

Agilent Cary UV Workstation Version 1.6

Software Status Bulletin**CAUTION**

Performing a partial Cary UV Workstation uninstallation and reinstallation is not supported for Cary UV Workstation. MER-10083.

Agilent Cary UV Workstation software (G5191-64000), Agilent Cary UV Workstation Upgrade (G5273-64000), Agilent Cary UV Workstation Plus (G5194-64000), Agilent Cary UV Workstation Plus Upgrade (G5373-64000), Agilent Cary UV Workstation Multizone software (G5193-64000, G5193-64010) contains the following applications:

Application	Version
Cary UV Workstation*	1.6.385 with firmware version 10053
Agilent OpenLab Server	2.8.0.1515 with Agilent OpenLab Server 2.8 Update 07
Agilent OpenLab Shared Services	3.7.1.605
Agilent OpenLab Data Repository	1.8.0.704
Agilent Software Verification Tool	6.3.4.1
PostgreSQL	15.10.2

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

Application	Version
Agilent OpenLab Secure Storage	1.0.4.58

Agilent Cary UV Networked Workstation (G6894-64000) contains:

Application	Version
Cary UV Workstation*	1.6.385 with firmware version 10053
Agilent OpenLab Shared Services	3.7.0.919
Agilent Software Verification Tool	6.3.4.1
Services for Secure Storage	2.8.0.1515

Agilent Cary UV Server (G6894-64010) contains:

Application	Version
Cary UV Server	1.6.385

*Cary UV Workstation Help Version 1.6, July 2025, is installed with the Cary UV Workstation software.

Release date for all Cary UV Workstation software applications listed above, unless noted otherwise: July 2025

This Software Status Bulletin contains important information relating to the Cary UV Workstation 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, visit Contact Us, <https://www.agilent.com/en/contact-us/page>

Known Issues

Security Vulnerabilities

Problem: Pgadmin 4 version 6.19 contains security vulnerabilities CVE-2025-1945 & CVE-2025-2946. This is deployed by Cary UV Workstation Plus. MER-11814.

Workaround: Uninstall Pgadmin 4 version 6.19 via Windows Add/Remove programs

If pgadmin4 is required, download the latest version from:

<https://www.pgadmin.org/download/pgadmin-4-windows/>

To install Pgadmin 4:

- 1 Double click pgadmin4.exe.
- 2 Select **Install for all users**.
- 3 Click **Next** and accept the license agreement.
- 4 Follow the prompts and click **Install**.
- 5 Restart the PC.

Installation and configuration for all Cary UV Workstation applications

Problem: The instrument fails to reconnect following an instrument firmware update over direct connection. This occurs when the IP address of the instrument changes. MER-11802.

Workaround: Restart the instrument & PC and reconnect.

Problem: The System Preparation Tool (SPT) is not digitally signed. MER-10885.

Workaround: No workaround is available.

Problem: The Cary UV Workstation installation fails. This occurs when a Restore procedure is performed prior to installing the Cary UV Workstation software. MER-10531.

Workaround: No workaround is available; this procedure is not supported.

Problem: The System Preparation Tool (SPT) will fail to deploy .NET Framework 3.5 while offline on Windows 11 version 22H2. MER-10580.

Workaround: Run the SPT while online.

Problem: Windows Defender Firewall may block 'erl.exe' when upgrading to Cary UV Workstation 1.6 from a previous version. MER-10593.

Workaround: This is a cosmetic issue only; the file has already been removed from the PC.

Problem: Cary UV Workstation software installation will fail if the Windows username contains special characters. MER-10655.

Workaround: Do not perform a Cary UV Workstation software installation with a Windows username containing any of the following special characters: ' / \ [] : ; | = , + * ? < > '

Problem: After an upgrade failure, the Cary UV Workstation application is not removed in Windows Programs and Features. MER-10498.

Workaround: Run the installation again to remove this entry from Windows Programs and Features. When finished, restart the PC. The installation will then continue correctly.

Installation and configuration for Cary UV Workstation Plus and Cary UV Networked Workstation only

Problem: The Cary UV Data Service Database Import / Transfer step fails. This occurs when there is no data within the Cary UV database to transfer. MER-10499.

Workaround: No workaround is available.

Problem: The Backup utility fails. This occurs when creating storage locations in system folders via Secure Storage Administration. MER-10516.

Workaround: No workaround is available. Do not create storage locations in the following directories:

- Primary drive root location (e.g., C:\)
- Program Files (x86)
- 'Windows' folder and subfolders

Contact Agilent support if storage locations have been created in any of these directories.

Problem: Unable to connect to instruments during a trial license period. The server is incorrectly configured in Basic Server mode, allowing a maximum of 4 Cary UV Workstation instruments to be connected. MER-10647.

Workaround: Restart the server.

Problem: Earlier versions of Cary UV Server are removed from Programs and Features after installing Cary UV Server 1.6 on an unsupported OpenLab Server version. This issue occurs when the upgrade procedure is not followed correctly. MER-10710.

Workaround: This issue is cosmetic, follow the upgrade instructions.

Problem: The Backup and Restore utilities fail if the Data Repository (DR) password has been altered. MER-8798, MER-9188.

Workaround: No workaround is available for Cary UV Workstation. For Cary UV Workstation Plus and Cary UV Networked Workstation, change the password to the password provided at installation.

Problem: The Cary UV Networked Workstation server installer asks for an installation directory, despite the server components being installed in predefined directories. If the folder specified does not exist, it will be created, however nothing will be installed there. MER-8416.

Workaround: No workaround is available.

Problem: The Cary UV Networked Workstation Installer will fail if the DataStoreClient reboot checkbox is disabled. MER-8822.

Workaround: No workaround is available.

Problem: A restart prompt dialog appears, and the installation fails when the Cary UV Server application is upgraded. This occurs when Client Services is installed prior to the Cary UV Server upgrade. MER-10224.

Workaround: Uninstall and reinstall Cary UV Server to complete the installation.

General

Problem: Attempting to name a sample/standard 'Zero' or 'Baseline' does not display an error message. MER-11042.

Workaround: No workaround is available. 'Zero' and 'Baseline' are illegal sample/standard names.

Problem: Exported files can be duplicated if the application is open in multiple Windows accounts. The file will be generated in the downloads folder of each user. MER-11658.

Workaround: Only open the application on one user at a time. Set group policy settings to limit session time limits if using Remote desktop sessions.

Problem: The 'Export to .csv' function from the Home page fails when any calculator results table contains a value greater than or equal to 1.0×10^{15} . MER-10038.

Workaround: No workaround is available.

Problem: The Cary UV Workstation software becomes unresponsive following a firmware upgrade. MER-10021.

Workaround: Restart your computer. An instrument reboot is not required.

Problem: The message 'Instrument requires restart. Please restart the instrument before connecting.' cannot be dismissed. This occurs when restarting the instrument while the message is displayed. MER-9563.

Workaround: Restart your computer.

Problem: The sample name appears at the end of the exported .csv file. This occurs when exporting the data of a single trace as .csv. MER-9518.

Workaround: No workaround is available.

Problem: The red line marker disappears when starting a temperature-controlled run in Scan, Kinetics and Concentration applications. MER-4992.

Workaround: No workaround is available.

Problem: The Peltier temperature control is disabled when the current run is stopped or interrupted. This does not occur when using the Thermal application. MER-4921.

Workaround: Click **Apply Temperature** on the **Method setup** page to enable temperature control.

Problem: Rapidly changing the minimum r^2 values with the arrow keys while calibration traces are present may cause the following:

- Recalculate will stop working and the graph will stop refreshing.
- Various errors are displayed below the minimum r^2 field.
- Navigating to the homepage and back to the worksheet will cause graph data to disappear. MER-6991.

Workaround: Closing and reopening the worksheet will enable recalculate to work again. Changing the minimum r^2 via the arrow keys will cause the issue again.

Problem: Pop up notifications occasionally stop appearing in worksheets. MER-8024.

Workaround: This can be resolved by closing and reopening the Cary UV Workstation software.

Problem: A User Access Control message containing the 'engine.exe' executable name displays when running the System Preparation Tool. MER-8519.

Workaround: No workaround is available.

Problem: Cary UV Workstation software may be put into an un-closeable state. This occurs when pressing Enter on the Save As dialog while the Save button is disabled. MER-8542.

Workaround: Locking and unlocking the software will remove the state.

Problem: The Print icon on the System Health report is not enabled after a network loss. MER-8841.

Workaround: Restart the computer to re-enable the Print icon.

Problem: Reports can generate an additional blank page. MER-8974.

Workaround: No workaround is available.

Problem: Importing Cary WinUV Batch and Data files into Cary UV Workstation fail when the computer is set to comma decimal separator. MER-9042.

Workaround: Set the computer to point decimal separator in the PC's operating system and import the files. Depending on the behavior, this workaround may not work for comma decimal separator files and languages that do not use the standard English format.

Problem: The Scan calculator truncates commas from the end of the sample name when analyzing a single trace. MER-9098.

Workaround: No workaround is available.

Problem: When connecting to a Cary 3500 engine without a module attached, Cary UV Workstation software will fail to detect the Cary Sipper accessory. After a module connection is established the Cary Sipper will still fail to be detected. MER-7874.

Workaround:

- 1 Reconnect the module.
- 2 Disconnect the instrument in the Cary UV Workstation software.
- 3 Reconnect the instrument in the Cary UV Workstation.

Problem: Collected data is missing from a Cary UV Workstation worksheet following a forced shutdown of the application during a collection run. MER-9099.

Workaround: Close and reopen the worksheet after the collection and save is complete to display the missing data.

Problem: The report contents disappear after clicking the Help menu icon in the Home  page menu while on the Report page. This will also cause report printing to fail. MER-8338.

Workaround: Navigate to another page and then back to the Report page to refresh the report.

Problem: The wavelength displayed in the legend on the top left of the graph shows an incorrect number of decimal places when performing a slice in the Concentration, Scan, and Kinetics applications. MER-7626.

Workaround: The Graph legend displays the correct number of decimal points for the wavelength.

Problem: An error message appears when attempting to upgrade from Cary UV Workstation 1.1 to Cary UV Workstation 1.2. MER-7615.

Workaround: To resolve this issue:

- 1 Install and then register Cary UV Workstation 1.1.
- 2 Restart the computer.
- 3 Install Cary UV Workstation 1.2.

Problem: The Self-Test dialog box is blank. MER-7580.

Workaround: This occurs when the instrument is not calibrated. Calibrate the instrument and then perform the Self-Tests.

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 computer to reset the connection dialog.

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 computer enters Sleep mode. MER-1717.

Workaround: Turn off Sleep mode.

Problem: The file deletion dialog disappears, and the card becomes greyed out when deleting a file from the Home page. This occurs when 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: 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: 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.

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.

Graphs

Problem: Unsaved worksheets with imported data will not display graph data on the print preview until saved. MER-11492.

Workaround: Save the worksheet. The print preview will now appear correctly.

Problem: Traces may appear to lose data when performing large data collection scenarios. MER-8137.

Workaround: No data has been lost. Close and reopen the file to refresh the graph.

Problem: Data is displayed with the incorrect number of decimal places when migrating worksheets with Peak tables or Wavelength tables that have multiple y-modes from Cary UV Workstation 1.0 and 1.1 into Cary UV Workstation 1.2. MER-7318, MER-7319.

Workaround: Regenerate the tables to view the graphs with the correct number of decimal places. No data is lost.

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, 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: 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: 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.

Problem: Importing traces via the graph into a worksheet that has no collected data will cause the Optimize stirring, Sipper checkbox, Import via sequence table and Increment via sequence table to become disabled. MER-6128.

Workaround: Collect data prior to importing traces or import to a file with existing traces present.

Problem: The instrument will remain in a busy state if the application is force closed while operating the sipper functions e.g., manual rinse, diagnostics or optimize. MER-7091.

Workaround: Power cycle the instrument or restart the computer.

Problem: The backup and restore tool fails when the Windows execution policy is set to "enabled" or "allow all scripts". MER-7071.

Workaround: Contact your IT department to temporarily change the PowerShell script execution policy to 'not configured' whenever a backup or restore is being performed. Once complete, revert the policy to its original settings.

Concentration

Problem: If the calibration fails for the first wavelength in a multiwavelength collection, the average actual weight & actual volume for the collection will not be displayed. MER-11571.

Workaround: No workaround is available.

Problem: Sample 2 incorrectly appends '_R-1' to the end of the sample name. The Sequence page will not display this name change. MER-10803.

Workaround: This issue only occurs for files created in Cary UV Workstation 1.1 and run in a later version. The issue can be rectified only within uncollected worksheets.

- 1 Open the Method file.
- 2 Navigate to **Sequence** Page.
- 3 Change the number of samples to **0**, press **Enter**.
- 4 Change the number of samples back to your desired number.
- 5 Your samples will be defaulted back to the normal naming convention (Sample 1, Sample 2 etc.).
- 6 Rename the list back to desired names.
- 7 Save the Method file.
- 8 Run this Method file and ensure sample 2 naming is correct.

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: Slicing does not work correctly if collection is incomplete. MER-5835.

Workaround: Allow collection to complete before performing a Slice function.

Problem: %RSD calculations can produce a negative number. This will occur when a negative average absorbance value is observed. MER-9606.

Workaround: The absolute value of the number displayed is correct.

Problem: Sample names are appended '-Rep 1' and the report displays Standard Deviation and %RSD fields, even though the worksheet is not in Replicates mode. MER-10806

Workaround:

- 1 Open the Method file.
- 2 Navigate to **Sequence** Page.
- 3 Turn on **Replicates** and then save the worksheet.
- 4 Turn off **Replicates** and then save the worksheet again.
- 5 Run this Method file and ensure sample naming is correct.
- 6 Ensure report displays results correctly.

Problem: The Increment button is enabled but does not work when "Replicates and averaging" is turned on in the Concentration application. MER-7868.

Workaround: To resolve this issue:

- 1 Disable **Replicates and averaging**.
- 2 Increment the desired standards and/or samples.
- 3 Enable **Replicates and averaging**.

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 re-read, and 'n' is not used.

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: 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 Slice function does not work when decimal separator is set to comma. MER-10979.

Workaround: No workaround is available.

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: Re-enter desired 'Cycle' and 'Stop' time for the measurement.

Problem: Rate traces cannot be manually annotated. MER-6765.

Workaround: Annotate on the corresponding parent trace that it was derived from.

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: Manual annotations of Absorbance vs Time graphs incorrectly display 'NaN' instead of the correct time value when computer is set to comma decimal separator locale. MER-10019.

Workaround: No workaround is available.

Scan

Problem: Custom parameters beginning with a number fail to calculate results when used in an equation.

Workaround: No workaround is available.

Problem: Calculator equations containing brackets from Chinese or Japanese fonts fail to generate data. MER-11692

Workaround: Use English fonts for calculation equations.

Problem: Imported traces are not displayed in the hidden traces graph when in wavelength mode. MER-11709.

Workaround: No workaround is available.

Problem: Calculator equations do not function if the system decimal and list separators are identical. MER-11771

Workaround: No workaround is available. Cary UV Workstation requires different separators to function correctly.

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.

Problem: Migrated worksheets in %T mode display different numbers of decimal places in the report and results page. MER-11256.

Workaround: No workaround is available.

Problem: Method parameters become locked after importing traces, then closing and opening the worksheet. MER-11281.

Workaround: Deleting the imported traces will restore the ability to edit the method parameters.

Problem: Loading a calibration trace via the Load Spectrum function can corrupt the scan worksheet. MER-11227.

Workaround: To recover any data in the corrupted file, use Load Spectrum to transfer the data to a new worksheet.

Problem: The exported CSV file does not contain instrument information. This only occurs when in wavelength collection mode. MER-10427

Workaround: No workaround available.

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.

Thermal

Problem: Physically changing the probe position within the same block does not update the probe status display in the Thermal application. The probe can still be driven and applying a temperature to it will cause it to appear in the status display. MER-4954.

Workaround: No workaround is available.

Problem: In reports, the main graph is empty and cannot be hidden. This may occur when the sequence is aborted or fails before data is collected. MER-8283.

Workaround: No workaround is available.

Problem: An "Analysis failed" notification and "Invalid parameters" error message are displayed when performing a Thermal analysis recalculation with a zero data point trace amongst other traces. MER-9112.

Workaround: No workaround is available.

Problem: Importing Cary WinUV Thermal methods (.mtm) into Cary UV Workstation via the Home page will not import the Stage table parameters. The number of stages will be correct, but the parameters for each stage are the default Cary UV Workstation values. MER-7886.

Workaround: No workaround is available.

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.

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

Cary UV Workstation Plus and Cary UV Networked Workstation

Problem: Files cannot be previewed in Secure Storage. MER-10871.

Workaround: No workaround is available.

Problem: Changing a setting and then reverting that change causes the worksheet to save when closed. This will update the timestamp on the worksheet card. MER-10913

Workaround: No workaround is available.

Problem: Worksheets with greater than 7000 peak labels can fail to save. This only occurs in Cary UV Networked Workstation configured with a MSQ database. MER-11431.

Workaround: No workaround is available.

Problem: No activity log entry is generated for import failure. This occurs when attempting to import a file from a network drive. MER-8373.

Workaround: Import files from the local drive.

Problem: Backup restoration fails if the password used in the backup has expired. MER-11716

Workaround: Follow the steps below to resolve this issue:

- 1 Open Control Panel and login as the user specified in the backup
- 2 Change the password when prompted
- 3 Navigate to C:\Program Files (x86)\Agilent Technologies\OpenLab Configuration Utility and run **ServerConfigurationUtility.exe**
- 4 Follow the prompts.
- 5 Manually rebuild the activity log index by following the instructions detailed in the Installation and Administration guide 'System Restore' procedure
- 6 .Run the Restore tool and choose **Restore** for Verification Only to verify the restore process.

Problem: Activity log entries generated by the Agilent OpenLab Database Import Transfer Service use application name 'sampleApplication' and do not specify a Source PC. MER-10503,

Workaround: No workaround available.

Problem: The audit trail can be incorrectly reviewed after the worksheet has been recovered. Affects Cary UV Networked Workstation only. MER-10736.

Workaround: No workaround available.

Problem: The audit trail may not sort all entries in an ascending 'Date-time' sorted list. MER-9905.

Workaround: To capture and sort all entries, scroll down the list of entries until no new entries appear and then re-sort the list by 'Date-time'.

Problem: The audit trail does not capture a change from the default name of a new sample added to a pre-existing method. MER-9962.

Workaround: To capture the name change in the audit trail, add the new sample and then save the method. Reopen the method, change the sample name from the default name, and then re-save.

Problem: The E-Sign, Revoke and Review entries in the audit trail time entries are 1 hour off. This occurs when 'Adjust for daylight saving time automatically' has been turned off. MER-8775.

Workaround: Do not disable 'Adjust for daylight saving time automatically'.

Problem: Cary UV Workstation software Lock functionality may fail when logging in without a connection to the database. MER-7851.

Workaround: No workaround is available.

Problem: For Cary UV Networked Workstation only. A 'connection loss' dialog is displayed and cannot be dismissed. This occurs when restarting the application after a server and instrument disconnection. MER-10132.

Workaround: Restart the computer.

Problem: For Cary UV Networked Workstation with Basic Server only. When failing to connect to an instrument an error message appears that displays the wrong time stamp. MER-9621.

Workaround: No workaround is available. The time displayed is the client PC operating system time plus the UTC offset of the server operating system.

Problem: The Domain login screen does not appear when opening Cary UV Workstation software immediately after performing a computer restart. MER-9274.

Workaround: Close and reopen Cary UV Workstation.

Problem: Audit Trail Review entries display the project name from the previous entry. MER-8563.

Workaround: No workaround is available.

Problem: Duplicate uploads are discarded without logging an audit trail in Agilent OpenLab ECM 3.6 software. MER-9225.

Workaround: No workaround is available.

Problem: Removing a probe on the first loading guide causes samples to be marked 'collected' with no audit trail entries. MER-8376.

Workaround: No workaround is available.

Problem: Exporting a .merc or .csv file from Cary UV Networked Workstation fails or times out. This occurs when exporting large files with the Symantec Endpoint Protection Firewall feature is enabled. MER-8502.

Workaround: Disable the firewall while transferring files.

Problem: Restarting the Agilent Cary UV Data Service with the E-sign dialog open interrupts the E-sign workflow. MER-8980.

Workaround: Close and reopen the E-sign dialog.

Problem: An activity log entry is generated indicating a successful signature, even though the signature failed. This occurs when performing an E-signature with the Agilent Cary UV Data Service down. MER-8981.

Workaround: No workaround is available.

Problem: Performing an unexpected shutdown will no longer update the timestamp of the worksheet card. The worksheet card will not be brought to the front of the list. MER-8590.

Workaround: No workaround is available.

Problem: Performing an E-sign generates an additional Cary UV login entry in the Activity Log. MER-8630.

Workaround: No workaround is available.

Problem: E-sign/Revoke buttons are disabled in unlocked and modified previously signed worksheets. MER-8747.

Workaround: Save the file, then proceed with signing/revoke.

Problem: Stopping the System Verification test while Algorithm Verification is being run does not cause a 'Collection Stopped' audit trail entry. This occurs when running Algorithm Verification both by itself and in conjunction with other tests. MER-8433.

Workaround: No workaround is available.

Problem: The connection loss dialog does not display when navigating to the audit trail page without a server connection. MER-8439.

Workaround: No workaround is available.

Problem: Enabling the Single Sign-on feature disables any Microsoft Windows inactivity time settings and locks the application after 10 minutes. MER-8465.

Workaround: The Single Sign-on feature is not supported in Cary UV Workstation software.

Problem: The worksheet will freeze on the 'Reason for change' dialog if the server connection is lost while the audit trails are being saved. The 'connection loss' dialog will not be displayed. MER-8508.

Workaround: No workaround is available.

Problem: Worksheets may move to a different project when shutting down Cary UV Workstation unexpectedly. MER-8512.

Workaround: No workaround is available.

Problem: Login/Lock dialogs display a 'not found' error message when OpenLab Shared Services is stopped. MER-7937.

Workaround: No workaround is available.

Problem: A user can appear in the OpenLab Shared Services signature list when they no longer have signature permission. Removing the user's e-signature privilege will not cause them to be removed from the list. MER-6419.

Workaround: No workaround is available.

Problem: File recovery in Cary UV Workstation Plus does not function correctly. Successful file recovery and activity log notifications are generated without any file recovery being performed. MER-8073.

Workaround: No workaround is available.

Problem: Performing a file recovery in Cary UV Networked Workstation does not update the worksheet timestamp on the homepage. MER-8164.

Workaround: No workaround is available.

Problem: After saving a worksheet, closing the Cary UV Workstation application via the Task Manager while the Cary Sipper is optimizing will cause the next opened instance of the 'Agilent Cary UV Workstation Service' to shut down. MER-7090.

Workaround: Do not force quit the application while the Cary Sipper is optimizing. To restart the service:

- 1 Type **Task manager** in the Microsoft Windows Search bar.
- 2 Select **Task Manager**.
- 3 Find the **Agilent Cary UV Workstation Service** in the list.
- 4 Right-click and then select **Start**.

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 computer.

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 full name of the user may be missing from Control Panel Activity Log entries. MER-7830.

Workaround: No workaround available. The username is present.

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 in to 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: 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 computer powers off while attempting to login, after restarting the computer the next login may not be successful. MER-6674.

Workaround: Restart your computer.

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: 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: A batch file is created instead of the method getting saved after creating a new method. If a User with no Method Editing privilege modifies the 'Number of samples' entry and then closes the method file, a batch file will be created in its place. MER-7156.

Workaround: This is the current expected behavior as the file cannot be closed without a save occurring. Modifying the Number of samples should enable the User to start a run without a save action, but this doesn't occur when closing the file.

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.

System Verification

Problem: The instrument will remain in a busy state and does not start a run. This occurs when using { or } symbols in the Photometric Accuracy test sample names. MER-10628.

Workaround: Power cycle the instrument or restart the computer. Do not use these symbols.

Agilent Cary UV Workstation Version 1.6 Software Status Bulletin

Problem: Photometric Accuracy and Precision test data collected in Cary UV Workstation Version 1.0 and imported into a later version incorrectly reports results converted from Abs to %T. MER-10066.

Workaround: No workaround is available.

Problem: The Stray Light graphs are displayed with 1 decimal place after opening worksheets from Cary UV Workstation Version 1.0 and 1.1 in Cary UV Workstation 1.2 or greater. MER-7254.

Workaround: No workaround available.

Problem: An empty result entry will be displayed with no data and no associated audit trail entry in System Verification, when cancelling on the first loading guide while the instrument is disconnected. MER-7018.

Workaround: No workaround available.

Problem: In System Verification, the result entry is displayed with no data and the creation of the empty entry does not appear in the Audit trail after cancelling the first loading guide, closing the worksheet, and then either exporting the .csv or reopening the worksheet, MER-7024.

Workaround: To avoid the creation of an empty result entry, if the first loading guide is cancelled, either start the run via OK on loading guide, or create a new worksheet.

Problem: When collecting a system verification batch from a previously created System Verification method, opening any other batch created from the same method will cause graphical issues MER-7065.

Workaround: Close and re-open files once the sequence has completed.

Chinese

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.

Japanese

Problem: A blank or partially blank PDF report is created after printing immediately after the Cary UV Workstation Plus software installation is completed or after rebooting the computer. MER-7493.

Workaround: Wait approximately 20-30 seconds and then print the report again.

This information is subject to change without notice.



G5191-90033

Edition 07/25
Issue 1
Printed in USA

© Agilent Technologies, Inc. 2025

Agilent Technologies Australia [M] Pty Ltd
679 Springvale Road
Mulgrave, VIC 3170, Australia

