Agilent Cary UV Workstation Version 1.3

Software Status Bulletin

CAUTION	A critical vulnerability with the Apache Log4j utility has been identified within Cary UV Workstation Plus only. New installations of Cary UV Workstation Plus 1.3 will not have this vulnerability.

When performing a partial Cary UV Workstation Plus uninstall and reinstall, all versions will fail, requiring you to install the patch and then reinstall the Cary UV Workstation Plus software. See the first entry in the Cary UV Workstation Plus and Cary UV Networked Workstation section on Page 9 for more information. Separate communications will be provided for Cary UV Workstation Plus 1.1 and 1.2. MER-9370.

Agilent Cary UV Workstation software (part number 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*	1.3.4
Cary UV Workstation Help	1.3, 6 October, 2021
Agilent OpenLab Shared Services	3.5.0.654
Agilent OpenLab Data Repository	1.6.0.110
Agilent Software Verification Tool	5.1.013.0
Agilent Cary UV Workstation Control Panel Help	1.5.20
PostgreSQL	11.9.1

* except Cary UV Workstation Plus

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

Application	Version
Cary UV Workstation	1.3.5
PostgreSQL − OLCM	11.5.0
Agilent OpenLab Server	2.6.0.841

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

Application	Version
Cary UV Workstation	1.3.4
Cary UV Workstation Help	1.3, 6 October, 2021
Agilent OpenLab Shared Services	3.5.0.654

Application	Version
Agilent Software Verification Tool	5.1.013.0
Agilent Cary UV Workstation Control Panel Help	1.5.20, October 2021
Services for CM (Content Management)	2.6.0.841

Agilent Cary UV Server (G6894-64010) contains:

Application	Version
Cary UV Server	1.3.4

Release date for all Cary UV Workstation software applications listed above, unless noted otherwise: January 2022

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, report them to your local Agilent representative or by e-mail to contact_us@agilent.com

Known Issues

General

Problem: The Restore tool may display "Database restore failed. Restart computer to re-try" when attempting to restore a valid backup after performing a complete uninstallation and reinstallation of the Cary UV Workstation software. The Cary UV restore will still be completed. MER-9354.

Workaround: No workaround is available.

Problem: The description for the Normalize calculator function within the Help may cause incorrect user inputs. MER-9214.

Workaround: Ensure the input is the X value (wavelength). The whole trace will then be divided by the corresponding Y (Abs) value.

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 Crossover threshold value is over the maximum allowable for the field when using %T. The Crossover range is not high enough for %T mode as Crossovers have an upper limit of 10 while %T values can range from ~0-100. MER-7269.

Workaround: No workaround is available.

Problem: Rapidly changing the minimum r^2 values with the arrow keys while calibration traces are present may cause the following: MER-6991.
- 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.

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: The user interface can be unresponsive when re-establishing a remote desktop connection. This problem occurs on Microsoft Windows 10 Professional and Enterprise version 1909. MER-8002.

Workaround: Update Microsoft Windows.

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 PC 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: 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 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: 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 and 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: 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: 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: 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: 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: Calculator results tables display results as 4 decimals in the report. MER-7421

Workaround: No workaround is available.

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: 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: 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 PC.

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: With Averages on, Concentration standards may become duplicated in the sequence. Only the last collected standard is displayed in the results table. MER-7863.

Workaround: Turn averages off and on to reset sequence.

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: 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: 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: 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.

Cary UV Workstation Plus and Cary UV Networked Workstation

Problem: The Cary UV Workstation Plus installation fails. This occurs after performing the partial uninstallation workflow and then attempting to reinstall Cary UV Workstation Plus. MER-9392.

Workaround: After the installation fails, run the OpenLab 2.6 Log4j security patch, then run the installation again. See the Cary UV Workstation Plus OpenLab Log4j Patch Installation Guide provided with software patch for instructions. Both the patch and installation instructions are available on the Agilent SubscribeNet website at https://agilent.subscribenet.com/.

Problem: The Cary UV Workstation Plus installation fails. This occurs when a Restore procedure is performed prior to installing the Cary UV Workstation Plus software. While the procedure is described in the Cary UV Workstation Plus Installation and Administration Guide, the procedure is not supported. MER-9368.

Workaround: Perform the installation again without uninstalling any applications.

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: The installation fails when installing onto a system with a restored backup when using domain authentication. MER-9319.

Workaround: Change the authentication provider to Internal and install again:

To do this:

1 Open Control Panel.

2 Click **System Configuration**.

3 Set the 'Authentication provider' to **Internal**.

4 Run setup.exe again.

5 After installation, change the 'Authentication provider' back to **Domain**.

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

Workaround: Close and reopen Cary UV Workstation.

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: The Restore Utility may fail when restoring a backup generated after performing a complete uninstallation of the Cary UV Workstation Plus or Cary UV Networked Workstation software. Any backup created in this state may not function correctly and cannot be restored. MER-9359.

Workaround: No workaround is currently 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: Control Panel Roles and Project Group names can be made non-unique when using a space in the name. For example, 'test' and 'test ' are considered to be different names.. MER-9058.

Workaround: No workaround is available.

Problem: The 'Backup status' and 'Next backup' may display 'No information' for Cary UV Workstation Plus. MER-9077.

Workaround: If rebooting the PC does not resolve the issue, restart the Agilent OpenLab Backup Task Status Cache Service.

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

Workaround: No workaround 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: 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: In Cary UV Networked Workstation, a 'Content Management is initializing' message may appear during network loss. MER-8536.

Workaround: No workaround is available.

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

Workaround: No workaround is available.

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: 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: 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 shutdown. 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 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: 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: 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: 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: 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 the 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: 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: Peltier Control order switches after closing and reopening the application while connected to an instrument. This order changes from 4-3-2-1 to 1-2-3-4, which causes the Peltier Control fields to not line up with the above blocks. MER-8665.

Workaround: Disconnect and reconnect to instrument.

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

Workaround: Save the file as a batch to display the Stray Light graphs with two decimal places. No data is lost.

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.

Problem: The Cary-UV Auditor role has the "Edit Project content" privilege set by default in Chinese locale. MER-9314.

Workaround: No workaround is available

Japanese

Problem: The Japanese translated text for the temperature units is incorrect in the Thermal report. MER-9331.

Workaround: No workaround is available.

Problem: The Cary-UV Auditor role has the "Edit Project content" privilege set by default in Japanese locale. MER-9314.

Workaround: No workaround is available.

Problem: Audit trail entries in Japanese translated text for imported data (migrated .merc files) are inaccurate. MER-9000.

Workaround: No workaround is available.

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.

Agilent