# ACQUITY UPLC Instrument Drivers for waters_connect (DP v3.7.0, analytical systems)

## Release Notes

# General information

## Copyright notice

## Trademarks

## 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.

# 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 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 user profile at **waters.com** > **My Account [Hello, *username*]** > **Profile** > **Download Software Entitlements**.

# Safety information

For information explaining how to safely operate and maintain your Waters system or individual components associated with this software product, consult the appropriate user guides available on the Waters website (www.waters.com).

# Additional resources

Waters provides the following additional resources to ensure your continued success with our products.

Knowledge base: Obtain quick answers to your troubleshooting questions. Access support articles on Waters instrumentation, informatics, and chemistry.

eLearning courses: Learn anytime, anywhere, and at your own pace with eLearning courses.

Customer education: Waters Educational services team is the leading training organization empowering scientists to maximize their skills in UPLC, HPLC, LC-MS, and data management.

Application notes: View our online digital library of Application notes for advanced analytical technologies including chromatography, mass spectrometry, columns and sample preparation, and data management software, demonstrating impactful scientific and operational benefits.

How-to video library: View/download the latest product how-to videos.

Graphical parts locator: Identify and order parts using an interactive graphical navigator. Access maintenance procedures and reference documents.

Product selection tools and resources: A collection of wizards that help you pick the correct chemistry consumables to meet your separation requirements, including vials, plates, filters, column selectivity charts, and more.

# 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.

# 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 |
| --- | --- |
| www.waters.com | 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 |

| Contact method | Information |
|---|---|
| | 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.<br><br>**Note:** In areas managed by authorized distributors, iRequest may not be available. Contact your local distributor for more information. |
| Local office contact information | For worldwide locations, telephone, fax, and conventional mail information is available at the Local Offices website. |
| Corporate contact information | Waters Corporation<br>34 Maple Street<br>Milford, MA 01757<br>USA<br>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. 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).

For additional site preparation information, visit support.waters.com.

# Table of contents

# ACQUITY UPLC analytical instrument drivers for waters_connect

ACQUITY UPLC DP v3.7.0 controls ACQUITY instruments in waters_connect 3.2.0 Base Kit workstation and network deployment configurations with the Waters mass spectrometers detailed in this document.

See the *ACQUITY UPLC Instrument Drivers for waters_connect (DP v3.7.0) Installation and Configuration Guide* (715009314) for procedures on installing the instrument drivers.

For additional information and the most recent version of these release notes, go to the waters_connect ACQUITY UPLC DP v3.7.0 product support page on www.waters.com.

## Determine if new firmware releases are available before updating

It is critical that modules operate with the latest firmware version. For this reason, you must determine if a later version is available (compare with the version that you are currently running). Contact Waters Technical Service for details on the latest released firmware.

You can determine a system's current instrument control software (ICS) and firmware versions in Device Management.

**Note:** For instructions on how to update the firmware, refer to the relevant firmware update release notes available on www.waters.com.

## What's new in this Driver Pack v3.7.0 release

**Note:** Legacy instruments support the UNIFI application accessed from the Hub.

This release provides support for PDA with waters_connect Acquisition Method Editor (AME) on waters_connect 3.3.0 Base Kit.

## waters_connect 3.2.0 Base Kit

**Important:** DP v3.7.0 supports waters_connect 3.2.0 Base Kit (minimum).

waters_connect provides a single platform for LC-MS applications. The interface accelerates end-to-end scientific workflows by integrating new standards of usability, scientific outcome, and

compliance. The waters_connect Hub design provides a consistent user experience across all applications. Libraries of methods, toolkits, and other shared functions facilitate transfer and reusability.

Users benefit from the built-in data integrity controls for traceability, review, and computerized system validation in line with regulatory compliance guidelines. For more information about waters_connect, visit www.waters.com.

# Driver Pack v3.7.0 support and compatibility details

This section provides information on compatibility with the latest firmware releases and system support.

## Current and legacy system support DP v3.7.0

The following systems are supported:

DP v3.7.0 supports both current systems and legacy systems and their accessory modules. Depending on the workflow, supported UPLC system configurations vary.

Current systems supported:

- ACQUITY Premier System
- ACQUITY UPLC H-Class Series System (includes PLUS systems)
- ACQUITY UPLC I-Class Series System (includes PLUS systems)

Legacy systems supported:

- ACQUITY UPLC System
- ACQUITY UPLC H-Class Bio Series System

## Supported configurations for waters_connect

These Waters mass spectrometry (MS) systems are fully compatible with DP v3.7.0 and waters_connect using AME:

- Xevo TQ-S cronos
- Xevo TQ-S micro
- Xevo TQ-XS
- Xevo TQ Absolute
- BioAccord LC-MS System
- Xevo G3
- Xevo G2-XS

For additional information, including supported modules and system configuration tables, go to the following Waters support page on www.waters.com:

waters_connect 3.3.0 LTS Release Overview

# Supported configurations for the UNIFI application

The ACQUITY RDa (Tof) and the following Waters Xevo QTof MS systems are fully compatible with DP v3.7.0 and the UNIFI application version supplied with the waters_connect 3.2.0 base kit:

- Xevo G3

- Xevo G2-XS

See the following tables for supported configurations.

**Table 1:  Current supported system configurations**

| System | UPLC configurations |
| --- | --- |
| ACQUITY UPLC I-Class Series System | BSM/FTN/CH-A |
| | BSM/FTN/CM-A |
| | BSM/FL/CH-A |
| | BSM/FL/CM-A |
| ACQUITY Premier System | BSM/FTN/CH-A |
| | QSM/FTN/CH-A |
| | BSM/FL/CH-A |
| | QSM/FL/CH-A |
| ACQUITY UPLC H-Class Series System | BSM/FTN/CH-A |
| | QSM/FTN/CH-A |
| | BSM/FTN/CM-A |
| | QSM/FTN/CM-A |
| | BSM/FL/CM-A |
| | QSM/FL/CM-A |
| | BSM/FTN/CM-A/CM-Aux |
| | QSM/FTN/CM-A/CM-Aux |

**Table 2:  Current supported detectors**

| System | UPLC configurations |
| --- | --- |
| ACQUITY TUV | With any supported UPLC configuration |
| ACQUITY PDA/eLambda PDA | With any supported UPLC configuration |

**Table 2:  Current supported detectors (continued)**

| System | UPLC configurations |
|---|---|
| ACQUITY Fluorescence | With any supported UPLC configuration |

**Table 3:  Current supported accessories**

| System | UPLC configurations |
|---|---|
| ACQUITY UPLC Common Platform Sample Organizer (CPSO) | With any supported UPLC configuration |
| eSAT/IN | With any supported UPLC configuration |

# Instrument drivers

The tables in this section provide instrument driver details (system support, ICS and firmware versions, and checksums, if applicable).

## Solvent managers

Table 4:  Solvent managers – DP v3.7.0

| Module name | Part number | Systems | ICS version | Firmware version | Checksum |
|---|---|---|---|---|---|
| ACQUITY UPLC I-Class Binary Solvent Manager (BSM), ACQUITY UPLC Binary Solvent Manager (BSM) PLUS, ACQUITY UPLC I-Class PLUS Binary Solvent Manager (BSM), ACQUITY UPLC Bio Binary Solvent Manager PLUS, ACQUITY Premier Binary Solvent Manager | 186015000, 186015001, 186015082, 186018002, 186018000 | ACQUITY UPLC, Binary-based ACQUITY UPLC, H-Class Series, H-Class Bio Series, I-Class Series, Binary Solvent Manager-based ACQUITY Premier | 3.5.1 | 1.73.423 **Note:** Version 1.73 appears in Deployment Manager. | 0x191bbcbf |
| ACQUITY UPLC Quaternary Solvent Manager (QSM), bioQSM, QSM PLUS[a], bioQSM PLUS[a], | 186015018, 186015041, 186015080, 186015081, 186018001 | Quaternary Solvent Manager-based ACQUITY UPLC H-Class Series and H-Class Bio Series, | 3.5.1 | 1.73 | 0x93D7FBA6 |

**Table 4: Solvent managers – DP v3.7.0 (continued)**

| Module name | Part number | Systems | ICS version | Firmware version | Checksum |
|---|---|---|---|---|---|
| ACQUITY Premier Quaternary Solvent Manager | | Quaternary Solvent Manager-based ACQUITY Premier | | | |

a.   ACQUITY UPLC H-Class PLUS QSM is supported with either a conventional or a radial H-Class GPV.

# Sample managers

**Table 5: Sample managers – DP v3.7.0**

| Module name | Part number | Systems | ICS version | Firmware version | Checksum |
|---|---|---|---|---|---|
| ACQUITY UPLC Sample Manager (SM) | 186015005 | ACQUITY UPLC | 3.5.1 | ACQUITY UPLC Sample Manager (SM), 1.65 | 0x42C0E8CB |
| ACQUITY UPLC Autosampler | 186015006 | ACQUITY UPLC | 3.5.1 | ACQUITY UPLC Autosampler, 1.77.6 (1.77 appears in Deployment Manager) | 0x538a5434 |
| ACQUITY UPLC Sample Manager – Flow Through Needle (SM-FTN), bioSM-FTN, I-Class SM-FTN, | 186015017, 186015040, 186015046, 186015085, 186015086, 186015088, | ACQUITY UPLC H-Class Series and H-Class Bio Series, ACQUITY UPLC I-Class Series, ACQUITY Premier | 3.5.1 | 1.72 | 0x285CEAAA |

**Table 5: Sample managers – DP v3.7.0 (continued)**

| Module name | Part number | Systems | ICS version | Firmware version | Checksum |
|---|---|---|---|---|---|
| SM-FTN PLUS, bioSM-FTN PLUS, I-Class SM-FTN PLUS, ACQUITY Premier Sample Manager – Flow Through Needle (SM-FTN) | 186018002 | | | | |
| ACQUITY UPLC Sample Manager – Fixed Loop Series (SM-FL), SM-FL PLUS | 186015060, 186015087 | ACQUITY UPLC I-Class Series | 3.5.1 | 1.71 | 0x30B5761D |
| ACQUITY UPLC Sample Organizer (SO), ACQUITY UPLC Sample Organizer (SO) without compressor, ACQUITY UPLC Common Platform Sample Organizer (CPSO) | 186015020, 186015021, 186015014 | ACQUITY UPLC H-Class Series and H-Class Bio Series, I-Class Series, ACQUITY Premier | 3.5.1 | 1.60 | 0x96FA9AB0 |

# Column modules

## Table 6: Column modules – DP v3.7.0

| Module name | Part number | Systems | ICS version | Firmware version | Checksum |
|---|---|---|---|---|---|
| ACQUITY UPLC Column Manager (CM), Right inlet; ACQUITY UPLC Column Manager (CM), Left inlet | 186015007, 186015009 | ACQUITY UPLC | 3.5.1 | 1.40 | 0x1746B881 |
| ACQUITY UPLC Column Manager, Active (CM-A); ACQUITY Premier Column Manager, Active (CM-A); ACQUITY UPLC Auxiliary Column Manager (CM-AUX); ACQUITY Premier CM-A; ACQUITY Premier CM-AUX | 186015043, 186018005, 186015049, 186018003, 186018005 | ACQUITY UPLC H-Class Series and H-Class Bio Series, ACQUITY UPLC I-Class Series, ACQUITY Premier | 3.5.1 | 1.70 | 0x17AC4A76 |
| ACQUITY UPLC Column Heater/ Cooler | 186015008 | ACQUITY UPLC | N/A | N/A | N/A |
| ACQUITY UPLC High Temperature | 186015010 | ACQUITY UPLC | N/A | N/A | N/A |

**Table 6: Column modules – DP v3.7.0 (continued)**

| Module name | Part number | Systems | ICS version | Firmware version | Checksum |
|---|---|---|---|---|---|
| Column Heater (HTCH) | | | | | |
| ACQUITY UPLC 30-cm Column Heater/Cooler | 186015011 | ACQUITY UPLC | N/A | N/A | N/A |
| ACQUITY UPLC Column Heater Active (CH-A); ACQUITY Premier CH-A; ACQUITY Premier Column Heater - Active (CH-30A); ACQUITY UPLC Column Heater (CH-30A) | 186015042, 186018004, 186019006, 186018009, 186015045 | ACQUITY UPLC, ACQUITY UPLC H-Class Series and H-Class Bio Series, ACQUITY UPLC I-Class Series, ACQUITY Premier | N/A | N/A | N/A |

## Detectors

**Table 7: Detectors – DP v3.7.0**

| Module name | Part number | Systems | ICS version | Firmware version | Checksum |
|---|---|---|---|---|---|
| ACQUITY TUV Detector | 186015028 | All ACQUITY UPLC | 3.5.1 | 1.80 | 0xB9E50966 |
| ACQUITY Premier TUV | 186018008 | All ACQUITY UPLC | 3.5.1 | 1.80.8 | 0xc2226cb7 |

**Table 7:  Detectors – DP v3.7.0 (continued)**

| Module name | Part number | Systems | ICS version | Firmware version | Checksum |
|---|---|---|---|---|---|
| ACQUITY TUV, temperature controlled (TC) | 186015031 | All ACQUITY UPLC | 3.5.1 | 1.80.8 | 0xc2226cb7 |
| ACQUITY PDA (1) | 186015026 | All ACQUITY UPLC | 3.5.2 | 1.65 | 0xF7835E17 |
| ACQUITY PDA (2) | 186015032 | All ACQUITY UPLC | 3.5.2 | 1.70 | 0xDF9B3A2E |
| ACQUITY PDA eLambda (1) | 186015030 | All ACQUITY UPLC | 3.5.2 | 1.65 | 0xF7835E17 |
| ACQUITY PDA eLambda (2) | 186015033 | All ACQUITY UPLC | 3.5.2 | 1.70 | 0xDF9B3A2E |
| ACQUITY Premier PDA eLambda (2) | 186018009 | ACQUITY Premier | 3.5.2 | 1.70 | 0xDF9B3A2E |
| ACQUITY FLR | 186015029 | All ACQUITY UPLC | 3.5.1 | 1.69 | 0xD99F06EF |
| ACQUITY Premier FLR | 186018010 | ACQUITY Premier | 3.5.1 | 1.69 | 0xD99F06EF |

## Accessories

**Table 8:  Accessories - DP v3.7.0**

| Module name | Systems | ICS version | Firmware version | Checksum |
|---|---|---|---|---|
| e-SAT/IN | All ACQUITY UPLC | 3.5.1 | 3.2 | 7EB5 |

# Fixed issues in this release

This section lists the problems resolved in this release. The numbers identify issues that Waters personnel monitor in an issue tracking tool (marked with INS-) and a customer-reported issues tracking tool (marked with CRI-).

## CRI-6688

**Instrument or software component:** QSM, BSM

When running the Column end point leak test, the application now shows the result.

# Known issues

This section lists the known issues (cumulative from previous releases). The numbers identify issues that Waters personnel monitor within a system change request tracking tool.

## CRI-6685

**Instrument or software component:** QSM

In the System Console and Control Panel, the instrument name appears as "Bio Quaternary Solvent Manager".

**Solution:** None. This issue does not affect performance.

## INS-1381

**Instrument or software component:** CM-A

If a CM-A is paired with more than one Aux unit, and then removed from the system without un-pairing them, the CM-A retains the multi-column configuration.

**Solution:** You must unpair the Aux units before removing them physically from the CM-A. If you do not, you must reset the NVRAM on the CM-A and restart the system.

## INS-1389

**Instrument or software component:** FLR

A threshold event is not applied during the analysis.

**Solution:** Before saving the method and running the analysis, you must add a corresponding threshold event in the Events table.

## INS-1420

**Instrument or software component:** PDA

When running an analysis with a method that includes a wavelength change as an event, the wavelength value in the PDA Instrument Summary shows the initial wavelength instead of the updated wavelength.

**Solution:** None.

## INS-1423

**Instrument or software component:** CM-A

Occasionally, an `Idle` status and the `Error` icon appear simultaneously after resetting the instrument.

**Solution:** Reset the instrument again.

## INS-1472

**Instrument or software component:** SM-FTN

Sample Manager reports an error when moved to a different instrument system.

**Solution:** Follow the steps below to move the SM-FTN to a different system.

### To move the SM-FTN to a different system:

1. Log on to a portal session with full admin rights and close other portal instances.

2. Close all open analyses tabs.

3. Click **Administration** > **Device Management** > **Instrument Systems**.

4. Right-click the system containing the LC you want to remove and select **Change Status** > **Offline**.

5. Power-off the ACQUITY stack and unplug the network cables attached to the MS and PC from the SM-FTN.

6. Move the SM-FTN to the new instrument system.

7. Plug in network cables attached to the MS and PC to the new SM-FTN.

8. Power-on the LC components in the following order, waiting a few seconds between each: SM-FTN (or SM-FL), QSM/BSM, detectors.

9. In the portal, from the **Device Management** tab, click the **Workstation** tab and click **Configure DHCP Server**.

10. Wait for the new LC components to appear in the right-hand panel. If in doubt, compare the serial number of the new units against the list.

> **Note:** If the instrument model is not displayed next to the serial number, the driver is not installed. Go to **Manage Drivers** and install before continuing.

11. Return to the Instrument Systems tab and create a new system including the new LC and existing MS.

12. Save and bring online.

13. Go to **My Work** > **Instrument Systems** and double-click the new system.

14. If there are any errors, reset the component with the error from the side panel to recover.

## INS-1617

**Instrument or software component:** TUV

When you have an instrument system that includes an ACQUITY TUV detector, and you configure an analysis without using the TUV detector, an error occurs.

**Solution:** Before you start an analysis that does not use the TUV detector, power-down and then power-up the detector.

## INS-2828

**Instrument or software component:** QSM, SM-FTN, TUV

If you install firmware version 1.7 or earlier, the firmware status shows as pending.

**Solution:** Use AutoLoader.exe to deploy firmware as described in the *ACQUITY UPLC Instrument Drivers for waters_connect (DP 2023 R2) Installation and Configuration Guide* (715009145).

## INS-2974

**Instrument or software component:** PDA

When using Autoloader to load firmware to a PDA, the UNIFI console does not indicate the same version of the firmware as Autoloader.

**Solution:** None.

## INS-3559

**Instrument or software component:** SM-FL

The SM-FL might report an unspecified error with no alarm value, which indicates an invalid internal state.

**Solution:** Reset the instrument to clear the error.

## INS-3656

**Instrument or software component:** SM, QSM, PDA

Reset often has to be used several times before the instruments are actually reset.

**Solution:** Reset the instrument one or more times.

## INS-3727

**Instrument or software component:** PDA

PDA can experience a `Data buffer overrun` error when running for an extended time.

**Solution:** The workstation must have 16 GB RAM or more. The minimum 8 GB RAM specified in the *UNIFI Installation and Configuration Guide* is inadequate.

## INS-3729

**Instrument or software component:** SM-FTN

SM-FTN can experience stability issues during long runs due to high memory use.

**Solution:** The workstation must have 16 GB RAM or more. The minimum 8 GB RAM specified in the *UNIFI Installation and Configuration Guide* is inadequate.

## INS-4027

**Instrument or software component:** SM-FL

After upgrading to ACQUITY UPLC Driver Pack 2018 Release 1 for UNIFI, existing SM-FL methods will not have the **Select the active preheater mode** option. This occurs because the configuration of the instruments was stored with the method when it was created. When the method is reopened after the upgrade, the method editor pages are configured based on the original stored configuration, not the current configuration.

**Solution:** Create a new method.

## INS-4032

**Instrument or software component:** SM-FL

When running a Sample Temperature Test, the Stop button is disabled and the control panel displays an Idle status.

**Solution:** After the test ends in a minute or two, the UI will correctly represent the current state of the test, the test results, and the state of the instrument.

## INS-4071

**Instrument or software component:** SM

After upgrading to ACQUITY UPLC Driver Pack 2018 Release 1 for UNIFI, the first sample list that you submit results in an instrument error.

**Solution:** Before submitting the first sample list, run **Go to initial conditions** to download the method parameters to the instruments.

## INS-4367

**Instrument or software component:** SM

Shutdown methods for SM cannot set the Sample Temperature to Off.

**Solution:** Set the Sample Temperature close to the room temperature.

## INS-4692

**Instrument or software component:** Installation

When upgrading the drivers on an LND, the installer utility does not remove the previous release firmware files when UNIFI is installed on a drive other than the *C:\* drive. There is no user impact.

**Solution:** None.

## INS-5554

**Instrument or software component:** PDA

A communication error prevents a reset of the PDA. Although the PDA detector is in an Error state, no message or information about the error appears. The instrument is locked and no user interaction is allowed.

**Solution:** Ensure that the PDA is powered-on.

### To power-on the PDA:

1. Ensure that the data control workstation is started up.

2. Ensure that the instrument controlling all other instruments in the system via the Ethernet switch (typically the sample manager or column manager) is powered-on.

3. Power-on the PDA.

## INS-6208

**Instrument or software component:** QSM

In an ACQUITY UPLC System with 2D Technology, when the flow of a QSM is 0.0 mL/min, an analysis will start but will not finish. If the QSM has flow up to the point that the FTN gives the start signal, the acquisition will run.

**Reported in:** DP 2019 R1

**Solution:** If you program a gradient that shuts the QSM off after the FTN starts acquiring data (up to one min, depending on starting flow) the acquisition works.

## INS-6364

**Instrument or software component:** UNIFI

If an ACQUITY UPLC System with 2D Technology has two BSM instruments and two CM-A instruments, the Startup Shutdown method report does not use different names for the BSM instruments or the CM-A instruments.

**Reported in:** DP 2019 R1

**Solution:** None.

## INS-9676

**Instrument or software component:** Acquisition

When running a long acquisition, if the UNIFI backup process begins and consumes too much memory, the acquisition could stop, causing an instrument error.

**Reported in:** DP 2019 R2

**Workaround:** Using Waters Database Manager, modify the backup settings to reduce the parallelism disk setting to 2.

### To reduce the Parallelism setting:

1. Log on to Waters Database Manager.
2. From the dashboard, click **Manage Backups**, and then **Manage Backup Settings**.
3. From the Manage Backup Settings page, click **Disk**.
4. From the Disk Settings page, change the Parallelism setting to 2.

## INS-9677

**Instrument or software component:** TUV

If you power-off, then power-on a TUV detector at the same time as other modules, the other modules do not appear in the Manage Instruments tab until the TUV finishes initializing.

**Solution:** Power-off, and then power-on each module individually.

## INS-11250

**Instrument or software component:** SM-FTN

The SM-FTN instrument summary page incorrectly displays the **Column** temperature field. This can occur if the console configuration is out of sync with the instrument.

**Reported in:** DP 2020 R1

**Solution:** In the SM-FTN Configure page, click the refresh icon for **Column Heater Configuration**.

## INS-11613

**Instrument or software component:** CM-A

Column configuration settings are not correctly saved as part of a shutdown method. This issue does not affect the column temperature set points.

**Reported in:** DP 2020 R1

**Solution:** None.

## INS-13588

**Instrument or software component:** SM-FTN

Starting a second Wash Needle operation immediately following a Wash Needle operation causes the UNIFI portal window to become unresponsive for about a minute.

**Reported in:** DP 2020 R1

**Solution:** Wait one minute after a Wash Needle operation ends before beginning another one.

## INS-19553

**Instrument or software component:** Acquisition Method Editor

You cannot set the Mix Stroke Cycles and Mix Stroke Volume settings because they were removed from Acquisition Method Editor. However, these settings display when you run an Analysis information and acquisition report.

**Solution:** None.

## INS-19643

**Instrument or software component:** BSM

When you initiate a leak test on a BSM running a firmware version earlier than 1.65, it does not complete and the `Pump HW over pressure` message appears.

**Solution:** Update the BSM firmware to version 1.65 or later.

## INS-20043

**Instrument or software component:** QSM Instrument Method Editor

In QSM Auto•Blend PLUS mode, the software does not allow you to type a decimal point (.) when typing the value in the pKa (pH calibration) field.

**Solution:** Using a text editor, type the value that includes the required decimals, and then copy and paste it into the field.

## INS-20128

**Instrument or software component:** QSM Instrument Method Editor

In QSM Auto•Blend PLUS mode, the software allows promotion of the gradient table of an Auto•Blend PLUS method. However, in the sample list, this gradient table is replaced with the standard gradient table.

**Solution:** None.

## INS-20129

**Instrument or software component:** CM-A

If the CM-Aux is installed in the column manager's upper or lower position, and then uninstalled without first being disabled in the console, an error may appear that the CM-Aux is enabled but not present.

**Solution:** None.

## INS-20130

**Instrument or software component:** CM-A

When a CM-Aux installed in the column manager's upper or lower position is uninstalled without first being disabled in the console, an error displays that the CM-Aux is enabled but not present.

**Solution:** Reinstall the CM-Aux in its original position in the column manager, and then in the console, disable the CM-Aux before uninstalling it from the column manager. If the error continues, contact Waters Technical Service.

## INS-20131

**Instrument or software component:** CH-A

In the instrument console's column page for an instrument system, when you copy and paste a record from the column history table into a document, the Date field in the copied record is empty.

**Solution:** None.

## INS-20132

**Instrument or software component:** UNIFI online Help

Descriptions for all the eSAT/IN alarms are incomplete in the online Help, resulting in some alarms having either no Help link or a link to the general alarm.

**Solution:** When an alarm is triggered for an eSAT/IN error that is missing from the UNIFI online Help, reset the module. If eSAT/IN errors continue to appear, contact Waters Technical Service.

## INS-20831

**Instrument or software component:** BSM

If running waters_connect on a network installation, you cannot launch the Columns Calculator application from the Method Editor.

**Solution:** None.

## INS-20954

**Instrument or software component:** Multiple instruments

An incorrect firmware status shows in Waters UNIFI - Device Management for instruments with different firmware versions running the same ICS version.

**Solution:** View the correct firmware version in Autoloader.

## INSWCMIG-116

The FTN needle seal readiness test fails due to an incorrect flow rate.

**Workaround:**

1. Set the system to offline in the system console if it is not already offline, and then set it to online.

    **Note:** This ensures that the needle is within the needle seal.

2. Set the flow.

3. Enable interactive control.

4. Record the pressure in the inject position.

5. Move to the load position on the injection pod.

6. Record the pressure in the load position.

**Note:** The pressure difference between the load and inject positions should be less than 1000 psi.

# Antivirus 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 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.

# 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.

## 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 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.