MassLynx 4.2
SCN 987
Release Notes

MassLynx 4.2 Software Change Note 987

Introduction

MassLynx® 4.2 Software Change Note (SCN) 987 supersedes SCN 976. It provides support for ACQUITY QDa instruments on analytical and preparative instrumentation. This software change note includes enhancements and fault fixes as detailed in the sections below. MassLynx 4.2 SCN 987 introduces support for Windows 10 Enterprise LTSB.

Included drivers

The MassLynx 4.2 SCN 987 installation includes the following drivers:

MS	SCN version
ACQUITY QDa Detector	SCN 987

LC / inlets	ICS version
Cyan Driver Pack	Waters Driver Pack 2017 Release1Rev C.
WFM-A ICS	1.66.1359

Supported components

The MassLynx 4.2 SCN 987 installation supports the following drivers. For configuration recommendations, contact your local Waters specialist.

ACQUITY and Alliance Components
ACQUITY Binary Solvent Manager
ACQUITY Sample Manager
ACQUITY FLR Detector
ACQUITY Sample Organizer and CPSO
ACQUITY Column Manager
ACQUITY PDA Detector
ACQUITY TUV Detector
ACQUITY ELS Detector
ACQUITY Isocratic Solvent Manager
ACQUITY Sample Manager FTN
ACQUITY Quaternary Solvent Manager
ACQUITY Convergence Manager
ACQUITY UPC^2 BSM
Waters 2996 PDA
Waters 2695 (controlled via GPIB)
eAlliance - controlled via GPIB

Purification Components
2535 Quaternary Gradient Module
2545 Quaternary Gradient Module
2555 Quaternary Gradient Module
2545 System, Binary Gradient Module
515 HPLC Pump
PCM II Pump Control Module
System Fluidics Organizer
2767 Sample Manager
Waters 2424 ELS Detector
2489 UV/Visible Detector
2998 Photodiode Array Detector
e-SAT/IN Kit
WFCIII
Waters Fraction Manager-Analytical

SFC Systems	
SFC Prep 150AP	**SFC Investigator**
Waters P-200 CO2 pump	Waters FDM CO2/co-solvent pump
Waters 2545 QGM co-solvent pump	Waters 515 splitter pump (optional) or SSI 10 splitter pump (optional)
Waters P-50 co-solvent pump (legacy systems only)	Waters Alias autosampler
Waters 515 splitter pump. Two 515 pumps when using the legacy splitter	Waters 2998 PDA or Waters 2498 UV and/or Waters 2424 ELSD
SSI 40 GLS makeup pump	Waters ABPR
Waters 2767 Sample Manager	**SFC 15**
Waters Stacked Injector	Waters FDM CO2/co-solvent pump
Waters Oven	Waters 515 splitter pump
Waters 2998 PDA	Waters 2767 autosampler
ACQUITY Isocratic Solvent Manager	Waters 2998 PDA or Waters 2498 UV and/or Waters 2424 ELSD
ACQUITY QDa	ACQUITY QDa

Operating systems

MassLynx 4.2 SCN 987 is supported on English version of Microsoft® Windows® 10 Enterprise LTSB 1607 on a Waters supplied Lenovo P520 only.

Security

MassLynx security is not supported.

Software deployment

MassLynx 4.2 SCN 987 is a complete installation of MassLynx 4.2.

Note: You cannot modify or repair an installation. Modifying or repairing an installation is not supported

Preparation

Before installing MassLynx 4.2 SCN 987, remove any existing MassLynx or MassLynx SCN installations using the Programs and Features utility in the Windows Control Panel.

To remove existing software applications:

1. Close any open software applications.
2. Open the Windows Control Panel, select the Programs and Features utility, and verify whether the following applications are installed. If they are, uninstall them.
   - MassLynx applications
   - ACQUITY components
   - Instrument drivers, such as Waters Pump Control, ACQUITY drivers, or Waters 2767 drivers

   Note: Use the deployment manager to remove the Waters Pump Control, if necessary.
3. If you uninstalled MassLynx, reboot the computer.

4. After you uninstall MassLynx applications, determine whether the C:\Program Files (x86)\Micromass Utilities\ICOP folder remains on the computer. If it does, delete it.

Installation procedure

To install MassLynx 4.2 SCN 987:

1. Insert the MassLynx SCN DVD into the DVD-ROM drive.
2. From the Windows Start menu, select Run and enter <DVD-Drive>:\setup.

   Note: Replace "<DVD-Drive>" with the drive letter of the DVD-ROM drive.
3. Follow the installation prompts, accepting the default settings.
4. Click Finish to complete the installation.
5. Reboot the computer and log in to Windows.
6. If you selected the QDa option during installation, reboot the instrument embedded PC.
7. When the ACQUITY QDa Detector front panel status LED no longer flashes amber, start MassLynx and open the inlet editor.

   Note: If you did not install the QDa option, you can immediately start MassLynx and open the inlet editor.
8. In the Deployment Manager, click Setup Instruments and then install any required Waters instrument drivers (ICS).

   Recommendation: After you install the desired drivers, reboot the computer before continuing the inlet system configuration.
9. Click Configure to launch the Inlet Configuration dialog box and complete the configuration of the inlet system.

Installing stand–alone applications

Follow these instructions to install OALogin, OAToolkit, OpenLynx Browser and Target Lynx Browser.

If earlier versions of these applications reside on the computer, use the Programs and Features utility in the Windows Control Panel to remove them before installing the SCN 987 version of the application.

To install stand-alone applications:

1. Close any open software applications.
2. Insert the MassLynx SCN DVD into the DVD–ROM drive.
3. Navigate to the Applications folder on the DVD and select the folder for the desired application.
4. Double-click setup.exe.
5. Follow the installation prompts, accepting the default settings.
6. Click Finish to complete installation.

Installing and configuring the Adobe Print Driver

To use the "Print to PDF" options in MS Console and MS Method Editor, you must install the Adobe PDF print driver. This driver is part of Adobe Acrobat Distiller, which is included in Adobe Acrobat Professional. Adobe Acrobat Professional 9.0 is the recommended and validated version for use with MassLynx.

To install Adobe Acrobat Professional 9.0:

1. Log in as an administrator and install Adobe Acrobat 9, accepting the default settings.

   Note: You might need to restart the computer.

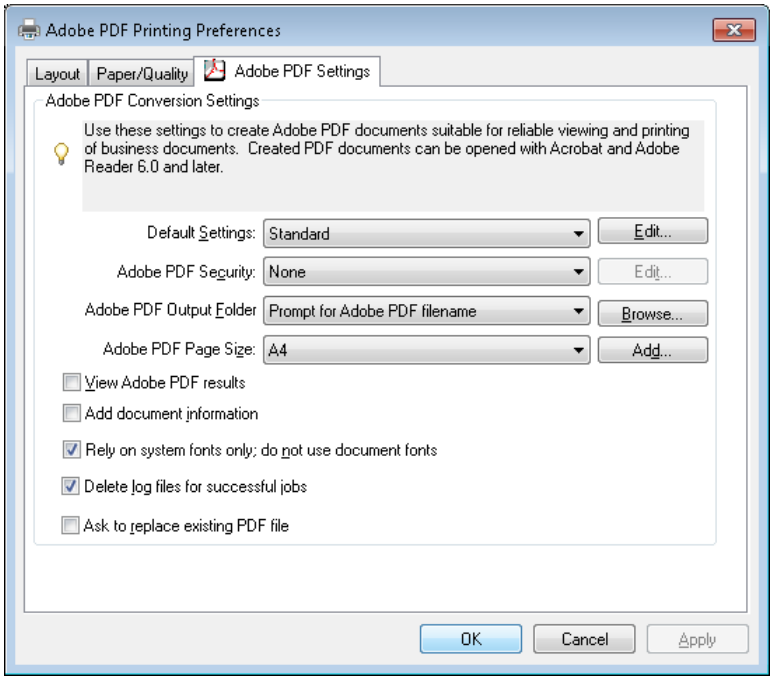
2. When the installation is complete, double-click the Adobe Acrobat 9 Standard icon on your desktop.
3. Read and accept the license agreement, then close Adobe Acrobat.

For each user account on the host PC, follow these steps to configure the printing preferences:

1. In the Windows Control Panel, ensure that Adobe PDF appears in the list of installed printers.

   Note: Do not alter or rename the Adobe PDF printer instance.

   Recommendation: Do not select Adobe PDF as the default printing device.
2. Right-click Adobe PDF and select Printing Preferences.
3. On the Adobe PDF Settings tab, ensure the following options are selected:
   - Default Settings: Standard
   - Adobe PDF Security: as appropriate
   - Adobe PDF Output Folder: Prompt for PDF filename
   - Adobe PDF Page Size: as appropriate
4. Ensure that the "Rely on system fonts only; do not use document fonts" and the "Delete log files for successful jobs" options are enabled and that all other options are cleared.



5. Click Apply.
6. Click OK.

Note: This configuration allows you to enable automated printing of PDFs in IntelliStart™. To configure PDF printing for OALogin, specify the OALogin ReportDB directory (normally C:\MassLynx\OALogin\ReportDB) as the Adobe PDF Output Folder.

Uninstalling MassLynx

To uninstall MassLynx software, use the Programs and Features utility in the Windows Control Panel.

MS

SCN 987 is for the ACQUITY QDa detector. It supersedes SCN 976 for the ACQUITY QDa on analytical instrumentation.

Concessions

The following table contains a list of known software issues and workarounds for SCN 987.

General
MS methods created on a previous version of MassLynx are not compatible with the ACQUITY QDa.
If utilizing a TargetLynx Processing method, after modifying and saving acquisition methods in an associated MS Method, please ensure that the ordering of the functions in MS Method Editor matches with the ordering of functions in TargetLynx Processing method file.
Selecting the Network option in the Print Setup dialog box causes MassLynx to stop responding. **Solution:** Configure the desired printers in the operating system. This way, the printers are available in the MassLynx Print Setup dialog box, and you need not select the Network option.
You must have operating system administrative privileges to run the ACQUITY Plot Viewer from the C:\Program Files (x86)\Waters Instruments\Bin folder.
If you intend to remove ICS instruments without replacing them with others, Waters recommends that you do not remove the ICS. **Solution:** Disable the unwanted instruments in MassLynx and in the console.
When configuring MS shut down methods, set MS shutdown actions to occur after LC shutdown actions. This ensures that LC actions run to completion, regardless of whether MS communication is available. In LC error methods, set LC shutdown actions to occur after MS shutdown actions. This ensures that MS actions run to completion, regardless of whether LC communication is available.
During the installation, an error message indicating that the DHCP Server failed to register sometimes appears. If it does, cancel the installation and then restart it.
During the removal of MassLynx software, the “Waters DHCP error - 'Could not delete service'” message sometimes appears. If it does, acknowledge it. When the installation completes, reboot the computer before attempting to install additional software.
You cannot modify a sample list batch after you submit it.
In “Desktop only” installations, the "Failed to create new project" error message appears when you create a new project. **Solution:** Ignore the error. The project is created as required.
To change Windows users, log off and then log on using a different user account. Do not use the” Switch users” option, which can introduce instability to the instrument.
The rear panel Event Out 2 does not pulse. The output only closes or opens when triggered.
If the Source Pressure test fails during the start-up process, the Critical Readback check is not performed. If the Critical Readback check previously failed, it retains its failed status after the Source Pressure test passes. You must cycle power to the instrument to allow for a new Source Pressure test.
The license revision displayed during SCN Installation wizard is incorrect. The correct license revision can be found in the customer hard copy.

Console / IntelliStart
The QDa does not appear on the console until a driver pack is installed. If no LC instruments are in use, you must install the Local Console controller from the driver pack for the QDa to appear on the console.
You must allow the console to finish loading before you select any options. Otherwise, the console can enter an error state.
When opening the console for the first time, the console plots sometimes do not appear. Close and reopen the console to display the plots as expected.
The console plots can occasionally fail to update. The instrument data collection is not affected, and the plots resume normal operation after a short period.
Clicking between the ACQUITY log entries can cause an error in the console.
When printing the ACQUITY logs, cancelling the operation can cause an error in the console.
Printing from the ACQUITY logs prints all entries. To print a single log, first print it to PDF and then select the relevant log.

MS Method Editor
Use method event initial settings for events that are to occur at a time 0.0. If the required event is not available in the initial settings, set it to occur at a time of 0.01.
The mass range in the MS method editor varies slightly and allows you to enter an out-of-range value.

INLETS

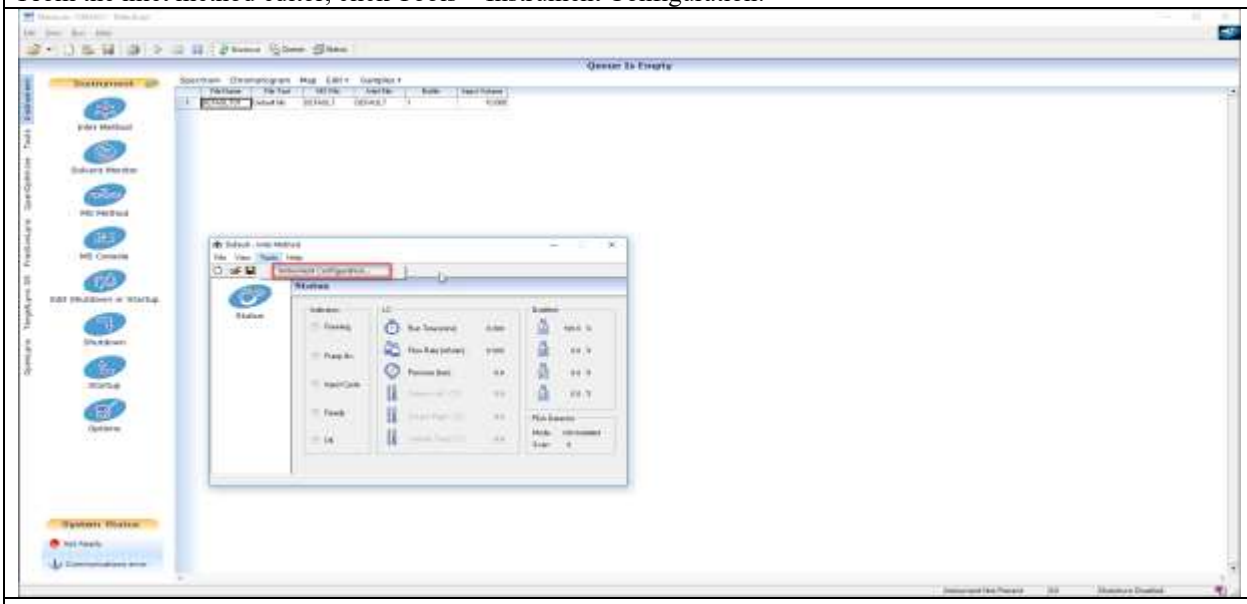
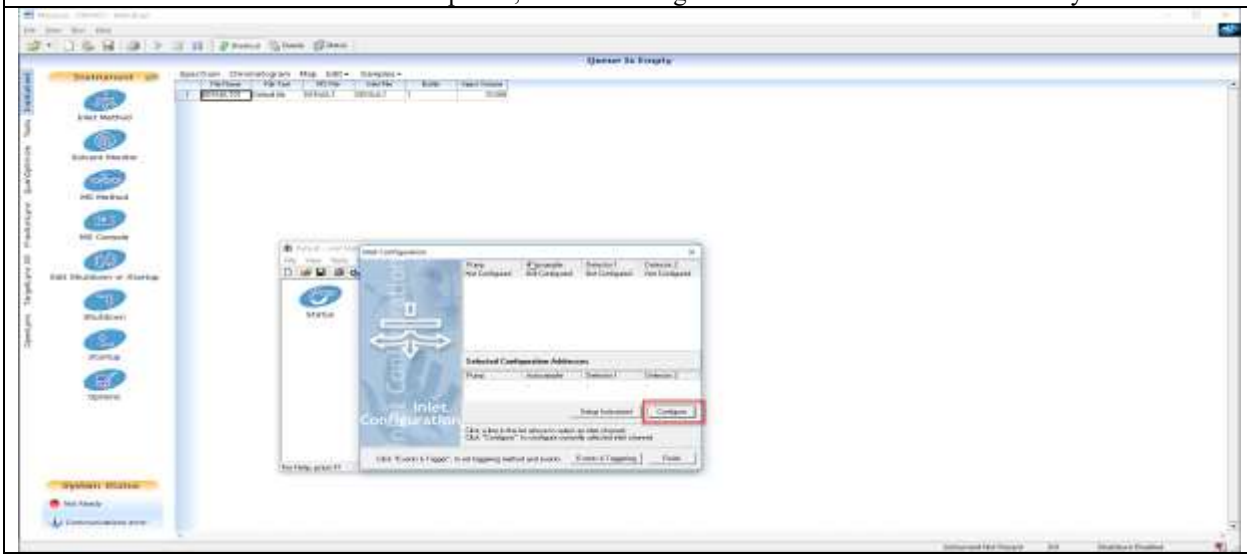
Concessions

The following table contains a list of known software issues and workarounds for SCN 987.

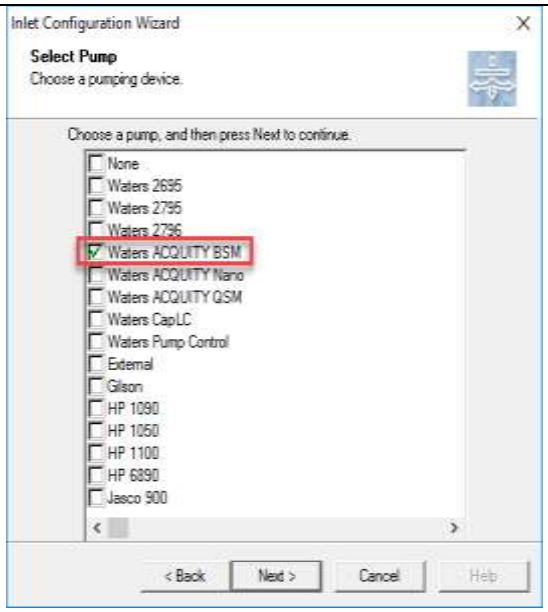
General
When installing inlet drivers, Waters recommends that ACQUITY QDa users use the custom option to deselect the ACQUITY components that are not supported by the QDa (see the Supported Products/Configurations section above), rather than using the default option, which installs all drivers.
During inlet configuration, Waters deployment manager does not automatically launch when required. To avoid this problem, set up each ACQUITY component by clicking Setup Instrument in the inlet configuration window before configuring it in the inlet editor.
The software Stop Flow function is only applicable to ACQUITY systems.
To protect against network communication failures, Waters recommends that you connect all inlets using a hardwire connection from the Stop Flow output Event on the rear panel.
To create new eSAT/IN methods, the project Acqudb folder must contain a Default.esat method. If necessary, you can copy the Default.esat method, provided in the Default project when MassLynx is installed, to any new project.
Waters recommends that you use a scan rate of 1 scan per second or less with the Waters 2996 detector.
The first time you initialize an ACQUITY system, an error message referring to an ACQUITY server may appear. You can safely ignore this message.
When running the ACQUTY Open Architecture System, enable the column temperature data channel in the ACQUITY Column Manager method.
After configuring the Bed in Inlets, right-clicking Sample List and selecting Autosampler Bed Layout can sometimes cause the application to stop responding. If this occurs, close MassLynx and then reopen it.
When installing components via the Inlet Editor, do not open the ACQUITY Console after you restart the PC. Restart the PC and then install new components without opening the Console.

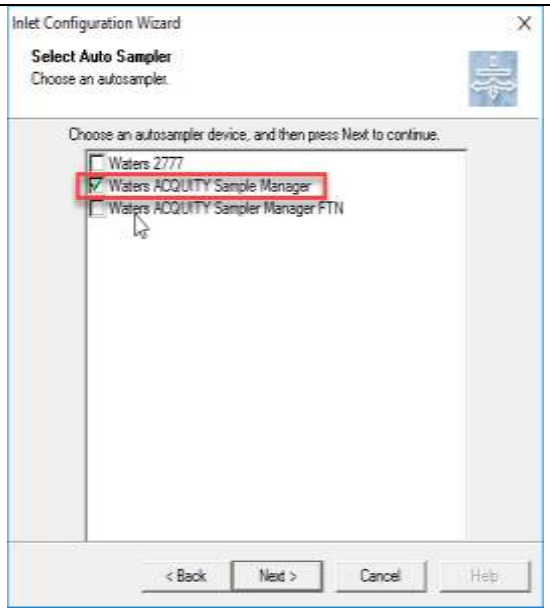
General
In Inlet editor, when opened a window (ex: Inlet window), then without click on ok if the user tried to open multiple Inlet editor windows, then message pops out showing Inlet stopped working pops-up. **Solution**: Before opening any other Inlet editor window click on "OK or Cancel" button and then open other Inlet editor window.
To stop the flow of an ISM via the inlet editor, press the button twice in quick succession.

Informational

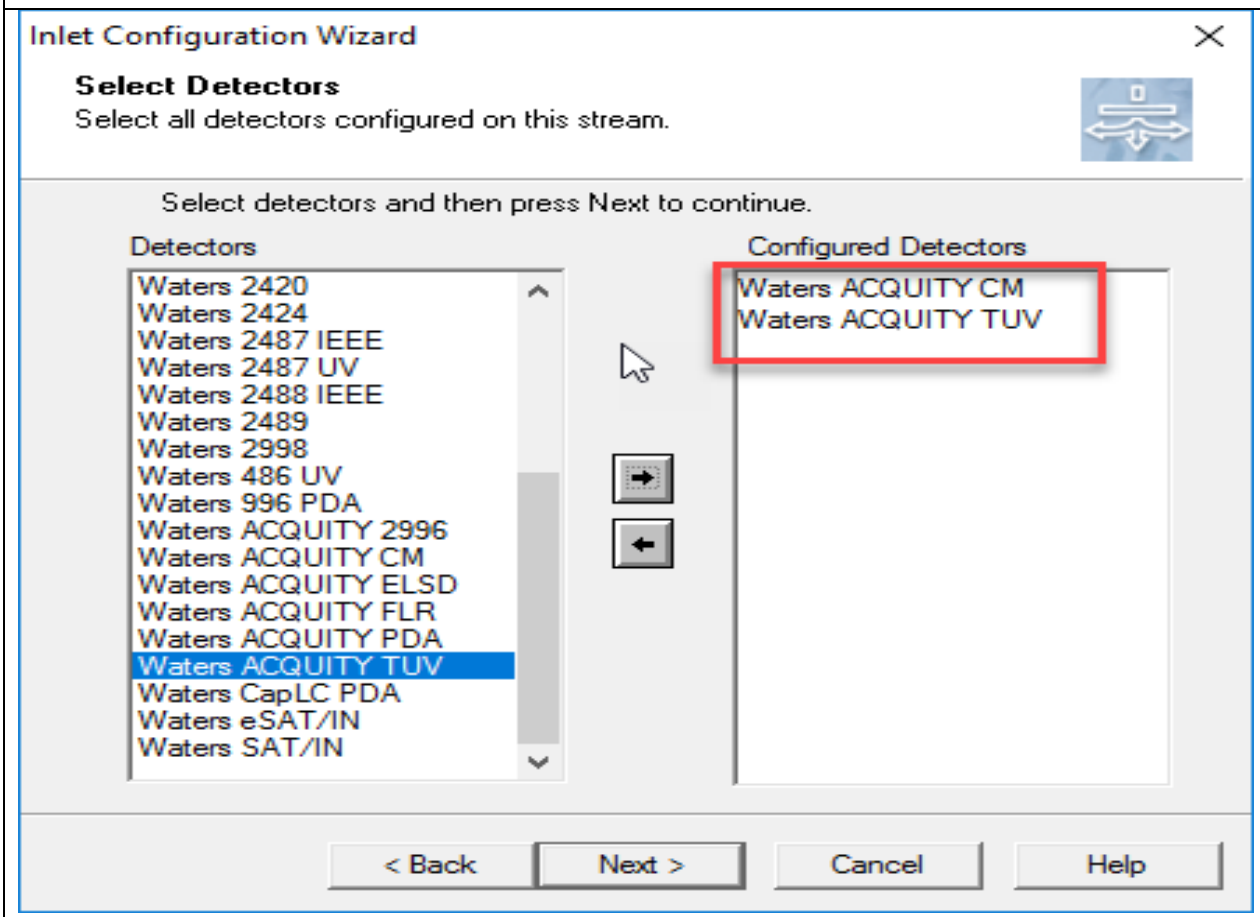
Configuring the ACQUITY Stacks
From the inlet method editor, click Tools > Instrument Configuration.

After Installation of the drivers are completed, click on configure button to select the instrument by choice


Choose a pump, click on next and select the autosampler devices which you intend to use.

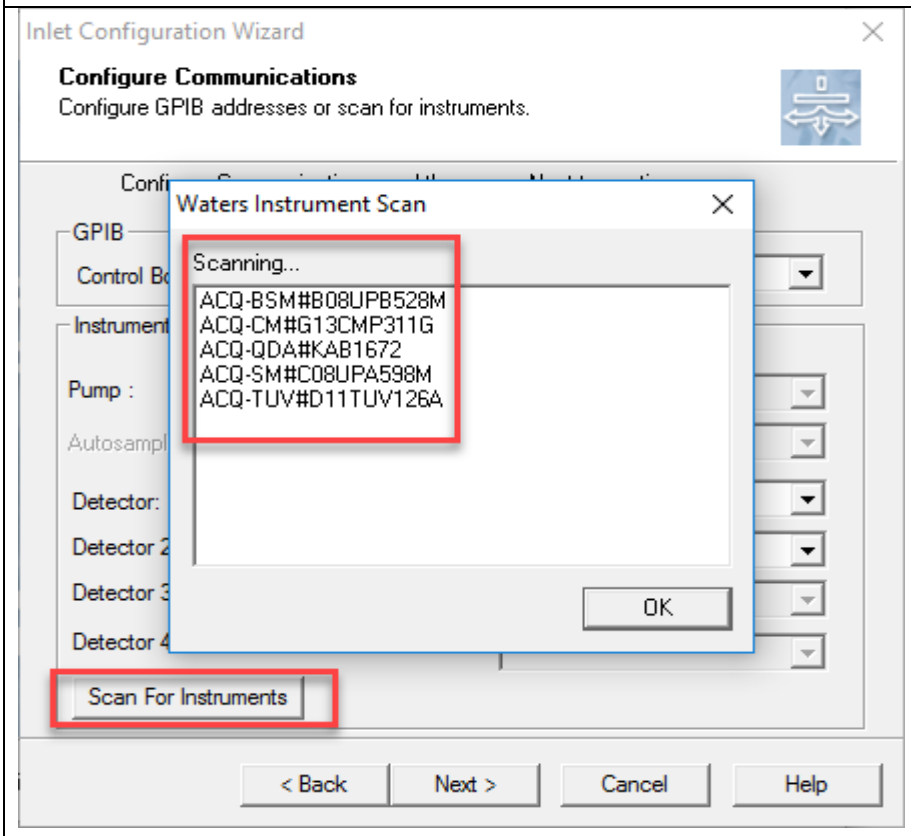




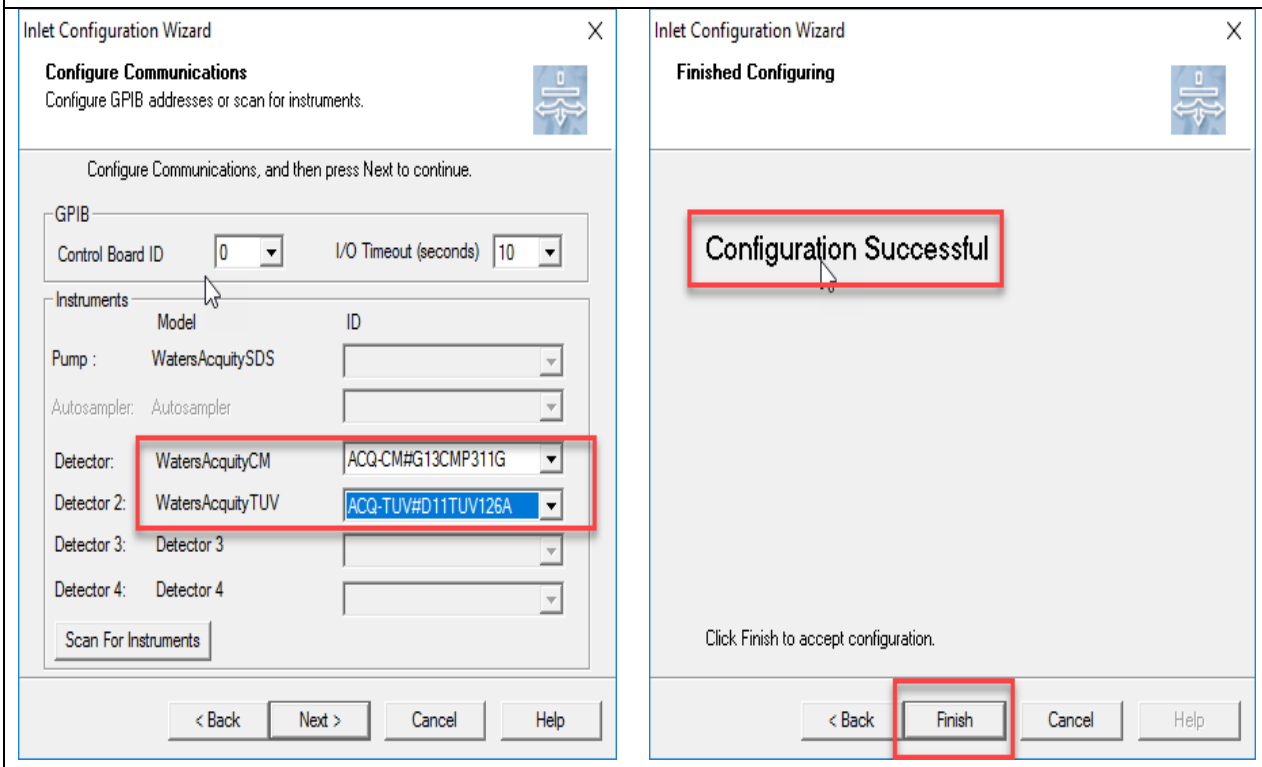
Select any detectors you intend to use with the system.



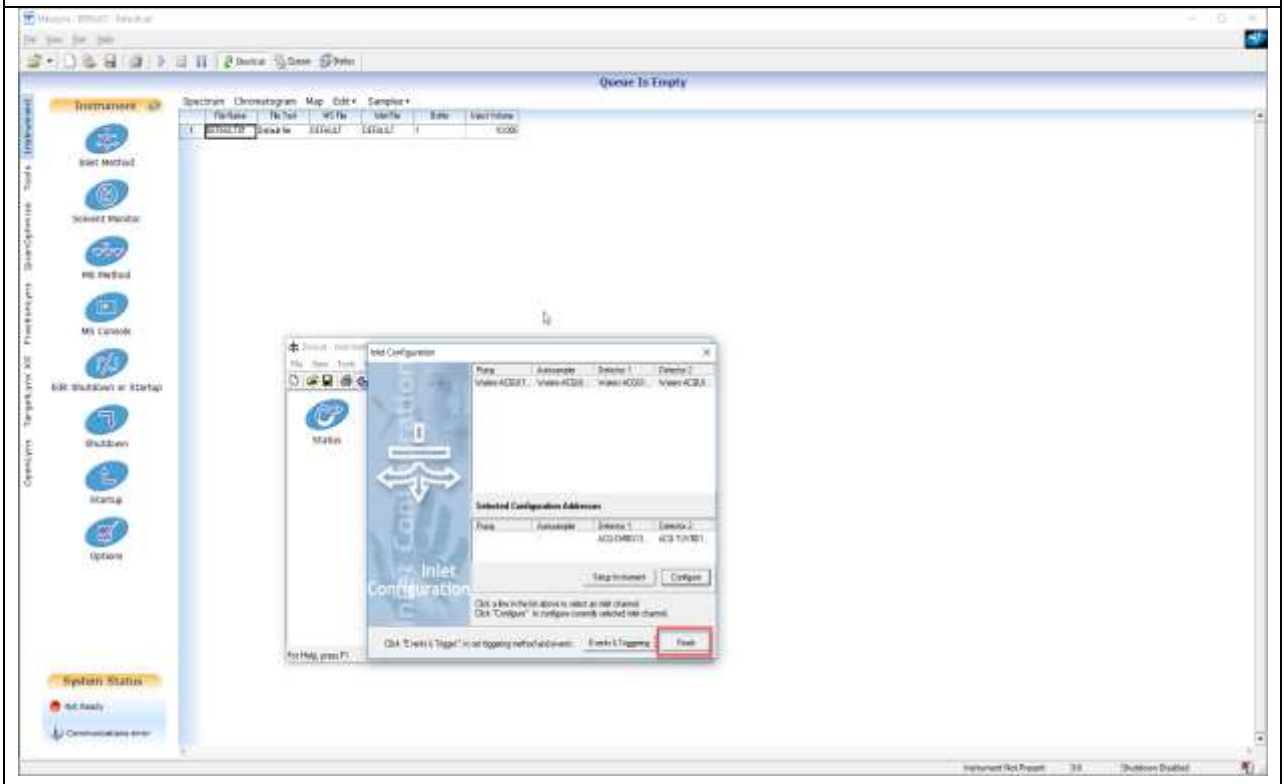
Click “Scan for Instruments” and then select the serial number for any detectors connected to the system.

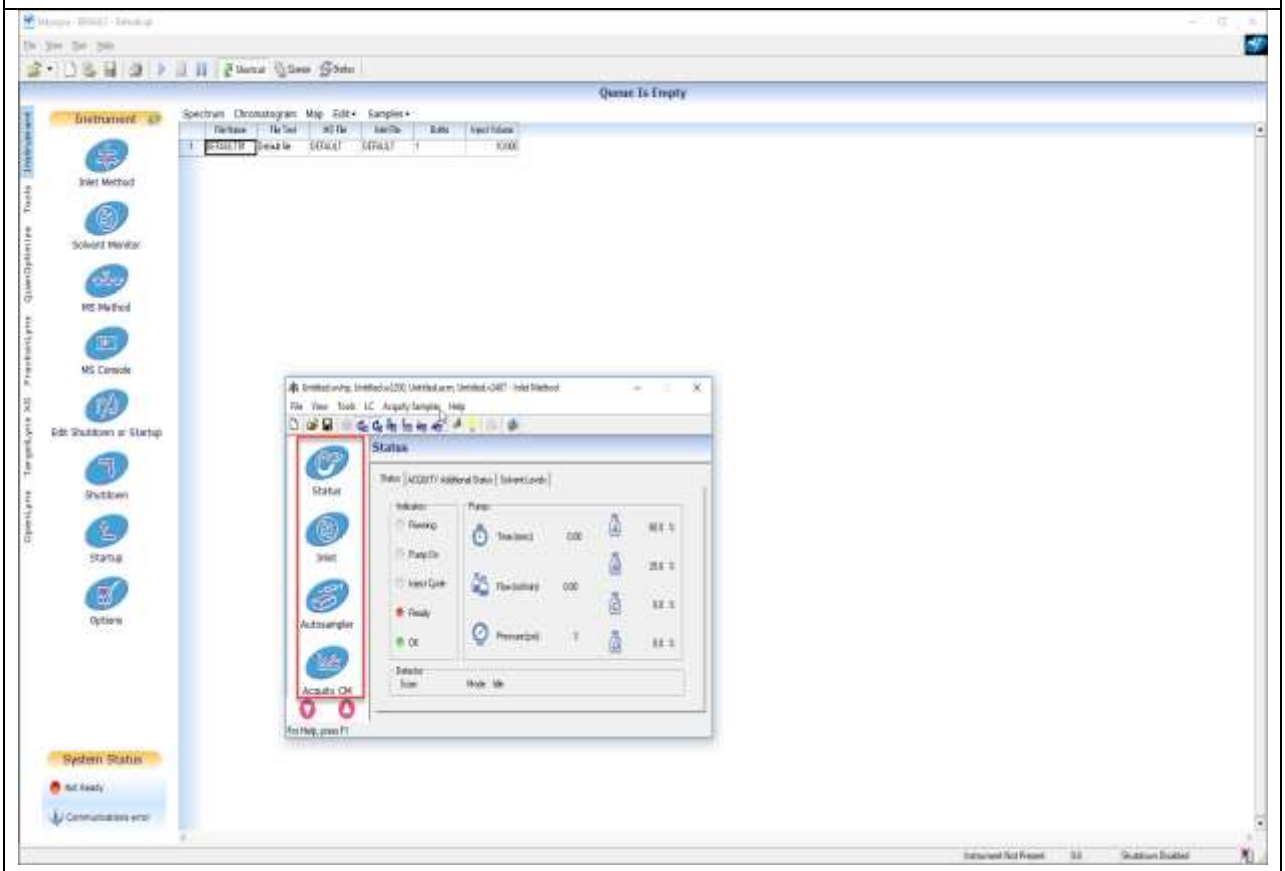


Click on next button and then click on finish button



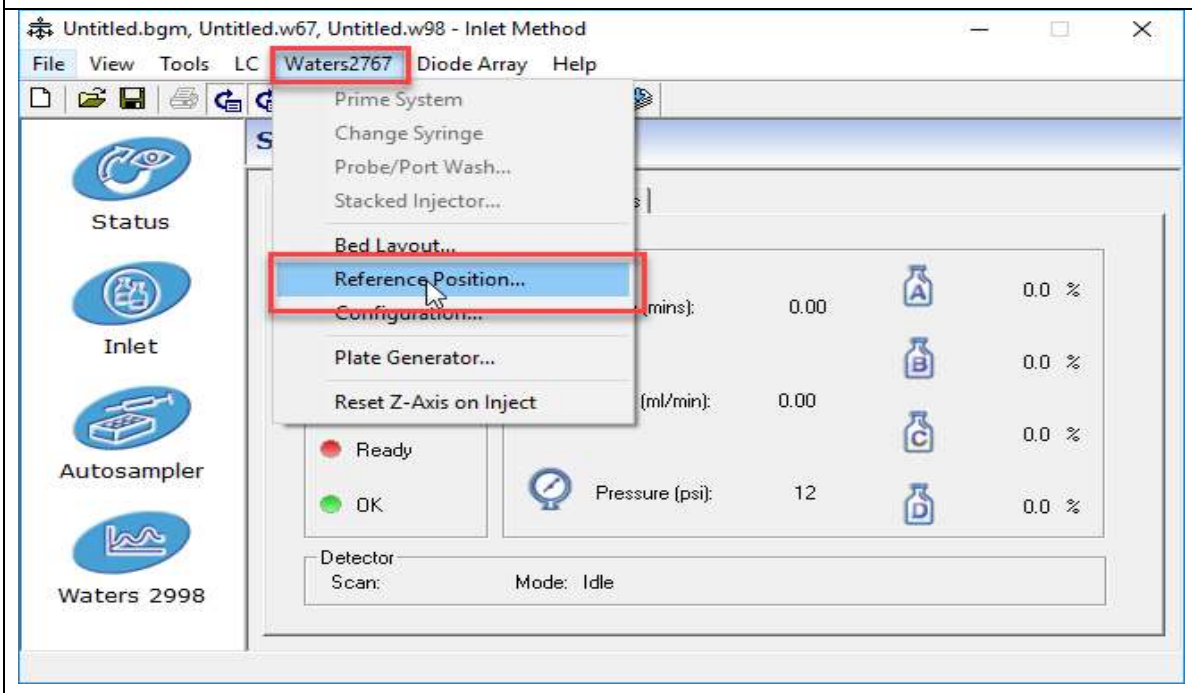
In Inlet Configuration window also click on finish to complete the instrument configuration



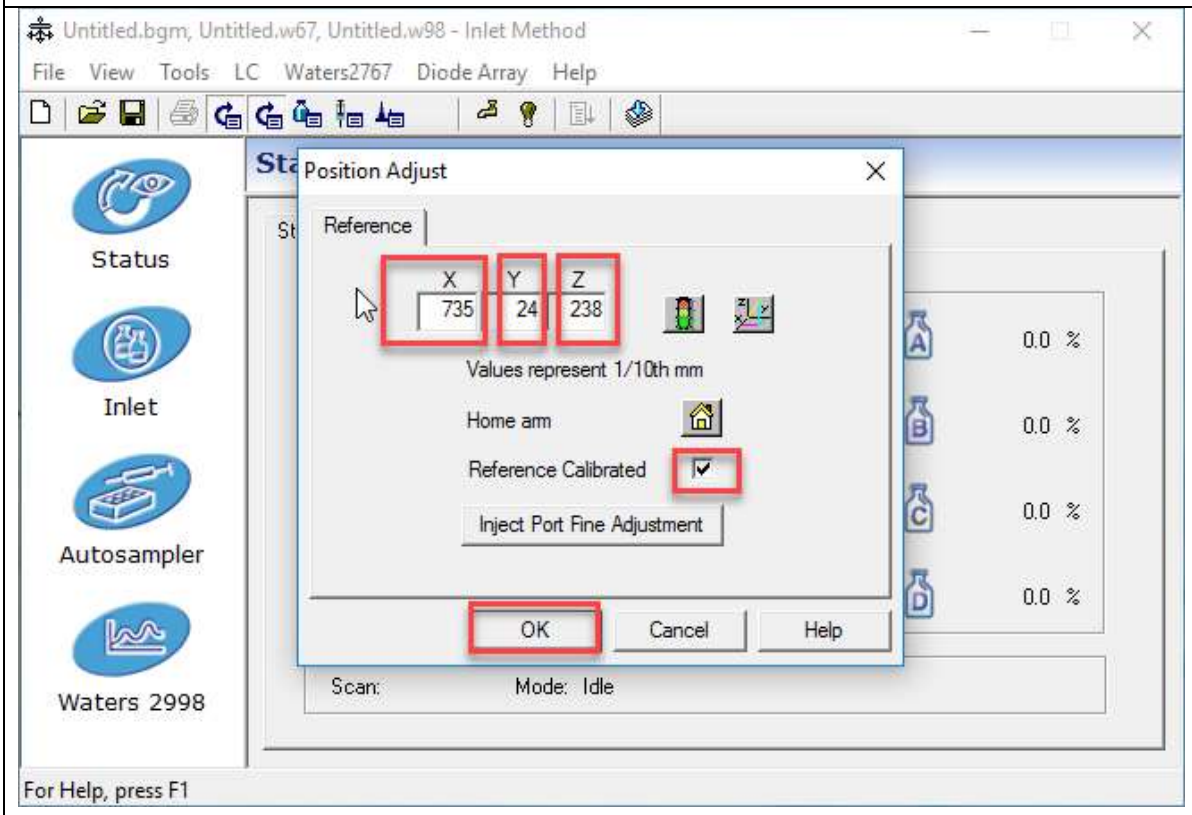


Autosampler 2767

For setting reference positions, click on waters2767->Reference Position

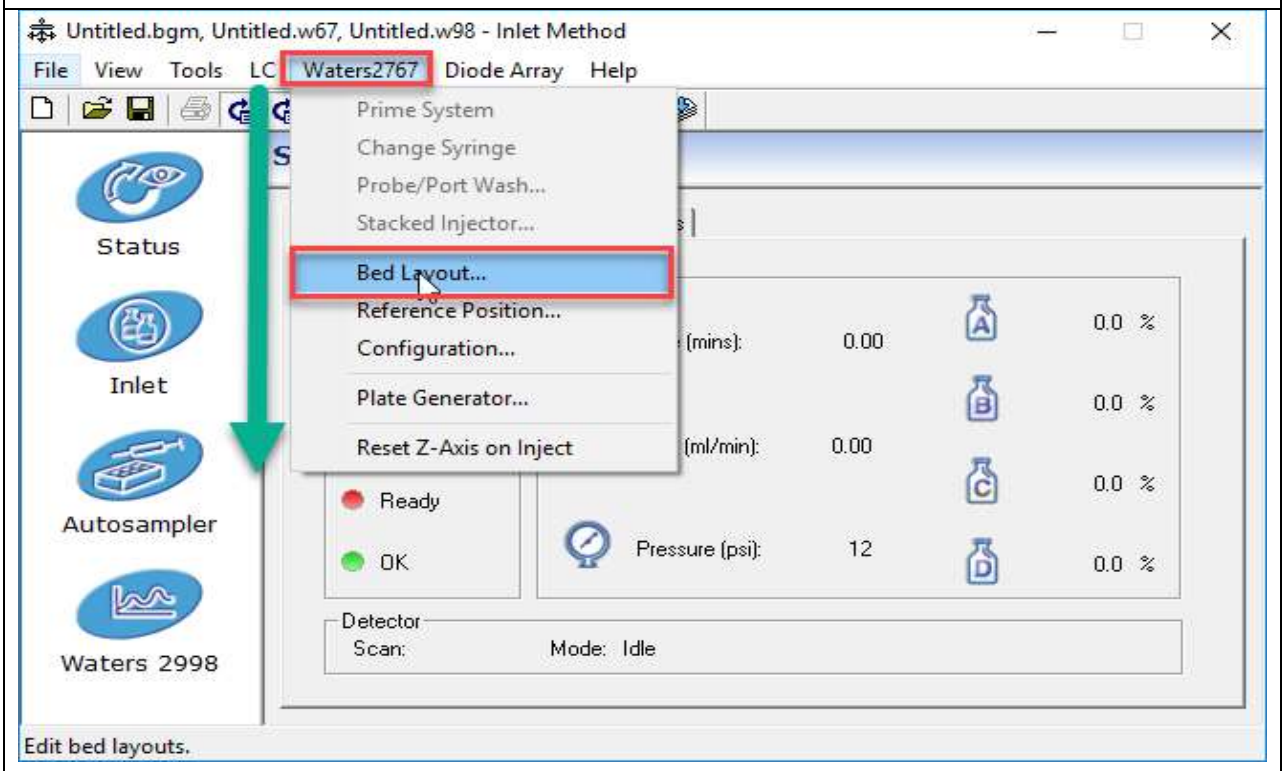


Setting up the reference positions

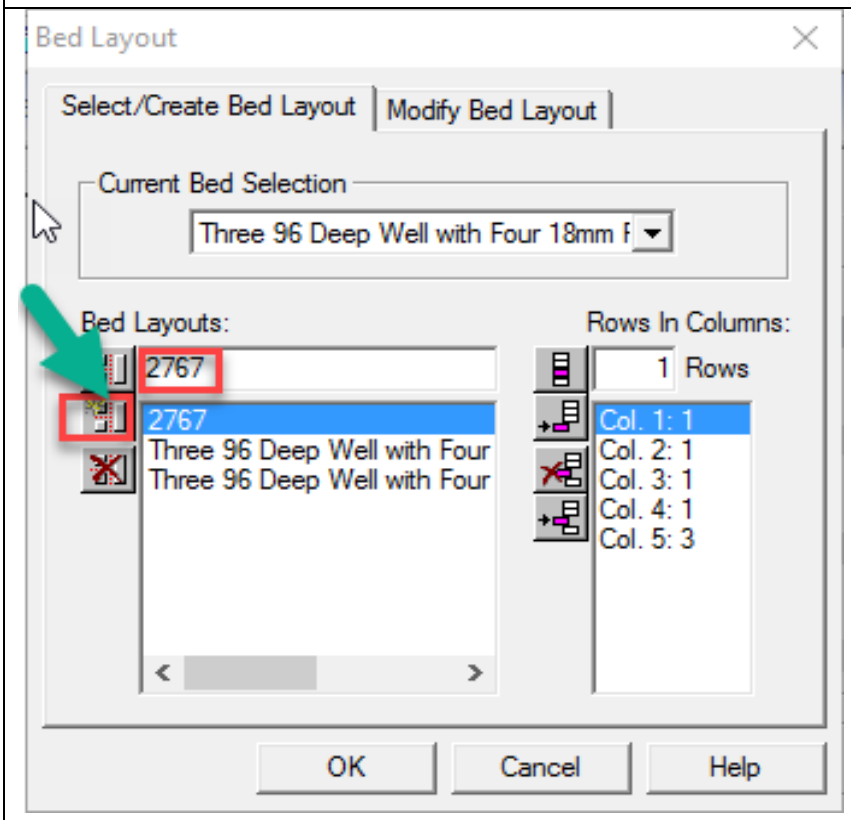


Note: The reference positions may not be same as in above fig. Reference positions will vary from one instrument to another. User should set the reference positions according to the reference point location (Physical) in the test instrument.

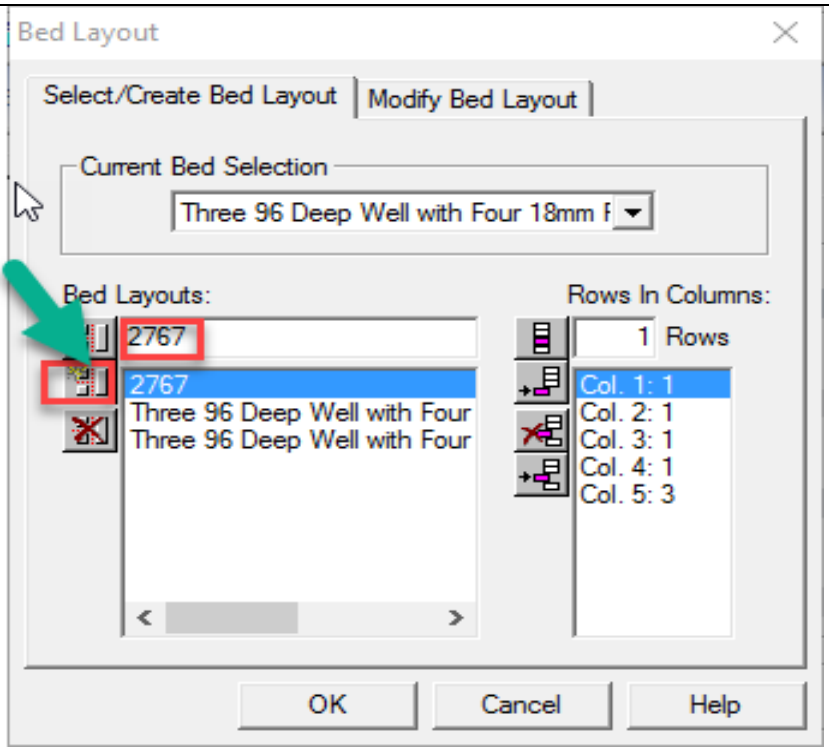
Setting up Autosampler (2767) Bed Layout.



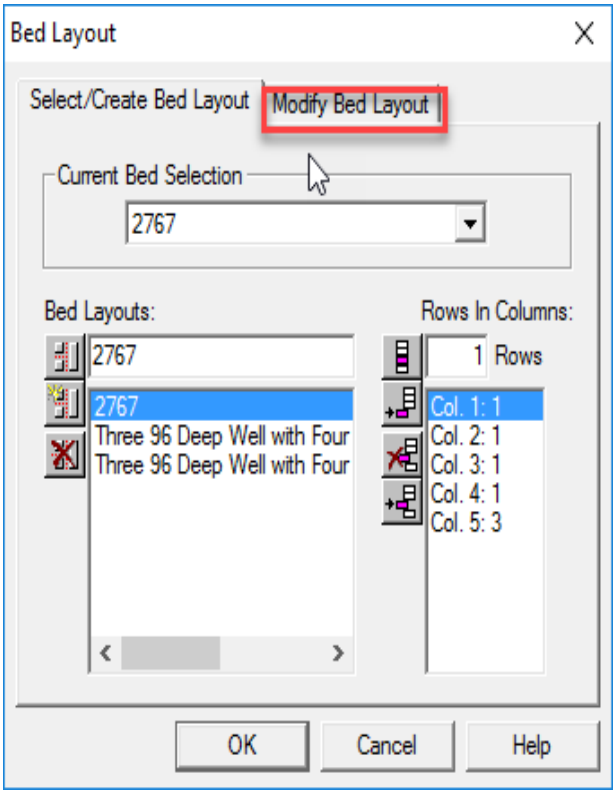
In bedlayouts edit box, enter a name of user's wish and by clicking on the button shown below will add to list

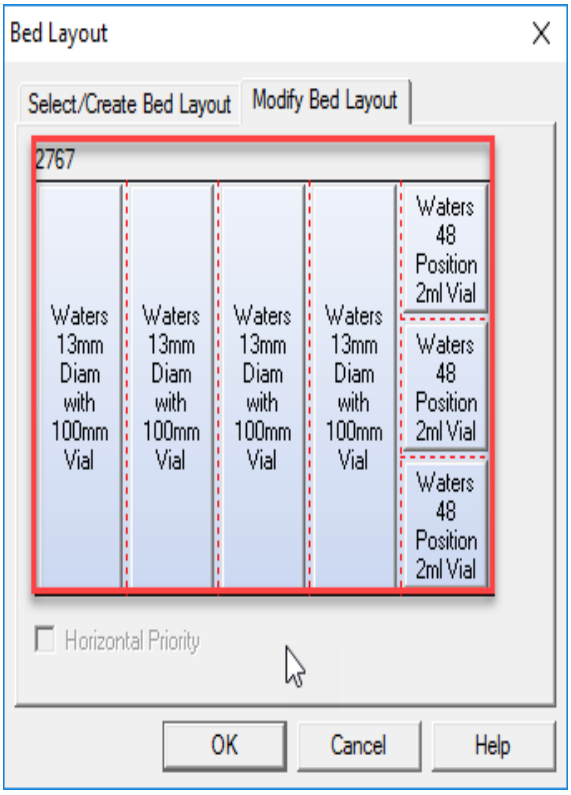


Click on the button shown below, which will save the entered name by the user

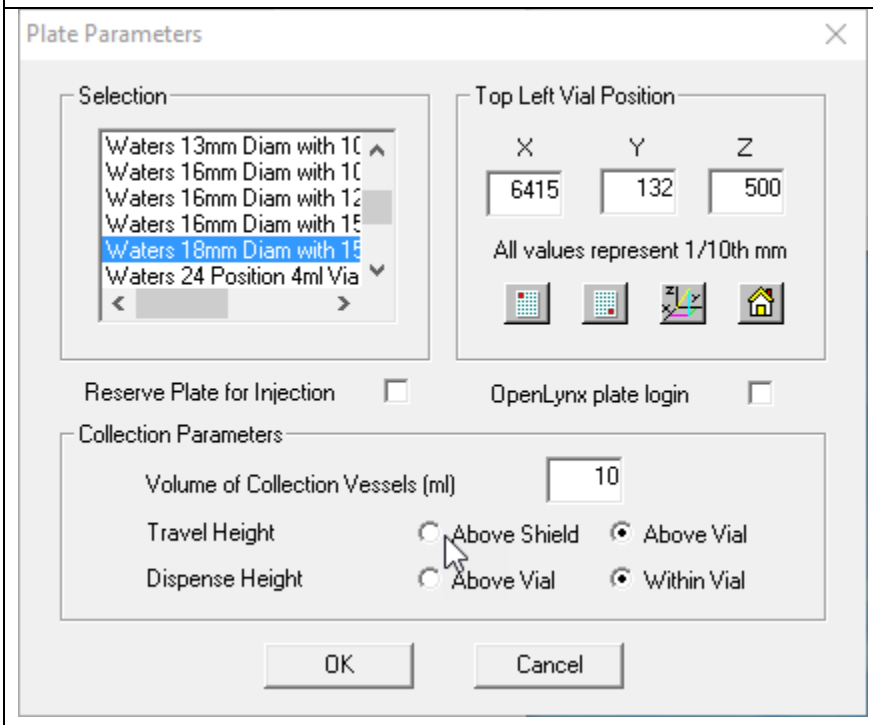


Select any Bed layout which you intend to use, and click on modify bedlayout tab to change the bed layouts





By clicking on plates will lead to Plate parameters window, where you can select plate which you intend to use and from “Top Left Vial Position” group box, user has to modify the X,Y,Z positions accordingly. After changing click on ok as in the below and above fig as well to save the changes.



If collection control system window is already open before making bed layout changes then after bed layout changes are made please “Deactivate” collection control system, to apply latest changes made in bed layout go to “File” and exit collection control system, relaunch collection control system click on control tab -> “Reset comms” and “Reset beds”.

APPLICATIONS

Enhancements

The following table contains a list of features added in SCN 987.

OpenLynx
In Report Scheme Settings, in Sample Summary section, included option for instrument method names.
All fields in the Sample List and *.OLB are saved into new xml file.
When importing into sample list, order of columns doesn’t matter. Extra columns can be ignored.
Pre-Run and Post-Run options from ‘Start Sample List Run’ dialog box available in OALogin.
Intelligent batching of samples by method or by sample prior to submission to MassLynx.
Option to allow user to choose order in which samples will be run – batch based on sample or method/column
In OALogin>Mode, named option correctly as SinglePageLogin.
When selecting multiple methods in OALogin, allow user to highlight multiple methods then add to method list.
Use ‘Add all’ button to quickly select and add all methods to method list.
Add visual representation of where to place sample.

OpenLynx
Show instrument status information in OAStatusMonitor, including all finished and queued samples, view of injection plate (and which one when using the Organiser) and, if applicable, view of collection plate
Login Samples button added to OA Status Monitor
When using multiple methods, do not repeat plate positions when telling user where to put sample.
View of plates should reflect orientation in autosampler and/or fraction collector.
In OAStatusMonitor, allow user to choose what to display when hovering over well in Autosampler tab using a right click menu. By default, show position, User ID, Sample ID and LCMethod. Use same menu as Change List Headings.
In OAStatusMonitor, display system status information, including system state (running, paused, error), LC Method, current run time, current position in queue, time until queue is finished.
By default, batches in OAStatus Monitor should be expanded.
Add view of collection plate to OAStatusMonitor when doing purification
In OAStatusMonitor when applicable, show fraction information in separate tab.
In OAStatusMonitor, show completed samples on separate tab.
In OAStatusMonitor, clear completed samples information upon bed reset.
Allow more scheduling and calendaring options for OALogin QC. This includes selecting different times (for example, morning and evening) and different days (for example, skip weekends).
Optionally append a date and time stamp to the file name
Auto Addition in Walk-up tab of Auto Purify has the same functionality as Auto Addition in the Sample List.
Fraction Start added to available fields in Walk-up tab of Auto Purify, and therefore in OLB file.
In Open Lynx report header, optionally display ‘injection volume’, ‘flowrate’, ‘temp’, ‘pressure’ (UPC2 and SFC), and ‘detection’.
In Report Scheme Settings>Report Header>Sample Report Header, Column Name reads column name from _INLET file in RAW data folder.
In Report Scheme Settings>Report Header>Sample Report Header, new field called Method Description uses Comment entry in PUMP section of _INLET file to populate.
New function called ‘Wake Method’ available, similar to ‘Pre-Run Method’. ‘Wake Method’ runs after the system has been idle for an inputted amount of time. It would be pre-empted by a Switch method but would pre-empt a Pre-Run method
Method screening shall override countdown time of batches
The name used for vial identification in the last step of OALogin shall be settable by the administrator. The choices shall be Sample Description, MSDataName or User1-4.

Fraction Lynx
SFO Events Table in the MassLynx Inlet Editor works. The Switch 1-6 or the Set Column Position triggers the valve to the change columns.
WFMA/CM/dual detectors issue fixed. It is now possible to use WFMA in FractionLynx with two detectors and no mass spectrometer
Option for “fractions by tube” view setting to default to on.
WFMA plate bugs fixed.

Concessions

The following table contains a list of known software issues and workarounds for SCN 987.

OpenLynx
In rare scenario if we launch the MassLynx application the Run time error message pops out. **Solution**: Just click ok on the pop out window and continue using the application (It doesn't impact any processes of MassLynx)
In OALogin options when the Mode of operation changed/toggled between Auto purify and open lynx, then in user configuration "Groups, Users and the Methods" which are added earlier in Open Lynx or Auto Purify mode of operation gets deleted. **Solution:** User should again add "Groups, Users and the Methods" for which mode of operation user intend to use.
Single plate, Vials are getting picked more than 48 samples if propagate button is checked for Run. **Solution**: Do not use Propagate button in OALogin for more than the plate size for sample submission.
In QC options if we click on Reset Job Number after submitting of few samples, data will not replace if already the sample with same Job Number was processed. And the OALogin application shows "Unable to get status-Error 11" **Solution:** Close all the applications which are running and re-launch all the applications.
OA Login hangs when connected remotely (only in Win10 Environment) **Solution:** Do not connect to the PC Remotely to use the applications, should always use the Instrument PC.
Reinjection function will not work with Auto purify mode of operation, whereas it is working with OpenLynx.
In very rare scenario Data Base corruption. (.db) happens. (User can identify cause of data corruption when the expected functionality doesn't work) **Solution**: Close OAStatusMonitor and MassLynx applications and delete the OAStatus.db file in C:\Masslynx.And re-open all the applications, everything works fine. (All the past data will be available, no data gets impacted)
In very rare scenario when submitted sample for the first time after installation without QDa-Detector, that sample will go to paused state. **Solution**: Go to MassLynx queue, un-pause the sample and should wait for few moments until the sample starts processing. And if user try to do any mouse clicks on application, then it will go to "Not Responding State", user should wait for some time, until sample in the queue gets un-paused and start acquiring.
For Wake-up related case, if the display in OAStatusMonitor is not as expected, then make sure the Date and Time gets registered in windows registry properly. To verify this, run the application "regedit" in C:\Windows\regedit path. And check for the path "Computer\HKEY_CURRENT_USER\Software\Micromass\OALogin\Batch Manager\". And check for the previous submitted Sample "Day, hour, minutes, month, seconds, year" keys for values, whether all these updated or not. If not updated, close MassLynx, OALogin applications and re-launch.
Status displays in MassLynx and OA Status monitor for Wake-up functionality. 1. With QDa in MassLynx: Status in MassLynx status bar displays as, Wakeup: "Waiting for inlet start 1", Pre-run: "waiting for inlet start 1", Switch: "waiting for inlet start 1". 2. With QDa in OA Status Monitor: Status in OA status Monitor status bar displays as, Wakeup: "Wakeup Running", Pre-run: "Waiting for inlet start 1", Switch: "Waiting for inlet start 1". 3. Without QDa: Status in MassLynx status bar displays as, Wakeup:" Wakeup Running", Pre-run: "Pre-run running", Switch: "Pre-run running". 4. Without QDa: Status in OA status Monitor status bar displays as, wakeup: "Wakeup Running", Pre-run: "Pre-run running", Switch: "Pre-run running".

OpenLynx
Method screening works as expected if batches submitted individually either Sort by Samples or Sort by Method. If batches submitted from sort by sample and then by sort by method all the previous batches in queue gets reorders according to Sort by method logic, hence can say sort by method overrides sort by sample.
The memory size of "OAStatusMonitor" was kept at a threshold value of "500000 KB", so that when memory size reaches 500000 KB, OAStatusMonitor closes and re-opens automatically. In rare scenario OAStatusMonitor pops-up a window showing "OAStatusMonitor stopped working". **Solution**: Click on "Close Program" button, then by default OAStatusMonitor re-launches again.
In ACQUITY instruments, Fraction Start vial position if we give in the format "1:10,1:5, or 2:2" will not work. **Solution**: Just specify the vial position in the format "4 or 5 or 6 …".
In very rare scenario OAStatusMonitor pops-up a window showing OAStatusMonitor stopped working. (when manually closing and opening) **Solution**: Click on close program and Re-Launch the OAStatusMonitor application. If still the window is popping up, make sure to delete "OAStatusMonitor" in task manager.
Use the Default.ipr file whenever the software requests an IPR file reference.
When you select a column position outside the range of columns for the configured column manager, follow these steps to clear the "Column selection is out of range" error: 1. From the MassLynx main page, delete the process from the queue and click the resume button. 2. From the inlet method editor, reset the CM-A and LC communication.
In very rare scenario, OALogin application goes to hang state when user operating OA Login application very fast. **Solution**: Kill the process from the Task Manager "OALogin" application and re-Launch.
OpenLynx identifies instruments in standby mode as errors. When the "Stop Logging on instrument Error" option is enabled, OpenLynx stops running auto start-up or submit batch from Open Access.
Clearing the batch from OAManager while sample is running, goes to "not responding state" (very inconsistent) **Solution**: Wait till batches got cleared from the Queue, do not click on anything in the OA Manager window.

TargetLynx
A TargetLynx .QLD file will become locked when saved to a folder for which the Windows user does not have the Windows Modify permission
Modified calculated concentration column headers are not reflected in the samples report. Instead, they retain their default headings.
The following values are blank when the indeterminate flag is set: - Calculated Concentration % Recovery LOD Flag LOD LOQ Flag LOQ % deviation

Fraction Lynx
If a WFM-A is in the connected stack, the WFM-A must remain active in Fraction Lynx all times. The WFMA must be active even if the sample does not contain a Fraction Lynx method file or even if no collection is in process.
In One to One collection mode, if multiple fractions are not enabled, no warning appears when injecting from the same tube. Only the fraction from the first injection is collected.
If you cannot establish communication with one module and all instruments have been assigned an IP address from the DHCP, delete the WFM-A from the DHCP application and cycle power to the WFM-A. In triple detection systems, the WFM-A must be assigned the highest numbered IP address for all modules to function properly.
First time collection leads to red vial position in first vial and collection fails, once after resetting bed layout works fine.
In very rare scenario in Reserve tube mode First Collection doesn't happen in user Reserved tube but collecting in different tube, once after resetting bed layout works fine.
In the fraction method, if you specify microliters (µL) as the units for Min fraction volume, the fract.txt file incorrectly reports the units as millilitres (mL).
The volume of the collection vials appears in the collection plate name, which cannot be changed.
With XY configuration on the Rack Generator, ensure that the "horizontal priority" option remains disabled for injections that are to be performed row-by-row. Select the "horizontal priority" option for injections that are to be performed column-by-column.
After you change the "horizontal priority" option on the Rack Generator, if you apply "fill series" to the vial numbers in the sample list, the vial numbers may not appear in the correct order. To display the vials in the correct order, apply "fill series" a second time.
Fraction Lynx does not support multiple staggered SIR functions. Waters recommends that you set identical start and end times for all SIR functions within the same method.
If a non admin / admin user changes the collection mode (for example, from Sequential to Pooling or One to One), you must reset the bed, and then close and reopen Fraction Lynx.
To compensate for the UV detector flow cell outlet volume in WFM-A, the software adds 0.8 µL to the Detector to Fraction Manager volume specified in the MS Console.
To change the *.fl4 file, deactivate the control, make the changes, save the file, and then reactivate the control. If you change the *.fl4 file while the control is active, the changes are not reflected.
If the MassLynx process is terminated for any reason, you must set up the fraction collector again.
You must set the Arc system to "Trigger by contact closure" even when you do not intend to use contact closures.
For OA-Login Auto purification, Auto-Lynx is no longer required to handle multi-stage Auto Purify runs. Process Manager now handles this functionality.
Fraction-Lynx considers the Default temperature specified in the console only for acquisitions without a Fraction-Lynx method. If you run a sample with a Fraction-Lynx method, the software uses the value specified in the Fraction-Lynx method.
In rare scenario, when you attempt to save a Fraction-Lynx method or move away from the Timing tab, the software prompts you to enter a number between 0 and 180. Entering a number does not resolve the error, and the method is no longer valid.
Waste collection doesn't start until after the first trigger has been collected. The workaround is to put in a timed event very early in the run
On rare occasions, a vial will be skipped during waste collection.
Waste collection is not displayed in the Chromatogram window or in the fract.txt file
In very rare scenario after an" acquisition with collections" is completed successfully, collection control system

Fraction Lynx
leads to a “system error”. **Solution**: Deactivate collection control system, go to “File” and exit collection control system, un-pause the Queue in MassLynx and relaunch collection control system.

Quan Optimize
When you press the F1 key in the following Quan Optimize applications, the online Help does not appear: Edit Method Run Quan Optimize View Results You can still access Help by pressing the F1 key in the main menu.

Open Quan
To use the “Specify Open Quan results location” option, you must specify a fully qualified network path for use when logging in samples. (For example, \\<*PC_Name*>\Results\ where <PC_Name> is the IP address or computer name of the PC on which the results will be stored.)

Open Access
In the OAToolkit Remote Status Monitor, loading a saved file from a remote PC using the Network option results in a failure. To access the file, map the network drive on the PC and access it via the standard file load options.

Informational

OAStatusMonitor:

The memory size of OAStatusMonitor was kept at a threshold value of 500000 KB, if the user wants to increase/decrease the memory size of OAStatusMonitor rather than the default threshold value, then go to C:\OALogin\OAStatusMonitor.exe.config file, and just change the "MaxMemory" value to any number user intend to have. Once the MaxMemory value was changed, save the configuration file and close. Make sure to close the OAStatusMonitor application if it is already running and re-launch for the changes to take effect.

Supported computers, Operating Systems, hotfixes and antivirus software:

The following Windows Updates are supported with MassLynx v4.2 SCN 987:

Windows 10 Enterprise LTSB 1607

Update	KB4345418
Update	KB4033393
Update	KB4049411
Update	KB4033631
Update	KB4132216

Antivirus

SCN 987 was tested with Symantec Endpoint Protection Version 14 (14.0 RU1 MP1) build 3897 (14.0.3897.1101) anti-virus software.

Note: Waters recommends that you disable Network Threat Protection on the acquisition computer.

In the Symantec scanned areas, do not include the following folders:

- For 64-bit computers: C:\Program Files (x86)\Waters Instruments, and its subfolders
- The MassLynx installation folder C:\Masslynx, and its subfolders

Windows Updates

The PC firewall is sometimes re-enabled by Windows updates. After every Windows update, check the firewall to ensure that it remains disabled.

Hardware

Communications within the system (including connections between the host PC and the embedded PC and that of the host PC and the ACQUITY I-Class BSM) are managed via an Ethernet DHCP server, with the following specifications: Network requirements: Standard Ethernet TCP/IP interface (IPV4 protocol); minimum 9600 bps; [Source IP 192.168.0.1].

The host PC also includes a second Ethernet connection, which may connect to the external Local Area Network (LAN), with the following specifications: Network requirements: standard Ethernet TCP/IP interface (IPV4 protocol); no specific bandwidth requirements for performance; standard Ethernet TCP/IP data transfer protocol; remote control not required, no real-time requirements.

Bidirectional service engineer diagnostic functions may be carried out over serial port connections to the system, which has the following specifications: Network requirements: standard RS-232 interface; minimum 9600 bps; standard RS-232 data transfer protocol; remote control not required, no real-time requirements.

Exchange of data via a storage medium is not required. Capability for exchange via optical disc or USB flash drive is supported in standard formats via the Windows operating system, including: Embedded PC Flash memory (minimum 1 GB storage; Standard format (FAT) file system); Host PC Drives: Flash memory (minimum 256 GB storage; Standard format (NTFS) file system); Hard Disk (minimum 1 TB storage; Standard format (NTFS) file system).