Agilent MassHunter Workstation
for 6000 Series LC/MS

Administration Guide

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This guide contains administration and troubleshooting tasks for your mass spectrometer.

For complete information on using the your mass spectrometer, refer to the list of resources found in the *Quick Start Guide*.

Administration Tasks

To start the Data Acquisition program

You can start the Data Acquisition program in any of these ways:

- Double-click the **Data Acquisition** icon in the Agilent MassHunter program group, *or*
  - Windows 7: Click **Start > All Programs > Agilent > MassHunter Workstation > Data Acquisition**.
  - Windows 10: Click **Start > All apps > Agilent MassHunter LCMS Acq > Data Acquisition**

CAUTION

Do not start Data Acquisition as administrator. (*Do not* right-click Data Acquisition and select Run as administrator.)

To stop MassHunter Engines

1. Close the **Data Acquisition** program.
2. Right-click the **Engine Launcher** icon in the system tray.
3. Click **Shutdown Engines** to stop the engines.

To start the MassHunter Engines

- Start the Data Acquisition program, *or*
- Click **Start Engines** to start the MassHunter Engines without starting the Data Acquisition program.

To stop MassHunter processes

In case of unrecoverable errors, you can stop MassHunter processes.

CAUTION Loss of data can occur if MassHunter processes are stopped while data is being collected.

1 Stop MassHunter Processes:
   - Windows 7: Click **Programs > Agilent > MassHunter Workstation > Acq Tools > Remove MassHunter Processes**.
   - Windows 10: Click **Start > All apps > Agilent MassHunter LCMS Acq > Acq Tools > Remove MassHunter Processes**.

2 Click **Yes** when you are asked whether you want to remove all MassHunter processes.

Only the Data Acquisition processes are stopped.

To view the log book

You can view the log book in any of these ways:

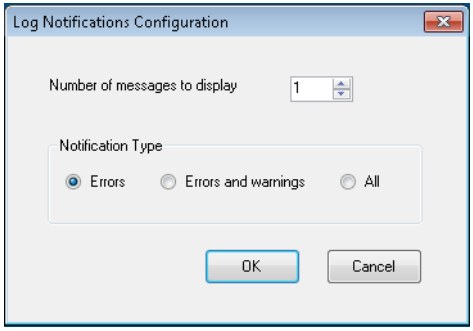
- Double-click the **Acq** System Logbook icon in the Agilent MassHunter program group, *or*
   - Windows 7: Click **Start > All Programs > Agilent > MassHunter Workstation> Acq System Logbook**.
   - Windows 10: Click **Start > All apps > Agilent MassHunter LCMS Acq > Acq System Logbook**

You can also start the Logbook Viewer program within the MassHunter Data Acquisition program.

To configure log book notifications

If you get more log book notifications than is useful to you, you can change the type of notifications that are displayed.

1. Click the **Log Book** in the Task Bar.
2. Select the type of notifications that you want displayed.
3. Click **OK**.



To configure the network interface card

The computer that is shipped with the mass spectrometer is equipped with two network cards (LAN-cards). The first LAN-card is for connection to the "house network" (via 10/100/1000 Base-T network card). The IP address for this card can either be "static" or dynamically assigned (e.g. obtained by a DHCP server). By default, TCP/IP is configured as the network protocol for this card, which is built-in to the PC.

The second LAN card (in slot #1) is dedicated for instrument communication with the mass spectrometer and the InfinityLab Series LC system. *This network card should NOT be connected to the site LAN.*

To verify that the Instrument LAN network card settings are correct, follow these steps.

1 Click **Start > Settings > Control Panel.**

2 Double-click **Network Connections.**

3 Right-click the icon for the network card for the house LAN, click **Properties**, and then configure the network card as needed.

   Because this network card is independent from the card used for instrument control, it may be configured using a static IP address or using a DHCP server.

4 Right-click the icon for the network card for the mass spectrometer, click **Properties**, and then check that these parameters are set:

   - IP Address (Default): 192.168.254.1
   - Subnet Mask 255.255.255.0
   - Gateway - leave blank

NOTE

Because network configurations vary widely from site to site, get assistance from an IT representative when you connect to the site network. Configuration by an Agilent Field Service Engineer is on a best-effort basis only.

To remove the MassHunter Workstation software

1. If you have any data, methods, libraries, or other files or directories that you want to save, and then move or copy them to a folder outside of those to be deleted.
2. Close all MassHunter Workstation programs, including the Data Acquisition, Qualitative Analysis and Quantitative Analysis programs.
3. Click **Start > Control Panel > Programs and Features**.
4. Remove programs in which the name starts with **Agilent MassHunter Workstation**
5. Close *all* applications.
6. Reboot the computer. You are now ready to install new software.

To configure the instrument

If you have more than one stack of HPLC modules from which to choose, or a new supported LC module is installed, the Instrument Configuration registry must be cleared for MassHunter Workstation.

1 Put the mass spectrometer into standby mode.

2 Close the **MassHunter Acquisition** program.

3 Stop MassHunter processes.

See **"To stop MassHunter processes"** on page 3.

4 Start the Instrument Configuration program (click **Programs > Agilent > MassHunter Workstation > Acq Tools > Instrument Configuration**).

5 For **Select Module/Module Package**, select your instrument.

6 If **Agilent 1100/1200/1260/1290 LC** is listed, click the red **X** next to it to remove it from the list.

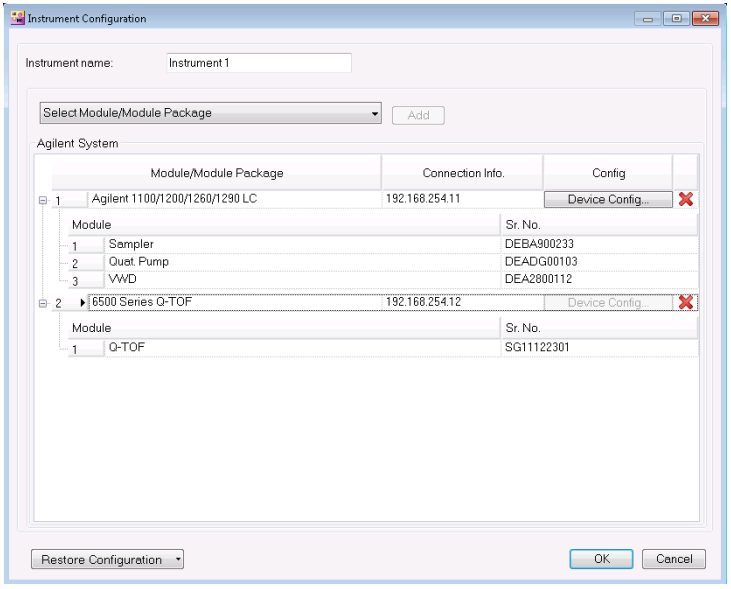


Figure 1. Instrument Configuration dialog box

7 Start the MassHunter Acquisition program and confirm that only the MS instrument is available.

8 Close the MassHunter Acquisition program.

9 Stop MassHunter processes.

10 Open **Instrument Configuration** again.

11 For **Select Module/Module Package**, select **Agilent 1100/1200/1260/1290 LC**.

12 Click **OK**.

The registry has now been cleared and configured for any new LC module(s).

Additional configuration steps may be required to set up LC devices.

Troubleshooting

If the system hangs when you start the MassHunter Workstation Engines or the MassHunter Workstation

When the Acquisition Engine starts up it waits for all the physical instruments to respond. There is a time-out of 5 minutes.

✔ Wait for the time-out period to see entries in the logbook. It is likely that you will see an entry that says an instrument is powered off. The device could be powered off for a number of reasons. They include:

- Incorrect bootp setup.
- Incorrect LAN connection.
- Instrument not powered up or defective.
- Some other program is using the instrument. An example is the LC Firmware Update Tool. This can also happen if the instrument is on a network with multiple PCs.

✔ Check that all LC modules have the same or correct version of firmware.

✔ Open a command window. At the DOS prompt, type `ping 192.168.254.12` to test the communication with the mass spectrometer.

To test the communication with the LC, type `ping 192.168.254.11`.

If you see lines that begin with **Reply from *ip_address***, then the computer is communicating with the instrument.

If the log file says that there is no communication with the mass spectrometer

- ✔ This problem could be similar to those in **"If the system hangs when you start the MassHunter Workstation Engines or the MassHunter Workstation"** on page 9. Use the same steps to try to troubleshoot the problem.
- ✔ Select the communication error entry in the logbook and press **F1** on the keyboard. Search on the error message, follow the list of possible causes for this condition, and correct as needed. If this fails, repeat the instrument configuration steps for the mass spectrometer.

If the MassHunter Workstation reports "Method Pane Initialization Failure"

- ✔ A common cause is that one or more instrument modules cannot be accessed.
  1. Shut down the MassHunter Workstation user interface and MassHunter Workstation engines.
  2. Turn the HPLC modules off, and then on.
  3. Press the reset button on the mass spectrometer.
  4. Wait for at least two minutes or until you hear the solvent selection valve change position twice.
  5. Restart the MassHunter Data Acquisition program.

In This Book

This guide contains administration and troubleshooting instructions for the Agilent MassHunter Workstation Software for these releases or later (until superseded):

- Data Acquisition for TOF/Q-TOF B.09.00
- Data Acquisition for Triple Quad B.09.00

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