Analyst® TF 1.8 Software

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Introduction 1

The *Release Notes* for the Analyst® TF 1.8 software describe the many new features and enhancements introduced in this version of the software, as well as workarounds for possible issues and limitations. Use these *Release Notes* for reference as you become familiar with the software and store them in a convenient location for future reference.

For specific installation information, as well as instrument and peripheral compatibility information, refer to the *Software Installation Guide* for the Analyst® TF 1.8 software.

The Analyst® TF 1.8 software provides support for the TripleTOF® 4600 system, TripleTOF® 5600/5600+ systems, the TripleTOF® 5600+ system with SelexION® Technology, the TripleTOF® 6600 system, the TripleTOF® 6600 system with SelexION® Technology, the TripleTOF® 6600+ system, and the TripleTOF® 6600+ system with SelexION® Technology. The software provides easy-to-use automatic instrument tuning, automated instrument calibration, and an integrated wizard for method creation.

How to Use These Release Notes

To help you understand what is new and what is fixed relative to your current Analyst® TF software version, the *Release Notes* for the Analyst® TF 1.8 software have been structured so that you only have to read the sections that are relevant to you.

Everyone should read Notes on Use, as this section applies specifically to issues that are known in the Analyst® TF 1.8 software.

Note: To view the enhancements, fixed issues, and known issues for previous versions of the Analyst® TF software, refer to the *Release Notes* for previous versions.

Note: The numbers in parentheses are reference numbers for each issue or feature in our internal tracking system.

Enhancements and Fixes in Analyst® TF 1.8 Software   2

The following is a list of enhancements and fixed issues that are included in this release.

Recommendation

It is recommended that only one sample be acquired per data file.

New Features and Enhancements in Version 1.8

- **Windows 10 (64-bit) operating system**: The Windows 10 (64-bit) operating system is now supported. The software continues to support Windows 7 (32-bit) SP1 and Windows 7 (64-bit) operating systems.

- **Node-locked licensing:** Node-locked licensing (assigned to one computer) is now supported. Server-based electronic licensing (concurrent licensing) is not supported.

- **TripleTOF® 6600+ system:** The new TripleTOF® 6600+ system is supported. The system is shown as the TripleTOF® 6600 system in the software.

- **New ion source:** The software supports the OptiFlow™ Turbo V ion source using either a SteadySpray MICRO probe (flow rate of 1 µL/min to 50 µL/min, shown as **Optiflow 1-50uL Micro** in the software) or a SteadySpray ANALYTICAL probe (flow rate greater than 50 µL/min, shown as **Optiflow >50uL Analytical** in the software) on TripleTOF® 6600+ systems.

- **ExionLC™ devices:** Support for the ExionLC™ series of devices, which was added in the Analyst® TF 1.7.1 Software with Components for LC Devices release. The ExionLC™ Series is an LC system series provided by SCIEX to work specifically with SCIEX mass spectrometers. The Analyst® TF 1.8 software also includes a newer version of the driver for the ExionLC™ systems.

- **Analyst® Device Driver 1.3:** Support for the Analyst® Device Driver, which was added in the Analyst® TF 1.7.1 Software with Components for LC Devices. The Analyst® Device Driver is a device control application for the Analyst® TF software.

- **Support for the OptiFlow™ Interface:** Support for the OptiFlow™ interface, which was added in the Analyst® TF 1.7.1 Software with Components for NanoCell. The OptiFlow™ interface allows the user to easily switch to the most appropriate flow rate (nanoflow, microflow, or highflow) on a TripleTOF® 6600 mass spectrometer without breaking the vacuum seal.

- **ConfigUpdater utility preserves the calibration of the SelexION® controller module:** It is not necessary to recalibrate the SelexION® controller module box after upgrading the configuration table using the ConfigUpdater utility. The calibration is preserved.

- **Instrument Optimization improvement for TripleTOF® 6600 systems:** The Instrument Optimization on the TripleTOF® 6600 system has been improved. The detector optimization run, which is triggered automatically by High Resolution tuning, will only run when needed or when the final HST value for High Resolution has changed. This feature can reduce the number of times of the voltage is ramped, which could potentially extend the lifetime of the detector.

- **Instrument Optimization improvement for TripleTOF® 5600/5600+ and TripleTOF® 4600 systems:** The upper range for optimizing the detector during Instrument Optimization on the TripleTOF® 5600/5600+ and TripleTOF® 4600 instruments has been increased from 2600 V to 2700 V.

Fixed Issues

Acquisition stops due to a system controller stall issue

Occasionally, while an IDA method is running, acquisition fails. A System Controller stall detected error message is then recorded in the Analyst® TF software application log file. (ATF-673)

The pretreatment function for the Shimadzu SIL-20AC autosampler might not work

For a Shimadzu SIL-20AC autosampler, in the advanced injector washing program, the Rinse command works, but the I.Rinse does not. This is a Shimadzu driver issue. (ATF-514)

Checksum is enabled but no checksum was found in the acquired data file

When checksum is enabled, the acquired data file might not always have a checksum in it. (ATF-662)

Acquisition does not proceed to the next sample after several "Noise falling sync signal ignored" messages

Intermittently, acquisition on TripleTOF® 6600 mass spectrometers does not stop after the sample run time is finished and does not proceed to the next sample after several "Noise falling sync signal ignored" messages are logged in the Event log. (ATF-665)

Ion Source Voltage issue occurs during acquisition of data with the CESI 8000 High Performance Separation ESI-Module

The Ion Source Voltage in all of the methods should remain at 0 except during the MS data acquisition period. However, when data is acquired using IDA with the CESI AAO driver, the voltage is set to the voltage indicated in the method and does not return to 0 when the submission has completed. (ATF-563)

The ExionLC™ system does not start when the user clicks Equilibrate in the software queue and then selects a method

When a user clicks **Equilibrate** in the Analyst® TF software queue and then selects a method, all of the configured mass spectrometer (MS) and LC components in the hardware profile should automatically start and the initial settings from the selected method should be loaded. However, when the hardware profile contains the ExionLC™ system, the LC settings from the method were loaded, the MS started and reached all of the set points, but the ExionLC™ system did not start. (ATF-625)

Acquisition does not start in Manual Tune mode when an ExionLC™ system is included in the hardware profile

When the user tries to start an acquisition in Manual Tune mode using a hardware profile that contains a TripleTOF® mass spectrometer and an ExionLC™ system, the acquisition does not start. The mass spectrometer initializes and then goes into Standby mode without acquiring the data. If the hardware profile contains a TripleTOF® mass spectrometer and an ExionLC™ system, then, as a workaround, clear the **Use** check box that is located to the right of LC Method or use a hardware profile that does not contain an ExionLC™ system to use Manual Tune mode. (ATF-629)

Equilibration is not performed when an ExionLC™ system is included in the hardware profile

When the user sets an equilibration time for the LC system for an acquisition on a system with a hardware profile that contains an ExionLC™ system, the equilibration time setting is ignored and the acquisition begins immediately. (ATF-652)

The Analyst® TF software only shows three pumps in the hardware profile and File Info when four Shimadzu pumps are configured

When a hardware profile is created with four Shimadzu pumps configured, only three pumps are shown in the hardware profile. In the Method Editor, all four pumps can be used. However, only three pumps are shown in the File Information for the data file acquired using this method, even though all four pumps were used for data acquisition. (ATF-750)

The user logged on to the software is shown as N/A on the acquisition computer that has the Windows 7 operating system installed

In the File Information of acquired data files, the logged-on user is shown as N/A when the acquisition computer is running the Windows 7 operating system, both 32- and 64-bit. The Audit Trail does record the correct username information. (ATF-531)

Batch acquisition might stop with errors

Occasionally, batch acquisition might stop with a "Run-time fatal error", "packet data error" or "Missing TDC sync signal" error recorded in the event log. (ATF-709, ATF-748, ATF-730)

Instrument Optimization might stop optimizing

Instrument Optimization might intermittently stop optimizing on a TripleTOF® 6600 system that has the Analyst® TF 1.7.1 Patch for SC Stall Issue or Analyst® TF 1.7.1 Patch for SC Stall Issue (rev 2) installed. (ATF-728, ATF-782)

Notes on Use 3

The following is a list of known issues, limitations, and important notes on using the software. There might be other issues or limitations with the Analyst® TF software in addition to those listed in this section. If you find additional issues, contact SCIEX at sciex.com/request-support.

In general, if the Analyst® TF software is not responding, then restarting the software might help. If this does not work, then restart the computer to make sure the AnalystService and device drivers restart.

Note: If the Analyst® TF software loses communication with the mass spectrometer, then reset the system controller. For more information about the resetting the system controller, refer to the *Scripts User Guide* that installs with the software. To find this guide do one of the following:

- On Windows 7 operating systems: Click **Start > All Programs > SCIEX > Analyst® TF > Software Guides**.

- On Windows 10 operating systems: click **Start > SCIEX > SCIEX Analyst® TF > Analyst TF Documentation**, and then double-click the Software Guides folder.

Guidance for Antivirus and Backup Software

Many widely-used applications can be configured to either disable real-time protection, or ignore certain file-types (for example, rdb, wiff, and wiff.scan files). Failure to do so might result in either failed acquisitions or acquisitions that take longer to complete than expected.

In general, the antivirus or backup software on the Analyst® TF software acquisition workstations should be configured in a manner that disables real-time scanning and archiving of files in the Analyst Data folder. For more information, refer to CyberSecurity.

Guidance on File Encryption

When using software to encrypt the contents of your hard drive, make sure that the Analyst Data folder is not encrypted. Failure to do so might result in failed acquisitions or corrupted data files.

Items Not Supported

The following items are not supported in the Analyst® TF 1.8 software:

- IDA Viewer.

- Network Data Acquisition. Do not acquire data over the network as it may have an impact on system performance as well as disk space on the network.

Notes on Use

CAUTION: Potential Loss of Data. Do not install any patches developed for earlier versions of the Analyst® TF software.

Do not modify the computer date and time after Analyst® TF 1.8 software is installed

Make sure that the computer date and time is correct on the computer before installing the Analyst® TF software. After the Analyst® TF 1.8 software is installed and the electronic license has been activated, manually modifying the date and time might invalidate the license and cause users to be unable to log on to the Analyst® TF software.

Configuration Table Versions

If a TripleTOF® 6600 mass spectrometer has the Analyst® TF 1.7.1 with components for NanoCell software or a higher software version such as Analyst® TF 1.8 software installed, then the NanoSpray® interface is not supported if the mass spectrometer also uses the configuration table D2988320.fw or higher (for example, D2988321.fw). The configuration table D2988320.fw or higher versions are only used when the OptiFlow™ interface is installed on the mass spectrometer.

The Interface Heater Temperature (IHT) Access Range in the Detail Parameter Settings dialog must be manually updated after the configuration table for the TripleTOF® 6600 system is upgraded

After the configuration table is upgraded from version 00 (D2988300) to version 20 (D2988320) or higher (D2988321) for the TripleTOF® 6600 system, the user must manually change the Access Range maximum value in the Detail Parameter Settings dialog for the IHT parameter in the Parameter Settings Editor to take advantage of the higher IHT range (0 to 300) enabled for the NanoSpray® ion source with the OptiFlow™ interface installed. Updating the parameter is only required for Analyst® TF software upgrades and not for new installations. (ATF-623)

The maximum value for the IHT Access Range in the Parameter Settings Editor does not update after the user switches from a non-NanoSpray® ion source to a NanoSpray® ion source with the OptiFlow™ interface installed

If the user changes the maximum value for the IHT Access Range in the Detail Parameter Settings dialog for IHT in the Parameter Settings Editor to the higher range value enabled for the NanoSpray® ion source installed on the OptiFlow™ interface, removes the NanoSpray® ion source and the nano cell heater, and then installs a regular flow ion source (either with or without SelexION® Technology installed), then the maximum value for the Access Range automatically decreases to 250. However, when the user installs the nano cell heater and the NanoSpray® ion source again, the maximum value for the IHT Access Range does not automatically increase to 300. The user must manually change the maximum value for the IHT Access Range to 300 for every scan type. (ATF-666)

IDA Acquisition Method

For Analyst® TF software versions 1.7 and higher, when the **Intensity** in the **Include/Exclude** tab in an IDA acquisition method is set to 0, then the IDA-*Scheduled* MRM™ algorithm (IDA-sMRM) mode is triggered. For more information, refer to the *Information Dependent Acquisition Tutorial* installed with the software.

Make Subset File

The Make Subset File script is no longer supported and it is not available in the latest software package (DVD or through web download) for the Analyst® TF software version 1.8 or higher.

Wait Time for ExionLC™ systems

If an ExionLC™ system has the **Wait Time** set to *x*, where *x* does not equal 0, on the device and has the **Wait for temperature equilibration before run** check box selected in the acquisition method, then the acquisition does not start until the column oven has reached the set temperature and then has waited for *x* minutes. However, the acquisition starts immediately without waiting for the column oven to reach the set temperature if *x* is set to 0. This is by design. Make sure that the system is equilibrated before starting a batch.

Documentation Changes

The Analyst® TF 1.7.1 or higher software does not include hardware guides, ion source guides, safety guides, site planning guides, system user guides or the *SelexION® Technology User Guide*. Safety information is now part of the system user guides. The hardware guides, system user guides, and *SelexION® Technology User Guide* are available on the *TripleTOF® Systems Hardware Documentation DVD*. Ion source guides are now delivered with the ion sources, and the site planning guides are available on the SCIEX website, sciex.com.

Injection volume does not apply to some LC devices

The injection volume in the Sample and Calibration tabs in the Batch Editor might not apply to some LC devices that are controlled by AAO drivers. For example, the field does not apply to some of the Eksigent systems. In these cases, the injection volume is always taken from the LC method.

Instrument Optimization

Make sure that a printer is configured before running Instrument Optimization.

Manual Tuning

If polarity is changed during manual tuning, wait approximately two minutes for the mass accuracy to stabilize.

Data Acquisition

During data acquisition, do not run other applications, including other SCIEX applications such as the MultiQuant™ software, as this might slow acquisition.

Polarity switching

The manufacturer does not recommend that users create methods with multiple periods that include a polarity switch between experiments. Users should create a new set in the batch when the acquisition method is the opposite polarity of the method that is in the current set.

Autocalibration using multiple methods in a single set is not supported

To avoid any issues with autocalibration, create multiple sets, making sure that only one method is used in each set.

Users are unable to save or submit batches with long file paths

Acquisition batches cannot be saved or submitted if the project path is greater than 126 characters. When the user attempts to submit a file with a file path that is too long, the following error message is shown: "Failed to set Header data." When the user attempts to save the file, the following error message is shown: "Failed to save BatchName."

Peripheral Devices

If a device is restarted, then restart the computer to make sure that the communication is restored correctly. If communication with the integrated syringe pump is lost, then reset the syringe pump using the syringe pump Reset button on the front panel of the instrument.

Known Issues and Limitations 4

General Issues

GS1 and GS2 changes are not captured in the File Information the first time the temperature is changed

When a change is made to the source temperature (TEM) that results in a change to the Gas 1 (GS1) or Gas 2 (GS2) ranges, the current values of the GS1 or GS2 parameters are sent to the mass spectrometer and shown in the software interface. However, the File Information is not updated with this change. The File Information is updated the next time that a change is made to the TEM, GS1, or GS2 values. (ATF-663)

Access to Hardware Configuration mode is restricted for a customized role without Tune-related permissions

In the Analyst® TF software, access to the Hardware Configuration mode is not granted to a customized role unless one of the Tune operations is also allowed in Security Configuration. (ATF-772)

The user is unable to direct control ab ExionLC™ system after clearing the Missing Vial error

If a Missing Vial error occurs when the ExionLC™ system is being used, the user cannot control the LC modules from the LC detailed status after the Missing Vial error is cleared. The LC remains in Wait status. However, the pumps and column oven do turn off when the user sets the mass spectrometer to Standby in the Analyst® TF software or when the Idle time passes. (ATF-737)

A character limit prevents users with a long password from unlocking a locked session

If a user uses a password that is equal to or greater than 14 characters on a Windows 10 operating system or 18 characters on a Windows 7 operating system, then the user is unable to unlock or log off from a locked session in Analyst Mixed mode. If this issue occurs, then change the user password in Windows to one that is shorter than this Analyst® TF software limit and then unlock the locked session. (ATF-778)

The Remote Instrument feature does not work

Remote Viewers can be set up in Analyst Security Configuration, but the user cannot verify the status for the Remote Instrument because the software cannot connect to the system. To avoid issues, use the Remote Desktop feature from Windows instead or use the StatusScope® Remote Monitoring Service, if it was purchased.

The IRD and IRW coefficients in a saved method are not updated after Instrument Optimization for Enhanced Ion is performed

This issue occurs if the coefficients have been changed after Instrument Optimization was performed. If the final values for the IRD and IRW coefficients are different from the original values after Instrument Optimization for Enhanced Ion is performed, then the IRD and IRW values for a specific enhanced ion in a new acquisition method

will be different from the ones in the same acquisition method that was created before the Instrument Optimization for Enhanced Ion was performed. The IRD and IRW values in a saved method with ions enhanced are not automatically updated. To obtain updated values, open a method saved before performing Enhanced Ion Instrument Optimization, clear and select the **Enhance** checkbox for each experiment with an enhanced ion, and then save the method again. (ATF-667)

Acquisition might stop due to a "TDC collector ran out of buffers" error

Occasionally, SWATH® acquisition on the TripleTOF® 6600 system might stop with the following error: "TDC Collector ran out of buffers." Should this issue occur, contact sciex.com/request-support. (ATF-740)

The current Parameter Settings file might not match the Factory Settings file for the TripleTOF®5600/5600+ Systems without the SelexION® Technology after upgrading to Analyst® TF 1.8 software

For TripleTOF®5600/5600+ systems without the SelexION® Technology, if the user selected to overwrite the API Instrument during the Analyst® TF 1.8 software upgrade, then the user might see the following message after opening Instrument Optimization: "The software was unable to read the Parameter Settings file. The Factory Settings file may be missing or there may be a discrepancy between the Factory Settings file and the current Parameter Settings file. Contact your Field Service Employee for further assistance." However, this does not prevent the user from continuing to the next step. To avoid this issue, activate a different model of instrument in simulation mode (such as the TripleTOF® 6600 system), and then activate the TripleTOF® 5600 or 5600+ system again. (ATF-831)

Missing TDC Sync Signal error occurs on aborted acquisitions

When more than one model of TripleTOF® instrument (for example, 4600 and 5600+) has been attached at different times to the same acquisition computer, acquisitions on that computer might occasionally fail with a TDC Sync Signal error logged to the Event Log. If this occurs, uninstall the TDC driver, restart the computer, and then install the driver by following the instructions in the *Software Installation Guide*. (ATF-537)

When data is being reacquired on an acquisition computer with the Windows 7 operating system, the Instrument audit trail records N/A for the User Name

When samples in the batch queue on a Windows 7 system (both 32- and 64-bit) are being reacquired, the instrument audit trail event for reacquiring will show N/A for the User Name. It is recommended that users do not use the Reacquire option if the instrument audit trail history is required.

Note: The Projects audit trail does record the correct User Name. (ATF-530)

Calibration data for the Product ion High Resolution experiment is missing from the LC Autocalibration report for a TripleTOF® 6600 system when three experiments are used for the LC Autocalibration Method

When LC Autocalibration is performed on a TripleTOF® 6600 system using a method with TOF MS, Product Ion High Resolution, and Product Ion High Sensitivity scan types, the autocalibration report does not show the calibration data for the Product Ion High Resolution scan. If an LC autocalibration report for the Product Ion High Resolution scan type is required, then do not use an LC Autocalibration Method with three experiments. (ATF-444)

Q1 resolution tuning for a TripleTOF® 4600 system does not pick the optimized offset values during tuning

After the Q1 resolution tuning for a TripleTOF® 4600 mass spectrometer is completed, the original and optimized offset values are not reported for each mass. The Q1 resolution offsets can be manually tuned. (ATF-476)

The Threshold field in the Display Meter does not work on the TripleTOF® 6600 system

When the **Threshold** value in the Display Meter is not met, the bars for the four channels should turn red. The bars stay green. (ATF-342)

C++ errors are seen when the Analyst® TF client stops responding

Occasionally, the Analyst® TF client might stop responding or disappear during acquisition. Acquisition continues uninterrupted in the background, and the Analyst® TF client can be restarted without affecting the acquisition. (ATF-144)

Synchronization mode is always set to LC Sync in methods created with the Method Wizard

When an LC method with a **Synchronization Mode** other than **LC Sync** is used to create an acquisition method in the Method Wizard, the Synchronization Mode is always set to **LC Sync**. To change the **Synchronization Mode**, open the acquisition method in the Acquisition Method Editor and then update the **Synchronization Mode** to the correct value. (ATF-207)

The Method Wizard shows a No MS device error message when a new hardware profile is created but not activated

The Method Wizard shows the template methods for the last created hardware profile even if it is not the active one. When a template method is selected from the displayed list, the Method Wizard generates a No MS device error message and stops working. (ATF-219)

An Edgeport device used in the USB 3.0 port of a computer with Microsoft Windows 7 (32-bit) OS causes the computer to stop responding and to show the blue screen

When the 4-Port USB-Edgeport device (Part Number: 1008592) is used in a USB 3.0 Port of a computer with Microsoft Windows 7 (32-bit) OS, the computer stops responding. A blue screen (BSOD) is shown. Do not use the Edgeport device with a USB 3.0 Port. (ATF-61)

The user is not prevented from submitting the batch if the Disk Space Threshold is not achieved

In the Configure mode, under **Tools > Settings > Queue Options**, the **Disk Space Threshold** option is available. If the **Disk Space Threshold** value is not met on the hard drive or the partition containing the Analyst Data folder, then users should be stopped from submitting a batch. However, users are still allowed to submit batches. (ATF-265)

When IDA data from the TripleTOF® 5600 system is processed with the LipidView™ software, no lipids are identified in MS/MS data if the mass spectrometer is not the first device in the hardware profile

The LipidView™ 1.2 software and the LipidView™ 1.3 Beta software might be unable to process IDA data acquired with the TripleTOF® 5600 system, because the lipids are not identified in the MS/MS data. To process the data

with the LipidView™ software, make sure that when the hardware profile is created, the mass spectrometer is added as the first device in the hardware profile. (ATF-300)

CDS autocalibration fails when the Waters Acquity LC system is being used

If calibration runs occur during acquisition, then communication with the instrument can be lost. If communication is lost, then reset the instrument and LC system. To avoid this issue, make sure that the Waters Acquity LC system uses the alternate network address (172.XXX.X.X) instead of the primary network address (192.XXX.X.X). (ST30542)

Installing the software on top of an existing data folder can take longer than expected

When installing the software on top of an existing Analyst Data Folder, back up and then delete the contents of the <drive>:\Analyst Data\Projects\API Instrument\Data folder and the API Instrument\Tuning Cache\ folder. The installer software creates a backup of the API Instrument project folder during installation. Large amounts of data in the API Instrument project folder might cause the software installation to take longer than expected. To prevent the Temp folder from becoming too large, clean out the API Instrument folder (specifically the \Tuning Cache folder) first. (ST 24833)

SelexION® Technology

DT (DMS Temperature) changes require 30 minutes for system equilibration

Currently, the help text in the Method Wizard window suggests that users allow the system to equilibrate for 10 to 15 minutes after changing the DT parameter. This guidance is incorrect. Users should allow the system to equilibrate for 30 minutes to generate optimal data after making a DT change. This guidance applies to both the TripleTOF® 5600+ and 6600/6600+ systems. (ATF-524)

A low signal warning is shown during Instrument Optimization with the SelexION® Technology installed

Running Instrument Optimization with the SelexION® technology installed on the instrument might produce a low signal warning during the parameter tuning algorithms. This issue might be more evident in negative mode. If the signal is too low for Instrument Optimization to complete, deactivate the hardware profile, remove the SelexION® Technology, and then run Instrument Optimization again. Refer to the "Remove the SelexION Device" section in the *SelexION® Technology User Guide*. (ATF-191)

Automatic Mass Calibration using CDS with the SelexION® Technology

With the SelexION® technology installed on the mass spectrometer, the manufacturer recommends configuring the CDS system to run both the calibrant and sample analysis through the TurboIonSpray® probe. The recommended calibrants are the ESI calibration solutions. This workflow should result in optimal mass accuracy.

Software User Interface (UI)

THe Help window stays in focus once opened

If users open the Help window, it stays in focus on top of the Analyst® TF software user interface, unless manually minimized or closed. (ATF-512)

The Analyst® TF software user interface might not reflect the instrument status

If certain Source Temperature (TEM) values are used, then the Gas 1 and Gas 2 parameters have minimum limits that must be set. The allowable ranges of Gas 1 and Gas 2 based on the TEM value for different types of ion sources are shown in Table 4-1 and Table 4-2. (ATF-485)

Note: This issue does not affect the NanoSpray® ion source.

Table 4-1 For Turbo V™, DuoSpray™, IonDrive™ Turbo V, and PhotoSpray® Ion Sources

Source Temperature (TEM)	Allowable Range of Gas 1 (GS1) Parameter	Allowable Range of Gas 2 (GS2) Parameter
0	0 to 90	N/A
> 0 and < 650	0 to 90	N/A
> 650	50 to 90	N/A
0 – 100	N/A	0 to 90
> 100	N/A	15 to 90

Table 4-2 For APCI Probe on IonDrive™ Turbo V and Turbo V™ Ion Sources

Source Temperature (TEM)	Allowable Range of Gas 1 (GS1) Parameter	Allowable Range of Gas 2 (GS2) Parameter
0	0 to 90	N/A
> 0 and < 650	10 to 90	N/A
> 650	50 to 90	N/A
0 – 100	N/A	0 to 90
> 100	N/A	20

The GS2 parameter is not available for use with the atmospheric pressure chemical ionization (APCI) probe on the IonDrive™ Turbo V or Turbo V™ ion source. The parameter is fixed at 20.

Information Dependent Acquisition (IDA)

Not all of the ions imported or added in the Exclusion list or Inclusion list of an IDA Method created in the Method Wizard are shown when the saved method is opened in the Acquisition Method Editor

If more than 100 ions are imported or added in the Exclusion list or Inclusion list in an IDA method created in the Method Wizard, then only the first 100 ions are shown when the saved IDA method is opened in the Acquisition Method Editor. However, when data is acquired using this IDA method, all the imported or added ions are acquired properly and shown in the File Information. (ATF-428)

Ions in the Include List are never triggered outside of the defined retention time windows in IDA-sMRM Methods

Ions in the **Include List** can only be triggered in the retention time windows defined in the **Include/Exclude** tab in an IDA-sMRM method, even if the ions meet the IDA criteria when they elute outside of the defined retention time windows. Setting the Intensity in the **Include List** to 0 will trigger the IDA-sMRM mode. If certain ions are intended to be triggered outside the defined retention time windows, then remove these ions from the **Include List** or turn off the IDA-sMRM mode by changing the Intensity in the **Include List** to a value greater than 0. (ATF-819)

A display error is shown in IDA data file when the Show Next Sample icon is used

In IDA data files with more than one sample, when the Show Next Sample icon is used to show the TIC of the next sample in Explore mode, the TIC shown for the dependent scans becomes a blank and the time axis becomes a negative scale axis. Similarly, when the user attempts to return to the TIC of the previous sample (Sample 1), the TIC of the dependent experiments becomes blank with the time axis shown as a negative scale. For IDA data files opened in the Explore mode, open the sample to be viewed and avoid using the Next Sample icon. (ATF-323)

IDA data acquired using the Mass Defect Metabolism feature in combination with Exclude Isotope window might select incorrect peaks for MSMS analysis

IDA data acquired might show non-monoisotopic peaks selected for MSMS. To avoid this issue, set **With charge state 1** to 1 on the Switch Criteria tab of Acquisition Method Editor. This intermittent issue has also been noticed on occasion when the Neutral Loss IDA functionality is used. (ST 24975) (ATF-299)

Survey scan accumulation time is reset to the default

The survey scan accumulation time is reset to the default (250 ms) after the user creates an IDA method using the Acquisition Method Editor. To correct this issue, enter the desired accumulation time for the survey scan (TOF MS) after creating the IDA experiments. (ST 036291)

The last cycle is not completed for IDA methods when the acquisition end time is reached

In IDA methods, the last cycle is not completed if the sample end time is reached in the middle of the last cycle before the dependent method starts to execute. (ST 30175)

Using the Isotopic Distribution calculator and Match Isotope IDA

During Match Isotope IDA experiments, the Isotopic Distribution calculator shows the theoretical isotope distribution values (for example, 0, 0.0001) for intensities, which makes it more difficult to trigger in the pattern because the low abundance isotopes is not typically observed. To avoid this, remove any rows from the table with low abundance (smaller than 1%) that are not useful. (SCR 13827, SCR 13236)

The IDA Mass Difference scanning algorithm only sends one ion for MSMS

Occasionally, when IDA experiments are run with the Mass Difference filter, single ions are sent for MSMS instead of pairs of ions. The Mass Difference scanning algorithm fails to select the pair with the specified mass difference. (ST 22588)

Tune and Calibrate

The user cannot change CE or CES parameter on-the-fly when the CES field is populated

In Manual Tune, for Product Ion or Precursor Ion scan types, if the CES parameter is greater than 0, then users should not change the CE parameter during acquisition. To change the CE parameter, stop the acquisition and then change the CE parameter. Users should also not change the CES parameter during acquisition. (ST 19941)

The Max. Tune Idle Time field is not used in Tune and Calibrate mode

The Max. Tune Idle Time field in the Queue Options dialog is not used in Tune and Calibrate mode. To make sure that the mass spectrometer goes to the Idle status, enter a time in the Max. Idle Time field in the Queue Options dialog. (ST 25189)

Tune and Calibrate — Instrument Optimization

The Instrument Optimization dialog remains open after the Analyst® TF software is closed

In Mixed mode, if the Analyst® TF software is closed while the Instrument Optimization dialog is open, then the dialog remains open. If a different user logs in and attempts to perform Instrument Optimization, then the following error message is shown: "The current hardware profile does not contain a supported instrument." The Instrument Optimization dialog must be closed and then opened again to proceed. (ATF-227)

If Microsoft Word is open, then Instrument Optimization might stop because an error message is generated

Intermittently, Instrument Optimization might stop during optimization because the error, "Can't open Clipboard Error Number = 521", is generated when Microsoft Word is open. If this issue occurs, then close Microsoft Word and start Instrument Optimization again. (ATF-801)

The Analyst® TF software client closes unexpectedly when the user edits a method parameter while Instrument Optimization is running

Occasionally, the Analyst® TF software client closes unexpectedly when the user tries to edit Source/Gas or Compound parameters using the Acquisition Method Editor while Instrument Optimization is running the Detector

optimization routine. It is recommend to avoid editing Source/Gas or Compound parameters while Instrument Optimization is performing the Detector optimization routine. (ATF-489)

The Instrument Optimization Verification Routine might list the Q1 Found Mass far from the Target Mass

Occasionally, the Q1 Found Mass is reported far from the Target Mass. This is observed more frequently on ions with *m/z* values greater than 1600. It is only an issue with the reporting of the Found Mass. To possibly avoid this issue, increase the amount of signal evaluated by Instrument Optimization by increasing the ITC value for the Q1 scan type. (ATF-496)

Instrument Optimization seems to wait with a message "Is the Analyst® TF software in acquisition mode with the Queue started?" between submission of the sample to the queue and the start of acquisition

Occasionally, during Instrument Optimization, there is a delay between the submission of a sample to the queue and the start of acquisition. Instrument Optimization continues after approximately two minutes. (ATF-488)

The CDS stops during Automatic Optimization in positive mode

In the positive mode of Automatic Optimization, when the Alignment only option is selected, the CDS stops after alignment but before verification. The CDS also stops after ADC initialization when the ADC initialization only option is selected in the positive mode of Automatic Optimization. This might affect the information presented in the Verify step but has no effect on the actual tuning of the instrument. (ATF-460)

Manual Tune does not respond after Instrument Optimization is started

If Manual Tune is open when the user starts Instrument Optimization, and then the user clicks **Cancel** instead of saving the current tune method, Instrument Optimization starts and the Manual Tune window remains open. After the user closes Instrument Optimization, Manual Tune does not respond. Close Manual Tune and open it again to resolve the issue. (ST 23556)

Tune and Calibrate — Manual Tuning

GS2 is available when the APCI probe is in use

When the APCI probe is installed in a Turbo V™ ion source, the GS2 parameter is available, but it should not be used. When using the APCI probe, set and leave the GS2 value at 0. When this ion source is in place, any value entered in the GS2 field will not be used. (SCR 14506)

Display graphs might be slow to update in Manual Tuning mode

During acquisition in Manual Tuning mode, the displayed graphs can be slow to update and the Analyst® TF 1.8 software might appear to stop responding, particularly if the user switches applications and then switches back. However, the data is collected successfully and the program updates the display when the scan stops. Updates might be slow due to very short accumulation times or high CPU usage.

When Manual Tuning is performed with the NanoSpray® ion source installed, the message "Temperature not reached" appears

If the NanoSpray® ion source is installed with the NanoSpray® interface then in Manual Tune mode, on the Sources tab, the message "Temperature not reached" is always displayed. To determine whether the correct temperature is reached, open the Mass Spectrometer Detailed Status by clicking the mass spectrometer icon, and then verify the temperature in the **Source Temperature deg. C** field. The **Interface Heater Status** will show **Ready**. (ST 23219)

Changing the IE1 parameter for different scan modes might result in poor Precursor Ion selection

When changing the value for IE1 in TripleTOF® 5600/5600+ and 6600 systems, make sure that the new value is entered for both TOF Resolution modes (High Sensitivity and High Resolution) in the TOF Instrument Data Editor. Failure to do so might result in poor precursor ion selection. (ST 25019)

Changing the Q1 resolution during manual tuning might cause the system to stop responding

In Manual Tuning, if users create a Precursor Ion method with the Store Full Product mass Range feature enabled and then try to change the Q1 resolution on-the-fly, the system might stop responding. To avoid this issue, stop the acquisition, change the resolution, and then start the acquisition again. (ST 25195)

Acquire

Scans are allowed while the mass spectrometer is still pumping down

The Analyst® TF software appears to allow TOF and Q1 scans to run while the mass spectrometer is still in Pump Down mode. The high voltage electronics are not on at this point as the mass spectrometer is still pumping down. (ST 034532)

Communication with the Queue Server Control is lost

If users click Abort during a pre-run, communication with the Queue Server Control can be lost, resulting in a mismatch of Device states. This issue can appear when LC devices are included in the hardware profile. If this issue occurs, deactivate and then activate the hardware profile. (ST 21836)

The cycle time is not updating properly

If users change the accumulation time in the Acquisition Method Editor, then the cycle time is not updated. To update the cycle time, toggle between the Advanced MS tab and the MS tab. (ST 22405)

Do not use CES if the accumulation time is less than 25 milliseconds

In Product Ion experiments, CES should not be used if the accumulation time is less than 25 milliseconds. (ST 19810)

The real-time display does not update during acquisition

Occasionally, the real-time display does not update during acquisition. If this issue occurs, close and then reopen the data file. (ST 25140)

Acquire — Batch Editor

The user is unable to import batch files in xls, db, or xlsx formats in the Batch Editor

Importing a batch file in xls, db, or xlsx format might cause an error, preventing the batch file from being successfully imported. The xlsx format is only available in the Files of type list if the installed Microsoft Office is a 32-bit application. To successfully import a batch file, make sure to save it as a tab-delimited txt file with the first line starting with **% header=SampleName**. Refer to the example file DABImport.txt in the <drive>:\Analyst Data\Projects\Example\Batch folder folder. If a csv format is to be used, then edit the file in Notepad and make sure that the first line is **% delimiter=',':** and the second line starts with **% header=SampleName**. (ATF-823, ATF-824)

Samples in a batch remain suspended after an instrument error is corrected

The batch must be resubmitted to the queue to continue. (ST 16247)

During batch creation, pressing Tab creates a phantom row

During batch creation, if the user goes to the last row in the Batch Editor and then press the **Tab** key, another row is created. After the row is created, the Auto-Increment or Fill-Down functionality does not work with this row. Also, any rows appended to the batch will appear before this one. When the user submits the batch, this extra row will not be submitted. If a user creates a batch with this extra row, then the sample specified in this row will not be collected. Avoid the use of the **Tab** key to add rows to the batch. Use the **Add Samples** button instead. (ST 14024)

Explore

Viewing IDA data files

If an IDA experiment data file is opened during acquisition, it is displayed in Explore mode even if the IDA Explorer is set as the default viewer in the Appearance Options dialog box. If the data file is opened after acquisition, it is displayed in the IDA viewer. The manufacturer recommends that the PeakView® software be used to view IDA data, instead of IDA Explorer. (SCR 9805)

A contour plot is only displayed when a sample has less than three experiments

If a sample was acquired with more than 3 experiments, then contour plot functionality is not available. (ATF-350)

The Overlay Multiple Panes option is not being used for chromatograms

If the user sets **Overlay Multiple Panes** in the Multiple Graph Options under Appearance Options to **Yes**, then the chromatograms should appear in a single pane. The chromatograms appear in separate panes regardless of the value of the Overlay Multiple Panes option. (ATF-376)

Selecting or clearing masses in the IDA Explorer can cause the Analyst® TF software to stop responding

If the user selects and then clears masses when using IDA Explorer, and then right-clicks and selects **Deselect All**, the Analyst® TF client stops responding. (ATF-355)

An incorrect TIC is shown for Neutral Loss IDA data

If the user shows the TIC of all experiments and then double-clicks the arrow to expand to individual TIC panes, the incorrect TIC is displayed for Neutral Loss IDA data. If this issue occurs, then close the file and then open it again. (ST 22762)

The PeakView® software table list does not match the scan peak list

The masses of the candidate ions reported in the PeakView® software table list and the IDA Viewer do not match the corresponding Analyst® TF 1.8 software Peak List table. The Analyst® TF 1.8 software IDA Peak List table contains peaks labeled during real-time peak finding. The manufacturer recommends that the PeakView® software be used to view IDA data. (ST 22587)

The Subtract Range Locked option appears to be active but the menu item in the right-mouse menu does not update

When the user right-clicks a chromatogram, the Subtract Range Locked feature appears to be enabled even if it is not. To determine whether the feature is enabled, refer to either the Menu bar (**Explore > Background Subtract > Subtract Range Locked**) or the Explore toolbar. If the icon is displayed as depressed, then the feature is enabled.

The real-time display of data is delayed when the Agilent 1200 DAD D model is being used

The real time display of data between TWC and TIC is delayed when the Agilent 1200 DAD D model is being used. Data written to the file is not affected. To see the entire data file, open the file after it is acquired. (ST 16524)

The DAD margin for negative absorbance is not functioning

The diode array detector (DAD) margin for negative absorbance does not function.

Performance degradations occur due to large number of scans

Processing data can be slow if the data file contains a very large number of scans resulting from short accumulation times.

Peripheral Devices

Agilent Devices

DAD acquisitions at data rates greater than 20 Hz are not recommended

With the Analyst® TF software, the guidance is 20 Hz and below. Using higher acquisition rates causes the acquisition to take much longer than expected. (ST 25396, ST 35524)

Purging and priming using the Analyst® TF software

The 4220A Binary Pump uses an integrated software-controlled purge valve.

The Analyst® TF software supports this functionality in both the Acquisition Method Editor and Manual Tuning through the Purge option.

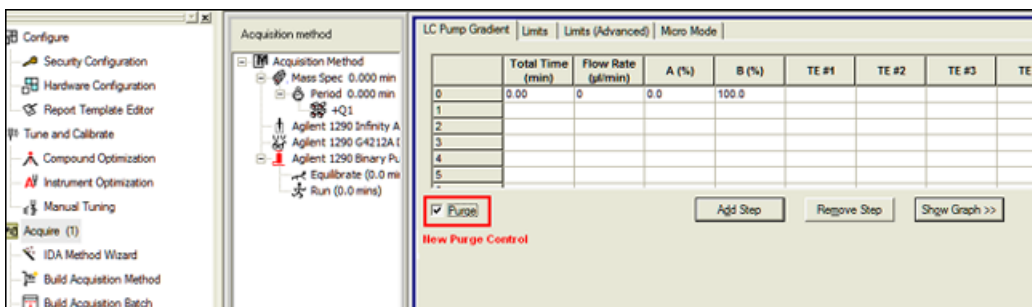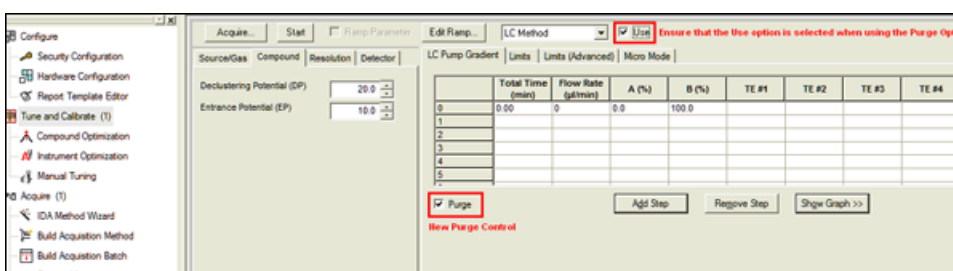**Figure 4-1 Purge Option in the Acquisition Method Editor**

**Figure 4-2 Purge Option in Manual Tuning**

When the Purge option is activated, the Agilent 1290 Binary Pump opens the purge valve, allowing system purging.

To create a purging method, use only the Total Time, Flow Rate, and A/B(%) fields. Values entered into the Limits, Limits (Advanced), and Micro Mode tabs are ignored.

Users can either use Manual Tuning to purge or prime their system, or they can create an acquisition method to be used exclusively for purging. This method can be submitted via the Acquisition Batch Editor in the same manner as acquisition methods. In this scenario, the mass spectrometer acquires data to the specified wiff file.

Figure 4-3 Example Acquisition Batch with a Purge Method Before Acquisition
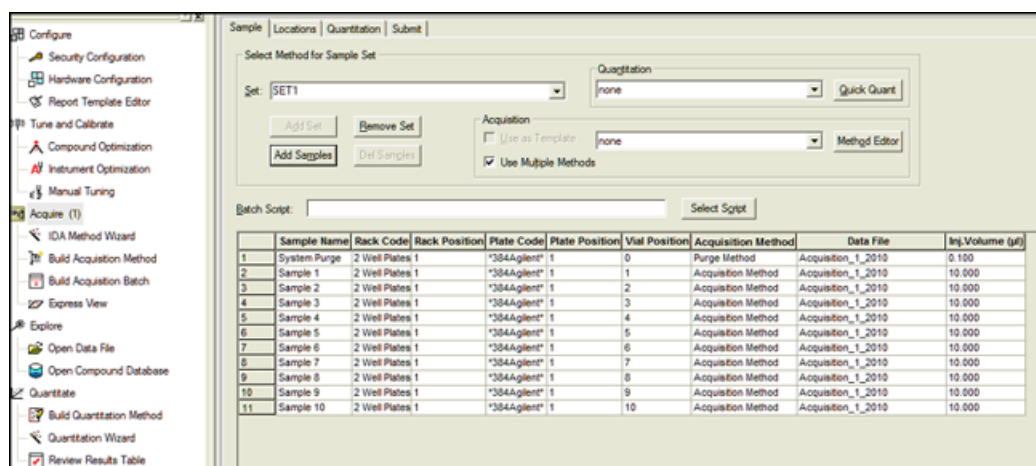
A hardware profile containing an Agilent DAD 1315D cannot be activated

When attempting to activate a hardware profile containing an Agilent DAD 1315D that has an incorrect IP address assigned to it, the Analyst® TF software stops responding. Make sure that the IP address is the actual address of the DAD.

CTC PAL / Leap Devices

The CTC Pal autosampler does not allow 1000 µL injections

When using a 1 mL syringe in the autosampler, users are not allowed to enter 1000 µL as the injection volume. To work around this issue, type 999.999 µL as the injection volume instead. (ATF-509)

CTC software update

During attempts to activate a hardware profile containing an Agilent DAD 1315 D that has an incorrect IP address assigned to it, that is powered off, or for which the Ethernet cable is not connected, the Analyst® TF software stops responding. To avoid this issue, make sure that the IP address is the actual address of the DAD, the device is powered on, and the Ethernet cable is connected. (ST 6408)

Enable Barcode Reading not available in the Analyst® TF software

In the Analyst® TF software, the Enable Barcode Reading check box is not available in the CTC PAL Autosampler Method Editor. The Analyst® TF 1.6 software release notes stated that Barcode Reading is available for CTC PAL autosamplers. This is incorrect — the feature is not available. (ATF-365)

Issue occur with multiple trays assignment

The CTC Batch Editor Location tab sample assignments do not work properly if a tray position has multiple trays assigned. If multiple trays are assigned, then use the Sample tab to set the sample tray and vial positions. (SCR 12921, SCR 12923)

A message appears during installation of the CTC Cycle Editor (v. 2.0.7)

When uninstalling the CTC Cycle Editor, click **No** in response to the message **Remove Shared Files?** If **Yes** is clicked, then some required files installed by the Analyst® TF software are removed and the Analyst® TF software fails to activate the hardware profile that contains the CTC PAL autosampler.

The hardware profile must be reactivated to use the new custom cycles

To view the new custom cycles created using the CTC Cycle Editor, reactivate the hardware profile. (SCR 13501)

The injection valve switches when a CTC method is aborted

The CTC injection valve switches after an abort during an injection. This can affect the chromatography of the subsequent analyses.

The terminal unlocks when a CTC method is aborted

The CTC PAL terminal unlocks when the CTC method is aborted. To lock the terminal again, reactivate the hardware profile.

Dionex

Communication is lost between the Analyst® TF software and the DCMS link

During equilibration, if the Take over Control option is selected, then the communication between the Analyst® TF software and the DCMS link stops and the batch does not start. If communication is lost, then close the Dionex software, deactivate and activate the hardware profile, and then start the Dionex software again. To avoid this issue, do not attempt to take control of the software using the DCMS link. (ST 29827)

Eksigent

Issues occur during communication with an Eksigent system

If a communication issue occurs when an Eksigent system is being used, then do the following to re-establish communication (ST 030395):

1. Deactivate the hardware profile and then close the Analyst® TF software.

2. Close the Eksigent software and then unregister the Eksigent drivers.

3. Turn off the computer.

4. Start the Eksigent LC/AS.

5. Turn on the computer.

6. Register the Eksigent drivers.

7. Start the Analyst® TF software and then activate the hardware profile.

8. Start the Eksigent software.

Issues might occur after reinstallation or upgrade of the Eksigent system or Analyst® TF software, or after a sample fails.

LC Packings Devices

Problem locating reagent vial positions

Famos Autosampler User Defined Program (UDP) does not properly locate Reagent Vial positions. (SCR 12204)

Define pressure in bar units

When using the UltiMate Integrated System, select the pressures in bar units. (SCR 9257, SCR 13863)

Missing vials

Acquisition problems may occur if there are missing vials in a large batch with LC Packings devices (both Famos and UltiMate). (SCR 9353)

Shimadzu Devices

Shimadzu SIL-10AF and SIL-10Axl autosamplers are not supported

The Shimadzu SIL-10AF and SIL-10Axl autosamplers are not supported even though the option exists in the Analyst® TF software Hardware Configuration Editor. Do not select these autosamplers as the user might not be able to activate the hardware profile.

Enabling additional devices in the Shimadzu Prominence stack might require a reboot of the stack

When additional devices are enabled in the Shimadzu Prominence stack (such as the rack changer), a full reboot of the stack might be required to allow the hardware profile to be successfully activated in the Analyst® TF software.

Loss of synchronization occurs when short acquisition times are specified for a Shimadzu Prominence stack

A loss of synchronization between the Analyst® TF software and the Shimadzu Prominence stack might occur if the acquisition time specified is shorter than the time necessary for the autosampler to complete the rinse washes. Make sure that the MS acquisition method is at least one to two minutes long.

The pump pressure maximum limit might need to be increased during creation of a Shimadzu method

The default pump pressure maximum limit might be too low and might lead to pressure errors on the hardware and subsequent acquisition errors. Therefore, the default limit might need to be increased when Shimadzu methods are created.

No error message is shown when a Shimadzu deep-well plate is missing

If a deep-well plate is missing in the Shimadzu autosampler, then the autosampler fails to detect it and the run proceeds without the software being notified of any error.

Issues occur when AnalystService is restarted

If the user reboots the computer or restarts the AnalystService.exe (with the Windows Services control panel), then the system might stop responding. Power-cycle the Shimadzu controller and then activate the hardware profile in the Analyst® TF software to help restore the system. (SCR 13266)

The user needs Windows local Administrator rights to modify the hardware profile

To create or modify hardware profiles that include Shimadzu devices, the user must be a Windows Local Administrator or have equivalent permissions. (SR 11858, SCR 13261)

Reset the device from the controller manually

Reset the Shimadzu autosampler from the controller after an abort or failure. Currently, there is no way for the Analyst® TF software to do this automatically. (SCR 10532, SCR 12921)

Issues occur due to a mismatch of duration time

The default duration for Shimadzu methods is 90 minutes. When tuning with a mass spectrometer scan duration shorter than the Shimadzu time program duration (as in the default tune method), the user is not able to stop the tune run using the Analyst® TF software after the mass spectrometer has finished scanning. Press **run** on the controller or change the default Shimadzu time program duration to match the MS duration in the Shimadzu method editor. (SCR 9515)

Clearing "Fail whole batch in case of missing vial" does not work

Clearing this feature found in **Tools > Settings > Queue Options** > > does not work. The batch fails regardless of whether the user has selected this check box.

Waters Acquity LC System

Analyst® TF software installations cannot be ugraded if the Waters Acquity LC Device Driver has been installed on the computer or was previously installed on the computer and then removed

If the Waters Acquity LC Device Driver has ever been installed on the acquisition computer, even if it was later removed, users might have difficulties upgrading the Analyst® TF software on the computer. This might result in the user losing the instrument tuning files. The issue is caused by the Waters driver and Waters support has been advised.

To avoid this issue, before performing an upgrade installation of the Analyst® TF software, always make sure to restart the computer before launching the Analyst setup.exe file. (ATF-542)

The Analyst® TF 1.8 software does not communicate with Waters Acquity AAO Console

The Acquity AAO Console can be included and activated in the Analyst® TF software hardware profile. However, the detailed status in Analyst® TF software does not reflect the real-time status of the Acquity system. Despite being online and activated, the Analyst® TF software still thinks that the Acquity Console is offline during a batch submission and the Queue Manager encounters an acquisition error. To resolve this issue, after installing the Acquity driver, restart the computer and the Acquity stack before using it. (ATF-310)

Nano Acquity system firmware version

The following firmware must be version 1.4.1 or later:

- The binary solvent manager firmware

- The sample manager firmware

- The acquity ICOP

Communication issues occur with the Waters Acquity LC system

If a communication issue occurs when the Waters Acquity LC system is used, then do the following to re-establish communication (ST 030394):

1. Deactivate the hardware profile and then close the Analyst® TF software.

2. Stop the Acquity processes (…:\Program Files\WatersInstruments\bin\StopAcquityProcesses.cmd).

3. Stop the Analyst service.

4. Start the Analyst® TF software and then activate the hardware profile.

Issues might occur after reinstallation or upgrade of the Analyst® TF software, or if a sample fails.

21 CFR Part 11 Compliance 5

The Analyst® TF software can be used to make sure that the site complies with the 21 CFR Part 11 Electronic Records and Electronic Signatures regulations. This compliance relies on the ability of the administrator ability to create a secure environment for generating, analyzing, and storing data. Compliance often involves the software of many different vendors for functions ranging from LIMS to data acquisition and from processing to archiving. The Analyst® TF software has the necessary features for creating and maintaining an electronic record system by providing valid electronic records of the acquisition and quantitative processing of data.

The Analyst® TF software is designed to be used as part of a 21 CFR Part 11 compliant system and can be configured to support 21 CFR Part 11 compliance. Whether the use of the Analyst® TF software is 21 CFR Part 11 compliant is dependent on the actual use and configuration of the Analyst® TF software in the lab.

Validation services are available through SCIEX Professional Services. For more information, contact complianceservices@sciex.com.

Programs and Utilities

The following utility is installed with the Analyst® TF software in the \Program Files\ Analyst\Bin folder.

Table 5-1 Utilities

Program	Description
RackBuilder.exe	Adds new plates and trays to the Analyst® TF software. Refer to Analyst Autosampler Utilities User Guide.doc in the C:\Program Files\Analyst\Help folder.
AutosamplerAddln.exe	Adds new plates and trays to the Analyst® TF software. Refer to Analyst Autosampler Utilities User Guide.doc in the C:\Program Files\Analyst\Help folder.
CFR_FileCheck.exe	Utility to rerun the installation qualification test. It is accessible from the Windows Start menu.

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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**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 or contact us in one of the following ways:

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

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

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