Agilent Cary UV Workstation Version 1.1

Software Status Bulletin

Agilent Cary UV Workstation software (part number G5191-64000), Agilent Cary UV Workstation Upgrade (G5273-64000), and Agilent Cary UV Workstation Plus (G5194-64000) contains the following applications:

Application	Verson
Cary UV Workstation	1.1.298
Cary UV Workstation Help	1.0
Agilent OpenLab Shared Services	3.3.0.258
Agilent OpenLab Data Repository	1.3.0.52
Agilent Software Verification Tool	B.01.01
Agilent Cary UV Workstation Control Panel Help	1.5.11

Agilent Cary UV Workstation Plus (G5194-64000) additionally contains:

Application	Version
Cary UV Roles and Permissions	1.0.0.0
PostgreSQL – OLCM	10.3.1
Agilent OpenLab Content Management	2.4.0.589

Release date for all software applications listed above: October 2019

This software status bulletin contains important information relating to the Cary UV Workstation and Cary UV Workstation Plus software. The information below highlights all issues identified where the software may not function according to user expectations, or according to other documentation, such as manuals or the Help.

The issues listed in this document will be considered in a future release of the software. If you experience additional software problems not listed below, report them to your local Agilent representative or by e-mail to contact_us@agilent.com

Known Issues

General

Problem: Cary UV Workstation fails to install if Java version 8 update 151 or less is installed. MER-5084

Workaround: Uninstall UV Cary Workstation and update or uninstall Java and then reinstall Cary UV Workstation. To check if Java is installed, type "Add or Remove Programs" in the Windows search bar. If Java is installed it will be listed along with its version number which is required to be Version 8 Update 152 (8.0.1520) or greater.

Problem: An error message indicating "something went wrong" appears when starting the Cary UV Workstation software. MER-5124

Workaround: To resolve this issue, uninstall the software and then reinstall Cary UV Workstation into the default Program Files location.

Problem: An instrument connection error appears when removing the Sample Temperature Probe (STP) from the instrument slot while the Loading Guide is displayed. MER-5170

Workaround: The collection will continue as normal if the probe is reinserted into the slot before clicking "OK" on the Loading Guide. Alternatively, remove the probe from the cuvette when changing samples or to clean the probe to avoid an error notification.

Problem: The instrument fails to connect via the connection dialog if the engine or module is turned off and on while the application is running. MER-4710

Workaround: Select the 'Refresh list' button located on the Instrument connection dialog.

Problem: The Cary UV Workstation software becomes unresponsive after changing the Microsoft Windows operating system date and time while the application is open. MER-3549

Workaround: Close the Cary UV Workstation software before updating the date or time. Restart the application if it becomes unresponsive.

Problem: Unable to communicate with the instrument, even though the software shows it is connected. If a user is connected to one instrument, the Cary UV Workstation software appears to allow the user to connect to a second instrument without disconnecting from the first. This will result in both appearing to be connected even though the software is only connected to the initial instrument. MER-3498

Workaround: Disconnect from the current instrument before connecting to another instrument. Alternatively restart the PC to reset the connection dialog.

Problem: The Notification menu does not show notifications in the correct date time order. MER-3359

Workaround: Notifications are present, review the list to find issue.

Problem: Files are not filtered when entering invalid characters into the 'From' and 'To' fields for the Calendar filter. MER-1763

Workaround: Use the calendar to select the valid 'From' and 'To' dates.

Problem: The Cary UV Workstation software becomes unresponsive if the PC enters Sleep mode. MER-1717

Workaround: Turn off Sleep mode.

Problem: Very large files cannot be exported as *.merc files via the Home page. MER-4932

Workaround: Export data as *.csv.

Problem: The file deletion dialog disappears, and the card becomes greyed out when deleting a file from the Home page, clicking on the card or anywhere on the Home page other than on the 'OK' or 'Cancel' button. MER-4930

Workaround: The card can be returned to a normal state by selecting Delete and canceling the dialog through the 'Cancel' button. Alternatively, select 'OK' to delete the file.

Problem: Imported .merc files via Graph page do not activate the Recalculate or Slice functions. MER-6179

Workaround: Perform a collection. The Recalculate and Slice functions will be enabled.

Problem: The System Health Self-test and Calibrations page does not refresh when navigated to. MER-6373

Workaround: Restart PC to resolve refresh issue.

Problem: A blank report page appears after closing the application via Task Manager. MER-6389

Workaround: Close the worksheet and reopen to view report previews.

Problem: When importing Cary WinUV files into Cary UV Workstation software all traces may not be visible. MER-4156

Workaround: Go to 'Trace preferences' via the 'Graph' menu and select the desired traces to be displayed.

Problem: The 'More items' button becomes unresponsive on Group and file cards after moving a file into the Group. MER-5121

Workaround: Click 'Navigate' in the top left corner of the software, and then click 'Home'. The 'More items' button on the Group and file cards will be active.

Problem: If the instrument loses connection during a collection it may take up to 10 minutes to reconnect. The connection plug icon will remain orange for this period. MER-6206

Workaround: Wait approximately 10 minutes for the system to correct itself.

Problem: Importing the same .merc file twice at the same time will corrupt the file. MER-6757

Workaround: Allow adequate time to pass for the software to import files successfully.

Graphs

Problem: Trace preference appears blank or does not appear when switching between an original worksheet and a worksheet saved from the original. MER-6484

Workaround: Save and close the original worksheet.

Problem: The peak type labels do not accurately represent the trace value when traces with differing y-modes are displayed (in particular Abs and %T). MER-5683

Workaround: Only have one y-mode per worksheet when utilizing the peak type labels feature.

Problem: The scaling on the y-axis disappears and the graph auto-scaling does not work when selecting the Maximum y-range button during data collection. MER-4631 and MER-4441

Workaround: Double-click on the graph to rescale in the y-direction and do not select the Maximum y-range button during data collection.

Problem: A manually added annotation temporarily disappears if the graph scale is changed while modifying the annotation. MER-4250

Workaround: Complete the modification before scaling the graph. Alternatively, add another annotation to the graph. The original annotation will reappear.

Problem: The functionality of the manual annotation editing window may be impaired when editing annotations on the far-right side of the graph. MER-4249
Workaround: Press and hold the right-mouse button and drag the graph to the left to pan the graph. This will enable full functionality of the editing window.

Problem: When selecting a wavelength to generate a Kinetics continuum curve or y-value in Scan mode, the button does not reactivate when navigating between Graph pages. MER-3826
Workaround: Deselect and reselect the button to enable this feature.

Problem: The Select/Deselect and Remove graph button options become inactive if graph pages are changed during a collection. MER-6064
Workaround: Changing the graph pages reactivates the options.

Problem: Graph refresh issues can occur in all applications. MER-6054
Workaround: Double-click on the graph or refresh the graph by navigating to another page and back to refresh the graph and display all data.

Problem: Wavelength tables are not generated when performing a Recalculate on .csv traces imported via the Graph page. MER-6180
Workaround: Perform a Slice or collect additional data to generate the wavelength table.

Problem: When performing a collect that generates more than 100 graphs the software may crash. MER-6663
Workaround: If more than 100 graphs are needed, open a separate worksheet and perform the remainder of your collection.

Problem: Baseline traces cannot be manually annotated. MER-3310
Workaround: No workaround available.

Problem: Manual annotations do not work after navigating to a different page. MER-6764
Workaround: Turn manual annotations off and on via the manual annotation icon.

Problem: Manual annotations do not work on graphs generated after annotations have been enabled. MER-6763
Workaround: Turn manual annotations off and on via the manual annotation icon.

Concentration

Problem: If the calibration fails, or the run is stopped during a 'Replicate' or 'Average' enabled collect, the 'Results' table legend will not appear. MER-3406
Workaround: The abbreviations are: 'cf' is calibration failed, 'o' is over range, 'u' is under range, 'r' is reread and 'n' is not used.

Problem: The baseline may be shifted down the table after importing a Sample list via the Sequence page>Sequence table. MER-3377
Workaround: Deselect and reselect 'Baseline' in Sequence preferences.

Problem: When importing the sample list in Concentration, the imported list can circumvent the built-in limits on certain fields. MER-6027
Workaround: Adjust the sample limits as needed. Use sample values within the set limits.

Problem: If a concentration collection is cancelled while collecting standards such that a standard is partially collected, it will correctly not display values in the result table, but it may display the value in the report along with the equation. The reported equation does not contain the value that is displayed. MER-6726
Workaround: Rerun the collection to its completion to allow the standard to be completely collected.

Problem: Calibration curves are not displayed when expanding or collapsing the status ribbon in the Concentration application. MER-6692
Workaround: Navigate to another page and back to refresh the page and the display.

Problem: The distance between actual volume and Abs columns in the report for Concentration, can become narrow when maximum volume is used. MER-6028
Workaround: Select another unit and use a smaller numeric value.

Problem: Slicing does not work correctly if collection is incomplete. MER-5835
Workaround: Allow collection to complete before performing a Slice function.

Problem: The Concentration application calibration graph plots are not visible under certain conditions. MER-5837
Workaround: Navigate to another page and back to refresh the page and display the data.

Kinetics

Problem: The 'Cycle' duration and 'Stop' entries are not transferred correctly when importing Cary WinUV Kinetics files into Cary UV Workstation software. MER-4138
Workaround: Reenter desired 'Cycle' and 'Stop' time for the measurement.

Problem: The file may fail to import when importing Cary WinUV Kinetics files into Cary UV Workstation software from the Home page. MER-4137
Workaround: To view the data, save the Cary WinUV Kinetics file as a Data file and import via the Graph. Create a new Method file directly in Cary UV Workstation software.

Problem: The rate calculation will differ from that which was calculated in Cary WinUV Scanning Kinetics when importing Cary WinUV Scanning Kinetics files with multiple samples measured, because the sample traces are all imported to the one graph. MER-3693
Workaround: In Trace Preferences, create graph/s for each sample and add continuum for each sample to the individual graphs. The rate will then be calculated correctly.

Problem: Rate traces do not draw after a run ends if uncalculated slices are present. MER-6259
Workaround: Double-click on the graph or navigate to another page and back to restore rate traces.

Problem: Rate traces cannot be manually annotated. MER-6765
Workaround: Annotate on the corresponding parent trace that it was derived from.

Scan

Problem: The graph page export to .csv feature is disabled post-collection in the Scan application in Wavelength mode. MER-6081
Workaround: Open the Trace Preferences dialog and refresh the traces (click the Show traces eye icon), this will enable the export to csv feature.

Problem: Cell selection does not become disabled after a Scan wavelength collection. MER-5949
Workaround: No workaround available.

Problem: Performing a Calculator function such as Smooth or Derivative, followed by a Sloping Baseline, will fail with default parameters. MER-6640

Workaround: Either modify your x-values to reflect the expected lesser x-values (due to the data truncation of the x-values) or perform the Smooth or Derivative function individually before applying a Sloping Baseline.

Thermal

Problem: Thermal analysis cannot be performed on data from a collection that was stopped. A blank message and a "null" notification will be generated. MER-5172

Workaround: Allow the collection to finish before performing thermal analysis calculations. Alternatively, export the data into a .csv format and then perform the calculation manually.

Problem: The Thermal module can be put into a 'partially on' state if module is powered off and on too quickly (10 seconds or less). MER-4951

Workaround: Wait for at least 10 seconds before powering on the module.

Problem: The temperature values remain in the status bar after disconnecting the probe or turning off the Thermal module. MER-4821, MER-4921

Workaround: This is a display issue. Once the module or probes are connected the temperature values will update accordingly.

Problem: The Thermal run may stall, triggering a thermal timeout error to occur after 20 minutes when monitoring the temperature with the probe if the temperature difference is less than 4°C. MER-6002.

Workaround: Set the Thermal temperature differences to greater than 4°C (even between stages) or monitor using the block, e.g., 25°C ramping to 35°C where the difference is greater than 4°C.

Cary UV Workstation Plus

Problem: "Login failed" (even if correct credentials are used) or a "Content Management is initializing" message appears when no Content Management license is available. No error message indicating there is no license available will appear on the login dialog. MER-6489

Workaround: Register your software using the licenses provided to resolve this issue.

Problem: The password change dialog cannot be dismissed if a user cannot e-sign or is an author on a worksheet. MER-6425

Workaround: Click Back on the dialog to return to the login dialog.

Problem: Issues related to login and project selection can be encountered upon restarting after forcibly closing the software during a measurement. MER-6012

Workaround: Power cycle the instrument or restart your PC.

Problem: Any recently saved files may not appear when navigating from the User page to the Home page. MER-6109

Workaround: Reselect the Home page via the side menu to refresh the file list.

Problem: The Recalculate button becomes inactive when no analysis has been performed. MER-6070

Workaround: Change the analysis setup values, save, and then change back to the desired settings to activate the Recalculate button.

Problem: The Project will not be displayed on the Lock dialog if the Project name is too long MER-5911.

Workaround: Use a shorter Project name.

Problem: In the Control Panel help, the Cary UV Administrator, Advanced User, and Manager are missing the E-sign permissions as one of their functions. MER-6608
Workaround: These users have e-Sign permissions as default.

Problem: Audit trail entry order can be incorrect when files are exported and imported across workstations in different time zones. MER-6535
Workaround: No workaround available.

Problem: Password change dialog is not functional if the user attempts to E-Sign when their password must be changed. MER-6580
Workaround: Click Back or Cancel, close and then reopen the software, log back in and then change the password when prompted. Do not change password from E-Sign dialog.

Problem: Control Panel Activity Log entries have inconsistencies in the following scenarios. MER-6225

- Two successful login entries at log on due to one entry reflecting login to the application and one entry reflecting login to Content Management.

- If a user does not have privileges for a Project but attempts to unlock a locked session within that Project, a fail entry is not given.

- Full name of user may be missing from entries, username is provided.

- A login failed entry, two successful logins and a password change entry will be shown when changing the password on the login dialog.

- A login failed entry, password change entry, unlock entry, and four successful logins will be shown when changing password on a lock dialog.

- Two failed logins and a failed unlock attempt when trying to unlock a locked session with a disabled account.

- If login or unlock fails due to Content Management being unavailable, a fail entry is not given.

Workaround: No workaround available. User access to the application is correct.

Problem: Domains are not provided as part of the username in the audit trail under the "created by" or "reviewed by" columns. MER-6613
Workaround: Refer to the System Activity Log for user domain information.

Problem: The Audit trail page may show a 'connection lost' message when the logged in user requires a password change. MER-6579
Workaround: There are two workarounds:

1 Lock, then unlock the application. Change the password via the prompt. Navigate away and back to the Audit trail page.

2 Close the software, login and change password via the prompt.

Problem: Changing from one user to another user during export/print will mark the new user as the exporter of that document. MER-6532
Workaround: Wait until export/print process has completed before changing users.

Problem: Unable to log into the software. MER-6616
Workaround: Restart the computer.

Problem: Pressing Print on empty audit trail greys out the Print button. MER-6715
Workaround: Closing and reopening the worksheet reactivates the Print button.

Problem: Meta data for CSV file revisions saved in Content Management will retain the same user and creation time as the initial revision. MER-6744
Workaround: No workaround available.

Problem: Closing the application while exporting will cause the export to fail or partially export, and the Activity Log entries will be incorrect. MER-6742
Workaround: Allow enough time for an export to complete successfully.

Problem: If the PC powers off while attempting to login, after restarting the PC the next login may not be successful. MER-6674
Workaround: Restart your PC.

Problem: Slicing on a baseline graph incorrectly triggers a reason for change. MER-6135
Workaround: No available workaround, enter a reason and select OK to save worksheet.

Problem: Login entries for Content Management do not specify an application or source PC. MER-6371
Workaround: No workaround available.

Problem: If a user saves a report to Content Management, then a second user logs in to the system and saves another revision of the same report to Content Management, the meta data for the second revision will assign the first user as creator. MER-6388
Workaround: If multiple users are intending to export content in the same session, close the software and login as the new user before exporting content.

Problem: ECM XT component of the SVT fails for Windows users that did not install the software. MER-6784
Workaround: Run the SVT as the Windows user that installed the software to ensure it passes.

Problem: Activity log entries for failed attempts to login, unlock and E-sign due to an apparent password expiry may be due to an expired Windows account if Active Directories are in use. MER-6788
Workaround: Contact your system administrator to re-enable your account.

Problem: New users do not receive a level 1 E-Signature description if the default description has been changed. MER-6305.
Workaround: Manually set the user level via **Control Panel>Projects>Edit Signature Settings**.

System Health

Problem: When exporting a calibration report to PDF the associated notification message appears behind the report. MER-3896
Workaround: Go to the computer's 'Downloads' folder to view the exported Report.

Problem: The Thermal STP self-test may fail when running all the Thermal self-tests one after the other. This is due to the system not having adequate time to reach thermal stability. MER-5013
Workaround: The block temperature should be +/- 8° C of the ambient room temperature before performing the Thermal STP test. Open the Thermal Module Dashboard in System Health to view the block temperature.

Chinese

Problem: Both English and Chinese letters are used when entering custom units in the 'Units' field in Sequence preferences on the Sequence page in the Concentration application. MER-4507
Workaround: This is a cosmetic issue; delete the unwanted letters.

Problem: When performing the Thermal Algorithm Verification in Chinese the term "Derivative" is in English in the result table and report. MER-6670
Workaround: No workaround available.

Problem: There is no software version number in System Information in System Health. MER-6842

Workaround: The software version number is available from the Home menu on the left panel.

Problem: The System Preparation Tool incorrectly fails the Operating System check. MER-6844

Workaround: The supported Operating Systems are described in the Requirements guide provided in the software box. If the correct Operating System is used the installation will proceed successfully.

Problem: Restore failure message occurs when using the Restore tool. MER-6868

Workaround: The error message may not be valid. To confirm, manually verify that the data has been restored by opening the software to inspect restored data.

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