

# Mastersizer Xplorer Software: v5.01 (PSS0223-42)

## Software Update Notification



## Introduction

This document details the release of software PSS0223-42: Mastersizer Xplorer version 5.01 of the software for the Mastersizer 3000+ Ultra, Mastersizer 3000+ Pro, Mastersizer 3000+ Lab, Mastersizer 3000 and Mastersizer 3000E laser diffraction systems. It covers new features introduced in v5.0 and bug fixes introduced in version 5.01. Known issues and lots of other helpful information to help you install and administer the application software are also covered

The information within this document may also be required to perform a risk analysis to determine if the software should be installed. In this risk analysis the benefits of the 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. Data collection and analysis are unlikely to be affected following software upgrade.

Software release version upgrades often contain important security and compliance fixes. As such, we strongly recommend that you upgrade to the most version of the software at your earliest convenience.

Software version 4.0 of software introduced OmniTrust to the Mastersizer platform. OmniTrust is Malvern Panalytical's solution for regulatory compliance and data integrity across different product ranges. This application replaces the previous 21CFR Part 11 feature key and will need to be activated by a new feature key.

**Important: This document has been revised since original release to include important information about a major bug identified after release. Refer to the Known Issues for more information.**

**Note:** This software update is not compatible with users of the Malvern Access Configurator (MAC) and/or 21CFR Part 11 Feature key. If you upgrade the software to version 4.0 onwards, you must have a valid OmniTrust feature key.

**Note:** Due to the .Net6 framework change in v4.0 onwards, backwards compatibility of SOPs and data prior to release 4.0 will not be possible.

**Note:** Please check for any updates to this Software Update Notification at  
[www.malvernpanalytical.com/en/support/product-support/mastersizer-range/mastersizer-3000](http://www.malvernpanalytical.com/en/support/product-support/mastersizer-range/mastersizer-3000)  
[www.malvernpanalytical.com/en/support/product-support/mastersizer-range/mastersizer-3000+](http://www.malvernpanalytical.com/en/support/product-support/mastersizer-range/mastersizer-3000+)





# Contents

Installation instructions .....	5
Uninstall procedure .....	6
Software license files .....	6
Sharing a license for Mastersizer Xplorer users .....	6
Sharing a license for Mastersizer 3000E and Mastersizer 3000+ Lab users .....	7
Software feature keys .....	7
Activating a software feature key .....	8
Activating a software feature key – Online .....	8
Activating a software feature key – Offline .....	8
Software guides .....	8
Security advisories .....	9
File types and locations .....	9
Changing the destination path for a file .....	9
Backup and restore files .....	10
What to backup .....	10
Restoring your files to the original PC hardware .....	10
Restoring your files to a new PC or reinstallation of windows .....	10
Smart Instrument .....	11
Recommended PC power settings .....	11
Upgrading from an earlier version of software .....	12
Backward compatibility with Mastersizer 3000 v3.88 or previous versions .....	12
21CFR Part 11 / Malvern Access Configurator (MAC) .....	12
Measurement file size and corruption warnings .....	12
Backward compatibility with Mastersizer 2000 .....	12
Known issues .....	13
Service & Support .....	18
Software categorization .....	19
GAMP 5 .....	19
USP<1058> .....	20
Validation support documents .....	20
Windows file security settings .....	20
Changing the folder security permissions in Windows 10 & 11 .....	20
Installing the OmniTrust application .....	20
Malvern Access Configurator (MAC) application .....	20
Appendix – OmniTrust File System Permissions .....	22
OmniTrust configuration .....	22

# New Features and fixed issues

## New Features

Table 1: A reminder of new feature(s) introduced in 5.0

Reference(s)	Feature
<p><b>Software rebranding</b></p> <p>Update to company name, Logo and color scheme</p>  <p>Software has been rebranded Mastersizer Xplorer, with updates to Malvern Panalytical logo however the issue numbers will continue to be incremental. This release is Mastersizer Xplorer version 5.01.</p>  <p>Custom Report</p> <p>Malvern Panalytical supplied content will no longer be marked with the company logo. User customized content will now be marked with a figure logo, such as user generated reports.</p>	173204
<p><b>Size Sure</b></p> <p>When using Size Sure in your analyses, you can characterize your samples quickly and reliably. You get a clear view of steady state sample results vs transient events and this will reduce the time you spend on troubleshooting misleading results. The Size Sure measurement mode helps to mitigate environmental factors during measurement such as contamination and the effects of unstable conditions, making analysis easier for expert users and non-experts alike.</p> <p>Compatible with MS3000+ Ultra models only</p>  <p>Size Sure</p> <p>This Size sure setting is selectable from the measurement type settings under Adaptive Diffraction.</p> <p>Please contact your Malvern Panalytical representative for details on how to get a feature key</p>	158984
<p><b>SOP Architect</b></p>  <p>SOP Architect guides you through a standardized workflow that supports novice users and validates the experts' decision-making. Its specialized tests and smart algorithms give you the best possible starting point for your research method or SOP.</p> <p>This SOP Architect measurement is available in the header menu next to Run SOP. Manual measurement and SOP player.</p> <p>Compatible with MS3000+ Pro and Ultra models only</p> <p>Please contact your Malvern Panalytical representative for details on how to get a feature key.</p>	198278
<p><b>Mastersizer 3000+ Support</b></p> <p>Updates have been made to the Mastersizer Xplorer platform due to the addition of the Mastersizer 3000+ Lab, Mastersizer 3000+Pro, Mastersizer 3000+Ultra and also support material such as help, PV certificates, Smart Manager.</p>	199003
<p><b>Smart Manager Additions</b></p> <p>Several more data sets have been connected to Smart Manager which give an indication of instrument health. This connection is optional at install.</p> <p>We only collect low-level telemetry data and the results of Malvern Panalytical calibration tests from your instrument. We don't collect any of your actual test data, and we can't control your instrument remotely.</p>	196056

### Update to License Manager

A bug reported in software v.4.1 was reported to cause issues with on-line activations of feature keys. This has been resolved for license manager 1.3.2 and included in the installation build. License manager 1.3.1 will be automatically installed/ updated to v.1.3.2 during the installation of Mastersizer Xplorer v5.01

### Mastersizer 3000 Legacy Audit Trail Exporter tool added to the installer.



Mastersizer software 4.0 onwards is not compatible with MAC or the previous 21CFR Part 11 feature key. **Users wishing to stay in a regulated environment in software 4.0 onwards must purchase OmniTrust.**

Software version 5.0 onwards contains Mastersizer 3000 Legacy Audit Trail Exporter tool. This tool can be used to export Record and System Audit trail data created in software version 3.88 and previous.

## Fixed issues

For existing bugs, please refer to the Known Issues table

Table 2: Fixed issues in 5.0

Reference(s)	Fixed Issue
<b>209035</b>	v4.10 issue when connecting to older instruments with a Kernel of 10.03
<b>212617</b>	MS3000 Calibration macro fails with SW v4.10 and OmniTrust enabled. Calibration is successful but OmniTrail recorded a Electronic Validation Error
<b>213847</b>	SOP player search can get stuck until window is reloaded

Table 3: Fixed issues in 5.01

Reference(s)	Fixed Issue
<b>217323</b>	Occasionally the application will close intermittently, sometimes with a "UCEERR_RENDERTHREAD" message.  A new software render option has been implemented in 5.01 to improve performance if this issue is observed. See the Known Issues section for details.

## Recommended System Requirements

Testing of this software was conducted primarily on Windows 10 21H2 IOT, Windows 10 22H2 Professional and functionality testing on Windows 11 22H2 operating system.

For optimal performance and compatibility, it is advised to use Mastersizer Xplorer on the Windows 10 operating system. There is not expected to be issues with the use of Mastersizer Xplorer with windows 11.

Table 4: Recommended system requirements for the Mastersizer software

Feature	Specification	Feature	Specification
Processor Type	Intel Core i7 Processor (8 <sup>th</sup> generation or higher) *see known issue section, pg14 about 12 <sup>th</sup> generation and higher	Power Settings	High performance (see details of advanced settings in the Known Issues section)
Memory	16GB	Connectivity	1 USB 2.0 or USB3.0 port
Solid State Storage	250 GB SSD	Operating System	Windows 10 21H2 IOT (64 bit)

## Supported Languages

The Mastersizer Xplorer software currently supports operation in the following languages:

- English
- French
- German
- Japanese
- Chinese (simplified)
- Polish
- Spanish

The language used by the application is automatically configured based on the operating system settings. If you want to force the application to use English instead of the operating system language, you need to start the application using the **Mastersizer (English)** start menu shortcut.

## 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.

### Installation instructions

If you are installing the software from a web download / USB drive, then browse to the folder where the files have been extracted to and then launch the `\Mastersizer 3000\setup.exe` program. Software version 5.01 updates the firmware to 5.06.

**Note:** It is important to initially install the software onto the PC without the Mastersizer 3000/Mastersizer 3000+ being connected. Following download the PC should be powered down and the Mastersizer 3000/ Mastersizer 3000+ optical bench connected to the PC prior to powering up. Finally, the Mastersizer wet and / or dry dispersion accessories should be connected to the optical bench which is already attached to the PC and the PC then powered up. This will ensure that the instrument drivers are enabled, and that any firmware updates associated with this release are correctly downloaded to the instrument.

**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 Panalytical prior to release of the software.

**Caution!**



This version of the software does not support Malvern Access Control (MAC) or 21CFR Part 11 via MAC. This functionality will now be provided via OmniTrust feature key. Users wanting to continue using MAC should not upgrade to this version. MAC is available up to and including software version 3.88

## Uninstall procedure

Version 3.82 (or lower) of the software can be uninstalled using the standard Add/Remove Programs feature in the *Windows Control Panel*.

For v3.82 (or higher) of the software a new set of Windows® Drivers were created. These drivers are not compatible with earlier versions of the Mastersizer 3000 software (v3.81 and earlier). If for any reason a customer wishes to downgrade to a software version earlier than v3.82, they should contact their local service support team for assistance.

**Caution!**



Downgrading v3.82, or higher, with 21CFR Part 11 mode enabled to earlier versions of the software will cause this functionality to be switched off. 21CFR Part 11 functionality can then be re-enabled once the downgrade is complete by re-enabling the Features File (navigate to the Options pages and select “Enable Auditing” and “Enable Electronic Signatures” from the 21CFR Part 11 tab and “Enable Access Control” from the Access Control tab).

**Caution!**



Due to the .NET6 upgrade, backward compatibility of SOPs and data prior to the release of v4.0 will not be possible. SOP and measurement file saved from this version will not work in any previous version. Forward compatibility will remain

We recommend the MAC software is uninstalled in this way before updating to later versions (or even downgrading to earlier versions).

## Software license files

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

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

**Note:** Software feature keys are specific to the computer on which they are installed and therefore cannot be shared. Some feature Keys may have multiple activations.

## Sharing a license for Mastersizer Xplorer users

In order to enable the use of the Mastersizer Xplorer software on a computer which is not connected to an instrument, 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 license, follow the steps below:

1. At the computer that is connected to the instrument, run the Mastersizer Xplorer software and click on the **File Menu** at the top left of the screen.
2. Select **About** and click on the **View License...** button.
3. Click on the **Share this License...** button. The system tells you what information the license 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 computer, install the Mastersizer Xplorer software and start the program. At the license screen, click the **Install** button.
6. Browse to the folder that contains the license file from step 4 above and select the license file. The licensee details will be shown, and you can now accept or decline the license.

Note: The software license is specific to a given Mastersizer 3000 / Mastersizer 3000+ system. When a license is shared, detailed user and computer information is stored in the license file, ensuring it can be traced back to its source Mastersizer 3000 / Mastersizer 3000+ system. Users should only share the license with users within their organizations who need to analyze data off-line. The software license must not be shared with other organizations without the consent of Malvern Panalytical.

## Sharing a license for Mastersizer 3000E and Mastersizer 3000+ Lab users

The Mastersizer 3000E and Mastersizer 3000+ Lab system is provided with a simplified, basic version of the Mastersizer Xplorer software. This basic software version is restricted to use on a single computer workstation attached to the Mastersizer 3000E / Mastersizer 3000+ Lab system. As such, the license sharing facility offered for Mastersizer 3000 / Mastersizer 3000+ Ultra and Pro users is not available.

Users of the Mastersizer 3000E / Mastersizer 3000+ Lab system who want to be able to use the software on multiple workstations will need to purchase an upgrade. This upgrade will enable the premium features associated with the Mastersizer Xplorer software, including the ability to create shared licenses. Please contact your local Malvern Panalytical representative if you would like to purchase this upgrade.

## Software feature keys

Software feature keys unlock functionality from within the software. Feature keys are restricted to use on a single computer workstation. They are PC specific and can not be shared to other PCs.

The following feature keys are compatible with Mastersizer Xplorer v5.0 and above.

Table 5: Feature keys compatible with Mastersizer Xplorer v5.0 and above

Feature	Description	Compatibility	Version first introduced
OmniTrust OMT0200 / OMT0210	<a href="#">OmniTrust</a> is Malvern Panalytical's instrument-agnostic solution for regulatory compliance and data integrity.	Mastersizer 3000+ Ultra Mastersizer 3000	4.0
Workflow Guidance WRK0100	Contains access to Data Quality guidance_ Flags possible data quality issues and provides a list of causes and solutions at all stages of your measurement.  Data from all Workflow packages are viewable.	Mastersizer 3000+ Ultra, Mastersizer 3000+ Pro, Mastersizer 3000 and Mastersizer 3000E with extended software	4.10
Workflow Developer WRK0200	Contains access to all the features of Workflow Guidance plus SOP Architect. SOP Architect guides you through a standardized workflow that supports novice users and validates the experts' decision-making. Its specialized tests and smart algorithms give you the best possible starting point for your research method or SOP.	Mastersizer 3000+ Ultra and Mastersizer 3000+ Pro	Mastersizer Xplorer 5.0
Workflow Expert WRK0300	Contains access to all the features of Workflow Developer plus Size Sure. By using Size Sure in your analyses, you can characterize your samples quickly and reliably. You get a clear view of steady state sample results vs transient events and this will reduce the time you spend on troubleshooting misleading results. The Size Sure measurement mode helps to mitigate environmental factors during measurement such as contamination and the effects of unstable conditions, making analysis easier for expert users and non-experts alike.	Mastersizer 3000+ Ultra	Mastersizer Xplorer 5.0

Note: This software is not compatible with users of the Malvern Access Configurator (MAC) and/or 21CFR Part 11 Feature key. If you upgrade the software to version 4.0 onwards, you must have a valid OmniTrust feature key to remain in a regulated environment

## Activating a software feature key

License Manager is installed automatically as part of Mastersizer software installs from version 4.0 and above. This will be either placed on your desktop or can be accessed through the start menu.



To activate a license, you will need a product activation key. This will be delivered by post following purchase. A product activation key has the following format XXXXXXXX-XXXX-XXXX-XXXXXXXXXXXX.

Licenses can be activated on-line or off-line. For off-line activation, access to a computer with internet connection is required in order to download a file, this does not need to be attached to the instrument.

### Activating a software feature key – Online

For online activation. Open the License manager and follow the onscreen prompts. You will need the product activation key, Company name and address where instrument is located. If an error with the server occurs, click on the **'previous'** button to return to Step 4 of 5 and then click on **'Next'**. Do not return to the start as this may cause your activation key to become inactive.

### Activating a software feature key – Offline

For offline activation. Open the License manager and follow the onscreen prompts. You will need the product activation key, Company name and address where instrument is located.

From the computer connected to the instrument you will be prompted to save a C2V fingerprint file. Copy this file to a computer with internet connection.

From the computer connected to the internet. Visit [www.Malvernpanalytical.com/softwareactivation](http://www.Malvernpanalytical.com/softwareactivation) and login with your product activation key. Select Offline Activation and then upload the C2V fingerprint file.

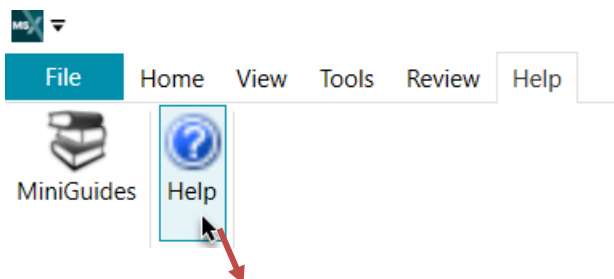
Select 'Generate' button to generate the V2C license file. Download the V2C license file and save it.

Copy the V2C license file back to the Instrument connected to the instrument.

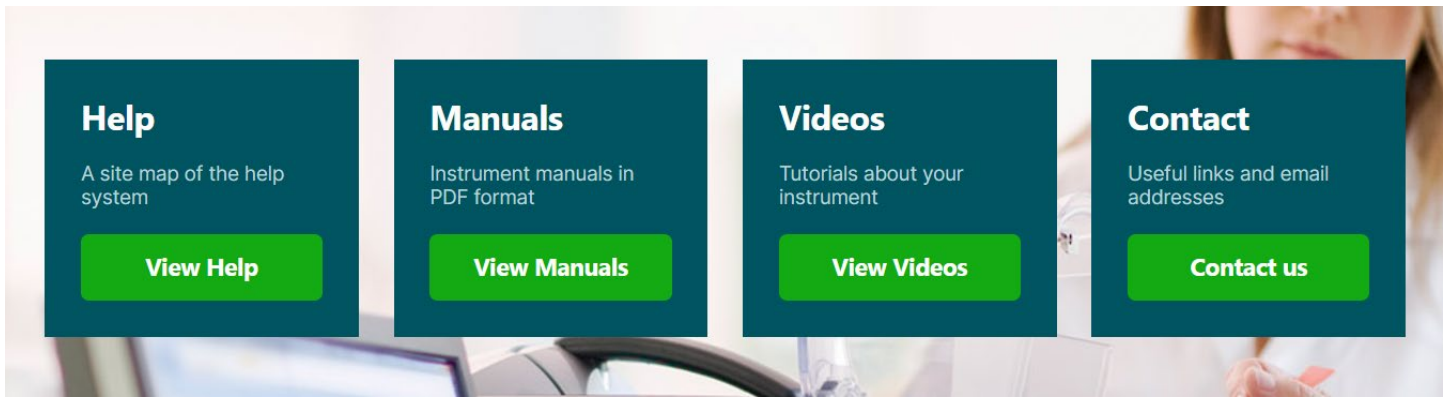
From the computer connected to the instrument. Follow the onscreen prompts through license manager and enter the file location of the V2C file where required.

## Software guides

The Mastersizer Xplorer software includes a comprehensive help system which contains access to a site map of the system, Manual as well as useful tutorial videos about your instrument







## Security advisories

This software version does not contain any specific security updates since version 3.83. For 3.83 security updates please refer to SUN v3.83.

**Note:** We always recommend updating to the latest software version which will provide you with new features, bugfixes and most importantly, security updates.

**Note:** Other products may also be affected by any issue described here. We recommend you regularly check the Software Updates Notifications (SUNs) for all your Malvern Panalytical products and register on our website to receive updates.

## File types and locations

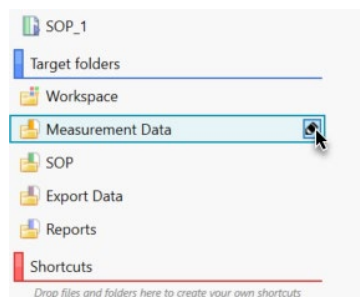
The default folder path is *C:/Program Data/Malvern Instruments/Mastersizer 3000/Workspace*. If upgrading from an existing installation and/or if you wish to apply additional settings or to other folders, this may need to be done manually.

### Changing the destination path for a file

The following folders can be configured from within the Mastersizer Xplorer software:

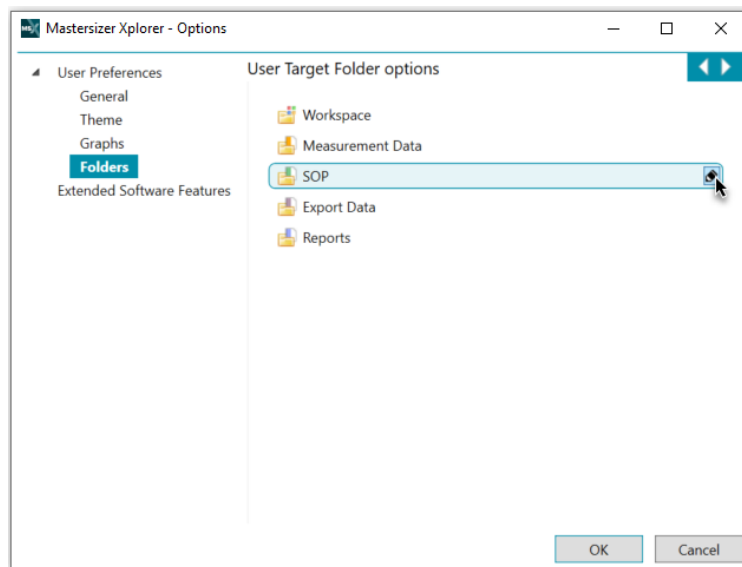
- SOP
- Measurement Data
- Reports
- Export Data

For users of Mastersizer 3000+ Ultra/ Mastersizer 3000, Mastersizer 3000+ Pro and Mastersizer 3000E with extended software, the default file location for these files can be configured via the Target Folders section of the Workspace viewer. To do this, click on the pencil icon which appears when you hover over the directory shortcut:



Changing the directory associated with this shortcut will change the default directory accessed by the Mastersizer Xplorer software for the selected file type.

Configuration of the target directories can also be configured from the **User Preferences-Folders** section of the **Options** menu. To access this select File- Options from the Menu Bar



Again, hover over the shortcut and click on the pencil icon to change the target directory. Note that this is the only place in the software where the target directories can be configured when using the Basic software for the Mastersizer 3000+ Lab and Mastersizer 3000E.

## Backup and restore files

### What to backup

By installation default, Mastersizer Xplorer uses the **C:\ProgramData\Malvern Instruments\Mastersizer 3000** and its subfolders for configuration and user created output files. For ease, we would suggest this is the simplest folder to backup and restore.

For customers with the additional 21CFR Part 11 OmniTrust applications, we recommend that the **C:\ProgramData\Malvern Panalytical** folder should also be backed up.

To create a backup, we recommend that you consult your IT department to select the best method to achieve this. For pharmaceutical regulated environments, you should also consult your validation department, as they may have specific compliance requirements, and/or recommendations.

### Restoring your files to the original PC hardware


If you have recovered your PC by having to re-install Windows®, you can simply restore your backup files to their original folder/s, then reinstall the Malvern Mastersizer application software.

**Note:** You must only install your original, or later version, as some files will not be backwards compatible.

### Restoring your files to a new PC or reinstallation of windows

Restore your backup files to their original folder/s, then delete the **C:\ProgramData\Malvern Instruments\Mastersizer 3000\Configuration Files\Mastersizer3000.licence file**, before installing the Mastersizer Xplorer software.

#### Caution!


 If restoring the 21CFR Part 11 OmniTrust System Audit Trails and other files within the **C:\ProgramData\Malvern Panalytical** folder to a replacement PC, **the replacement PC name must remain the same.**

For customers using the previous 21CFR Part 11 features license key (on software version 3.88 or previous), this will no longer be valid with versions 4.0 and above. To continue working in the regulated environment, upgrading to OmniTrust is required. If you are interested in the OmniTrust application, please contact your Malvern Panalytical representative for more information.

**Note:** The **C:\ProgramData\Malvern Instruments\Mastersizer 3000\Configuration Files\Mastersizer3000.licence file**, contains information taken from your old PC and may cause issues with the licensing of the application, if you do not delete this file before starting the application.

## Smart Instrument

If you have an internet connection and have chosen to make your instrument a Smart Instrument during the Mastersizer Xplorer software installation, your instrument will automatically start uploading key parameters to Malvern Panalytical.

You can check the status of your connection by locating the Malvern Panalytical Cloud Service application on the Windows taskbar – right-click the icon then click Status. 

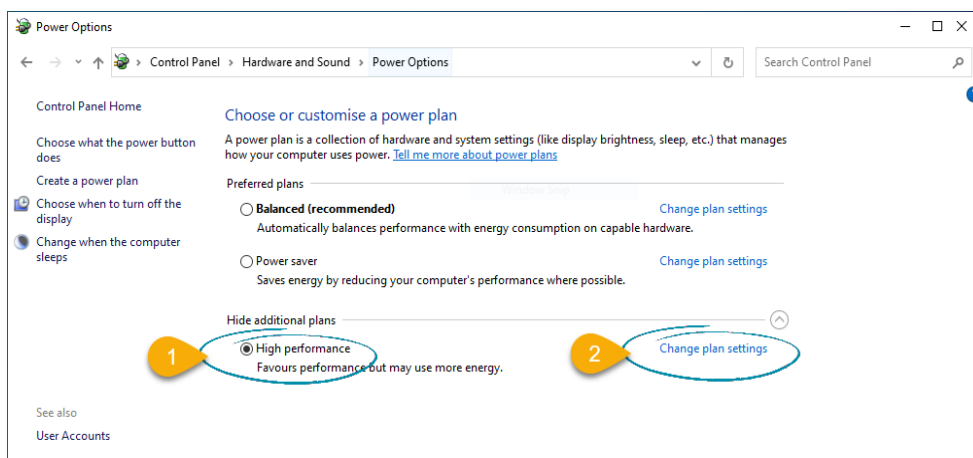
If you did not allow the service to send data to Malvern Panalytical during the Mastersizer Xplorer software installation, you can simply right-click the same application, then click Register.

**Note:** We only collect low-level telemetry data and the results of Malvern Panalytical calibration tests from your instrument. We don't collect any of your actual test data, and we can't control your instrument remotely.

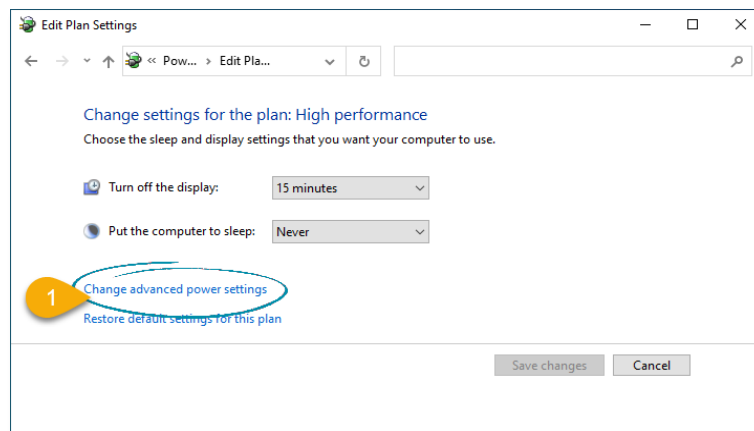
The data that we do collect is safe with Smart Manager – it is stored and processed securely on the Microsoft cloud. With more certifications than any other cloud provider, Microsoft is committed to security, transparency, and regulatory compliance. And our own information security management system also complies with the strictest international security standards (ISO/IEC 27001:2013).

## Recommended PC power settings

1. The Mastersizer 3000 and Mastersizer 3000+ works best with High Performance power settings. The following information shows how to configure the power options for optimum performance. Launch the Control Panel app, then Hardware and Sound then Power Options.
2. From the list of Preferred Plans, choose High Performance.
3. Click on Change Plan Settings.



4. From the Edit Plan Settings window, click on Change advanced power settings.



5. From the Power Options window, set the following.

- *Hard Disk > Turn off hard disk after = Never*
- *Sleep > Sleep after = Never*
- *USB Settings > USB selective suspend setting = Disabled*
- *PCI Express > Link State Power Management = Off*
- *Processor power management > Minimum processor state = 100%*

6. Click the Apply button followed by the OK button.
7. From the Edit Plan Settings window, click the Save Changes button (some versions of Windows do not make this button available, just close the window).
8. Return to the Control Panel home page and click the Device Manger.
9. From the Device Manager window, scroll down and click the twister adjacent to Universal Serial Bus controllers to expand the view.
10. Double click each listed device and look for a tab named Power Management.
11. **Uncheck** the 'Allow the computer to turn off this device to save power' and click the OK button.
12. Repeat for all USB devices (some versions of Windows may not have the Power Management option).

## Upgrading from an earlier version of software

### Backward compatibility with Mastersizer 3000 v3.88 or previous versions

Due to the .Net6 framework change from v4.0 backward compatibility of SOPs and data prior to v4.0 release will not be possible. Measurement data and SOPs generated in (v4.0 or later) and future releases, will not be able to be displayed in releases prior to and including v3.88. Data and SOPs will remain forward compatible.

### 21CFR Part 11 / Malvern Access Configurator (MAC)

The feature key that provides 21CFR Part 11 features has changed from MAC supported to the OmniTrust platform. This version of the software does not support Malvern Access Control (MAC) or 21CFR Part 11 via MAC. From software version 4.0 this functionality has been provided via OmniTrust.

Users wanting to continue using MAC should not upgrade to this version.

MAC and the 21CFR Part 11 feature key is available up to and including software version 3.88

For users that wish to upgrade to the OmniTrust platform

The existing audit trail information will **not** be converted in to OmniTrust files, but it is still accessible

- Record Audit trail can be viewed in the new software, in MAC application or exported Mastersizer 3000 Legacy Audit Trail Exporter tool
- System Audit trail can be viewed in the MAC application or exported using Mastersizer 3000 Legacy Audit Trail Exporter tool

Since software version 5.0 the Mastersizer 3000 Legacy Audit Trail tool has been included in the installer. This is a standalone tool and must be manually run to export Legacy audit trails.

### Measurement file size and corruption warnings

Version 3.20 and higher of the Mastersizer software includes the ability to detect when measurement files are at risk of becoming corrupted. If you see one of these messages, you are probably creating too large a measurement file. We recommend that you keep measurement files to a maximum size of 100 records and advise that you try to remember to regularly create and use new files to store measurement records.

Note that Malvern Panalytical are currently investigating possible alternative measurement file formats for use in future software releases, with the goal of increasing the maximum number of records which can be robustly stored within a single file.

### Backward compatibility with Mastersizer 2000

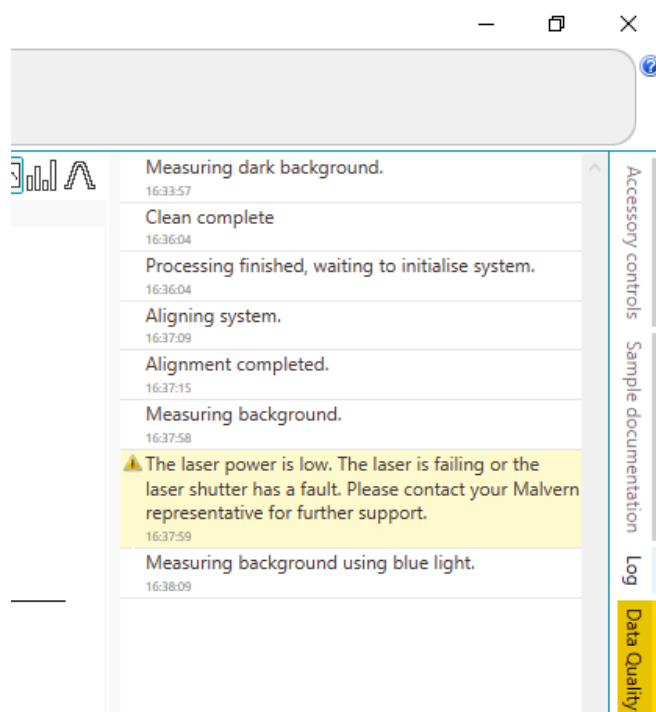
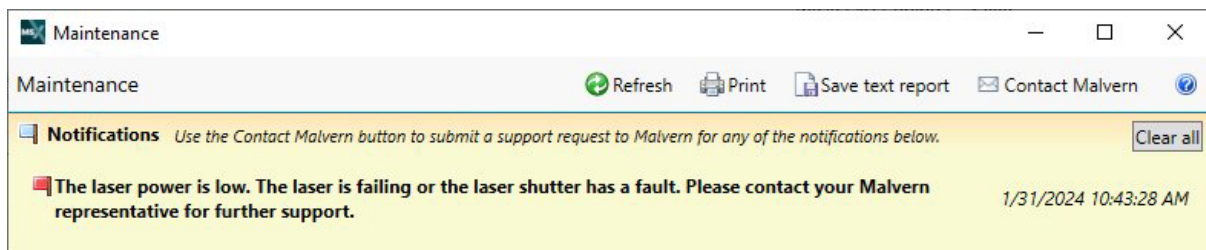
This software is only compatible with the Mastersizer 3000+ Ultra (MAP3000), Mastersizer 3000+ Pro (MAP3010), Mastersizer 3000+ Lab (MAP3020), Mastersizer 3000 (MAZ3000) and Mastersizer 3000E (MAZ3010) systems and cannot be used with the Mastersizer 2000 (APA2000) or Mastersizer 2000E systems. It is possible, however, to review Mastersizer 2000 / 2000E results within the Mastersizer 3000 / 3000E software. Please refer to the user manuals and software help for guidance as to how this is achieved.

## Known issues

The following software bugs have been discovered within the software and will be investigated as part of a future release. Please follow the suggested work-around for each issue when operating the software.

### Low laser power reported

Users may see low laser power reported along with error messages in the log and system health check warnings.



If a low laser power is reported, this can be cleared by 'power cycling' the instrument.

- 1) Close the Mastersizer Xplorer software and switch off the Mastersizer optical bench.
- 2) Turn on the optical bench and re-open the Mastersizer Xplorer software.
- 3) Go to Tools – Maintenance – System health checks and click 'Start a health check'
- 4) Confirm that no low laser power warning is flagged before continuing with instrument use.

To prevent any further recurrence of the issue, ensure that the recommended power settings as described in this Software Update Notification are followed.

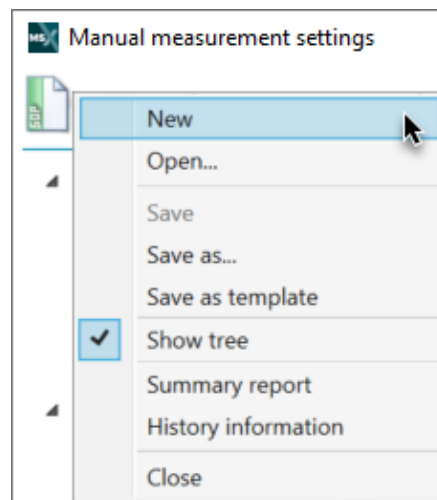
If you continue to experience this issue, please contact your local Malvern Panalytical representative, for up-to-date guidance.

It is strongly advised that you upgrade to version 5.02 following its release.

## Manual measurement settings do not match the connected / active dispersion unit

Occasionally, users may see the wet accessory related manual measurement settings when a dry unit is attached, or visa-versa. If this occurs, open the manual measurement settings window and click the New menu item from the window Features menu:

This will reset all measurement settings to their defaults for the active accessory type. This issue has been reported after upgrading from early versions of the software but does not occur on all systems.



## “System Out of Memory” and/or “UCEERR\_RENDERTHREAD” messages

Occasionally the application will close intermittently, sometimes with a “UCEERR\_RENDERTHREAD” message.

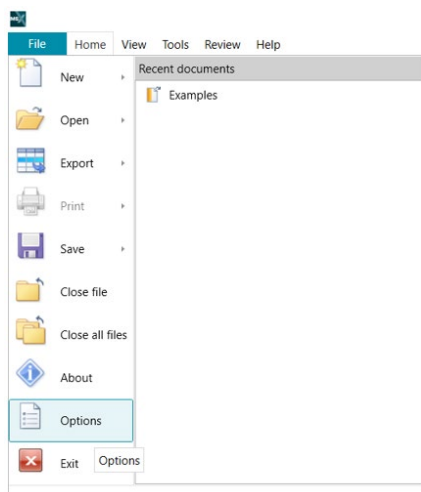
It is suspected that this issue is being observed mainly on PCs with 12th generation or higher processors.

Please ensure all hardware drivers and PC power settings are up-to-date and correct. Ensure autosave is enabled. Restart the PC daily/during each shift. If this error is observed, restart the PC and continue as normal.

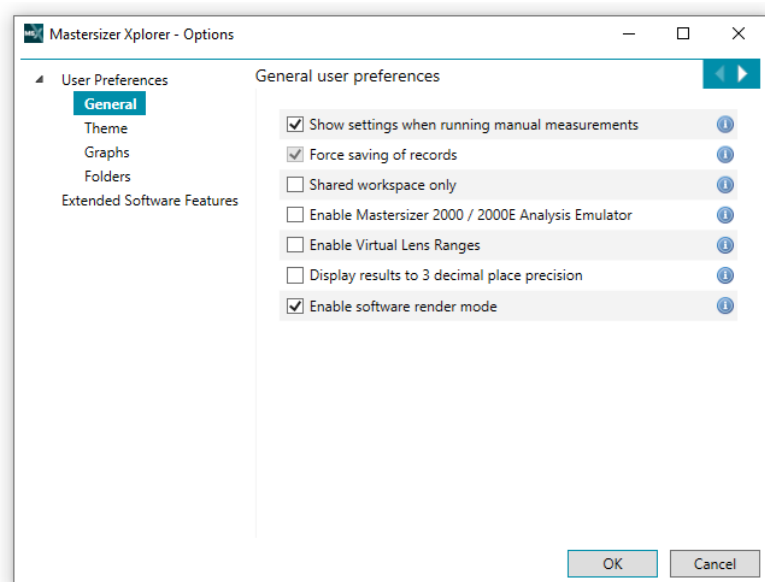
Version 5.01 also introduces a new software render mode, which is intended to improve performance if this issue persists even after following the above guidance. This changes the render from the default hardware rendering to software rendering.

To enable this option, perform the following:

1. Navigate to File – Options



2. Under User Preferences – General, ensure ‘Enable software render mode’ is selected.



3. Click OK to apply the change.

If you continue to experience this error, please contact your local Malvern Panalytical representative, for up to date guidance.

Issue	Work Around / Details	Comment
PV certificate may not be generated when clock time format in Windows was set to Short time (HH:MM).	To resolve ensure that Windows OS clock time format is set to Long time (HH:MM:SS).	Intermittent Observation. Resolution available – see details.
Accessory status bar is green but SOP and Manual measurement options greyed out.  203508	From time to time the SOP and manual measurement options are still greyed out even when the accessory status bar is green. To re-enable these options, right-click on the accessory status bar and reselect the accessory.	Intermittent Observation. Work around procedure available.
Downgrading this version of the software to v3.81 or below will mean that the software will not function, as v3.82 introduced updated Windows Drivers. These drivers are not compatible with versions of the Mastersizer 3000 software prior to v3.82.	We advise contacting your Malvern Panalytical representative for support to ensure the correct procedure is followed.	High risk issue. Work around procedure available.
Measurement data and SOPs generated in (v4.0 or later) and future releases, will not be able to be displayed in releases prior to and including v3.88. SOPs and Data will remain forward compatible.	Due to the .Net6 framework change from v4.0 backward compatibility of SOPs and data prior to v4.0 release will not be possible.	
Reporting of zero measurements.  171313	In rare cases a zero measurement can occur in both wet and dry measurements. The measurement record contains background and data but no signal information. A zero distribution is recorded in the measurement file.  No work-around available.	Medium risk issue.
Software can crash when batch printing  153660 / 170370	When selecting too many reports and/or too many records for batch printing, an error can occur causing a crash exception.  Restricting the total number of pages printed to 220 or less (equivalent to 13 results batch printed with 10 reports) will mitigate this issue occurring	Low risk issue.

Corrupt report settings file causes software crash on start-up	It has been observed that the global report settings file may become corrupt. This file holds the company name and logo used across all reports in the software. A symptom of this issue is the software crashing on start-up with an exception "hexadecimal value 0x00, is an invalid character". The workaround is to delete the contents of folder at C:\ProgramData\Malvern Instruments\Malvern.Reporting. This will trigger a new fresh settings file to be created – you will have to reconfigure your company name and logo in reports.	Medium risk issue.
Some text still appears in English when running with a different language selected.	The translation of all software text will continue in future releases.	Low risk issue.
Trend table print out is limited by paper size	Report widgets are designed to fit on one page and will not wrap over pages. If you select lots of measurement records, the trend table widget will expand to fill the page. However, if you select more measurement records than can fit in a trend table on a single page then the displayed records will be truncated at the page boundary. The only work around for this issue is to print the report on a larger paper size. Paper size A4 has a limit of 56 records in a trend table, whereas paper size A3 has a limit of 86 records.	Low risk issue.
Some parameters are not imported from Mastersizer 2000 measurement records	When importing Mastersizer 2000 measurement records into the Mastersizer Xplorer software, some SOP parameters from the Mastersizer 2000 records do not get imported. However, all of the parameters required for result review or recalculation are present.	Low risk issue.
Manual measurement errors are reported if the Aero dispersion unit configuration has changed between measurements	The manual measurement feature in the software stores the last used settings. This includes configuration of the Aero dry powder disperser. If you change the configuration between measurements and then open a manual measurement, the software will report an error stating that configuration is wrong. If this happens, close and re-open the manual measurement window and change the manual measurement settings to match your new Aero configuration.	Low risk issue.
Software exception is reported if the software is closed when a macro is running	All currently running macros must be closed before closing the software.	Low risk issue. Work around procedure available.
Some report widgets are truncated in the print preview view	Some report widgets may not be displayed correctly within the print preview screen. However, if the report is printed all of the information within the widget will be shown.	Low risk issue.
Software may crash when exporting data with custom sample identifiers which start with a number	Exporting measurement data with custom sample identifiers beginning with a number will cause the software to crash when you select an export template that contains sample identifiers. The only work-around is to prefix sample identifiers with letters.	Low risk issue. Work around procedure available.
Ultrasound SOP option 'Continuous (From Measurement Start)' does not turn off in SOP playlist  153706	If you use an SOP with the ultrasound option 'Continuous (From Measurement Start)' in an SOP playlist, when running a subsequent SOP with no ultrasound turned on, the ultrasound will not turn off as expected. The work around is to use the 'Continuous (From Sample Addition)' option in the SOP rather than 'Continuous (From Measurement Start)'. When this playlist is run, then the ultrasound will turn off when executing a subsequent SOP which does not require ultrasound.	Low risk issue. Work around procedure available.
Cannot load old custom calculations from file	When trying to load a custom calculation created in v3.30 software or earlier, the software may report error and the calculation will not load. The workaround is to re-export the custom calculation from the original report in a recent version of the software.	Low risk issue. Work around procedure available.



<p>Ultrasound level applied during clean or pre-measurement reported as 0%</p> <p>212925 also 153627</p>	<p>You may find that the measurement manager reports that 0% ultrasound is being applied during cleaning or pre measurement when you have set an ultrasound demand of greater than 0%. Evidence suggests that ultrasound is applied correctly as per the configured ultrasound demand, but the value shown in the measurement window is incorrect.</p>	<p>Low risk issue.</p>
<p>Installing software with 21CFR Part 11 mode enabled to a different version of the software can cause this functionality to be switched off.</p>	<p>Re-enable 21CFR Part 11 functionality once install is complete. Note: a valid 21CFR Part 11 feature key is required for software version 3.88 or below or a valid OmniTrust feature key is required for software version 4.0 or above</p>	<p>Work around procedure available.</p>
<p>Opening the Optical Property Optimizer can be blank or cause the software to crash.</p> <p>153608 153698</p>	<p>This generally occurs with a fresh software installation, restart the software, and retry the Optical Property Optimizer</p>	<p>Intermittent observation.</p>
<p>After switching between a manual wet dispersion unit and an automated wet dispersion unit then running an SOP the stirrer stops at the "Add sample stage" and does not re-start. After switching to an alternative wet accessory, the ultrasound settings may not be applied correctly</p>	<p>Switch to the automated dispersion unit and then restart the application software.</p>	<p>Low risk issue. Work around procedure available.</p>
<p>In a wet measurement an SOP can continue if the upper obscuration limit is exceeded</p> <p>153632</p>	<p>For each record, the obscuration can be compared to the obscuration limits post measurement and the record data rejected if the upper obscuration limit has been exceeded.</p>	<p>Intermittent observation. Work around procedure available.</p>
<p>The trend table does not clear completely when records are de-selected, the results from the last record to be de-selected remain displayed in the table</p> <p>212504</p>	<p>No work-around available</p>	<p>Low risk issue.</p>
<p>Occasionally the application will close intermittently, sometimes with "UCEERR_RENDERTHREAD" and/or "System Out of Memory" messages.</p>	<p>It is suspected that this issue is being observed mainly on PCs with 12<sup>th</sup> generation or higher processors.</p> <p>Please ensure all hardware drivers and PC power settings are up-to-date and correct. Ensure autosave is enabled. Restart the PC daily/during each shift. If this error is observed, restart the PC and continue as normal.</p>	<p>If you continue to experience this error, please contact your local Malvern Panalytical representative, for up to date guidance.</p> <p>Low risk issue.</p>
<p>On repeating an SOP, it does not ask for new sample details and the subsequent sample is analyzed using the same sample details.</p>	<p>Close and restart SOP at the end of the measurement, new sample details can then be entered.</p>	<p>Low risk issue</p>
<p>Users of Malvern Access Configurator (MAC) and/or 21CFR Part 11 license key that upgrade will not be able to view the, system audit trail from within software version 4.0 or later The MAC viewer is not affected.</p>	<p>For 21CFR Part 11 feature key users only: Only upgrade to this software if you now wish to use OmniTrust solution.</p> <p>Software version 5.0 onwards contains Mastersizer 3000 Legacy Audit Trail Exporter tool. This tool can be used to export Record and System Audit trail data created in software version 3.88 and previous.</p>	<p>No data is deleted in the upgrade process. This version of the software does not support Malvern Access Control (MAC) or 21CFR Part 11 via MAC. This functionality is now provided via OmniTrust.</p> <p>Users wanting to continue using MAC should not upgrade to this version. MAC is available up to and including software version 3.88</p>
<p>Users of Malvern Access Configurator (MAC) that upgrade to software version 4.0 or later will no longer have access control.</p>	<p>OmniTrust can provide this functionality. . If upgrade has taken place but wish to continue using access control, revert to the previous software version that was installed on your PC.</p>	<p>Users wanting to continue using MAC should not upgrade to this version. MAC is available up to and including software version 3.88</p> <p>For more information, please contact your Malvern Panalytical representative. If this error is observed, please contact your local Malvern Panalytical representative.</p>

This version of software is not compatible with Malvern Link II	Users of Malvern Link II v.3.48 should install v3.88 Mastersizer software	
Optical Property Optimizer sliders do not have lock or relative lock options 184018	Values in the optical property optimizer can also be set by typing the value into the sliders, use this option to set an exact value more quickly.	Low risk issue
Upgrading from software version 3.88 or previous to 4.0 or later takes a while to begin	Due to the .Net6 upgrades and added features the installer takes a longer time than would normally be expected. Wait for the installer to commence this can take around 5minutes.	Minimal effect on memory when installed will be seen. For more information, please contact your Malvern Panalytical representative.
Locking PC screen can cause accessory to become disconnected 214784	Restart software.	Intermittent Accessory. Status button remains Green even though it is inactive.

## Service & Support

Malvern Panalytical provides the global training, service and support you need to continuously drive your analytical processes at the highest level. We help you increase the return on your investment with us and ensure that as your laboratory and analytical needs grow, we are there to support you. Our worldwide team of specialists adds value to your business processes by ensuring applications expertise, rapid response, and maximum instrument uptime.

- Local and remote support.
- Full and flexible range of support agreements.
- Compliance and validation support.
- Onsite or classroom-based training courses.
- e-Learning training courses and web seminars.
- Sample and application consultancy.

### Remote support

Malvern Panalytical offers remote support over a secure internet connection. This is typically the most convenient way to for our customers to get help with their applications and technical support needs. For remote support over the Internet, we recommend TeamViewer®, WebEx®, or Microsoft® Teams® - but we are also happy to accommodate other technologies our customers may prefer.

### Installation questions & support

For contact information for your local office, please visit:

<https://www.malvernpanalytical.com/en/about-us/contact-us/>

<https://www.malvernpanalytical.com/en/support/contact-support/support.html>

## Regulated Environment

This section details specific information relating to the regulated environment.

Software version 4.0 introduced OmniTrust to the Mastersizer platform. OmniTrust is Malvern Panalytical's solution for regulatory compliance and data integrity across different product ranges. Please contact your local Malvern Panalytical representative if you would like to purchase this feature key.

Users of the existing 21CFR Part 11 solution on 3.88 and earlier will no longer be able to use this feature within software version 4.0 or later. Users wanting to continue using MAC and the legacy 21CFR Part 11 solution must remain on Mastersizer software 3.88.

### Caution!



This version of the software does not support Malvern Access Control (MAC) or 21CFR Part 11 via MAC. This functionality is now provided via OmniTrust.

Users wanting to continue using MAC should not upgrade to this version.

MAC is available up to and including software version 3.88

For users that wish to upgrade from the legacy 21CFR Part 11 solution to the OmniTrust platform. The legacy audit trail information will **not** be converted in to OmniTrust files, but it is still accessible.

- Legacy Record Audit trail can be viewed; in software version 5.0 onwards or in MAC application or exported Mastersizer Legacy Audit Trail Exporter tool
- Legacy System Audit trail can be viewed in the MAC application or exported using Mastersizer Legacy Audit Trail Exporter tool

Since software version 5.0 the Mastersizer 3000 Legacy Audit Trail Exporter. has been included in the installer. This is a standalone tool and has to be manually run to export Legacy audit trails to .xmls. No data will be deleted by this application.

If you wish to run this executable navigate to Program Files (x86)\Malvern Instruments\Mastersizer 3000 which contains the Mastersizer 3000 Legacy Audit Trail Exporter tool and a supporting document "[CCM0139-01-EN - Mastersizer 3000 - Audit Trail Export Tool.pdf](#)"



Mastersizer 3000 Legacy Audit Trail Exporter

## Software categorization

### GAMP 5

The GAMP 5 guide provides guidance to pharmaceutical companies wishing to understand whether the computerized systems and software they use are fit for purpose and meet current regulatory requirements. As part of this, the GAMP committee has defined a series of software categories which are designed to help users in assessing the risk and validation requirements associated with using a specific software package.

In its standard mode of operation, the Mastersizer Xplorer software provides users with a series of standard interfaces and functions that enable the software to be configured to meet specific user business requirements. These interfaces include the ability to define Standard Operating Procedures (SOPs) for sample measurement, create report definitions using pre-defined functions and develop data export templates using pre-defined parameters. If users apply these functions, then the software can be considered to be a Category 4 product.

In addition to the standard functions, the Mastersizer Xplorer software provides users with the ability to modify the results reported by the system to fit their application requirements. This is achieved using the custom calculation reporting functions. These functions are not widely applied within regulated environments. However, if they are used to meet business requirements then the macros included within the custom calculations should be validated according to GAMP Category 5 requirements. Users are therefore encouraged to specifically validate any custom calculations

applied within their reports and ensure these are documented. Where possible, we would encourage the use of the standard result reporting features, as this minimizes the risk of errors in the reported size distribution statistics.

## USP<1058>

USP<1058> provides pharmaceutical users with guidance as to how the qualification of analytical systems should be carried out. As part of this guidance, the USP define a series of instrument categories. These instrument categories different from those described in GAMP 5, although the principles applied as part of the classification of a system are similar.

The Mastersizer 3000 is a computerized analytical system where the software provides users with the functions required to meet specific analytical application requirements. As such, it is a Group C instrument. Users are therefore recommended to define their requirements for the operation of the system and then compare these requirements to the claimed capabilities of the software and hardware. This should include an assessment of whether the new features and bug fixes included in a specific version of the Mastersizer 3000 software are necessary to meet business requirements.

## Validation support documents

For Validation Support Documents, please refer to the Mastersizer 3000 and Mastersizer 3000+ Product Support section on the Malvern Panalytical website. Ensure the documents are relevant for the version of software that you are using,

<https://www.malvernpanalytical.com/en/support/product-support/mastersizer-range/mastersizer-3000>

<https://www.malvernpanalytical.com/en/support/product-support/mastersizer-range/mastersizer-3000+>

## Windows file security settings

With a 21 CFR Part 11 compliant computer system, one of first concerns to address is the potential for the loss of data, either accidentally, or by intention. During the initial installation of the Mastersizer application software, we automatically set the security permissions of the user output folders to prevent deletion. However, we strongly recommend that you consult your internal validation and IT departments for advice, should you wish to change from the default folder structure.



### CAUTION!

We strongly advise customers not to disable the Windows UAC feature, as this may allow users to delete files and/or folders, compromising audit history and/or measurement data critical to 21CFR Part 11 compliance.

## Changing the folder security permissions in Windows 10 & 11

On new installs, folder permissions are now automatically applied to the Measurement Data and SOP folders in *C:/Program Data/Malvern Instruments/Mastersizer 3000/Workspace* to prevent deletion. If upgrading from an existing installation, previously set folder permissions will be carried over.

For OmniTrust software users, the additional recommended file permissions are shown in the [Appendix](#) of this document.

## Installing the OmniTrust application

Software version 4.0 introduced OmniTrust to the Mastersizer platform. OmniTrust is Malvern Panalytical's solution for regulatory compliance and data integrity across different product ranges. Please contact your local Malvern Panalytical representative if you would like to purchase this feature key.

## Malvern Access Configurator (MAC) application

### Caution!



This version of the software does not support Malvern Access Control (MAC) or 21CFR Part 11 via MAC. This functionality is now provided via OmniTrust.

Users wanting to continue using MAC should not upgrade to this version.

MAC is available up to and including software version 3.88

Users of the existing 21CFR Part 11 solution on 3.88 and earlier will no longer be able to use this feature within software version 4.0 or later. Users wanting to continue using MAC and the legacy 21CFR Part 11 solution must remain on software 3.88.

Existing users who are not actively using the MAC and/or 21CFR Part 11 feature key can continue to upgrade their usual.

Audit Trail data will not be deleted and can be found in *C:\Program Data\Malvern Instruments\Mastersizer 3000\Audit Trails*

For users that wish to upgrade from the legacy 21CFR Part 11 solution to the OmniTrust platform. The legacy audit trail information will **not** be converted in to OmniTrust files, but it is still accessible.

- Legacy Record Audit trail can be viewed; in software version 5.0 onwards or in MAC application or exported Mastersizer 3000 Legacy Audit Trail Exporter tool
- Legacy System Audit trail can be viewed in the MAC application or exported using Mastersizer 3000 Legacy Audit Trail Exporter tool

Since software version 5.0 the Mastersizer 3000 Legacy Audit Trail tool has been included in the installer. This is a standalone tool and has to be manually run to export Legacy audit trails to .xmls. No data will be deleted by this application.

If you wish to run this executable navigate to Program Files (x86)\Malvern Instruments\Mastersizer 3000 which contains the Mastersizer 3000 Legacy Audit Trail Exporter tool and a supporting document "**CCM0139-01-EN - Mastersizer 3000 - Audit Trail Export Tool.pdf**"

# Appendix – OmniTrust File System Permissions

## OmniTrust configuration

This section describes the files and directories used by OmniTrust:

- The minimum file system permissions required for the software to operate correctly.
- The optional file permissions which may need to be set depending on a user's role.
- Change folder security permissions manually. Refer to Section 5.1.

The Administrator has full control to all file and folders.

- Basic user permissions must be applied to the Everyone group.
- Advanced users permissions must be applied to a group created for this file type and to Advanced users if applicable.
- Inherited permissions must be disabled, and all other permissions must be removed.

## Folder permission settings:

- The folders under **%ProgramData%\Malvern Panalytical\Regulated Environment** must be readable by regular users but only writable by administrators / system account.
- The folders under **%ProgramData%\Malvern Panalytical\OmniAccess** must be both readable and writable by regular users.
- The folders under **%ProgramData%\Malvern Panalytical\OmniTrail** must be both readable by regular users but only writable by administrators / system account.
- The folders under **%Public%** must be both readable and writable by regular users.

## File extensions:

- Files with extension **.config** are text (XML) files that can be read in any text editor. They have a digital signature to prevent changes.
- Files with extension **.db3** are database files in binary format.
- Files with extension **.log** are regular text files (logs).
- Files with extension **.json** are regular json files.

## Advised OmniTrust file security settings

#	File type	Extension	Default path %ProgramData%\Malvern Panalytical	Creation	Scope	Minimum required permissions (basic users) Applicable to Folder and File	Notes
1	OmniTrail-Application information.config	.config	\Regulated Environment\Application Information	First run	User	ReadAndExecute, Write	Application information file with permissions descriptions and application version (this file is not editable in OmniAccess)
2	Authentication.config	.config	\Regulated Environment\Authentication	On Software Install	System	ReadAndExecute, Write	It contains the list of authentication sources that will be used by Regulated Environment to validate user names and passwords during login and signature.
3	MalvernPanalyticalUserStore.db3	.db3	\Regulated Environment\Authentication	On Software Install	User	ReadAndExecute, Write	The Malvern Panalytical User Store database file.
4	Authorization files	.config	\Regulated Environment\Authorization	On Software Install	System	ReadAndExecute, Write	Examples: <ul style="list-style-type: none"> <li>• <b>ZSXplorer- Authorization.config</b> contains the deployed authorization settings (roles, members and permissions) for ZSXplorer, <b>OmniAccess- Authorization.config</b> for OmniAccess only.</li> <li>• <b>OmniTrail- Authorization.config</b> for OmniTrail only.</li> </ul>

5	SigningAndReason.config	.config	\Regulated Environment\Signing	On Software Install	System	ReadAndExecute, Write	File contains the list of possible System Audit trail events and, for each one, settings about whether signing and reason are mandatory or optional.
6	Synchronization.config	.config	\Regulated Environment\System Audit Trail	On Software Install	System	ReadAndExecute, Write	File contains the settings for synchronization of data among Regulated Environment instances on different machines in the network.
7	System_audit_trail.db3	.db3	\Regulated Environment\System Audit Trail	On Software Install	System	ReadAndExecute, Write	The system audit trail database
8	OmniAccessStore.db3	.db3	\OmniAccess\Configurations	On Software Install	System	ReadAndExecute, Write	File contains authorization data such as roles, role members, permissions, etc.
9	Log files for OmniAccess	.log	\OmniAccess\Logs	On Software Install	System	ReadAndExecute, Write	Log files can be used for diagnostic and troubleshooting purposes.
10	Log files for OmniTrust	.log	\OmniTrail\Logs	On Software Install	System	ReadAndExecute, Write	Log files can be used for diagnostic and troubleshooting purposes.
11	OmniTrailSettings.json	.json	%USERPROFILE%\AppData\Roaming\Malvern Panalytical\OmniTrail	By user	User	ReadAndExecute, Write	File contains user settings for the OmniTrail application. Preferences such as the number of entries per page visible.
12	Filter files	.json	%Public%\Documents\Malvern Panalytical\OmniTrail	By user	User	ReadAndExecute, Write	This is the default folder where filter files are saved and loaded from.





Groewood Road, Malvern,  
Worcestershire, WR14 1XZ,  
United Kingdom

Tel: +44 1684 892456  
Fax: +44 1684 892789

Lelyweg 1,  
7602 EA Almelo,  
The Netherlands

Tel: +31 546 534 444  
Fax: +31 546 534 598

[www.malvernpanalytical.com](http://www.malvernpanalytical.com)

Disclaimer: Although diligent care has been used to ensure that the information in this material is accurate, nothing herein can be construed to imply any representation or warranty as to the accuracy, correctness or completeness of this information and we shall not be liable for errors contained herein or for damages in connection with the use of this material. Malvern Panalytical reserves the right to change the content in this material at any time without notice. Copyright: © 2024 Malvern Panalytical. This publication or any portion thereof may not be copied or transmitted without our express written permission.