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# SCIEX OS 1.6.10

Software Installation Guide



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This guide provides information about, and procedures for, installing SCIEX OS 1.6.10. 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 SCIEX OS.

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**Note:** Back up SCIEX OS data folders to a safe location before reinstalling.

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**Note:** When installing on a computer with an existing SCIEX OS installation, make sure to remove the existing installation before proceeding.

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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 1.6.10 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 1.6.10 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 1.6.10.
- Results Tables created in SCIEX OS 1.6.10 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 1.6.10.
- All peripheral devices supported in earlier versions of SCIEX OS continue to be supported in SCIEX OS 1.6.10. Refer to [Peripheral Devices and Firmware](#).
- SCIEX OS 1.6.10 is available as either a software DVD or web download package. Refer to [Installation Instructions](#).

- If SCIEX OS is being installed on a computer running the Analyst® Software, then deactivate the hardware profile and close the Analyst® Software before starting the installation.

## Computer Requirements

The software supports the following computers:

- 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

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

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Acquisition computers also require two single-port Broadcom Ethernet cards.

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 1.6.10 data but they cannot be used for acquiring data.

## Operating System Requirements

- Windows 7, 64-bit, SP1 or Windows 10, 64-bit, operating system
- English (Language and Region settings)

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**Note:** 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](#).

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## Software Requirements

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

## Install the Software

### Prerequisites

- 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 system before beginning the installation.

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.

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.

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

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- b. After the download is complete, right-click the downloaded file and then click **Extract All** to extract the installation package.
5. Double-click **Setup.exe** on the DVD or in the installation package.
  6. Follow the on-screen instructions.

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

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

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**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.

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**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.

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7. After the software is installed, restart the computer.

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**Note:** A restart is not mandatory. However, SCIEX recommends that the computer is restarted.

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8. Open the software.
9. License and activate the software. Refer to [Electronic Licensing](#).

A license key is supplied with the system. If a license key is not available, then contact [sciex.com/request-support](http://sciex.com/request-support).

If the SCIEX OS 1.6.10 license includes licensing for the LibraryView™ Software, then LibraryView™ Software must be installed separately.

Separate 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.

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 OS1.6.10.lic. Install the license file in the C:\Program Files\SCIEX\SCIEX OS folder on the computer where SCIEX OS is installed.

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**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.

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**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.

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## 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 SCIEXOS1.6.10.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.



## Electronic Licensing

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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.

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**Note:** Make sure that the license file name is SCIEXOS1.6.10.lic.

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## Activate 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](http://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 SCIEXOS1.6.10.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 5-1</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.
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>

**Figure 5-1 Installation Error (Example)**



# Mass Spectrometer Firmware Versions

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# A

Mass Spectrometer	Firmware
SCIEX Triple Quad™ 6500+ System	PIL1903

# Instrument Configuration Table

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# B

Mass Spectrometer	Instrument Configuration Table
SCIEX Triple Quad™ 6500+ System	TripleQuad6500+R02.fw

# Peripheral Devices and Firmware

# C

SCIEX OS 1.6.10 supports the devices listed in the following tables.

In most cases, more recent firmware versions from the device manufacturer will work with SCIEX OS 1.6.10. 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 Guide*.

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

Device Component	Firmware
Echo <sup>®</sup> MS Module	1.0.0

**Table C-2 ExionLC<sup>™</sup> Devices**

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

## Peripheral Devices and Firmware

**Table C-2 ExionLC™ Devices (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 C-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
High-speed Pump	G7120A	(B.07.10)	CAN or Ethernet
Infinity II Flexible Pump	G7104A	B.07.10	CAN or Ethernet
Multisampler	G7167B	D.07.17	CAN or Ethernet

Table C-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 C-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 C-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	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
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
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  <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	Ethernet
FCV-12AH Valve	—	—
FCV-13AL Valve	—	—
Rack Changer II	2.0	Optic

# Windows Operating System Configuration

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# D

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

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

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## User Account Control Settings

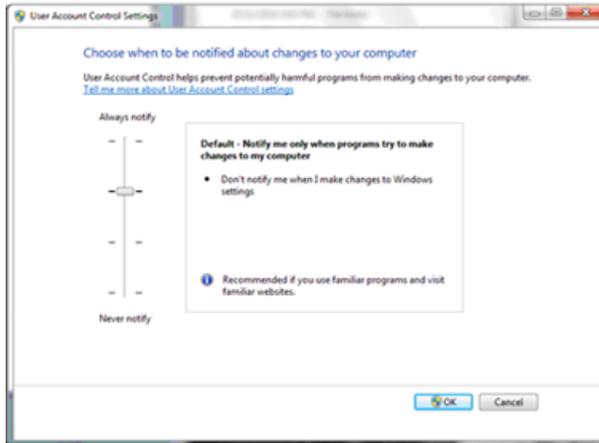
### User Account Control Settings (Windows 7)

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.

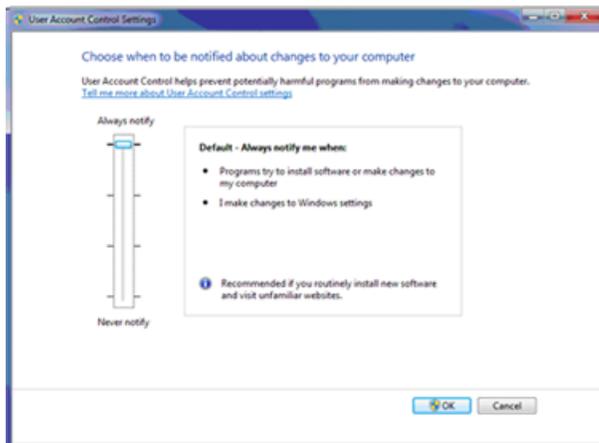
1. Open Control Panel.
2. Click **System and Security > Change User Account Control settings**.
3. On the **User Account Control Settings** dialog, move the slider bar to the required level.
4. For the Administrator, select **Default – Notify me only when programs try to make changes to my computer**,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

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



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

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



## User Account Control Settings (Windows 10)

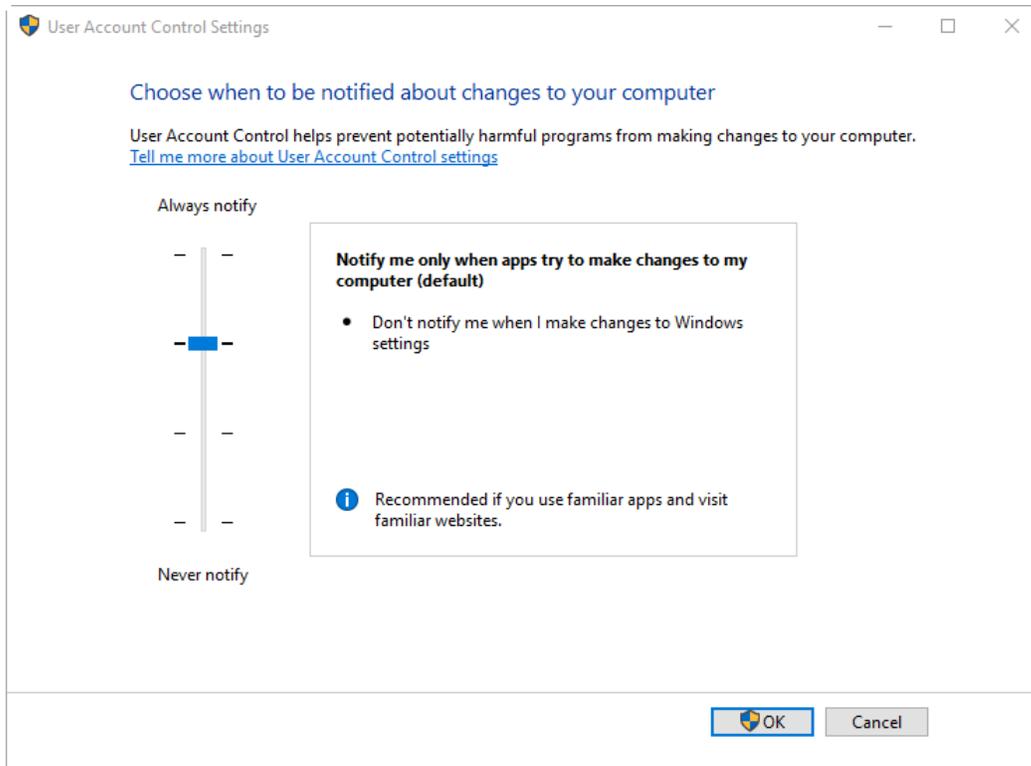
We recommend the use of the default settings for User Account Control when SCIEX OS is installed on the Windows 10, 64-bit, operating system. For the Administrator, the default setting is **Notify me only when programs try to make changes to my computer**. For standard users, it is **Always notify me**.

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

1. Open Control Panel.

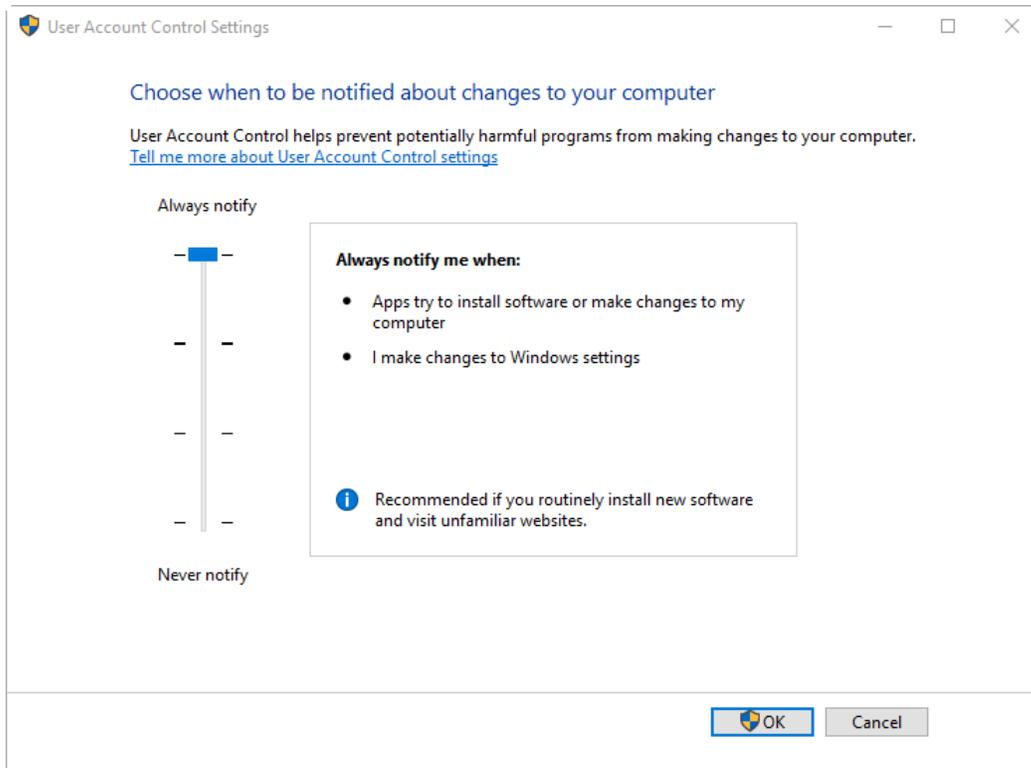
2. Click **Security and Maintenance > Change User Account Control settings**.
3. On the **User Account Control Settings** dialog, move the slider bar to the required level.
4. For the Administrator, select **Notify me only when programs try to make changes to my computer (default)**, and then click **OK**.

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



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

**Figure D-4 User Account Control Setting for Standard Users**

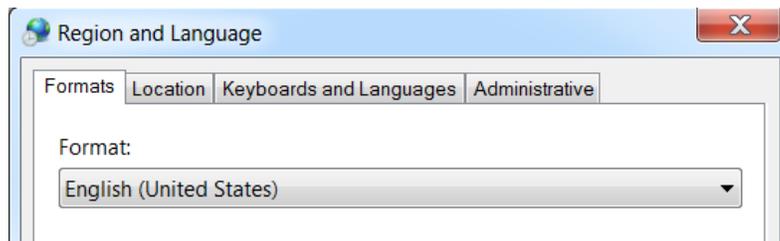


# Region and Language Settings

## Region and Language Settings (Windows 7)

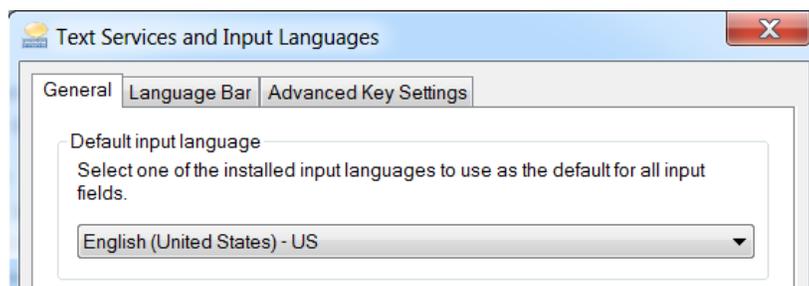
- Configure the Region and Language control panel.
  1. Set the **Format** field to **English (United States)**.

**Figure D-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 D-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)

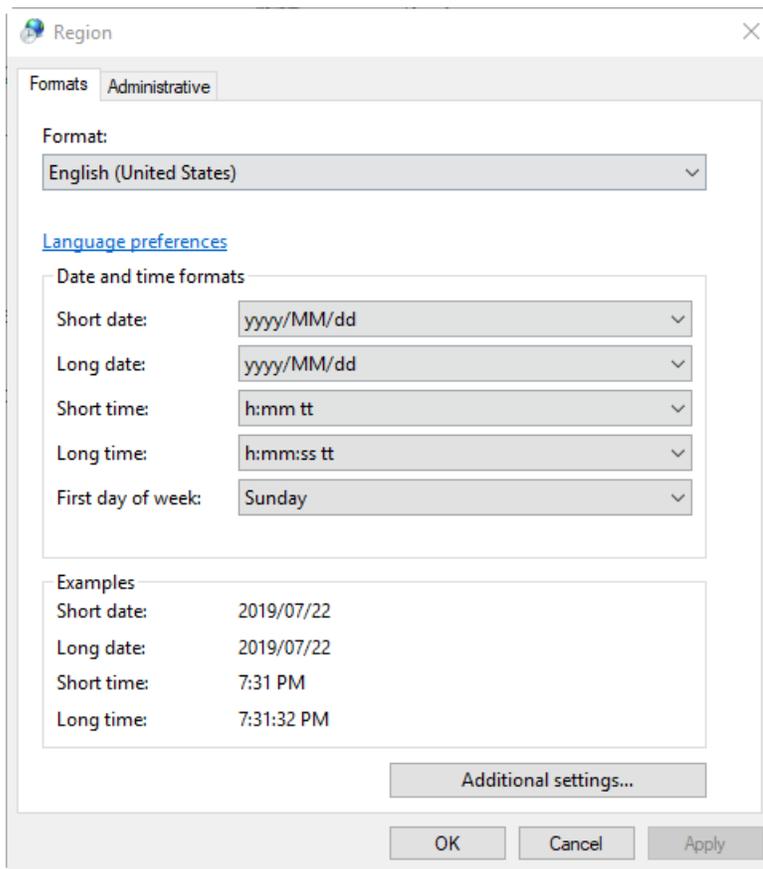
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**Note:** Setting the **Format** field to a different value might cause the software to show the file information or the audit trail information incorrectly.

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

**Figure D-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)

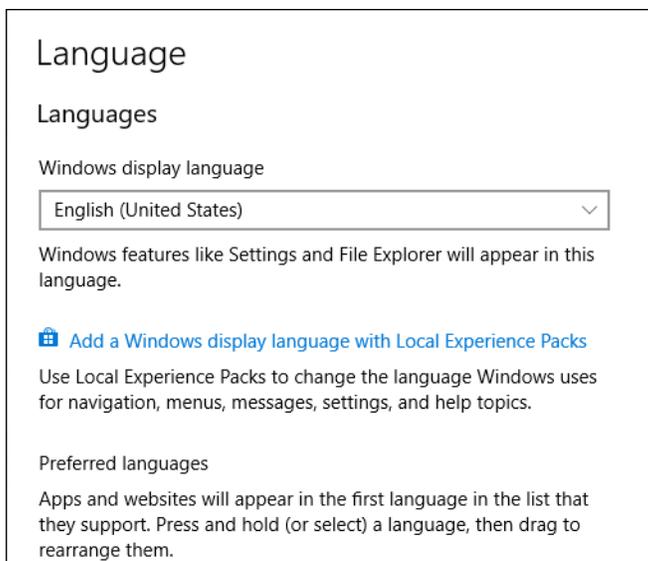
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**Note:** Setting the **Windows display language** to a different value might cause the software to show the file information or the audit trail information incorrectly.

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

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

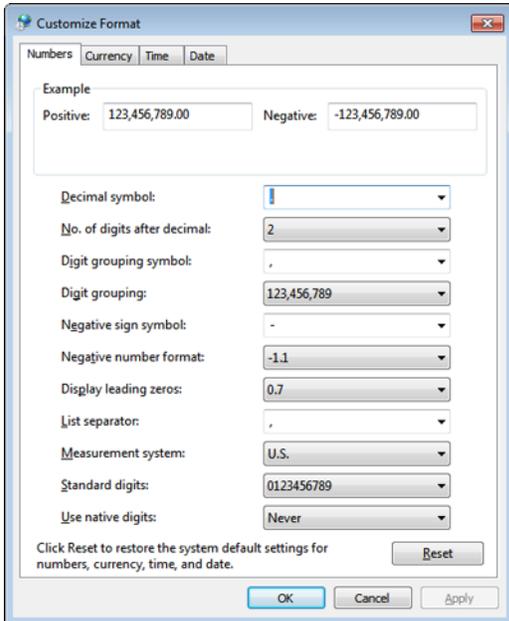


4. For the **Windows display language**, select **English (United States)**.

## Local Settings

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

**Figure D-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 E-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 E-1 Software Documentation**

Document	Description
Software Installation 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 and audit 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](http://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 E-2](#) lists these guides.

**Table E-2 Hardware Documentation**

Document	Description
System User Guide	Provides information about operating and maintaining the mass spectrometer and using SCIEX OS.
Qualified Maintenance Person Guide	Provides procedures for cleaning and maintaining the mass spectrometer. <hr/> <b>Note:</b> Only qualified operators should perform the procedures in this guide. <hr/>
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.
IonDrive™ Turbo V Ion Source Operator Guide	Provides procedures for installing the ion source.
OptiFlow® Turbo V Ion Source Operator Guide	Provides procedures for installing the ion source.

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

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# Contact Us

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## 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>.

## Contact Us

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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.

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

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

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