

7890 Driver Software SSB

KPR Number:**Submit Date:** 8/21/2008 9:27:06AM**Problem Title:** Blos Bead must be configured on the GC Keyboard.**Problem Description:** The Agilent/Blos bead must be initially configured on the GC Keyboard before operation parameters can be selected within the software.**Temporary Fix:** Configure the Blos Bead from the GC keyboard.**Service Note ID:**

KPR Number: 4**Submit Date:** 11/4/2008 5:43:58PM**Problem Title:** Signal data not acquired if oven hold time is set to 0.0**Problem Description:** When running an isothermal GC run, if the oven temp hold time is set to 0.0, signal data will not be acquired. A data file is generated but does not contain the .ch file. When collected data file is opened in data analysis, the message "no signal data" is displayed.**Temporary Fix:** Entering any value other than 0.0 in the hold time field will resolve this problem.**Service Note ID:**

KPR Number: 5**Submit Date:** 5/30/2008 9:00:24AM**Problem Title:** Error Message when certain methods are loaded onto an offline configured 7890.**Problem Description:** If methods ISTD_EX.m or DEF_GC.M are loaded onto a configured 7890 offline session an error message (Exception in command "translateMethod\$" occurred). These 2 methods are 6890 specific and should not be loaded onto a 7890.**Temporary Fix:****Service Note ID:**

KPR Number: 8**Submit Date:** 1/24/2009 10:20:32PM**Problem Title:** 7890: manual injection with start from GC corrupts method.**Problem Description:** Using a 7890 if the manual method is specified, loaded and started from the GC keyboard without first starting the run from the Chemstation, the CS method gets corrupted.**Temporary Fix:** No current workaround or fix.**Service Note ID:**

KPR Number: 9

Submit Date: 8/12/2008 3:06:45PM

Problem Title: Gas Sampling Valve (GSV) and Multi Position Valve readiness not reported in GC Status.

Problem Description: If a GSV and/or MSV is configured on the GC but the hardware is not present, the GC status will report not ready but not display the reason for the not readiness.

Temporary Fix: No current fix.

Service Note ID:

KPR Number: 10

Submit Date: 9/10/2008 3:18:26PM

Problem Title: Transfer of 6890 methods to 7890 ignores some setpoints.

Problem Description: If a 6890 method is loaded onto a 7890 with identical hardware some of the common parameters are not loaded.
Typical parameters ignored are:
Front PTV:
Split ratio
Split flow
Total flow

Column 1 (Agilent 19091J-413):
Average velocity
Column 2 (same column but not part of common sample pathway):
Pressure
Nominal initial flow
Average velocity

Front detector (NPD):
Hydrogen flow state (6890 method was off, came in as on)
Makeup flow state (6890 method was off, came in as on)

Back detector (FID):
Hydrogen flow state (6890 method was off, came in as on)

Temporary Fix: No current fix

Service Note ID:

KPR Number: 11

Submit Date: 9/15/2008 1:31:02PM

Problem Title: Aux Detector 1 and Valve Box temp not excluded in readiness

Problem Description: If the Aux Detector 1 and Valve Box temp are checked in the ignore ready checkbox, they are still included in the readiness calculation.

Temporary Fix: No current fix.

Service Note ID:

KPR Number: 12
Submit Date: 9/19/2008 12:41:13PM
Problem Title: Column Comp subtraction options are not available for AIB detector
Problem Description: Method Edit screen for AIB does not offer the 'Subtract from Signal: Column Compensation Curves' options.
Temporary Fix: No current fix.
Service Note ID:

KPR Number: 13
Submit Date: 9/29/2008 7:46:19PM
Problem Title: Invalid operating parameters loaded when transferring methods between GCs with different hardware.
Problem Description: Method transfer (7890 to 7890) loads the values for positional detectors/inlets even when they do not match; e.g. FID to TCD. Invalid flows will be entered into the method.
Temporary Fix: No current fix.
Service Note ID:

KPR Number: 14
Submit Date: 10/24/2008 2:26:06PM
Problem Title: Single Stop run/inject/sequence execution stops data collection.
Problem Description: If a method injection is being run, the stop run/inject/sequence must be executed twice before the run actually stops and the instrument returns to ready or not ready. A single stop/run/inject/sequence generates a report, but the method continues running, although no additional data is collected.
Temporary Fix: No current fix.
Service Note ID:

KPR Number: 15
Submit Date: 11/3/2008 3:50:35PM
Problem Title: Shutdown events are not displayed on the software Status screen
Problem Description: Shutdown events, such as a thermal or pneumatic shutdown, displayed on the GC Keyboard are not reported to the software and therefore not displayed on the "Agilent GC Status" screen.
Temporary Fix: No current fix.
Service Note ID:

KPR Number: 16
Submit Date: 2/11/2009 4:42:49PM
Problem Title: Missing vial causes sequence to abort immediately.
Problem Description: If Sample overlap is being utilised, the current run run will imediately abort if the next vial in the sequence to be prepared is missing.
Temporary Fix: No current workaround or fix.
Service Note ID:

KPR Number: 17
Submit Date: 2/11/2009 4:46:42PM
Problem Title: Barcode mismatch error
Problem Description: When a barcode mismatch occurs with overlapped injections (option of do not inject on barcode mismatch), the mismatched vial is taken to the turret and chemstation stalls with the sequence running and waiting. An abort is required to recover from this error.
Temporary Fix: No current workaround or fix.
Service Note ID:

KPR Number: 18
Submit Date: 2/16/2009 4:47:18AM
Problem Title: Cannot pause sequence during post-injection with the 7693A
Problem Description: After an injection has been performed and a Pause sequence has been executed there is no notification indicating sequence paused, and after the analysis completed, the next run continues.
Temporary Fix: No current workaround or fix.
Service Note ID:

KPR Number: 19
Submit Date: 2/19/2009 8:35:04PM
Problem Title: Parameters active when cryo is unchecked
Problem Description: When using the multimode injection port, all parameters relating to cryo are available whether cryo on is checked or unchecked.
Temporary Fix: No current workaround or fix.
Service Note ID:

KPR Number: 20
Submit Date: 2/20/2009 8:31:41AM
Problem Title: Incorrect Injector Not Mounted Error
Problem Description: If an ALS injector not mounted error is produced during sample preparation, the Chemstation reports an error message "Auto injector front/back door open".
Temporary Fix: No fix
Service Note ID:

KPR Number: 21
Submit Date: 3/4/2009 10:21:51PM
Problem Title: Pressure unit switch can not be applied when using EZChrom
Problem Description: If the pressure units are changed psi to kpa or bar and an online instrument is initiated in both [Instrument status] & [Instrument status], the old psi is still there.
The soft keyboard had a swift response and displayed correctly, see screenshot for detail.
This only applies to 7820GC and EZChrom.
Temporary Fix: No current workaround or fix.
Service Note ID:

KPR Number: 22
Submit Date: 3/6/2009 7:32:29PM
Problem Title: 7693 'No bottle in gripper' reported incorrectly as 'No vial in turret'
Problem Description: 7693 on 7890. The following error is reported incorrectly in the logbook:
""There was no bottle in gripper" when 7890 status reported "no vial in turret"
Temporary Fix: No current workaround or fix.
Service Note ID:

KPR Number: 23
Submit Date: 3/9/2009 4:23:27PM
Problem Title: Incorrect pressure units when auto configuring a 7890
Problem Description: The 7890 pressure units are set to kPa from the GC display. If an auto configuration is performed from EZChrom the pressure units are reset to psi.
This error occurs in EZChrom only.
Temporary Fix: Change the pressure units from EZChrom and download the configuration to the GC.
Service Note ID:
