



# **EZChrom Elite**

## **Release Notes**

## Notices

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# 1. Using This Guide

This document describes version history and known problems with the EZChrom Elite chromatography data system.

## Who Should Read This Guide?

This document is designed for the EZChrom Elite administrator.

## Documentation Conventions

The following conventions are used in this guide.

Convention	Description
<b>Bold</b>	Database names, table names, column names, menus, commands, dialog box options, and text that must be typed exactly as shown.
<i>Italic</i>	Placeholders for information you must provide. For example, if you are instructed to type <i>ServerName</i> , then you must type the actual name of the server instead of the italicized term.
Monospace	Programming code samples and display text. Code that is typed on one line but is printed on multiple lines is separated by an underscore (_). Do not type the underscore when typing code.
ALL CAPITALS	The keys you press on the keyboard. If combined with a plus sign (+), press and hold the first key while you press the remaining key(s). For example, press SHIFT+TAB.

The following notes may appear in this guide.



### Caution!

Cautions alert you to important information that could affect the outcome of completing a task.



### Note

Notes contain special information and alert you to effects of an action.



### Tip

Tips provide additional information or an alternate method for completing a task.

## 2. Version History

This is a listing of the changes in each version of the EZChrom Elite chromatography data system. Order starts with the most recent software version. Instrument related base functionality might not apply to your installation if the listed driver is not installed.

### Revision 3.3.2 Build 1037 (Service Pack 2)

This service pack includes EZChrom 3.3.2 SP1. The new revision will provide the features listed below.

- Custom Parameter to support the US Pharmacopia Signal To Noise Calculation.
- Signal Conversion Custom Parameter to calculate peak height and area using the actual signal numbers on the y-axis of the chromatogram without the use of multipliers.
- Introduction of Easy Sequence, a new sequence wizard. This is in addition to the current sequence wizard.
- Perform Run Every X Minutes. After a run is started, an entry is added to the run queue at the interval specified and continues until the user aborts the run.
- Support for Instrument Add-On DVD 4 which includes support for the new 1220 Compact LC, support for the new 1260 LC, support for the 6820 GC, support for the Agilent CTC, support for TCC and Pump\Valve cluster, support for the Flex Cube on the 1290 LC, LC driver name changes, support for some Hitachi drivers on Windows VISTA, support for a 100ul syringe on G4226A autosampler for the 1290 LC, A fix for the Shimadzu driver, and enhancements to the 6850, 6890, 7820, and 7890 RC.NET GC drivers.
- All Software Updates since the release of EZChrom 3.3.2 SP1 have been included in this release. These software updates are listed below. For more information about a particular software update, please ask for the readme:
  - Update EE32989 – Esig difference between multiple and single files and aborted runs do not analyze
  - Update EE332990 – PDF Printout name truncation
  - Update EE332991 – Error When Close Peak Group Table in Chinese and Japanese EZChrom Elite
  - Update EE332992 – RT Update Field in Peak Group Table Does Not Work in Japanese EZChrom Elite
  - Update EE332993 – Multiple Incorrect Password Entries Cause EZChrom To Crash In Japanese EZChrom Elite.
  - Update EE332994 – Run Stops After A Very Short Amount Of Time When Using The Agilent 1100\1200\1290 Enhanced LC Driver.

### Revision 3.3.2 Build 980 (Service Pack 1)

The new revision will provide a number of new features:

- European Pharmacopeia calculations for Peak-to-Valley and Signal-to-Noise calculations.
- EZChrom now allows a user to set preference for the default behavior of Add Trace Normalization.
- Additional ASCII import and advanced report export parameters are now available. See the “What's New in EZChrom Elite 3.3.2 Service Pack 1.pdf” for additional details.
- Support for EZChrom Elite Instrument Control Add-on DVD 2 that includes the new Agilent 1290 LC system and updated 6890, 6850, 7820 GCs, and 3000 micro GCs.
- All EZChrom Elite 3.3.2 SW updates have been included in this release (Update 332955, 332956, 332957, 332958, and 332959). See the Readme for 3.3.2 Service Pack 1 for more details.

### Revision 3.3.2 Build 954

The new revision will provide a number of new features:

- Localization of EZChrom Elite Workstation, Agilent 7890 GC and 1100/1200 LC drivers in Brazilian Portuguese language.
- EZChrom Elite Compact now includes the features released With Elite Workstation 3.3.1, including online signals monitoring outside a run.
- EZChrom Elite Compact now supports the Agilent 7820GC
- Support for Enterprise Migration Service, permitting a staged migration of instruments and project from an old Client/Server Enterprise to a new location. The service is offered through the Agilent Professional Services Organization and is available for migration of systems in version 3.X to 3.3.2
- Support for EZChrom Elite Instrument Control Add-on DVD 1 that includes the new Agilent 7693A automatic liquid sampler system for 7890 GC, and the updated Hitachi LC Driver
- EZChrom Elite SW IQ/OQ protocol and service files updated and merged Revision 3.3.1 Build 902
- All EZChrom Elite 3.3.1 SW updates have been included in this release (HF02, HF03, Update 06, EE331908, 909<sup>1</sup>, 9120, 911<sup>1</sup>, 912, 913, 914<sup>1</sup>, 915, 916 and 919), addressing the following issues identified in the 3.3.1 release:
  - #18925 Opening an instrument offline would cause the current run/sequence to abort
  - #18929 Totals in Area Percent report export are Zero
  - #18833 Software asks to save method changes after a PDA run completes
  - #19235 Full Sequence download can't be selected from sequence run dialog for Hitachi

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<sup>1</sup> Installed as part of the driver installation with the Instrument Control Addon DVD

- #18933 Diagnostics grayed out in Spectra System PDA
- #19585 Issues with admin mode having 2 domains
- #19732 Trace Issue Hitachi pda
- #19902 Surveyor PDA detector crashes instrument
- #20012 Baseline subtract with AFS
- #18809 Method upgrade from 3.3.0 to 3.3.1
- #19768 6850 Inlet temperature control with Vista
- #19248 Annotation and spectral graph do not match
- #19237 Chromviewer and 7890 datafiles produced by ChemStation
- #16841 7890 with G1888 headspace with Prep run

### Revision 3.3.1 Build 902

- New Sample Entry View, a new view that provides one-click access from the Navigation pane to Instrument Status, Current Data, and the Run Queue.
- Modified the Run Queue window to include a toolbar at the top from which you can easily add a single run to the queue.
- Simplified custom reporting. Method reports are now edited and saved only as part of the method and are not saved as templates. The Sequence custom report editor has been removed. Creating and editing custom report templates is now done using the Report Template Editor. Advanced Reporting has not changed.
- A View Online Signal window has been added that displays real time detector output or parameter curves for supported instruments without the need to begin a run, download a method, or begin a Preview Run.
- The Adjust RT Window graphical integration event has been modified so that you can adjust multiple RT Windows at once.
- This version supports running EZChrom Elite workstation in a 21 CFR Part 11 compliant mode using Windows local PC accounts as an alternative to domain users.
- With this release, users do not need to be logged in with local PC administrator rights in order to use the data system.
- EnterpriseSetup.exe has been renamed to AFSEnterpriseConfig.exe.
- In this version, the noise and drift calculations in baseline check and system suitability will be modified to support an additional ASTM noise calculation option (ASTM Long) and the ability to report and compare calculation results scaled to the detector units (rather than native uVolt units) for both Noise and drift calculations.
- This version of the software adds support for the option to use an injection volume specified in the method, for instruments that support it.
- This version of the software includes an integrated BOOTP server to allow assignment of IP addresses to instruments that support the protocol.
- Various incidents have been fixed.

### Revision 3.2.1 Build 31B

- Now clears read-only attribute for the files that are copied by installer. (Incident 16070)
- A check to warn users of .Net 2.0 requirement. (incident 15858)

### Revision 3.2.1

- Support for the Agilent 7890 GC has been added.
- Overlapped sample prep mode has been modified to include support for the overlap mode of the Agilent 7890 autosampler.
- A Control menu item has been added to launch Agilent Lab Monitor Software.
- Retention Time Locking has been added. This will be available when the Agilent GC Control Option is installed, for instruments that support it.
- The ability to translate an Agilent 6890 GC method to an Agilent 7890 method has been added.
- Various reported incidents have been fixed.

### Revision 3.2 Build 854b

The following issues have been fixed in this hotfix:

- A problem with tooltips for integration getting in the way has been fixed. (Incident 37429)
- Rounding errors in reading CDF files has been fixed. (Incident 37430)
- Problems with custom report crashes has been fixed. (Incident 37433, 37434)
- Problems with methods from version 3.1.7 causing crashes has been fixed. (Incident 37443)
- Problem with the graphical Retention Time window assignment has been fixed. (Incident 37453, 37477)

### Revision 3.2

- The instrument window has been enhanced. Icons have been updated and it now contains a Navigation Bar that makes it easier to access commands for the various tasks.
- Module configuration has a new look.
- Move Baseline integration timed event has been modified.
- New custom peak parameters are available that can be specified on a run-by-run basis in the sequence table.
- A new Graphics Export function is available.
- Groups can now be annotated on the chromatograms.
- Overlaid traces are now normalized by default.
- A new System Administration Report has been added.
- Users can now be found by searching the Active Directory.

- System Administrators can now create pre-defined custom reasons for audit trails.
- Multi-level bracketed calibrations are now supported.
- A sequence print table is now available for custom reports.
- A new sequence run type, "Baseline File" has been added that enables you to subtract a baseline file from other runs in the sequence.
- A new Stop Run option has been added; "Stop sequence after current run completes".
- "Overlap Sample Prep" mode for sequences has been added which downloads the entire sequence to the hardware at once instead of line-by-line.
- A configurable Filtered Method Report has been added.
- Run Type can now be selected as a field in Advanced Reports.
- A user-configurable Sequence Contents Report is now available.
- The available fields in the Method Custom Report have been updated to include User Acquiring the Data.
- Page break has been added to custom report editor.
- In the PDA software, you can specify a wavelength to designate a chromatogram to be used as a baseline subtraction chromatogram for other chromatograms extracted from the 3D data.
- For the Automation Toolbox, TraceID Property in the MethodTrace object no longer works, starting with EZChrom Elite 3.2. It has been replaced by the TraceIDEx property.
- Support for the following products has been removed: Varian 9000, A/F Pumps, HPLAS, and SS420.

## 3. Important Notes

- New registry files for Chinese/English character support are available. The new AIC image will support English characters by default. In order to get Chinese characters, the Chinese registry file needs to be registered (Codepageforchinese.reg located in the C:\EZChrom Elite\ folder on the AIC) and the AIC needs to be restarted. The English (CodePageforEnglish.reg located in the C:\EZChrom Elite\ folder on the AIC) registry file needs to be registered when the Chinese user wants to go back to English characters, and then the AIC needs to be restarted.
- If you are upgrading Windows 2003 Server to SP1 and you have EZChrom Elite installed, you must re-install EZChrom Elite after you upgrade to SP1.
- The enterprise default template folder is created only once, when the enterprise is first set up, and not overwritten with new versions of software. This is to prevent over-writing templates that may have been changed by the user. If you want to re-install the default templates provided with a new build, the folder will have to be updated manually.
- For Revision B of the AIC, when a new user is added to an AIC and used for auto login, the default theme is XP. After running DCOM and restarting the AIC, the auto login user should disable the XP Theme manually using the Right Mouse Click>Properties>Themes tab from the Windows desktop.

## 4. Product Feature Issues and Resolutions

This is a listing of the changes in each version of the EZChrom Elite chromatography data system. Order starts with the most recent software version.

### AIC/ICON XP

#### Incident 18627

<b>Issue</b>	On AIC 5000, Control Panel does not appear in the Start menu after re-imaging.
<b>Workaround</b>	Go to Start->My Computer. The control panel link is visible on the left pane. OR  Right-click on the start menu and choose 'properties'. Click the 'customize' button next to the 'Start Menu' button. Select the 'Advanced' tab. Under the 'Control Panel' header, select the 'Display as link' button. Then click OK. The control panel option will now appear on the start menu (and stay there).

#### Incident 37767

<b>Issue</b>	Rarely, when running client/server for extended periods of time (>15 hours), the client may time out.
<b>Workaround</b>	De-monitor and then re-monitor the instrument to recover.

#### Incident 37004, 37282

<b>Issue:</b>	Using an AIC Rev A, running four channels on an SS420x with one-minute runs, and over-writing data files, an error was generated trying to save temporary data files.
<b>Workaround:</b>	Free up more space on the flash. Try to avoid over-writing data files.

#### Incident 26958

<b>Issue:</b>	Mixing additional GPIB devices on same cable with PENelson interfaces causes AIC to crash.
<b>Workaround:</b>	Do not combine PENelson interfaces with any other GPIB devices on the same cable.

#### Incident 19628, 21144

<b>Issue</b>	When opening an iCON XP instrument for the first time from a client, an error "Unable to connect to remote instrument" occurs.
<b>Workaround</b>	Close and reopen the instrument if this occurs.

## Acquisition

### Incident 31467, 31535, 35276

**Issue** When doing an acquisition for instrument with two detectors, and one detector is not enabled, doing an extend run does not extend the run.

**Workaround** Enable both detectors.

## Administration

### Incident 16905

**Issue** If you create an instrument using copy/paste in the Main Menu, the system will halt.

**Workaround** Add instruments using the instructions provided in the help and manuals.

### Incident 17608

**Issue:** In systems with logins from a Domain or Local PC, the Add User System Administration Wizard allows you to select multiple users to add, but only adds the first one.

**Workaround:** Add users one at a time.

## Advanced Reports

### Incidents 30304, 31104, 35277

**Issue** The PEAK.INDEX(...) function does not work in combination with an EX.R(...) command for a whole sequence. For an unlimited number of runs (sequence length) it is not possible to refer to the peak index.

**Workaround** This is a limitation of the Advanced Reports Tool.

## Advanced File Security

### Incident: 19853

**Issue:** When enabling AFS on a Vista client by double-clicking on the AFSEnterpriseConfig.exe an error is returned.

**Workaround:** Right click on it and select Run as Administrator.

### Incident: 34864

**Issue:** When Advanced File Security is enabled, file access to a project can slow significantly when folders contain large numbers of files (20,000).

**Workaround:** Use sub-folders when large numbers of files are in a project.

## Automation Toolbox

### Incident 18616

**Issue** Instrument hangs in PostRunAcq when modules with no Traces are configured EZChrom status remains in PostRun acquisition forever (and calls GetChromPostRunTraceData).

**Workaround** Note this behavior.

### Incident 18521

**Issue** Using an automation run submission program that randomly submits runs and sequences to various instruments. When the program stops, a disconnect command is issued for each instrument, using a 6890N and a 7890. After closing the program, the Instrument's status is Idle for both instruments. It remains Idle even after a Close Server command.

**Workaround** Close the instrument on the EZServer.

### Incident 18245

**Issue** RunQueueItem Option does not display all of the new run queue items from version 3.3.1.

**Workaround** Note this behavior.

### Incident 18425

**Issue** Starting with revision 3.3.1, the run queue displays completed runs in addition to pending runs, which might cause problems with automation programs written to use the run queue to determine the number of pending runs.

**Workaround** Be aware of this and modify automation programs if possible.

### Incident 28955

**Issue:** Runs submitted through automation do not check to see if target directory exists.

**Workaround:** Make sure target folder exists before performing runs using automation.

### Incidents 17016, 17315, 21086

**Issue -** When accessing spectral data points through automation, negative spectral points are off by 1 uAU. Positive values are returned correctly.

**Workaround** Programmatically add 1 to negative spectral points.

### Incident 18861, 21106

**Issue** With Advanced File Security enabled, automation programs will not be able to access files.

**Workaround** Run the automation program in the context of a user who belongs to the Enterprise Service Group.

**Incident 19038, 21105**

**Issue** If an automation program attempts to save a method outside the Enterprise Path, a run-time error occurs which interrupts the program.

**Workaround** Always save methods into the Enterprise Path.

**Backwards Compatibility/Compatibility****Incident 17359**

**Issue** Cannot open Chemstation file.

**Workaround** EZChrom Elite currently supports Chemstation LC and GC files only with revisions A.XX.XX.

**Incident 7684**

**Issue** The External Events section of methods created for the SS420 instrument interface may not convert as expected when opening in an SS420x instrument of the same configurations .

**Workaround** Verify and correct as needed the External Events program for any methods created for an SS420 that you want to use for the SS420x.

**Calibration****Incident 4490**

**Issue** If running duplicate calibration injections, and the last injection is bad, the whole level will be ignored instead of the one bad injection .

**Workaround** In the Review Peak Calibration window, click on the bad point to disable it, then click again to re-enable. The good point will now be active with the correct calibration coefficients.

**Incident 17279, 21078, 00324**

**Issue** When using Update RT with a Reference Peak, even if the peaks are identified correctly, if all but the Reference Peak are outside their original Windows, the Update RT function will not update the retention times in the peak table as expected.

**Workaround** Ensure peaks are identified in their original windows when using Update RT.

## Citrix Clients

### Incident 15853, 17271

**Issue** When running Elite clients under Citrix, if you start a run on an instrument and open another instance of the same instrument with the same Citrix server, the message "Unable to open data file....." may appear in the second instance.

**Workaround** Demonitor and remonitor on the client.

### Incident 17197, 17336

**Issue** With multiple Citrix clients monitoring the same instrument, the error "Unable to open data file" can occur intermittently. Runs progress normally on the EZServer.

**Workaround** Simply clear and disregard the error message.

### Incident 20147, 21132

**Issue** With multiple Citrix clients monitoring the same instrument, the error "Unable to recall with original acquisition/analysis method" can occur intermittently in the Instrument Activity Log. Runs progress normally on the EZServer.

**Workaround** Simply clear and disregard the error message.

### Incident 20137, 21131

**Issue** With many Citrix clients monitoring the same instrument (eight or more), the client instrument window may stop responding and the Instrument Activity log reports "user on <machinename> timed out". Runs progress normally on the EZServer.

**Workaround** Close and re-open the instrument window to monitor again. Also be sure there are adequate resources on the Citrix servers to support many client sessions.

### Incident 15855, 17272

**Issue -** When running Elite clients under Citrix, if the same instrument is opened from two different clients with the same username, window preferences made on one client will be reflected on the other. The reason is that instrument window preferences such as graph size, open windows, loaded data file, loaded method, colors, etc. are remembered per instrument per user.

**Workaround** Do not monitor the same instrument from multiple clients with the same user logon.

**Incidents 15874, 17084, 17273**

**Issue** When logging into an instrument through a Citrix client, the user name, domain, and project from the last user who logged into an instrument is shown. When using the option to save the password, it is also filled in.

**Workaround** For proper security, don't enable the option "Allow passwords to be saved" (under Tools, Options, Enterprise) when using Citrix to serve Elite clients. For the other fields, change the entries to those you require.

**Incident 15963, 17275, 21076**

**Issue** When running Elite clients under Citrix, and when acquiring from HP GCs using serial communications, data acquisition can stop if Citrix server CPU usage is near maximum

**Workaround** Use GPIB communications or reduce CPU load on Citrix Server.

**Incident 17129, 17327, 21091**

**Issue** An incorrect message that the baseline is being monitored can appear with a Citrix client when a sequence has finished running and the instrument window cannot be closed.

**Workaround** If this happens, demonitor, respond to a prompt to save the method, and exit.

**Incident 15874, 17273**

**Issue** When opening an instrument window from a Citrix client, the default login information from the last user who opened an instrument window through Citrix is displayed. If "Allow passwords to be saved" is permitted and selected, the instrument can be opened as that previous user.

**Workaround** Do not select the system-wide option to "Allow passwords to be saved". Overwrite the username with the user you wish to use to open the instrument.

## Client/Server

### Incident 22172

**Issue** When “User account control” is enabled on Vista clients or AICs no instrument communications are allowed.

**Workaround** Turn “User account control” off on all Vista clients and AICs

### Incidents 10657, 11066

**Issue** The sequence summary report cannot be viewed from Reports/View on a client after an acquisition sequence has been run.

**Workaround** Reprocess the sequence from the client or specify that summary reports be printed automatically.

### Incident 16947, 17305, 21084

**Issue** When an EZServer is set with DCOMServerSettings set to Specific User and a different user logs interactively into the EZServer, an application error occurs when a client attempts to open an instrument.

**Workaround** Change DCOMServerSettings to Interactive if you need to log in interactively.

### Incident 14624, 17266, 21095

**Issue** When instruments are launched in client/server operation, the EZServers decrement the license option count for those options that are required to run the instruments. When all clients connected to these instruments close, however, the instruments remain open on the EZServers and there is no way to determine which instruments should be closed through a Close Server operation to release the used license options.

**Workaround** Routinely perform Close Server operations for instruments from the EZChrom Elite main window.

### Incident 17305, 17538, 17572, 21069

**Issue -** If you use Specific User login on the EZServer and then login as a user other than the Specific User, when you try to open an instrument on the EZServer a communication error or abnormal program termination can occur.

**Workaround** At this point, the DCOMServer setting of Specific User is not recommended.

### Incident 18631

**Issue** It is not possible to open more than 3 instruments when the DCOMServerSettings option is set to Specific User.

**Workaround** Do not use Specific User option for DCOMServerSettings.exe.

**Incident 24197, 26954**

- Issue** When making a change on the Files tab in Method/Advanced dialog, changes are not saved.
- Workaround** To save, change tabs, then save.

**Configuration****Incident 20691**

- Issue** Could not assign an IP address With EZChrom SI as BootP dialog is not available.
- Workaround** The Agilent LAN card can have the IP address set in several ways:
- From a BootP (or DHCP as that emulates BootP) server – This is the default and the IP gets reset each time you power the 35900 on.
  - Initially from a BootP server as above, but by setting one switch on the card, the IP is put into non volatile memory. Then the 35900 can be disconnected from the BootP server and when it is power cycled will retain the assigned IP.
  - Using a crossover cable connect the 35900 to a PC and connect to it using telnet from the command line. You can set the ip, subnet mask and gateway and it gets put into non volatile memory, so again you can move the unit and when it powers up these are the settings it will use.

**Incident 20151**

- Issue** After user changes the configuration on the GC (i.e. column, ALS) he needs to reconfigure the EZChrom Instrument. After doing this if an old datafile is opened with the acquisition method, Method resolution is triggered and the information is changed, no matter if you click OK or Cancel. If the user has in the method reports the method configuration, it reports the new columns even if the sample is not reanalyzed.
- Workaround** Create an instrument using the data file configuration so that the method configuration will still match that of the instrument configuration. The Method resolution screen will then not come up and force changes.

**Incident 37168, 37722**

- Issue** Waters generic LC devices show up in GC configuration (2487 UV detector, 996 PDA detector, 2996 PDA detector).
- Workaround** Note this behavior.

## Custom Reports

### Incident 17787

**Issue** Calibration.brp report shows 0.00 for RF % RSD column using EXT.D.

**Workaround** Note this behavior.

### Incident: 36785, 00781

**Issue:** Perform an Analysis /Single Level Calibration, put in 200 for the multiplication factor. The expected results and the method custom report shows a multiplication factor of 200, as expected. Then perform an Analyze. The resulting method custom report shows the result being based on a multiplication factor of 200, but the report's multiplication factor is one.

**Workaround:** Multiplication factor along with other fields like ISTD, dilution factor etc is a system-wide parameter. These fields get reset every time Analysis is done. In the report, these system-wide fields and not fields from the data file are used. Since the values are reset, the report shows the current system-wide value which is 1. The data file, on the other hand, has the multiplication factor saved in and so the results are calculated based on that.

### Incident: 36555, 36810, 00782

**Issue:** When creating a bitmap image in a custom report, the image editing menu does not close when done.

**Workaround:** Close and re-open the instrument. Create the image outside of the custom report and then insert it instead.

### Incident 19848, 21140, 07614

**Issue:** Manual RFs are not reported under the Current RF field in the method custom report.

**Workaround** Refer to the Manual RF value in the report when Current RF is blank.

## Custom Parameters

### Incident 134684

**Issue:** You are having an issue when exporting a custom parameter that has special characters like \.

**Workaround-** Do not use any special characters in the custom parameter name.

### Incident 00781

**Issue:** Using a method with a custom parameter script which multiplies a peak's area percent times the multiplication factor, perform an Analysis/Single Level Calibration and enter 200 for the multiplication factor, the report shows the expected calculation. Then click Analyze, and the resulting method custom report shows the script result being based on a multiplication factor of 200, but the report's multiplication factor is one.

**Workaround-** Multiplication factor along with other fields like ISTD, dilution factor etc is a system wide parameter. These fields get reset every time Analysis is done. In the report, the field picker picks these system-wide fields and not fields from the data file. Since the values are reset, the report shows the current system wide value which is 1. The data file, on the other hand, has the multiplication factor saved in and so the results are calculated based on that.

### Incident 31733, 07575

**Issue:** VBScript Custom Parameters that use the SetTotalsOK function do not total in the Run Report of the Method Custom Report when the Method Custom Report was designed before a data file was analyzed using the VBScript Custom Parameter.

**Workaround-** Analyze a data file using the VBScript Custom Parameter before designing the Method Custom Report.

## Electronic Signature

### Incident 16955, 07169

**Issue** The electronic signature hierarchy is ignored when user lists are obtained from the data system rather than a Windows domain.

**Workaround** Use domain based user lists if you want to implement electronic signature hierarchy functionality.

### Incident 19918, 21067, 00317

**Issue** A System Administrator cannot batch revoke signatures when his signature authority is lower than the original signer.

**Workaround** Grant a higher signature authority to the System Administrator.

#### Incident 19915, 21066, 00316

**Issue:** It is not possible to batch revoke signatures on files that were signed in a different project. It is possible to revoke them individually from the different project.

**Workaround** Log into the project where the files were originally signed.

## E-Mail Notification

#### Incident 19316, 21147, 16346

**Issue** Not receiving e-mails when using MAPI on an XP computer.

**Workaround**

1. Do not configure MAPI email for Elite on an XP computer. This is a known issue for Microsoft; see the following article. <http://support.microsoft.com/kb/263444/>
2. To control the interaction between the Outlook E-mail Security Update and Microsoft Project workgroup e-mail messages, as well as with other programs (such as EZChrom Elite) that use Simple MAPI, an Exchange Server administrator can modify some of the options located on the Programmatic Settings tab of the Default Security Update form. To avoid the messages listed in the "Symptoms" section when you send or open Microsoft Project workgroup e-mail, you must select Automatically approve for the following four features:
  - ~ When sending items via Simple MAPI
  - ~ When resolving names via Simple MAPI
  - ~ When opening messages via Simple MAPI
  - ~ when accessing address information via Outlook object model.

## File Dialog

#### Incident 22783, 08789

**Issue** Sorting by date in Details view is not correct.

**Workaround** Note this behavior.

## Installation

#### Incident 20561

**Issue** When you run DCOMServerSettings.exe for Auto Logon on an EZServer, one of the files the program tries to put in the firewall exceptions list is Ag35900ConnectionServiceHost.exe. If the 35900E add-on is not installed this will fail. If the 35900 is added later, Ag35900ConnectionServiceHost.exe will not be in the firewall exceptions list.

**Workaround** If DCOMServerSettings is being used it must be rerun, after the 35900E add-on is installed.

### Incident 37803, 37831

**Issue** If you chose to install if you choose a program group name other than the default, when options are installed, a program group called “chromatography” is still created and used.

**Workaround** Note this behavior.

### Incident 37680

**Issue** During installation, a message “Unable to create a required Enterprise folder. Please check that the Enterprise path exists” is displayed.

**Workaround** Occurs because CSMain.exe may not be able to access the Enterprise machine to create the Enterprise folders while Elite is starting up. Performance does not appear to be affected.

**Incident 28773**

**Issue** Windows XP SP2 introduces a GDI leak in Elite

**Workaround** Microsoft has released a hotfix for this problem. If this GDI leak is seriously degrading performance, you can turn off the new user interface theming in Windows XP. To do this, follow these steps:

1. Click Start, and then click Control Panel.
2. Click Appearance and Themes, and then click Display.
3. On the Themes tab of the Display Properties dialog box, click Windows Classic in the Theme list.
4. Click Apply, and then click OK.

**Incidents 14624, 17266, 21095**

**Issue** The Key program reports more instruments in-use than are actually running. This can occur if a hard disk fails while instruments are open.

**Workaround** Contact technical support if you experience this problem.

**Incident 20263,21123**

**Issue** The Installation Guide specifies use of the Enterprise Service User for automatically logging into EZServers which could be a security problem since this user has full access to the Enterprise Path and files.

**Workaround** Use a network user who is part of the network Domain Users group and the local Administrators group on the EZServer.

## Instrument Window

**Incident 18625**

**Issue** In Chinese version, when you click on the “New” icon from the toolbar, nothing happens.

**Workaround** Use the “File>New” command.

**Incident 18473**

**Issue** Occasionally, a message “Method has Changed. Do you want to save method?” appears when no changes have been made.

**Workaround** Click **No** and continue.

**Incidents 17654**

**Issue:** In the Navigation Pane, when you click the Views button, under Tiled Display there is a Sample Entry View that does nothing.

**Workaround:** Note this behavior.

## IQ/OQ

### Incident 22580, 22678

- Issue** The IQ/OQ files used to verify integration do not include the three newest integration events Reset Baseline, Reset Baseline at Next Valley, and Lowest Point Horizontal.
- Workaround** The IQ/OQ for Elite does not currently include provisions for OQ'ing these integration events.

## License Key

### Incident 134431

- Issue -** When you install a license on the enterprise machine by using remote desktop the software goes into demo mode.
- Workaround** Install the license by physically logging into the enterprise machine.

### Incident 37852

- Issue:** When installing on a Win2000SP4 machine using a hardware-based license key, the status in Key.exe shows "Invalid License".
- Workaround:** Install using a software-based license.

### Incident 22652, 22676

- Issue -** When creating a license backup file or to Select Template File in license installation, the dialog box will always ask to insert a disk in drive A, even when the browse button is selected or another drive is manually entered.
- Workaround** When the error message box shows up looking for the A:\ drive, click **OK** and the explorer browser list will appear.

## Methods/Other

### Incident 20378

- Issue** When a data file is opened by typing in the file name manually in the File\Method\Open dialog, then the Results drop down box does not refresh and show available result files.
- Workaround** When the user wants to open existing results from a data file, browse and select it instead of typing in the file name. Then the Results drop down box will be populated correctly and results can be selected.

### Incident 20515

- Issue** Printed IA log might not print correctly when doing dual tower injections. The IA log printout might have blank entries in the Activity column for all dual tower injections, but the actual IA log (as displayed on screen or when exported to a text file) shows correct entries for this column.

**Workaround** If the problem is observed, save the Instrument activity log to a text file and print it from there.

**Incident 18642**

**Issue** Using some instruments, it is not possible to open a data file for a completed run from the Tray View.

**Workaround** Use the instrument window toolbar or File>Open to open a data file.

**Incidents 17696, 18538**

**Issue** Memory is lost when repeatedly opening and closing method instrument setup and status windows. This can happen when repeatedly opening and closing instrument windows also.

**Workaround** Periodically close the instrument. Periodically close the EZChrom application.

**Incident: 33769, 33878**

**Issue:** In executing a copy/paste in a method table, if you double-click on the cell before the copy/paste, incorrect information may be pasted.

**Workaround:** Single-click the cell before the copy/paste function to avoid this problem

**Incidents 12981, 13155**

**Issue:** The amount of resources that an active instrument uses may increase slowly over time.

**Workaround:** If this is a problem, close and re-launch instruments periodically.

**PDA**

**Incident 32646, 36680**

**Issue:** A spectrum report table in a custom report containing more than 256 spectra will cause problems in the custom report editor.

**Workaround:** Close and then re-open the custom report editor window.

**Incident 36692, 36833**

**Issue:** If you overlay a trace created as a PDA channel with a trace created as an ASCII export, the ASCII trace may not be added.

**Workaround:** Avoid overlaying PDA ASCII traces on traces from regular data files .

**Incident 26912**

**Issue:** Graphs of Spectrum Report are printed in very small size when reprocessing a single analysis with Print Method Report checked.

**Workaround:** Print reports manually.

**Incident 15739, 17792, 21070**

**Issue:** If a peak is defined with a discrete wavelength channel (not a multichromatogram wavelength), then the peak purity report does not autoscale the x-axis of the graphic display properly for that peak.

**Workaround** Set the scale manually.

**Peak/Group Tables****Incident 16192, 17279, 21078, 00324**

**Issue:** When using reference peaks with Update Retention Times, the retention times are not updated if peaks are only identified with the reference peak correction. In other words, if a peak would not have been identified without the reference peak, its retention time is not updated.

**Workaround:** Manually update retention times periodically if the automatic update does not work for this reason.

**Performance/Suitability****Incident 38167, 01017**

**Issue** When more than one Suitability set is in a sequence, the Suitability report listing of Sample ID and data file names will include all the files, not just those for the current set.

**Workaround** Note this behavior.

**Printing****Incidents 4319, 4626**

**Issue** EZChrom *Elite* will not print to the HP 4000-series printers using the postscript print driver. These drivers use the RAW format, which is not supported.

**Workaround** When using HP 4000-series printers, choose to print using the HPPCL driver.

**Incident 17894,19391, 21149**

**Issue** When using DCOMServerSettings of Specific User, printing gives the error "Printer has not been configured".

**Workaround** Use Autolog logons instead of Specific User so that a configured printer is available for printing.

**Incident 22782**

**Issue** When using Adobe Distiller, the print queue name doesn't include the correct file name if the method custom report is first printed manually from print preview screen. File name is View Method Custom Report.

**Workaround** Avoid printing method custom report from Print Preview screen.

**Retention Time Locking (RTL)****Incident 38035**

**Issue** The calculated pressure in RTL doesn't match exactly the pressure saved in the method in the third digit.

**Workaround** This is due to rounding. The rounding error is due to the difference in the multiplier used for unit conversion. Pressure is always stored and transferred in dynes/cm<sup>2</sup> where as it can be displayed in any user-selected unit.

**Sequence****Incident 20156**

**Issue** EZChrom Elite does not read the barcode information from the 7893Tray Barcode reader option.

**Workaround** This feature is not yet implemented in the sequence. The pause button in the Run Queue is designed to pause the run queue after the current item (sequence or single run) has completed.

**Incident 18486**

**Issue** When the Pause button is clicked from the Run Queue during a sequence acquisition, the sequence does not pause.

**Workaround** The pause button in the Run Queue is designed to pause the run queue after the current item (sequence or single run) has completed.

**Incident 17728**

**Issue:** When running a sequence in overlap sample prep (high throughput) mode, if the injection volume is specified as "from method", no optimization takes place.

**Workaround:** In order to run overlap sample prep mode, the next method must be available. When "from method" is selected for injection volume, the method for the next run is not available until the end of the current run and therefore the optimization cannot take place. Do not select "from method" if you want to run overlap sample prep mode.

### Incident 17654

- Issue:** The system does not purge the overlapped sample from a previously aborted sequence and uses it instead of the first line of the next submitted sequence.
- Workaround:** Run a blank sample after aborting in the middle of a Sample Overlap run.

### Incident 37267, 37268, 37362, 00825

- Issue:** An error message may appear during sequence acquisition or processing “The Current Method has changed. Please save method” although no method changes have been made.
- Workaround:** Acquisition and processing will proceed. Close any message boxes that might appear.

### Incident 36328, 07863

- Issue** After starting a sequence in Overlap Sample Prep mode, if the sequence is subsequently modified, the run may not use the updated parameters. In Overlap Sample Prep mode, the entire sequence is downloaded at the start of the sequence. If a method is updated after the start of a sequence, the updated method will be sent at the start of the next run, but if the run has already been completed the method will not be updated. The user may not be able to tell if the updated method was accepted or not.
- Workaround** Try to avoid updating methods after the start of an Overlap Sample Prep mode sequence.

### Incidents 4845, 4160

- Issue** When using data file fill down, the calibration set is always set to 0.
- Workaround** Manually set the calibration set after doing a data file fill down.

**Incident 8225**

- Issue** When running a sequence with bracketing in real time acquisition, the calibration runs all say original for results source, while the unknown samples all say reprocessed. The reason is that the analysis of the unknowns is "reprocessed" after the following calibration bracket runs.
- Workaround** Make note that this is how unknowns are reported when using bracketing.

**Incident 8214**

- Issue** When programming a sequence using the Sequence Wizard with unknowns and calibration vials starting at different vials, the vial numbers after the first set of unknowns and calibrations resume from the immediately preceding vials, not from the last calibration or unknown row.
- Workaround** Edit the sequence manually after the Sequence Wizard fills in the vials.

**Incident 8195**

- Issue** The sequence table may not always display the correct filename and sample id when copy and pasting lines while running.
- Workaround** If this occurs, simply close and reopen the sequence table window to refresh the display correctly.

**Incident 19141, 08556**

- Issue** It is possible to open a different method than is currently running which can lead to errors in saving the method if runs finish or stop while you are editing.
- Workaround** Open an off-line instrument window to edit methods while the on-line instrument is running.

**SS420x****Incident 36924**

- Issue:** If there is a power fluctuation during data acquisition, on rare occasions, the run may freeze.
- Workaround:** If you are in an area where power fluctuations are common, take steps to isolate your equipment from the power fluctuations.

**Incident 36831, 32097**

- Issue:** Memory leaks can occur when doing data acquisition using Windows XP themes.
- Workaround:** Switch to Windows Classic theme style.

### Incident 31964, 32097

**Issue-** Running an SS420X on a Windows2000 EZServer for long periods of time can cause memory leaks.

**Workaround-** Close applications and reboot the EZServer.

### Incident 17026, 17317, 21088

**Issue** When running SS420x, the Ready line may be activated when performing a Monitor Baseline, which might cause a device connected to this line, such as an autosampler, to activate.

**Workaround** Stop any devices connected to the Ready line if you do not want them to activate when performing Monitor Baseline.