

Supplement for Advanced Users

SCIEX OS Software



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This guide supplies instructions for troubleshooting issues that might occur during the installation of the SCIEX OS software. These topics are included:

- The minimum requirements for a computer that is not supplied by SCIEX
- Information about the SCIEX OS Installation Repair Tool that is included with the SCIEX OS software
- A manual clean-up procedure that can be used if the SCIEX OS Installation Repair Tool does not correct the installation issues
- Troubleshooting tips
- A description of known installation issues and recommended workarounds

Minimum Requirements for a Computer That Is Not Supplied by SCIEX

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

Note: It is the responsibility of the customer to obey industry practices for the configuration of computer security.

Acquisition Computer Requirements

TOF Systems

TOF systems require a business-grade computer, for example, a Dell Precision 5860 computer, that meets the requirements in the table that follows.

Table 2-1 Requirements for TOF Systems

Item	Specification
Processor	Intel Xeon W3-2435
RAM	32 GB, DDR5, 4800 MHz, ECC
Data storage	Two 1 TB SSD in RAID 1
DVD drive	8× DVD±RW Optical Disk
Graphic card	RTX A400
Ports	<ul style="list-style-type: none">Three RJ45 Ethernet ports, 1GbE <hr/> <p>Note: An expansion PCIe network interface card (NIC) from Broadcom is required for the connection to the mass spectrometer.</p> <hr/> <ul style="list-style-type: none">Serial port

Minimum Requirements for a Computer That Is Not Supplied by SCIEX

Table 2-1 Requirements for TOF Systems (continued)

Item	Specification
BIOS settings ¹	<ul style="list-style-type: none">• C-States Control: Disabled• Dell Reliable Memory Technology: Enabled• Enable Secure Digital (SD) Card: Cleared (disabled)• Hyper Thread Control (HTC): Disabled• Integrated NIC: Enabled• Intel SpeedStep: Disabled• Intel turbo boost: ON• Intel VMD technology: Auto• PCIe0 and PCIe1: Selected (enabled)• SATA/RAID operation: RAID ON• Secure Boot: Enabled
Monitor	<ul style="list-style-type: none">• Diagonal size: 24 inches• Resolution: 1920 × 1080
Operating system	Windows 11 IoT Enterprise LTSC 2024, English operating system only

SCIEX Triple Quad Systems and QTRAP Systems

SCIEX Triple Quad systems and QTRAP systems require a business-grade computer, for example, a Dell Pro Plus or Dell Pro Max computer, that meets the requirements in the table that follows.

Table 2-2 Requirements for SCIEX Triple Quad Systems and QTRAP Systems

Item	Specification
Processor	Intel Core Ultra 5 235
RAM	32 GB, DDR5, with a maximum of 5600 MT/s, non-ECC
Data storage	Two 1 TB SSD in RAID 1
DVD drive	8× DVD±RW Optical Disk

¹ These settings are for the Dell Precision 5860 computer. The settings might be different for different computers.

Table 2-2 Requirements for SCIEX Triple Quad Systems and QTRAP Systems (continued)

Item	Specification
Ports	<ul style="list-style-type: none"> Three RJ45 Ethernet ports, 1GbE <hr/> <p>Note: An expansion PCIe network interface card (NIC) from Broadcom is required for the connection to the mass spectrometer.</p> <hr/> <ul style="list-style-type: none"> Serial port
BIOS settings ²	<ul style="list-style-type: none"> C-States Control: Disabled Dell Reliable Memory Technology: Enabled Enable Secure Digital (SD) Card: Cleared (disabled) Hyper Thread Control (HTC): Disabled Integrated NIC: Enabled Intel SpeedStep: Disabled Intel VMD technology: Auto PCIe0 and PCIe1: Selected (enabled) SATA/RAID operation: RAID ON Secure Boot setting: Enabled
Monitor	<ul style="list-style-type: none"> Diagonal size: 24 inches Resolution: 1920 × 1080
Operating system	Windows 11 IoT Enterprise LTSC 2024, English operating system only

Windows Requirements

Note: The SCIEX OS software cannot be installed or used on a computer with Federal Information Processing Standards (FIPS) enabled (**System cryptography: Use FIPS compliant algorithms for encryption, hashing, and signing**).

² These settings are for the Dell Pro Plus computer. The settings might be different for different computers.

Minimum Requirements for a Computer That Is Not Supplied by SCIEX

Note: Make sure that the .NET Framework 3.5 and .NET Framework 4.8.1 are installed on the computer. If the .NET Framework 4.8.1 is not installed, then before installation of the SCIEX OS software, open the `Install\NDP48-x86-x64-AllOS-ENU.exe` file in the installation package.

Make sure that the operating system is configured as shown in the table that follows.

Table 2-3 Windows Settings

Setting	Value
Windows display language	English (United States)
Regional format	English (United States), French (France), or German (Germany)
System Restore	(Recommended) Disabled
Windows Update	Notify only
Display resolution	1920 × 1080
Power Options	
Turn off the display	Never
Put the computer to sleep	Never
Advanced settings	
Turn off hard disk after	Never
Sleep > Sleep after	Never
Allow hybrid sleep	Off
Sleep > Hibernate after	Never
Allow wake timers	Disable
USB selective suspend setting	Disabled
Display > Turn off display after	Never
PCI Express > Link State Power Management	Off
Processor power management > Minimum processor state	100%
Network Interface Card	
Computer Management > Power Management > Allow the computer to turn off this device to save power	Cleared (disabled)

Table 2-3 Windows Settings (continued)

Setting	Value
Virtual Memory	
Automatically manage paging file size for all drives	Cleared (disabled)
Initial size (MB)	1.5 × Recommended = 49012 MB
Maximum size (MB)	1.5 × Recommended = 49012 MB
Optional features	
Microsoft XPS Document Writer	Selected (enabled)
Partitions/Logical Drives	
Partition 1 EFI (no drive letter)	1 GB
Partition 2 (C:)	Minimum 300 GB, LABEL = SYSTEM
Partition 3 (D:)	Minimum 400 GB, LABEL = DATA
Partition 4 (V:)	Minimum 150 GB, LABEL = SERVICE
Partition 5 (W:)	Minimum 20 GB, LABEL = SXRECOVERY
Partition 6 (no drive letter)	Minimum 1 GB (Microsoft recovery)

Software Requirements

- Adobe Acrobat Reader
- pdfFactory 4.10

Minimum Requirements for a Computer That Is Not Supplied by SCIEX

- (Optional) Microsoft Office 2016, 2019, or 2021, 32 bit or 64 bit

Microsoft Office is required to do these tasks:

- Create reports in **PDF** or **HTML** format.

Note: If Microsoft Office is not installed, then reports can be created in the **Word** and **Text** formats.

- Create, open, and edit the report templates that are used in the Analytics workspace.

Note: These report template functions are not supported in Microsoft Office 365.

Note: The SCIEX OS software can be installed on a computer with Microsoft Office 365. If the SCIEX OS software and Microsoft Office 365 are installed on the same computer, then the user can use Microsoft Office 365 to generate and open reports in the SCIEX OS software.

Note: Acquisition and processing computers with the Windows 10 or 11 LTSC/LTSC operating systems are not compatible with Microsoft Office 365.

SCIEX OS Installation Repair Tool



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Prerequisites

- Repair the installation of the SCIEX OS software: Start the installation program (`Install/Setup.exe`), and then select the **Repair** option.

If the repair does not complete successfully, then do this procedure.

Note: The SCIEX OS Installation Repair Tool cannot be used for installations of the Central Administrator Console (CAC) software.

1. To view the status of the installation, in the installation package for the SCIEX OS software, browse to the `Installation Repair Tool` folder, and then double-click `Sciex.Installer.Repair.exe`.
 - In the list of Installed SCIEX Modules, modules that installed successfully are marked with a green check mark () and modules that were not installed are marked with a red  . All modules selected during installation should be marked as passed.
 - On the SCIEX OS Prerequisites tab in the Installer Packages pane, packages shown in red text were not installed or are the incorrect version.
 - On the Subsystem Components tab in the Installer Packages pane, subsystems shown in red text were not installed or are the incorrect version.
2. Close the SCIEX OS Installation Repair Tool.
3. Open the Windows Services control panel, and then make sure that all of these services are stopped:
 - ClearCore2 Service
 - LibraryViewServiceHost
 - SCIEXPostgreService (PostgreSQL Server 16)

SCIEX OS Installation Repair Tool

4. In the Windows Apps & features control panel, remove the following applications, if present, in this order:

Note: If a custom LibraryView database is in use, then make a backup copy of the `lbp` file before the LibraryView software is removed.

- LibraryView software
- SCIEX OS software
- LibraryView Framework
- Microsoft Access Database Engine
- Reporter software
- PostgreSQL

5. If applicable, remove all of the SQL server applications.

Note: Do not remove the SQL server applications if they are used by existing libraries.

For new installations and upgrades from the SCIEX OS software 3.4.5 and later, remove the following applications:

- Microsoft SQL Server Compact 3.5 SP2 ENU
- Microsoft SQL Server Compact 3.5 SP2 x64 ENU

For new installations and upgrades from the SCIEX OS software 1.6.1 to 3.4, remove the following applications:

- Microsoft SQL Server 2008 Setup Support Files
- Microsoft SQL Server 2012 (64-bit)
- Microsoft SQL Server 2012 Native Client
- Microsoft SQL Server 2012 Setup (English)
- Microsoft SQL Server 2012 Transact_SQL ScriptDom
- Microsoft SQL Server Compact 3.5 SP2 ENU
- Microsoft SQL Server Compact 3.5 SP2 x64 ENU
- SQL Server Browser for SQL Server 2012
- Microsoft VSS Writer for SQL Server 2012

For upgrades from the SCIEX OS software 1.5 and earlier, remove the following applications:

- Microsoft SQL Server 2008 R2 (64-bit)
- Microsoft SQL Server 2008 R2 Native Client
- Microsoft SQL Server 2008 R2 Setup (English)
- Microsoft SQL Server 2008 R2 Setup Support Files
- Microsoft SQL Server Browser
- Microsoft SQL Server Compact 3.5 SP2 ENU
- Microsoft SQL Server Compact 3.5 SP2 x64 ENU
- Microsoft SQL Server VSS Writer

6. Restart the computer.
7. Open the SCIEX OS Installation Repair Tool.
8. If the **Clean up SCIEX OS** button is active, then click it.

SCIEX OS Installation Repair Tool

9. After the cleanup is complete, close the SCIEX OS Installation Repair Tool.
10. Restore these folders:
 - C:\ProgramData\SCIEX\Clearcore2.Acquisition
 - C:\ProgramData\SCIEX\Clearcore2.Client
 - C:\ProgramData\SCIEX\MassSpec
11. Install the SCIEX OS software. Refer to the document: *SCIEX OS Software Installation Guide*.
12. After the software is installed, restore these files from the backup:
 - C:\ProgramData\SCIEX\Analytics\Reporter (Reporter software templates)
 - C:\ProgramData\SCIEX\Audit Data (workstation audit trail data)
13. If the issues cannot be resolved, then follow the instructions in the section: [Installation Cleanup](#).

Installation Cleanup

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Use this procedure to do an installation cleanup if the SCIEX OS Installation Repair Tool could not complete a cleanup. Refer to the section: [SCIEX OS Installation Repair Tool](#).

1. Open the Windows Services control panel, and then make sure that all of these services are stopped:
 - ClearCore2 Service
 - LibraryViewServiceHost
 - SCIEXPostgreService (PostgreSQL Server 16)
2. If the following applications are installed, then, in the Windows Apps & features control panel, remove the applications, in this order:

Note: If a custom LibraryView database is in use, then make a backup copy of the `lbp` file before the LibraryView software is removed.

- LibraryView software
- SCIEX OS software
- LibraryView Framework
- Microsoft Access Database Engine
- Reporter software
- PostgreSQL

Installation Cleanup

3. If applicable, then remove all of the SQL server applications.

Note: If the SQL server applications are used by active libraries, then do not remove the applications.

For new installations and upgrades from the SCIEX OS software 3.4.5 and later, remove the following applications:

- Microsoft SQL Server Compact 3.5 SP2 ENU
- Microsoft SQL Server Compact 3.5 SP2 x64 ENU

For new installations and upgrades from the SCIEX OS software 1.6.1 to 3.4, remove the following applications:

- Microsoft SQL Server 2008 Setup Support Files
- Microsoft SQL Server 2012 (64-bit)
- Microsoft SQL Server 2012 Native Client
- Microsoft SQL Server 2012 Setup (English)
- Microsoft SQL Server 2012 Transact_SQL ScriptDom
- Microsoft SQL Server Compact 3.5 SP2 ENU
- Microsoft SQL Server Compact 3.5 SP2 x64 ENU
- SQL Server Browser for SQL Server 2012
- Microsoft VSS Writer for SQL Server 2012

For upgrades from the SCIEX OS software 1.5 and earlier, remove the following applications:

- Microsoft SQL Server 2008 R2 (64-bit)
- Microsoft SQL Server 2008 R2 Native Client
- Microsoft SQL Server 2008 R2 Setup (English)
- Microsoft SQL Server 2008 R2 Setup Support Files
- Microsoft SQL Server Browser
- Microsoft SQL Server Compact 3.5 SP2 ENU
- Microsoft SQL Server Compact 3.5 SP2 x64 ENU
- Microsoft SQL Server VSS Writer

4. For upgrades from SCIEX OS software 1.6.1 or later: Make a backup copy of, and then delete, all of the SQL server files in the C:\Program Files\Microsoft SQL Server\MSSQL11.sqlexpress\MSSQL\Data folder.

5. For upgrades from SCIEX OS software 1.5 or earlier: Make a backup copy of, and then delete, all of the SQL server files in the
C:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Data or
C:\Program Files\Microsoft SQL
Server\MSSQL10-50.sqlexpress\MSSQL\Data folder.
6. In the Windows Apps & features control panel, remove the Update for Microsoft Windows (KB4054590).
This is the .NET Framework 4.7.2.
7. If applicable, then in the Windows Apps & features control panel, remove the following software:
 - BPV Flex software
 - BioPharmaView software
 - MetabolitePilot software

Note: These applications are not supported by the SCIEX OS software 4.2.

8. Make a backup copy of, and then delete, these folders:
 - C:\Program Files\SCIEX\LibraryView
 - C:\Program Files\SCIEX\PgData
 - C:\Program Files\SCIEX\SCIEX OS
 - C:\ProgramData\SCIEX
 - D:\SCIEX OS Data
9. Start the computer again.
10. Open the Windows Services control panel, and then make sure that there are no SQL or LibraryViewHost services in the list.
11. If the ClearCore2 service is shown in the Windows Services control panel, then open a Command Prompt window, type the following command, and then press **Enter**:
sc DELETE "Clearcore2.Service.exe"
12. Restore these folders:
 - C:\ProgramData\SCIEX\Clearcore2.Acquisition
 - C:\ProgramData\SCIEX\Clearcore2.Client
 - C:\ProgramData\SCIEX\MassSpec
13. Install the software again. If applicable, then start the computer again when the prompt is shown.

Installation Cleanup

14. After the software is installed, restore these files from the backup:

- C:\ProgramData\SCIEX\Analytics\Reporter (Reporter software templates)
- C:\ProgramData\SCIEX\Audit Data (workstation audit trail data)

Installation Troubleshooting Tips

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Note: The software in this procedure can be either the Central Administrator Console (CAC) or SCIEX OS software.

Table 5-1 Installation Issues

Error or Warning Message	Possible Cause	Corrective Action
The installation could not be completed. Refer to the figure: Figure 5-1 .	Various causes are possible.	Do the procedure in the section: Installation Cleanup .
The installed version of the Microsoft Visual C++ Redistributable has not been validated with the SCIEX OS software. Refer to the figure: Figure 5-2 .	The version of Microsoft Visual C++ Redistributable that is installed on the computer is later than the version distributed with the software.	If this computer is to be used for acquisition, then remove the Microsoft Visual C++ Redistributable version shown in the warning message, and then install the software again. No action is required if this computer is to be used for processing only.
Microsoft.Practices.Prism.Regions.UpdateRegions Exception: An exception occurred while trying to create region objects.	This version of the LibraryView Framework installed on the computer is not compatible with the software.	<ol style="list-style-type: none">1. Remove the software.2. Remove the LibraryViewFramework3. Rename C:\ProgramData\SCIEX to C:\ProgramData\SCIEX_Removed.4. Install the software.
Setup.exe - .NET Framework Initialization Error. Refer to the figure: Figure 5-3 .	The .NET Framework 4.x is not installed.	Open the Install/NDP48-x86-x64-AllOS-ENU.exe file in the installation package.

Installation Troubleshooting Tips

Table 5-1 Installation Issues (continued)

Error or Warning Message	Possible Cause	Corrective Action
The software does not start after the installation is changed with the Modify option in the installation program.	The software was installed while devices were active.	To prevent this issue, before using the Modify option, deactivate all devices. If the issue occurs, then delete the file: C:\ProgramData\SCIEX\Clearcore2.Acquisition\HardwareProfile.hwp. After this file is deleted, the software will open properly.

Figure 5-1 Installation Error (Example)



Figure 5-2 Microsoft Visual C++ Redistributable Error

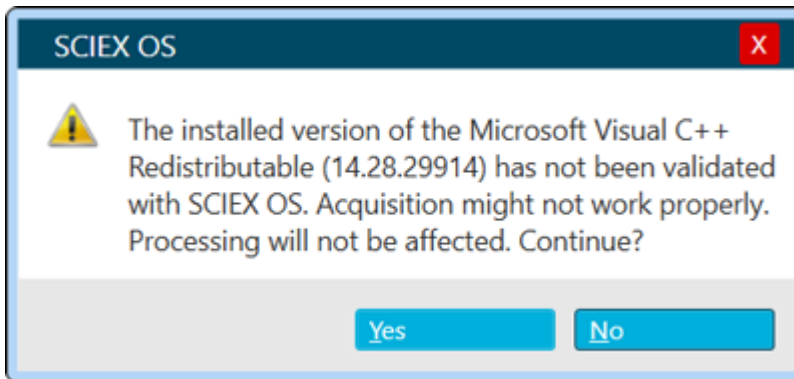
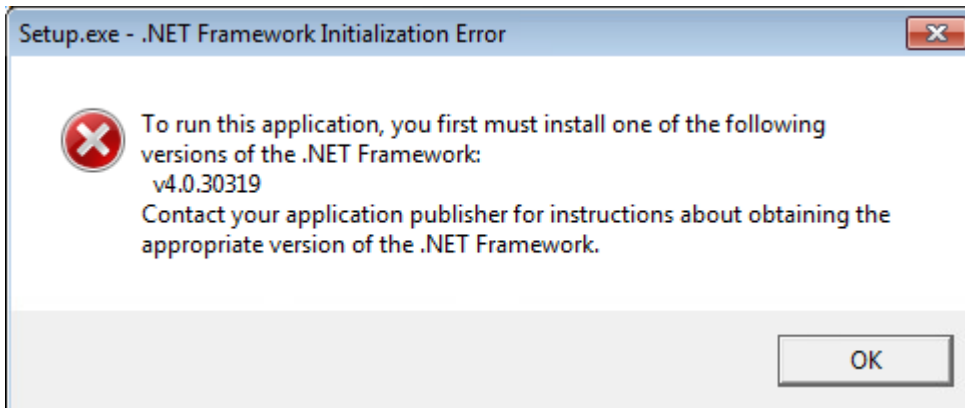


Figure 5-3 .NET Framework Initialization Error



Issue	Notes
<p>If devices are configured, then the SCIEX OS-Q software and SCIEX OS-MQ software do not open. (ONYX-40063)</p>	<p>This issue occurs if the SCIEX OS software is installed with the acquisition module, devices are configured, the SCIEX OS software is removed, and then the SCIEX OS software is installed with only processing modules.</p> <p>To correct the issue, do this:</p> <ol style="list-style-type: none">1. Remove the license for the SCIEX OS-Q software or SCIEX OS-MQ software.2. Use the Modify option of the installation program to install the Acquisition + Processing modules of the SCIEX OS software, and then delete the configured devices.3. Use the Modify option of the installation program to remove the Acquisition + Processing modules of the SCIEX OS software and install the Processing modules.4. Install the license for the SCIEX OS-Q software or SCIEX OS-MQ software.

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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 links that follow to contact us.

Contact Us

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

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Documentation

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

To see this document electronically, Adobe Acrobat Reader is required. To download the latest version, go to <https://get.adobe.com/reader>.

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.

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