

---

## DISCLAIMER

This software patch has not undergone extensive formal testing at this time. The patch has undergone sufficient testing to prove that it resolves the issue detailed below. This patch will be included in the next version of the SCIEX OS software, at which time it will have been subjected to complete and formal testing. SCIEX assumes no liability or responsibility for any loss howsoever caused in connection with using this software.

## SCIEX OS 3.4.5 Patch for Acquisition Issue

This patch corrects an issue that acquisition stops intermittently when the acquisition computer is in a domain. (BLT-7115)

## Install the Patch

Prerequisites
<ul style="list-style-type: none"><li>The SCIEX OS software 3.4.5 is installed.</li></ul>
<b>Note:</b> The patch can be installed on a computer that has the SCIEX OS 3.4.5 Firmware HotFix installed.

1. Log on to the computer as a Windows user with Administrator privileges.
2. Wait until acquisition is completed.
3. On the Devices page in the Configuration workspace, deactivate the devices.
4. Close the SCIEX OS software.
5. Go to [sciex.com/software-downloads](https://sciex.com/software-downloads), and then download the SCIEX OS 3.4.5 Patch for Acquisition Issue.

---

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

---

6. Right-click the downloaded `SCIEX_OS_3.4.5_Patch_Acquisition_Issue.zip` file, click **Extract All**, select a destination folder, and then click **Extract**.
7. After the extraction is completed, browse to the selected destination folder.

## Release Notes

---

8. Right-click the `SCIEX_OS_3.4.5_Patch_Acquisition_Issue.exe` file, and then click **Run as administrator**.
9. Obey the on-screen instructions.

## Updated Files

The SCIEX OS 3.4.5 Patch for Acquisition Issue updates this file in the `C:\Program Files\SCIEX\SCIEX OS` folder:

- `Clearcore2.DeviceServiceLogManager.dll`

## Remove the Patch

1. Log on to the computer as a Windows user with Administrator privileges.
2. Wait until acquisition is completed.
3. Deactivate the devices.
4. Close the SCIEX OS software.
5. Open Control Panel in Large icons or Small icons mode, and then click **Programs and Features**.
6. Select **SCIEX OS 3.4.5 Patch for Acquisition Issue**, and then click **Uninstall**.

The patch is removed from the list of programs.

## Known Issues and Limitations

- N/A

## Addresses



### SCIEX Headquarters

AB Sciex Pte. Ltd.  
Blk33, #04-06 Marsiling Industrial Estate Road 3  
Woodlands Central Industrial Estate, Singapore 739256

AB Sciex LLC  
250 Forest Street  
Marlborough, MA 01752  
USA

---

This document is provided to customers who have purchased SCIEX equipment to use in the operation of such SCIEX equipment. This document is copyright protected and any reproduction of this document or any part of this document is strictly prohibited, except as SCIEX may authorize in writing.

Software that may be described in this document is furnished under a license agreement. It is against the law to copy, modify, or distribute the software on any medium, except as specifically allowed in the license agreement. Furthermore, the license agreement may prohibit the software from being disassembled, reverse engineered, or decompiled for any purpose. Warranties are as stated therein.

Portions of this document may make reference to other manufacturers and/or their products, which may contain parts whose names are registered as trademarks and/or function as trademarks of their respective owners. Any such use is intended only to designate such products as those manufacturers' products and does not imply any right and/or license to use or permit others to use such manufacturers' and/or their product names as trademarks.

SCIEX warranties are limited to those express warranties provided at the time of sale or license of its products and are the sole and exclusive representations, warranties, and obligations of SCIEX. SCIEX makes no other warranty of any kind whatsoever, expressed or implied, including without limitation, warranties of merchantability or fitness for a particular purpose, whether arising from a statute or otherwise in law or from a course of dealing or usage of trade, all of which are expressly disclaimed, and assumes no responsibility or contingent liability, including indirect or consequential damages, for any use by the purchaser or for any adverse circumstances arising therefrom.

(GEN-IDV-09-10816-E)

For Research Use Only. Not for use in Diagnostic Procedures.

Trademarks and/or registered trademarks mentioned herein, including associated logos, are the property of AB Sciex Pte. Ltd., or their respective owners, in the United States and/or certain other countries (see [sciex.com/trademarks](https://sciex.com/trademarks)).

AB Sciex™ is being used under license.

© 2025 DH Tech. Dev. Pte. Ltd.

