



SCIEX OS 1.4

Software Installation Guide



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AB Sciex Pte. Ltd.
Blk 33, #04-06
Marsiling Ind Estate Road 3
Woodlands Central Indus. Estate.
SINGAPORE 739256

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Introduction

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This guide provides information about, and procedures for, installing SCIEX OS 1.4. The guide also includes information on supported devices and firmware and troubleshooting installation.

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

Technical Support

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

Contact Us

SCIEX Support

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

Customer Training

- In North America: NA.CustomerTraining@sciex.com
- In Europe: Europe.CustomerTraining@sciex.com
- Outside the EU and North America, visit sciex.com/education for contact information.

Online Learning Center

- [SCIEXUniversity](#)

CyberSecurity

For the latest guidance on cybersecurity for SCIEX products, visit sciex.com/productsecurity.

Important Information to Know Before Installing

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 folder contains 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:

- 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 to enquire about purchasing additional licenses, contact a SCIEX sales representative or Technical Support using sciex.com/request-support.
- Do not attempt to install the software without following the installation instructions provided in this guide.
- SCIEX OS 1.4 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 1.4.
- Results Tables created in SCIEX OS 1.4 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 1.4.
- All devices supported in earlier versions of SCIEX OS continue to be supported in SCIEX OS 1.4. Refer to [Peripheral Devices and Firmware](#).
- SCIEX OS 1.4 is available as either a software DVD or web download package. Refer to [Installation Instructions](#).
- Deactivate all devices and close SCIEX OS before upgrading to SCIEX OS 1.4.
- If SCIEX OS is being installed on a computer running the Analyst[®] or Analyst[®] TF software, then deactivate the hardware profile and close the Analyst[®] or Analyst[®] TF software before starting the installation.
- For more information about the compatibility of SCIEX OS with other software applications, refer to [Compatible Software](#).

Required Software

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

Operating System Requirements

- Microsoft Windows 7, 64-bit, SP1 or Microsoft Windows 10, 64-bit
- English (Language and Keyboard settings)

Computer Requirements

Dell OptiPlex XE2 computer, with:

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

Computers with lower specifications can be used for processing SCIEX OS 1.4 data but they cannot be used for acquiring data.

Compatible Software

The following applications are compatible with SCIEX OS 1.4 on Microsoft Windows 7 and Microsoft Windows 10 operating systems.

Table 2-1 Compatible Software

Software Name	Additional Information
BioPharmaView™ software version 2.1 or 3.0	Note: Version 2.1 of the BioPharmaView™ software is only compatible with the Microsoft Windows 7 operating system. Version 3.0 BioPharmaView™ software is compatible with both Microsoft Windows 7 and Microsoft Windows 10.
LibraryView™ software version 1.3	—
MarkerView™ software version 1.3.1	—

Note: SCIEX OS can also coexist with the Analyst® software version 1.6.2 or later and the Analyst® TF software version 1.7.1 or later.

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 to D:\SCIEX OS Data.
- **C:\Program Data\SCIEX:** This folder contains all security and device configuration data.

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

If the backup software encounters locked files, 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

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

1. Log on to the computer as a Microsoft Windows user with Administrator privileges.
2. Do one of the following:
 - If the software is being installed from a DVD, then load the DVD in the DVD drive and continue with step [5](#).
 - If the software is being installed from a downloaded file, then continue with step [3](#).
3. Download the required zip file from the SCIEX website.

Tip! To prevent potential installation issues, save the file to the D drive.

4. After the download is complete, right-click the downloaded file and then click **Extract All**.
5. Browse to the extracted files or the DVD and then double-click **Setup.exe**.
6. 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.

7. After the software is installed, restart the computer.
8. Start the software.
9. License and activate the software. Refer to [Electronic Licensing](#).

A license key is supplied with an X500 QTOF the system. If a license key is not available, then contact sciex.com/request-support

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

10. If required, browse to the Drivers folder of the installation package and then double-click **xTDC4_driver.exe** to install version 1.1.0 of the driver.

Note: On a computer configured with Microsoft Windows 10, version 1.1.0 of the xTDC4 driver is already installed and this step can be ignored. On a computer configured with Microsoft Windows 7, the existing driver, version 1.0.3, must be uninstalled and the new driver, version 1.1.0 must be installed.

11. For X500 acquisition computers, run the MS FW Updater Utility to update the MS firmware and instrument configuration tables. Refer to the MS FW Updater Utility READ ME file that comes with the software installation package.

Upgrade from SCIEX OS 1.2 or Later

A new software license is required to upgrade from previous versions of SCIEX OS.

Installation Instructions

Note: To upgrade from versions of SCIEX OS earlier than version 1.2, uninstall SCIEX OS and then install SCIEX OS 1.4. Also upgrade any vertical applications. Refer to [Install Optional Vertical Applications](#) for information about upgrading the vertical applications.

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

1. Back up the C:\Program Data\SCIEX folder. Refer to [Back up the SCIEX OS Folders to a Safe Location](#).
2. Log on to the computer as a Microsoft Windows user with Administrator privileges.
3. 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**.
4. Back up the SCIEX OS data folder. Refer to [Back up the SCIEX OS Folders to a Safe Location](#).
5. Do one of the following:
 - If the software is being installed from a DVD, then load the DVD in the DVD drive and continue with step [8](#).
 - If the software is being installed from a downloaded file, then continue with step [6](#).
6. Download the required zip file from the SCIEX website.

Tip! To prevent potential installation issues, save the file to the D drive.

7. After the download is complete, right-click the downloaded file and then click **Extract All**.
8. Browse to the extracted files or the DVD and then double-click **Setup.exe**.
9. Follow the on-screen instructions.

The initial setup might take several minutes as the SQL server must be installed.
10. After the software is installed, restart the computer.
11. If required, browse to the Drivers folder of the installation package and then double-click **xTDC4_driver.exe** to install version 1.1.0 of the driver.

Note: On a computer configured with Microsoft Windows 10, version 1.1.0 of the xTDC4 driver is already installed and this step can be ignored. On a computer configured with Microsoft Windows 7, the existing driver, version 1.0.3, must be uninstalled and the new driver, version 1.1.0 must be installed.

12. For X500 acquisition computers, run the MS FW Updater Utility to update the MS firmware and instrument configuration tables. Refer to the MS FW Updater Utility READ ME file that comes with the software installation package.

Install Optional Vertical Applications

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

- BioPharmaView™ software version 2.1 or 3.0
- MarkerView™ software version 1.3.1
- LibraryView™ software version 1.3

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 1.2 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 to verify software compatibility.

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

Contact sciex.com/request-support for help on downgrading from the current version of the software.

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. The license file name must be SCIEXOS1.4 with the file extension lic and it must be located at C:\Program Files\SCIEX\SCIEX OS on the computer where the SCIEX OS software is installed, for both node-locked and server-based license.

Note: To activate a hardware profile with a real mass spectrometer or acquire data, a **node-locked license for acquisition** is required. A license for processing cannot be used to activate a real instrument hardware profile or acquire data.

Note: Do not change the computer date and time after the license is activated for both node-locked and server-based licenses. 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, even if it is for an acquisition station or a license server. Modifying the license file will invalidate the license and it will be 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 SCIEXOS1.4.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 4-1 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. Type the license key from the license certificate in step 1 in the Software Activation dialog.
3. Click the link in step 3 in the Software Activation dialog.

The SCIEX Login web page to log into the SCIEX account opens.

4. Either click **Log In** to log on to a SCIEX account or click **Create an Account** to create a new account if you do not have a SCIEX account.

After the log on or account creation is completed, the software activation SCIEX web page is shown. The user's first name, last name, and e-mail ID are shown in the first three fields in the form in addition to Computer ID and License key.

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 one of your SCIEX instruments. Contact SCIEX Support at sciex.com/contact-us if you do not have an instrument serial number.

Electronic Licensing

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.

If a license is being activated for SCIEX OS on this computer, then **Computer ID** and **License Key** fields are already populated with the correct information.

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, download the attached license file, and then place it in the C:\Program Files\SCIEX\SCIEX OS folder.

Note: Make sure the license file name is SCIEXOS1.4.lic.

Activate Server-Based License

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

1. Setup a license server
2. Create a license file named as SCIEXOS1.4.lic for the client computers.
3. Distribute the license file to each client computer where SCIEX OS is installed.

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

For license server setup procedure, refer to the *License Server Setup Guide* within the downloaded package.

Mass Spectrometer Firmware Versions

5

Device	Firmware
Mass spectrometer	ATLAS_QTOF_ICX_v0_r04

Instrument Configuration Table

6

Device	Instrument Configuration Table
Mass spectrometer	X500R CONFIG_X500R_v0_r04 X500B CONFIG_X500B_v0_r03

Peripheral Devices and Firmware

A

SCIEX OS 1.4 supports the devices listed in the following table.

In most cases, more recent firmware versions from the device manufacturer will work with SCIEX OS 1.4. If issues occur, then change the device firmware to the version listed in this table. For information on verifying and upgrading firmware, refer to the documentation provided by the device manufacturer. For information on installation and configuration of devices, refer to the *Devices Guide*.

Table A-1 ExionLC™ Series of Devices

Peripheral Device	Tested Firmware (and other firmware)	Communication Cable Required
ExionLC™ Controller	2.0, 3.01, 3.40	Ethernet
ExionLC™ AC Pump	2.04	Optic
ExionLC™ AC Autosampler	2.05, 3.12	Optic
ExionLC™ AC Column Oven	3.21	Optic
ExionLC™ AD Pump	2.04, 3.11, 3.21	Optic
ExionLC™ AD Autosampler	(3.12)	Optic
ExionLC™ AD Multiplate Sampler	(3.15)	Optic
ExionLC™ PDA Detector	4.02	Ethernet Note: 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	—	N/A
ExionLC™ Solvent Selection Valve	N/A	N/A

Peripheral Devices and Firmware

Table A-2 Agilent 1290 Infinity and Infinity II Series of Devices

Peripheral Device	Model	Tested Firmware (and other firmware)	Communication Cable Required
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
Infinity II High-speed Pump	G7120A	(B.07.10)	CAN or Ethernet
Infinity II Flexible Pump	G7104A	B.07.10	CAN or Ethernet
Infinity II Multisampler	G7167B	D.07.17	CAN or Ethernet
Infinity II Multicolumn Thermostat	G7116B	D.07.10	CAN
Infinity II DAD	G7117B	(D.07.10)	Ethernet

Table A-3 Agilent 1260 Infinity and Infinity II Series of Devices

Peripheral Device	Model	Tested Firmware (and other firmware)	Communication Cable Required
Infinity II Binary Pump	G7112B		CAN or Ethernet
Infinity II Quarternary Pump	G7111B	D.07.13	CAN or Ethernet
Infinity II Bio-Inert Pump	G5654A	D.07.13	CAN or Ethernet
Infinity II Multisampler	G7167A	D.07.16	CAN or Ethernet or, if the system contains a DAD, then CAN
Infinity II Bio-Inert Multisampler	G5668A	D.07.16	CAN or Ethernet or, if the system contains a DAD, then CAN
Infinity II Multicolumn Thermostat	G7116A	D.07.13, D.07.16	CAN
Infinity II DAD	G7117C	D.07.10	Ethernet

Table A-4 Shimadzu

Peripheral Device	Tested Firmware (and other firmware)	Communication Cable Required
SIL-20ACXR Autosampler	3.12	Optic
SIL-30AC Autosampler	3.12	Optic
SIL-30ACMP Autosampler	3.15	Optic
LC-20ADXR Pump	3.11	Optic
LC-30AD Pump	3.11, 3.21	Optic
CTO-20AC Column Oven	2.03, 2.10	Optic
SPD-20A UV-VIS Detector	1.04	Optic
SPD-M30A UV Detector	3.11, 4.02	Ethernet Note: The Detector requires a switching hub to connect to the system controller and the acquisition computer.
FCV-12AH Valve	N/A	N/A
FCV-13AL Valve	N/A	N/A
CBM-20 A with Ethernet Switch (system controller with 8 fiber optic ports)	2.81, 3.01, 3.11, 3.31	Ethernet
Rack Changer II	2.0	Optic

Microsoft Windows Configuration (Windows 7 and Windows 10)

B

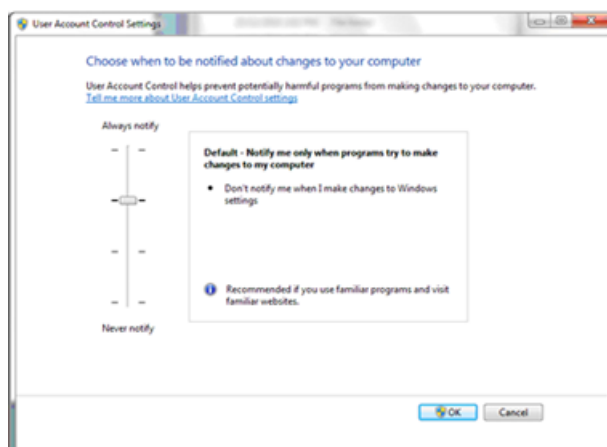
Note: We recommend that Microsoft Windows updates and Internet connectivity for the application computer be disabled to prevent modification to the Microsoft Windows components. If updates and Internet connectivity are not disabled, then the system must be validated after updates to Microsoft Windows or the .NET framework. Make sure that adequate virus protection is in place to prevent virus corruption of system functionality.

User Account Control Settings

SCIEX recommends the use of the default settings for User Account Control when SCIEX OS is installed on the Microsoft Windows 7 or Windows 10 (64-bit) operating system. 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.

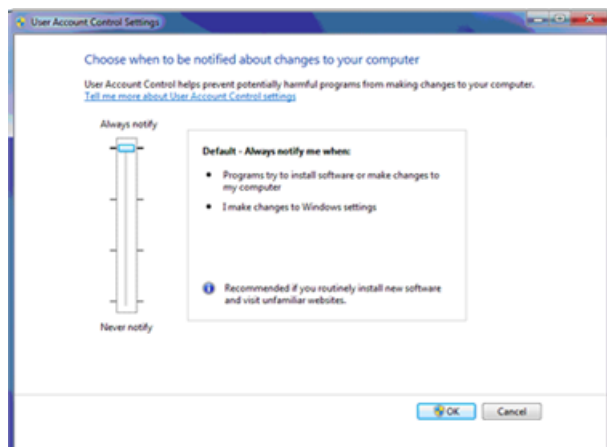
1. Open Windows Control Panel.
2. Select the option based on the operating system being used:
 - (Microsoft Windows 7) Click **System and Security > Change User Account Control settings**.
 - (Microsoft Windows 10) Click **System and Maintenance > Change User Account Control settings**.
3. On the **User Account Control Settings** dialog, move the slider bar to the desired level.
4. For the Administrator, select **Default – Notify me only when programs try to make changes to my computer**, and then click **OK**.

Figure B-1 User Account Control setting for the Administrator



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

Figure B-2 User Account Control setting for standard users



Region and Language Settings

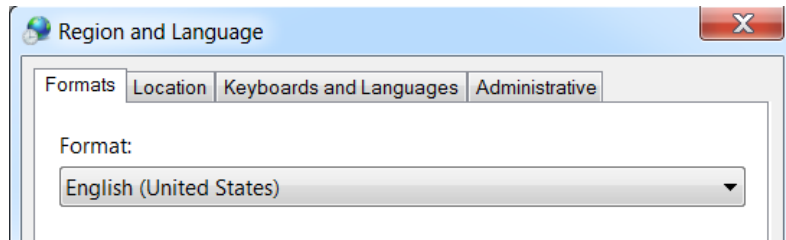
Only the English version of the Microsoft Windows 7, 64-bit, or Microsoft Windows 10, 64-bit, operating system is supported.

Microsoft Windows Configuration (Windows 7 and Windows 10)

- (On the Microsoft Windows 7 operating system) The following settings must be configured in the Region and Language control panel.

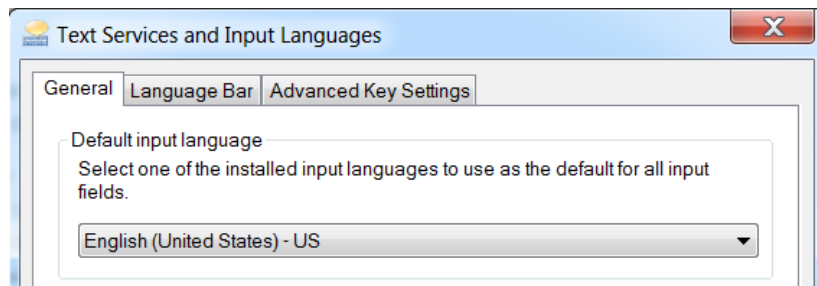
1. Set the **Format** field to **English (United States)**.

Figure B-3 Region and Language Dialog - Windows 7



2. Click the Keyboards and Languages tab and then click **Change Keyboards**.
 3. Click **Apply**.
 4. Click **OK**.
- (On the Microsoft Windows 7 operating system) The following settings must be configured in the Text Services and Input Languages control panel.
 1. On the General tab, select **English (United States) - US** as the default input language.

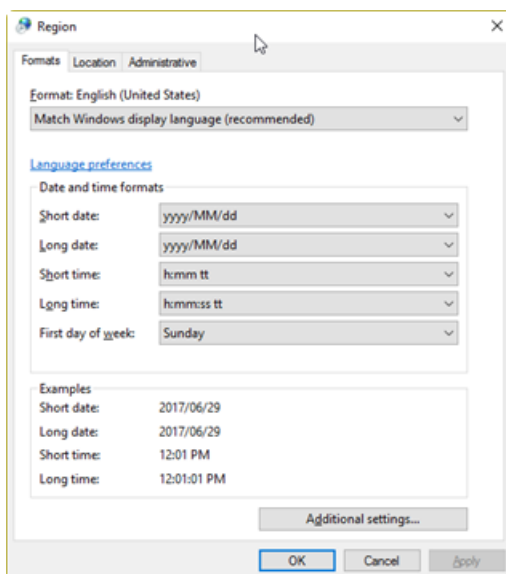
Figure B-4 Text Services and Input Languages Dialog - Windows 7



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

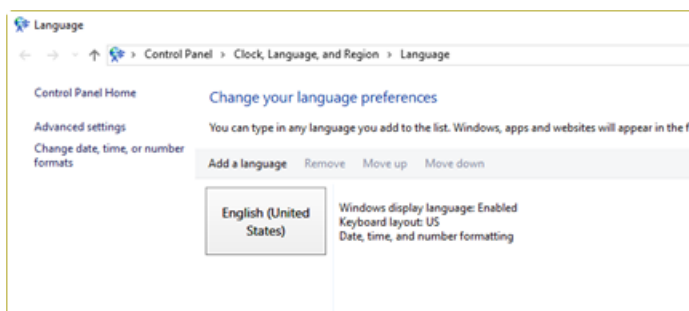
- (On the Microsoft Windows 10 operating system) The following settings must be configured in the Region control panel.
 1. To open the Region control panel, click **Clock, Language, and Region > Region**
 2. In **Format** field, select **English (United States)**.

Figure B-5 Region Dialog - Windows 10



3. Click **Apply**.
 4. Click **OK**.
- (On the Microsoft Windows 10 operating system) The following settings must be configured in the Language control panel.
 1. Click **Clock, Language, and Region > Language** to open the Language control panel.
 2. Select **English (United States)** as the default input language.

Figure B-6 Language Dialog - Windows 10



Microsoft Windows Configuration (Windows 7 and Windows 10)

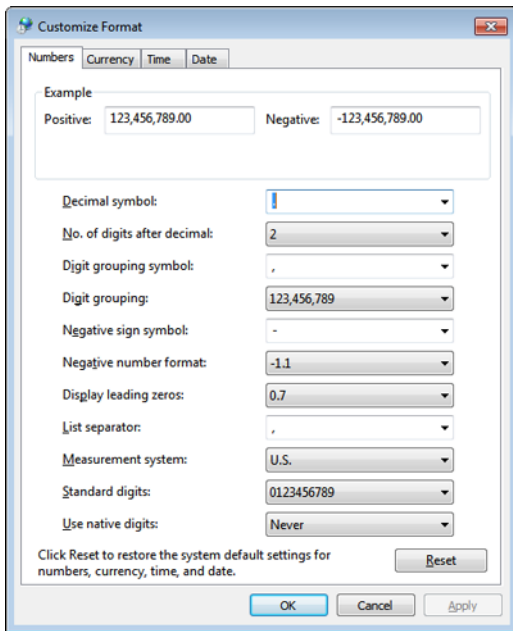
Setting the Format field and the default input language field to a different value might cause the software to show the file information or the audit trail information incorrectly.

Note: We recommend that Microsoft Windows updates and Internet connectivity for the application computer be disabled to prevent modification to the Microsoft Windows components. If updates and Internet connectivity are not disabled, then the system must be validated after updates to Microsoft Windows or the .NET framework. Make sure that adequate virus protection is in place to prevent virus corruption of system functionality.

Local Settings

Only the local settings shown in [Figure B-7](#) are supported.

Figure B-7 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.

Microsoft Windows Configuration (Windows 7 and Windows 10)

Label	Supported in SCIEX OS
Negative number format	Not supported.
Display leading zeros	Not supported.
List separator	Not supported.
Measurement system	Not supported.
Standard digits	Not supported.
Use native digits	Not supported.

[Table C-1](#) provides a list of the software guides and tutorials documents that are installed with SCIEX OS. These guides and tutorials can be accessed at the following locations:

(Microsoft Windows 10 operating systems) **Start > SCIEX OS**

(Microsoft 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 C-1 Software Documentation

Document	Description
Software Installation Guide	This guide. Describes how to install the software.
Release Notes	Describes new features and any software issues.
Software User Guide	Provides procedures for setting up and using SCIEX OS to create methods, acquire samples, and analyze data.
Explorer Tutorial	Provides procedures for using the Explorer workspace to analyze data.
Laboratory Director Guide	Describes the security functionality of SCIEX OS.
Help	Provides procedures for setting up and using SCIEX OS to create methods, acquire samples, and analyze data.

The hardware guides are available on the SCIEX website, sciex.com. Navigate to the product, and then click the **Resources** tab.

Hardware guides are also distributed on the *Customer Reference* DVDs for the system and ion source. [Table C-2](#) lists these guides.

Table C-2 Hardware Documentation

Document	Description
System User Guide	Provides information about operating and maintaining the mass spectrometer and using SCIEX OS.
Qualified Maintenance Procedures	Provides procedures for cleaning and maintaining the mass spectrometer. Note: Note: Only qualified operators should perform the procedures in this guide.
Devices Guide	Provides procedures for connecting devices to the computer and instrument.
Site Planning Guide	Provides information about how to prepare the site as well as materials required for installing the instrument.
Turbo V™ Ion Source Operator Guide	Provides procedures for installing and testing the ion sources.