch might be longer than anticipated. To avoid any issues, use a sampling rate lower than 12.5 Hz.

Issue	Notes
(Shimadzu LC) Inverted UV data is acquired during acquisition with two UV channels. (ACQ-2042)	This occurs when polarity is set to negative in the LC method UV detector section. To avoid any issues, use the positive setting for the polarity field.
(Agilent LC) Agilent LC shows a Fault state even when the sub-devices have recovered from a fault and are in Ready state. (ACQ-2144)	If this issue occurs, then click Standby to return the LC to Ready state.
When the duration of a gradient table for an LC pump or column oven temperature table in an LC method is longer than the duration of the MS method, then the LC devices will stop running when the MS method duration expires. (ACQ-2167/2088)	To avoid this issue, make sure that the value in the Stop Time field for the LC method duration is the longest time that the LC method must run.
(ExionLC™ AC/ExionLC™ AD Systems and Shimadzu LC) The PDA default parameters are different depending on how the LC method is accessed. (ACQ-2176)	To avoid any issues, make sure that the correct parameters are used for the PDA device.
(Agilent LC) The comma is ignored as a decimal separator when the flow rate in the LC gradient grid is copied. (ACQ-2191)	This is an issue with the Agilent LC. To avoid this issue, manually type the flow rate, using a comma as the decimal separator.
(Agilent LC) The Fault state is not reflected correctly if the devices are in Fault state during device activation. (ACQ-2195)	To avoid this issue, clear the fault in the device, then deactivate and reactivate the Agilent devices.
In some cases, devices cannot be added manually. (ACQ-3014)	In some cases, when devices are added manually, the Test device function fails. To avoid this issue, use Autoconfig to add devices.
When one, two, or three rinse solvents are selected, then rinsing does not occur. (BLT-1212)	Add a fourth rinse solvent, and reduce the volume of each rinse to reduce the rinsing time.
(Shimadzu LC-40) After the system goes to Standby state, or after it is deactivated, the temperature reverts to the temperature that was set in the last equilibration procedure or LC method. (BLT-2300)	N/A

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Issue	Notes
<p>The system does not activate the Standby button on the right status panel when a device, such as the CDS, goes to fault, preventing the user from clearing the error. (MSCS-1314)</p>	<p>If this issue occurs, then click Start in Direct Control to change the CDS state from Fault to Running to clear the Fault state of the CDS.</p>
<p>The mass spectrometer mass mode is not shown if the mass spectrometer fails to activate, or if it activates while it is in Fault state. (MSCS-2065)</p>	<p>Activate the device again when the mass spectrometer is in the Ready or Idle state.</p>
<p>The user is unable to configure an SCIEX X500 QTOF System in the Devices workspace after downgrading from SCIEX OS 2.0 to SCIEX OS 1.7. (MSCS-2286)</p>	<p>After installing SCIEX OS 1.7, stop the ClearCore2 service and then install the C++ redistributables (vc_redis*.exe) from the Install folder in the SCIEX OS 2.0 installation package.</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 English (United States). To avoid this error, configure Windows following the instructions in the <i>Software Installation Guide</i>.</p>
<p>(Agilent LC) If a sample vial is missing, then the system fails to acknowledge the missing vial and injects air. (ONYX-4849)</p>	<p>This issue occurs when a sample vial is missing if one or both of the following options is selected:</p> <ul style="list-style-type: none"> • If a sample is missing, then proceed to the next sample on the Queue Settings page. • Ignore missing vessel on the Direct Control dialog. <p>If neither of these options is selected, then the system goes to Fault state and the sample fails.</p> <p>To avoid this error, clear both of these options, and then make sure that all vials are present.</p>
<p>(Agilent LC) Real-time DAD data from the Agilent G7121B 1260 Infinity II FLD Spectra module is not recorded when spectrum mode is set to Apex or All in Peak. (ONYX-4998)</p>	<p>Apex and All in Peak spectrum mode are not supported. Use a different mode.</p>

Issue	Notes
(Agilent LC) The system remains in Loading or Equilibrating state when a Agilent G7121B 1260 Infinity II FLD Spectra module is being used if the Signal A Excitation is set to Zero Order and the photo-multiplier (PMT) Gain is set to greater than 6. (ONYX-4999)	If Signal A Excitation is set to Zero Order, then set the PMT Gain to 6 or less.
When the user presses F1 in the LC Method workspace, both the SCIEX OS <i>Help System</i> and the Help for the LC system open. (ONYX-7149)	N/A
<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"> • In the LC Method workspace, some parameters are not visible. • On the Detailed Status dialog for an LC system, some LC parameters are not visible. <p>(ONYX-7153/ONYX-8048/ONYX-8185)</p>	<p>This issue occurs when the user disconnects and reconnects the Remote Desktop session without logging off the acquisition computer. To avoid this issue, use one of these methods:</p> <ul style="list-style-type: none"> • Log off of the acquisition computer and then log on again. • Use Full Screen mode in the Remote Desktop application. • Correct the resolution on the acquisition computer. • View the detailed status on the acquisition computer directly.
(Shimadzu LC) The Nexera Mikros LC pump does not go into fault state when the maximum pressure limit is reached. (ONYX-7794)	N/A
In the Detailed Status dialog for the diverter valve, the Time value is incorrect while the system is in the equilibration and loading states. (ONYX-7831)	Wait for the next sample to start running, and then open the Detailed Status dialog again to view the Time .
(Shimadzu LC) The Nexera Mikros LC pump is incorrectly identified as an LC-20AB pump in the device configuration. (ONYX-8030)	The LC system performance is not affected, but the pump is incorrectly identified in data files, logs, and audit trails.

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Issue	Notes
(Shimadzu LC-40) 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 <Unassigned> . (ONYX-8441)	Save the batch and open it again, to show the plate names correctly in the Plate Layout dialog.
SCIEX OS does not automatically start and stop an external syringe pump during tuning. (ONYX-8459)	Start the syringe pump manually before beginning the tuning procedure.
(ZenoTOF™ 7600 Systems) The name of the OptiFlow® Turbo V Ion Source is not correct in the Detailed Status pane. (ONYX-10450)	N/A
(Echo® MS System) The following limitations apply: <ul style="list-style-type: none"> Decision rules do not work properly with an Echo® MS System. An LC system cannot be used in a configuration with an Echo® MS System. The MS Tune workspace cannot be used if an Echo® MS System is configured. (ONYX-10636)	<ul style="list-style-type: none"> Do not use decision rules when an Echo® MS System is configured in SCIEX OS. Do not activate an LC system when an Echo® MS System is active. Do not do tuning in the MS Tune workspace when an Echo® MS System is active. Tuning of the SCIEX 6500+ System is performed using the IonDrive™ Turbo V Ion Source and the associated probe.
(Waters LC) LC device properties and method information are missing from the Sample Information shown in the Explorer workspace. (ONYX-11604)	N/A
(Echo® MS System) Setting Run Log Level to Diagnostic affects system performance. (OPP-399)	Set Run Log Level to Normal when detailed run log files are not required.

Issue	Notes
(Echo [®] MS System) Intermittently, after the pump is stopped, the flow rate shown for the mobile phase is not zero. (OPP-412)	This is a user interface issue only. System functionality is not affected.
(Echo [®] MS System) Issues can occur when the column-serpentine sampling sequence is used: <ul style="list-style-type: none"> • The drop-out rate for droplet capture might be higher, resulting in poorer reproducibility. • The additional load resulting from prolonged back-and-forth movement along the Y-axis might cause stress on the motion mechanism over time. (OPP-211)	Ejection of samples in column-serpentine sequence is not recommended if the Optimize ejection sequence of batch samples is cleared.

Acquisition Issues

Issue	Notes
(Echo [®] MS Systems) 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 Delete Rows .
(Echo [®] MS Systems) When the user closes the Plate Layout dialog, SCIEX OS is minimized to the Windows Taskbar.	Click the SCIEX OS icon on the Windows Taskbar to restore the SCIEX OS window.

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Issue	Notes
<p>In the Batch and Queue workspaces, printouts using the PDFactory option have the following issues:</p> <ul style="list-style-type: none">• Reports generated with PDFactory do not include any numeric values, such as method names, sample names, sample IDs, barcodes, and so on, where the names are numbers. (ONYX-2236)• Printing reports using XPS and PDFactory in landscape mode works as expected, but when PDFactory is used in portrait mode, the last two columns on the first page are omitted, and the time at which the batch is printed is truncated. (ACQ-1275)	<p>To avoid any issues, print using the XPS option instead of the PDFactory option.</p>
<p>In the Batch workspace, the list of available MS and LC methods is incomplete if the methods are copied from a different project. (ACQ-2127)</p>	<p>If this issue occurs, then restart the software.</p>
<p>An error is shown and the batch cannot be submitted if the Data File is centered in the cell and the user presses Shift + Tab to move to the next cell. (ACQ-2135)</p>	<p>To avoid this issue, do not use the Tab key to move between cells. Remove the entire contents of the cell and then type the Data File again.</p>
<p>(SCIEX X500 QTOF Systems) Ion source parameters are not updated to the mass spectrometer. (ACQ-2177)</p>	<p>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. However, changes made by the user are not updated to the mass spectrometer nor are the changes logged in the sample information for that sample.</p>
<p>The Harvard syringe pump goes to Fault state when Standby is selected. (ACQ-2193)</p>	<p>To avoid this issue and clear the error, use the Direct Control feature to start the syringe.</p>
<p>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)</p>	<p>To avoid this issue, do not add injection events to the autosampler Time program table.</p>

Issue	Notes
(SCIEX X500 QTOF and ZenoTOF™ 7600 Systems) For <i>Scheduled</i> MRM ^{HR} 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> <ol style="list-style-type: none"> 1. Creates an MRM HR method. 2. Applies a scan schedule. 3. Selects to show the advanced parameters. 4. Saves and then prints the method. <p>To avoid this issue, change the paper size to a size larger than Letter size.</p>
(SCIEX 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>To avoid any issues users can do one of the following:</p> <ul style="list-style-type: none"> • If the user submits a batch without 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. • 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.
When the user opens an MS method, the Print button is not available. (ACQ-3301)	Close the method and then open it again.
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.
(SCIEX X500 QTOF Systems) For MRM HR methods, retention time is not validated when the Method duration is changed in the MS Method workspace. (BLT-961)	Save, close, and open the method again.
Batches fail when acquiring data with a DAD in Spectrum mode. (BLT-978)	For enhanced batch stability, use the DAD in Signal mode.

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Issue	Notes
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.
Peak labelling is inconsistent between XWC and TWC graphs during real time UV data acquisition. (DS-1262)	To avoid any issues, examine data post-acquisition using the Explorer workspace.
(Agilent LC) When a batch created with SCIEX OS 1.2 or earlier is opened, LC information, such as Rack code , Rack position , and Plate code , is missing. (DS-2186)	These fields have been redefined in this version of the software. Populate them again.
(SCIEX X500 QTOF Systems) The CDS remains in Wash mode after the software stops responding. (MSCS-666)	If this issue occurs, then clear the Wash mode option in the Direct Control dialog.
The Ion source gas 2 setting is included in a user message. (MSCS-943)	When the APCI probe is used, a user message is shown stating that the Ion source gas 2 setting should be a specific value. Ignore the Ion source gas 2 settings in the user message.
(SCIEX X500 QTOF Systems) An incorrect message is shown when the probe is changed. (MSCS-972)	The error does not affect acquisition. Users can cancel the message and acquisition will continue.
(SCIEX 7500 Systems) In an IDA method with a survey scan that uses the <i>Scheduled</i> MRM™ Algorithm with sMRM triggering, the Inclusion list is not used. (MSCS-2270)	Do not use an inclusion list with IDA survey scans that use the <i>Scheduled</i> MRM™ Algorithm with sMRM triggering.
(SCIEX 7500 Systems) When an IDA experiment with an MRM survey scan is looped with another experiment that uses the <i>Scheduled</i> MRM™ Algorithm with sMRM triggering applied, the trigger threshold specified in the Intensity threshold exceeds field in the IDA criteria is not applied to the candidate masses in the MRM survey scan. (MSCS-2283)	<ul style="list-style-type: none"> • Turn off sMRM triggering in the looped <i>Scheduled</i> MRM™ Algorithm experiment. The IDA intensity threshold will be applied to the candidate masses in the MRM survey scan. • Change the MRM survey scan to use the <i>Scheduled</i> MRM™ Algorithm instead, and set the retention time of the compounds of interest to 0. The IDA intensity threshold will be applied to the candidate masses in the survey scan.

Issue	Notes
(ZenoTOF™ 7600 Systems) No data is acquired in EAD fragmentation mode. (MSCS-2527)	If EAD fragmentation is used, then the accumulation time must be at least three times the reaction time. If it is not, then no data is acquired. To resolve the issue, increase the accumulation time.
(SCIEX X500 QTOF and ZenoTOF™ 7600 Systems) Negative mass defect values are shown with the incorrect sign in the Mass Defect IDA criteria. (MSCS-2537)	The algorithm selects the correct precursors, so the acquired data is correct.
(ZenoTOF™ 7600 Systems) Auto Calibration is not available if the OptiFlow® Turbo V Ion Source, with a NANO probe, is installed, and contact closure is enabled. (MSCS-2543)	This issue might occur if the user changes from the Turbo V™ Ion Source to the OptiFlow® Turbo V Ion Source. Deactivate the devices and then activate them again.
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.
(SCIEX X500 QTOF Systems) The MS Method workspace does not update to show the correct information when running the calibrant. (ONYX-2127)	Although the user interface is not updated, the correct parameters are used and reflected in the file information.
When a csv file is imported in the Mass Table of an MS method, no error message is shown if the number of columns in the import file is greater than the number of columns in the Mass Table. (ONYX-5216)	<p>This issue occurs if a text editor is used to add a column, delimited by a comma (,), to a row in the csv file, and the comma and column text are not added to the other rows.</p> <ol style="list-style-type: none"> 1. Export the Mass Table to a csv file. 2. Open the exported file in Microsoft Excel. 3. Edit the Mass Table. 4. Save the updated csv file. 5. Import the file again.

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Issue	Notes
<p>In the MS Method workspace, when the user is editing the Mass Table for an MS method, the Delete key does not work. (ONYX-5467/ONYX-7384)</p>	<p>To delete content in the Mass Table, use one of the following methods:</p> <ul style="list-style-type: none"> • Use the Backspace key to delete the text. • Double-click the cell to enter Edit mode, and then use the Delete key. <p>Then type new text, if necessary.</p>
<p>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)</p>	<p>Add missing components to the batch manually.</p>
<p>When the user pastes a row over an existing row in the Batch workspace, the content is not pasted correctly. (ONYX-6083)</p>	<p>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.</p>
<p>When the Acquisition Methods folder contains a corrupt MS method, then no MS methods are available for selection in the MS Method column in the Batch workspace. (ONYX-6795)</p>	<p>If the list of MS methods is empty, then find and delete the corrupt method.</p>
<p>When the user stops the queue with the option Stop after the current tasks are completed, acquisition completes, but processing does not start. (ONYX-6802)</p>	<p>N/A</p>
<p>In the Queue workspace, samples that are re-injected as the result of decision rule processing show *Embedded Method* in the Processing Method column, instead of the name of the processing method associated with the original sample. (ONYX-6896)</p>	<p>When the first sample is processed, the Results file is created and the processing method specified in the Processing Method 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.</p>
<p>(Echo[®] MS Systems) When consecutive batches save data to the same data file, peak splitting is unsuccessful, and automatic processing fails. (ONYX-6904)</p>	<p>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.</p>

Issue	Notes
<p>If the acquisition computer is being controlled by Windows Remote Desktop while acquiring IDA data, then acquisition performance might be slow, resulting in loss of data points. (ONYX-7491)</p>	<p>Do not use Remote Desktop to control the acquisition computer while acquiring IDA data.</p>
<p>An error occurs when the user attempts to print a method to a PDF file that is currently open. (ONYX-7813)</p>	<p>Close the PDF file before printing the method, or save with a different file name.</p>
<p>(QTRAP® Systems) A default value for AF2 cannot be set for MS³ experiments in Negative polarity. (ONYX-8041)</p>	<p>When the user sets a default value for AF2 for MS³ 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>
<p>In the Decision Rule Configuration dialog, when a processing method is selected, the list in the Flagging Rules field might include Combined flagging rules that are defined in the processing method, but not applied. That is, the Apply Rule check box is not selected. (ONYX-8352)</p>	<p>If the user selects a Combined flagging rule that is not applied in the processing method, then no decision rule processing is performed in the queue.</p>
<p>An MS method that uses the <i>Scheduled MRM</i>TM Algorithm can be saved with an invalid method duration. (ONXY-8443)</p>	<p>The Duration for an MS method that uses the <i>Scheduled MRM</i>TM Algorithm might become invalid if the scan time is too large. If the user attempts to save the method, an error message is shown, and the Duration field contains an error icon. If the user specifies a valid method duration, changes the duration back to the incorrect method duration, and then saves the method, the method is saved successfully.</p> <p>Make sure to determine the correct method duration before saving the method.</p>
<p>(SCIEX X500 QTOF Systems) When a <i>Scheduled MRM</i>^{HR} method is printed, the report does not contain all of the columns in the Mass Table. (ONYX-8563)</p>	<p>Change the document orientation to landscape in the Print dialog before printing.</p>

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Issue	Notes
(SCIEX 7500 Systems) The polarity of the collision energy (CE) parameter is shown incorrectly in Negative IDA experiments polarity. (ONYX-8566)	The correct value for CE is used for acquisition.
(SCIEX 7500 Systems) An error is shown during step 5 (Optimize Collision Energies) if the user does not complete all of the preceding steps, in order. (ONYX-8568)	Click OK .
(SCIEX 7500 Systems) If multiple transitions have the same retention and dwell time, then only the last one is shown in the tooltip in the Dwell Time graph in the (s)MRM Plots dialog. (ONYX-8621)	N/A
The software version information shown in the Sample Information in a wiff data file is incorrect if the data is acquired with different versions of SCIEX OS. (ONYX-9522)	If data is acquired with one version of SCIEX OS, and then data is appended to the data file with another version of SCIEX OS, then the software version recorded in the wiff data file, as shown in the Sample Information in the Analyst® Software, is incorrect. The earlier software version is shown in the File Info section.
(ZenoTOF™ 7600 Systems) The number of cycles and cycle time shown in the Sample Information for a sample in the PeakView® Software is incorrect for a wiff file acquired with the <i>Scheduled MRM</i> ^{HR} Algorithm. (ONYX-10623)	N/A
If a batch created in SCIEX OS 1.6 or earlier is opened in the Batch workspace, then the selection lists for the Processing Method and Results File columns are empty. (ONYX-11275)	Close SCIEX OS and open it again. The selection lists contain the processing methods and results files in the current project.
(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 SCIEX OS. The wiff file follows the Analyst® TF Software model.

Issue	Notes
(SCIEX X500 QTOF and ZenoTOF™ 7600 Systems) When a looped experiment is created with complex scans, IDA, SWATH, MRMHR, the looped experiment is shown as a scheduled experiment, even though user did not specify experiment scheduling. (ONYX-11359)	<ol style="list-style-type: none"> 1. Save and close the method. 2. Open the method. 3. Clear Experiment scheduling on the Advanced tab. The looped experiment shows as unscheduled.
(SCIEX X500 QTOF and ZenoTOF™ 7600 Systems) The user can enter non-integer values in the For field for Exclude former candidate ions . (ONYX-11383)	Non-integer values are replaced by "0" on saving and reopening of the method, but the data is acquired correctly, with the non-integer value taken into account.
SCIEX OS might be unable to append data to a wiff file on a network resource. (ONYX-11437)	<p>Appending of data to a wiff file on a network resource fails under the following conditions:</p> <ul style="list-style-type: none"> • The wiff file contains Analyst software data. • The wiff file contains corrupt data. • The wiff file is Read only. • The user does not have write access to the wiff file. • The wiff file exceeds 2 GB in size.
The graph for an IDA summed TOF MSMS TIC is different in the Explorer workspace (wiff2) than in the PeakView® Software (wiff1). (ONYX-11599)	The data, the graph for the TOF MS TIC, the graphs for the individual TOF MSMS TICs, the TOF MS spectra, and the individual TOF MSMS spectra are all identical in the Explorer workspace and the PeakView® Software.

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Issue	Notes
<p>(Echo[®] MS Systems) When the user uses the Plate Layout dialog to populate Well Positions in the Batch workspace, sometimes the Well Positions are not populated. This issue might occur under these conditions:</p> <ul style="list-style-type: none"> • When the user opens the Batch workspace for the first time after opening SCIEX OS. • When the user tries to populate Well Positions in an empty batch. <p>(ONYX-12525)</p>	<p>If the issue occurs, then do one of the following:</p> <ul style="list-style-type: none"> • Close the software and then open it again. • Open a saved batch then use the Plate Layout dialog to update the Well Positions in that batch.
<p>(Echo[®] MS Systems) When the user clicks Remove All 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 Cut.</p>
<p>(Echo[®] MS Systems) If an acquisition batch is submitted by the third-party control software without a valid processing method, then processing fails. (OPP-287)</p>	<p>Make sure that the batch includes a valid processing method.</p>
<p>(Echo[®] MS Systems) When a mobile phase low warning is triggered during acquisition, the acquisition fails. (OPP-288)</p>	<p>Before starting acquisition, make sure that the mobile phase bottle contains enough mobile phase to complete the planned acquisitions.</p>
<p>(Echo[®] MS Systems) When the user uses the Plate Layout dialog to add sample wells to the grid in the Batch workspace, the selected wells cannot be added. (OPP-365)</p>	<p>Select a different column in the target row and try again.</p>
<p>(Echo[®] MS Systems) The Est. Start Time in the Queue workspace is not updated for AE samples. (OPP-421)</p>	<p>This is a user interface issue only. System functionality is not affected</p>

Analytics Workspace Issues

Issue	Notes
None of the Results Tables in a project root directory will open.	This error occurs if the root directory for a project has been used as a root directory for the Analyst [®] Software. The Analyst [®] Software creates one or more of the following files in the Default/Project Information folder in the root directory: <ul style="list-style-type: none"> • ProjectSettings.atd • Default Audit Map.cam • Project.atd If these files exist in the Project Information folder, then delete them.
No reports can be created from the Results Table after a custom template that contains both picture elements and a query is used to create a csv report. (BLT-1507)	To avoid issues, use one of the supported templates. Refer to Default Templates .
SCIEX OS stops responding during processing when a non-targeted workflow is being used. (BLT-2069)	For non-targeted workflows, limit processing to 20 samples at a time.
For Analyst [®] Software data, Q3 Resolution is reported as Maximum for LIT scans. (DS-2220)	Open the data in Explore mode in the Analyst [®] Software.
Compound-specific acceptance criteria are not available. (LBV-136)	Currently, only the global settings are available for Library Search.
The csv report does not support graphics or logos. (MQ-1361)	The csv report is only supported if the report does not contain any graphics.
Changing the regression setting for one algorithm in the Project default page updates the regression setting for the other algorithms. (MQ-1376)	The regression settings fields are not independent of the algorithm selected. If the user changes a regression setting field in one algorithm, then the corresponding field in the other algorithms is also changed. To avoid any issues, when switching between algorithms, users must update the regression settings as required for the algorithm.
An error occurs when a library without a name is imported. (MQ-1379)	To avoid this issue, assign names to libraries before importing them.

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Issue	Notes
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.
The combined score is non-zero when both the Library and Search Formula Finder scores are zero or not available. (MQ-1545)	In addition to the Library Search and Formula Finder scores, the software uses the mass error, isotope, and retention time scores to calculate the combined score. To avoid including these scores, set the weighting of each to zero.
Saved Results Tables are not automatically updated when a library is added or removed from the database. (MQ-1684)	To avoid any issues, manually reprocess the results based on the updated library database.
The library search reports a higher-than-expected purity score from low quality spectra. (MQ-1679)	If this issue occurs, confirm retention time, peak quality, and integration to determine if the compound is a true positive.
Licences for licensed packages created with LibraryView Package Builder are saved to C:\Program Files\AB SCIEX\LibraryView\bin. (MQ-1847)	Licences for the licensed packages created with LibraryView Package Builder 1.0 should be manually copied to C:\Program Files\SCIEX\LibraryView\LibraryViewFramework\Server.
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 SCIEX OS, to view the PDFactory progress window.
The IS Name cannot be pasted in the Components Table in the Method Editor. (MQ-2193)	To avoid issues, either manually select the IS Name or paste the IS column separately.
Users are able to process data and create a Results Table using an invalid method. (MQ-2431)	To avoid any issues, users must open methods created in earlier versions of SCIEX OS and correct any errors. If errors are not corrected, then processing time might be impacted.

Issue	Notes
When the AutoPeak integration algorithm is used on UV, DAD, or ADC data, the model can take a very long time to build before processing. (MQ-4421)	Do not use the AutoPeak integration algorithm for UV/DAD/ADC data that has poor peak shape.
An error occurs when the user attempts to copy values in the Upper Limit column of the Concentration Acceptance or Values per component type tables in the Flagging Rules. (MQ-5599)	Type the values in the table.
In the Mass Reconstruction workflow, signal-to-noise (S/N) values reported in the Results Table are not calculated correctly for reconstructed peaks. (MQ-7073)	<p>To calculate S/N, open the average <i>m/z</i> spectrum in the Explorer workspace, perform manual reconstruction, and then calculate S/N on the target peak.</p> <hr/> <p>Note: This workaround requires Biotool Kit License.</p> <hr/> <ol style="list-style-type: none"> 1. Select the Average spectrum in the Peak Review pane. 2. Click Open data exploration (). 3. Click Bio Tool Kit > Reconstruct Protein, enter a resolution value, specify the reconstruction parameters, and then perform reconstruction. 4. Calculate S/N manually. Refer to "Show the Graph Selection Information" in the <i>Software User Guide</i>.
An error is shown when the user configures the table settings on the Components page of the processing method to show Mass (Da) and Width (ppm) . (MQ-7709)	For nominal mass systems, such as the SCIEX 7500 System, XIC width (ppm) is not supported. Use XIC width (Da).
Names of calculated columns cannot be the same as function names. (MQ-8087)	Assign a name that does not match a function name.

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Issue	Notes
The Percent CV shown in the Statistics pane is different than the percent CV calculated with the GETSTAT function. (MQ-8211)	The GETSTAT function uses the Actual Concentration values to identify replicates, but the Statistics pane uses the Actual Concentration values after the user-specified Number format is applied. If the Number format is set to 0.00, for example, a concentration of 5.001 will be treated as 5.00 in the Statistics pane.
The software does not support flagging rules based on the Outlier Reasons column or on calculated columns based on the Outlier Reasons column. (MQ-8295/MQ-8381)	Do not create flagging rules that use the Outlier Reasons column.
When a metric plot is applied to a column based on a custom formula, changes to any input of the formula are not reflected in the Metric Plot immediately. (MQ-8524)	To refresh the metric plot, select a different component in the Results Table, and then select the original component again.
The Acquisition Date & Time column is not processed properly in formulas. (MQ-8662)	Do not use the Acquisition Date & Time column in formulas.
The formula editor does not identify incorrect use of the ampersand (&) and bar () characters in formulas. (MQ-8837)	To represent the boolean AND, use "&&". To represent the boolean OR, use " ".
The formula editor does not identify syntax errors that follow a boolean operator. (MQ-8839)	Make sure to review all statements that follow a boolean operator.
Viewing samples by name and well location is slow. (ONYX-7457)	Include the well location in the sample name.
The ChemSpider database cannot be accessed with a proxy server. (PV-632)	N/A

Explorer Workspace Issues

Issue	Notes
<p>When a user processes large amounts of data or multiple data files in the Explorer workspace, the user interface might stop responding and there could be delay before the sample queue moves to the next sample. (BLT-719)</p>	<p>If this issue occurs, then wait for the software to finish processing in the Explorer workspace or avoid processing a large amount of data during data acquisition.</p>
<p>The error "The requested action could not be completed. Make sure your data is complete and all fields contain appropriate values" is shown in the Formula Finder. (BLT-1423)</p>	<p>This error occurs if the structure for the selected ion, as predicted by Formula Finder, is not included in the list of positive ions on the Elemental Composition tab of the Formula Finder Settings dialog. For example, for the ion at m/z 1004, Formula Finder matches to (M+NH₄)⁺. If this ion is not included in the list of positive ions to search for, then an error occurs when no matches are found.</p>
<p>The following issues can occur when the user explores data during acquisition:</p> <ul style="list-style-type: none"> • Real time data does not match the post-acquisition data if the XICs and BPCs for scheduled scans are generated before the scheduled time. (DS-903) • If the user toggles between MS experiments using Move to next or Move to previous in the Explorer workspace to show an extracted ion chromatogram (XIC) or base peak chromatogram (BPC) generated in real time, then only one point is shown in the XIC/BPC pane. 	<p>To avoid this issue, do the following:</p> <ul style="list-style-type: none"> • Generate XICs for the required experiment by clicking File > Show XIC • Generate the XIC/BPC post-acquisition. • Close the XIC pane and reopen it.

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Issue	Notes
<p>A mismatch in the real time graph in the MS and DAD Data Acquisition panels and in the Explorer workspace occurs when the LC method duration is longer than the MS method. In this scenario, both the MS and DAD Data Acquisition panels stop updating at the end of MS method duration, even though the UV, DAD, or ADC channel continues to update in real time in the Explorer workspace until the end of the LC method acquisition time. (DS-852)</p>	<p>If this issue starts to occur, then wait for the acquisition to complete before exploring the data.</p>
<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>The number label in an XIC trace is misleading in the Explorer workspace. (PV-1009)</p>	<p>The value shown is correct because it represents the centroid value of the peak. Click Fill Peaks to open a better view of the peak. The peak label is placed on the highest point of the peak in question, regardless of its position. Therefore, the label might seem to be in the incorrect position, but the value is correct.</p> <p>If this issue occurs, then wait for the acquisition to complete before exploring the data.</p>

Issue	Notes
<p>The user is unable to generate a spectrum from a highlighted region in the XIC. (PV-1104)</p>	<p>An error message is shown when a user does the following:</p> <ol style="list-style-type: none"> 1. Open two files in separate panes in the Explorer workspace and then generate an XIC graph for each file. 2. Combine the XIC graphs in a single pane. 3. In the XIC pane, highlight a region and then double-click to generate a spectrum. 4. In the Process All Overlays? dialog that opens, click All Overlaid and then click OK. The error message "Incorrect Argument - invalid cycle range" is shown instead of the spectrum. <p>To avoid any issues, select a narrower region where the graphs are overlapped.</p>
<p>Sample information for IDA experiments is not shown when the user opens a <i>Scheduled MRM™</i> data file, selects and loads a sample, and then clicks Show Sample Information. (PV-1330)</p>	<p>This issue does not affect the workflow.</p>

MS Tune Workspace Issues

Issue	Notes
(SCIEX X500 QTOF Systems) During manual tuning, the optimized parameter value is not saved to instrument definition file after the user clicks Save Settings . (ACQ-2519)	During manual tuning the optimized parameter value is not saved. To avoid any issues, complete all of the tuning steps when in manual tuning mode.
(SCIEX X500 QTOF and ZenoTOF™ 7600 Systems) When the Q1 center mass is selected, the mass range of the real-time spectrum is not updated correctly. (DS-915)	To avoid this issue, set the start and stop masses to cover the Q1 center mass range.
(ZenoTOF™ 7600 Systems) If the mass spectrometer is turned off within about five minutes after calibration is completed in the MS Tune workspace, then the calibration settings are lost and the previously saved calibration settings are restored. (MSCS-2627)	Perform the tuning procedure again.

Reporter Issues

Issue	Notes
<p>A Microsoft Office Document Customization error occurs when the user tries to edit a report template.</p>	<p>This error occurs because the TemplateContentControlManager is not installed. Follow these steps:</p> <ol style="list-style-type: none"> 1. Navigate to C:/Program Files/AB Sciex/ReporterOfficeAddins/TemplateContentControlManager. 2. Double-click TemplateContentControlManager.vsto. 3. If the TemplateContentControlManager is installed, then click Close. Otherwise, click Install and then follow the onscreen instructions.
<p>When the user creates a report containing a Results Table, the last digit of the values in custom columns is always "0". (MQ-1885)</p>	<p>N/A</p>
<p>If the For Each Sample tag is removed from a report template, then it cannot be added back. (RPT-21)</p>	<p>Create the report again.</p>

Software Installation and Activation Issues

Issue	Notes
<p>In the Setup Wizard and the Windows Programs and Features control panel, the software version number is incorrectly shown as 1.6 instead of 1.6.10.</p>	<p>To verify that the correct version of the software has been installed, open SCIEX OS and click Configuration > About.</p>
<p>SCIEX OS might fail to install if an incorrect user account is used. (BLT-340)</p>	<p>Contact sciex.com/request-support. Only Administrators should install or remove the software.</p>

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Issue	Notes
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 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.
If the Federal Information Processing Standards (FIPS) option is enabled in Windows, then installation of SCIEX OS fails. (BLT-2193)	The software cannot be installed or used if the FIPS option is enabled. The option is available at Local Computer Policy > Computer Configuration > Windows Settings > Security Settings > Local Policies > Security Options in the Windows Control Panel. Disable System cryptography: Use FIPS compliant algorithms for encryption, hashing, and signing .
When the software is downgraded from version 2.0 to version 1.3, the Batch, Queue, and User workspaces are missing. (OFX-489)	If a backup of the SCIEX OS 1.3 installation is not available, then: <ol style="list-style-type: none"> 1. Remove SCIEX OS 2.0. 2. Remove the LibraryView™ Framework. 3. Rename the C:\Program Data\SCIEX\ folder. 4. Rename the C:\Program Files\SCIEX\ folder. 5. Rename the D:\SCIEX OS Data\ folder. 6. Install SCIEX OS 1.3. SCIEX OS must be reconfigured and all methods, settings, users, and so on must be recreated.
SCIEX OS 1.3 or later is not removed when a user tries to remove it using Setup.exe. (ONYX-2124)	If a user tries to remove SCIEX OS 1.3 or later using Setup.exe, the entry from Windows Programs and Features for SCIEX OS is removed. However, the program remains and can still be opened. To remove SCIEX OS, run Setup.exe from the SCIEX OS folder and then follow the on-screen instructions to install the software. This process will add the entry for SCIEX OS back to the Windows Programs and Features list. Use the Programs and Features list to remove SCIEX OS 1.3 or later.

Issue	Notes
Occasionally, SCIEX OS might fail to install because of an issue with SQL server or because of an issue with the LibraryView™ Framework. (ONYX-2987)	<p>If this issue occurs, then:</p> <ol style="list-style-type: none"> 1. Remove LibraryView™ Software, if installed. 2. Remove the LibraryView™ Framework, if installed. 3. Remove all of the Microsoft SQL Server 2008 components. 4. Shut down and then start the computer again. 5. Install SCIEX OS. <p>If the installation issue persists, it might be necessary to remove the LibraryView.mdf and the LibraryView_log.mdf files from the C:\Program Files\Microsoft SQL Servier\MSSQL10_50.SQLEXPRESS\MSSQL\DATA folder.</p> <hr/> <p>Note: Because the libraries are stored in the mdf files, any existing libraries will be removed if these files are deleted and will have to be installed again.</p> <hr/>
An error is shown when SCIEX OS is installed on a computer without .NET Framework 4.x. (ONYX-8028)	If this issue occurs, then install it with Install/NDP472-KB4054530-x86-x64-AllOS-ENU.exe, located in the installation package.

MS FW Updater Issues

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

SCIEX OS to Analyst® Software Method Converter Issues

Issue	Description
A method cannot be converted from SCIEX OS if the method contains an EMS scan. (ONYX-12112)	This issue occurs if an earlier version of the Method Converter is used. Make sure to use the version of the Method Converter included in the installation package for SCIEX OS 2.1.6 .

Default Templates

Template	Template Description (as shown in the Create Report dialog)	Additional Notes
All Peaks Qual	A report showing, for each sample, a section including the File Information, Sample Information, Analyte Results Table, and overlaid chromatograms of all of the analytes and internal standard. The Analyte Results Table is printed as shown in the Results Table. All the qualitative confidence traffic lights are listed at the beginning of the table.	N/A
Analyte 20 percent Report	A report showing, for each analyte, a section including File Information, and an XIC table for each Blank, Standard, QC, and 20% of all Unknowns.	This is an example report template that has a Query attached - Analyte20percent.Query.
Analyte Summary	Table of results showing Sample Name, Calculated Concentrations and Outliers for all samples in the batch for the specific analyte and the associated Internal Standard.	N/A
Calibration Curve	A report showing the File Information, Statistics Table (standards), and Calibration Curve for analytes, one page per analyte.	<ul style="list-style-type: none"> Standards for which the Reportable check box is cleared will not be reported in the data table. Statistics will not be affected by the Reportable status. The report will show the regression equation and graph, as shown and calculated in the Calibration Curve pane in the Analytics workspace, based on the status of the Used column.

Template	Template Description (as shown in the Create Report dialog)	Additional Notes
Intact Quant All Peaks and Graphs	A report showing the Results Table entries for each sample. All columns visible in the Results Table are shown in the report. The report also includes the XIC chromatograph, average spectrum, and reconstruction spectrum, for each sample and analyte.	This report is specific to the Mass Reconstruction workflow.
Intact Quant Analyte Summary and Calibration Curve	A report showing the Results Table entries, the calibration curve, and the statistics data for each analyte. The Results Table includes Sample Name, Sample Type, Analyte name, Actual Concentration, Area, Height, Expected MW, MW, MW Delta, Calculated Concentration, and Accuracy.	This report is specific to the Mass Reconstruction workflow.
Intact Quant Sample Summary	A report showing Results Table entries for all samples. The Results Table includes Sample Name, Sample Type, Analyte Name, Actual Concentration, Area, Height, Expected MW, MW, MW Delta, Calculated Concentration, Accuracy and Accuracy acceptance.	This report is specific to the Mass Reconstruction workflow.
Metric Plot	A report showing, for each analyte, a section including the File Information and a metric plot of the analyte peak area.	The state of the Reportable check box does not affect the report content. All data points are included even if the check boxes are cleared.
MQ Analyte Report 1	A report showing, for each analyte, a section including File Information, Sample Results Table, and XIC table for each sample - WILL GENERALLY PRINT 2 PAGES PER ANALYTE FOR < 8 SAMPLES	N/A
MQ Analyte Report 2	A report showing, for each analyte, a section including File Information and XIC table for each unknown sample - WILL GENERALLY PRINT 2 PAGES PER ANALYTE FOR < 8 SAMPLES	Only unknowns are reported.

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Template	Template Description (as shown in the Create Report dialog)	Additional Notes
MQ Analyte Report 3	A report showing, for each analyte, a section including File Information, and Unknown Samples Summary Table.	Only unknowns are reported.
MQ Analyte Report condensed table	A report showing, for each unknown sample, a section including File Information, Sample info, and Results Summary Table. The table is shown as 2 columns to fit more samples per page.	Only unknowns are reported.
MQ Analyte Report with chromatograms	A report showing, for each analyte, a section including File Information, Sample Results Table, and a small chromatogram for each sample.	Only unknowns are reported.
MQ Blank Template	N/A	Only header information, the logo, and page numbers are shown in the report.
MQ Pep Quant	N/A	For use with the Peptide Quantitation dataset. Refer to the the second example, the absolute quantitation example, in the <i>User Guide</i> for the MultiQuant™ Software.
MQ QC Summary 1 with flags	A report showing File Information, QC Summary Table per analyte (values with a CV higher than 20% are highlighted), and QC Detailed Results Table (values with an accuracy outside of 80-120% are highlighted).	Quality Controls that have the Reportable check box cleared will not be included in the report, nor will they be used in the calculations.
MQ Sample Report 1	A report showing, for each sample, a section including File Information, Sample info, IS info, Analyte Results Table, XIC table including IS and each analyte - WILL GENERALLY PRINT 2 PAGES PER SAMPLE FOR < 8 SAMPLES	N/A

Template	Template Description (as shown in the Create Report dialog)	Additional Notes
MQ Sample Report 2	A report showing, for each unknown sample, a section including File Information, TIC, Sample Details, Analyte XIC, and results in table form - WILL GENERALLY PRINT 2 PAGES PER SAMPLE FOR < 8 SAMPLES	Only unknowns are reported.
MQ Sample Report 3	A report showing, for each unknown sample, a section including File Information, Sample info, and Results Summary Table.	Only unknowns are reported.
MQ Sample Report condensed table	A report showing, for each unknown sample, a section including File Information, Sample info, and Results Summary Table. The table is shown as 2 columns to fit more analytes per page.	Only unknowns are reported.
MQ Sample Report with chromatograms	A report showing, for each sample, a section including File Information, Sample info, Analyte Results Table, and a small chromatogram for each analyte.	Only unknowns are reported.

Template	Template Description (as shown in the Create Report dialog)	Additional Notes
MQ Sample Report with Concentration Threshold	A report showing, for each unknown sample, a section including File Information, Sample info, and Results Sum	<ul style="list-style-type: none"> • The associated query file is Sample Report with Concentration Threshold.query. • Components must be named "Cmpd X #", where X is any character from A to F, and # is any numerical value. Example: In the report, a component named "Cmpd A 1" will be shown under the heading Compound Group A; a component named "Cmpd B 1" will be shown under Compound Group B, and so on. • If components are in the same group, then only the first component, alphabetically, in the group will be included in the report. Example 1: If "Cmpd B 25" and "Cmpd C 1" both belong to the group "Grp", then "Cmpd C 1" will not be in the report. Example 2: If "Cmpd A 1", "Cmpd A 2", and Cmpd A 3" are not assigned to groups, then "Cmpd A 2" and "Cmpd A 3" will not be in the report. Example 3: If "Cmpd A 1", "Cmpd A 2", and Cmpd A 3" are assigned to groups 1, 2, and 3, respectively, then all 3 components will be in the report under the heading Compound Group A.

Template	Template Description (as shown in the Create Report dialog)	Additional Notes
MQ Sample Report with MRM ratios 2	A report showing, for each unknown sample, a section including File Information, Sample info, and Results Summary Table, overlay of all XIC. Expected Ion ratios are calculated automatically using any available standards. Ratio values are placed in custom columns within the Results Table. Any values outside 20% of expected are flagged. Quantifier analyte names must end in a blank space followed by the number 1. Ratio ion analyte names must end in a blank space followed a number between 2 and 9.	N/A
MQ Sample Report with MRM ratios EU	A report showing, for each unknown sample, a section including File Information, Sample info, and Results Summary Table. Expected Ion ratios are calculated automatically using any available standards. Ratio values are placed in custom columns within the Results Table. Any values outside of expected are flagged (using EU guidelines for ratio tolerances). Quantifier analyte names must end in a blank space followed by the number 1. Ratio ion analyte names must end in a blank space followed a number between 2 and 9.	The associated query file is MRM ratios EU.query.

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Template	Template Description (as shown in the Create Report dialog)	Additional Notes
MQ Sample Report with MRM ratios MQ EFAB 03	A report showing, for each unknown sample, a section including File Information, Sample info, and Results Summary Table. Expected Ion ratios are calculated automatically using any available standards. Ratio values are placed in custom columns within the Results Table. Any values outside 20% of expected are flagged. Quantifier analyte names must end in a blank space followed by the number 1. Ratio ion analyte names must end in a blank space followed a number between 2 and 9.	N/A
MQ Sample Report with MRM ratios	A report showing, for each unknown sample, a section including File Information, Sample info, and Results Summary Table. Expected Ion ratios are calculated automatically using any available standards. Ratio values are placed in custom columns within the Results Table. Any values outside 20% of expected are flagged. Quantifier analyte names must end in a blank space followed by the number 1. Ratio ion analyte names must end in a blank space followed a number between 2 and 9.	The associated query file is MRM ratios.query.
MQ Sample Report with standards, QC, and blanks	A report showing, for each sample, a section including File Information, Standards Summary Table, QC Summary Table, Blanks Results Table; then for each unknown sample a section including File Information, Sample info, IS info, Analyte Results Table, XIC table including IS and each analyte - WILL GENERALLY PRINT 2 PAGES PER SAMPLE FOR < 8 ANALYTES.	Standards and Quality Controls that have the Reportable check box cleared will not be shown in their respective summary tables in the report, nor will they be used in the statistical calculations.

Template	Template Description (as shown in the Create Report dialog)	Additional Notes
MQ Tutorial Dataset Heavy Light	N/A	This report is intended for use with the Tutorial Dataset Heavy Light dataset. Refer to the second example, the relative quantitation example, in the <i>User Guide</i> for the MultiQuant™ Software.
Per Sample Quant-Qual	A report showing, for each selected sample, a section including the File Information, Sample Information, and Analyte Results Table for the selected analytes. The Analyte Results Table is printed as shown in the Results Table. All the qualitative confidence traffic lights are listed at the beginning of the table.	N/A
Per Sample Quant-Qual Visible Rows Using Visible Analyte	A report showing, for each selected sample, a section including the File Information, Sample Information, and Analyte Results Table for the selected analytes. The Analyte Results Table is printed as shown in the Results Table. All the qualitative confidence traffic lights are listed at the beginning of the table.	The hidden state of a row takes precedence over the state of the Reportable check box. If the Reportable check box is selected but the row is hidden, then the row is not reported.

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Template	Template Description (as shown in the Create Report dialog)	Additional Notes
Per sample Quant-Qual with statistics	A report showing components for each sample with a WYSIWYG table. XIC, MS, and MS/MS are shown. A statistics summary table for area is shown at the end of the report.	<ul style="list-style-type: none"> • If the component table has UV components, then the UV trace is reported under XIC graph in the report. <hr/>Note: If the name of the UV component is in the format [compound_nameuv] or [uv], then no UV traces are reported, because the uv suffix is associated with the UV MS Qual report.<hr/> • If a sample is labeled as a QC and there are 2 or more samples, then the mean, STDEV, and %CV will be calculated and included in a QC summary table at the end of the report. • If the Reportable check box is cleared for a QC row, then that row will not be used for any calculations in the QC summary table.
Per Analyte Quant-Qual	A report showing, for each analyte, a section including the File Information, Results Table, Calibration Curves, and chromatograms including the internal standard and each analyte. This template is suitable for a Results Table with a group defined in it.	N/A

Template	Template Description (as shown in the Create Report dialog)	Additional Notes
Positive Hits Qual	A report showing, for each selected sample, a section including the File Information; Sample Information; Analyte Results Table for the selected analytes; overlaid chromatograms of all of the analytes, internal standard, and the XIC; the Acquired/Theoretical MS spectra; and the Acquired/Library MS/MS spectra for each selected analyte. The Analyte Results Table is printed as shown in the Results Table. All the qualitative confidence traffic lights are listed at the beginning of the table.	N/A
Qual CSV report	A report in a csv format showing, for each sample, a section including the File Information, Sample Information, and Analyte Results Table.	Recommended to use CSV option for Report format.

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Template	Template Description (as shown in the Create Report dialog)	Additional Notes
Sample Summary	A report showing, for each sample, a section of Analytes Summary Table. This report template is suitable for a Results Table with groups.	N/A
UV MS Qual report	A report showing, for each sample, the components of that sample and their corresponding UV component with a WYSIWYG table. XIC, MS, and MS/MS are shown along with UV data. A statistics summary table for area is shown at the end of the report.	<ul style="list-style-type: none"> • UVMS data should be processed with the naming convention compound 1 (any string) for the mass spectrometer (MS) component and compound 1uv (any string plus uv) for the corresponding UV component. • Only the Mass error, Fragment Mass Error, RT confidence, Istopote confidence and Library confidence traffic lights are shown. • A graph table is created to shown the individual components of the Results Table, including the XIC, MS1 trace, MS/MS trace, and header information from compound 1, and the UV trace from compound 1uv. Refer to Figure 1. • Analyte graphs are only repeated for the MS experiments, not for the not the UV experiments. • If a sample is labeled as a QC and there are 2 or more samples, then the mean, STDEV, and %CV are calculated and included in a QC summary table at the end of the report. Refer to Figure 1. • If the Reportable check box is cleared for a QC row, then that row in not used for any calculations in the QC summary table.

Figure 1 Graph Table

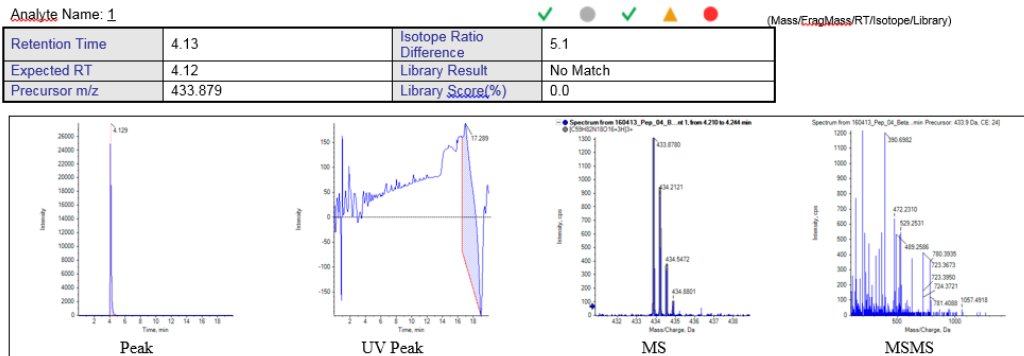


Figure 2 Statistics Table

Statistics (Grouped by Concentration for QCs - Area)

Analyte Peak Name (MRM Transition)	Mean	Std. Deviation	% CV	Number of Values Used
1 (723.3573 - 723.3773)	1.062e4	7.367e2	6.93	2 of 2
2 (753.3091 - 753.3291)	2.215e4	6.858e2	3.10	2 of 2
3 (760.3353 - 760.3553)	9.332e3	1.955e1	0.21	2 of 2
4 (631.3450 - 631.3650)	3.244e4	1.110e3	3.42	2 of 2
5 (636.3373 - 636.3573)	1.144e5	3.962e2	0.35	2 of 2
6 (871.4354 - 871.4554)	6.479e4	1.198e3	1.85	2 of 2
7 (932.4493 - 932.4693)	2.183e4	7.301e2	3.34	2 of 2
8 (1000.5743 - 1000.5943)	2.553e4	5.007e2	1.96	2 of 2
9 (755.4352 - 755.4552)	1.127e5	8.422e3	7.48	2 of 2
10 (1184.5929 - 1184.6129)	3.576e4	7.231e2	2.02	2 of 2
11 (884.4871 - 884.5071)	5.183e4	1.512e3	2.92	2 of 2
12 (1176.5468 - 1176.5668)	1.670e4	1.848e2	1.11	2 of 2
13 (871.9418 - 871.9618)	1.597e5	5.501e2	0.34	2 of 2
14 (879.4236 - 879.4436)	1.868e5	5.182e3	2.77	2 of 2

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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 *Customer Reference* DVD that comes with the system or component.

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(GEN-IDV-09-10816-D)

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