



FAQs

General questions

1. What is SCIEX OS software?

SCIEX OS is an intuitive software platform that is built using modern technology. The software is designed for mass spectrometry, liquid chromatography and the Echo® MS+ system. It integrates the control of SCIEX instrumentation with powerful data acquisition, automated processing, and reporting capabilities. SCIEX OS software simplifies complex workflows, enhances productivity, and ensures data integrity and compliance.

2. What is the latest version of SCIEX OS software?

SCIEX OS software version 3.4.

3. What mass spectrometer instruments are supported in SCIEX OS software?

- SCIEX Triple Quad and QTRAP systems: 4500, 5500, 5500+, 6500, 6500+, 7500 and 7500+.
- QTOF systems: 7600, 7600+, X500B, X500R.
- Echo® MS, Echo® MS+ and IntabioZT systems.

4. How is SCIEX OS deployed and installed?

- Acquisition PC installation: A visit by a SCIEX service engineer is required to install SCIEX OS on a PC that is acquiring data from a mass spectrometer instrument.
- Processing PC installation: The installation of SCIEX OS on a processing PC can be performed by end users. Users are recommended to consult the software installation guide for guidance during installation.

5. What software security features does SCIEX OS provide?

SCIEX OS software provides a range of robust security features to meet an organization's security and compliance requirements. These include role-based access control, audit trails, and 21 CFR part 11 compliance. SCIEX OS is also developed using security-by-design and defense-in-depth principles and is constantly analyzed with industry-recognized automation analysis tools to discover security vulnerabilities.

6. Does SCIEX OS software support Windows 11 operating systems?

SCIEX OS does not currently support Windows 11 operating systems. We anticipate that SCIEX OS will support Windows 11 operating systems in 2025.

7. What type of licensing models does SCIEX OS software support?

SCIEX OS supports node-locked and server-based licensing. Additionally, SCIEX OS allows for software subscriptions for processing licenses only.

8. How long will SCIEX OS be supported?

Currently, there is no end-of-life date for SCIEX OS software.

9. I have a great idea for a new software feature, how can I submit this information?

SCIEX OS is an evolving software platform, and we value user feedback. We encourage our users to submit all new feature concepts to our software feature request portal [here](#).

Upgrading from analyst software to SCIEX OS software

1. Why switch to SCIEX OS software?

SCIEX OS software is the platform of the future for supporting the latest and greatest breakthroughs in our mass spectrometry hardware technologies. Going forward, all new instrument models will operate on this platform. They will not operate on Analyst software, and enhancements such as CAC will not be available on the Analyst software platform.



2. What are the benefits of SCIEX OS software processing versus Analyst software

We have a very comprehensive document on this topic available [here](#) or you can visit sciex.com for more information.

3. How do I upgrade my SCIEX Triple Quad system to support acquisition with SCIEX OS software?

Upgrading to SCIEX OS software for acquisition is a paid software upgrade and requires a field service engineer visit to perform the software and firmware upgrade. To learn about available options, please contact your SCIEX sales representative.

4. How much does the upgrade cost?

A free upgrade is available for SCIEX Triple Quad and QTRAP 4500, 5500, 5500+, 6500, 6500+, 7500 and 7500+ systems customers under warranty or a Software Plus plan. The upgrade migrates the acquisition computer configured with Analyst software acquisition and processing to SCIEX OS software acquisition and processing and includes 1 SCIEX OS-MQ software processing license upgrade. The upgrade requires a service visit for proper installation and will incur a separate cost.

5. How long does the transition take?

The transition time from Analyst to SCIEX OS software depends on many factors including: number of instruments, system validations, user training, laboratory integration, and more. We have a dedicated team responsible for ensuring a smooth transition from Analyst to SCIEX OS software. Please contact your sales representative for more information.

6. Are the new features of SCIEX OS software version 3.4 available on all systems?

No, these new features are only available on the new SCIEX 7500+ system at this time.

7. Can I convert my acquisition method from Analyst software to SCIEX OS software?

Yes, SCIEX OS software has tools in place to ensure MS method transfer. Analyst software methods cannot be opened in SCIEX OS software, but they can be converted from 4500, 5500, 5500+, 6500 and 6500+ systems for the MS method. A short video demonstrating the process can be found [here](#).

8. What are the acquisition computer requirements for SCIEX OS?

SCIEX Workstation or Workstation+, with:

Processor: Intel Xeon W3-2435 22.5MB 8 cores 3.1 GHz to 4.5 GHz

RAM: 32GB DDR5 4800MHZ

Data storage: 2 x 1TB RAID 1, NVMe SSD Class 40 (for TOF products 2 x 2TB)

Graphics card: NVIDIA T400 4GB

NOTE: Acquisition computers require at least two Ethernet port connections. For SCIEX OS-MQ, these computers can be used with a minimum of 8 GB RAM. Computers with lower specifications can be used for processing SCIEX OS software data but they cannot be used for acquiring data.

9. Is there an easy way to view how settings in Analyst software correspond to settings in SCIEX OS software?

Yes, in the [Laboratory director guide](#), there is a table that lists audit trail events in SCIEX OS software alongside the corresponding audit trail events in Analyst software. There is also a table that maps of permissions in SCIEX OS software to the corresponding Analyst software permissions. Once you set up your security, there is a feature in SCIEX OS software that enables you to export users, groups and roles from one workstation to another, which is a useful tool for setting up multiple workstations with SCIEX OS software.

10. Can a MultiQuant software result table be opened in SCIEX OS software?

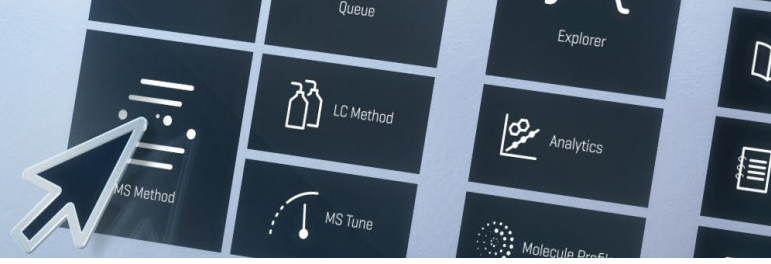
No, a MultiQuant software result table cannot be opened in SCIEX OS software. The user will have to re-create the result table in SCIEX OS software. A method transfer tool is available that makes result table re-creation easier. A quick video demonstrating the process can be found [here](#).

11. Is there available e-learning content for SCIEX OS software?

Yes, we have an online learning hub (<https://training.sciex.com/>) with extensive training content available.

12. SCIEX OS software is missing features that are critical to my workflow?

SCIEX OS software is continuously updated with new features and capabilities. Users can submit new feature requests via our website or by contacting our support line.



13. Is SCIEX OS software regulatory compliant?

Yes, we have a professional services team that will validate SCIEX OS software and ensure its compliance. Contact your sales representative for more information.

14. Can an Analyst software result table be opened in SCIEX OS software?

No, an Analyst software result table cannot be opened in SCIEX OS software. The user will have to re-create the result table in SCIEX OS software. A method transfer tool is available that makes result table re-creation easier. A quick video demonstrating the process can be found here.

15. Can I connect my LIMS to SCIEX OS software?

Yes, SCIEX OS software supports the ability to send results directly to Watson LIMS. Other LIMS connections are possible through a thirdparty middleware provider, Data Innovations.

Validation

1. I work in a validated laboratory. When upgrading from Analyst software to SCIEX OS software, do I need to re-validate my software workflow?

Yes, you do need to re-validate your software workflow. SCIEX OS software is a different platform than Analyst software. SCIEX can offer compliance services to assist with this activity and, for a limited time, we do have a promotional offering as part of the upgrade bundle.

2. Do you offer validation services to help me get this new SCIEX OS software into my lab?

Yes, we do offer validation services. The validation services team has a solution that is helpful and cost effective. Ask your SCIEX sales representative about limited time promotional validation services for those that upgrade to SCIEX OS software or choose SCIEX OS software starter kits for new SCIEX Triple Quad systems.

3. Does SCIEX OS software have functionality to help my lab with regulatory compliance?

Yes, SCIEX OS software has all the key data integrity features required to reduce your regulatory risk, including configurable security, electronic signatures and audit trails.

4. Is it possible to easily transfer audit maps from Analyst software to SCIEX OS software?

No, you cannot directly transfer audit maps from Analyst software to SCIEX OS software, but the Laboratory director guide has full details on how to set up the audit maps along with tables for comparing SCIEX OS software to Analyst software for audited events.