

# SoftMax Pro Software - GxP Edition Multi Computer Setup Caching Update Release Notes

This SoftMax Pro Software GxP Edition Caching Release Notes document is distributed as an addendum for the SoftMax® Pro GxP Microplate Data Compliance Software System installed using the multi computer setup.



**Note:** This update corrects an issue that affects only a few customers who have very large implementations with multiple users using the software simultaneously in environments that have the software installed using the multi computer setup. Please read this entire document and discuss this update with your Molecular Devices representative to find out if you should install this update.

For applicable software versions, see the following table.

The additional features and solutions in these Release Notes are designed to assure software continuity. We recommend the proper business risk and data integrity assessments of any new or improved functionality that support end user business processes.

## Compatibility Matrix

This update is applicable for the services that run the GxP Admin Software. Therefore you do not need to run this update on any computers running only the GxP Admin Portal Software or the SoftMax Pro GxP Software.

The GxP Admin Software with services version 7.3.1\* is compatible with the following versions of the other SoftMax Pro GxP Software Suite components:

GxP Admin Software Services Version (Server Computer)	GxP Admin Portal Software Version	SoftMax Pro GxP Software Version (Client Computer)	GxP Services Version (Client Computers)
7.3.1	7.2	7.1.2	7.2.1
7.3.1	7.2	7.1.2.1	7.2.1
7.3.1	7.2	7.2	7.2.1
7.3.1	7.2	7.2	7.2
7.3.1	7.3	7.3	7.3

\*GxP Admin Software services version that displays after this update.

If you update the GxP Admin Software services from version 3.1.2, this update also includes all issue corrections and new features described in the SoftMax Pro Data Acquisition and Analysis Software Release notes for software version 7.2.1. See <https://support.moleculardevices.com/s/article/SpectraMax-Microplate-Reader-User-Manual-Download-Page>.

## Installing the Software Update

Before you can install the GxP Admin Software update, you should check the version of the services that the GxP Admin Software is using. Open the Microsoft Services dialog and select the **GXP\_AU\_WEB** service. The services for the SoftMax Pro Software and GxP Admin Portal Software are not affected by this update and those software components can display an earlier version.



**Note:** This update is applicable for the services that run the GxP Admin Software. Therefore you do not need to run this update on any computers running only the GxP Admin Portal Software or the SoftMax Pro GxP Software.

To install the GxP Admin Software update:

1. Power off all connected instruments and close all versions of the SoftMax Pro Software on all applicable computers.
2. On the computer running the GxP Admin Software, double-click the **GxP Admin 7.3.1 GxP Updater.exe** file to start the installation program.
3. When the *Do You Want to Allow This App to make changes to your device?* message displays, click **Yes**.
4. When the Welcome page displays, click **Next**.



5. On the License page, click **Accept**.



6. On the Home page, click **Next**.



7. On the Microsoft SQL Server page, click **Install All Required Items**.



8. After the files install, on the Microsoft SQL Server page, click **Next**.



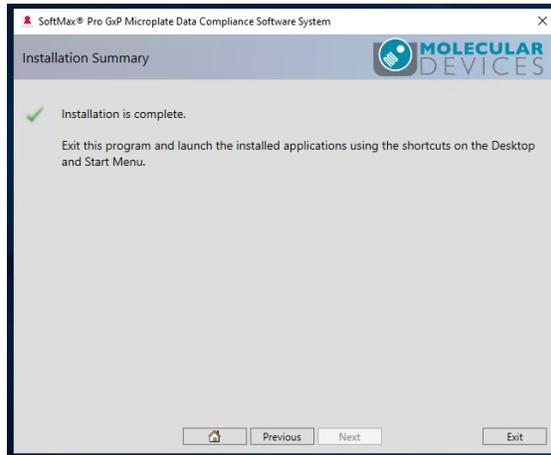
9. On the GxP Admin Software page, click **Install All Required Items**.



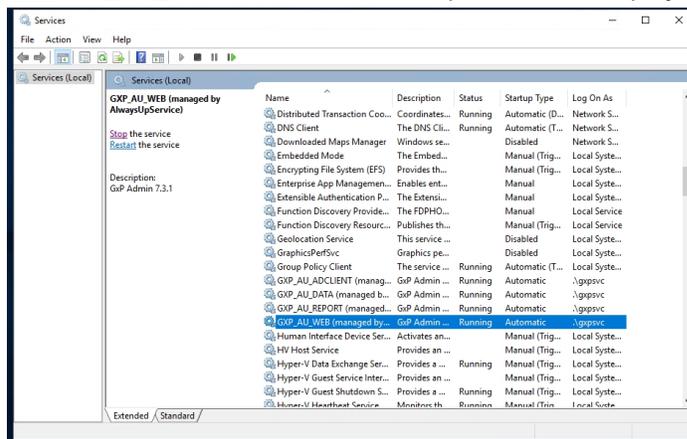
10. After the files install, on the GxP Admin Software page, click **Next**.



11. On the Installation Summary page, click **Exit**.



12. To confirm that the update was successful, open the Microsoft Services dialog and select the **GXP\_AU\_WEB** service. The description should display **GxP Admin 7.3.1**.



## Issue Addressed

This update addresses the following issue.

### GxP Edition - Active Directory Updates

Tracking ID: SCD-3116, 3607

When you use the SoftMax Pro Software - GxP edition with Active Directory:

- Login now uses HTTPS
- Port could be configured now, default is still 8220
- Added domain search sorting
- Logging is updated to add additional information to the log file

### GxP Edition - Multi Computer Setup - Caching

Tracking ID: SCD-3926

This update corrects the issue where GxP edition customers with the multi computer setup may have intermittently experienced a scenario where the Open dialog displayed the folders and documents from a Project other than the Project onto which they logged on.



**Note:** This is a rare condition and the user cannot manipulate the documents for which they do not have permission.

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Scenario:

- User 1 has permissions for Project 1, creates a new document, and clicks to save the document in Project 1.
  - User 2 logs on to Project 2 and clicks Open to open a document in Project 2 **within one second** of the time when User 1 clicks Save.
  - User 2 does not have permissions for Project 1 but can see the documents and folders from Project 1.
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**Note:** User 2 cannot open or edit any of the documents within Project 1. This is a display issue and will not allow access or editing of documents across Project 1.

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- When User 2 closes the Open dialog and then reopens the Open dialog, the correct documents and folders from Project 2 display correctly and can be used by User 2.

## Getting Help

For more information about how to use the SoftMax Pro Software, see the *SoftMax Pro Data Acquisition and Analysis Software User Guide* or the application help.

The SoftMax Pro Software installation places a copy of the microplate reader user guides (.pdf files) in the following location on the computer:

C:\ProgramData\Molecular Devices\User Guides

Use the following link for the most up-to-date microplate reader user guides on the Molecular Devices Knowledge Base:

[Spectranet](#)

To access the Knowledge Base from the software:

- Select the **Help** tab, click **Contact Us**, and then select **Knowledge Base**.

## Obtaining Support

Molecular Devices is a leading worldwide manufacturer and distributor of analytical instrumentation, software, and reagents. We are committed to the quality of our products and to fully supporting our customers with the highest level of technical service.

Our Support website, [support.moleculardevices.com](http://support.moleculardevices.com), has a link to the Knowledge Base, which contains technical notes, software upgrades, safety data sheets, and other resources. If you still need assistance after consulting the Knowledge Base, you can submit a request to Molecular Devices Technical Support.

You can contact your local representative or Molecular Devices Technical Support at 800-635-5577 x 1815 (North America only) or +1 408-747-1700.

In Europe call +44 (0) 118 944 8000.

To find regional support contact information, visit [www.moleculardevices.com/contact](http://www.moleculardevices.com/contact).

## Contact Us

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