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Support

At AB SCIEX we are committed to providing the highest level of support for our customers. To obtain answers to questions about any of our products, report issues, or suggest improvements, visit [www.absciex.com](http://www.absciex.com). For on-site service, support, and training, visit [www.absciex.com/FAQ](http://www.absciex.com/FAQ) or [www.absciex.com/training](http://www.absciex.com/training).

Other Documentation

- MasterView™ software Help
- MasterView™ software *Release Notes*
Installation

This section provides the installation and activation steps for the MasterView™ software.

Workstation Requirements

Read the following items carefully before starting the procedures in this guide:

Caution: Potential Data Loss: The MasterView software should not be installed on the acquisition computer. Software errors and data integrity issues can result if the MasterView software and acquisition software are used concurrently.

- The MasterView™ software requires an English version of the Microsoft Windows XP operating system with SP3 or the Microsoft Windows 7 (32-bit or 64-bit) operating system with SP1.
- Microsoft Office 2007 or higher must be installed.

Note: If the computer is configured with Microsoft Office 2010 or 2013 and the Windows 7 (32-bit) operating system, then the 32-bit version of Microsoft Office must be installed. If the computer is configured with Microsoft Office 2010 or 2013 and the Windows 7 (64-bit) operating system, then the 64-bit version of Microsoft Office must be installed.

- The user must be logged on to the computer as a Windows user with local Administrator privileges.

Installation

Note: If the LibraryView™ software is already installed on the computer where the MasterView™ software is being installed, it is recommended that the LibraryView Framework be removed before beginning the installation. Enhancements that have been made to the LibraryView Framework are required for the MasterView software to function correctly. Refer to Remove the LibraryView Framework.

Before the installation of the MasterView software begins, the installer installs the following applications if they are not already installed on the computer:

- Windows Installer 4.5
- .NET Framework 4.0
- SQL Server 2008 R2
Installation

- SQL Server Compact 3.5 SP2
- LibraryView Framework
- Reporter 3.2
- PeakView® 2.0 software

The installation may take several minutes to complete.

1. Log on to the computer as a Windows user with Administrator privileges.
2. Insert the installation DVD into the computer.

Tip! If the installation wizard does not launch automatically, browse to the DVD and then double-click setup.exe.

3. Follow the installation wizard instructions.

The installation wizard installs any required software and then installs the MasterView™ software.

Note: If the PeakView 2.0 software was installed as part of the MasterView software installation, then continue with Activate the PeakView Software. If the PeakView 2.0 software was already installed, then continue with Activate the MasterView Software.

Activate the PeakView Software

Tip! Internet access is required to obtain a license for the software. If the computer where the PeakView® software was installed does not have Internet access, make a copy of the generated computer ID. On a computer with Internet access, go to https://licensing.absciex.com/activation/PeakView and follow the instructions to obtain a license.

1. Open the PeakView® software.
   The PeakView Activation dialog opens.
2. Type the license key from the license certificate in the appropriate field.
3. Click Generate Computer ID.
   This creates a unique identifier for the workstation.
4. Click Copy ID to Clipboard.
5. Click the https://licensing.absciex.com/activation/PeakView link.
6. Follow the instructions to obtain a license.
7. After the required information is submitted, a license file is sent to all e-mail addresses provided.
8. Close the browser window.
9. When the e-mail containing the license file is received, copy the license to the workstation desktop.
10. On the **PeakView Activation** dialog, click **Install License File**.
11. On the **Select the new license file to be installed** dialog, browse to and then select the license file.
12. Click **Open**.

   Both the Select the new license file to be installed and the PeakView Activation dialogs close. The PeakView software opens.

### Activate the MasterView Software

**Tip!** Internet access is required to obtain a license for the software. If the computer where the MasterView software was installed does not have Internet access, make a copy of the generated computer ID. On a computer with Internet access, go to [https://licensing.absciex.com/activation/MasterView](https://licensing.absciex.com/activation/MasterView) and follow the instructions to obtain a license.

1. Open the PeakView software.
2. Click **MasterView** in the menu bar.
3. Click **New Session**.

   The MasterView Activation dialog opens.
4. Type the license key from the license certificate (found in the MasterView software installation package) in the appropriate field.
5. Click **Generate Computer ID**.

   This creates a unique identifier for the workstation.
6. Click **Copy ID to Clipboard**.
7. Click the [https://licensing.absciex.com/activation/MasterView](https://licensing.absciex.com/activation/MasterView) link.
8. Follow the instructions to obtain a license.
9. After the required information is submitted, a license file is sent to all e-mail addresses provided.
10. Close the browser window.
11. When the e-mail containing the license file is received, copy the license to the workstation desktop.
12. On the **MasterView Activation** dialog, click **Install License File**.
13. On the **Select the new license file to be installed** dialog, browse to and then select the license file.
14. Click **Open**.
Installation

Both the Select the new license file to be installed and the MasterView Activation dialogs close. The Select Samples dialog of the MasterView software opens.
1. Log on to the computer as a Windows user with Administrator privileges.
2. Make sure that the PeakView® software is closed.
3. Click Start > Control Panel.
4. Proceed as follows, depending on the operating system:

<table>
<thead>
<tr>
<th>Windows XP</th>
<th>Windows 7</th>
</tr>
</thead>
<tbody>
<tr>
<td>Double-click Add or Remove Programs.</td>
<td>Click Uninstall a program.</td>
</tr>
<tr>
<td>Click MasterView.</td>
<td>Click MasterView.</td>
</tr>
<tr>
<td>Click Remove.</td>
<td>Click Uninstall.</td>
</tr>
</tbody>
</table>

**Note:** The license file is not removed and can be used if the MasterView™ software is installed again.
Remove the LibraryView Framework

If the LibraryView™ software is already installed on the computer where the MasterView™ software is being installed, it is recommended that the LibraryView Framework be removed before beginning the installation. Enhancements that have been made to the LibraryView Framework are required for the MasterView software to function correctly.

1. Log on to the computer as a Microsoft Windows user with Administrator privileges.
2. Click Start > Control Panel.
3. Do one of the following:
   - For Windows XP, double-click Add or Remove Programs.
   - For Windows 7, click Uninstall a program.
4. Click LibraryView Framework 1.0 and then do one of the following:
   - For Windows XP, click Remove.
   - For Windows 7, click Uninstall.

   **Note:** The license file is not removed and will continue to be available after the LibraryView Framework is installed through the MasterView software installer.

5. Click No when prompted to remove the LibraryView database.
6. Continue with the installation. Refer to Installation.