

Frequently Asked Questions

Upgrading MassLynx Software For Compatibility with Microsoft Windows 10 Operating System

Q. What are the features and benefits of upgrading to MassLynx v4.2 Software?

- A. Upgrading to MassLynx™ Software v4.2 provides several improvements and ensures you manage your systems more efficiently, including:
- Compatible with Microsoft® Windows® 10 operating system when installed on an appropriate specification PC
 - Harmonization of the ACQUITY™ driver pack to a common version (2017 DP1) makes using ACQUITY UPLC™ much easier to manage across different mass spectrometry systems
 - Introduction of standard addition workflows with TargetLynx™ XS

Q. How do I obtain MassLynx v4.2 for Windows 10?

- A. MassLynx v4.2 upgrades can be requested and provided to you at no charge if your software is covered under the MassLynx Software Support and Maintenance Plan. This entitlement is for software media only. You can request your upgrade via online at [Waters web site](#).

Q. Can I purchase the MassLynx v4.2 software upgrade separately?

- A. No. Software upgrades cannot be purchased separately; they are a feature of the MassLynx Software Support and Maintenance Plan. To receive an upgrade, you must be currently covered under plan or purchase a plan*, as stated here:

Sales ordering information:

740002550	MassLynx Software Upgrade/Plan
740002593	MassLynx Supplementary License Upgrade/Plan

***Special Promotion, limited time offer for MassLynx Software Support and Maintenance Non-Plan Customers** - Through the end of June 2020, MassLynx Software Support and Maintenance Plans are available at a **40% discount**. Purchase of the plan will entitle you to receive the MassLynx v4.2 upgrade and maintenance/support coverage for one year. A MassLynx Supplemental License Plan would also be required for each processing workstation.

Q. What version of MassLynx supports Windows 10?

- A. MassLynx v4.2 is the only version that will support Windows 10 Enterprise LTSB1607. New Windows 10 PCs are now available to support MassLynx v4.2 for acquisition. Please refer to complete systems table on page 3.

Flexibility, Confidence, Efficiency

Q. Is Qualification service required as part of the upgrade process?

A. Yes. Upgrading your system to MassLynx v4.2 is considered a major change which requires re-qualification. Routine qualification would be recommended and additional tests or documentation to support the upgrade is available through our Professional Services group. Re-qualification includes performing the IQ and OQ for MassLynx Software. "System Suitability" or "Fit for Intended Use PQ" should be performed by the customer on the chromatographic systems to document they continue to run as expected after the upgrade.

Q. Is the MassLynx Software re-qualification a free of charge service?

A. No. Re-Qualification service due to the MassLynx v4.2 upgrade is covered only for those customers on a MassLynx Software and Maintenance Plan with the Qualification service option. If you did not purchase the Qualification option, Waters offers a one-time Software Qualification service, or you can purchase the one-year Qualification service option.

Sales Ordering information:

Part # 176000770 – One-Time MassLynx Software Qualification

Part # 740001709 – MassLynx Qualification 1Year Plan

Q. Does MassLynx V4.1 work on Windows 10?

A. No. MassLynx V4.1 does not run on Windows 10. Customers wishing to run Windows 10 will need to upgrade to MassLynx v4.2.

Q. Can my current MassLynx acquisition PC running on Windows 7 be upgraded to Windows 10?

A. Yes. Upgrade kits are available for purchase which includes the image and a Windows 10 license to upgrade your computer from Windows 7 to Windows 10.

Sales Ordering information:

- If you have PC 710, purchase Upgrade Kit - EZ Restore # 667006124
- If you have PC 510, purchase Upgrade Kit - EZ Restore # 667006082

Q. Is the MassLynx computer upgrade customer installable (upgrade from Windows 7 to Windows 10)?

A. No. Waters highly recommends that OS Windows 10 image restoration should be performed by a Waters' Field Service Engineer.

Q. Is MassLynx v4.2 Upgrade customer installable?

A. MassLynx v4.2 is customer installable for desktop processing but Waters recommends using its process-only PCs. However, as new PC hardware is required for data acquisition, we strongly recommend you engage our Waters' specialists for installation services.

Flexibility, Confidence, Efficiency

Q. Will I need to purchase Windows 10 compatible computers when my organization migrates to Windows 10?

A. If you currently have computer model P510 or P710, you don't have to purchase new computers. You can simply purchase the upgrade kit to migrate to Windows 10 (refer to question above for WIN 10 Upgrade Kit part numbers). If you are running older computer models, you will need to purchase new acquisition PCs for instrument control. Here are the part numbers for ordering:

Part # 176004031 – MassLynx Standard (P-520)

Part # 176004032 – MassLynx Performance (P-720)

Part # 176004033 – MassLynx GPU Series (P-720)

For details on computer specifications/configurations, please refer to:

[P-520 Release Notes](#)

[P-720 Release Notes](#)

Q. Can I provide the PC with Windows 10 for installation of MassLynx v4.2?

A. We do not support customer supplied computers for Acquisition. Customers may choose to install and run MassLynx v4.2 on a desktop PC supplied by a third party, with the understanding that such a configuration has not been tested by Waters. Waters can advise on the Windows 10 OS version, if required.

Q. Is MassLynx v4.2 still supported on Windows 7?

A. Yes. MassLynx v4.2 is compatible with both Windows 7 and Windows 10.

Q. I need to run on Windows 7 but need a new PC, what do I do?

A. Please contact your service representative.

Q. Have all MassLynx Application Managers been tested to function with Windows 10?

A. Yes, all application managers have been tested.

Q. What Mass Spectrometry instruments does MassLynx v4.2 support?

A. Below is a list of mass spectrometry target systems supported with Windows 10 via MassLynx v4.2.

Instrument	Instrument
ACQUITY QDa™	ACQUITY TQD & SQD
SQ Detector 2	ACQUITY TQD IVD
Xevo™ TQD	3100 Mass Detector
Xevo TQ-S & TQ-MS	Xevo TQD IVD
Xevo TQ-S micro	Xevo TQ-S IVD & TQ-MS IVD
Xevo TQ-XS	Xevo TQ-S micro IVD
Xevo TQ-GC	Xevo G2 QTof/Tof
Xevo G2-XS QTof/Tof	Xevo G2-S QTof/Tof
Synapt™ G2-Si/ S	Synapt G2
Synapt XS	Autospec Premier
Xevo TQ-S Cronos	

Flexibility, Confidence, Efficiency

Q. I have an older instrument not listed above, how will it be supported?

A. Support of the above systems on Windows 10 will only be possible with MassLynx v4.2. Customers with systems not listed here, will not be able to access Windows 10 or MassLynx v4.2 and will need to remain on earlier versions of MassLynx and Microsoft operating systems.

Q. I still have to be on Windows 7, but I need a new PC, what are my options?

A. Please contact your sales or service representative. Our new computers can be downgraded to Windows 7 to support your legacy systems.

Q. What about LC instruments support, such as ACQUITY, Alliance™, etc.?

A. Yes. All ethernet based LC instruments are supported on MassLynx v4.2. Please refer to relevant [release notes](#) for full details.

Q: What is the timing for IVD instruments?

A: All IVD systems have been released.

Q. What MassLynx Application Managers work with MassLynx Full Security?

A. TargetLynx is supported with MassLynx Full Security and can be used in an environment regulated by 21 CFR Part 11.

Q. When will the standard post-processing applications like Diversity and TargetLynx Browser be supported on Windows 10?

A. MassLynx v4.2 can be used for offline processing and officially the applications follow the instrument timelines. Waters recommends using its process-only PCs. Please note, if you prefer to use your own PCs and laptops, some office installed applications may affect normal MassLynx operations. It may be that you have to give Administrator rights to the Desktop User or remove the application affecting MassLynx before installing it or use a specific version of Windows 10.

Q. Which stand-alone high-resolution applications are compatible with Windows 10?

A. Below are version numbers of the stand-alone high-resolution applications compatible* with Windows 10. Supported status will be applied to either these versions or subsequent versions.

MS ^E Data Viewer 2.0	HDI 1.4	DriftScope™ 2.9
HDMS™ Compare 1.1	PLGS 3.0.3	BiopharmaLynx™ 1.3.5
Waters Compression and Archival Tool 1.10	ProMass Bridge 1.1	Symphony 1.0

*Compatible is defined as working with Windows 10, however not officially supported on Windows 10.

Supported is defined as validated and working with Windows 10.

The information in this correspondence is for informational purposes only and should not be construed as advice regarding any particular course of action to be taken by the recipient.

Waters does not make any representations or warranties, expressed or implied, to any party, regarding use of the information contained in this correspondence to make decisions regarding the implementation and maintenance of effective quality control systems and quality assurance testing programs, including but not limited to, the applicable good manufacturing practices regulations of the U.S. Food and Drug Administration or comparable regulations of any other supra-national, regional, federal, state, or local regulatory agency or authority that apply to the manufacture of recipient's products.