



Waters
THE SCIENCE OF
WHAT'S POSSIBLE.™

Waters Driver Pack 2019 Release 2 Service Release 1

Release Notes

715006741
Version 00

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General information

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Waters Driver Pack 2019 Release 2

Service Release 1

Waters Driver Pack 2019 Release 2 Service Release 1 supports instrument drivers for deployment of instrument control software (ICS) and firmware required to control Waters instruments. The instrument drivers and firmware support these products:

Analytical systems

- Alliance HPLC system
- ACQUITY UPLC System
- ACQUITY H-Class Series System (Binary and Quaternary)
- ACQUITY UPLC H-Class Bio Series System
- ACQUITY UPLC I-Class Series System
- ACQUITY Arc Systems for HPLC and UHPLC
- ACQUITY Arc Bio Systems
- ACQUITY Advanced Polymer Chromatography (APC) System
- ACQUITY UPC² System

Note: This service release did not change any instrument drivers available on the Microscale media.

See also: For additional information, see *Waters Driver Pack 2019 Release 2 Release Notes*.

Software installation

Before you upgrade to Waters Driver Pack 2019 Release 2 Service Release 1, you must uninstall the driver pack currently installed. Follow the instructions in the *Waters Driver Pack 2019 Release 2 Installation and Configuration Guide*.

Fixed issues in this release

This section lists the problems resolved in this release. The numbers identify issues that Waters personnel monitor in the legacy system change request tracking tool (marked with SCR-), in the new issue tracking tool (marked with INS-), and customer-reported issues tracking tool (marked with CRI-).

INS-12178, CRI-1204

In the Japanese, Chinese, and Korean versions of Empower FR 5, the Console log messages now appear as expected.

INS-11907, INS-11992, CRI-1733

When running Waters systems with Empower in some Citrix server environments, the `Quickset.exe` and `Acquityconsole.exe` processes consume significantly lower CPU resources.

INS-13906

Using a Japanese, Chinese, or Korean version of Empower FR 5, when you recalibrate the QDa or request a Verify Calibration or Verify Resolution report, the Console log messages now appear as expected.

Known issues in this release

For a comprehensive list of all known issues since Driver Pack 4, see *Waters Driver Pack Known and Fixed Issues* (715005660).

INS-7502, CRI-462

In some cases, on systems running Empower 3 in the Japanese, Chinese, or Korean languages, an operation fails. The result is that the Console logs do not appear.

Solution: Contact Waters Technical Service.

INS-10682

Occasionally, on systems running M-Class with SCIEX Analyst software, the sample queue fails to complete.

Solution: None.

INS-11172, CRI-1382

On systems running the Windows 10 operating system with a sample organizer, a μ SM-FL, and a μ BSM, you can configure the sample organizer in the MS Console. However, when you close the Console, and then reopen it, an MS .Net Framework error appears.

Solution: Power-off the sample organizer, close MassLynx, and stop all processes. Then open MassLynx, open the MS Console, and configure the sample organizer.

INS-13966

Using a Chinese, Japanese, or Korean version of Empower 3 FR 4, when you recalibrate the QDa or request a Verify Calibration or Verify Resolution report, the detector stops generating log entries. All other modules in the system continue to generate logs.

Solution: Either upgrade to Empower 3 FR 5 or restart the LAC/E. You do not need to restart the client.

Note: You can view the QDa reports on the LAC/E. The reports reside in the `C:\Empower\Instruments\Log\MS Reports` folder.

INS-14328

When you restart the QDa while the Run Samples window, the Console, or both are open, the QDa stops producing logs.

Solution: Close and reopen all Run samples windows and the Console.

Anti-virus considerations

Some real-time virus scanners mistake normal data acquisition and instrument control for virus activity, and thus interfere with proper operations. Full-system scans and live updates can be network-intensive, disk-intensive, and CPU-intensive, and they can also interfere with normal data acquisition. Schedule scans and updates for idle times when data acquisition does not occur.

Certain anti-virus program features like "intrusion prevention" and "tamper protection" can also interfere with normal operation. Disable them as well.

Empower installations

For Empower software installations, exclude the Empower installation folder (usually `C:\Empower`) and its sub-folders.

MassLynx installations

For MassLynx installations, exclude these folders:

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

Stand-alone installations

For stand-alone console software installations, exclude these folders:

- For 64-bit computers: C:\Program Files (x86)\Waters Instruments, and its sub-folders.
- For 32-bit computers: C:\Program Files\Waters Instruments, and its sub-folders.

Compliance recommendations

Any time you install, change, or uninstall software or system modules in a regulated environment, Waters recommends that you follow your organization's approved standard operating procedures.

A risk-based review may assist you in a regulated environment to evaluate changes detailed in the release notes. Using company SOPs, determine if any documentation updates and requalification of the system modules, chromatographic system, or chromatographic data system (CDS) are required.

Instrument update classification (minor update)

Waters considers this update to be a minor change from previous versions. This update is designed to not alter the physical specifications of instruments or systems. Waters expects that methods run and data generated on instruments before and after the update will be consistent. As with any change, you should evaluate the impact of this update to your instruments or systems.

Software requalification options

Consider using the requalification options outlined below to verify software installation and correct operation:

- To confirm that the new files loaded properly, consider performing a software installation qualification.
- To confirm the operation of the newly loaded software, consider performing an operational qualification (user or vendor) for the updated software installation.
- To determine if additional testing is required, consider evaluating the changes in the software release, to assess the risk associated with the installation. Depending on the risk, it may be

appropriate to perform existing, updated, or new software tests. These tests may be known as performance qualification tests, user acceptance tests, verification tests, or validation tests.

To assist you, if required, Waters provides various levels of Qualification (or Compliance) Services and validation consultancy through our Professional Services organization.

When multiple, identical systems are involved, consider a risk-based approach to qualification activities.

Instrument requalification options after software or firmware change

Consider using the requalification options outlined below to verify hardware installation and correct instrument operation:

- To confirm that the firmware files on the system modules were installed correctly, compare the checksum values in the product release notes to the checksum values displayed in the console.
- To confirm instrument system operation with any newly loaded software, driver, or firmware, consider performing an operational qualification for the updated instrument system.
- To confirm performance, control, and communications of the instrument system, consider conducting a performance qualification (user or vendor) or system suitability test.

Requalification with Waters' Total Assurance Plans

The Waters' Total Assurance Plan (TAP) with System Qualification Option covers upgrades and requalification of the instrument driver, software, firmware, or hardware in these cases:

- During yearly requalification, as provided in the plan.
- If installing this release is required for operation of a new module or system, where qualification of the new module or system is covered by the plan.

Requalification of the CDS software and computers after a driver upgrade may or may not be included in your TAP.

Review your TAP to determine which services are covered and which are not covered. For situations not covered by the plan, Waters can perform the qualification, but additional charges will apply.

Contact Waters Technical Service

If you are located in the USA or Canada, report malfunctions or other problems to Waters Technical Service (800 252-4752). If you are located elsewhere, phone the Waters corporate headquarters in Milford, Massachusetts (USA), or contact your local Waters subsidiary. The Waters' Web site includes phone numbers and e-mail addresses for Waters locations worldwide.