

# SCIEX OS 2.1.6 Software

Software Installation Guide



---

This document is provided to customers who have purchased SCIEX equipment to use in the operation of such SCIEX equipment. This document is copyright protected and any reproduction of this document or any part of this document is strictly prohibited, except as SCIEX may authorize in writing.

Software that may be described in this document is furnished under a license agreement. It is against the law to copy, modify, or distribute the software on any medium, except as specifically allowed in the license agreement. Furthermore, the license agreement may prohibit the software from being disassembled, reverse engineered, or decompiled for any purpose. Warranties are as stated therein.

Portions of this document may make reference to other manufacturers and/or their products, which may contain parts whose names are registered as trademarks and/or function as trademarks of their respective owners. Any such use is intended only to designate those manufacturers' products as supplied by SCIEX for incorporation into its equipment and does not imply any right and/or license to use or permit others to use such manufacturers' and/or their product names as trademarks.

SCIEX warranties are limited to those express warranties provided at the time of sale or license of its products and are the sole and exclusive representations, warranties, and obligations of SCIEX. SCIEX makes no other warranty of any kind whatsoever, expressed or implied, including without limitation, warranties of merchantability or fitness for a particular purpose, whether arising from a statute or otherwise in law or from a course of dealing or usage of trade, all of which are expressly disclaimed, and assumes no responsibility or contingent liability, including indirect or consequential damages, for any use by the purchaser or for any adverse circumstances arising therefrom.  
(GEN-IDV-09-10816-D)

For Research Use Only. Not for use in Diagnostic Procedures.

Trademarks and/or registered trademarks mentioned herein, including associated logos, are the property of AB Sciex Pte. Ltd., or their respective owners, in the United States and/or certain other countries (see [sciex.com/trademarks](https://sciex.com/trademarks)).

AB SCIEX™ is being used under license.

© 2021 DH Tech. Dev. Pte. Ltd.



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

# Contents

---

<b>1 Introduction.....</b>	<b>5</b>
Important Information to Know Before Installing.....	5
Patches.....	6
<b>2 Requirements.....</b>	<b>7</b>
Acquisition Computer Requirements.....	7
Operating System Requirements.....	7
Network Requirements.....	8
Software Requirements.....	9
Licensing Requirements.....	9
Compatible Software.....	9
<b>3 Installation Instructions.....</b>	<b>11</b>
Back up the SCIEX OS Folders to a Safe Location.....	11
Install the Software.....	11
Upgrade the Software.....	13
Upgrade from SCIEX OS 1.3 or Later .....	13
Upgrade from Earlier Versions of SCIEX OS .....	15
Install Optional Vertical Applications.....	16
Downgrade to Previous Versions of the Software.....	16
<b>4 Run the MS FW Updater Utility.....</b>	<b>18</b>
<b>5 Electronic Licensing.....</b>	<b>21</b>
Activate a Node-Locked License for SCIEX OS.....	21
Activate a Server-Based License.....	23
<b>6 Troubleshooting.....</b>	<b>24</b>
Installation Troubleshooting Tips.....	24
Installation Cleanup.....	25
<b>A Mass Spectrometer Firmware Versions.....</b>	<b>28</b>
<b>B Peripheral Devices and Firmware.....</b>	<b>29</b>
<b>C Windows Operating System Configuration.....</b>	<b>35</b>
Windows Update.....	35
System Restore.....	35
User Account Control Settings.....	36
User Account Control Settings (Windows 7).....	36
User Account Control Settings (Windows 10).....	37
Region and Language Settings.....	40
Region and Language Settings (Windows 7).....	40

## Contents

---

Region Settings (Windows 10).....	41
Language Settings (Windows 10).....	42
Local Settings.....	42
<b>D SCIEX OS Documentation.....</b>	<b>44</b>
<b>Contact Us.....</b>	<b>46</b>
Customer Training.....	46
Online Learning Center.....	46
SCIEX Support.....	46
CyberSecurity.....	46
Documentation.....	46

This guide provides information about, and procedures for, installing the SCIEX OS 2.1.6 Software. The guide also includes information on supported devices and firmware and tips for troubleshooting the installation.

For information about new software features, enhancements, and known issues, refer to the *Release Notes* for the software, included with the software package.

## Important Information to Know Before Installing

Read this guide before installing or upgrading SCIEX OS.

---

**Note:** Back up SCIEX OS data folders to a safe location before upgrading. For more information, refer to [Back up the SCIEX OS Folders to a Safe Location](#). These folders contain the device configurations, security data, methods, batches, and so on.

---

To make sure that the software installation is successful, read the following points carefully before starting any of the procedures in this guide:

- Data files created with SCIEX OS 2.1.6 are not compatible with other versions of the software.
- SCIEX OS uses electronic licensing. For license activation, refer to [Electronic Licensing](#).
- All versions of SCIEX OS require a valid software license. These licenses are provided with new instrument purchases and can also be purchased separately from SCIEX. For information about the validity of the current license or about purchasing additional licenses, contact a SCIEX sales representative or Technical Support using [sciex.com/request-support](http://sciex.com/request-support).
- SCIEX OS 2.1.6 data files cannot be opened in previous versions of SCIEX OS. However, data acquired in previous versions of SCIEX OS can be opened in SCIEX OS 2.1.6.
- Results Tables created in SCIEX OS 2.1.6 cannot be opened in previous versions of SCIEX OS. However, Results Tables created in previous versions of SCIEX OS can be opened in SCIEX OS 2.1.6.
- All peripheral devices supported in earlier versions of SCIEX OS continue to be supported in SCIEX OS 2.1.6. Refer to [Peripheral Devices and Firmware](#).
- SCIEX OS 2.1.6 is available as a web download package. If a DVD is required, contact a local sales representative.

## Introduction

---

- If SCIEX OS is being installed on a computer running the Analyst<sup>®</sup> or Analyst<sup>®</sup> TF Software, then deactivate the hardware profile and close the Analyst<sup>®</sup> or Analyst<sup>®</sup> TF Software before starting the installation.
- For more information about the compatibility of SCIEX OS with other software applications, refer to [Compatible Software](#).

## Patches

If these patches are installed, then they are removed during the installation of SCIEX OS 2.1.6.

### SCIEX OS 2.0.1

- SCIEX OS 2.0.1 Patch for Agilent Custom Well Plates
- SCIEX OS 2.0.1 Patch for Shimadzu Plate Layout

### SCIEX OS 2.0

- SCIEX OS 2.0 Patch for Agilent Acquisition Issue

## Acquisition Computer Requirements

The software supports the following computers:

- 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 1600 MHz SDRAM
  - 2\*2 TB HDD (RAID1)
  - DVD±RW
- SCIEX Alpha Workstation 2020, with:
  - An Intel Core I5-8500 processor (6 core, 9 MB cache, 3.0 GHz, 4.1 GHz Turbo, with HD Graphics 630)
  - 32 GB (2 × 16 GB) 2666 MHz DDR4 UDIMM Non-ECC
  - 2\*2 TB HDD (RAID1)
  - DVD±RW

---

**Note:** Newer computer models might become available. Consult the local sales representative for the latest information.

---

Acquisition computers also require at least two Ethernet port connections.

For SCIEX OS-MQ, these computers can be used with a minimum of 8 GB RAM.

Computers with lower specifications can be used for processing SCIEX OS 2.1.6 data but they cannot be used for acquiring data.

## Operating System Requirements

- Windows 7, 64-bit, SP1 or Windows 10, 64-bit, operating system

---

**Note:** SCIEX OS is not supported on Windows 10 HotFix 2.

---

## Requirements

---

- Language and Region settings: English
- 

**Note:**

- For acquisition, only the English version of the Windows 7, 64-bit, or Windows 10, 64-bit, operating system is supported. For information about configuring the Windows operating system, refer to [Windows Operating System Configuration](#).
  - For processing (SCIEX OS-Q and SCIEX OS-MQ), the German language versions of Windows 7, 64-bit and Windows 10, 64-bit are also supported.
- 

- (Recommended) System Restore: Disabled
  - Windows Update: Notify only
- 

**Note:** SCIEX OS cannot be installed or used on a computer with Federal Information Processing Standards (FIPS) enabled (**System cryptography: Use FIPS compliant algorithms for encryption, hashing, and signing**).

---

**Note:** When installing on a computer that is not supplied by SCIEX, make sure that .NET Framework 4.x is installed on the computer. If it is not installed, then run Install/NDP472-KB4054530-x86-x64-AllOS-ENU.exe, located in the installation package, before installing SCIEX OS.

---

## Network Requirements

The Software Updates feature has the following additional requirements:

- Outbound connectivity must be enabled, using the HTTPS protocol on port 443.
  - The firewall must allow outbound communication from SCIEX OS to AWS, including: <https://sciexos.com>.
  - Transport Layer Security (TLS) 1.2, or later, is installed.
- 

**Note:** Computers with the Windows 7 operating system might have an earlier version of TLS. To upgrade them, install Microsoft update KB3140245. The Windows 10 operating system includes TLS 1.2 or later.

---

Contact the local network administrator to confirm that these requirements are obeyed.

---

**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.

---



This version of SCIEX OS does not support communication to the Internet through a corporate proxy server.

## Software Requirements

Microsoft Office 2013 or 2016, 32-bit or 64-bit, is required for the report functionality in the Analytics workspace.

**Note:** SCIEX OS is compatible with Microsoft Office 365.

## Licensing Requirements

Use of the SCIEX OS 2.1.6 software requires activation of the SCIEX OS 2.1 license.

## Compatible Software

The following applications are compatible with SCIEX OS 2.1.6 on Windows 7 and Windows 10 operating systems.

**Table 2-1 Compatible Software**

Software Name	Additional Information
BPV Flex Software version 1.0.1, 2.0, 2.1	—
BioPharmaView™ Software version 2.1, 3.0, 3.0.1, or 3.0.2	Version 2.1 of the BioPharmaView™ Software is only compatible with the Windows 7 operating system. Versions 3.0 and later are compatible with both the Windows 7 and Windows 10 operating systems.
LibraryView™ Software version 1.4	SCIEX OS cannot coexist with the LibraryView™ Software version 1.0.x or 1.1 to 1.3.
MarkerView™ Software version 1.3.1	—
MetabolitePilot™ Software version 2.0.4	—
StatusScope® Remote Monitoring Service 2.2	—

**Note:** SCIEX OS can also coexist with the Analyst® Software version 1.6.3 or later and the Analyst® TF Software version 1.7.1 or later.

## Requirements

---

---

**Note:** SCIEX OS cannot coexist with the Cliquant<sup>®</sup> or MasterView<sup>™</sup> Software.

---

## Back up the SCIEX OS Folders to a Safe Location

Before upgrading SCIEX OS, back up these folders to a safe location, such as a network drive or DVD:

- **SCIEX OS Data:** This folder contains all methods, batches, and data. By default, this folder is installed in D:\SCIEX OS Data.
- **C:\ProgramData\SCIEX:** This folder contains all security and device configuration data.

---

**Note:** This is a hidden folder. If it is not visible, then configure File Explorer to show hidden items.

---

If the backup software encounters locked files, then skip them.

---

**Note:** The backups are required to revert to the previous version of SCIEX OS. If the backups are not available, and the previous version of SCIEX OS is reinstalled, then it will be necessary to recreate all methods and reconfigure security.

---

Do not rename the existing SCIEX OS Data folder. We recommend that the same SCIEX OS Data folder be used for the new version of SCIEX OS, to provide access to existing data, such as methods, batches, data, and Results Tables.

## Install the Software

### Prerequisites

- Make sure that a SCIEX OS license key is available. The license key might be distributed on a printed activation certificate, or in an e-mail from SCIEX Now. If the license key is missing, contact a SCIEX sales representative.
- If a Windows Update is in progress, then wait until the update is finished.
- If a reboot is required after a Windows Update, then reboot the computer before beginning the installation.

## Installation Instructions

---

When installing the software from a DVD, always install it from the official SCIEX DVD and confirm after the installation that the correct version is installed.

During the installation, the user is prompted to specify the connected mass spectrometer. The selection determines which Help files are installed. If the wrong mass spectrometer is selected, then the user must remove the software and install it again to install the correct Help files.

---

**Note:** The installation program disables the System Restore task.

---

1. Log on to the computer as a Windows user with Administrator privileges.
2. Make sure that all applications are closed.
3. To install the software from a DVD, load the DVD in the DVD drive.
4. To install the software from a downloaded file, perform these steps:
  - a. Download the required zip file from the SCIEX website.

---

**Tip!** To prevent potential installation issues, save the file to a location other than the computer desktop and disconnect any external USB storage devices.

---

- b. After the download is complete, right-click the downloaded file and then click **Extract All** to extract the installation package.
5. (SCIEX X500 QTOF Systems) Browse to the Drivers folder of the DVD or installation package and then double-click **xTDC4\_driver\_v1.1.0.exe** to install version 1.1.0.
6. (ZenoTOF™ Systems) Browse to the Drivers folder of the DVD or installation package and then double-click **ndigo\_driver\_v1.3.0.exe** to install version 1.3.0.
7. Double-click **Setup.exe** on the DVD or in the installation package.
8. Follow the on-screen instructions.

The initial setup might take several minutes as the SQL server must be installed.

---

**Note:** To avoid installation issues, install the software on a local drive. Do not install on a network or removable drive.

---

---

**Note:** To avoid installation issues, make sure that the path to the installation folder is not too long. If the path is longer than 118 characters, then installation will not proceed.

---

---

**Tip!** If an upgrade to .NET is required, then a prompt for a computer restart is shown during the installation. Users have the option to continue with the restart immediately or select the option to postpone the restart until later. However, installation does not continue until after the restart.

---

9. (Optional) After the software is installed, restart the computer.

---

**Note:** A restart is recommended after a the software is installed for the first time. It is not required after reinstallation of the software.

---

10. Open the software.
11. License and activate the software. Refer to [Electronic Licensing](#).  
(SCIEX X500 QTOF Systems, ZenoTOF™ Systems, and QTRAP® systems) If the SCIEX OS 2.1.6 license includes licensing for the LibraryView™ Software, then the LibraryView™ Software must be installed separately.  
  
Separate licenses are required for the Bio Tool Kit, ChemSpider, Intact Quant, and Auditing features. Make sure to obtain licenses before attempting to use these features.
12. (SCIEX X500 QTOF and SCIEX 7500 Systems) For acquisition computers, run the MS FW Updater Utility to update the MS firmware and instrument configuration tables. Refer to [Run the MS FW Updater Utility](#).

## Upgrade the Software

A new software license is required to upgrade from versions of SCIEX OS earlier than version 2.1.

### Upgrade from SCIEX OS 1.3 or Later

Prerequisites
<ul style="list-style-type: none"> <li>• If any Results Tables contain custom columns with the name <b>IF</b>, then change the column name.</li> <li>• Verify that the versions of all vertical applications installed on the computer are supported. For supported versions, refer to <a href="#">Compatible Software</a>. If required, update the vertical applications before upgrading SCIEX OS. Refer to <a href="#">Install Optional Vertical Applications</a>.</li> </ul> <hr style="border: 0.5px solid black;"/> <p><b>Note:</b> Make sure that the LibraryView™ Software version 1.4 is installed before upgrading SCIEX OS.</p> <hr style="border: 0.5px solid black;"/> <ul style="list-style-type: none"> <li>• If a Windows Update is in progress, then wait until the update is finished.</li> <li>• If a reboot is required after a Windows Update, then reboot the computer before beginning the upgrade.</li> </ul>






The installation program silently removes the patches that are integrated in this version. For a list of these patches, refer to [Patches](#).

## Installation Instructions

---

During the upgrade, the user is prompted to specify the connected mass spectrometer. The selection determines which Help files are installed. If the wrong mass spectrometer is selected, then the user must remove the software and install it again to install the correct Help files.

---

**Note:** Some of the steps might take some time to complete.

---

1. Deactivate all devices and then close SCIEX OS.
  2. Make sure that all other applications are closed.
  3. Back up the C:\ProgramData\SCIEX folder. Refer to [Back up the SCIEX OS Folders to a Safe Location](#).
  4. (For upgrades from SCIEX OS 1.4) If the Audit Trail feature is being used, then perform these steps to save the Workstation audit data:
    - a. Navigate to the folder, C:\ProgramData\SCIEX, and then create a folder named Audit Data. Give System, Users, and Administrators read and write access to the new folder.
    - b. Navigate to the SCIEX OS Data\common-project-area-Audit Data, and then copy the following files:
      - WorkstationAuditMap.atms
      - WorkstationAuditMapTemplates.atms
      - WorkstationAuditTrailData.atds
- 

**Note:** By default, SCIEX OS Data is installed on D:\.

---

- c. Paste the files in C:\ProgramData\SCIEX\Audit Data.
  5. Log on to the computer as a Windows user with Administrator privileges.
  6. For acquisition computers perform these steps:
    - a. Open the currently installed SCIEX OS.
    - b. Open the MS Tune workspace.
    - c. Click **Positive MS Tuning**.
    - d. Click **Save Tuning Settings** in the left panel and then click **Save Settings**.
  7. Back up the SCIEX OS data folder. Refer to [Back up the SCIEX OS Folders to a Safe Location](#).
  8. Do one of the following:
    - If the software is being installed from a DVD, then insert the DVD in the DVD drive and continue with step [12](#).
    - If the software is being installed from a downloaded file, then continue with step [9](#).
-

9. Download the required zip file from the SCIEX website.

---

**Tip!** To prevent potential installation issues, save the file to a location other than the computer desktop and disconnect any external USB storage devices.

---

10. After the download is complete, right-click the downloaded file and then click **Extract All** to extract the installation package.
11. (Windows 7 operating system only) Browse to the Drivers folder of the DVD or installation package and then double-click **xTDC4\_driver\_v1.1.0.exe** to remove version 1.0.3 of the TDC4 driver and install version 1.1.0.

---

**Note:** On a computer configured with the Windows 10 operating system, version 1.1.0 of the xTDC4 driver is already installed.

---

12. Double-click **Setup.exe** on the DVD or in the installation package.
13. Follow the on-screen instructions.

The initial setup might take several minutes if the SQL server must be installed.

---

**Tip!** If an upgrade to .NET is required, then a prompt for a computer restart is shown during the installation. Users have the option to continue with the restart immediately or select the option to postpone the restart until later. However, installation does not continue until after the restart.

---

---

**Note:** If the installation fails, then perform the procedure in [Installation Cleanup](#).

---

14. (If required) For acquisition computers for SCIEX X500 QTOF and 7500 Systems, run the MS FW Updater Utility to update the MS firmware and instrument configuration tables. Refer to [Run the MS FW Updater Utility](#).

For a supported firmware versions, refer to [Mass Spectrometer Firmware Versions](#).

## Upgrade from Earlier Versions of SCIEX OS

To upgrade from versions of SCIEX OS earlier than version 1.3, remove the earlier version of SCIEX OS and then install the new version.

1. Deactivate all devices and then close SCIEX OS.
2. Make sure that all other applications are closed.
3. Back up the C:\ProgramData\SCIEX folder. Refer to [Back up the SCIEX OS Folders to a Safe Location](#).
4. In the Windows Apps & features control panel, remove SCIEX OS.

## Installation Instructions

---

5. Install SCIEX OS 2.1.6. Refer to [Install the Software](#).
6. Upgrade any vertical applications. Refer to [Install Optional Vertical Applications](#) for information about upgrading the vertical applications.

## Install Optional Vertical Applications

The following optional applications must be installed after SCIEX OS is installed:

- BioPharmaView™ Software
- MarkerView™ Software
- LibraryView™ Software

---

**Note:** For supported versions, refer to [Compatible Software](#).

---

If the application is not installed, then the software tile will not be shown on the home page after SCIEX OS has been installed.

When upgrading from SCIEX OS 1.3 or later, it is not necessary to upgrade the BioPharmaView™ or MarkerView™ Software. When upgrading from earlier versions, these optional applications must be upgraded.

---

**Note:** If newer versions of the applications are available, then contact [sciex.com/request-support](http://sciex.com/request-support) to verify software compatibility.

---

1. Install SCIEX OS.
2. Make sure that SCIEX OS is closed, and then install the BioPharmaView™, BPV Flex, MarkerView™, or LibraryView™ Software.
3. Refer to the respective release notes for more information about installing the applications.

## Downgrade to Previous Versions of the Software

Follow this procedure to downgrade from SCIEX OS 2.1.6 to SCIEX OS version 1.6.1 or later. To downgrade to earlier versions of SCIEX OS, contact [sciex.com/request-support](http://sciex.com/request-support) for help on downgrading from the current version of the software.

1. In the Windows Apps & features control panel, remove SCIEX OS 2.1.6.
2. Remove all Microsoft C++ Redistributables from 2014 to 2019.
3. Install the earlier version of SCIEX OS.



---

**Note:** If the installation fails, then perform the procedure in [Installation Cleanup](#).

---

# Run the MS FW Updater Utility

---

# 4

---

**Note:** This utility is used only for the SCIEX X500 QTOF System, the SCIEX 7500 System, and the Echo<sup>®</sup> MS System with the SCIEX 6500+ mass spectrometer.

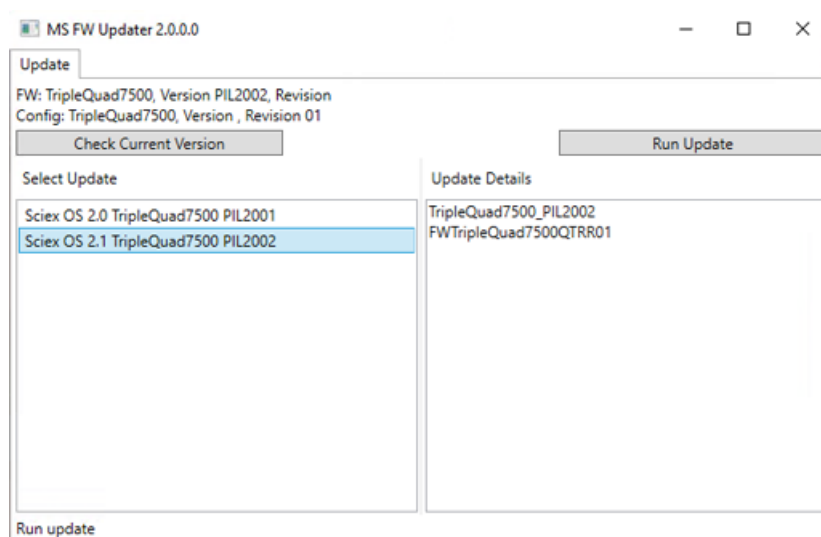
---

## Prerequisites

- Version 2.1 or later of SCIEX OS is installed.
- The mass spectrometer is active in the Devices workspace.
- The computer is connected to the mass spectrometer.
- The person running the utility is logged in as an Administrator in Windows as well as an Administrator in the SCIEX OS User database.

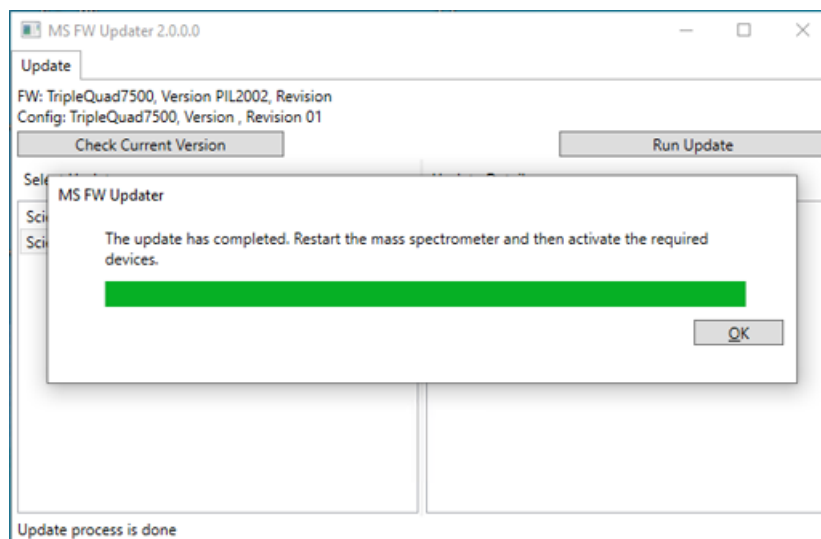
1. Stop all acquisitions and then clear the queue.  
There must be no samples waiting in the queue.
2. Close SCIEX OS.
3. To run the MS FW Updater utility, extract the SCIEX OS package, browse to the \FirmwareUpdater\ folder, and then double-click **MS FW Updater.exe**.

Figure 4-1 MS FW Updater Utility



4. In the **Select Update** list, select the mass spectrometer and software version.
5. Click **Run Update** and then follow the on-screen instructions.

Figure 4-2 MS FW Updater Progress Bar



6. After the update finishes, click **OK** on the progress bar, and then close the utility.
7. Wait 30 seconds and then restart the mass spectrometer. Refer to the *System User Guide*.

## Run the MS FW Updater Utility

---

8. Open SCIEX OS and then open the Devices workspace.  
The mass spectrometer device has been deleted from the list.
9. Add the mass spectrometer to the Device list and then activate the required devices.

---

**Note:** The event log in SCIEX OS will indicate that the firmware was updated successfully.

---

The MS FW Updater utility can be used to revert to a firmware version supported by an earlier version of SCIEX OS. Run the Firmware Updater utility again, select the desired version, and then click **Run Update**.

---

**Note:** (SCIEX X500 QTOF Systems) Because the MS FW Updater requires SCIEX OS 1.2 or later, it cannot revert to firmware versions supported by versions of SCIEX OS earlier than 1.2. To revert to earlier versions, contact [sciex.com/request-support](https://sciex.com/request-support).

---

---

**Note:** (SCIEX 7500 systems) The MS FW Updater cannot revert to firmware versions supported by versions of SCIEX OS earlier than 2.0. Earlier versions of SCIEX OS do not support the SCIEX 7500 System.

---

SCIEX OS supports node-locked licensing for both acquisition and processing workstations. A node-locked license can only be used on one computer. Server-based licensing is only supported for processing workstations. For both node- and server-based licenses, the license file name is SCIEX OS2.1.lic. Install the license file in the C:\Program Files\SCIEX\SCIEX OS folder on the computer where SCIEX OS is installed.

---

**Note:** For both node-locked and server-based licenses, do not change the computer date and time after the license is activated. If the computer date and time must be changed, then do so before activating the license. Otherwise, the software might not function.

---

---

**Note:** Do not modify a node-locked license file, regardless of whether it is for an acquisition computer or a license server. Modifying the license file invalidates the license and it becomes unrecoverable.

---

## Activate a Node-Locked License for SCIEX OS

1. Double-click the SCIEX OS icon on the desktop.

A message is shown indicating that the license file SCIEXOS2.1.lic cannot be found in the C:\Program Files\SCIEX\SCIEX OS folder. The software initiates the software activation process by showing a software activation dialog. Follow the instructions in the dialog. A license key is required.

**Figure 5-1 License Message**

SCIEX OS Activation

**For server-based license activation, close this window and contact the IT department.**

To start a node-locked license activation, obtain and install a license file by doing the following:

A license file is required to activate, close this window and contact the IT department.  
Note: Optionally, a demo license key can be used. It unlocks the software for a limited period.

1. Enter the license key from the license certificate or packaging here:
2. Record the following computer ID:  
  
[Copy ID to Clipboard](#)
3. Click the following link and follow the instructions: <https://sciex.com/request-support>  
After the required information is submitted, SCIEX sends the license file by email.
4. Save the license file from the email message to the Desktop.
5. Click the following button below to install the license file.  
[Install License File...](#)

For assistance, click [FAQs](#) [Close](#)

2. In step 1 of the SCIEX OS Activation dialog, type the license key.  
The license key might be distributed on a printed activation certificate, or in an e-mail from SCIEX Now. If the license key is missing, contact a SCIEX sales representative.
3. Click the link in step 3 in the SCIEX OS Activation dialog.  
The SCIEX Login web page opens.
4. Either click **Log In** to log on to an existing SCIEX account or click **Create an Account**.  
After the log on or account creation is completed, the software activation SCIEX web page is shown. The first name, last name, and e-mail address of the user are shown in the first three fields in the form.  
If a license is being activated for SCIEX OS on this computer, then the **Computer ID** and **License Key** fields are also populated with the correct information.
5. Select and enter the required information under **Select Your Instrument**.

---

**Note:** To activate a node-locked license for a processing workstation, use a serial number for any SCIEX instrument. Contact SCIEX Support at [sciex.com/contact-us](https://sciex.com/contact-us) if an instrument serial number is not available.

---

6. If a license is being activated for SCIEX OS on a different computer, then enter the Computer ID, which is the MAC address of the network port used to connect the computer to the network, and the License key.
7. Click **Submit**.  
A message is shown indicating that an e-mail with the license file will be sent.
8. After the e-mail is received, save the attached license file in the C:\Program Files\SCIEX\SCIEX OS folder.

## Activate a Server-Based License

For a server-based license, contact the IT department to do the following:

1. Set up a license server.  
To set up a license server, ask the IT department to download the *License-Server-Setup.zip* file by clicking the link **License Server Setup Software** in the **Additional Downloads > License Server Setup** section at the following site: [sciex.com/software-support/software-downloads](https://sciex.com/software-support/software-downloads). Follow the instructions in the *License Server Setup Guide* contained in the downloaded package.
2. Create a license file named SCIEXOS2.1.lic for the client computers.
3. Distribute the license file to each client computer where SCIEX OS is installed.

## Installation Troubleshooting Tips

Error Message	Possible Cause	Corrective Action
The installation could not be completed. Refer to <a href="#">Figure 6-1</a> .	The version of Microsoft Visual C++ installed on the computer is later than the version distributed with SCIEX OS.	Remove Microsoft Visual C++ and then install SCIEX OS again. <hr/> <b>Note:</b> If the installation is still unsuccessful, then perform the procedure in <a href="#">Installation Cleanup</a> . <hr/>
Microsoft.Practices.Prism.Regions.UpdateRegions Exception: An exception occurred while trying to create region objects.	This version of the LibraryView™ Framework installed on the computer is not compatible with SCIEX OS.	<ol style="list-style-type: none"><li>Remove SCIEX OS.</li><li>Remove the LibraryView™ Framework.</li><li>Rename C:\ProgramData\SCIEX to C:\ProgramData\SCIEX_Removed.</li><li>Install SCIEX OS.</li></ol>
Setup.exe - .NET Framework Initialization Error. Refer to <a href="#">Figure 6-2</a> .	.NET Framework Version 4.x is not installed.	Install .NET Framework by running Install/NDP472-KB4054530-x86-x64-AllOS-ENU.exe, included in the installation package.



Figure 6-1 Installation Error (Example)

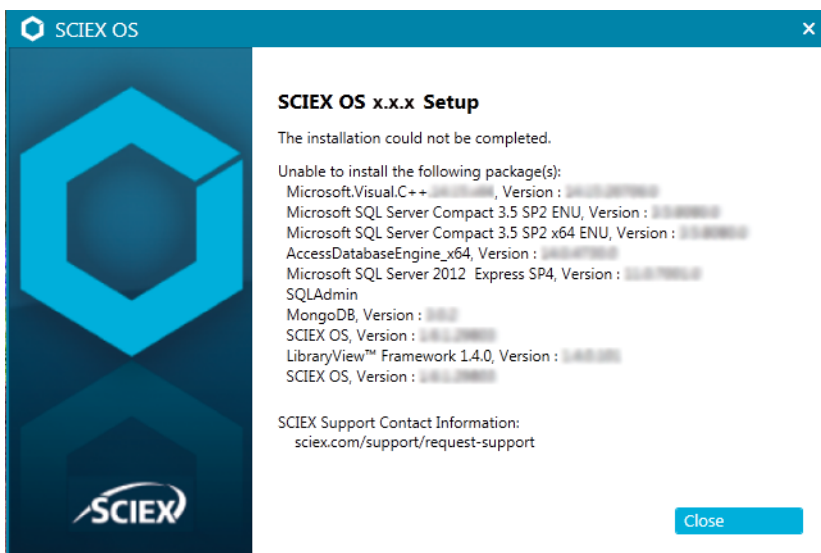
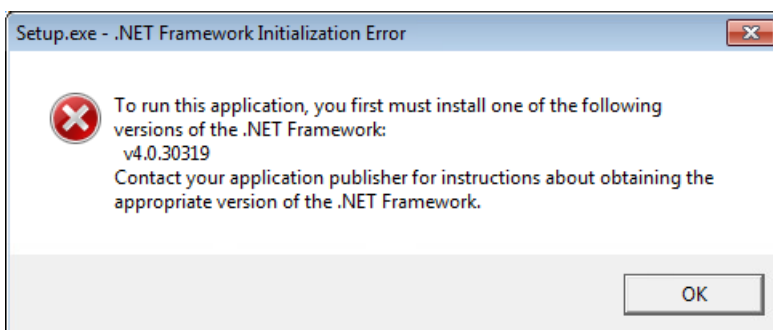


Figure 6-2 .NET Framework Initialization Error



## Installation Cleanup

1. In the Windows Apps & features control panel, remove the following applications, if present, in this order:
  - LibraryView™ Software
  - SCIEX OS
  - LibraryView™ Framework
  - MongoDB

## Troubleshooting

---

- Microsoft Access Database Engine
  - Reporter
2. Remove all SQL server applications.
- For SCIEX OS 1.6.1 and later versions, remove the following applications:
- Microsoft SQL Server 2008 Setup Support Files
  - Microsoft SQL Server 2012 (64-bit)
  - Microsoft SQL Server 2012 Native Client
  - Microsoft SQL Server 2012 Setup (English)
  - Microsoft SQL Server 2012 Transact\_SQL ScriptDom
  - Microsoft SQL Server Compact 3.5 SP2 ENU
  - Microsoft SQL Server Compact 3.5 SP2 x64 ENU
  - SQL Server Browser for SCL Server 2012
  - Microsoft VSS Writer for SQL Server 2012
- For SCIEX OS 1.5 and earlier versions, remove the following applications:
- Microsoft SQL Server 2008 R2 (64-bit)
  - Microsoft SQL Server 2008 R2 Native Client
  - Microsoft SQL Server 2008 R2 Setup (English)
  - Microsoft SQL Server 2008 R2 Setup Support Files
  - Microsoft SQL Server Browser
  - Microsoft SQL Server Compact 3.5 SP2 ENU
  - Microsoft SQL Server Compact 3.5 SP2 x64 ENU
  - Microsoft SQL Server VSS Writer
3. Back up and then delete all of the SQL server files in the following folders:
- SCIEX OS 1.6.1 or later: C:\Program Files\Microsoft SQL Server\MSSQL11.sqlexpress\MSSQL\Data
  - SCIEX OS 1.5 or earlier: C:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Data or C:\Program Files\Microsoft SQL Server\MSSQL10-50.sqlexpress\MSSQL\Data
4. In the Apps & features control panel, remove Update for Microsoft Windows (KB4054590). This is .NET 4.7.2.

5. (If required) In the Apps & features control panel, remove the following software:
  - BPV Flex Software
  - BioPharmaView™ Software
  - MetabolitePilot™ Software
6. Back up and then delete the following folders:
  - C:\Program Files\SCIEX\LibraryView
  - C:\Program Files\SCIEX\SCIEX OS
  - C:\SCIEX OS Data
7. Delete the following folders:
  - C:\ProgramData\SCIEX
  - C:\Program Files\MongoDB
8. Restart the computer.
9. Open the Windows Services control panel, and make sure that there are no SQL or LibraryViewHost services in the list.
10. If the ClearCore2 service is present in the Windows Services control panel, then open a Command Prompt window, type the following command, and then press **Enter**:  
**sc DELETE "Clearcore2.Service.exe"**
11. Install the software again, restarting the computer when prompted (if applicable).
12. (If required) Install the software that was removed in step 5:
  - BPV Flex Software
  - BioPharmaView™ Software
  - MetabolitePilot™ Software

# Mass Spectrometer Firmware Versions

# A

---

Mass Spectrometer	Firmware Application Version	Configuration Table Version
SCIEX X500R QTOF System	ATLAS_QTOF_ICX_v0_r04	CONFIG_X500R_v0_r04
SCIEX X500B QTOF System	ATLAS_QTOF_ICX_v0_r04	CONFIG_X500B_v0_r03
ZenoTOF™ 7600 LC-MS/MS System	AION_QTOF_ICX64_v0_r04	CONFIG_BUGATTI_v0_r04
SCIEX Triple Quad™ 6500+ System	PIL1903	FWTripleQuad6500+R02.FW
SCIEX Triple Quad™ 7500 LC-MS/MS System – QTRAP® Ready	PIL2002	FWTripleQuad7500QTRR01.FW

# Peripheral Devices and Firmware

# B

SCIEX OS 2.1.6 supports the devices listed in the following tables.

In most cases, more recent firmware versions from the device manufacturer will work with SCIEX OS 2.1.6. If issues occur, then change the device firmware to the version listed in the table. For information on verifying and upgrading firmware, refer to the documentation provided by the device manufacturer or contact the SCIEX Field Service Employee (FSE). For information on installation and configuration of devices, refer to the *Devices Setup Guide*.

---

**Note:** For information about drivers for Waters ACQUITY UPLC Systems, contact Waters Support.

---

**Table B-1 Echo<sup>®</sup> MS System**

Device Component	Firmware
Echo <sup>®</sup> MS Module <sup>1</sup>	1.1.0

**Table B-2 ExionLC<sup>™</sup> AC/ExionLC<sup>™</sup> AD Systems**

Peripheral Device	Tested Firmware (and other firmware)	Communication Cable Required
ExionLC <sup>™</sup> Controller	2.0, 3.01, 3.40	Ethernet
ExionLC <sup>™</sup> AC Pump	2.04	Optic
ExionLC <sup>™</sup> AC Autosampler	2.05, 3.12	Optic
ExionLC <sup>™</sup> AC Column Oven	3.21	Optic
ExionLC <sup>™</sup> AD Pump	2.04, 3.11, 3.21	Optic
ExionLC <sup>™</sup> AD Autosampler	(3.12)	Optic
ExionLC <sup>™</sup> AD Multiplate Sampler	(3.15)	Optic

<sup>1</sup> If SCIEX OS 2.1.6 will be used with an Echo<sup>®</sup> MS System, then the firmware for the Echo<sup>®</sup> MS System must be updated. Contact a SCIEX FSE.

## Peripheral Devices and Firmware

**Table B-2 ExionLC™ AC/ExionLC™ AD Systems (continued)**

Peripheral Device	Tested Firmware (and other firmware)	Communication Cable Required
ExionLC™ PDA Detector	4.02	Ethernet  <b>Note:</b> The PDA Detector requires a switching hub to connect to the system controller and the acquisition computer. Refer to the <i>ExionLC™ PDA Detector Operator Guide</i> .
ExionLC™ UV Detector	2.03	Optic
ExionLC™ Rack Changer	(2.0)	Optic
ExionLC™ Degasser	—	—
ExionLC™ Solvent Selection Valve	—	—

**Table B-3 Agilent 1290 Infinity and Infinity II Devices**

Peripheral Device	Model	Tested Firmware (and other firmware)	Communication Cable Required
<b>1290 Infinity Devices</b>			
Binary Pump	G4220A	A.06.73, B.07.01	Ethernet or CAN
Standard Autosampler	G4226A	A.06.54, A.07.01	Ethernet or, if the system contains a DAD, then CAN
Column compartment	G1316C	A.06.53	CAN
DAD	G4212A	A.06.73, B.06.30	Ethernet
<b>1290 Infinity II Devices</b>			
High-speed Pump	G7120A	(B.07.10)	CAN or Ethernet
Flexible Pump	G7104A	B.07.10	CAN or Ethernet
Multisampler	G7167B	D.07.17	CAN or Ethernet

Table B-3 Agilent 1290 Infinity and Infinity II Devices (continued)

Peripheral Device	Model	Tested Firmware (and other firmware)	Communication Cable Required
Multicolumn Thermostat	G7116B	D.07.10	CAN
DAD	G7117B	D.07.23 (D.07.10)	Ethernet

Table B-4 Agilent 1260 Infinity II Devices

Peripheral Device	Model	Tested Firmware (and other firmware)	Communication Cable Required
<b>Infinity II Devices</b>			
Flexible Pump	G7104C	B.07.25	Ethernet or, if the system contains a DAD, then CAN
Binary Pump	G7112B	—	CAN or Ethernet
Quarternary Pump	G7111B	D.07.24 (D.07.13)	CAN or Ethernet
Bio-Inert Pump	G5654A	D.07.13	CAN or Ethernet
Viialsampler	G7129C	D.07.26	CAN
Multisampler	G7167A	D.07.16	Ethernet or, if the system contains a DAD, then CAN
Bio-Inert Multisampler	G5668A	D.07.16	Ethernet or, if the system contains a DAD, then CAN
Multicolumn Thermostat	G7116A	D.07.13, D.07.16	CAN
DAD	G7117C	D.07.10	Ethernet
DAD WR	G7115A	D.07.25	Ethernet
FLD Spectra (Bio-inert)	G7121B	D.07.25	Ethernet

## Peripheral Devices and Firmware

**Table B-5 Shimadzu Devices**

Peripheral Device	Tested Firmware (and other firmware)	Communication Cable Required
CBM-20 A with Ethernet Switch (system controller with 8 fiber optic ports)	2.81, 3.01, 3.11, 3.31 (3.61)	Ethernet
CBM-40 System Controller	0.31, 1.30	Ethernet
CBM-40 Lite System Controller	(1.30)	Ethernet
SCL-40 System Controller	1.30	Ethernet
SIL-20ACXR Autosampler	2.05 (1.20, 1.22, 1.23, 1.25)	Optic
SIL-30AC Autosampler	3.12	Optic
SIL-30ACMP Autosampler	3.15	Optic
SIL-40 Autosampler	(1.05)	Optic
SIL-40C Autosampler	(1.05)	Optic
SIL-40C X3 Autosampler	1.04, 1.05	Optic
SIL-40C XR Autosampler	1.05	Optic
LC-20AB Binary Solvent Delivery Unit	—	—
LC-20AD Pump	3.11 (1.04, 1.10, 1.07)	Optic
LC-20AD XR Pump	(1.20, 1.21)	Optic
LC-20AT Solvent Delivery Unit	—	—
LC-30AD Pump	3.11, 3.21	Optic
LC-40D	(1.04)	Optic
LC-40D XR	1.04	Optic
LC-40B XR	(1.04)	Optic
LC-40D X3	(1.04)	Optic
LC-40B X3	1.04	Optic
CTO-20AC Column Oven	2.03, 2.10	Optic
CTO-40C Column Oven	1.00	Optic
CTO-40S Column Oven	1.00	Optic



Table B-5 Shimadzu Devices (continued)

Peripheral Device	Tested Firmware (and other firmware)	Communication Cable Required
SPD-20A UV-VIS Detector	1.04	Optic
SPD-40V UV-Vis Detector	1.04	Optic
SPD-M30A UV Detector	3.11, 4.02	Ethernet <b>Note:</b> The Detector requires a switching hub to connect to the system controller and the acquisition computer.
SPD-M40 Detector	2.00	Ethernet <b>Note:</b> The Detector requires a switching hub to connect to the system controller and the acquisition computer.
RF-20A XS Fluorescence Detector	2.02	Optic
FCV-12AH Valve	—	—
FCV-13AL Valve	—	—
FCV-32AH Valve	—	—
FCV-0206[H/H3] Flow Channel Selection Valve with Drive	—	—
FCV-0607[H/H3] Flow Channel Selection Valve with Drive	—	—
FCV-S Flow Channel Selection Valve with Drive (1 box, 1 valve)	1.02	—
FCV-BOX Flow Channel Selection Valve with Drive (1 box, 1 valve)	1.02	—
FCV-DR (drive)	1.02	—
LPGE-40 (no mixer)	1.02	—

## Peripheral Devices and Firmware

---

**Table B-5 Shimadzu Devices (continued)**

<b>Peripheral Device</b>	<b>Tested Firmware (and other firmware)</b>	<b>Communication Cable Required</b>
LC-40 Reservoir Switching Valve	1.02	—
FCV-11ALS Solvent Selection Valve for LC-40 (1 pump)	1.02	—
FCV-11AL Solvent Selection Valve for LC-40 (3 pumps)	1.02	—
Rack Changer II	2.0	Optic
Nexera Plate Changer	1.05	—

# Windows Operating System Configuration

---

# C

---

## Note:

- For acquisition, only the English version of the Windows 7, 64-bit, or Windows 10, 64-bit, operating system is supported. For information about configuring the Windows operating system, refer to [Windows Operating System Configuration](#).
  - For processing (SCIEX OS-Q and SCIEX OS-MQ), the German language versions of Windows 7, 64-bit and Windows 10, 64-bit are also supported.
- 

**Note:** If the computer is connected to the Internet, then follow the guidelines in [sciex.com/productsecurity](http://sciex.com/productsecurity). Make sure that adequate virus protection is in place to prevent virus corruption of system functionality.

---

## Windows Update

Making sure that critical security patches are installed is essential to maintaining the security of the computer. Follow these guidelines for the configuration and use of Windows Update:

- (Windows 10) Configure Windows Update to notify only. Do not download and install updates automatically.
- Download and install updates as soon as possible after notification is received.
- Before installing updates:
  - Wait until acquisition and processing is finished.
  - Deactivate the devices and stop the ClearCore2 service.
- Install all updates. If an issue occurs as the result of an update, report it as soon as possible.

## System Restore

By default, the Windows Task Scheduler runs the System Restore task at midnight and when the computer starts. The installation program disables the System Restore task, to optimize acquisition performance in IDA mode.

## Windows Operating System Configuration

---

The System Restore service might slow down the system when it is active. If it is active during acquisition in IDA mode, the cycle time might be longer, increasing from milliseconds to seconds. This might result in fewer points across a chromatographic peak. Therefore, we recommend that System Restore be disabled, for optimum performance.

---

**Note:** System Restore does not impact performance for regular operations or for data processing.

---

## User Account Control Settings

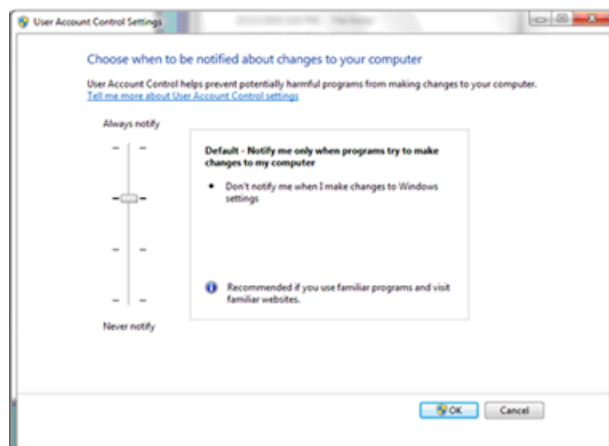
### User Account Control Settings (Windows 7)

We recommend the use of the default settings for User Account Control when SCIEX OS is installed on the Windows 7, 64-bit. For the Administrator, the default setting is **Default - Notify me only when programs try to make changes to my computer**. For standard users, it is **Always notify me**.

The acquisition computer comes configured with the default User Account Control settings.

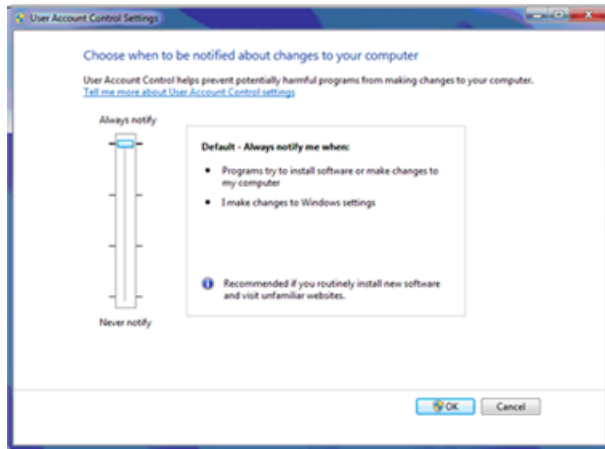
1. Open Control Panel.
2. Click **System and Security > Change User Account Control settings**.
3. On the **User Account Control Settings** dialog, move the slider bar to the required level.
4. For the Administrator, select **Default – Notify me only when programs try to make changes to my computer**, and then click **OK**.

**Figure C-1 User Account Control Setting for the Administrator**



5. For standard users, select **Default – Always notify me when**, and then click **OK**.

**Figure C-2 User Account Control Setting for Standard Users**



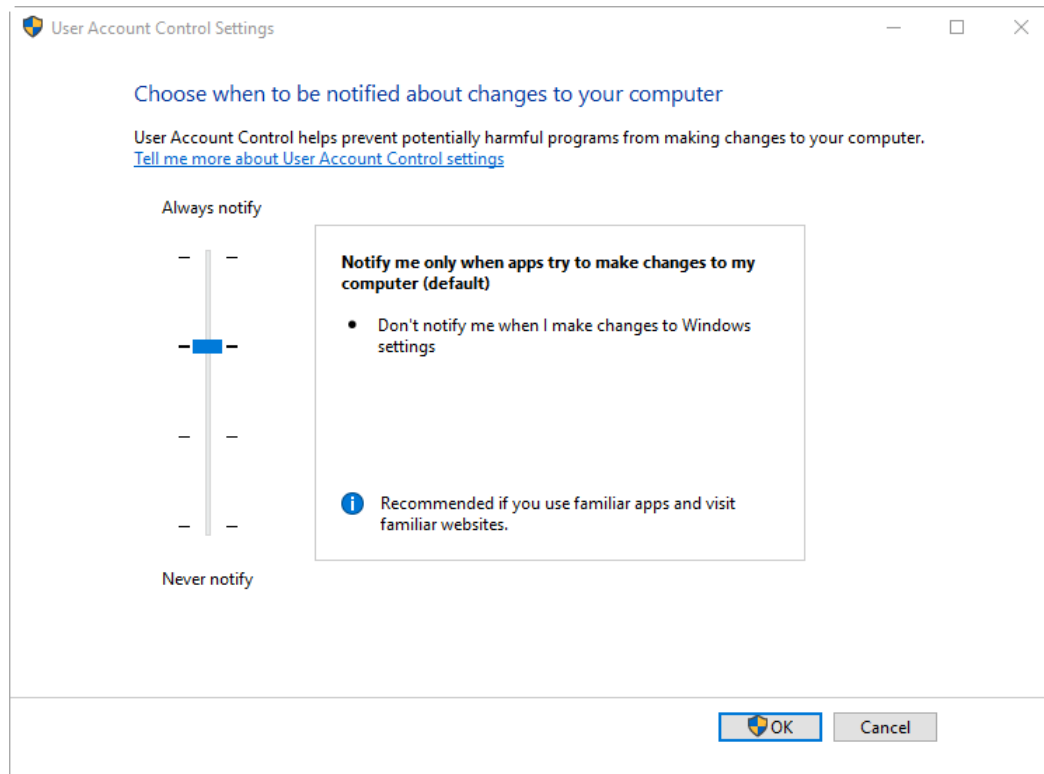
## User Account Control Settings (Windows 10)

We recommend the use of the default settings for User Account Control when SCIEX OS is installed on the Windows 10, 64-bit, operating system. For the Administrator, the default setting is **Notify me only when programs try to make changes to my computer**. For standard users, it is **Always notify me**.

The acquisition computer comes configured with the default User Account Control settings.

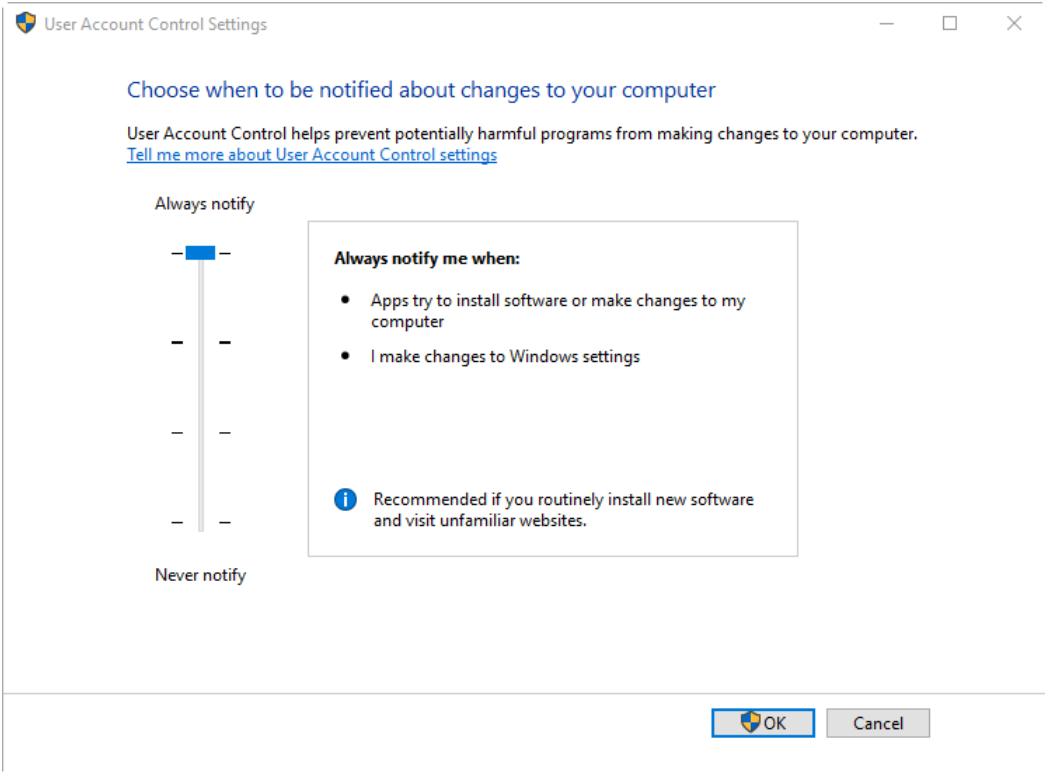
1. Open Control Panel.
2. Click **Security and Maintenance > Change User Account Control settings**.
3. On the **User Account Control Settings** dialog, move the slider bar to the required level.
4. For the Administrator, select **Notify me only when programs try to make changes to my computer (default)**, and then click **OK**.

**Figure C-3 User Account Control Setting for the Administrator**



5. For standard users, select **Always notify me when**, and then click **OK**.

Figure C-4 User Account Control Setting for Standard Users

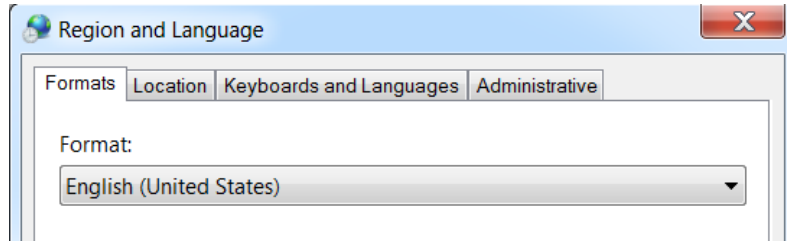


# Region and Language Settings

## Region and Language Settings (Windows 7)

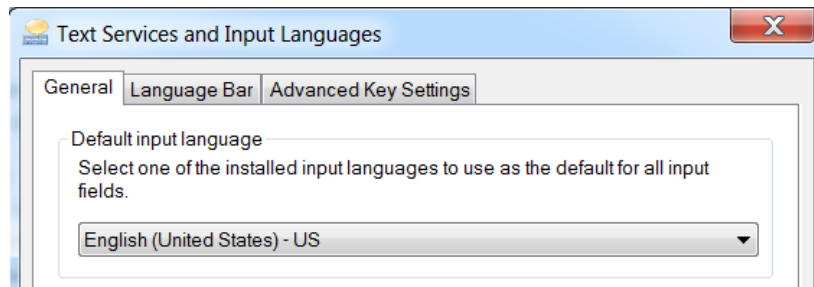
- Configure the Region and Language control panel.
  1. Set the **Format** field to **English (United States)**.

**Figure C-5 Region and Language Dialog: Windows 7 Operating System**



2. Click the Keyboards and Languages tab and then click **Change Keyboards**.
  3. Click **Apply**.
  4. Click **OK**.
- Configure the Text Services and Input Languages control panel.
    1. On the General tab, select **English (United States) - US** as the default input language.

**Figure C-6 Text Services and Input Languages Dialog: Windows 7 Operating System**



2. Click **Apply**.
3. Click **OK**.

Setting the Format field and the default input language field to a different value might cause the software to show the file information or the audit trail information incorrectly.



---

## Region Settings (Windows 10)

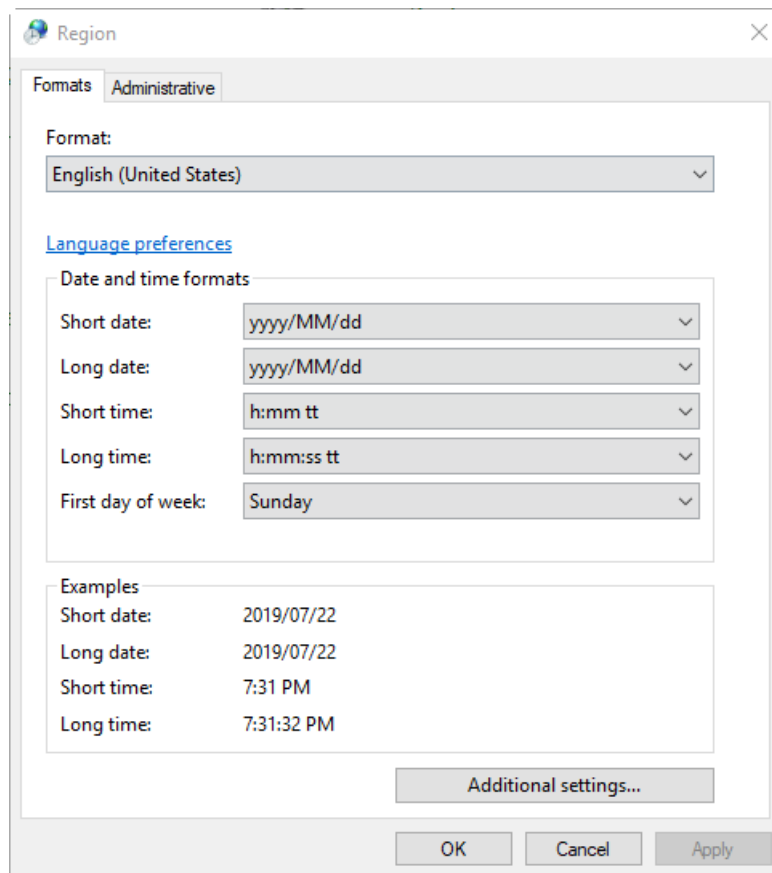
---

**Note:** Setting the **Format** field to a different value might cause the software to show the file information or the audit trail information incorrectly.

---

1. Open Control Panel.
2. Click **Region**.

**Figure C-7 Region Dialog**



3. Make sure that the **Format** field is set to **English (United States)**.
4. Click **Apply**.
5. Click **OK**.

### Language Settings (Windows 10)

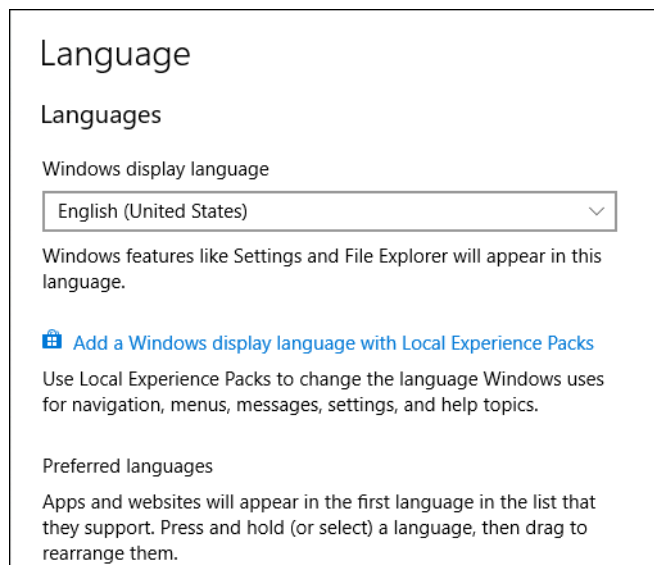
---

**Note:** Setting the **Windows display language** to a different value might cause the software to show the file information or the audit trail information incorrectly.

---

1. Open Control Panel.
2. Click **Region**.
3. Click **Language preferences**.

**Figure C-8 Language Dialog: Windows 10 Operating System**

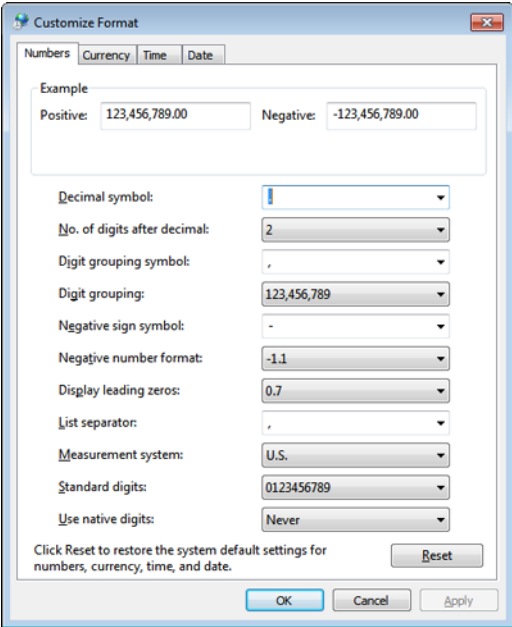


4. For the **Windows display language**, select **English (United States)**.

## Local Settings

Only the local settings shown in the following figure are supported.

Figure C-9 Local Settings



Label	Supported in SCIEX OS
Decimal symbol	Either '.' or ',' is supported.
No. of digits after decimal	Controlled by the number format in SCIEX OS.
Digit grouping symbol	Not supported.
Digit grouping	Not supported.
Negative sign symbol	Controlled by 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.

For a list of the software guides that are installed with SCIEX OS, refer to [Table D-1](#). These guides can be accessed at the following locations:

- (Windows 10 operating systems) **Start > SCIEX OS**
- (Windows 7 operating systems) **Start > All Programs > SCIEX OS**

The software guides and tutorials are installed in <drive>:\Program Files\SCIEX\SCIEX OS\Documentation\.

**Table D-1 Software Documentation**

<b>Document</b>	<b>Description</b>
<i>Software Installation Guide</i>	Describes how to install the software.
<i>Release Notes</i>	Describes new features and any software issues.
<i>Software User Guide</i>	Provides procedures for setting up and using SCIEX OS to create methods, acquire samples, and analyze data.
<i>Laboratory Director Guide</i>	Describes the security and audit functionality of SCIEX OS.
<i>Help System</i>	Provides procedures for setting up and using SCIEX OS to create methods, acquire samples, and analyze data.

Hardware guides are distributed on the *Customer Reference* DVDs for the system and ion source. The following table lists these guides.

**Table D-2 Hardware Documentation**

<b>Document</b>	<b>Description</b>
<i>System User Guide</i>	Provides information about operating and maintaining the mass spectrometer and using SCIEX OS.
<i>Qualified Maintenance Person Guide</i>	Provides procedures for cleaning and maintaining the mass spectrometer.  <b>Note:</b> Only qualified operators should perform the procedures in this guide.
<i>Devices Setup Guide</i>	Provides procedures for connecting devices to the computer and instrument.
<i>Site Planning Guide</i>	Provides information about how to prepare the site, as well as materials required for installing the instrument.
<i>Turbo V™ Ion Source Operator Guide</i>	(SCIEX X500 QTOF and ZenoTOF™ Systems) Provides procedures for installing the ion source.
<i>IonDrive™ Turbo V Ion Source Operator Guide</i>	Provides procedures for installing the ion source.
<i>OptiFlow® Turbo V Ion Source Operator Guide</i>	(ZenoTOF™ Systems) Provides procedures for installing the ion source.
<i>OptiFlow® Pro Ion Source Operator Guide</i>	(SCIEX 7500 Systems) Provides procedures for installing the ion source.

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

# Contact Us

---

## Customer Training

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

## Online Learning Center

- [SCIEX University™](#)

## SCIEX Support

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

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

## CyberSecurity

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

## Documentation

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

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

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

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

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

---

**Note:** To request a free, printed version of this document, contact [sciex.com/contact-us](http://sciex.com/contact-us).

---