

SCIEX OS 3.4.5 Firmware HotFix Release Notes



Introduction

For information about the SCIEX OS software 3.4.5 features, requirements, and known issues, refer to the document: *Release Notes* for the SCIEX OS software 3.4.5.

This HotFix is only applicable to these systems:

- SCIEX 4500 systems
- SCIEX 5500 systems
- SCIEX 5500+ systems
- SCIEX 6500 systems
- SCIEX 6500+ systems
- SCIEX 7500 systems
- SCIEX 7500+ systems

For information about previous software versions and HotFixes, refer to the document: *Release Notes* that came with the software version.

Where to Get Help

- *SCIEX OS Software 3.4.5 Release Notes*
- *SCIEX OS Software 3.4.5 Installation Guide*

New in SCIEX OS 3.4.5 Firmware HotFix

Fixed Issues

- SCIEX 4500 systems, SCIEX 5500 systems, SCIEX 5500+ systems, SCIEX 6500 systems, and SCIEX 6500+ systems with ICB5: If a method with the Scheduled MRM (sMRM) algorithm was used with a diverter valve method to acquire data, then the diverter valve did not change positions as configured in the method. However, if a method without the sMRM algorithm was used with a diverter valve method, then the position of the diverter valve changed correctly.
- SCIEX 4500 systems, SCIEX 5500 systems, SCIEX 5500+ systems, SCIEX 6500 systems, and SCIEX 6500+ systems with ICB5 and an Acquity I-Class LC system: If the LC stop-flow cables were connected on the LC pump, then the system went to a fault status immediately after **Start** was pressed. If the LC stop-flow cables were disconnected, then the system

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operated correctly. Although this issue was not reported on other LC systems with stop-flow cables, those LC systems might have had the same issue.

- SCIEX 4500 systems, SCIEX 5500 systems, SCIEX 5500+ systems, SCIEX 6500 systems, SCIEX 6500+ systems, and SCIEX 7500 systems: To increase system reliability, the number of false errors created by the QPS exciter is decreased.
- SCIEX 7500 systems and SCIEX 7500+ systems: The number of redundant error messages shown for the OptiFlow Pro ion source is decreased.

Updates to the Instrument Firmware Applications

This HotFix updates the FirmwareUpdater utility to enable support for the new versions of the instrument firmware applications.

Table 1 Firmware and Configuration Table Versions

Mass Spectrometers	Firmware Version	Configuration Table Version
SCIEX 7500 system with the oil-sealed roughing pump	<ul style="list-style-type: none">• ICB4 or lower: PIL2007 (no change)• ICB5: QIL0203	<ul style="list-style-type: none">• ICB4 or lower: FWTripleQuad7500QTRR05• ICB5: FWTripleQuad7500QTRR505
SCIEX 7500 system with the dry pump	<ul style="list-style-type: none">• ICB4 or lower: PIL2007 (no change)• ICB5: QIL0203	<ul style="list-style-type: none">• ICB4 or lower: FWTripleQuad7500QTRR32• ICB5: FWTripleQuad7500QTRR532
SCIEX 7500+ system with the oil-sealed roughing pump	<ul style="list-style-type: none">• QIL0203	<ul style="list-style-type: none">• FWTripleQuad7500+R502
SCIEX 7500+ system with the dry pump	<ul style="list-style-type: none">• QIL0203	<ul style="list-style-type: none">• FWTripleQuad7500+R532
SCIEX Triple Quad 4500 system	<ul style="list-style-type: none">• ICB4 or lower: PIL2007 (no change)• ICB5: QIL0203	<ul style="list-style-type: none">• ICB4 or lower: FWTripleQuad4500R23• ICB5: FWTripleQuad4500R524
SCIEX Triple Quad 5500 system	<ul style="list-style-type: none">• ICB4 or lower: PIL2007 (no change)• ICB5: QIL0203	<ul style="list-style-type: none">• ICB4 or lower: FWTripleQuad5500R09• ICB5: FWTripleQuad5500R510

Table 1 Firmware and Configuration Table Versions (continued)

Mass Spectrometers	Firmware Version	Configuration Table Version
SCIEX Triple Quad 5500+ system	<ul style="list-style-type: none"> • ICB4 or lower: PIL2007 (no change) • ICB5: QIL0203 	<ul style="list-style-type: none"> • ICB4 or lower: FWTripleQuad5500+R04 • ICB5: FWTripleQuad5500+R505
SCIEX Triple Quad 6500 system	<ul style="list-style-type: none"> • ICB4 or lower: PIL2007 (no change) • ICB5: QIL0203 	<ul style="list-style-type: none"> • ICB4 or lower: FWTripleQuad6500R06 • ICB5: FWTripleQuad6500R507
SCIEX Triple Quad 6500+ system with the oil-sealed roughing pump	<ul style="list-style-type: none"> • ICB4 or lower: PIL2007 (no change) • ICB5: QIL0203 	<ul style="list-style-type: none"> • ICB4 or lower: FWTripleQuad6500+R05 • ICB5: FWTripleQuad6500+R506 with ICB-5
SCIEX Triple Quad 6500+ system with the dry pump	<ul style="list-style-type: none"> • ICB4 or lower: PIL2007 (no change) • ICB5: QIL0203 	<ul style="list-style-type: none"> • ICB4 or lower: FWTripleQuad6500+R32 • ICB5: FWTripleQuad6500+R533
QTRAP 4500 system	<ul style="list-style-type: none"> • ICB4 or lower: PIL2007 (no change) • ICB5: QIL0203 	<ul style="list-style-type: none"> • ICB4 or lower: FWQTrap4500R22 • ICB5: FWQTrap4500R523
QTRAP 5500 system	<ul style="list-style-type: none"> • ICB4 or lower: PIL2007 (no change) • ICB5: QIL0203 	<ul style="list-style-type: none"> • ICB4 or lower: FWQTrap5500R08 • ICB5: FWQTrap5500R509
QTRAP 6500 system	<ul style="list-style-type: none"> • ICB4 or lower: PIL2007 (no change) • ICB5: QIL0203 	<ul style="list-style-type: none"> • ICB4 or lower: FWQTrap6500R05 • ICB5: FWQTrap6500R506
QTRAP 6500+ system with the oil-sealed roughing pump	<ul style="list-style-type: none"> • ICB4 or lower: PIL2007 (no change) • ICB5: QIL0203 	<ul style="list-style-type: none"> • ICB4 or lower: FWQTrap6500+R04 • ICB5: FWQTrap6500+R505

Table 1 Firmware and Configuration Table Versions (continued)

Mass Spectrometers	Firmware Version	Configuration Table Version
QTRAP 6500+ system with the dry pump	<ul style="list-style-type: none">ICB4 or lower: PIL2007 (no change)ICB5: QIL0203	<ul style="list-style-type: none">ICB4 or lower: FWQTrap6500+R32ICB5: FWQTrap6500+R533

Known Issues and Limitations

- N/A

Install the HotFix

Prerequisites
<ul style="list-style-type: none">The SCIEX OS software 3.4.5 or the SCIEX OS 3.4.5 Module Update for Agilent systems is installed.The mass spectrometer is active in the Devices workspace.The computer is connected to the mass spectrometer.The user who will use the FirmwareUpdater utility is logged on as an Administrator in Microsoft Windows and the user database for the SCIEX OS software.

- Stop all of the acquisitions, and then clear the queue.
Make sure that there are no remaining samples in the queue.
- Close the SCIEX OS software.
- Download the SCIEX OS 3.4.5 Firmware HotFix from sciex.com/software-downloads.

Tip! To prevent installation issues, save the file to the local computer, in a location other than the desktop.

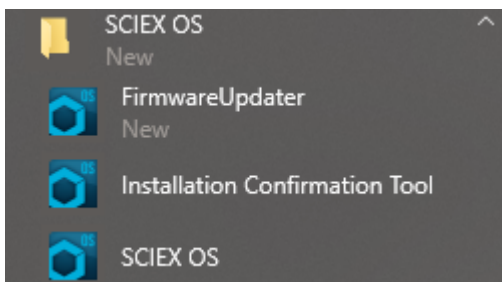
- After the download is completed, right-click the **SCIEX-OS-3.4.5-Firmware-HotFix.zip** file.
- Click **Extract All**, select the folder where the files will be saved, and then click **Extract**.
- In the folder of extracted files, double-click the **SCIEX-OS-3.4.5-Firmware-HotFix.exe** file.
- Obey the on-screen instructions to complete the installation.

Use the FirmwareUpdater Utility

Use the FirmwareUpdater utility to update the instrument firmware applications to the version that is shown in the section: [Updates to the Instrument Firmware Applications](#).

1. To open the FirmwareUpdater utility, click **Start > SCIEX OS**. Right-click **FirmwareUpdater**, and then click **More > Run as administrator**.

Figure 1 SCIEX OS > FirmwareUpdater



2. Select the firmware version to be updated, and then click **Run Update**.
3. Wait 30 seconds.
4. Shut down and then start up the mass spectrometer. Refer to the document: *System User Guide*.
5. Open the SCIEX OS software, and then open the Devices workspace. The mass spectrometer device has been deleted from the list.
6. Add the mass spectrometer to the list in the Devices workspace, and then activate the required devices.

Note: The event log in the SCIEX OS software shows that the firmware update was satisfactory.

Remove the HotFix

Note: Before repair, modification, or removal of the SCIEX OS software, remove the HotFix.

1. Log on to the computer as a user with Administrator privileges.
2. Deactivate the devices.
3. Close the SCIEX OS software.
4. Open Control Panel, and then open Programs and Features.
5. Select **SCIEX OS 3.4.5 HotFix 1**, and then click **Uninstall**.

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6. Obey the on-screen instructions.

The HotFix is removed from the program list.

Note: The FirmwareUpdater utility and the shortcut to the folder are removed. The updated configuration table stays on the system. This version of the configuration table helps to make system performance better. We recommend that the updated configuration table be kept.

7. Close Control Panel.

Updated Files

The SCIEX OS 3.4.5 Firmware HotFix creates the folder: C:\ProgramFiles\SCIEX\SCIEX OS\FirmwareUpdater.

A shortcut is added to the Microsoft Windows Start menu.

Contact Us

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Customer Training

- Global: sciex.com/contact-us

Online Learning Center

- [SCIEX Now Learning Hub](#)

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 or use one of the following links to contact us.

- 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 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.

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