



# **Vion IMS QToF Instrument Driver v4.3**

Release Notes

# General information

## Copyright notice

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Waters FlexCHOICE™: mySystem Coverage is a trademark of Waters Corporation.

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## About these release notes

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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.

## Customer comments

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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

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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.
<a href="#">iRequest</a>	<p>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.</p> <p><b>Note:</b> In areas managed by authorized distributors, iRequest may not be available. Contact your local distributor for more information.</p>

Contact method	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 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

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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 support information, visit [support.waters.com](http://support.waters.com).

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# Vion IMS QTof Instrument Driver

## About release v4.3

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The Vion IMS QTof Instrument Driver v4.3 release provides support for Vion IMS QTof on waters\_connect base kit with UNIFI 3.2.0. Use these release notes in conjunction with the *waters\_connect 3.2.0 Base Kit Release Notes* (715008840).

### Notes:

- Agilent GC is not supported in waters\_connect Base Kit.
- For installation and configuration guides, go to [www.waters.com](http://www.waters.com), search for "waters\_connect with UNIFI 3.2.0", and then select the appropriate installation or migration guide.

## System and software requirements (with waters\_connect)

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For more information about waters\_connect, refer to [https://www.waters.com/nextgen/gb/en/products/informatics-and-software/waters\\_connect](https://www.waters.com/nextgen/gb/en/products/informatics-and-software/waters_connect).

This device requires the waters\_connect base kit with UNIFI 3.2.0.

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

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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.

## 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.



## What's new in v4.3

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This driver release introduces support for Vion IMS QToF with waters\_connect 3.2.0 supporting both workstation and network configurations.

## Fixed issues in v4.3

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No issues reported with the previous Vion IMS QToF drivers were fixed in this release.

## Known issues in this release

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

### CRI-523

The tables in the Instrument Setup report are missing header information, which makes the Pass and Fail criteria unclear.

**Solution:** None.

### CRI-840

The Vion desolvation heater does not heat despite being set to a temperature of, for example, 600 °C, and the temperature readback displays room temperature.

**Solution:** To stabilize the desolvation temperature, reduce it to 250 °C, and then increase it to its original temperature.

### INFULA-87

This is a platform-related issue that is not exclusive to the Vion driver.

When you select samples on an LC-MS sample list, if you right-click and select **Run** from the list to start the run, not every selected sample runs. This occurs when you configure and select samples from several different plates in the autosampler.

**Solution:** When you submit an LC-MS sample list with selected samples, click **Start** to start the run instead of right-clicking and selecting **Run** from the list.

## INFULA-4937

If network connection is lost for a client computer during a network deployment, the Instrument console can become unresponsive.

**Solution:** Close and reopen the waters\_connect application.

## MIST-3924

Occasionally, the fluidics status bar remains green instead of changing to red when an error occurs on the Reference Fluidics page.

**Solution:** Click **Reset** from the Sample Fluidics toolbar to clear the error.

## MIST-3964

If you set Lock correction mode to Custom, specify the reference mass, and then set Application to Use Lock Sprayer Reference, the Reference Fluidics do not start automatically when you run the method.

**Solution:** Use the fluidics method events defined on the analysis method's Events tab to start the flow, define the reservoir, and specify flow rates.

## MIST-4452

Occasionally, if an error is detected during a Source Pressure Test, the Start button prematurely re-enables before the test completes.

**Solution:** Clicking the button early to restart the test has no effect. Instead, allow the Source Pressure Test to complete, attempt to resolve the issue indicated by the error, and then rerun the test.

## MIST-4541

The High mass status indicator is permanently blue (enabled) in Instrument Setup. The color of this High mass status indicator does not indicate whether the High mass calibration succeeded. The verdict of this calibration is displayed as time-stamped text, adjacent to the High mass status indicator, and reads either **Failed** or **Success**.

**Solution:** None.

## MIST-9313

If you control Windows 10 with a pen (stylus) instead of a mouse, you may not be able to select any of the drop-down menus on UNIFI's MS Fluidics page. This occurs when you configure the pen in Windows and select the **Right Hand** option from the "Choose which hand you write with" setting.

**Solution:** To select the drop-down menus on the MS Fluidics page, in Windows, click **Settings** > **Devices** > **Pen & Windows Ink**, and then, from the "Choose which hand you write with" option, select **Left Hand**. Alternatively, control the software with a mouse instead of a pen.

## MIST-11463

When you use Solvent Delay method events together with the "Custom" Lock correction mode, an offset occurs at the start and end of the solvent delay period so that the data collection delay starts and finishes approximately 0.25 minutes (15 seconds) later than configured. This does not affect the peak retention times or other configured method event timings.

**Solution:** To stop the Solvent Delay at the desired time, configure the Solvent Delay End event to finish 0.25 minutes earlier than the actual time required.

**Tip:** Automatic Lock correction mode functions correctly with Solvent Delay.

## MIST-12292

When you export settings from an analysis method in negative polarity, the LockSpray capillary voltage becomes 0 kV.

**Solution:** Manually specify the capillary voltage on the tune page.

## Vion-339 (INFUNI-2145/INFACQ-721)

When comparing a method created in the previous version of the driver with a method created in the newer version of the driver, the comparison report shows the newer version for both methods instead of the driver versions in which the methods were created.

**Solution:** None.

## Vion-354

When the Startup and Shutdown method (SUSD) is configured to run Instrument Setup at startup, it does not work correctly. Running Startup to Ready in this configuration results in the shutdown status showing an Internal Error state.

**Solution:** It is neither recommended nor necessary to run Instrument Setup every day as part of a startup method, so do not link this to the SUSD. Instead, run Instrument Setup via the Instrument Setup Console page when necessary.

## Antivirus considerations

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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 antivirus program features such as "intrusion prevention", "tamper protection", and "heuristic analysis" can also interfere with normal operation. If you observe issues with the software, review and verify the antivirus logs. It may be necessary to white-list any affected components.

## Licenses for third-party software

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

## Default port values

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Refer to the following table only if you are configuring a non-Windows firewall. The installation wizards automatically add exceptions to the native Windows firewall. If you are using third-party firewall software, you must add exceptions manually after installation. Use this table as a reference when setting up the non-native Windows firewall.

**Table 1: waters\_connect default ports: where to create an exception**

Port	Network installation	Workstation installation
5678	LND	Workstation
7777	LND	
7779	LND	
9090	LND	
9091	LND	
42398 to 45000	LND	
46992	Server	
47002	Server	