



Cliquid[®] 3.4 Software

Release Notes

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Notes on Installation

Because of the new operating system requirements, previous versions of the Cliquid[®] software cannot be upgraded to this version. Version 3.4 is only available as a new installation. New installations must be performed only by fully qualified SCIEX personnel. Contact the SCIEX Field Service Employee (FSE) to schedule the installation.

This version of the Cliquid[®] software is not compatible with version 1.0 of the MasterView[™] software. If the Cliquid[®] software is installed on the same computer, then the MasterView[™] software will no longer function. MasterView[™] software version 1.1 and this version of the Cliquid[®] software can co-exist on the same computer.

Changes from Version 3.3 to Version 3.4

This version of the Cliquid[®] software provides:

- Support for the Windows 7 and Windows 10, 64-bit operating systems. Cybersecurity support is included for both operating systems.

Note: The Windows 7, 32-bit operating system is no longer supported.

- Support for the 64-bit versions of Office 2013 and 2016.

Note: Office 2010 and the 32-bit version of Office 2013 are no longer supported.

- The user interface and the user documentation in multiple languages. The additional languages are provided on a separate DVD or in a separate download package available from sciex.com/software-support/software-downloads.
- Support for the ChemoView[™] software, version 2.0.4 or higher. MD versions of the ChemoView[™] software are not supported.

Workstation Requirements

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The workstation must be configured with the following applications before the Cliquid[®] software can be installed:

- An English version of the Windows 7, 64-bit or Windows 10, 64-bit operating system.
- A 64-bit version of Office 2013 or 2016.
- Analyst[®] software, version 1.7 with HotFix 1 or higher. MD versions of the Analyst software are not supported.

Note: Previous versions of the Analyst[®] software might be compatible. However, they have not been tested and might result in functionality and performance issues.

Note: SQL2008 R2 is the only supported version of the Microsoft SQL Server. If SQL2005 is installed on the computer, the Cliquid[®] software installer will upgrade this version to SQL2008 R2. If a more recent version of SQL Server is installed on the computer, it must be removed before installation can continue. Refer to [Unsupported Version of SQLExpress](#).

Supported Equipment

- All mass spectrometers supported by the Analyst[®] software are supported by the Cliquid[®] software.
- All LC systems supported by the Analyst[®] software are supported by the Cliquid[®] software.
- Dell OptiPlex 960
- Dell OptiPlex 990
- Dell OptiPlex 9010
- Dell OptiPlex XE2

Note: Newer systems might become available. For more information, contact the local sales representative. Older computer models might be compatible. However, they have not been tested and might result in degraded performance.

- The format for numbers, currencies, dates, and time must be set to English (United States). Setting the format to a different value might result in erroneous data. Refer to [Verify Region and Language Settings](#).
- When logging on to the Cliiquid[®] software for the first time, the error *No Analyst* might be shown. To resolve this issue, close and then open the Cliiquid[®] software again.
- After one week of continuous Cliiquid[®] software processing, or after 4000 reports are generated, restart the computer. If these limits are exceeded without restarting, reporting functionality might stop working and an error message similar to *Error: Analyst error opening xxx.wiff (Sample 1)* might be shown.
- The names of projects created through the Cliiquid[®] software must not contain non-English characters. Although the project folders are created successfully, information stored in these folders, for example generated reports, will not be accessible through the Cliiquid[®] software.
- If a Windows user account is locked due to an expired password or because of too many attempts to log on with an incorrect password, acquisition will fail with an error message similar to *Error: Could not connect to net.tcp://localhost:4043/CliiquidActionServer*. Contact the network administrator to resolve the Windows account issue before resubmitting the job.
- When processing data, the Stop button is not available and the Standby button only affects acquisition. If a processing job that is in progress must be stopped, then go to the Reports tab and delete all waiting reports. Click the Abort button to cancel the report being generated. The Abort button is available after the Reporter software generates the Results Table.
- In previous versions of the Cliiquid[®] software, if the general unknown and the targeted and unknown screening parameters were updated and then a data review of the general unknown screening test results was initiated, the Cliiquid[®] software would create a new Results Table based on the updated parameters. In version 3.3, the Results Table generated based on the original parameters is shown when the Data Review workflow is initiated. To generate results based on new parameters, the user must submit the data through the Process data workflow after the parameters are updated.
- The Cliiquid[®] software might indicate that a Process data task was completed successfully, but no report was generated. When the View button on the Reports tab is clicked, an empty box opens. To generate the report, click Data Review.
- During the Process data task and the Data Review task, the Analyst[®] software peak review window opens. If the information in the Results Table is modified, and then the Done button is clicked without changing the focus, then the Cliiquid[®] software might generate an error. Close the error message. The report will not generate. However, users can click Data Review or resubmit the job using the Process data task to generate the report.
- Occasionally, the peak is not shown correctly in the Peak Review pane because of a zooming issue. To resolve this issue, it is recommended that the user change the picture setting in the report template from Autozoom to 4 mins.

- When a *Scheduled* MRM™ algorithm test is selected as the template, if a retention time for the compound is not included in the MRM catalogue, then the retention time column for that compound is populated with 0 in the resulting acquisition method. Using the Analyst® software, type any missing retention times in the retention time column in the acquisition method.
- When a customized test is selected as the template, the customization is not carried over to the new test. However, if the new test is customized and then a custom column is added, then the pre-defined information from the template test might be shown in the new test. Make sure that this information is deleted before completing the customization.
- If an amino acid test is customized and information is added to the sample list, these values might carry over to the next customized amino acid test when a custom column is added. After closing the Customize Sample List Column dialog, make sure that only the appropriate values are shown in the sample list before completing the customization.
- Because the MRM catalogue does not contain analyte group, window, or threshold information, when a test that is based on an sMRMPro survey scan is selected as the template, these fields are not populated in the resulting acquisition method. In addition, the transition is always created as a primary transition with a dwell weight of 1. Using the Analyst® software, type the missing information in the new acquisition method.
- When importing a sample list, check the information in each column of the sample list because the software will replace invalid values from the imported file with default values. For example, if the value in the Dilution column of the sample list being imported is A, then the software automatically replaces the A with a value of 1, a valid default for this column.
- If an archive is created for the current date when no submitted jobs exist for the current date, for example, the last job being archiving was submitted on the previous day, the archive timestamp is shown as [date] 11:59:59 PM, not the actual time the archive was created. If there are jobs submitted on the current date, the timestamp shows the actual time the archive was created.
- When processing data from an archive file stored on a network drive, select the Peak Review option. If No is selected in response to the peak review question, the Analyst® software cannot open the .wiff file and the processing job will fail.
- If the network connection to the archive is lost while the user is processing data or reviewing data in an archived job, the job will continue running. No additional processing can occur in the archive until the previous job is complete. After the connection is restored, the user must restart the computer to cancel the job in progress. To switch to the current Jobs list while waiting for the archive to come back online, restart the computer.
- If an auto lock occurs while an archive is offline, for example, the network connection to the archive has been lost, and a user logs on before the archive is back online, several Analyst® software errors might open. These errors must be dismissed before the user can continue.
- If the Jobs list is now shown after logging on after an auto lock, then log off and log on to refresh the interface.

Notes on Use

- When running an amino acid test, if a decimal value is entered in the Total Urine Volume of the Sample List, then the software uses the decimal value to perform the calculations. However, the generated report shows an integer value, not the decimal value. A decimal value greater than or equal to .5 will round the value up to the nearest integer and a decimal value less than .5 will round the value down to the nearest integer. This is for viewing purposes only. There is no impact on the calculated value.
- If the acquisition method sets the first level Information Dependent Acquisition (IDA) criteria to enable the Dynamic Background Subtraction™ algorithm, SCIEX recommends that users clear the check box for the Background subtract (scans) parameter in the General unknown and targeted and unknown screening processing parameters in the Cliquid® software.
- When submitting a batch using the Spark-Holland Pico SPE System, the Left Cartridge Tray and Left Cartridge Position columns in the sample list cannot be blank if the SPE is set to XLC within the Pico portion of the acquisition method. This setting can be changed only within the Symbiosis Pico for Analyst® software application.
- When creating a system suitability test using the Spark-Holland Pico SPE System, the Instrument Setup Type must be set to LC within the Pico portion of the acquisition method. This setting can be changed only within the Symbiosis Pico for Analyst® software application.
- A CTC autosampler is typically configured with an equilibration time of two minutes. When submitting a batch or running a system suitability test using the Cliquid software and a CTC autosampler, if equilibration is required, then type three or more minutes in the Equilibration time field on the Submit page to allow for the two-minute CTC default setting. If equilibration is not required, type zero in this field.
- When processing data that was previously acquired using Cliquid Software for Routine Forensic Toxicology (Drug Screen & Quant version 1.0), always select the current processing parameters. The original processing parameters, that is, the library, mass tolerance and purity threshold values, are not retained when upgrading to the current version of the software; therefore when the original processing parameters are selected, the resulting report will not match the original report. To process the data with the original processing parameters, set the Library search parameters to the values in the original report. Make sure to change the parameters back to the current values, if required, after the data has been processed.
- When processing data associated with a test that has multiple versions, always check the date located to the right of the version number to make sure that the correct version is selected.
- When using the Search feature to locate the compounds to include in a test, add the selected compounds from each search to the test before starting another search.
- If the user clicks Stop or Standby in the Cliquid® software while running samples, the user can either delete the remaining samples or keep them in the queue. We recommend that users delete the remaining samples in the batch when using a multiplexing configuration. For workstations with a multiplexing configuration, the timing of the two streams can be affected and might cause the multiplexing to be out-of-sync and therefore less efficient than expected.
- When creating an acquisition method for a multiplexing test, the user can choose "If any stream has an error, stop all streams" as the error recovery option for the MPX™ driver software. It is recommended that users do not select this option. If the method is used in the Cliquid® software with a multiplexing configuration and one stream fails, the Cliquid® software will continue running samples on the other stream. If the user wants to stop the batch completely, then all of the samples must be deleted.

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- When using a multiplexing Ic system, if the first sample in a batch submitted through the Cliquid[®] software is acquiring and the user clicks Stop or Standby to cancel the acquisition, then click Stop or Standby again to stop the second sample (in the other stream) if the sample has already been submitted to the queue.

Known Issues and Limitations

Note: The numbers in brackets are reference numbers to each issue or feature in the SCIEX internal tracking system.

- When previously acquired data is added to reports during the Run samples workflow, and the Per sample reporting option is selected, if a user subsequently deletes one of the samples that is waiting to be acquired, the sample is correctly removed from the job and is not shown on the Samples tab. The deleted sample continues to be shown on the Reports tab, resulting in a generated report that contains only the previously acquired data that was added. This report can be disregarded. (CL-530)
- Occasionally, the log in time for a new user is very slow. This might be caused by a non-registered version of the Analyst[®] software. To resolve this issue, make sure that the Analyst[®] software has been registered using the Analyst User Registration dialog. (CL-605)
- In the Run samples and Customize a test workflows, navigation from selecting a test to the Sample List page might be slower than normal if there is a test containing a large number of analytes (> 600). (20097)
- If an incorrect report style is selected when submitting a targeted and unknown screening test, then the query which triggers the library search is not executed and the library search results are not generated. When the user accesses the MS/MS review workspace through the Process data or Data Review task, the Library Search Session panes are empty. (CL-1328)
- Occasionally when a submitted job contains numerous samples and multiple reports are requested, reporting will fail. A message indicating that too many files are open is generated. It is recommended that any one job contains a maximum of 15 reports. (CL-1386)
- When reviewing the generated library search results for a test that is based on an sMRMPPro survey scan, the XIC of a secondary transition where only one EPI was acquired is shown as a vertical bar even though the Analyst[®] software integrated the peak and the peak area is greater than 0. (CL-1425)
- When a primary transition is unintegrated in the Peak Review workspace, the Cliquid[®] software continues to show the analyte in the library search session summary table. All transitions for the analyte (primary and secondary) must be unintegrated to remove the analyte from the report. (CL-1431)
- When the information in the library search session summary table is exported, the Cliquid[®] software incorrectly sets the acquired EPI flag to true when no EPIs were acquired for the analyte. (CL-1458)
- Occasionally, when moving between the Peak Review and the MS/MS Review workspaces after peaks have been integrated or changes have been made to calibration curves, an *Invalid Pointer* message is shown. The user must dismiss this message dialog to continue. (CL-1476)

Notes on Use

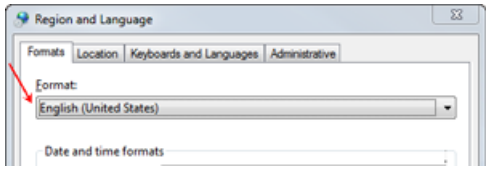

- On the Jobs list, the response time might be slower than normal when selecting a job if the job contains a large number of reports (> 60). (27866)
- Occasionally, when processing data from an archived file stored on a network drive, a ReporterCage.exe error opens. Click **OK** to dismiss the error message, and the report will generate successfully. If the message is not dismissed, then reporting will fail. (33528)
- Occasionally when submitting a ChemoView™ software batch and selecting the batch reporting option, the generated report might not populate correctly. In the standalone version of the ChemoView™ software, the following error is reported: Error HRESULT E_FAIL has been returned from a call to a COM component. (33839)

Verify Region and Language Settings

A

CAUTION: The Format on the Region and Language dialog must be set to English (United States). Setting this field to a different value may result in erroneous data.

1. Open Control Panel.
2. Do one of the following:

On Computers Configured with Windows 7	On Computers Configured with Windows 10
<p>Do one of the following:</p> <ul style="list-style-type: none">• In the Large icons or Small icons view, click Region and Language.• In the Category view, click Clock, Language, and Region > Change the date, time, or number format. <p>The Region and Language dialog opens.</p>	<p>Do one of the following:</p> <ul style="list-style-type: none">• In the Large icons or Small icons view, click Region.• In the Category view, click Clock and Region > Change date, time, or number formats. <p>The Region dialog opens.</p>
<p>On the Formats tab, make sure that English (United States) is selected in the Format field.</p> <p>Figure A-1 Region and Language Dialog</p> 	<p>On the Formats tab, make sure that English (United States) is selected in the Format field.</p> <p>Figure A-2 Region Dialog</p> 

3. Click **Apply**.
4. Click **OK**.

Unsupported Version of SQLExpress

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SQL2008 R2 is the only version of the Microsoft SQLExpress software supported by the Cliquid[®] software. If SQL2005 exists on the computer where the Cliquid[®] software is being installed, then the installer upgrades this version to SQL2008 R2. If a more recent version of SQLExpress is installed on the computer, then the installer will stop and notify the user that an unsupported version of SQL has been detected. The unsupported version of SQLExpress must be removed before installation can continue.

1. To remove SQLExpress, log on to the computer as a Windows user with administrator privileges.
2. Open Control Panel.
3. Do one of the following:
 - In the Category view, click **Programs > Uninstall a Program**.
 - In the Large icons or Small icons view, click **Programs and Features**.
4. Select the first SQLExpress component listed.

Note: SQLExpress has several components, for example, Microsoft SQL Server, Microsoft SQL Server Native Client, Microsoft SQL Server Setup Support Files (English), and so on. Every component must be removed.

5. Click **Uninstall**.
6. Repeat steps 4 and 5 for each component listed.
7. After all of the SQLExpress components are removed, continue with the installation of the Cliquid[®] software.

Support

Related Documentation

The customer documentation for the system includes these materials:

- *Cliquid[®] Software Site Planning Guide*—Provides the information required to prepare the site for the installation of the Cliquid[®] software. This document also provides information required to prepare for the activation of the features, for example, ChemoView, LIMS communications, and Languages, in the software.
- *Reference Guide*—Identifies resources available for performing tasks in the Cliquid[®] software, as well as training resources.
- *Cliquid[®] Help*—Provides step-by-step procedures related to using the software.
- *Peak Review for Quantitation Tests Tutorial*—Provides step-by-step procedures for reviewing the peaks that the software has identified, and then redefining the peak or the start and end points where necessary. This tutorial covers data acquired using a quantitation test.
- *Interactive Data Review for Screening Tests Tutorial*—Provides step-by-step procedures for reviewing the peaks that the software has identified, and then redefining the peak or the start and end points where necessary. This tutorial also explains how to use the interactive data review (library search) functionality to adjust library search results reported by the software.
- *Report Templates Tutorial*—Provides a description of the available report templates and tags as well as procedures for adding, removing, and editing tags in existing report templates.

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

- [SCIEXUniversity](#)

Support

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>.

For the latest versions of the documentation, visit the SCIEX website at sciex.com.

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