



## Agilent ICP Expert Software Status Bulletin

Agilent ICP Expert Software, version 7.4.1, part number G9292-64020, G9292-64021 and G9292-64023

Software build number: 7.4.1, Release date: March 2018

This software status bulletin contains important information relating to the ICP Expert version 7.4.1 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](mailto:contact_us@agilent.com)

### Known Issues

#### General

**Problem:** The CCD Peltier fails to turn on after purging air from the polychromator. This can occur when the plasma fails to ignite while the purge is in progress.

**Workaround:** Turn off the chilled water supply for 30 seconds and then turn it back on or power cycle the instrument. J6257, J6216

**Problem:** The peristaltic pump turns on after opening the torch loader door. This occurs after completing a run with the 'Turn plasma off and reduce pump speed' end of run action selected and then manually turning off the pump.

**Workaround:** Use 'Turn plasma and pump off' instead of 'Turn plasma off and reduce pump speed'. Alternatively, turn the pump off in ICP Expert if it starts running. J5883

**Problem:** Changes made to some fields selected on the Options page are not saved.

**Workaround:** No workaround is available. Make the changes in the worksheet to save them. J5760

**Problem:** The calibrations are not saved after saving a worksheet with standard additions as a template with calibration.

**Workaround:** No workaround is available. J5297

**Problem:** An error message appears when exporting to Microsoft Excel during a run.

**Workaround:** This occurs during an export when the tabular data format option is selected and when an excluded solution type (calibration and/or QC) is currently being measured. Either do not export with tabular data format, or include all solution types to export, or wait until the end of the analysis to export the results. J5134

**Problem:** ESI autosamplers remain offline after upgrading to ICP Expert 7.3.

**Workaround:** Ensure that version 2.9 or greater of the ESI software is being used. In addition, check that the correct ESI autosampler model is selected from the 'Autosampler Model' dropdown list and that the COM port listed under 'Connect to PC Port' matches the 'Instrument COM Port' specified in the ESI software. For further information, see ICP Expert Help topic "ESI Autosamplers". J3923

**Problem:** Results from worksheets created in ICP Expert 7.0.0 differ slightly after recalculating the results in that worksheet when opened in ICP Expert version 7.0.1 or greater.

**Workaround:** The precision of calculations (including Fitted background correction) in ICP Expert version 7.0.1 or greater have been improved from version ICP Expert 7.0.0. If the results from ICP Expert version 7.0.0 are required, export the results of the worksheet created in ICP Expert 7.0.0 before performing any other operations in ICP Expert 7.0.1 or greater. J3922

**Problem:** When using the 'New from ICP Expert II' function, not all information is imported.

**Workaround:** No workaround is available. This import feature will only bring over the method parameters. J3921

**Problem:** Changes are not committed when using the keyboard to select items from drop-down menus on the tables in the Elements Page, Conditions Page and Sequence Page.

**Workaround:** Use the mouse to select items in drop-down menus on these tables. J3920

**Problem:** Very large worksheets may take a while to save or close (up to 1 minute). Only some actions are available while it is saving.

**Workaround:** No workaround is available. J3919

**Problem:** With multiple worksheets open, the Save button may become disabled on all open worksheets when one worksheet is calculating during a run or during recalculation.

**Workaround:** Wait until the calculation is complete to save the other open worksheets. J3918

**Problem:** The Plasma button is disabled on the main ICP Expert window, but is enabled on the Instrument window.

**Workaround:** Control the plasma from the Instrument window. Alternatively, restart the software or disconnect and then reconnect to the instrument to re-enable the plasma button on the main window. J3917

**Problem:** Unable to stop a running worksheet or shutdown ICP Expert.

**Workaround:** On the ICP Expert toolbar, click Instrument > Connect and then deselect the connected instrument. The worksheet will stop running and ICP Expert can be shutdown. J3916

**Problem:** Starting a worksheet run while calculations are in progress in another worksheet locks users out of software options.

**Workaround:** Wait for the worksheet to complete all calculations before starting a new worksheet run. J2957

**Problem:** Opening or closing large worksheets may suspend or affect some instrument actions.

**Workaround:** Do not open large worksheets when the instrument is performing another action. J2681

**Problem:** Some worksheet preferences selected in the Options > Preferences page are not applied to the worksheet.

**Workaround:** Manually select the settings in your worksheet. J1995, J1996, J1997

**Problem:** Opening and then immediately trying to close ICP Expert causes the software to crash.

**Workaround:** Do not close ICP Expert while it is still starting. J1994

**Problem:** Copying or pasting data into a grid may not work as intended.

**Workaround:** Select one cell to paste the data or use 'Auto fill down'. J1344

### Start Page

**Problem:** Recently used worksheets are not visible on the Start page.

**Workaround:** Click Open or New From on the Start page or restart the software to refresh the list. J3860

### Applets

**Problem:** Cannot open any worksheet after switching from Applet Mode to normal mode.

**Workaround:** Reopen the software in normal mode. J5298

**Problem:** Permissions set in the Options > ICP Applet menu may not perform as expected.

**Workaround:** No workaround available. J3897

**Problem:** Having two instances of the same applet open simultaneously hides the first instance of the worksheet.

**Workaround:** Do not have two copies of the same applet open at the same time. J2642

### Analysis Page

**Problem:** Results are truncated on the table.

**Workaround:** Manually resize the columns or double-click the column separator on the header. J5319

**Problem:** Duplicate columns do not display any flags.

**Workaround:** This occurs after running an analysis and then creating a duplicate column. Add duplicate columns before running the worksheet. J5121

**Problem:** The solution date and time displayed in a Report is different to the collection time displayed in the Operation log.

**Workaround:** Both are correct. The time and date displayed in the Report are after the data processing finishes. The time and date in the Operations Log is the actual data collection time. Data processing times will vary depending on the worksheet size. J3902

**Problem:** When running a worksheet and then selecting solutions for measurement above the current run position in the sequence, these solutions are not measured.

**Workaround:** Stop or pause the run, select the samples to be measured and then start the run. J3901

**Problem:** Pump speed is incorrectly labeled as Fast Pump Speed in the Operations Log.

**Workaround:** No workaround is available. J3900

**Problem:** Off-peak replicate background correction points are not overlaid in the Analysis page graphics window when Display Averages and Replicates is selected.

**Workaround:** No workaround is available. The data points are there and included in the calculations, just not displayed. J3899

**Problem:** The calibration table heading on the 'Analysis' page is not changed to 'Added Concentration' when switching between regular calibration and 'Standard Additions' on the 'Standards' page.

**Workaround:** Close and then reopen the worksheet. J3898

**Problem:** Switching a wavelength that was designated as an Internal Standard to an Analyte with other Analytes of the same element already present does not update the new Analyte wavelength with any standard values which have been entered.

**Workaround:** Display issue only. The wavelength is treated as an analyte during analysis. J3013

**Problem:** Values in the analysis grid may not display correctly.

**Workaround:** Close and reopen the worksheet. J2227

**Problem:** When a calibration for an element is conducted using only two standards and the blank replicates are excluded, the Calibration coefficients are not being calculated when Through Blank is selected.

**Workaround:** No workaround is available. J1532

**Problem:** When creating a duplicate column of a FACT corrected wavelength, 'Error' is displayed instead of values.

**Workaround:** Apply the FACT models to the duplicate row on the FACT tab. J1230

**Problem:** After changing the calculation method for a MultiCal column that has been included in a custom column equation, the MultiCal column name is not updated in the equation.

**Workaround:** This is a display only issue. The calculations are correct. To update the name, delete the incorrect reference in the equation and add the new, correct reference. J1119

**Problem:** No results are displayed in the MultiCal summary and custom columns in the Intensity or Unadjusted Concentration views.

**Workaround:** No workaround is available. Data is only available for the Concentration view. J1092

### Autodilutor Page

**Problem:** The autodilution factors for autocalibration standards show as "-" instead of the actual values in export files.

**Workaround:** No workaround available. The autodilution factors are shown on the Sequence page in ICP Expert. J5815

**Problem:** After deselecting Recalibrate Interferents on the IEC page, the standard solutions are not removed on the Autodilutor page.

**Workaround:** Manually remove the standard solutions not required for analysis on the Autodilutor page. J5805

**Problem:** Renaming a standard in the autodilutor table is not applied to any other tables.

**Workaround:** Manually change the name on the affected tables. J5702

**Problem:** The autosampler position is not allocated to a stock standard on the Autodilutor page.

**Workaround:** Confirm that the concentration is entered for that stock standard. J5538

### Autosampler Page

**Problem:** There are unallocated QC solutions that cannot be allocated manually.

**Workaround:** Increase the number of standards positions available by changing the rack type of a standards rack to a higher capacity rack or change the rack use from samples to standards. J3904

### Autosamplers

**Problem:** Autosampler error messages appear upon starting the software when an SPS 3 is connected.

**Workaround:** The default autosampler is set for the SPS 4. With the software open, click File > Options > General and then select the SPS 3 from the 'Autosampler model' drop-down. J3905

### Conditions Page

**Problem:** The selected element spectrum is not displayed when performing a read on the Conditions page when using multiple condition sets.

**Workaround:** Select a different element and then reselect the desired element to view the spectrum. J3906

**Problem:** Intensities displayed may be incorrect after changing the background correction to FACT and then performing a quick read.

**Workaround:** FACT background is not applied when performing a quick read. Use the FACT page to look at spectra with FACT background correction. J2659

### Configuration Page

**Problem:** Drift lines previously deleted in the Instrument window become available on the worksheet Configuration page.

**Workaround:** Deselect the unnecessary drift lines on the Configuration page. J5311

### Elements Page

**Problem:** When using the drop-down menu in the wavelengths column with languages that use the comma (,) instead of the full stop (.) to indicate a decimal, the wavelength is not displayed correctly.

**Workaround:** Type the correct wavelength with a full stop (.) in the field or replace the comma (,) with a full stop in the selected wavelength. J4678

**Problem:** Unable to view some interference lines in the Interference table after editing a wavelength.

**Workaround:** No workaround is currently available. J3908

**Problem:** After selecting an element from the periodic table, hovering over the highlighted line in the available wavelengths table makes some of the information disappear.

**Workaround:** Click on an alternative line in the available wavelengths table to make the information reappear. J3907

**Problem:** An Internal Standard ratio of 1.00 is displayed in the replicates table even though the error message appears 'Unable to calculate internal standard ratio'. This occurs if all replicates of the Internal Standard were removed in the first solution in an analysis and all subsequent readings of that element evaluate to an error.

**Workaround:** No workaround is available. J2994

**Problem:** Changing the name of an internal standard in the Label column does not update the labels in the Internal Standard column.

**Workaround:** No workaround is available. J2002

### Fact Page

**Problem:** When changing FACT models for a wavelength while a worksheet is running, results for already measured solutions are not recalculated.

**Workaround:** Force a recalculation of the wavelength by making a change to the background correct type (for example, change to 'Fitted') before returning to the original value. It is recommended to stop any in progress worksheets before making changes to the FACT models. J3425

**Problem:** Only the elements assigned to the last run condition are read during a manual read. This occurs after performing a successful read without changing the selected elements assigned to different run conditions.

**Workaround:** Reselect all elements of interest and then perform a manual read. J3103

**Problem:** The FACT model graph displays a flat line starting at 0 nm.

**Workaround:** Cosmetic issue only. Zoom in on the appropriate wavelength. J2396

**Problem:** Copying a FACT interferent model from the Library to a worksheet may not display the model in the worksheet FACT table.

**Workaround:** Increase the number of FACT interferent models in the recipient worksheet until it can be seen. J1037

**Problem:** A FACT model from the library will only be applied to the first incidence of a duplicated wavelength in a worksheet.

**Workaround:** No workaround is available. J1000, J2000

## IntelliQuant

**Problem:** ICP Expert crashes if more than one instance of the IntelliQuant Smart View window (accessed from the Edit button on the IntelliQuant Analysis page) is open or if the worksheet is closed while the IntelliQuant Smart View window is open.

**Workaround:** Restart ICP Expert. Always close the IntelliQuant Smart View window before opening another instance of this window or before closing the worksheet. J5864

**Problem:** Saving an IntelliQuant worksheet crashes ICP Expert software.

**Workaround:** This occurs when the user does not have 'Write' privileges to the IntelliQuant cabinet. Before saving IntelliQuant worksheets, ensure you have 'Read/Write' privileges for the cabinet location. J5831

**Problem:** IntelliQuant calibration solution results are not displayed in the IntelliQuant Analysis grid.

**Workaround:** This is a display issue only. Save, close and then reopen the worksheet to see the data. J5807

**Problem:** The IQ calibration is not updated after rerunning the calibration on the Analysis Page.

**Workaround:** Recreate the worksheet and run the calibration. J5553

**Problem:** The values in the results and the periodic tables on the IntelliQuant Analysis page do not refresh after selecting a different calibration on the IntelliQuant Setup page.

**Workaround:** Select a different solution on the IntelliQuant Analysis page to refresh the periodic table. There is no workaround available to refresh the results in the results table. This is a display issue only and the calculated concentrations in the results table are correct. J4960, J5872

**Problem:** Importing worksheets into an IntelliQuant cabinet resets the date and time of a calibration. This occurs if the imported calibration is already present in the selected cabinet, for example, the supplied calibrations cabinet.

**Workaround:** No workaround is available. The best practice is to always export the calibration block worksheet along with the desired worksheet and then import both into the destination IntelliQuant cabinet. It will then be possible to edit the calibration for the imported IntelliQuant worksheet. J3435

**Problem:** The graphs and charts are not displayed on the IntelliQuant Analysis page.

**Workaround:** IntelliQuant requires a PC that supports Hardware Graphics Acceleration. J2632

## Instrument Window

**Problem:** Stopping the Advanced Valve System Test crashes ICP Expert software.

**Workaround:** Click Stop from the worksheet, not on the Instrument window to stop the test. J5824

**Problem:** The passing limit range is not displayed on the Nebulizer test when using the Conikal or OneNeb nebulizer.

**Workaround:** This is a display issue only. The test still performs correctly. No workaround is available. J5773

**Problem:** The plasma ignition cannot be aborted during the Instrument Performance or Optics Test.

**Workaround:** No workaround available. Stop the test and click Plasma Off on the ribbon bar. J5763

**Problem:** Unable to type in the IsoMist temperature field on the Instrument page.

**Workaround:** Use the arrows next to the field to change the values. J5335

**Problem:** The 'Plasma on' button is still available on the main ICP Expert software window when performing a Detector calibration.

**Workaround:** Do not turn on the plasma while performing a Detector calibration. J2987

**Problem:** Camera test fails when completing the condensation removal cycle.

**Workaround:** Repeat the test once the condensation removal cycle is complete. J2592

**Problem:** Error messages appear after extinguishing the plasma during plasma ignition.

**Workaround:** Close the error message window and wait for the process to complete. J2587

**Problem:** The plasma button is greyed out. All LEDs and the instrument image indicate no faults.

**Workaround:** Turn off and on the ICP-OES. J2487

### **Sequence Page**

**Problem:** All sample paired QC solutions of the same type in rate generated QC blocks have the same ID number.

**Workaround:** Do not add sample paired QC solutions to a rate generated block. J5762

**Problem:** Cannot copy/paste data into multiple cells in the MDD column in the Sequence table.

**Workaround:** Copy/paste data into one cell at a time or use Auto fill down to populate the cells. J5581

**Problem:** ICP Expert crashes when adding multiple copies of the same QC solution into a rate block.

**Workaround:** Do not use multiple copies of the same QC solution in the same rate block. J4808

**Problem:** ICP Expert may crash when adding a solution to a QC block.

**Workaround:** Delete the QC block and re-add it with all QC solutions selected. J4696

**Problem:** A QC error action is not activated if a wavelength is 'uncal'.

**Workaround:** No workaround is available. J4626

**Problem:** The sequence is incorrect after adding extra samples to a paused analysis with rate generated QC included.

**Workaround:** Stop the worksheet to add extra samples. J3913

**Problem:** ICP Expert may crash when adding a solution to a QC block.

**Workaround:** Delete the QC block and re-add it with all QC solutions selected.

J3912

**Problem:** QC solutions with the same name are indistinguishable in the Rate QC Preferences dialog box. You can add multiple instances of the QC with the duplicated name in the same QC block. The name does not disappear from the list after selecting it.

**Workaround:** Use unique names for QC solutions. J3911

**Problem:** When adding a Lab Control Sample into the samples table on the Sequence page, the solution is added to the standards rack instead of the samples rack.

**Workaround:** Manually change the position of the solution on the autosampler rack using the drop-down Rack/Tube menu. J3910

**Problem:** The expand/collapse buttons for calibration and QC blocks on the Sequence page can be unpredictable upon closing and opening of a worksheet.

**Workaround:** Expand or collapse blocks as required. J3909

**Problem:** Adding a rate QC block and using the 'Insert solution below' function will insert the selected QC test solution above the QC block.

**Workaround:** No workaround is available. J3006

**Problem:** Renaming a QC solution after it has been added to the sequence doesn't rename the solution in the sequence. This also occurs on the Analysis page.

**Workaround:** Cosmetic only. Double-click on the cell to refresh the name. J2873

**Problem:** Re-inserting a solution after deleting it previously puts it in the wrong position. This occurs when trying to insert a solution between a calibration and a QC block.

**Workaround:** Save the worksheet, close it and reopen it. The solution is now in the correct position. J2779

**Problem:** Unable to change the rate of a QC rate block. This occurs after the sequence has become invalid.

**Workaround:** Delete the QC rate block and then re-add it. J2658

**Problem:** The 'Up' and 'Down' arrows are not available in the QC rate preferences dialog box.

**Workaround:** Select a different sample and then reselect the desired sample. J2458

**Problem:** Increasing sample count during a run does not increment the sample count correctly.

**Workaround:** No workaround currently available. J2307

**Problem:** Unable to insert rate generated QC blocks after manually stopping a run and then deleting results from a worksheet.

**Workaround:** Close and reopen the worksheet. J2164

**Problem:** In some circumstances, adding samples or QC samples to the existing list on the Sequence page incorrectly increments the sample number or location on the autosampler rack.

**Workaround:** Manually renumber and review the sequence. J2020

**Problem:** Adding a sample related QC to a rate QC block and then changing the rate incorrectly renames the QC labels within the rate QC block.

**Workaround:** Delete the QC block and re-add it with all QC solutions selected.  
J2018

### Standards Page

**Problem:** The Calibration Fit table on the Standards page does not display properly and ICP Expert crashes when clicking on the table. This occurs when the default Calibration Fit type is set to 'Quadratic' or 'Rational', IEC is enabled, and 'Use calibration standards as analyte standards' is selected.

**Workaround:** Use the 'Linear' Calibration Fit type when IEC and 'Use calibration standards as analyte standards' is enabled. J6254

**Problem:** Multiple zeros are defined in the calibration table for one wavelength.

**Workaround:** Manually change the calibration concentration so that there is only one zero point specified per wavelength. J5585

**Problem:** Rack:Tube positions are missing or incorrect on tables on the Standards or Autodilution page.

**Workaround:** Rack:Tube positions on the Sequence page are correct and can be modified if required. J5554

**Problem:** Blank concentration cells on the Standards page are empty.

**Workaround:** This occurs when opening a worksheet from a template that originally included multiple blanks. The 'Include blank' checkbox is then selected. This is a display only issue, the results are calculated with a zero concentration blank. No workaround is available. J5080

**Problem:** Switching to or from 'Standard additions' or toggling the reagent blank deletes any existing defined concentration values

**Workaround:** No workaround currently available. Re-enter the defined concentrations on the 'Standards' page. J4604

**Problem:** When changing the calibration mode, a second action of Weighted Fit or Through blank may be ignored if it is still recalculating. This may result in data not being modified as expected.

**Workaround:** Select another parameter to trigger a recalculation and then reselect Weighted Fit or Through blank. J3914

**Problem:** When a cell is selected in the MultiCal table the maximum concentration does not update when changing the maximum concentration in the Standards table.

**Workaround:** Manually edit the value in the cell. J1122

### Communication

**Problem:** When connecting ICP Expert software to the ICP-OES, connecting to the instrument with a '.local' address does not work.

**Workaround:** Ensure the 'Bonjour' service is installed and running. To do this: 1 Press CTRL, ALT and DEL on the keyboard at the same time. 2 Select Start Task Manager. 3 Select the Services tab. 4 Look for Bonjour Service in the list. 5 If the service is not running, right-click it and then select Start Process. 6 If the service is not present, re-install Bonjour64 Windows Installer Package located on the ICP Expert software installation CD. J3924

### During Analysis

**Problem:** The rinse solution is used faster than expected. This occurs when 'Prompt on reuse of racks' option is enabled when using the AVS accessory. The autosampler uses the 'Uptake rate' while the prompt is displayed.

**Workaround:** No workaround is available. Either do not use the prompt or dismiss the prompt as soon as possible. J5874

**Problem:** The ESI autosampler probe is going to the wrong standards tube or hitting the standards tube rack during analysis.

**Workaround:** This can occur if the ESI standards rack is correctly selected in ICP Expert software but is not selected in the ESI SC software. Select the correct standards rack in both the ICP Expert software and the ESI SC software. J5853

**Problem:** Worksheets with Custom Replicates selected in File > Options when using ICP Expert Base mode cannot be run.

**Workaround:** Custom replicates is an ICP Expert Pro feature only. Open ICP Expert in Demo mode, deselect Custom Replicates in the Configuration page, close ICP Expert Demo mode, and then open the worksheet in ICP Expert. J5820

**Problem:** Samples are skipped during analysis.

**Workaround:** This occurs when using the autodilutor and have added rate QC blocks with 'stop' as the selected error action. Either do not use 'stop' as the error action or manually stop the worksheet, reselect the missing samples, and then start the analysis. J5814

**Problem:** The sample paired rate QC refers to the added reactive autodilution sample instead of the correct sample.

**Workaround:** This occurs when sample paired QC solutions are included in rate QC blocks at the end of the sequence. No workaround is available. J5758

**Problem:** Rerunning any sample paired to a QC solution after its paired QC does not update the results for the paired QC solution.

**Workaround:** Always run your QC solutions in the correct order. J5508

**Problem:** A mismatch error appears when attempting to run a worksheet created from a template from ICP Expert 7.3 with the AVS checkbox selected.

**Workaround:** This occurs when the Autosampler checkbox is not selected but the worksheet had AVS selected. Enable the Autosampler on the Configuration page and then disable the AVS. J5358

**Problem:** Solutions on the Analysis page are showing as remeasured even though they have not been previously run.

**Workaround:** This occurs when the worksheet is saved without any elements added on the Elements page and then reopened. Elements are then added and then the analysis is run. Always save worksheets with at least one element selected. J5323

**Problem:** The correlation coefficient is always 1 when Force Through 'Origin' is selected on the interferent calibration.

**Workaround:** No workaround is available. J5078

**Problem:** End of run actions only apply to the last worksheet in a batch, not the previous worksheets.

**Workaround:** No workaround is available. J5049

**Problem:** Microsoft Windows reports that the SPS 4 USB device has malfunctioned.

**Workaround:** Check the USB cable. Restart the Agilent SPS 4 Autosampler and then restart the computer. J4862

**Problem:** A measurement is performed before the new conditions have been stabilized. This occurs when using multiple condition sets and when the uptake and stabilization times are set to zero or lower than the time it takes for the first condition set of each sample to be applied.

**Workaround:** Always set the uptake and stabilization times to a minimum of 5 seconds combined when running with multiple condition sets. J4847

**Problem:** Sample is incorrectly labeled as 'Remeasured' if the analysis is stopped before any measurements occur for the first replicate of a sample.

**Workaround:** Do not stop the analysis before the first replicate of the sample has been read. J4796

**Problem:** ICP Expert software becomes slow or unresponsive.

**Workaround:** Restart the software. J3927

**Problem:** Under certain conditions, running a worksheet with two condition sets (axial and radial), the error messages 'Instrument Command Failed' and 'Run could not proceed' appear during the analysis.

**Workaround:** Dismiss the errors and then click 'Run' to restart the analysis. J3926

**Problem:** When using drift correction, a wavelength shift might be observed if the plasma is extinguished and then reignited.

**Workaround:** Do not turn plasma off during a worksheet run. J3925

**Problem:** An error message "NEXUS\_T\_ABNORMAL\_PROCESS\_TERMINATION" appears during the analysis where drift correction is enabled. The worksheet run is stopped.

**Workaround:** Restart the instrument J3072

**Problem:** The error message 'Rational curve unsuitable' error applied to failed quadratic curves.

**Workaround:** Re-enter the standard concentrations and then recalculate. See the ICP Expert Help for more information about quadratic curves. J3029

**Problem:** The graphics windows are replaced with red 'x's after extremely long analysis.

**Workaround:** This is a display issue only, the results are not affected. Restart the software to graphically display the results. J2714

**Problem:** Reprocess time is slow on large worksheets with a large number of recalibration blocks.

**Workaround:** Reduce the number of recalibration blocks. J2692

**Problem:** Unable to run worksheets with drift correction enabled. This occurs when running a worksheet with drift correction enabled and the software crashes, is closed, or the drift measurement status persists and cannot be stopped.

**Workaround:** Using a worksheet without drift correction enabled, perform a conditions read or run a sample. Then run the worksheet with drift correction enabled. J1970, J2990

**Problem:** Unexpected QC error action behavior occurs when using MultiCal with the same wavelength.

**Workaround:** No workaround is available. J1117

### Report Designer

**Problem:** The item list in the Worksheet Items section is incorrect. This occurs after switching from Report Designer to the ICP Expert software, clicking File > Report > Report Preview in ICP Expert and then switching back to Report Designer.

**Workaround:** Close Report Designer and then reopen it. J3929

**Problem:** After closing the software when the Report Designer has been in use, an error message will appear.

**Workaround:** There is no workaround. This does not affect any templates created or reports generated. J3928

**Problem:** Hidden columns at the start or end of a selection are not getting reported when 'Report all highlighted columns' is selected.

**Workaround:** Unhide all columns and then select the desired cells to report. J2771

**Problem:** After changing the font on selected items the preview window is blank and a PDF cannot be generated.

**Workaround:** Select the default font. J1309

### Reports

**Problem:** ICP Expert software crashes when using the software while trying to create a report.

**Workaround:** No workaround available. J5362

**Problem:** Reports with recalibration or reslope blocks are not labeled correctly.

**Workaround:** No workaround is available. The calibration graphs are shown in the order in which they were run. J5157

**Problem:** The detection limit table appears in the report when no QC solutions selected use the MDL or CRQL limits.

**Workaround:** Deselect the 'Detection Limit' table under QC setup in Report Designer to remove the table from the report. Save the report template as another name to ensure the existing template is not altered. J5027

**Problem:** Results for unfinished measurements are included in the exported report.

**Workaround:** No workaround is available. J4885

**Problem:** Method setup parameters and data are missing after opening reports generated from worksheets migrated from previous software versions.

**Workaround:** Customize the report by selecting the appropriate options in the Reporting Options menu. J2287

### Localized Software Issues

**Problem:** The instrument test grid does not appear when using a Japanese language Windows 10 operating system.

**Workaround:** Update to Microsoft Windows 10 build 1703 or later. J5913

**Problem:** When registering the software on Japanese language installations, entered text moves to the next field.

**Workaround:** Press Enter to commit the changes before moving to the next field. J3893

### ICP Expert with 21 CFR 11 Enabled

**Problem:** The worksheet cannot be saved after opening after ICP Expert crashed or was forced to quit.

**Workaround:** Open SDA. Click the Viewer tab. Navigate to the location where the worksheet is saved in the database, right-click on the worksheet and then select Unlock Workspace. Open the worksheet in ICP Expert and then save. J5818

**Problem:** Changes made to the software are attributed to the next user to unlock the software.

**Workaround:** No workaround is available. Always save changes before leaving the computer. J5730

**Problem:** Saving a worksheet fails. The worksheet file becomes corrupted and unusable. This occurs when two unsaved worksheets are open, and then one is closed without saving it. Saving the remaining open worksheet will fail.

**Workaround:** No workaround is available. No data is lost. With the appropriate permissions, it is possible to delete the file when logged in to SDA software. J4882

**Problem:** Worksheets created from a fully approved template are locked.

**Workaround:** To create an unlocked worksheet, open and save the locked template as a new template. Create a worksheet from this new, unlocked template by selecting File and then New From Template. J4792

**Problem:** Date formats are different in the audit trail.

**Workaround:** Date entries are based on the Microsoft Windows calendar settings. If the calendar settings are changed, some of the date entries will reflect this change. The audit trail entry headers will always be in the current date format and will always be correct relative to each other. J4780

**Problem:** If the CFR timeout lock is applied when unsaved changes are present, the changes are attributed to the next user to unlock and save the worksheet.

**Workaround:** No workaround is available. Always save changes before leaving the computer. J4742

**Problem:** The off-peak marker positions are not logged in the Audit Trail after changing the background correction mode and then saving the change.

**Workaround:** Move the peak marker, save the worksheet and then change the background correction mode. J4627

**Problem:** It is not possible to remove IEC results in a template after data has been collected when 21 CFR 11 is enabled.

**Workaround:** Create a new worksheet and then save as a template before collecting data. J4623

**Problem:** Changing the order of QC solutions in a rate block does not get logged in the CFR audit trail if those solutions are present elsewhere in the sequence.

**Workaround:** Remove the rate QC block, save the worksheet and then re-add it. J4609

**Problem:** In ICP Expert with 21 CFR 11, if the file becomes locked certain operations (save, collect more data) will report errors.

**Workaround:** Unlock the file in Spectroscopy Database Administrator (SDA) before performing those operations. J3932

**Problem:** In ICP Expert with 21 CFR 11, the select for measurement checkbox on the Analysis page occasionally will not be deselected after a measurement is performed.

**Workaround:** This is a graphic display issue only. The solutions cannot be remeasured. J3931

**Problem:** In ICP Expert with 21 CFR 11, the results editing privilege does not allow the following to be updated pre/post run:

- Detections limits
- CCV, CRS, ICSA, ICSAB, ICV, LCS, MSPK, QCSPK - defined concentration, lower limit and upper limit
- DUP, SER - Difference
- Editing QC equations

**Workaround:** Currently the worksheet editing privilege allows these parameters to be edited. J3930

**Problem:** Signature is required for IEC factor calculations after analysis has been completed.

**Workaround:** No workaround is available. J3303

**Problem:** Signature is required for a rack/tube allocation change after each worksheet save.

**Workaround:** No workaround is available. J3299

**Problem:** The filename displayed on the open worksheet tab is truncated. This occurs when the filename has a full stop "." in it.

**Workaround:** No workaround is available. J2821

**Problem:** An error message appears when attempting to save a duplicate copy of an open worksheet.

**Workaround:** Do not open more than one copy of a worksheet at the same time. J2820

**Problem:** The software crashes when trying to save a worksheet to a subfolder that was identified as the default project path in SCM.

**Workaround:** Do not define a subfolder as the default project path in SCM. J2818

**Problem:** Importing a .CSV file using the 'Import from LIMS' function allows all users to import sample name, dilution factor and sample weight values, regardless of whether their privileges allow for Sequence Editing or not.

**Workaround:** No workaround available. The 'Import from LIMS' function can only be used on new worksheets. J1527

### **Spectroscopy Configuration Manager (SCM)**

**Problem:** The 5100 and 5110 ICP-OES privileges table in the SCM Help is missing content.

**Workaround:** The ICP Expert Privileges table accessed through the SCM Help is not the latest version. The current version of the Privileges table (file name ICPExpert\_7\_4\_CFR\_Privileges) is located on the ICP Expert software installation disk. Changes include adding the Expanded QC privileges and the Peak Marker privilege to the Analysis section of the table. J4740

**Problem:** User is unable to change their own password, even after getting assigned the ability to change their password.

**Workaround:** There is no workaround available. Administrators must change the password. J4717

**Problem:** Unable to log in to SCM after a user changes the password length to zero.

**Workaround:** There is no workaround. Do not set the password length to zero. SCM must be reinstalled and privileges and profiles reconfigured. It is recommended that SCM is set up with more than one Administrator. J4653

**Problem:** The changes are not applied after altering one of the stored reasons for change.

**Workaround:** Restart the SCM software. J4641

### **Spectroscopy Database Administrator (SDA)**

**Problem:** An error occurs after performing multiple database operations in SDA.

**Workaround:** Exit SDA and then restart. J3935

**Problem:** Supplied databases are not automatically attached during installation.

**Workaround:** Manually attach the databases in SDA. J3934

**Problem:** When running SDA, toggling between Advanced Setup and then

Simplified Setup greys out all of the menu items under Database Maintenance.

**Workaround:** Click Advanced to access those features. J3933

To report any undocumented software problems or to suggest improvements to the software, contact your local Agilent representative or e-mail: [contact\\_us@agilent.com](mailto:contact_us@agilent.com)

This information is subject to change without notice.



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