

**CTC-PAL Driver Software SSB**

**KPR Number:** 1

**Submit Date:** 6/8/2006 9:13:26PM

**Problem Title:** CTC Method Edit Inj Vol is always uploaded as '10 ul'

**Problem Description:** The injection volume continues to upload as 10ul for every syringe type, including HS-Inj for which this value is out-of-range.range 10ul.

**Temporary Fix:**

**Service Note ID:**

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**KPR Number:** 2

**Submit Date:** 6/8/2006 9:18:05PM

**Problem Title:** Injection Volume from the Sequence Table is not printed on the report

**Problem Description:** The injection volume is a method parameter which can be overwritten by the sequence table. Therefore it is important to have the injection volume on the ChemStation report, as implemented with 1100/1200 LC samplers.  
With a HTC or HTS PAL the injection volume is not on the report, which can be a GLP issue in regulated labs.

**Temporary Fix:**

**Service Note ID:**

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**KPR Number:** 18

**Submit Date:** 5/15/2006 6:30:45PM

**Problem Title:** 'Vial Penetration in mm' and 'Injection Penetration in mm' in SPME show ul

**Problem Description:** For any SPME cycle, the cycle arguments 'Vial Penetration in mm' and 'Injection Penetration in mm' is appended with invalid volume units ul. See attached .jpg.  
This is also true for the argument 'Vial Fiber Exposure in mm (ul)' within the SPME-Agi-Htd-Special cycle, as well.  
These volume units also print in the CTCPAL Method

**Temporary Fix:** The normal control for a syringe is to inject an amount (ul). For SPME we want to show an exposure for the fiber which should be in length (mm). Since the same Atom in the cycle is used, we need to convert a mm unit to ul so the system can work. The software converts the mm value into the ul value needed by the internal Atom. The correct mm length is then exposed.

**Service Note ID:**

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**KPR Number:** 20  
**Submit Date:** 6/6/2006 5:48:29PM  
**Problem Title:** CTC uninstall does not deconfigure CTC option in Config Editor  
**Problem Description:** G1701DA D.03.00 with CTC installed and configured on GC only. Uninstall CTC. This leaves behind C:\Program Files\Common Files\CTC Analytics AG\Instrument Control\ with ctcPalPlus.exe and ctcValidate.dll within (CTC defect). Open Configuration Editor and the CTC option is still there and still checked.  
**Temporary Fix:** Delete the CTC Analytics folder, the CTC option is then gone from Config Editor  
**Service Note ID:**

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**KPR Number:** 23  
**Submit Date:** 3/30/2007 6:13:20PM  
**Problem Title:** CTC Cycles not valid with installed hardware show up in Edit Method  
**Problem Description:** All the cycles are installed in the same folder (for example - chem32/1/paldata for Instrument 1 in Chemstation). This means they are all available/visible to be selected in Chemstation.  
**Temporary Fix:** Create a new folder in the PALDATA folder called /Unused Cycles. Move any cycles not wanted into this folder.  
**Service Note ID:**

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**KPR Number:** 25  
**Submit Date:** 9/17/2007 3:24:30PM  
**Problem Title:** OK to CTC Edit Method with invalid cycle does not advise if vol/syr are correct  
**Problem Description:** 6890 with CTC 100ul GC-inj syringe installed, agitator. Open CTC Edit Method. With a valid Injection Volume and Syringe installed and set, enter an invalid Cycle, one which uses hardware not present (e.g. SPME Agi&Htd). OK does not advise of this incongruity. Method saves and prints. (Invalid sample volumes and syringe types advise correctly when OK is selected.)  
**Temporary Fix:** This method actually runs as far as it can with what it has, but stops with instrument error when it can't find the hardware. Manually verify the actual syringe installed is the one identified in the CTC Method.  
**Service Note ID:**

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**KPR Number:** 26  
**Submit Date:** 3/13/2009 7:07:26PM  
**Problem Title:** CTC Overlap selection is not saving with each method; uses last known state

**Problem Description:** Whatever option you select in the CTC\Setup Injector... overlap option on/off, that selection is not saved as part of the method. If you load another method where you want to run the injector in the opposite state, the change is not loaded as part of the method.

**Temporary Fix:** You must go into Injector Setup and change the state (on/off) manually

**Service Note ID:**

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**KPR Number:** 27

**Submit Date:** 3/12/2009 1:05:56PM

**Problem Title:** No CTC options in CS Config Ed after CS upgrade without removal of addon

**Problem Description:** B.04.01 on XPSP3 upgraded to B.04.01 SP1. CTC A.01.04 installed on the original version which was not detected or removed.  
Following ChemStation upgrade to SP1, removed CTC A.01.04 and installed A.01.05.  
Open Config Ed and there are NO options to configure the CTC for any instrument.  
This did not happen if CS was upgraded with proper removal of addon first.

**Temporary Fix:** You must use Add/Remove Programs and de-install the PAL driver prior to any upgrading of Chemstation.

**Service Note ID:**

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**KPR Number:** 28

**Submit Date:** 2/5/2009 5:16:25AM

**Problem Title:** CTC Bad argument error with 6890/5975C AFTER installing SR1

**Problem Description:** CTC System will not work if SR1 is installed on MSChemstation E.02.00

**Temporary Fix:** Must remove SR1

**Service Note ID:**

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**KPR Number:** 29

**Submit Date:** 7/22/2008 2:54:26PM

**Problem Title:** CTC Print Method - shows unknown characters on window for CTC PAL Instrument

**Problem Description:** Create method using CTC as an injector  
Print Method

Under Instrument / Acquisition  
CTC Pal Instrument (the last two characters are unreadable)

**Temporary Fix:** None

**Service Note ID:**

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