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SCIEX OS 2.2 Software  
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Introduction

This guide provides information about, and procedures for, installing the SCIEX OS 2.2 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 the section: 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 2.2 are not compatible with other versions of the software.
- SCIEX OS uses electronic licensing. For license activation, refer to the section: 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.
- SCIEX OS 2.2 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 2.2.
- Results Tables created in SCIEX OS 2.2 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 2.2.
- All devices supported in earlier versions of SCIEX OS continue to be supported in SCIEX OS 2.2. Refer to the section: Devices and Firmware.
- SCIEX OS 2.2 is available as a web download package. If a DVD is required, contact a local sales representative.
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 the section: Compatible Software.

**Patches and HotFixes**

SCIEX OS 2.2 contains the functionality in these patches and HotFixes. If the patches or HotFixes are installed, then they are removed during the installation of the software.

**SCIEX OS 2.1.6**

- SCIEX OS 2.1.6 Patch for Communication Issue
- SCIEX OS 2.1.6 Patch for Slowness Issue
- SCIEX OS 2.1.6 HotFix 1
- SCIEX OS 2.1.6 HotFix 2

**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

**SCIEX OS 1.7**

- SCIEX OS 1.7 Patch for ChemSpider Issue
- SCIEX OS 1.7 Patch for German OS
- SCIEX OS 1.7 Patch for Network Issue
- SCIEX OS 1.7 Patch for Reporting Issue
- SCIEX OS 1.7 Patch for Slowness Issue

**SCIEX OS 1.6.10**

- SCIEX OS 1.6.10 Patch for the Echo MS System
SCIEX OS 1.6.2
• SCIEX OS 1.6.2 Patch for Reporting Issue
• SCIEX OS 1.6.2 Patch for Slowness Issue

SCIEX OS 1.6.1
• SCIEX OS 1.6.1 Patch for Processing Issue with Checksum

SCIEX OS 1.5
• SCIEX OS 1.5 Patch for Chemspider API Update
• SCIEX OS 1.5 Patch for Cronologic Data Issues
• SCIEX OS 1.5 Patch for E-Signature Issue
• SCIEX OS 1.5 Patch for Processing Issue
Acquisition Computer Requirements

The software supports the following computers:

• SCIEX Workstation or Workstation+, with:
  • An Intel Core i5-8500 processor (8 core, 16.5 MB cache, 3.9 GHz, 4.5 GHz Turbo, with NVIDIA P400 or T400)
  • 32 GB (2 × 16 GB) 2666 MHz DDR4 UDIMM Non-ECC
  • SCIEX Workstation: 2 × 1 TB HDD (RAID1)
  • SCIEX Workstation+: 2 × 2 TB HDD (RAID1)

• 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)

• 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)

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 2.2 data but they cannot be used for acquiring data.
Operating System Requirements

- Operating system: Windows 7, 64-bit or Windows 10, 64-bit, with HotFix 2
  For acquisition, only the English operating system is supported. For processing (SCIEX OS-Q and SCIEX OS-MQ), the English, French, German, and Italian operating systems are supported.
- Language settings: English
- Region settings: English, French, or German
- (Recommended) System Restore: Disabled
- Windows Updates: 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:** Every SCIEX computer is configured with a local Administrator-level account, **abservice**. This account is used by SCIEX service and technical support to install, service, and support the system. Do not remove or deactivate this account. If the account must be removed or deactivated, then prepare an alternate plan for SCIEX access, and communicate it to the local FSE.

**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.
Requirements

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 2.2 software requires activation of the SCIEX OS 2.2 license.

Compatible Systems

The following sytems are compatible with SCIEX OS 2.2.

**Table 2-1 Supported Mass Spectrometers and Ion Sources**

<table>
<thead>
<tr>
<th>Mass Spectrometer</th>
<th>Supported Ion Sources</th>
</tr>
</thead>
<tbody>
<tr>
<td>X500R QTOF or X500B QTOF system</td>
<td>Turbo V ion source</td>
</tr>
<tr>
<td>ZenoTOF 7600 system</td>
<td>Turbo V ion source</td>
</tr>
<tr>
<td></td>
<td>OptiFlow Turbo V ion source</td>
</tr>
<tr>
<td>SCIEX Triple Quad 4500 system</td>
<td>Turbo V ion source</td>
</tr>
<tr>
<td>SCIEX Triple Quad 5500 system</td>
<td>Turbo V ion source</td>
</tr>
<tr>
<td></td>
<td>OptiFlow Turbo V ion source</td>
</tr>
<tr>
<td>SCIEX Triple Quad 5500+ system</td>
<td>Turbo V ion source</td>
</tr>
<tr>
<td></td>
<td>OptiFlow Turbo V ion source</td>
</tr>
</tbody>
</table>
Table 2-1 Supported Mass Spectrometers and Ion Sources (continued)

<table>
<thead>
<tr>
<th>Mass Spectrometer</th>
<th>Supported Ion Sources</th>
</tr>
</thead>
<tbody>
<tr>
<td>SCIEX Triple Quad 6500 system</td>
<td>IonDrive Turbo V ion source</td>
</tr>
<tr>
<td></td>
<td>OptiFlow Turbo V ion source</td>
</tr>
<tr>
<td></td>
<td>Turbo V ion source</td>
</tr>
<tr>
<td>SCIEX Triple Quad 6500+ system</td>
<td>IonDrive Turbo V ion source</td>
</tr>
<tr>
<td></td>
<td>OptiFlow Turbo V ion source</td>
</tr>
<tr>
<td></td>
<td>Turbo V ion source</td>
</tr>
<tr>
<td>SCIEX Triple Quad 7500 System – QTRAP Ready</td>
<td>OptiFlow Pro ion source</td>
</tr>
</tbody>
</table>

Compatible Software

The following applications are compatible with SCIEX OS 2.2 on Windows 7 and Windows 10 operating systems.

Table 2-2 Compatible Software

<table>
<thead>
<tr>
<th>Software Name</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Biologics Explorer software version 1.0</td>
<td>—</td>
</tr>
<tr>
<td>BioPharmaView software version 2.1, 3.0, 3.0.1, or 3.0.2</td>
<td>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.</td>
</tr>
<tr>
<td>BPV Flex software version 1.0.1, 2.0, 2.1</td>
<td>—</td>
</tr>
<tr>
<td>CloudConnect version 1.7</td>
<td>—</td>
</tr>
<tr>
<td>LibraryView software version 1.4</td>
<td>SCIEX OS cannot coexist with the LibraryView software version 1.0.x or 1.1 to 1.3.</td>
</tr>
<tr>
<td>MarkerView software version 1.3.1</td>
<td>—</td>
</tr>
<tr>
<td>MetabolitePilot software version 2.0.4</td>
<td>—</td>
</tr>
<tr>
<td>Molecule Profiler software version 1.1</td>
<td>A license for version 1.1 is required.</td>
</tr>
</tbody>
</table>
### Table 2-2 Compatible Software (continued)

<table>
<thead>
<tr>
<th>Software Name</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>OneOmics suite version 3.2</td>
<td>—</td>
</tr>
<tr>
<td>StatusScope remote monitoring service version 2.2</td>
<td>—</td>
</tr>
</tbody>
</table>

**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.

**Note:** SCIEX OS cannot coexist with the Cliquid or MasterView 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

**Note:** VC++2008 SP1 MFC Security Redistributable is also required. If it is not present, then the installation program will install it. Do not remove it. If it is removed, then the SCIEX OS will not function properly when an ExionLC 2.0 system is used.

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 before starting the installation.

   b. After the download is complete, right-click the downloaded file and then click **Extract All** to extract the installation package.

5. (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 118 characters or less. If it is longer, 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 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 the section: [Electronic Licensing](#).

    (Supported accurate and nominal mass systems) If the SCIEX OS 2.2 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. **(If required) For acquisition computers, run the MS FW Updater Utility to update the MS firmware and instrument configuration tables.** Refer to the section: [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 2.2.
Upgrade from SCIEX OS 1.3 or Later

Prerequisites

- If any Results Tables contain custom columns with the name \textit{IF}, then change the column name.
- Verify that the versions of all vertical applications installed on the computer are supported. For supported versions, refer to the section: \textit{Compatible Software}. If required, update the vertical applications before upgrading SCIEX OS. Refer to the section: \textit{Install Optional Vertical Applications}.

\textbf{Note:} Make sure that the LibraryView software version 1.4 is installed before upgrading SCIEX OS.

- 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 upgrade.

The installation program silently removes the patches that are integrated in this version. For a list of these patches, refer to the section: \textit{Patches and HotFixes}.

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.

\textbf{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 the section: \textit{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 the section: 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 before starting the installation.

10. After the download is complete, right-click the downloaded file and then click **Extract All** to extract the installation package.

11. (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 remove version 1.0.3 of the TDC4 driver and install version 1.1.0.

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 the section: Installation Cleanup.

14. (If required) For acquisition computers, run the MS FW Updater Utility to update the MS firmware and instrument configuration tables. Refer to the section: Run the MS FW Updater Utility.

For a supported firmware versions, refer to the section: 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 the section: Back up the SCIEX OS Folders to a Safe Location.
4. In the Windows Apps & features control panel, remove SCIEX OS.
5. Install SCIEX OS 2.2. Refer to the section: Install the Software.
6. Upgrade any vertical applications. Refer to the section: Install Optional Vertical Applications for information about upgrading the vertical applications.

Migrate from the Analyst Software

Prerequisites

- Complete the SCIEX OS eLearning, available at SCIEX Now Learning Hub.
- Make sure that the acquisition computer meets the requirements for SCIEX OS.
- Purchase the SCIEX OS license.

Customers using the Analyst software to acquire data from SCIEX Triple Quad 4500, 5500, 5500+, 6500, and 6500+ systems can upgrade to SCIEX OS, the new mass spectrometry software available
from SCIEX. An upgrade service is available from SCIEX. For more information, contact sciex.com/request-support.

**Note:** SCIEX does not support workflows that use both the Analyst software and SCIEX OS to acquire data from the same mass spectrometer.

1. Install SCIEX OS 2.2. Refer to the section: Install the Software.

2. Use the Instrument Settings Converter to import the mass spectrometer settings from the Analyst software into SCIEX OS. Refer to the document *Instrument Settings Converter Release Notes*.

   **Tip!** The release notes are in the Tools\InstrumentParametersConverter folder in the SCIEX OS installation package.

   **Note:** Use the version of the Instrument Settings Converter distributed in the SCIEX OS 2.2 installation package.

3. Use the **Convert file** command in the MS Method workspace in SCIEX OS to import MS methods created with the Analyst software and convert them to SCIEX OS format.

   **Note:** Only MS methods information is converted. LC methods must be recreated manually in SCIEX OS.

4. Review the transferred settings in SCIEX OS to make sure that they are appropriate.

   **Tip!** Use the **Verify MS scans** option in **MS Scan Tuning** procedure in the MS Tune workspace to review the settings. Expected results should be the same regardless of the control software installed.

**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 the section: Compatible Software.
Installation Instructions

If the application is not installed after SCIEX OS, 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 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 2.2 to SCIEX OS version 1.6.1 or later. To downgrade to earlier versions of SCIEX OS, contact 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 2.2.
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 cleanup procedure. Refer to the section: Installation Cleanup.
Run the MS FW Updater Utility

SCIEX OS requires that a supported firmware version be installed on the connected mass spectrometer. Use this utility to upgrade the firmware version on the mass spectrometer.

For a list of supported versions, refer to the section: Mass Spectrometer Firmware Versions.

Prerequisites

- SCIEX OS version 2.2 or later 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.
Run the 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.

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 document: System User Guide.
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 required version, and then click **Run Update**.

   **Note:** (X500 QTOF systems) The MS FW Updater cannot revert to firmware versions supported by SCIEX OS versions earlier than version 1.2. To revert to earlier versions, contact sciex.com/request-support.

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

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 OS2.2.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.

   The SCIEX OS Activation dialog opens. Follow the instructions in the dialog. A license key is required.
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.

**Note:** The license key starts with AID and is followed by 32 characters, consisting of 8 segments of 4-digit codes separated by hyphens.

3. In the SCIEX OS Activation dialog, click the link in step 3.

The SCIEX Login web page opens.

4. Click **Log In** to log in to an existing SCIEX account or click **Create an Account**.

When account creation or log-on is complete, the software activation SCIEX web page opens. 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 **License Key** field is also populated with the correct information.

5. In the **Select Your Instrument** field, select and type the required information.
Electronic Licensing

**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 if an instrument serial number is not available.

6. If a license is being activated for SCIEX OS on a different computer, then type 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. Follow the instructions in the License Server Setup Guide contained in the downloaded package.

2. **Create a license file** named SCIEXOS2.2.lic for the client computers.

3. **Distribute the license file** to each client computer where SCIEX OS is installed.
## Installation Troubleshooting Tips

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Possible Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>The installation could not be completed. Refer to the figure: Figure 6-1.</td>
<td>The version of Microsoft Visual C++ installed on the computer is later than the version distributed with SCIEX OS.</td>
<td>Remove Microsoft Visual C++ and then install SCIEX OS again. Note: If the installation is still unsuccessful, then perform the procedure in the section: Installation Cleanup.</td>
</tr>
</tbody>
</table>
| 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. | a. Remove SCIEX OS.  
b. Remove the LibraryViewFramework.  
c. Rename C:\ProgramData\SCIEX to C:\ProgramData \SCIEX_Removed.  
d. Install SCIEX OS. |
| Setup.exe - .NET Framework Initialization Error. Refer to the figure: Figure 6-2. | .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. |
Troubleshooting

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
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

<table>
<thead>
<tr>
<th>Mass Spectrometer</th>
<th>Firmware Application Version</th>
<th>Configuration Table Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>X500R QTOF system</td>
<td>ATLAS_QTOF_ICX_v0_r04</td>
<td>CONFIG_X500R_v0_r04</td>
</tr>
<tr>
<td>X500B QTOF system</td>
<td>ATLAS_QTOF_ICX_v0_r04</td>
<td>CONFIG_X500B_v0_r03</td>
</tr>
<tr>
<td>ZenoTOF 7600 system</td>
<td>AION_QTOF_ICX_v0_r04</td>
<td>CONFIG_Zeno-TOF-7600_ICX2_v0_r05</td>
</tr>
<tr>
<td>SCIEX Triple Quad 4500 system</td>
<td>PIL2004</td>
<td>FWTripleQuad4500R22.fw</td>
</tr>
<tr>
<td>SCIEX Triple Quad 5500 system</td>
<td>PIL2004</td>
<td>FWTripleQuad5500R08.fw</td>
</tr>
<tr>
<td>SCIEX Triple Quad 5500+ system</td>
<td>PIL2004</td>
<td>FWTripleQuad5500+R02.fw</td>
</tr>
<tr>
<td>SCIEX Triple Quad 6500 system</td>
<td>PIL2004</td>
<td>FWTripleQuad6500R05.fw</td>
</tr>
<tr>
<td>SCIEX Triple Quad 6500+ system</td>
<td>PIL2004</td>
<td>FWTripleQuad6500+R04.FW</td>
</tr>
<tr>
<td>SCIEX Triple Quad 7500 System – QTRAP Ready</td>
<td>PIL2004</td>
<td>FWTripleQuad7500QTRR02.FW</td>
</tr>
</tbody>
</table>
SCIEX OS 2.2 supports the devices listed in the following tables.

In most cases, more recent firmware versions from the device manufacturer will work with SCIEX OS 2.2. 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 document: *Devices Setup Guide*.

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

### Table B-1 Echo MS System

<table>
<thead>
<tr>
<th>Device Component</th>
<th>Firmware</th>
</tr>
</thead>
<tbody>
<tr>
<td>Echo MS module</td>
<td>1.1.0</td>
</tr>
</tbody>
</table>

### Table B-2 ExionLC 2.0 Systems

<table>
<thead>
<tr>
<th>Peripheral Device</th>
<th>Model</th>
<th>Tested Firmware</th>
<th>Communication Cable Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>LPG Pump</td>
<td>LPGP-200</td>
<td>1.07</td>
<td>Ethernet</td>
</tr>
<tr>
<td>Binary Pump</td>
<td>BP-200</td>
<td>1.07</td>
<td>Ethernet</td>
</tr>
<tr>
<td>Binary Pump+</td>
<td>BP-200+</td>
<td>1.01</td>
<td>Ethernet</td>
</tr>
<tr>
<td>Autosampler</td>
<td>AS-200</td>
<td>1.21</td>
<td>Ethernet</td>
</tr>
<tr>
<td>Autosampler+</td>
<td>AS-200+</td>
<td>1.21</td>
<td>Ethernet</td>
</tr>
<tr>
<td>Column Switching (Valve drive)</td>
<td>DR-200</td>
<td>6.12</td>
<td>Ethernet</td>
</tr>
<tr>
<td>Column Oven</td>
<td>CO-200</td>
<td>2.02</td>
<td>Ethernet</td>
</tr>
<tr>
<td>Multiwavelength Detector</td>
<td>MWD-200</td>
<td>1.1</td>
<td>Ethernet</td>
</tr>
</tbody>
</table>

1 If a firmware upgrade is required, then contact an FSE.
### Table B-2 ExionLC 2.0 Systems (continued)

<table>
<thead>
<tr>
<th>Peripheral Device</th>
<th>Model</th>
<th>Tested Firmware</th>
<th>Communication Cable Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diode Array Detector</td>
<td>DAD-200</td>
<td>1.1</td>
<td>Ethernet</td>
</tr>
<tr>
<td>Diode Array Detector - HS</td>
<td>DADHS-200</td>
<td>1.23</td>
<td>Ethernet</td>
</tr>
</tbody>
</table>

### Table B-3 ExionLC AC/ExionLC AD Systems

<table>
<thead>
<tr>
<th>Peripheral Device</th>
<th>Tested Firmware (and other firmware)</th>
<th>Communication Cable Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>ExionLC Controller</td>
<td>2.0, 3.01, 3.40</td>
<td>Ethernet</td>
</tr>
<tr>
<td>ExionLC AC Pump</td>
<td>2.04</td>
<td>Optic</td>
</tr>
<tr>
<td>ExionLC AC Autosampler</td>
<td>2.05, 3.12</td>
<td>Optic</td>
</tr>
<tr>
<td>ExionLC AC Column Oven</td>
<td>3.21</td>
<td>Optic</td>
</tr>
<tr>
<td>ExionLC AD Pump</td>
<td>2.04, 3.11, 3.21</td>
<td>Optic</td>
</tr>
<tr>
<td>ExionLC AD Autosampler</td>
<td>(3.12)</td>
<td>Optic</td>
</tr>
<tr>
<td>ExionLC AD Multiplate Sampler</td>
<td>(3.15)</td>
<td>Optic</td>
</tr>
<tr>
<td>ExionLC PDA Detector</td>
<td>4.02</td>
<td>Ethernet</td>
</tr>
<tr>
<td><strong>Note:</strong> The PDA Detector requires a switching hub to connect to the system controller and the acquisition computer. Refer to the document: <em>ExionLC PDA Detector Operator Guide.</em></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ExionLC UV Detector</td>
<td>2.03</td>
<td>Optic</td>
</tr>
<tr>
<td>ExionLC Rack Changer</td>
<td>(2.0)</td>
<td>Optic</td>
</tr>
<tr>
<td>ExionLC Degasser</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>ExionLC Solvent Selection Valve</td>
<td>—</td>
<td>—</td>
</tr>
</tbody>
</table>

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SCIEX OS 2.2 Software
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### Table B-4 Agilent 1290 Infinity and Infinity II Devices

<table>
<thead>
<tr>
<th>Peripheral Device</th>
<th>Model</th>
<th>Tested Firmware (and other firmware)</th>
<th>Communication Cable Required</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1290 Infinity Devices</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Binary Pump</td>
<td>G4220A</td>
<td>A.06.73, B.07.01</td>
<td>Ethernet or CAN</td>
</tr>
<tr>
<td>Standard Autosampler</td>
<td>G4226A</td>
<td>A.06.54, A.07.01</td>
<td>Ethernet or, if the system contains a DAD, then CAN</td>
</tr>
<tr>
<td>Column compartment</td>
<td>G1316C</td>
<td>A.06.53</td>
<td>CAN</td>
</tr>
<tr>
<td>DAD</td>
<td>G4212A</td>
<td>A.06.73, B.06.30</td>
<td>Ethernet</td>
</tr>
<tr>
<td><strong>1290 Infinity II Devices</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>High-speed Pump</td>
<td>G7120A</td>
<td>(B.07.10)</td>
<td>CAN or Ethernet</td>
</tr>
<tr>
<td>Flexible Pump</td>
<td>G7104A</td>
<td>B.07.10</td>
<td>CAN or Ethernet</td>
</tr>
<tr>
<td>Multisampler</td>
<td>G7167B</td>
<td>D.07.17</td>
<td>CAN or Ethernet</td>
</tr>
<tr>
<td>Multicolumn Thermostat</td>
<td>G7116B</td>
<td>D.07.10</td>
<td>CAN</td>
</tr>
<tr>
<td>DAD</td>
<td>G7117B</td>
<td>D.07.23 (D.07.10)</td>
<td>Ethernet</td>
</tr>
</tbody>
</table>

### Table B-5 Agilent 1260 Infinity II Devices

<table>
<thead>
<tr>
<th>Peripheral Device</th>
<th>Model</th>
<th>Tested Firmware (and other firmware)</th>
<th>Communication Cable Required</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Infinity II Devices</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Flexible Pump</td>
<td>G7104C</td>
<td>B.07.25</td>
<td>Ethernet or, if the system contains a DAD, then CAN</td>
</tr>
<tr>
<td>Binary Pump</td>
<td>G7112B</td>
<td>—</td>
<td>CAN or Ethernet</td>
</tr>
<tr>
<td>Quarternary Pump</td>
<td>G7111B</td>
<td>D.07.24 (D.07.13)</td>
<td>CAN or Ethernet</td>
</tr>
<tr>
<td>Bio-Inert Pump</td>
<td>G5654A</td>
<td>D.07.13</td>
<td>CAN or Ethernet</td>
</tr>
<tr>
<td>Vialsampler</td>
<td>G7129C</td>
<td>D.07.26</td>
<td>CAN</td>
</tr>
<tr>
<td>Multisampler</td>
<td>G7167A</td>
<td>D.07.16</td>
<td>Ethernet or, if the system contains a DAD, then CAN</td>
</tr>
</tbody>
</table>
### Table B-5 Agilent 1260 Infinity II Devices (continued)

<table>
<thead>
<tr>
<th>Peripheral Device</th>
<th>Model</th>
<th>Tested Firmware (and other firmware)</th>
<th>Communication Cable Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bio-Inert Multisampler</td>
<td>G5668A</td>
<td>D.07.16</td>
<td>Ethernet or, if the system contains a DAD, then CAN</td>
</tr>
<tr>
<td>Multicolumn Thermostat</td>
<td>G7116A</td>
<td>D.07.13, D.07.16</td>
<td>CAN</td>
</tr>
<tr>
<td>DAD</td>
<td>G7117C</td>
<td>D.07.10</td>
<td>Ethernet</td>
</tr>
<tr>
<td>DAD WR</td>
<td>G7115A</td>
<td>D.07.25</td>
<td>Ethernet</td>
</tr>
<tr>
<td>FLD Spectra (Bio-inert)</td>
<td>G7121B</td>
<td>D.07.25</td>
<td>Ethernet</td>
</tr>
</tbody>
</table>

### Table B-6 Shimadzu Devices

<table>
<thead>
<tr>
<th>Peripheral Device</th>
<th>Tested Firmware (and other firmware)</th>
<th>Communication Cable Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>CBM-20 A with Ethernet Switch</td>
<td>2.81, 3.01, 3.11, 3.31 (3.61)</td>
<td>Ethernet</td>
</tr>
<tr>
<td>(system controller with 8 fiber</td>
<td></td>
<td></td>
</tr>
<tr>
<td>optic ports)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CBM-40 System Controller</td>
<td>0.31, 1.30</td>
<td>Ethernet</td>
</tr>
<tr>
<td>CBM-40 Lite System Controller</td>
<td>(1.30)</td>
<td>Ethernet</td>
</tr>
<tr>
<td>SCL-40 System Controller</td>
<td>1.30</td>
<td>Ethernet</td>
</tr>
<tr>
<td>SIL-20ACXR Autosampler</td>
<td>2.05 (1.20, 1.22, 1.23, 1.25)</td>
<td>Optic</td>
</tr>
<tr>
<td>SIL-30AC Autosampler</td>
<td>3.12</td>
<td>Optic</td>
</tr>
<tr>
<td>SIL-30ACMP Autosampler</td>
<td>3.15</td>
<td>Optic</td>
</tr>
<tr>
<td>SIL-40 Autosampler</td>
<td>(1.05)</td>
<td>Optic</td>
</tr>
<tr>
<td>SIL-40C Autosampler</td>
<td>(1.05)</td>
<td>Optic</td>
</tr>
<tr>
<td>SIL-40C X3 Autosampler</td>
<td>1.04, 1.05</td>
<td>Optic</td>
</tr>
<tr>
<td>SIL-40C XR Autosampler</td>
<td>1.05</td>
<td>Optic</td>
</tr>
<tr>
<td>LC-20AB Binary Solvent Delivery</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>Unit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LC-20AD Pump</td>
<td>3.11 (1.04, 1.10, 1.07)</td>
<td>Optic</td>
</tr>
<tr>
<td>Peripheral Device</td>
<td>Tested Firmware (and other firmware)</td>
<td>Communication Cable Required</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>--------------------------------------</td>
<td>------------------------------</td>
</tr>
<tr>
<td>LC-20AD XR Pump</td>
<td>(1.20, 1.21)</td>
<td>Optic</td>
</tr>
<tr>
<td>LC-20AT Solvent Delivery Unit</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>LC-30AD Pump</td>
<td>3.11, 3.21</td>
<td>Optic</td>
</tr>
<tr>
<td>LC-40D</td>
<td>(1.04)</td>
<td>Optic</td>
</tr>
<tr>
<td>LC-40D XR</td>
<td>1.04</td>
<td>Optic</td>
</tr>
<tr>
<td>LC-40B XR</td>
<td>(1.04)</td>
<td>Optic</td>
</tr>
<tr>
<td>LC-40D X3</td>
<td>(1.04)</td>
<td>Optic</td>
</tr>
<tr>
<td>LC-40B X3</td>
<td>1.04</td>
<td>Optic</td>
</tr>
<tr>
<td>CTO-20AC Column Oven</td>
<td>2.03, 2.10</td>
<td>Optic</td>
</tr>
<tr>
<td>CTO-40C Column Oven</td>
<td>1.00</td>
<td>Optic</td>
</tr>
<tr>
<td>CTO-40S Column Oven</td>
<td>1.00</td>
<td>Optic</td>
</tr>
<tr>
<td>SPD-20A UV-VIS Detector</td>
<td>1.04</td>
<td>Optic</td>
</tr>
<tr>
<td>SPD-40V UV-Vis Detector</td>
<td>1.04</td>
<td>Optic</td>
</tr>
<tr>
<td>SPD-M30A UV Detector</td>
<td>3.11, 4.02</td>
<td>Ethernet</td>
</tr>
<tr>
<td>Note: The Detector requires a switching hub to connect to the system controller and the acquisition computer.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SPD-M40 Detector</td>
<td>2.00</td>
<td>Ethernet</td>
</tr>
<tr>
<td>Note: The Detector requires a switching hub to connect to the system controller and the acquisition computer.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RF-20A XS Fluorescence Detector</td>
<td>2.02</td>
<td>Optic</td>
</tr>
<tr>
<td>FCV-12AH Valve</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>FCV-13AL Valve</td>
<td>—</td>
<td>—</td>
</tr>
</tbody>
</table>
Table B-6 Shimadzu Devices (continued)

<table>
<thead>
<tr>
<th>Peripheral Device</th>
<th>Tested Firmware (and other firmware)</th>
<th>Communication Cable Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>FCV-32AH Valve</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>FCV-0206[H/H3] Flow Channel Selection Valve with Drive</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>FCV-0607[H/H3] Flow Channel Selection Valve with Drive</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>FCV-S Flow Channel Selection Valve with Drive (1 box, 1 valve)</td>
<td>1.02</td>
<td>—</td>
</tr>
<tr>
<td>FCV-BOX Flow Channel Selection Valve with Drive (1 box, 1 valve)</td>
<td>1.02</td>
<td>—</td>
</tr>
<tr>
<td>FCV-DR (drive)</td>
<td>1.02</td>
<td>—</td>
</tr>
<tr>
<td>LPGE-40 (no mixer)</td>
<td>1.02</td>
<td>—</td>
</tr>
<tr>
<td>LC-40 Reservoir Switching Valve</td>
<td>1.02</td>
<td>—</td>
</tr>
<tr>
<td>FCV-11ALS Solvent Selection Valve for LC-40 (1 pump)</td>
<td>1.02</td>
<td>—</td>
</tr>
<tr>
<td>FCV-11AL Solvent Selection Valve for LC-40 (3 pumps)</td>
<td>1.02</td>
<td>—</td>
</tr>
<tr>
<td>Rack Changer II</td>
<td>2.0</td>
<td>Optic</td>
</tr>
<tr>
<td>Nexera Plate Changer</td>
<td>1.05</td>
<td>—</td>
</tr>
</tbody>
</table>
Windows Operating System Configuration

Only the English language is supported.  
The English, German, French, and Italian regions are 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.

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

Region and Language Settings (Windows 7)

**Note:** 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.
• Configure the Region and Language control panel.
  1. Set the **Format** field to English (United States), French (France), or German (Germany).

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

  ![Region and Language Dialog](image)

  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**

  ![Text Services and Input Languages Dialog](image)

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

**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**.
3. Make sure that the **Format** field is set to English (United States), French (France), or German (Germany).

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

Language

Languages

Windows display language

English (United States)

Windows features like Settings and File Explorer will appear in this language.

Add a Windows display language with Local Experience Packs

Use Local Experience Packs to change the language Windows uses for navigation, menus, messages, settings, and help topics.

Preferred languages

Apps and websites will appear in the first language in the list that they support. Press and hold (or select) a language, then drag to rearrange them.

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**

<table>
<thead>
<tr>
<th>Label</th>
<th>Supported in SCIEX OS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Decimal symbol</td>
<td>Either '.' or ',' is supported.</td>
</tr>
<tr>
<td>No. of digits after decimal</td>
<td>Controlled by the number format in SCIEX OS.</td>
</tr>
<tr>
<td>Digit grouping symbol</td>
<td>Not supported.</td>
</tr>
<tr>
<td>Digit grouping</td>
<td>Not supported.</td>
</tr>
<tr>
<td>Negative sign symbol</td>
<td>Controlled by SCIEX OS.</td>
</tr>
<tr>
<td>Negative number format</td>
<td>Not supported.</td>
</tr>
<tr>
<td>Display leading zeros</td>
<td>Not supported.</td>
</tr>
<tr>
<td>List separator</td>
<td>Not supported.</td>
</tr>
<tr>
<td>Measurement system</td>
<td>Not supported.</td>
</tr>
<tr>
<td>Standard digits</td>
<td>Not supported.</td>
</tr>
<tr>
<td>Use native digits</td>
<td>Not supported.</td>
</tr>
</tbody>
</table>
For a list of the software guides that are installed with SCIEX OS, refer to the table: 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

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

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

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

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

Online Learning Center

- SCIEX Now Learning Hub

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 or contact us in one of the following ways:

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

CyberSecurity

For the latest guidance on cybersecurity for SCIEX products, visit 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.

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