



Waters™

# waters\_connect driver v1.6.0 for Xevo TQ Absolute/Xevo TQ-XS/Xevo TQ-S cronos/Xevo TQ-S micro

## Release Notes

# General information

## Copyright notice

---

© 2024 WATERS CORPORATION. THIS DOCUMENT OR PARTS THEREOF MAY NOT BE REPRODUCED IN ANY FORM WITHOUT THE WRITTEN PERMISSION OF THE PUBLISHER.

The information in this document is subject to change without notice and should not be construed as a commitment by Waters Corporation. Waters Corporation assumes no responsibility for any errors that may appear in this document. This document is believed to be complete and accurate at the time of publication. In no event shall Waters Corporation be liable for incidental or consequential damages in connection with, or arising from, its use. For the most recent revision of this document, consult the Waters website ([www.waters.com](http://www.waters.com)).

## Trademarks

---

Waters™ is a trademark of Waters Corporation.

waters\_connect™ is a trademark of Waters Corporation.

Xevo™ is a trademark of Waters Corporation.

All other trademarks are property of their respective owners.

## About these release notes

---

This document contains information about the features and functions introduced, changed, or removed in this version of the product. It contains a list of major feature changes as well as descriptions of known defects, resolved defects, and observed product behaviors (concessions) that Waters deems of importance to customers. This document does not include:

- An exhaustive list of all changes to this version of the product
- Descriptions of defects that were not known to Waters at the time of the product's release
- Descriptions of defects that cannot be reproduced by Waters
- Information about customer requests for enhancements to the product
- Specific details of changes to proprietary aspects of product components, features, computational algorithms, and software code

The changes listed in this document are relative to the previous version of the product. If you are updating an older version of the product, review the release notes for all the intervening versions to ensure that you understand the cumulative impact of the product changes.

Carefully review the information in this document before the product is installed. If you have questions about how installing this product might affect your environment or if you need more information about this product, contact your Waters representative.

## 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 change control procedure.

You should assess the impact of the changes described in the release notes on the qualification status and validation for the intended use of your system, including any impact on personnel, methods, laboratory workflows, or connected equipment, and scale your activities accordingly.

## Customer comments

---

We seriously consider every customer comment we receive. Help us better understand what you expect from our documentation so that we can continuously improve its accuracy and usability. To report any errors that you encounter in this document or to suggest ideas for otherwise improving it, reach us at [tech\\_comm@waters.com](mailto:tech_comm@waters.com).

## Contacting Waters

---

Contact Waters with technical questions regarding the use, transportation, removal, or disposal of any Waters product. You can reach us through the Internet, telephone, fax, or conventional mail.

Contact method	Information
<a href="http://www.waters.com">www.waters.com</a>	The Waters website includes contact information for Waters locations worldwide.
iRequest	iRequest is a secure Web service form that allows you to request support and service for Waters instruments and software or to schedule a planned service activity. These types of support and services may be included as part of your maintenance plan or support plan. You may be charged for the requested service if you do not have appropriate plan coverage for your product. <b>Note:</b> In areas managed by authorized distributors, iRequest may not be available.

Contact method	Information
	Contact your local distributor for more information.
Local office contact information	For worldwide locations, telephone, fax, and conventional mail information is available at the <a href="#">Local Offices</a> website.
Corporate contact information	Waters Corporation Global Support Services 34 Maple Street Milford, MA 01757 USA From the USA or Canada, phone 800-252-4752 or fax 508-872-1990.

## Contacting Waters Technical Service

---

If you are located in the USA or Canada, report malfunctions or other problems to Waters Technical Service (800-252-4752). From elsewhere, phone the Waters corporate headquarters in Milford, Massachusetts (USA) or contact your local Waters subsidiary. The Waters website includes phone numbers and email addresses for Waters locations worldwide. Visit [www.waters.com](http://www.waters.com). To request support and service for Waters instruments and software or to schedule a planned service activity, visit [iRequest](#).

When you contact Waters, be prepared to provide the following information:

- Error message (if any)
- Nature of the symptom
- Serial number of the system module and its firmware version, if applicable
- Flow rate
- Operating pressure
- Solvent or solvents
- Detector settings (sensitivity and wavelength)
- Type and serial number of column or columns
- Sample type and diluent
- Data software version and Software Support ID
- System workstation model and operating system version

For an explanation about how to report shipping damages and submit claims, see the document *Waters Licenses, Warranties, and Support Services* on the Waters website ([www.waters.com](http://www.waters.com)).

For additional site preparation information, visit [support.waters.com](https://support.waters.com).

## Updated information

---

Refer to the Waters website ([www.waters.com](https://www.waters.com)) and click **Support > Support Documents and Downloads** for updates to this document.

## Obtaining Waters software and software updates

---

To digitally obtain the software application and licenses that you purchased, use the Waters Digital Software Delivery and License Entitlement platform. With an active Waters Software Maintenance Plan, the platform gives you email notifications of and immediate access to newly released software, including updates and hotfixes. This delivery platform allows you to securely search and share software entitlements and instrument drivers, and it provides a secure search document link to [waters.com](https://waters.com) that details all relevant documents for the specific software product and version.

To access the Digital Software Delivery and License Entitlement platform, contact the designated Software Manager for your organization. The Software Manager is typically a system administrator or someone responsible for implementing software and activating licenses, and they are the person responsible for the Waters digital entitlements (software and licenses) within your organization. From within the platform, the Software Manager can securely manage and distribute software entitlements to others within your organization, providing organizational control of your software assets.

If you have not yet arranged for access to this platform, work with your Waters sales representative to begin the secure onboarding process.

Access the software delivery and license entitlement platform through your [waters.com](https://waters.com) user profile at **waters.com > My Account [Hello, *username*] > Profile > Download Software Entitlements**.

# Table of contents

---

<b>General information.....</b>	<b>ii</b>
Copyright notice.....	ii
Trademarks.....	ii
About these release notes.....	ii
Compliance recommendations.....	iii
Customer comments.....	iii
Contacting Waters.....	iii
Contacting Waters Technical Service .....	iv
Updated information.....	v
Obtaining Waters software and software updates.....	v
<b>waters_connect driver v1.6.0 for Xevo TQ Absolute/Xevo TQ-XS/Xevo TQ-S cronos/Xevo TQ-S micro.....</b>	<b>8</b>
About this release.....	8
System and software requirements.....	8
Compliance recommendations.....	9
Software re-qualification options.....	9
Instrument re-qualification options after software or firmware change.....	9
Re-qualification with Waters FlexCHOICE: mySystem Coverage.....	10
Licenses for third-party software.....	10
What's new?.....	10
Fixed issues.....	10
MIST-22734.....	10
MIST-23054 .....	10
Known issues in this release.....	11
MIST-16344.....	11
MIST-16901.....	11
MIST-17122.....	11
MIST-17396.....	12

MIST-17449.....	12
MIST-17468.....	12
MIST-17562.....	12
MIST-17694.....	13
MIST-17762.....	13
MIST-17763.....	13
MIST-17831.....	13
MIST-17917.....	14
MIST-18044.....	14
MIST-18361.....	14
MIST-18704.....	14
MIST-18802.....	15
MIST-18878.....	15
MIST-19856.....	15
MIST-19860.....	15
MIST-20083.....	15
MIST-20288.....	16
MIST-20397.....	16
MIST-20425.....	16
MIST-20475.....	17
MIST-21046.....	17
MIST-21528.....	18

# waters\_connect driver v1.6.0 for Xevo TQ Absolute/Xevo TQ-XS/Xevo TQ-S cronos/Xevo TQ-S micro

## About this release

---

waters\_connect is the Waters next-generation informatics platform that accelerates end-to-end scientific workflows, realizing new standards of usability, scientific outcome, and compliance. It allows users to seamlessly acquire, process, access, and share data and knowledge throughout an organization. It amplifies what you can accomplish with high-end mass spectrometry and chromatography and integrates all the results into a single software solution.

This software release provides support for the following instruments on waters\_connect 3.2.0 or waters\_connect 3.3.0:

- Xevo TQ Absolute
- Xevo TQ-XS
- Xevo TQ-S cronos
- Xevo TQ-S micro

Use these release notes (RNs) in conjunction with the *waters\_connect 3.2.0 Base Kit Release Notes* (715008840) or *waters\_connect 3.3.0 Base Kit Release Notes* (715009244).

## System and software requirements

---

For more information about waters\_connect, refer to <https://www.waters.com/waters/nav.htm?cid=135040165>.

This device requires waters\_connect 3.2.0 or waters\_connect 3.3.0.

To install and upgrade your Waters instrument, contact your Waters service organization via iRequest.

For further information, see [Contacting Waters Technical Service \(Page iv\)](#), refer to the appropriate waters\_connect Base Kit release notes for supported operating systems and MS hotfixes, or refer to the supported instrument, driver, and software version compatibility matrix.



## 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 (SOPs).

In a regulated environment, a risk-based review may assist you in evaluating the changes detailed in the release notes. Using company SOPs, determine if any documentation updates and re-qualification of the system modules or chromatographic system are required.

## Software re-qualification options

Consider using the following re-qualification options to verify software installation and correct operation:

- To confirm that the new files are 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 risks 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, or validation tests.
- To assist you, if required, Waters provides various levels of Qualification (or Compliance) Services and validation consultancy through its Professional Services organization.
- When multiple identical systems are involved, consider a risk-based approach to qualification activities.

## Instrument re-qualification options after software or firmware change

Consider using the re-qualification options outlined below to verify hardware installation and correct instrument operation:

- To confirm instrument system operation with any newly loaded software, driver, or firmware, restart the mass spectrometer, run Instrument Setup, and then confirm that the mass spectrometer is correctly set up and calibrated.
- To confirm performance, control, and communications of the instrument system, consider conducting a performance qualification or system suitability test.
- When multiple, identical instruments are involved, consider a risk-based approach to qualification activities.

## Re-qualification with Waters FlexCHOICE: mySystem Coverage

FlexCHOICE: mySystem Coverage with the qualification option covers updates and re-qualification of the instrument driver, software, firmware, or hardware in the following cases:

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

You must be under a current software maintenance plan with the qualification option for any computer re-qualification needed after driver updates.

Review your FlexCHOICE coverage options to determine which services are covered and which are not. For situations not covered, Waters can perform the qualification for an additional charge.

## Licenses for third-party software

---

Licenses for third-party software included in waters\_connect drivers are listed at <https://www.waters.com/licenses>.

## What's new?

---

No new features were added to this release.

## Fixed issues

---

This section lists the issues from the previous software driver version that were fixed in this release. The numbers identify issues that Waters personnel monitor within a system change request tracking tool.

**Note:** A customer-reported issue (CRI) tracking code is generated when you report a fault to Waters, enabling you to confirm the current release note and verify that the fault was fixed.

### MIST-22734

**Applicable to:** Xevo TQ Absolute, Xevo TQ-XS, Xevo TQ-S cronos, and Xevo TQ-S micro  
Inconsistencies found in the localized Japanese text were corrected.

### MIST-23054

**Applicable to:** Xevo TQ Absolute, Xevo TQ-XS, Xevo TQ-S cronos, and Xevo TQ-S micro

Fixes were applied to the System Console to improve performance when navigating between menus.

## Known issues in this release

---

This section lists the known issues in this release and, where possible, some solutions. The numbers identify software issues that Waters personnel monitor within a system change request tracking tool.

### MIST-16344

**Applicable to:** Xevo TQ Absolute, Xevo TQ-XS, Xevo TQ-S cronos, and Xevo TQ-S micro

MRM Optimization: The fluidics controls layout and title position can be misaligned.

In MRM Optimization, if the Fluidics drop-down menu is open, it may not be possible to scroll to the Analyte list if a warning message is present and the warning title is too close to the preceding line.

**Solution:** Use the zoom function of the console or a higher screen resolution.

### MIST-16901

**Applicable to:** Xevo TQ Absolute, Xevo TQ-XS, Xevo TQ-S cronos, and Xevo TQ-S micro

The Instrument System Console incorrectly reports an instrument error.

When running a system acquisition, if a mass spectrometer error occurs prior to acquiring data, the Sample Submission application stops the acquisition and raises an appropriate error message. However, in the System Console, the Instrument System and System Activity panels report that the system is `Idle` rather than in `Error`.

**Solution:** None.

### MIST-17122

**Applicable to:** Xevo TQ Absolute and Xevo TQ-XS

Summary page: When resolving an `Operate Trip` warning card, other active health cards may briefly flicker.

When using the health card resolution to pump down (evacuate) the mass spectrometer from a vented state caused by an `Operate Trip`, the `Pumping Down` health card should show until the mass spectrometer is pumped down (evacuated).

The `Operate Trip` health card should then appear. Resolving this card switches the mass spectrometer back to `Operate`.

However, the `Pumping Down` health card appears and other health cards flicker when the pumping starts. After pump down (evacuation), the `Operate Trip` health card switches the mass spectrometer to `Operate`, but the `Operate Trip` health card again flickers for a few seconds before clearing.

**Solution:** Wait for any temporary health cards to clear.

## MIST-17396

**Applicable to:** Xevo TQ Absolute, Xevo TQ-XS, Xevo TQ-S cronos, and Xevo TQ-S micro

MRM Optimization: You cannot see the row highlight indicator when a row is also marked as saturated.

If you run MRM Optimization with a saturated precursor beam, the saturation is indicated in all tables with a warning symbol and a gray highlight of the row. If you click on these rows, the data below the table updates (where appropriate). The software should show a darker blue highlight to indicate which row is selected, but it does not. Only non-saturated rows show this highlight.

**Solution:** None.

## MIST-17449

**Applicable to:** Xevo TQ-XS

Summary Page: Health card priority of `Probe Withdrawn` and `Source Door Open`

When you open the source door on the instrument and remove the probe, the health system reports the `Probe Withdrawn` warning instead of the `Source Door Open` warning.

**Solution:** Replacing the probe corrects the health warning.

## MIST-17468

**Applicable to:** Xevo TQ Absolute and Xevo TQ-XS

Summary page: The `Source Not Fitted` health card does not change as expected.

If you remove the probe, the `Probe Not Fitted` health card appears. If you subsequently remove the source cable, the `Source Not Fitted` health card appears. If you then refit the source cable, the health card should change to say `Probe Not Fitted`, but it incorrectly remains as `Source Not Fitted`.

**Solution:** Refit the probe to remove all health cards.

## MIST-17562

**Applicable to:** Xevo TQ Absolute, Xevo TQ-XS, Xevo TQ-S cronos, and Xevo TQ-S micro

MRM Optimization: Certain screen zoom levels can cause dialog box buttons to be inaccessible.

In MRM Optimization, if the **Add/Edit** wizard dialog is opened and zoomed, the **Next** button can become inaccessible.

**Solution:** Reset the Zoom, Zoom In, or Zoom Out function in the console.

## MIST-17694

**Applicable to:** Xevo TQ-XS

System Console: An APCI overheat warning can cause the System Console side panel to incorrectly show `Source not fitted`.

If the APCI probe thermocouple is triggered to report an overheat warning, the Source type on the MS Tune page and the side panel should both remain as `APCI`.

The Source type appears correctly as `APCI` on the MS Tune page, but the Source type in the side panel updates to `Source not fitted`.

**Solution:** None.

## MIST-17762

**Applicable to:** Xevo TQ Absolute, Xevo TQ-XS, Xevo TQ-S cronos, and Xevo TQ-S micro

Summary page: In Instrument Setup, the Setup and Check functionality is available when the acquisition system is paused or stopped.

When the acquisition system is running a sample list but is then paused or stopped, the Instrument Setup page allows the user to start a **Setup Check** or **Full Instrument Setup**, which will not be successful.

**Solution:** Use **Setup Check** or **Full Instrument Setup** only when the acquisition system is idle at the end of a sample list or when it is aborted.

## MIST-17763

**Applicable to:** Xevo TQ Absolute and Xevo TQ-XS

If you abort a **Full Instrument Setup** or **Setup Check** while the fluidics system is performing operations, the abort action does not happen immediately. It can take up to five minutes.

**Solution:** None.

## MIST-17831

**Applicable to:** Xevo TQ-XS

MRM Optimization: Zoom levels are not retained from other pages.

When navigating to the MRM Optimization page for the first time, if your current page has a zoom level applied, it is reset upon navigation to the MRM Optimization page.

**Solution:** Use **Reset Zoom**, or apply a new zoom level.

## MIST-17917

**Applicable to:** Xevo TQ-XS, Xevo TQ-S cronos, and Xevo TQ-S micro

MRM Optimization: The precursor results table shows the maximum intensity, not the intensity at the calculated optimum value.

When MRM Optimization runs, it determines the optimum cone voltage of the precursors. The results table should show the intensity of the calculated optimum measurement voltage, but instead shows the most intense measurement taken at one voltage.

**Solution:** None.

## MIST-18044

**Applicable to:** Xevo TQ Absolute, Xevo TQ-XS, Xevo TQ-S cronos, and Xevo TQ-S micro

MRM Optimization: The optimization tool times out when attempting to refill a full syringe if less than eight minutes worth of sample remains in the fluidics.

If less than eight minutes remain, the routine tries to refill the syringe at the start of the MRM optimization.

If the syringe is already full, an error occurs, the refill command times out, and the MRM optimization fails.

If a higher flow rate is used and the fluidics are not initially full, the syringe refills automatically and the optimization starts. There is a possibility of the tuning solution running out midway through the optimization if there are many adducts or compounds. Normally, the optimization completes if the number of adducts/compounds is low.

**Solution:** Do not attempt an MRM optimization if less than eight minutes of sample remains in the fluidics.

## MIST-18361

**Applicable to:** Xevo TQ Absolute, Xevo TQ-XS, Xevo TQ-S cronos, and Xevo TQ-S micro

When the analyzer Penning gauge is disconnected, the expected Analyzer Gauge Fault - Out Of Range health card does not show.

**Solution:** None.

## MIST-18704

**Applicable to:** Xevo TQ Absolute, Xevo TQ-XS, Xevo TQ-S cronos, and Xevo TQ-S micro

No user guidance on how to proceed when the flow path is disabled on tune page.

When you cannot change the flow path because the gas is off or the instrument is not in Operate, there is no user guidance displayed in the software.

**Solution:** None.

## MIST-18802

**Applicable to:** Xevo TQ Absolute, Xevo TQ-XS, Xevo TQ-S cronos, and Xevo TQ-S micro  
Instrument Setup writes unexpected device logs when starting after a failure.

When you run **Instrument Setup** after a setup failure, the health cards `Instrument Setup Failure` and `Instrument Setup Not Run` erroneously appear.

**Solution:** None.

## MIST-18878

**Applicable to:** Xevo TQ Absolute

There is a semaphore timeout error on the EPC during data acquisition and tuning.

The error message `ERROR: GetDMAWriteAccess semaphore timeout` is occasionally reported on the EPC log.

**Solution:** None. There is no impact on the acquired data.

## MIST-19856

**Applicable to:** Xevo TQ Absolute, Xevo TQ-XS, Xevo TQ-S cronos, and Xevo TQ-S micro

When you restart the instrument, the `Embedded PC (EPC) Disconnected` health card incorrectly appears.

**Solution:** None.

## MIST-19860

**Applicable to:** Xevo TQ Absolute, Xevo TQ-XS, Xevo TQ-S cronos, and Xevo TQ-S micro

An analyte that uses brackets in the molecular formula during MRM optimization cannot be exported to AME.

**Work-around:** None.

## MIST-20083

**Applicable to:** Xevo TQ Absolute, Xevo TQ-XS, Xevo TQ-S cronos, and Xevo TQ-S micro

Overlapping text appears in the post run report.

When you run a method with several MRM transitions (for example, one of the MassLynx methods) and then examine the PR report, the Events section may overlap with the MRM table.

**Solution:** None.

## MIST-20288

**Applicable to:** Xevo TQ Absolute, Xevo TQ-XS, Xevo TQ-S cronos, and Xevo TQ-S micro

Target resolution values are set to `Custom` after driver installation.

When you install the driver, the *MS1 target resolution* and *MS2 target resolution* values are set to `Custom` by default. You cannot save a method with target resolution values set to `Custom`. As a result, when you import analytes to the Acquisition Method Editor application from the Tune page, the following error is reported when you click **Save**: The server has encountered a serious error. Please refresh the browser.

**Solution:** On the MS Tune page, set *MS1 target resolution* and *MS2 target resolution* values to **Low**, **Unit**, or **High**.

## MIST-20397

**Applicable to:** Xevo TQ Absolute, Xevo TQ-XS, Xevo TQ-S cronos, and Xevo TQ-S micro

Cannot uninstall and remove the driver.

If you have an instance of Google Chrome running and you disconnect a network cable from an instrument, remove the instrument from the instrument system, remove the instrument from the Instruments tab, and then remove the instrument driver, the driver remains in the `Removing driver` state and it is not uninstalled.

**Solution:** Restart the system and ensure that all instances of Google Chrome are closed. Remove and then add the driver on the Database tab, and then **Update**. The driver is added back in. Restart again, ensuring that Google Chrome is closed and that you can remove the driver.

## MIST-20425

**Applicable to:** Xevo TQ-XS

The Source Temperature setting does not migrate/import correctly.

This issue has been seen to occur when you restore an EPC and then try to change the Source Temperature. All the EPC settings should restore correctly, but the Source Temperature does not.

**Solution:** Set the Source Temperature to a different value, and then set it back to the original value. This will refresh the setting.



## MIST-20475

**Applicable to:** Xevo TQ Absolute, Xevo TQ-XS, Xevo TQ-S cronos, and Xevo TQ-S micro

The `Ambiguous Source` health card is incorrectly suppressed when the instrument is vented.

This issue occurs when the Source type reverts to `ES` and the instrument is vented and tries to recognize the source type. The `Ambiguous Source` health card should appear, but it does not. Although this is a defect, the impact is minimal.

**Solution:** None.

## MIST-21046

**Applicable to:** Xevo TQ Absolute, Xevo TQ-XS, Xevo TQ-S cronos, and Xevo TQ-S micro

The optimization tool cannot be run at higher flow rates.

### **Xevo TQ Absolute**

If you start the optimization with a full syringe and a flow rate higher than 31.2  $\mu\text{L}/\text{min}$ , an error message stops the optimization wizard.

If you start the optimization with the syringe less than full and the flow rate is lower than 31.2  $\mu\text{L}/\text{min}$ , the optimization runs.

If you start the optimization with the syringe less than full and the flow rate is higher than 31.2  $\mu\text{L}/\text{min}$ , an error message stops the optimization wizard.

The error message prevents the optimization tool from timing out (which it does when trying to refill a full syringe if there are less than eight minutes remaining).

### **Xevo TQ-XS**

If you start the optimization with a full syringe and a flow rate higher than 32  $\mu\text{L}/\text{min}$ , the software stops responding, which stops the optimization. This happens because the syringe cannot be refilled. It is full already.

If you start the optimization with the syringe less than full, the optimization completes.

### **Xevo TQ-S cronos**

If you start the optimization with a full syringe and a flow rate lower than 32  $\mu\text{L}/\text{min}$ , the software stops responding, which stops the optimization. This happens because the syringe cannot be refilled. It is full already.

If you start the optimization with the syringe less than full, the optimization completes.

### **Xevo TQ-S micro**

If you start the optimization with a full syringe and a flow rate higher than 32  $\mu\text{L}/\text{min}$ , the software stops responding, which stops the optimization. This happens because the syringe cannot be refilled. It is full already.

If you start the optimization with the syringe less than full, the optimization completes.

**Solution:** There is an increased risk of optimization failure if there are many adducts. Reducing the number of compounds or adducts reduces the risk of optimization failure.

## MIST-21528

**Applicable to:** Xevo TQ Absolute, Xevo TQ-XS, Xevo TQ-S cronos, and Xevo TQ-S micro

When you create an AME method with a Pos & Neg RADAR function, run the method through sample submission, and check the experiment report in the LC-MS Toolkit, the report shows information only for the first function. The report should show information for both functions.

**Solution:** None.