

Software Update Notification



PSS0223-01 – Mastersizer 3000 v1.00

Abstract

This document details the release of software PSS0223-01. This is the first version of software for the new Mastersizer 3000 laser diffraction system. The document covers software issues fixed and new features introduced. This information is required to perform a risk analysis to determine if the software should be installed. In this risk analysis, the benefits of the new features and resolved software issues must be weighed against the risk of new issues that may be introduced to vital areas of the software or possible changes to the results of future analysis. Installation instructions are provided.

Installation

It is assumed that you have authority to install or update software within your facility. It is also assumed that you have Administrator rights for the system upon which the software is installed, as this is a requirement of the installation process. If you do not have this authority please consult with your I.T. support department before proceeding.

Minimum System Requirements

The minimum requirements for running this software are highlighted in table 1.

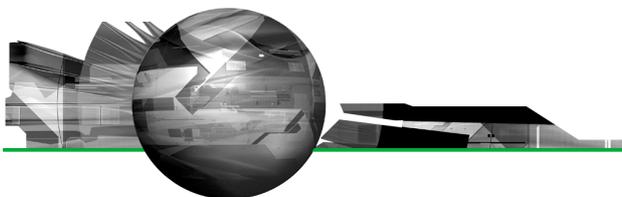
Table 1: Minimum system requirements for the Mastersizer 3000 software.

Feature	Specification
Processor Type	Intel Core i5 Processor
Memory	4GB
Hard Disk Storage	250GB
Additional Storage Media	CD-ROM or DVD +/-RW drive
Display Resolution	1024 x 768 (A wide-screen display is recommended for optimum use)
Connectivity	1 high speed USB port
Operating System	Windows 7 Professional (32 bit and 64bit) Windows XP Professional™ with Service Pack 3 installed

Although the software can run using Windows XP Professional, it has been fully tested under Windows 7. Windows 7 is therefore the preferred operating system.

Installation Instructions

IMPORTANT: The Mastersizer 3000 unit should not be connected to the PC (via the USB) until the software has been installed.



The software suite comes on an auto-loading CD-ROM. Inserting the drive into a system configured to Auto-run a CD will run the installation program automatically. If your system does not support this feature, run the **\\Mastersizer 3000\\setup.exe** program from your CD drive.

Note: Any firmware updates required for your system will be installed at the same time as the software. It is important to keep the firmware and software 'in sync', since this is the configuration that will have been tested by Malvern Instruments prior to release of the software.

Installing the Malvern Access Configurator (MAC) Application

The software suite includes a copy of the Malvern Access Configurator tool that allows you to manage the security aspects of the Mastersizer 3000. The MAC software may be installed either on the PC used to control the instrument or a separate networked PC. Installing on a separate PC allows you to manage the security centrally.

Note: The MAC software does not auto-install. To install this software, navigate to the **\\Malvern Access Configurator** folder and run the **setup.exe** file.

Uninstall Procedure

The software can be uninstalled using the standard **Add/Remove Programs** feature in the Windows 'Control panel'.

Software Licence Files

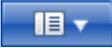
The Mastersizer 3000 software requires a valid licence file to run. When connected to an instrument, the system automatically generates this file and the user will be asked to accept the licence.

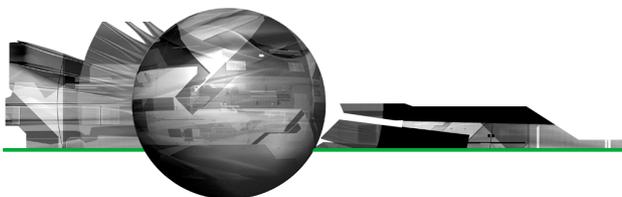
Note: If you wish to install the Mastersizer 3000 software on additional computers, you will need to follow the procedure below for sharing a software licence.

Sharing a licence

In order to enable the use of the Mastersizer 3000 on a computer which is not connected to a system, it is necessary for users to create a license. This can then be shared with other users, allowing them to gain access to the software.

To share a licence, follow the steps below:

1. At the PC that is connected to the instrument, run the Mastersizer 3000 software and click on the **Application Menu** icon  at the top left of the screen.
2. Select 'About' and click on the **View Licence..** button.
3. Click on the **Share this Licence..** button. The system tells you what information the licence file contains.
4. To accept that information click **Yes** and choose a location to copy the file to (e.g. a memory stick).
5. At the separate PC, install the Mastersizer 3000 software from the CD and start the program. At the licence screen, click the **Install** button.
6. Browse to the folder that contains the licence file from step 4 above, and select the licence file. The licence details will be shown and you can now **accept** or **decline** the licence.



Note: The software licence is specific to a given Mastersizer 3000 system. When a licence is shared, detailed user and computer information is stored in the licence file, ensuring it can be traced back to its source Mastersizer 3000 system. Users should only share the licence with users within their organisations who need to analyse data off-line. **The software licence should not be shared with other organisations who do not own a Mastersizer 3000 system without the consent of Malvern Instruments.**

New Features

This is the first release of the Mastersizer 3000 software. Please refer to the software help system and user manuals for information regarding the software's operation.

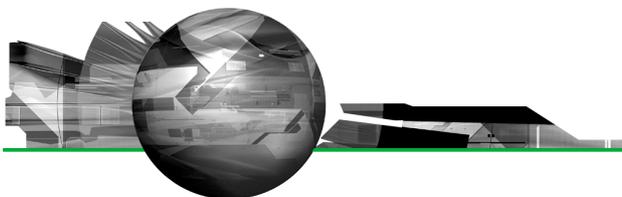
Fixed Issues

This is the first release of the Mastersizer 3000 software, thus no fixes have been applied.

Known Issues

The following software bugs have been discovered within the software, and will be investigated as part of a future release.

Issue	Work Around	Comment
Disconnecting the instrument while the measurement manager is open and then starting a measurement causes the application to hang.	The measurement manager window should be closed when disconnecting the instrument.	Software Bug
When graph symbols are displayed in reports, they do not show on printouts.	None available.	Software Bug
Stopping a dry measurement does not stop the air flow through the accessory.	None available.	Software Bug
Some Mastersizer 2000 measurement files (.mea) cannot be loaded into the Mastersizer 3000 software.	None available.	Software Bug
Accessory or instrument disconnection during a firmware download may prevent system use.	Instrument must be turned off and back on again.	Software Bug
A save prompt is displayed when closing a modified, read-only SOP file.	None available.	Software Bug
The System Audit displays duplicated columns for each language under which the system has been run when auditing has been enabled.	None available.	Software Bug
It is not possible to drag the trend cursor to the first record in the trend view of the live display.	Use the cursor keys to drag move the trend cursor back to the first record.	Software Bug
Loading and saving measurement files on a network is	If local IT policies allow, save files to the local computer.	Software Bug



slow.

The ultrasound indicators on the wet accessory display do not update when certain ultrasound faults occur.	None available.	Software Bug
During dry powder measurements, the software may report a vacuum error instead of a lid open error in the case where the lid of the Aero S system is not fully closed.	Ensure the lid is fully closed at the start of a measurement.	Software Bug
Deleting records that are children of an edited parent record leaves the record visible in Record View.	Collapse and expand the group of edited records. Alternatively, enable the “Do not group edited records” option in the Options window to keep the records in the Record View as a flat list.	Software Bug
The ability to pause between the different stages of an SOP measurement is not available.	None available.	Feature yet to be implemented.

Backward Compatibility

This is the first release of the software which supports the new Mastersizer 3000 system (MAZ3000). This software is only compatible with this system, and cannot be used with the Mastersizer 2000 (APA2000) system. It is possible, however, to review Mastersizer 2000 results within the Mastersizer 3000 software. Please refer to the user manuals and software help for guidance as to how this is achieved.

Cleaning-up previous pre-beta versions

If previous pre-beta versions of the software have been installed on your computer, we recommend that the following steps are used to ensure that the installation completes successfully and all files are up to date:

- Open Windows Explorer.
- Navigate to the shared Malvern Instruments application data folder. This is different for Windows XP and Windows 7:
 - **Windows XP:** Normally found in “C:\Documents and settings\All users\Application Data\Malvern Instruments”
 - **Windows 7:** The folder is normally located in “C:\ProgramData\Malvern Instruments”
- Rename the **Mastersizer 3000** folder to **Mastersizer 3000 BAK**
- Navigate to the Malvern Instruments folder in your private documents folder. This is different for Windows XP and Windows 7:
 - **Windows XP:** The folder is normally located in “C:\Documents and settings\{USERNAME}\My Documents\Malvern Instruments”; where {USERNAME} is the user account you login to the PC with.
 - **Windows 7:** The folder is normally located in “C:\Users\{USERNAME}\Documents\Malvern Instruments”; where {USERNAME} is the user account you login to the PC with.
- Rename the Mastersizer 3000 folder to Mastersizer 3000 BAK.

No files will be deleted or removed by following these steps.