



# Release Notes

## PA 800 Plus Software

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# Introduction

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This document describes changes to the software and firmware for the PA 800 Plus system.

We recommend that users keep these *Release Notes* to use as a reference during familiarization with the software.

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

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## Corrections and New Features in the 32 Karat Software 10.3

The following changes were made:

- Support was added for the Windows 10 Enterprise LTSB 2016 (Windows 10 IoT) with Cybersecurity operating system and the Windows 10 Enterprise LTSC 21H2 operating system.
- The software was rebranded.
- Unneeded files were removed from the installer, including the following:
  - Agilent 35900 E Add-on for elite
  - Pretreatment
  - GldCnvt32.exe
  - SS420 files
- An issue where relative migration time was reported as 0 has been fixed. The correct value is now reported.
- There is an internal limit to the number of records that can be stored in a data file. This limit can be reached if the data is repeatedly analyzed and saved. A warning has been added when the number of records exceeds the limit.
- The methods for capillary isoelectric focusing (cIEF) have been updated.
- New files required for the software qualification have been included in the installer.

## Corrections and New Features in the PA 800 Plus Software 10.3

The following changes were made:

- Support was added for the Windows 10 Enterprise LTSB 2016 (Windows 10 IoT) with Cybersecurity operating system and the Windows 10 Enterprise LTSC 21H2 operating system.
- The software was rebranded.
- An issue where the **Autozero** button was always enabled in the Instrument Status and Direct Control window was fixed. The button is now only enabled when the system is connected.

## Changes to the PA 800 Plus Firmware 10.2.5-R

There were no changes to the firmware.

## Validated Controller Configuration

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**Note:** Specifications are subject to change without notice.

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**Note:** SCIEX fully validates and supports the controllers supplied with the system. Only limited support is available for customer-supplied computers.

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**Table 2-1 Validated Controller Configuration**

Item	Details
Operating system	Windows 10 Enterprise LTSC 21H2, language set to English (United States)
CPU	Intel Core Ultra 5 processor 235, 24M cache, to a maximum of 5 GHz
Random access memory (RAM)	16 GB, DDR5, to a maximum of 5,600 MT/s, non-ECC
Hard drive	512 GB SSD
Optical drive	DVD-RW drive
Serial ports	2
Ethernet ports	2
USB ports	2
Monitor	24-inch wide-screen monitor with 1920 × 1080 resolution

## Known Issues in the 32 Karat Software

- A sequence file that is created with the 32 Karat software 10.1 or later cannot be opened in the 32 Karat software 9.1. If a sequence file from version 10.1 or later is opened in the 32 Karat software 9.1, then the 32 Karat software might close incorrectly.
- If the Fill Down function is used in the **Method** column in a sequence table, then the values in the **Sample Inject** column change. To prevent issues, complete the **Method** column, and then review and edit the **Sample Inject** column.
- If psi is selected as the unit of measurement for pressure for an instrument, then an error occurs if the unit of measurement is changed to mbar. For example, if the pressure is set to 50 mbar in an injection step and saved in a method, then the pressure automatically changes to 48.3 mbar. If this method is selected for a sequence, then the sequence cannot be saved and this message is shown: *Injection time mentioned in method is not valid*. To prevent issues, configure the instrument to use psi as the unit of measurement for pressure.
- When a range of rows is selected in a sequence table, the injection always starts at the first vial in the table, not the first vial in the selected range. The vial position in the method is always used even if a different row is selected in the sequence table. The sequence starts with the first sample position in the method and then is incremented as defined in the method. To prevent issues, always select the first row in the sequence table.
- When multiple data files are selected for the trace stacking feature, the file that is selected last is shown in the first position. To prevent issues, click the last file and then **Shift+click** the first file.
- When the user clicks **Apply To All** in the Annotations dialog, the order of items in the **Show the following annotations** list might change. This occurs when the order of the annotations in the **Show the following annotations** list is different than the order in the **Available Annotations** list. Also, the order of the annotations in the electropherogram might not be the same as the order in the **Show the following annotations** list. To prevent issues, start at the top of the **Available Annotations** list to select the annotations.
- After the user clicks a check box in the Properties dialog in the sequence table, the check box cannot be seen. To show the missing check box, click the text that is adjacent to a different check box.
- If a peak does not have sufficient resolution from the peak before or after it, then the **Peak Width at Half Height** parameter cannot be calculated for that peak. As a result, some calculations are not done when this peak is included.

## Known Issues and Limitations

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- If custom parameters are used to calculate the peak signal-to-noise (S/N) ratio in the 32 Karat software, then the default `peaksignaltonoise.dll` file might not operate correctly. To make sure that peak S/N calculations are correct, use the updated `dll` file that is installed with the PA 800 Plus Software 10.3.20 Patch for PeakSignalToNoise.
- If the 32 Karat software is connected to a network during data transfer, then this error message might be shown intermittently: A channel data overflow has occurred in the instrument. Aborting run. This error occurs when a large amount of computer RAM is in use, for example, when a virus scanner is in operation in the background or a large amount of data is acquired. Network connectivity and speed also have an effect on the number of times that this error occurs. Minimize background processes during acquisition and make sure that sufficient system resources are available.
- In the 32 Karat software, after the results have been electronically signed, the Manual Integration Fixes table can be used to make changes. The changes are permitted by the system and recorded in the data file audit trail. To keep data integrity and compliance, create and use procedures that prevent data analysis after the results are signed.
- The temperature control function might become unresponsive during operation. To start temperature control, start the system again.
- When a user tries to log on but cannot, the correct time stamp is not applied to the event. A message about the incorrect logon is saved and shown in the event log with the time stamp that is used for the next correct logon. As a result, incorrect time records are created.
- If the system is set to use a specified detector and a method that uses a different detector is saved (for example, the system is set to use the PDA detector and a LIF method is saved), then some method settings go back to the default values when the method is opened again. The method audit trail does not record that the method for the different detector was saved.
- If the installation of the 32 Karat software is correct (for example, the system is started again before the installation is completed), then issues with the 32 Karat software and the Windows operating system can occur. This error message might be shown: Unable to create a required Enterprise folder, or the Windows **Start** and **Search** buttons might not operate. Install the 32 Karat software again. Refer to the document: *Software Installation Guide*.
- If the **Instrument Setup** dialog is open to show the PDA Detector Initial Conditions tab when reports are printed or a sequence that prints a method report after each run is used, then the software might stop operation. When reports are printed or sequences that print a method report after each run are used, close the **Instrument Setup** dialog.
- The Help file incorrectly refers to the Report Template Editor user privilege, which is not available in the 32 Karat software.
- If a data file is opened in the 32 Karat software, then the Date Modified time stamp for the data file might change intermittently, although no actual changes are made. Also, a related entry in the audit trail is not recorded for the change in the time stamp.

## Known Issues in the PA 800 Plus Software

- **Audit Trail dialog:** When prompted to supply a reason for changes made to a sequence, follow the instructions in the Audit Trail dialog, enter a reason, and then click **OK**. If a reason is not entered, then issues might occur.
- **Maximum length of some fields is smaller in PA 800 Plus software:** In the PA 800 Plus software, the maximum number of characters in the Reps field is 24, but the 32 Karat software allows 1000 characters. For the Sample ID field, the PA 800 Plus software allows 60 characters and the 32 Karat software allows 64 characters.
- **Show Desktop command:** When the Windows Show Desktop icon or key command (Win+D) is used, the PA 800 Plus software opens a previously restored window. To prevent this, use the PA 800 Plus software **Show Desktop** command instead of the Windows command.
- **Closing the 32 Karat software:** Closing the 32 Karat software when a dialog is still open might cause issues with the PA 800 Plus software. When operating the 32 Karat software from the PA 800 Plus software, make sure to close all dialogs and then save any methods or sequences in the 32 Karat software before closing the PA 800 Plus software.
- **Font Size in Windows 7:** If the font size for the Windows 7 desktop is increased, then the slider on the right side of the PA 800 Plus software disappears. To prevent this, do not change the font size.

# Notes on Use

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- On systems that are configured with the Windows 10 or Windows 11 operating system, if very intensive acquisition and processing activities are done at the same time, then the system response might stop. We recommend that all of the background applications on the system be disabled and the anti-malware service be set to Low. If the correct parameters have been set for the 32 Karat software, then security agents (for example, CrowdStrike) should not cause issues.
- During Windows updates, install only the required updates. Do not install optional updates, which might have an effect on the software functionality. Do not install updates during data acquisition.
- To prevent performance issues or data corruption, do not do computer maintenance procedures (for example, defragmentation or disk clean-up) during data acquisition.
- The 32 Karat software is compatible with the Windows 11 operating system. During the initial installation, the National Instruments driver 19.0 is required to enable GPIB interface support. Refer to the document: *Software Installation Guide*.
- The 32 Karat software has not been evaluated for compatibility with .NET 8. We recommend that the .NET Framework 3.5 and .NET Framework 4.5 be installed. Refer to the document: *Software Installation Guide*.
- The **Sequence Vials Preview** menu item is not related to the **Summary** user privilege in the **Sequences** category.
- Data that is acquired and saved with the 32 Karat software 10.1.44 on a Windows 7 operating system can be opened and changed in subsequent releases of the operating system. This includes the 32 Karat software 10.3 on a Windows 10 operating system.

# Contact Us

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## Addresses

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## Customer Training

- Global: [sciex.com/contact-us](http://sciex.com/contact-us)

## Online Learning Center

- [SCIEX Now Learning Hub](http://SCIEX Now Learning Hub)

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Buy SCIEX supplies and reagents online at [store.sciex.com](http://store.sciex.com). To make an order, use the account number on the quote, order confirmation, or shipping documents. Customers in the United States, Canada, United Kingdom, Belgium, Netherlands, France, Germany, and Switzerland have access to the online store. Access will be given to different countries in the future. For customers in different countries, contact a local SCIEX representative.

## SCIEX Support

SCIEX and its representatives have a global staff of fully-trained service and technical specialists. They can supply answers to questions about the system or any technical issues that might occur. For more information, go to the SCIEX website at [sciex.com](http://sciex.com) or use one of the links that follow to contact us.

- [sciex.com/contact-us](http://sciex.com/contact-us)
- [sciex.com/request-support](http://sciex.com/request-support)

## Contact Us

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# Cybersecurity

For the latest guidance on cybersecurity for SCIEX products, visit [sciex.com/productsecurity](http://sciex.com/productsecurity).

## Documentation

This version of the document supersedes all of the previous versions of this document.

To find software product documentation, refer to the release notes or software installation guide that comes with the software.

To find hardware product documentation, refer to the documentation that comes with the system or component.

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

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