

MassHunterSSB-B.07.00 SP1 >LSCA Software > GC-MS Software > GC/MS Acquisition

KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
548	211355	SQ: MS Instrument Control and Tune has been stopped working after vent cycle is finished	Hardware configuration is 7890A+5975MSD+G7697A HeadSpace After vent cycle is finished, the message displayed. is "MS Instrument Control and Tune has been stopped working".		
547	211305	SQ: transfer line temp show wrong on tune report of 7820-5975	config 7820-5975 run autotune, the transfer line temp shows wrong. when tune 7890-5975 or 7810-5975 (5975T), this issue did not happened		
546	211279	SQ: Create EI Tune File for CI Source Not Working	For a 5975CI instrument, go to tune and vacuum control. Load a CI tune file and go to Tune/Create EI Tune File for CI Source. The status line said, "Could not open file D:\MassHunter\msexpel\EI-CISource.marc		
545	211077	SQ: Run Method will begin even when Turbo not at 100% after waking up	This seems to be vary by instrument. Set the instrument to sleep. While System is sleeping, run method. System will get all the commands to wakeup. Logbook and LCP all say, AWAKE or Ready. So according to the Run Method Panel appears and the user can run a method. However, the turbo pump speed on the LCP and on the Monitor are not at 100% or above the ok threshold. On one system, it was 40% (the turbo seems to spin down before spinning back up to 100%). If there is a lengthy Pre-run, this is fine since the pump comes up to speed fairly quickly. However, you might get a case where there is no pre-run and the run method begins with a less than spun up turbo.		
544	211083	SQ: MSD produces Faults when wake up during a conditioning run	System is scheduled to wake up after a conditioning run. GC goes into conditioning run. From Menu item, select Wake. The MSD wakes up and the turbo spins up. There is a HiVacFault Registered and a HED Fault registered. Meanwhile, the GC stays in its conditioning run. If I hit Wake again, I get a message saying that the system can't be run in conditioning state and the "falloff" message is displayed in the status line. If I stop the conditioning run from the front panel, the system becomes alive again.		
543	211081	SQ: Actions executed under Executed tab on Tune and Vacuum view are not consistent on Calibrant valve status	On Tune and Vacuum view, under tab Execute, the status of CI Calibrant with the following actions seem not consistent: "Ramp Lenses": MS turns on automatically, CI Calibrants valve opens automatically after the button was clicked; "Profile scan": MS turns on automatically, but CI Calibrants valve doesn't open automatically after the button was clicked; "Spectrum scan": MS turns on automatically, but CI Calibrants valve doesn't open automatically after the button was clicked; "Find mass": MS turns on automatically, but CI Calibrants valve doesn't open automatically after the button was clicked;		

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542	211219	SQ: Run Method in offline mode, get "undefined symbol: wait for CIPI ready"	While a simultaneous online system is running, startup up offline system. Green arrow is active, pressing the green arrow; the system went through the motions of trying to start a run, but getting a Run Method Error. Was expecting, "Offline" or something, but instead got "undefined symbol, wait for CIPI ready."		
541	211071	SQ: No indication that in SafeMode	When the system is placed in SafeMode and if you close the Vacuum Dialog while venting or vented, there is no indication one is in safe mode.		
539	211240				
538	211266	SQ: Logbook/sequence log reporting barcode mismatch instead of vial not found	Set up a four line overlapped sequence with the HS syringe. The third vial in the sequence was missing. When the sequence ran, the logbook and the sequence log showed the sequence was aborted because of a barcode mismatch.		
537	211274	SQ: Fast Vent Text on display when GC is in vent mode	GC mode of GC monitor display is "Fastven" during MSD vent cycle. I think this is "Fast Vent".		
536	211280	MSD: Simulate sequence does not flag duplicate filenames, that is only done when exiting sequence table	If you setup a sequence that has duplicate filenames, you will be warned on exiting the table as asked if you would still like to continue. Respond Yes. Then Simulated the sequence and it did not flag the duplicate filename but when the sequence is run and overwrite data file is not checked, the sequence will error out on the line with the duplicate filename.	Simulate Sequence checks to see if the syntax is correct, the method names and paths are correct.	
535	211283	SQ: Error when try to open Logbook after it has been cleared	With the Logbook open, select File\Clear. The contents of the logbook is cleared. Close dialog, Click on logbook again, get an error saying cannot find mslogbk.html. Click OK. The blank book opens.		
534	211286	QQQ: Log files have not been generated in QQQ autotune in case that the check boxes of log files are selected	On QQQ autotune, select all check boxes (Log File, Ramp Data, Capture data, Spectra Data, Log 15 sets of peak data per file) of Log Files under panel of Files and Reports. After autotune is completed, tune report has been generated, but no any log was created.		
532	211275	SQ: Help/Using Help In Tune and Vacuum Control View Does Nothing	In Tune and Vacuum Control view, selecting Help/Using Help. Nothing happens. No help opens.		
531	208661	MSD: Add Zipcrit and Problem Steps Recorder items for all instruments (QQQ, QTOF, GC only)	The Zipcrit and Problem Steps Recorder menu items and feature are only present for MSD configurations only.	Testing "Gather diagnostic files" on two QTOF systems, System A with MSD Data Analysis software installed, while System B not (for QTOF users, it is normal). After clicking "Gather diagnostic files" and selecting certain options, a log file is created with extension .z in System A, while a file with extension .gz is generated in System B. The file with .z can be opened in System A without software from third party, while the file with extension .gz cannot be opened until a certain software from third party is installed.	Has been resolved in the MassHunter GCMS Acquisition B.07.00 SP1
530	174908	SQ: Issues with Trace Ion Detection (TID)	The SC DSP as it switches from one group to another group the SIM group changes, there is an 816 ms gap where no data is retained due to the fact that SC is collecting the 7 scans of the next ion to "prime" the digital filter known as TID.		
529	206480	SQ: Still possible to see HIVAC Pump not ready when running sequence after GC/MS asleep	When running a sequence after the GC/MS had been asleep, it is still possible for the sequence to error out with the following error : MSD Fault -- 0X0000000000000080 HIVAC Pump Not Ready ----. It may depend on your sleep and wake methods. For most cases, the steps work, but on occasions it might fail.		Has been resolved in the MassHunter GCMS Acquisition B.07.00 SP1

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528	207243	SQ: 7890B vent method will be terminated during venting if switch masshunter view from "Tune and vacuum control" to "instrument" control	7890B-5977A Vent the system from Masshunter a vent method will be loaded to 7890B. However if switch the view to "instrument control" view the vent method will be terminated and transfer line temperature will increase following the previous GC method. And 7890B FRONT PANEL IS STILL BE LOCKED IN VENT STATUS. That means you can't modify the setting value from front panel e.g. transfer line temperature can't be turned off. The only way is change the setting from Masshunter then load it to GC.		Has been resolved in the MassHunter GCMS Acquisition B.07.00 SP1
527	208660	QQQ,QTOF: "restart paused sequence" menu item missing for QQQ/QTOF/GC only	The Menu item: Sequence\restart paused sequence should be visible for all instruments, not just MSD as it is currently. This menu item is normally grayed, but visible for the MSD, and only becomes enabled if you have paused a sequence. behavior should be the same for the other instruments. For the GC only (as an example), the only way to restart a paused sequence currently is to "Run Sequence" and then you are prompted to resume at the specified line. From ken: The 'restart paused sequence' does appear to be for a single quad configuration ONLY; I view this as a defect. Should be active for all instrumentation (QQQ, QTOF, GC only)		
526	207644	SQ: Why after clicking on Awake, why does the vacuum readings improve by almost 2 orders, this is not correct.	The instrument is around e-6 for the vacuum and then when the awake is used the vacuum readings go to e-8 and then it will go back down to e-6, what makes this even stranger is that the system is also doing a pumpout at this point of time	What the user is seeing is the gauge was turned off and it was causing the values to get lower and then it was turned back on and it was recovering. This is the normal response for the system.	
525	207643	SQ: The turning on the Sleep and Awake does not operate consistently when repeated	When instrument control is started, sleep from the pulldown menu item is activated both the GC and MS go to sleep immediately, and then when you click on awake they both will come up. Without exiting instrument control, start the sleep mode again from the pulldown menu item the GC is activated immediately but the MS is not, it will take at least 2 minutes before it will detect the signal and display sleep but it may or may not start the powerdown of the turbo pump, this part is questionable at times also.		
524	206735	QQQ: Check "All peak Data in one file" only in Log Files section but no any log file has been created after autotune of QQQ	1. Check "All peak Data in one file" only in Log Files section, do NOT check other checkboxes; 2. Run autotune; 3. No any log file has been created after autotune (expect that one relatively large peak_XXXX.txt file should be generated)		
523	201218	SQ: GCMS always returns in Monitor mode following reconnection after Comm failure; sometimes crashes msinstcl.exe	Connect to 7890 in GCMS. Disconnect the LAN cable. Following disconnection detection or when cable is reconnected, the software sometimes crashes: 'Msinstcl has stopped working'. If it doesn't crash, it always returns in Monitor mode		
522	209807	MSD: "Zip/Unzip methods and data" depends on character case of filename extension	the function of "Zip/Unzip methods and data" depends on character case of filename extension: "Zip" is not case sensitive for filename extension, while "Unzip" works only for capital case in filename extension.		



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521	209785	SQ: GC Does Not Go Completely Out of Safe Mode After Download Method to GC is Selected	5975/7890A system was in safe mode. In GC Edit Parameters some changes were made (changed oven temp, turned off some inlet pressures and flows). Right -clicked and selected Download Method to GC. The changes were downloaded, and the actuals should the parameters changing. Then changed the parameters again, and select Ok on the Edit GC Parameters panel, but the set points did		
520	209754	SQ: Can not enter over 10mins to Solvent Delay in MS Method Editor	Load Default method Change Oven program to 15mins in GC Method Editor Go to MS Method Editor Try to change Solvent Delay to 12mins. But change to 10 mins automatically when the cursor move to the another field.	Go to the Inlet and Injection Parameter menu and change Sample Inlet to Other/None Go to the MS Method Editor and now increase the amount of time for Run Time, this parameter is setting the maximum limit for the Solvent Delay when Sample Inlet is selected as GC. Go to the Inlet and Injection Parameter menu and change Sample Inlet to GC Go to the MS Method Editor and now increase the amount	
519	209565	SQ: CI Tune from Sleep mode produces MSDAT Exception and doesn't tune correctly	With a good tune loaded, I put the system to sleep. While the instrument is sleeping, I initiated the tune MSD (menu item or icon). Window switches to CI Tune and Vacuum Control window as expected, and system is still asleep. Click CI Autotune (system wakes up) and CI Autotune does not begin until the GC and MSD are ready (all good). However, the tune that proceeds produces the attached error (tunefromsleep.png). The profile continues after I hit ok most of the time, but I have had it crash bronco once, and I get the dialogs about purging the CI gas line. A telnet log is attached. The tune never seems to get back on track. If I abort, and then just do a normal CI Autotune, using the same tune file, it proceeds without issue		
518	209523	QTOF: Truncation: Q-TOF Short Report, Tune file name is truncated	Create Q-tof Short report. Tune file is truncated.		
517	209368	SQ: MSD I/O Time Out when running N=6 and N=7 scan speed methods	Running methods on a 5975 with the following parameters: Scan Only, mass range 50-650, N=6 or N=7 (methods attached). Using B.07.00 shipping 5975 firmware. System Times out and the MSD goes offline. The first time it happens, reconnect to the MSD using the Menu Item and run a different method. If run the N=6 and N=7 methods again, the system times out again. unable to Reconnect to the MS via the menu item. Close and restart GCMS, unhandledexception.		
516	208852	SQ: instrument control, profile, continuous, then switch view to tune and vacuum	the profile scan was going continuously in instrument control then I clicked on view to go to the tune and vacuum view. When it was done, I could see Welcome to Tune at the bottom of the screen and the profile has stopped. I right click on the profile window and it stated that I had to do a profile stop but it was already stopped. Had to type in MSOFF on the commandline to recover, or just click on		
515	208851	SQ: Graphics, Scan, Selected Scan once but the LCP states that it is continuously acquiring	The LCP is giving me the impression that I have selected continuous scan(ramp/profile/capture) instead of a single action of scan. The filament is left on waiting for it to timeout		
514	208811	QQQ, QTOF: Vacuum ICON on instrument control does not work	This was a feature which was added for the 5977 instrument and it is part of all of the configurations now. Does not function for either of the QQQ or the QTOF		

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513	210252	SQ: Unable to copy partial rows from Excel to SIM Table	In the SIM Ion Tab, there are three columns. In order to successfully copy from Excel, the user needs to have all three columns defined in Excel. For instance, you cannot copy just the SIM Ion and Dwell Time, you also need to specify True or False for the Plot this time.		
512	210134	SQ: Fixed Electron energy is printed as 2 eV when printing the method	Fixed Electron energy is printed as 2 eV when printing the method instead of the correct 70 eV which are used.		
511	209995	SQ: check "Graphic Repots" check box, the subcheck boxed does not check by default	tune and vacuum view--> file menu--> set view tunes report options check graphic reports, the sub check boxes does not checked by default		
510	209980	SQ: unhandled exception with no printers configured and tune report options selected	Setup a computer with NO printers configured. In the Tune and Vacuum Control View, Select File\Set View Tunes Report Options, Select all of the options to be displayed. Run Tune (may have to run 2x to generate the TunePlots. After the tune is complete, an unhandled exception occurs. If you hit continue, the tuneplots show correctly, and there doesn't seem to be any damage to the system from the exception. Running a tune with none of the tune report options select is ok and does not result in the exception.		
509	209967	SQ: Title of tune report different depending on how it is generated	tune and vacuum control menu with stune.u loaded, select Tune MS. Tune report title will be Target Tune. tune and vacuum control menu, select Standard Spectra tune (stune.u). Tune report title will be Standard Spectra Target Tune In sequence, run a Check Tune. Tune report title will be Tune Report	When you select a menu item like Standard Spectrum Tune, the macros know exactly what you are doing and label the report accordingly. However, if you save STUNE.U as MAS.U, the macros cannot distinguish whether the file was originally an Stune, BFB, or DFTPP tune. Similarly, you could save the files as BFB.U even though it is an Standard Spectrum Tune.	
508	210670	SQ: .Net Exception Select GC Edit Parameters Icon for 5977-7890B System	Just finished venting and pumping down the system, select GC Edit Parameters and an exception appeared. After selecting continue, the GC Edit Params. panel opened. The error message is a false prompt.		
506	210614	QQQ: when you perform a check tune in QQQ, ion ratio for mid and high masses are wrong	when you perform a check tune in QQQ, ion ratio for mid and high masses are wrong, they result to be exactly the half, compared to the values in the aTune. If you look at the "raw" data file in the txt file inside the checktune report folder, the values are acquired correctly. It look like when the system compile the report, the process do a wrong calculation: only "Ratio of mid mass to low mass" and "Ratio of high mass to low mass" are the half of what they really are in the aTune..		
505	210390	SQ: Hitting Vent then Pumpdown on system with DCOMM enabled	On a 5977-7890B system with DCOMM enabled, set up a GC Vent method. From the Vacuum control window, selected Vent. This activated the Vent Method on the GC. After a minute or two select Pump down. The Mass Spec went into Pump down and became ready. The GC temps were still falling according to the Vent Method		
504	210321	SQ: Help for Chromatogram Manager is missing Event Options description and Default color	If you right click on the chromatogram, there is a dialog that appears. The help button brings up the "chromatogram manager" help as expected. However, the Event Options and Default Color items in the dialog are not explained.		

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503	210293	QQQ: the default label for chromatogram type should be the same with chromatogram type.	instrument menu/MS parameters, click chromatogram tab. select the chromatogram type, the labels are always TIC even though the selection was BPC or EIC.		
502	210287	SQ: spectrum manager, the default colour is not working	spectrum manager, right click the display name field, then select colour, change the colour, ok the panel. go back to the manager panel, check the display neme colour is applied. click default colours, ok it, go back to check the colors, it did not go back to the default.		
501	210256	SQ: Unhandled Exception when switch to SIM Time after Copy from SIM Table`	Copy and Paste SIM rows from Excel into SIM Table (60 SIM Ions). SIM Ion Table is correct and there are no errors. Copy a partial group of the SIM Ions (complete rows, but only 10 or so ions). Go to SIM Time Segment line (empty and click as if to add a new time segment. Unhandled Exception occurs. Particularly bad because it does not go away after you hit Continue. Exception keeps appearing and then one may be forced to ctrl-alt-del the application since it was unusable.		
500	210254	SQ: Copy/Paste from Excel into SIM Table, any subsequent copy/paste from within in Method Editor will paste Excel values	copied and pasted a group of values into the SIM Table. If copying a different set of SIM values from within the Method Editor and try to paste, the values that are pasted are those that are copied from Excel. After a copy/paste from excel, it seems that the Method Editor loses its copy/paste functionality.		
499	210286	SQ: change the spectrum name in spectrum manager, the monitor name did not changed as setting	In the spectrum window, right click to the spectrum manager, change the display name from spectrum to something else, click ok, check the title of spectrum signal monitor. it did not change accordingly		
497	210737	SQ: Starting up MS that is in use by another PC	MS was in use on one PC and trying to start up the instrument on a different PC. One can correctly see the message that Instrument is in use by host name. The instrument status showed offline. Nothing was recorded in the logbook such as when the GC is offline. Also, one is able to go into tune and initiate a tune.		
496	210818	SQ: Exceptions are thrown when clicking "Editor Method" on MS Status panel in case the associated tune file in the method is missed	After startup the application, Instrument Status shows "Error" in red in case the associated tune file in the loaded method is missing. Clicking "Editor Method" on MS Status will throw an exception. The further actions also generate two more exceptions (please see the attached file for details). Note: This error occurs ONLY starting the application and errors exist in the loaded method. If the application was already started, "Edit Method" on the error's method won't		Has been resolved in the MassHunter GCMS Acquisition B.07.00 SP1
494	210856	MSD: Add/Remove Programs version for MassHunter B.07.00 SP1 has no build number	Install SP1 build 1525 over B.07.00. Add/Remove Programs shows the version for SP1 as 1.00.0000.	Required execution level for Setup.Exe needed to be set to administrator.	Has been resolved in the MassHunter GCMS Acquisition B.07.00 SP1
493	210945	SQ: MSD wakes up on start-up even if you say no	If you have the SYstem asleep, then close MassHunter Acquisition. When you restart MassHunter Acquisition, one is told that the system is asleep and would you like to wake it up? If you click No, the GC stays asleep, but the MSD spins up the tube and becomes awake.		

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492	210962	SQ: Software GPFs with Comm Failures/Reconnect while in a sleep state.	Unplugging the lan cable while the GC was awake with an impending sleep state. Once the GC went to sleep, reconnected the cable. The software came back online and then went offline again and crashed. Doing this the second time it was not reproducible. Then unplugged the lan cable while the GC was asleep with an impending wake state. The GC never went offline (or showed that it went offline). The GC never woke up when it was supposed to. Plugged the lan cable back in and then software grayed out and GPF.		Has been resolved in the MassHunter GCMS Acquisition B.07.00 SP1
490	208812	EMF Monitor is no longer available.	This ICON has been removed from all MS Types and the pull down menu item under Instrument call EMF has also been removed. The 7890B has DComm between the GC and MSD which means we now have the capability of the GC storing maintenance items. The first product with this feature is the 5977 and as we expand the functionality and update firmware on other MS Types we will be adding this		
489	207554	SQ: Cannot enter the serial number of the MSD 5977A which is US1301L001 into the 7890B Aux Detector	When you use the GC Panel and try to enter the serial number it will only allow numbers, the serial numbers for our MSDs has numbers and letters in it so it is not possible to enter in any 5977 serial number into the field.	Instead of entering a Letter for the MSD serial number use a number like 0 or 1 for the letter.	
488	207094	SQ: False Filament Faults occurring during sequencing when GC enters a Sleep Deferred State	There is a possibility sequence could stop prematurely while the GC is configured to SLEEP. The system is running a long (3000 sample) sequence. During the sequence, the GC enters a Sleep Deferred state instead of a sleep state because the system is running a sequence. The telnet trace indicates that MS FW may be turning the filament off, thereby generating a fault that was detected by run control.		
487	207212	SQ: Depending upon when override solvent delay is selected, either a slow response or lockup could occur.	The issue is when the override solvent delay is selected prior to the solvent delay. The closer the override solvent delay is selected to the solvent delay there is an issue possibility of a run time delay being shown in instrument control or there could be a lockup of the system.		Has been resolved in the MassHunter GCMS Acquisition B.07.00 SP1
486	207179	SQ: SIM/SCAN: data collected from first SIM group only	Build a method in SIM/SCAN. Add multiple sim groups with different SIM ions in each group. Data is only collected for the SIM ions from the first group for the duration of the run. This also applies to data being collected from SCAN from the first group for the duration of the run.		Has been resolved in the MassHunter GCMS Acquisition B.07.00 SP1
485	206230	SQ: Sequence hangs waiting for arm signal - intermittent	The MS Status panel was displaying " Arming instrument for start of run" on occasions. The 1st sequence stalled at 22:30:03. The 7890B entered sleep mode at 5:25:17 during the next morning. The sequence was aborted at 10:11:38. Normally, the sequence would resume running at the next sample, but this sequence got stuck in pre-run for the next sample. The GC stayed asleep, despite our effort to wake it up through the command line. The red STOP sign was grayed out, so one had to use Task Manager to kill the msinstcl.exe program. This time the 7890B had not entered sleep mode. Both the GC and the MS status icons were green and the CTC was displaying blue for Running. Was able to abort the run and resume the sequence at 15:08:22 on Sunday afternoon. Then the sequence of 303 runs ran to completion.		Has been resolved in the MassHunter GCMS Acquisition B.07.00 SP1

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483	206054	SQ: No way of stopping sequence while waiting for an interval	Setup a sequence using the interval keyword. First sample ran and then "Waiting for interval xxx" appeared on message line. During this time while the software is waiting the specified interval time before starting the next run, the stop button is grayed and there is no way to stop the sequence.		
482	205950	SQ: No Cancel button on Method Resolution panel when loading the method	Have a valid method loaded in Drug Mode, ran a simulated batch. Then attempted to load another method that brought up Method Resolution. The method resolution panel had no Cancel button .		Has been resolved in the MassHunter GCMS Acquisition B.07.00 SP1
481	205931	SQ: DrugQuant: Canceling the Save Batch Panel Causes Undefined symbol when Selecting Simulate Batch	Testing the menu items by opening and canceling them. If one selects Save Batch and then cancel the panel, then going to Simulate Batch undefined symbol: pauseseq. This will occur when selecting either the menu item or the icon.		Has been resolved in the MassHunter GCMS Acquisition B.07.00 SP1
480	205767	SQ: Tune Error on bfb_autotune, extra dialog saying "Starting Autotune", but nothing happens	Ran a bfb_atune on 5977 and a Tune Failure Message appeared: "Couldn't achieve ion Focus. Check Calibrant and lens connections." Hit Ok. But another dialog appears saying, "Starting Autotune". Hit Ok. The MS is turned off (status line), but nothing happens. Software is not frozen, can move between screens, etc. This could leave the user wondering why their autotune isn't running. Is it supposed to run? Or is there just an extra dialog?		Has been resolved in the MassHunter GCMS Acquisition B.07.00 SP1
479	205871	SQ: .Net Exception When Clicking in the SIM Time Segments Table	5975 Method Editor panel: The SIM Time Segments table is difficult to manipulate if you are not used to it - different from G1701EA, Clicking around trying to get the time field to become editable, one can get a .net exception. After selecting Continue on the exception, ok and cancel were no longer functional, but one can close the panel from the X. Reopening the panel, it was fine.		Has been resolved in the MassHunter GCMS Acquisition B.07.00 SP1
478	205930	SQ: GC Parameters Icon Opens to ALS Page After ALS Icon is Selected.	The GC Parameters Icon is supposed to open to the Oven parameters page; however, you selected the ALS icon, when you select the GC Parameters icon, it opens to the ALS page instead of the Oven page		
477	205927	MSD: GC MS Acquisition IQ fails after FA uninstall	After uninstalling MassHunter GCMS Acq, an IQ test was run. It fails with 1 file missing in GC MS acquisition.		
476	205929	SQ: DrugQuant: Help Button on Post Batch Report Panel Not Working	When you select the Help button on the Post Batch Report panel nothing happens.		
475	206064	MSD: Shortcut Error Uninstalling MassHunter GCMS Acq from a Clean System	When uninstalling MassHunter GCMS Acq from a clean system (nothing else was installed with MassHunter GCMS Acq), an error that says shortcuts could not be removed. The uninstall continues, but one is left with the extra icons that install with MassHunter GCMS Acq like Parts Finder.		

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473	206125	SQ: Front Only inlet is available after configuring Headspace, though both inlets are available up to that point	A GC with dual 7693's, no tray. Both GC ALS inlet sources are available. Create a Back ALS method. Close and configure with a headspace. Open session and both inlets are still seen. Create a front HS injection source method. Reload the Back ALS method. Select inlet/injection source and only the Front Inlet is available, though both ALS's are seen in ALSL and Configuration. Saw this on multiple GC's with different types of HS. The only way to escape is to		
472	206126	SQ: No way to confirm import of method component(s) imported prior to save	B.07.00. with Qual and Quant installed to activate 'Import method components from another method'. Select this and for any element, there is only a Save As dialog presented. User should be able to verify the display of whatever he imported before he is required to Save the method. The only time user sees the Method Edit dialog is if the import		
471	206134	SQ: Clicking "Cancel" button on "Printing" panel doesn't work and hangs the process if "XPS" is set as default printer	<u>Invalid Method Resolution</u> 1. Set XPS as default printer; 2. After tune is completed, TWO panels appears: "Printing" and "Save the file as"; 3. click "Cancel" button on "Printing" panel, nothing happens and it hangs in "Canceling Print" forever until user clicks "Cancel" button on "Save the file as" panel again. The problem is: during tuning, user may perform others operations, the panel "Save the file as" may hide behind tune panel and invisible for user; so user has no way to continue anything unless kill the application.		
470	206214	SQ: CI Reagent Gas B and Load Method yields undefined symbol : line	use the CI tune wizard to specify reagent gas on Line B. Save the tune file. Switch to Acqview and specify that Line B tune file is to be used with the mehtod. You will get an <u>undefined symbol: Line</u>		Has been resolved in the MassHunter GCMS Acquisition B.07.00 SP1
469	206215	SQ: Message in logbook with sequence calling a GC Wakeup	GC/MS was asleep. Setup a sequence with keyword GC Wakeup as the first line followed by two samples. Ran the sequence. The sequence completed but when looking into the logbook, this was the last line. Time Stamp Source Message 2013/03/11 14:27:35 Sequence has not be reloaded because instrument is sleeping Sequence did complete but the logbook would indicate that it was not done.		
468	206218	SQ: Click on Ramp window, value is not saved in tune file	A manual click on a ramp window should save that value into the tune file in memory. Which, in turn, may be <u>persisted on disk</u> .		
467	205760	SQ: Missing help information about the right key functions for Text window on screen and search	Missing help information when using right function keys.		
466	205759				
465	205758	SQ: Missing help information about the right key functions for SCAN window on screen and search	Missing help information for the right key functions.		
464	205757	SQ: Missing help information about the right key functions for SimRAMP window on screen and search	Missing help informaiton on the right key function on the SimRamp window.		
463	205756	SQ: Missing help information about the right key functions for Capture window on screen and search	Capture window right function keys are missing help information.		

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
461	205878	SQ: Timed Events, EMVolts Monitor for Gain Factor does not match EMVolts specified on TIC	Timed events for Gain Factor. When the method runs the TIC Shows the events labled with EMVolts 1103 and EMVolts 969, but during the timed events, the monitor showed 1106 and 965. All other events like Absolute EMV and Delta EMV had matching voltages		
459	206139	SQ: PC fails to reconnect to MSD	If the PC leaves the MSD in a "BUSY" state, the PC and the MSD are supposed to be able to reconnect. The MSD accomplishes this by telling the PC this by who it is in use by telling MassHunter GCMS Acq who it is "BUSY" with If it is the PC running, then MassHunter GCMS Acq can try to reconnect If it is another PC, then MassHunter GCMS Acq can tell the user who the MSD is in use by. Unfortunately, when the MSD is reporting who it is in use by, it is clipping the computer name Instead of reporting: "5CB20404CM.scs.agilent.com", it reports "5CB20904.scs.agi". This in turn cause MassHunter GCMS Acq to *NOT* try to reconnect and to erroneously show an "In use by 5CB20904.scs.agi" message.		
458	205762	SQ: User needs to make sure Graphic windows have stopped acquiring data before switching views	The user can right click on the graphic windows options (SCAN, Profile, SIMRamp, Capture) to perform a single or continuously acquisition. This is very important for troubleshooting and optimizing a tune. Before switchin the view (from instrument control to tune and vacuum control or the reverse) the user needs to make sure the acquisition has stopped. There is an MSOFF command which is implemented during the switching of the views and this could disrupt the software by creating a fault.	The user will need to select stop acquisition prior to switching the view.	Has been resolved in the MassHunter GCMS Acquisition B.07.00 SP1
457	195145	SQ: 5975, Connecting to a MS that is already connected to	While setting up a second GC/MS system using the same MS. Started up the instrument but did not receive any error - nothing was in logbook. Instrument Status was Ready. It appeared as if everything was OK, there is no indication to the user that the instrument is already in use.		
456	205546	MSD: Warning messages about certain icons appear during uninstllation of Acquisition software	During MassHunter GCMS Acquisition uninstallation, the instrument icons and "QTOF Conditioning" icon will be removed automatically; however, three icons for Configuration, STA and Parts Finder are not go away automatically until clicking "OK" on the message box. This does not occur all the time		
455	205477	SQ: AutoTune does not use a secure default mass profiles for the tune, it uses the user entered values from profiles	If one changes the profile masses and saves the tune file, the tune file will then use those new profile masses for the tuning masses which could result in an abort or end of the autotune		Has been resolved in the MassHunter GCMS Acquisition B.07.00 SP1
454	205479	SQ: Enter out of range mass errors for Target Masses, inconsistent error handling	If a out of range mass is entered on the Target Mass dialog from Tune Wizard, an error prompt does not appear like the other Tune Wizard dialogs. The only way you know there is an issue is that the dialog closes and there is a message in the status line. From the other dialogs, you get a "parameter out of range" dialog and then are brought back into the offending dialog.		

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
453	205476	SQ: Calibrant valve status on autotune report are consistent between EI and CI	On EI system, atune Autotune report, "PFTBA" is "Open"; On CI system for both PCI and NCI, autotune report, "PFDTD" is "Closed". When tune is completed the calibrant is turned off.		
452	205472	SQ: During Tune, got "MS Communication Errors" flashing on status line	During the tuning on the line prompt an error message "MS Communication Errors", tune completes fine, then reconnect. "MSD was already connected" in status line.	Has been resolved in the MassHunter GCMS Acquisition B.07.00 SP1	Has been resolved in the MassHunter GCMS Acquisition B.07.00 SP1
451	205394	SQ: Index 2000 out of bounds at the end of sequence run	5977/7890B/7693 (Drug Mode) Ran 2002 line sequence, and when checking the software, the sequence status bar was still in "running" mode with 2002 out of 2002 lines run. The status line said "Index 2000 is out of bounds."		
450	205397	SQ: Safe Handle Message and Crash of MassHunter GCMS Acquisition during sequence run	Running fastest method on a system over the weekend. System got through 408 runs (less than 24 hours). The MassHunter GCMS Acquisition aborted when okay was selected.	Data handling was errantly set-up to "Screen Print" a library reports, which caused many instances of the MultiVu application to be invoked. Furthermore, Alert boxes were displayed warning the user of a near out of memory condition and a swap bound system. Warning messages were display, but if the user was not near the system when the error messages were being display	
448	205414	SQ: Help for keywords in Drug Mode	There are a number of keywords in DrugMode that are not in the help; Append, BatchRep, NewBatch, ReQtStds, etc. There are also keywords listed that are not in Drug Mode.		
447	205415	SQ: Help inaccurate for keyword UseDecisions	According to Help for keyword UseDecisions "UseDecision is only applicable for MassHunter Data Acquisition sending data to MassHunter Quant. When working with MassHunter Data Acquisition in Drug mode sending data to ChemStation Data Analysis use Intelligent Sequencing instead." This is not true. The user must set up the sequence with the UseDecisions keyword when using Classic Data Analysis also. The use of this keyword will invoke Intelligent Sequencing. There is no more turning Intelligent		
446	205419	SQ: Strange Hivac gauge reading when conducting commands on CI systems	When conducting commands, strange HiVac gauge reading (such xxe-10, or xxe-09) appears on software and LCP occasionally. The chances of this error appearing depends upon the orders and time-gap between the consecutive operations.		Has been resolved in the MassHunter GCMS Acquisition B.07.00 SP1
445	205308	SQ: Running CI Tune Report Options prints blank reports after first tune	In EI, you get a message that you need to run the tune twice to see the customized tune reports (lens value, etc). In CI, the blank plots are printed after the first tune and no indication is given its needs run again.		

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
444	205306	SQ: Ramping in Emission for CI system runs in improper manner	5977: MS firmware 15 Ramping in Emission for EI system runs properly; but Ramping in Emission for CI system runs improperly, the ramping curve is almost a straight without maximum; 5975: MS firmware 7.02.17 Ramping in Emission for EI system: NOT tested; Ramping in Emission for CI system runs improperly, the ramping curve is almost a straight without maximum;		
443	205226	SQ: Pause batch if calibration expired is not working with Intelligent Sequencing and classic DA	Intelligent Sequence set to Pause batch if calibration expired. Set up a sequence with two specimens. Ran the sequence and got message that the current calibration is out of date, responded Yes to continue. When prompted, chose a Med Control. Instead of pausing the batch, it asked for a reinjection.		
442	204951	HS: MassHunter GC/MS Acquisition does not update Instrument Status following HS reconnection in-session	Start 3 line sequence and at the conclusion of the first run, either unplug the LAN cable from the HS or power the unit off. Status goes 'offline' and logbook shows this. Following the 4 min wait to abort the sequence, recable the HS or power it back on. HS Status updates, but Run Status and Instrument Status continue to show 'Offline'. Start a sequence, but it aborts. Instrument Status eventually updated to Ready following power cycle reconnection, but not the Run Status. Must close and reopen.		
439	205362	SQ: In Manual Tune, the Step Size Edit box on the Profile Tab erroneously controls the step size for Scans, not Profiles.	To control the step size for profiles, use the CP CFommand "stepsize" before entering Manual Tune. For example STEPSIZE .05		Has been resolved in the MassHunter GCMS Acquisition B.07.00 SP1
438	205366	SQ: Changes to Profile scan speed not persisting in Manual Tune	Go to Profiles tab Make sure that speed N=3 is selected Click "Profile" to start running profiles Change speed to N=7 -- you will see profiles slow way down (correct) Click "Profiles" again You will see profiles being run at N=3 speed (this is correct)		Has been resolved in the MassHunter GCMS Acquisition B.07.00 SP1
437	205367	SQ: Non-responsive UI when stopping scans, profiles, captures and ramps in Manual Tune	After you click the "Stop" button, UI is fairly dead until the operation completes. This can be maybe up to a minute or two for a wide scan at .05 step size, or especially a ramp with max number (~256) points.		Has been resolved in the MassHunter GCMS Acquisition B.07.00 SP1
436	200466	QTOF: B.06.01 does not automatically create the TDA files at the end of acquisition	The user must go into Quant to have the TDA associated files created and then go into QUAL even though they do not want to use QUANT. If the user is not careful then the files can be duplicated without the user realizing it and then when the original file is brought into QUAL and running deconvolution on it the files are not recognized.		
435	202631	SQ: it is confusing to users when you click on the tuning fork and it comes up with the Tune/Quick/Manual and you have to save	When selecting the Tuning ICON one would expect to go into manual tune if one has a QQQ or QTOF instrument. Different instrument types has different functionality of how the tuning icon works		
434	203302	SQ: MassHunter sends garbled LUI:MSG:RECV 'xxxxxxIdle' message to 5975/5977	Information which is being sent from the MassHunter Workstation to the Local Control Panel (LCP) has word wrapped issues. The 5975 has two lines for display while the 5977 has 4 lines and at times the text is overwrapped due to the display types		

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
433	203322	SQ: Dual vial ; no error message even when Front and Rear Vial is same	1. Create a dual sequence. (Front = 1, Rear = 1) 2. OK to exit Sequence table 3. it is better error/warning message is shown when I click OK. "Don't use same vial for Front and Rear"		
432	205048	SQ: Capturing data via EDP, in the window for Capture the usec always has 0.00	Runnnng the EDP with Capture,the number of points from 1000 to 10000 but the usec in the display window always stays at 0.00. The capture information is correct		
431	205100	SQ: Automated quant reporting with .m method files	Create a quant method save as .m format & .quantmethod.xml format. In acquisition, use the method file as the DA method file. The .quantmethod.xml file generates the proper report the .m file generates the generic qual report		
430	205106	SQ: LCP Display Times do not match actual date. LCP has 2/14/2013 when date is 2/16/2013	LCP Display Times do not match actual date. LCP has 2/14/2013 when date is 2/16/2013 instrument available states 2/14/2013 is the date, but when you go to manual tune it will display the correct date and then instrument available will come back with the wrong date. The LCP has a memory stack and is displaying the wrong line. There are no errors for the acquisition times because they all get the timestamp from the PC and this is correctly		
428	205176	SQ: Printing "Detailed Data Analysis method" w/ no printer results in error in status line	Trying to delete "Detailed Data Analysis Method" section of the method with no printer attached, the following error message will appear in the status line: "Cannot delete methods\methodname\damethodprint.txt The reason why it appears is that there is no file by that name.		
427	205177	SQ: In Run Method Panel, estimated disk space is reported for D: and value is actually C: capacity	When selecting Run Method, the estimated free disk space is identified. In MassHunter GCMS Acquisition, it is specified as the D:\ or the data path selected. If D:\ is selected, the free disk space that is actually reported is for the C:\ drive NOT the D:\ drive. If you change the data path to C:\ the same value is	User can go and user windows explorer to view the available free space on the selected drive.	Has been resolved in the MassHunter GCMS Acquisition B.07.00 SP1
425	205185	SQ: Vent/Pumpdown from Instrument Control, get error in status line about Vent Prepare	Venting the MSD from the Vacuum Dialog, and then pumped down, without power cycling the instrument. After clicking Pump Down, the following error appeared: ERR.LUIVentPrep_Not_Active No bad behavior happens because of this, but the message does persist and could cause confusion.		
421	204676	SQ: Edit Entire Method 'Instrument Information' does not remain checked	On occasions when doing the Edit Entire Method the 'Instrument Information' does not remain checked.	Going directly to Instrument Information, make the edits and save.	

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
417	204938	SQ: The software installation does not allow the user to specify where they was to install the core software only the data/supporting files	On newly installed systems the MassHunter GCMS Acquisition installer will prompt the user where they would like the core software to be installed. Once the Classic Data Analysis software has been installed the installer will see where it has been installed and then will install the core portion of the MassHunter GCMS Acquisition to the same location. So if you do not see the prompt for the core software installation, then the MassHunter GCMS Acquisition detects the installation fo the Classic Data Analysis software.		
415	204802	SQ: Object instance error happen when stopping Seq (CTC)	1. CTC Seq start (5 line seq) 2. Abort Seq at Line 3 3. Line 4 is start, Stop again. 4. Objenct Instance error happens. (See CTC_Seq_abort.jpg) 5. Close MassHunter GCMS Acq, restart MassHunter GCMS Acq, but 7890B is monitor mode. 6. check 7890GC front panel, shows some message 7. unless pressing "User key 1" twice on 7890B HW, MassHunter GCMS Acq can not make 7890b online, becasue 7890B is monitor mode.		
412	202894	SQ: In SCAN window, "Speed" means either Samples (0 to 7) or Fast Scan (FS1 to FS3)	"Type" means filter type. For Fast Scan FS1 to FS3, it will be "Fast"	Fast basically means at this scan speed the normal 0.1 step size is not being used but 0.2 step size is being used.	
411	202047	SQ: Stopping Run Method in Pre-run causes MassHunter GCMS Acq to hang	If I have a method set-up with a GC/MS. Starting a run method. When the system is in Pre-Run (Run Status) and Instrument Status:ready, stop the run (using stop sign). Abort was recorded in the Log Book, but the system is stuck in the "Pre-run state" with Method xxx.m running. Only way out at this point is to Ctrl-Alt-Delete and kill it through		
410	202884	MSD: Configured my GC as 7890 for offline, how do I know if it is a 7890A? 7890A+ or 7890B with the features	MSD: Configured my GC as 7890 for offline, how do I know if it is a 7890A? 7890A+ or 7890B with the features For online instruments, the GC driver is automatically detected and will display the correct options for the 7890A --> 7890A+ --> 7890B. For offline instruments, instrument control will automatically default to a 7890A configuration.	Copying a valid 7890B configuration file from an online instrument and copying it into an offline instrument will have the new features appear for the offline instrument.	
409	202753	SQ: MSD Tune File Select (browse) does not show all parameters of the tune file.	To see a preview of all the parameters just like the QQQ and the QTOF files one will have to go into the EDP parameters to view them. There is no preview of the tune parameters via the MS Parameters section of the software.		
408	202748	MSD: Startup method behavior Always Upload GC method from Instrument	Selected Specify Startup Method Behavior and selected "Always Upload GC method from Instrument". Shut down the software and started back up. It brought up a panel that requested User to "Press Yes to Upload GC Parameters from the instrument and overwrite the method" 1. It should not bring up this panel if one has selected "Always Upload GC method from Instrument" 2. It does not overwrite your method but creates a new startup method so the message is misleading. 3. If No has been stated to Upload GC parameters, it will download them instead.		

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
407	202567	SQ: Open file in Qual before solvent delay results in error message	Opening a data file while it is collecting and before the solvent delay Qual B.06.00 will display an error message about a missing file device.xml. Qual does not crash but the message will make customers wonder if the data file has been corrupted which it would be		
405	188515	SQ: Error in XML document (2,2,) on loading headspace methods created in previous build	Load a 7890/LCV HS method that had been created in a recent previous build of MassHunter GCMS Acquisition. Get: '----- MethodUI Process.IsConsistent failure ----- There is an error in XML document (2, 2). ----- OK		
404	202897	SQ: At Instrument Control level, no visible way of knowing what tune file is loaded	User can see what tune file is loaded by showing the MSD Temperatures, Method Edit or Edit MS Parameters dialog."		
403	202914	SQ: Load Tune Wizard with default tune files, don't get Target Message	When you select Tune Wizard from the Tune Menu Item with a default tune file (atune.u or etune.u) loaded, you get a window in which to pick masses. After clicking ok, you should get a message saying that "this tune file is not for Target tune" or something. You don't see the message if the tune files are the default tune files. Hitting ok brings you to the next dialog correctly. If you have a loaded tune file (named atunexxx.u or etunexxxx.u) and you select Tune Wizard, click ok on the masses, you get a message saying it is not a target tune		
402	202932	MSD: Uninstalling the MassHunter GCMS Acq does not remove all of the Acquisition desktop ICONs	Uninstalling the MassHunter GCMS Acq does not remove all of the Acquisition desktop ICONs The ICONs which have been left are not functional. Installing a new version of the MassHunter GCMS Acquisition will remove the old version of the ICONs and then create new desktop ICONs upon the configuration. This does not occur all the time, but when it does, it could be confusing to the user has the software been fully removed, yes it has.		
401	203127	SQ: It is not clear what happens when a tune has been completed.	One would expect to see the tune summary displayed and then click ok to continue, a hardcopy is printed but if the printer is not close then this could be an issue.	Look at the prompt line and there is a statement which will show Tune is complete.	
400	203137	Sequence Assistance opening the file defaults to PatternConfiguration instead of SequenceTable Worksheet	Sequence Assistance opening the file defaults to PatternConfiguration instead of SequenceTable Worksheet		
399	203492	SQ: CI gas purge takes longer than specified time	The default purge time states the time will be 6 mins. But with the communication links this time is closer to 7 minutes not the 6 minutes.		
398	203521	SQ: Could not return to Instrument Control view from Tune View	Started MassHunter GCMS Acquisition Changed to Tune View Loaded a new (CI) tune file Clicked on View \ Instrument Control Got (expected) message - "Be sure tune file is save. Switch view now"? Clicked "Yes" Got (expected) message - "Update default.597x.m to use current tune file?"		

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
397	203910	SQ: Tune Report in View tunes to have extractor data	In tune & vacuum control, select "view tunes" from file menu. Tune Report spreadsheet is opened. Click over to EI Lens Value report. The extractor and body voltage data is missing		
396	203914	SQ: TuneMS and Tune Menus are inconsistent	When you enter tune from the Tune Icon or the Tune Menu item in Instrument control, the tune window has a TuneMS menu. In this menu, the following tunes are not listed, but are listed in the Tune Menu in the Tune and Vacuum View: Extraction Tune Iomass autotune BFB Autotune		
395	203924	SQ: Tune evaluation only evaluates autotune; evaluation results is based on an autotune.	load etune, run tune evaluation from the tune menu of tune and vacuum control. The system only evaluates the atune file, not the currently loaded tune file		
394	203938	SQ: SimAcq doesn't set the scan window x axis range to include all ions	The scan window's x axis is left at whatever the range was from the last scan command. It should be set to include all the ions listed in the SimAcq command. The data is acquired for all the ions, it just might not be displayed depending on the previous scan commands and the range of the ions		
391	204085	SQ: While in Manual Tune, can't click directly on ramp Graphics Window to select a new maximum.	While using the EDP and ramps the user will need to manually update the values into the EDP parameters section. One can click on the ramp plot and the value will appear and be highlighted but it will not be transferred to the EDP, this needs to be done manually.		
390	204107	SQ: Undefined symbol: dottune may appear, false error message.	In the Tune Window, when you select Tune MSD from Instrument Control, the TuneMS menu item has Target Tune as an option. Selecting Target Tune gives you a undefined symbol: dotune Nothing bad happens, but just a false error message.		
389	204621	SQ: Checking/Unchecking "Use MS" option does not update icons reliably	Check or uncheck the "use ms" option under the Inlet type icon, the MS icons are not updated reliably. Unchecking "Use MS" will cause the user to wait or perform mouse actions to grey out MS icons. Checking the "Use MS" (with icons greyed out) will not enable those icons until the user closes and restarts		
388	204695	SQ: LCP of MS not updated	LCP of the mass spec is not always updated. For example, bringing up the vacuum dialog and selected Vent. One can see the temps going down and pump off and eventually the panel showed vent cycle complete. However, looking at the LCP of the mass spec it shows vent prepare.		
387	204702	SQ: Print report produces bad report in CI	Printing a report in CI starting with the reagent gas off, the wait is not long enough to establish the gas flow, and as a result the profiles for Quad 2 (which are done first) are bad.	If you repeat it, it will look fine since stable flow will have been establish by then. Also, the report looks fine if the user starts with the gas on.	
386	204703	SQ: Deleting entries in dynamic ramp table doesn't work well	When one tries to delete multiple entries of mass/voltage pairs from a dynamic ramp table, it often doesn't delete them all. For example, make 6 entries, highlight 4 and delete. Only the last 3 are deleted. If you highlight the retained one and delete it, however, it is deleted, so that is an acceptable workaround.	If you highlight the retained one and delete it, however, it is deleted.	

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
385	204704	QQQ: Aquisition dwell time parameter can't be adjusted to lower limit	The acquisition dwell time parameter has a lower limit of 0.016 ms and a step size of 0.01 ms. The step size means the lowest value the slider can reach is 0.020 ms. So the limits displayed have a lower value that is unattainable. Also, sometimes this setpoint does say 0.016 ms until the user attempts to adjust it, then it jumps to 0.020 ms and 0.016 ms is never seen again. This is not reproducible but has been seen several times.		
384	204706	SQ: Peak logging produces invalid data	While logging a maximum of 10 peaks to a file by checking the appropriate box. One of the files contained spurious values. Specifically, several of the lines have 0 as the target mass.		
383	204941	SQ: If the wrong printer/driver is being used then the numbers in the tune report can look truncated.	If the wrong printer/driver is being used then the numbers in the tune report can look truncated; this can be seen in the number fields. If the field is center justified then it looks okay but if the field is right justified then it will appear as the last column of pixels have been deleted.	Use the correct supported printer driver for the system.	
382	204952	SQ: 4 min wait to abort sequence following comm interrupt	When there is a communication lost, like a lost LAN connection, it can take about four (4) minutes for the system to abort from the sequence due to the reconnects.		
381	202565	SQ: While in Manual Tune view one cannot move the windows after clicking on EDParameters	When the EDParameters screen is up and running, access to the other screens are locked out.	Need to click on done, move the window to the new position and then start EDParameters again.	
380	202766	SQ: override prompt display window for acquisition is bounded by the IC window limits	override for the GC is okay and you can move the window around and it is on top override for the gc acquisition start run is okay Acquisition override is an issue!!! It is bounded by the instrument control window and you cannot move it out of the IC, while the other prompts you can.		
378	203796	PAL: For CTC multiple overlap - Don't inject on a barcode mismatch and continue sequence is invalid	For a CTC multiple overlap sequence with barcodes, if there is a barcode mismatch and Don't inject is selected in the Start Sequence panel. the sequence will be aborted regardless of the users selection of Continue Sequence. Not sure if this should be noted somewhere.		
376	203999	SQ: Two copies of method are being saved if Save Method with Data is checked	If Save Copy of Method with Data is checked in the Method Information screen, when the method is run two copies of the method are saved. One in the .D folder and one in the AcqData folder.		
373	204100				
372	204947	SQ: error prompt box gets hiddens by the instrument control window	error prompt box gets hiddens by the instrument control window; if one is not careful the prompt box could be moved and the user may not be able to see it.		
371	204099	SQ: mass gain values for the speeds are stored in the smartcard not in the tune file	If someone is tracking the mass gain values for different speeds the tune reports must be kept because the values are not saved in the Tune View Files nor in the tune file, the values are saved in the SmartCard and will be overwritten by the next tune.		MassHunter GCMS Acquisition B.07.00 Data Analysis Quantitation and Qualification . Update notice
370	204487	SQ: add warning if user saves method in a format that will not run	Currently, the user is allowed to save a method with xxxx.xxxx.xxxxx.m or something similar. the method saves and can be loaded and reloaded without issue. However, the method will not run and gives the impression that the system hangs when the user tries to RunMethod.		

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
369	204989	SQ: MSD failed to reconnect after several disconnections/reconnections	About 3 or 4 successful disconnections/reconnections (by removing LAN cable from my PC). On the next reconnect, got an "in use by" message, with my computer name and IP address	Try to reconnect a couple of times If this fails, close MassHunter Acquisition and start up the instrument control again If that fails, close MassHunter Acquisition, power-cycle the MSD, wait 2 minutes, then restart MassHunter Acquisition.	
366	205016	SQ: Drug Quant: Copying of sequence table copies non-DQ sample types	Build a sequence table in drug quant select some of the DQ specific sample types (eg specimen, blank), copy, paste into excel. The non-drug quant equivalents are pasted.		
363	205023	SQ: In the MSD Tune Report, Profile and Scan windows have poor scale	These windows are scaled to an arbitrary size instead of the actual area on the report in which they are to be plotted.		Has been resolved in the MassHunter GCMS Acquisition B.07.00 SP1
361	190172	SQ: MassHunter GC/MS Acquisition does not invoke method resolution on cabling/uncabling of ALS/Tray	7890B/7693 system configured, unplug the cable to the tray or ALS. No method resolution is invoked; nothing in logbook. Driver just silently resolves itself. There is not even a 'dirty' method flag. Close and reopen the session and only then does method resolution occur. Same for recabling. Even though the driver UI has updated if recabled, the sequence table ranges do not. Thus, saving the oddly resolved method to its same name, then starting a sequence using it fails with a range error.		
360	190437	SQ: No Print Custom Report Option in the Sequence Table	MSD Productivity Software had a Print Custom Report. Drop down box in the sequence table. There are no custom report options currently available in the MassHunter GCMS Acquisition sequence table	User will need to define the report via the Data Analysis package with is being used.	
359	190764	SQ: Method print does not specify injector used	A print of the method does not indicate which injector is designated as the specific source. The injection source is listed only as GC ALS. No mention of Front, Rear, or Dual.		
358	191780	SQ: Users need training in how MassHunter graphics work (Real-Time Plot, SCAN window, PROFILE window, etc.)	1. Set up a run with real sample (MDL) with two saved signals; Front signal and Front-Back Signal, both of which were collected from the front inlet- front detector. 2. Set up for the first signal to be linked to large real time plot with default axis settings. Default Y-axis range from 0 -- 1 by tenths. (See pic) 3. Plot displayed large solvent peak but expected four smaller peaks not in evidence. 4. Opened Chromatogram Manager by right clicking on large plot. 5. Changed Y-axis range to 0 -- 20. Clicked OK. 6. No change in Y-axis range of large plot. (Same pic) 7. Reran MDL sample. No change in result. 8. Set up delayed signal event to start posting after solvent peak. No change in large plot except to label point of signal start. 9. Printed Area Percent report displays solvent peak off the scale but smaller peaks remain not visible and indicated only by the time occurred.	Double-click on plot area to switch between Normalized and Absolute modes of Y-Axis display.	
357	187094	SQ: Simulate sequence displays Method Path of the default path, not that of the sequence methods	Create Methods that are stored in a different location: C:\GCMS\Methods. Do not change the default method path. Create a short sequence and browse to a method within that alternate folder. Save sequence. Simulate Sequence. The header shows the original default path: 'Method Path: C:\MassHunter\GCMS\1\methods\' This is very misleading. If it is the default, then it should say so. Probably true for Data path, too.		

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
355	187982	HS: MSD with legacy HS does not include 'Set Tray position'	MassHunter GCMS Acquisition/MSD Productivity Software with legacy Head Spaces' does not include any 'Set Tray Position' option.		
354	192620	MSD: Uninstallation needs manually open UAC windows to continue the process	During uninstallation, UAC window does NOT automatically continue the processes; instead the UAC icon appears on the bottom bar without any message, and wait for the user to open it manually. If user does not pay attention for this icon, the process hangs forever.		
353	194549	SQ: GC Sleep Alert on connection should say 'GC' not 'Instrument'	Connect to a GC/MS/HS system of which the GC is asleep. Alert advises: '----- Alert ----- Instrument is in SLEEP mode. Do you want to Wake the instrument up? ----- Yes No -----' I originally logged this against the HS, thinking it was asleep, but knowing that it was not. This wording should be clear about what part of the SYSTEM is asleep, in this case, the GC. 'Instrument' is much too general to be of any value.		
352	194551	SQ: request for context-sensitive tool tip information for the 'Instrument Status' control	The Status part of the GCMS Acquisition in the upper left corner is name 'Instrument Status' and reflects green, yellow, or red, reflecting any PART of the SYSTEM that is not ready or in a fault. This is too general to be of any use. I am told that the part of the 'Instrument' (also misnamed) will have a small light indicating which part is offending. A tooltip over the Status color would be additionally helpful since the indicator is not very obvious. (HS doesn't even have one.) However, what is now called an 'Instrument' can be comprised of several independent 'Instruments': the GC, MS, HS, CTC, 35900. Combined, they are a 'System', a more		
351	194646	SQ: Stagger Keyword is Not Functioning	GC Only EnviroQuant (Dual Injection) Setting a sequence that uses the Stagger Keyword, but it won't pass verification because the Dual Inj Vial column is blank (Rear vial 0 is out of range 1-100). It is not needed for the Stagger Option. The column can't be removed because the method specifies dual injection.		
350	194783	SQ: GC Sleep/Wake menu items should activate only the relevant item; offer no qualifier; no log to logbook	Menu items 'GC Sleep' and 'GC Wake UP' are both active. Only the relevant one should be active. Select either one and the action takes place if the GC is in the opposite state. However, there is no qualifier like 'do you wish to wake up the GC?' or 'Do you wish to put the GC to sleep?'		
349	194823	MSD: Make GC Method Printout consistent with MS Method Printout	Currently, the layout of the GC Method printout and the MS Method printout are quite different. It would desirable to have a consistent look and feel to the System when one is printing methods and reports. The MS Method printout was well received and a request was made to make the GC one like it.		
348	195355	SQ: Can't Run Unlinked Sequences: Undefined Symbol: dummy_name\$	When attempting to run an unlinked sequence, getting undefined symbol: dummy_name\$.		
347	195455	SQ: Edit Entire Method... does not include Sample Prep, even when it has already been specified	For any method, whether you have specified to add Sample Prep or not, select Edit Entire Method... Options do not include option to edit the Sample Prep dialog		

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
346	196105	SQ: When MS source or quad is not ready, statuses indicate ready	Temperatures are not included in the set of criteria that determine when a SQ MSD is ready or not.	Review the status display box to see all of the messages and status.	
345	196367	SQ: No View menu item for GC only configuration after addition of DA	Configure GC only and GCMS. Install Classic DA. Reconfigure both instruments. The Data Analysis icon is created on the desktop for both. However, there is no View menu item for DA selection within the GC only configuration		
344	197989	SQ: MSD Prod. Software to MassHunter GCMS Acq 5975 Method Migration not always clean	Two methods were created in MassHunter GCMS Acq for a 5975 instrument (no GC). One of them is a Scan Method and the other is a Sim/Scan method. When trying to open both the methods in MSD Prod. Software (E.02.02 SP1), the Sim/Scan method loads properly, but the Scan method does not. In both cases a message saying "Edit entire message after method has loaded (or something like that)", which is fine. But, for the Scan method, "Acq - Global Lock Failed" message in the Status Line when selecting the edit method parameters icon. For Sim/Scan, the method parameters		
342	199417	SQ: Run time is not counted up in software	1. 7890B 2. Create a method. (Injection source = ALS), Signal 1 = FID 3. push "Start" button on 7890B HW 4. Signal is acquired, In GC Status ; Run time is counted up, but in SW, Status = Idle, Run time is not counted up.		
341	199740	SQ: "Scan Speed" on Scan panel of Manual Tune is not consistent with the value in "Step size"	The current values in Scan Speed comb box [6,50 (N=0), 3,125 (N=1)] is associated with Step Size 0.10. However, if Step Size is changed to 0.15, the options in Scan Speed are unchanged		
339	203283	SQ: When an old sequence table is loaded, the sample types are different	When a sequence table from the MSD Productivity Software package is loaded into the MassHunter GCMS Acquisition different sample types will be assigned because of the different types which are now available		
338	203481	SQ: Selecting a different tune file...but the temperatures do not automatically change.	After loading a new tune file with different temperatures, the MS Temperatures dialog is show. for the new Setpoints to be applied, the user must click "Apply"		Has been resolved in the MassHunter GCMS Acquisition B.07.00 SP1
337	187092	HS: does not remember 7319 HS license if configured as offline, then back to online	Configure initially as online and enter HS license. Close session and configure as offline instrument. Reconfigure same instrument as online again. The IP is remembered, but the license is not and I must re-enter it.		
336	186999	SQ: Allows Dual injection for Headspace	Headspace can use only a single injection source at a time: front or rear. MassHunter GCMS Acquisition allows additional selection of Dual. This method actually runs but runs only the front vial		Has been resolved in the MassHunter GCMS Acquisition B.07.00 SP1
335	184807	SQ: Can't Run Rear Valve Immediately After Configuring a Second Inlet	7890 Only with dual inlets. Configured Valve 2 as a gas sampling valve. On the Inlet and Injection Parameters panel, could not select Valve 2 or Dual. If you shutdown and restart the system, then you will be able to select them		
334	180987	SQ: Run/Resume Batch Gets Confused When Resuming on First Line of Sequence	In Drug Mode, started a Batch and then stopped it to edit the method. When selecting Run/Resume a Batch, It asks if one wanted to resume the aborted batch at line 1. Select No, and the batch was canceled		

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
332	133714	QQQ: Changed source type via MS Parameters but did not realize that it did not affect tune	The implementation of the changing the tune type and then saving the method is good. But unaware that one had to go back under the Instrument section to change the source type to the new one if one wanted to proceed to the manual tune section.		
331	196475	SQ: Scan Speed Method calculations and Actual calculations do not match up	Scan Speed Setting Method Editor Calculation Actual Fast 20.0 12.42 Faster 22.7 14.05	There are differences for N=0 and different scan ranges and this will show up as differences in the actuals.	
330	196575	SQ: Allow CI Tune from Tune Icon	the user is only able to do an EI Tune from the Tune icon.	Clarification: The Tune icon should allow you to run the currently-selected (i.e., last) tune.	
329	201582	SQ: MSD editor panel, the EM default setting has issue	configure 5977 MSD panel EM set as "EMV delta" the default relative voltage is -700. but the range is -500-500		
327	202920	SQ: Prompt for saving as tune reports *.pdf and *.xps now requires mouse click to be brought up	Configure Printer for PDF or XPS and run a tune. The prompt at the end of the tune that pops up to ask you to save to a file never appears until you click the mouse somewhere on the UI. This could give the impression that the software has hung. Tune complete shows at the bottom of the Tune window.		
326	203144	SQ: Manual Tune: Must start/stop scanning to incorporate changes to dynamically ramped parameters	To see the effects of changing the dynamically ramp lens but when you enable this and start scanning it will take the initial values of the lenses and it will show up however if you start the editing of the dynamic it will not show up unless you stop the scan and restart it again.		
325	203733	SQ: Monitors are hard to line up: spectrum, tic, scan 1-1	If the window size is smaller than all of the current monitors being displayed then positioning the spectrum, tic, scan 1-1 monitor box will be difficult.	Expand out the window so all of the monitors can be seen and then auto align the monitors.	
324	203792	SQ: Need to have an autosave of the tune report to PDF automatically	Started a sequence and walked away and came back and found the sequenced has stopped because it was waiting for a PDF file name. The system should automatically save a PDF image of the file under the directory so that it will not stop the sequence.		
323	196578	HS: HS Help Topics: Cannot find any file that matches either the OS culture or English; using default file name	7890B with 7697 configured. Select Instrument\HS Help Topics. Get: '.....' Cannot find any file that matches either the OS culture or English; using default file name OK'		
322	196690	SQ: GC Mode/EMF Monitors do not remember saved positions; always opens with GC Mode covering EMF	Select to display EMF and GC Mode monitors. Separate the two and save the method. Close software and reopen. The GC Mode monitor is always covering the EMF monitor and the positions are not remembered		
321	197154	SQ: no indication on tune report that tune has failed	Ran a 5975 autotune, the tune failed and the report printed. There is no indication on the report that the tune has failed.	To see if the values in the tune report are valid, one should run the Tune Evaluation to check the Tune performance.	
320	197381	SQ: Adding real time plots/monitors to instrument control are stacked	When you add realtime plots or monitors to Instrument control, they are always stacked on each other.	Use "Arrange Monitors" in Window menu to auto-arrange.	
319	197648	SQ: PAL Status menu item does not check/uncheck	Select to view PAL Status. The menu item does not check.		

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
318	197698	SQ: cancel on set tune masses does not cancel Tune Wizard	If one hits cancel on the Set Tune Masses Dialog, you are sent to the next dialog and the Tune Wizard is not canceled. All the other dialogs cancel and return to Tune Window when you click cancel		
317	197887	QTOF: Inserting a unicode control character in the QTOF method time segment table causes an error	Using the 'insert unicode control character' context menu item causes an error.		
316	197905	SQ: Quick Tune Info appears in status line when click on Tune Icon in CI Mode	When you click on the Tune Icon while in CI Mode, you get the correct dialog displayed.. "Enter the CI Tune panel", but the information in the status line says this: "Tune MSD will tune the currently loaded tune file pcich4.u. Quick Tune adjusts mass axis and EM Only." This doesn't do Quick Tune, so that part is not applicable and should be inserted/removed		
315	198091	SQ: Aux 1,2,3 Temp Monitors do not show Valve Box temps correctly; always green/Off	GCMS B.07.00 , 7890 with heated zone plugged in and configured as Valve Box. Select Edit Monitors and view related Aux Temperature. Though the temp is on with a value, the monitor always shows 'Off'/green	Valve Box is not configured anymore as a Thermal Aux. You do not have a monitor for Valve Box.	
314	199071	SQ: Execute => Ramp Lenses Graphs on printed report not labeled with name of lens ramped	Execute => Ramp Lenses Graphs on report printout not labeled with name of lens ramped		
313	199628	SQ: Clicking Done in Manual Tune in Tune View does not prompt for Save Tune File	When one clicks on the Manual Tune ICON in instrument control the Edit Manual Tune Parameters box will be displayed. Clicking on Done will prompt the user for the name of the tune file to be saved too. When one clicks on View and goes into Tune and Vacuum Control and then bring up the Edit Manual Tune Parameters box, clicking on Done here does not bring up the dialog box to save the file		
311	200066	SQ: Function: Foreline Pressure; kPa ; significant figure is wrong.	Configure 5975 Diffusion Pump When Fore line pressure unit = kPa, it is shown 0.004kPa because of the current "significant figure"		Has been resolved in the MassHunter GCMS Acquisition B.07.00 SP1
309	200387	SQ: Scan plot in manual tune shows incorrect information	Although the scan range in Manual Tune settings and scan plot are correct, but the digital value being shown at the bottom part of the scan plot is not correct. This only happens in extreme cases, where there is no peak found at the first tune mass		Has been resolved in the MassHunter GCMS Acquisition B.07.00 SP1
308	200625	SQ: Tune Window Save function does not save text contained in graphics windows	Information contained in graphic windows generated by capture, profile, etc. is lost when printed.	All information shown in window text is saved in various CP variables.	
307	201139	SQ: Tuning ICON for the single quads is not the same type as in MS/MS or the QTOF	SQ: Tuning ICON for the single quads is not the same type as in MS/MS or the QTOF The MS/MS and GC QTOF will launch a manual tune menu display while in Single Quad the ICON will ask the user what type of tune would you like to run and manual tune is part of the instrument control		
305	201344	SQ: Dynamic Ramp is blank if no tune file was loaded in Offline mode	In Instrument Status "Offline" mode, the Dynamic Ramp panel is blank, until a tune file is loaded manually, even if the loaded method has already an associated tune file there. Also, all MS Params have default values associated with them too		
304	201456	SQ: Sequence Table Assistant Contains Links To Missing File	When the Sequence Table Assistant is launched on a PC where MassHunter Qual is not installed, an error saying that the spreadsheet contains links to the missing file 'MassHunter Reporting Qual.xlam' is displayed.		

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303	201459	SQ: Sequence Table Assistant Problems when Installing MassHunter Data Acquisition onto PC without Excel	When MassHunter Data Acquisition is installed onto a PC that does not have Excel, a shortcut to the Sequence Table Assistant is created, but when you click on the shortcut, Windows will display a error message that it does know how to open this file type (.xlsm). Also, without Excel, the STA spreadsheet and Help files will be installed to the C:\Library or D:\Library folder. If Excel is then installed onto the PC after MassHunter data acquisition, the Sequence Table Assistant will work, but help from the STA spreadsheet will not work because it will look for the help file in the OfficeXX\Library folder (Application.LibraryPath).		
302	202449	SQ: Firmware geenrates error on method with many SIM time segments	In MassHunter GCMS Acquisition when downloading a method with 100 sim time segment. Firmware show command error.		
301	204403	SQ: LCP -- text is being wrapped around the display when communication is first being started	SQ: LCP -- text is being wrapped around the display when communication is first being started When the Bootrom comes up the word Loading is being wrapped around the displaylo edies	This is just a visual flaw, the unit is fully functional and there are some other prompts and messages which does the same thing.	
300	201573	SQ: wrong column header on FlowSurvey.txt	wrong column header on FlowSurvey.txt Ratio is done correctly but it shows the wrong ions		
299	173156	QQQ: Pumpdown Temperature is not the same as the prompt	When using the pumpdown button, the software prompts for low (100/100/100) or operating temps. Source operating temps are different by mode: EI=230, PCI=300, NCI=150. The prompt shows the correct operating temps however 230 is always loaded for operating temps for any ionization mode.	When the system is pumping down without being connected to the Workstation then 100/100/100 is used. It is only when it is connected to the Workstation the source is set to 230.	
298	142300	QQQ: Relock Menu Should be Dimmed when unlocked method is loaded.	If you have a locked method and you unlock the method (and even if you reload it after locking it), the relock menu item is available, but you cannot relock a method that is not locked.	Need to validate the status of the method.	
297	190684	QTOF: no warning after change in instrument configuration when unable to configure the source	When configuring the source after swapping, the source configuration window flashes and dissapears (does not allow to change configuration) without giving a warning that only one source type was configured in the instrument configuration.		Has been resolved in revision B.07.00
296	192243	QQQ: Compliance, Analyst I should be able to see GC Show/Hide Status Menu	In Compliance mode and logged in as Analyst I, select the Instrument Menu. The option MS Show/Hide Status is Available, but GC Show/Hide Status is Not. If the user is connected to a 7890, this option should be available.		
295	192563	QQQ: Print method only prints the saved method, it does not print any of the changes	The parameters in the MS acq method report are from the saved file, not the current settings. If a method has been changed the report will be inaccurate.	When edits have been done to a method, before printing a method, save the method and then print the method parameters.	
294	192966	QTOF: QTOF Firmware - Incorrect handling of IRM setting when there is no gas controller	In an EI-only system (no gas controller), the firmware ignores an IRM setting to Vial 1. Instead the firmware sets IRM to OFF.	Need to make sure gas is flowing or has been supplied for the IRM.	
293	196542	QTOF: Selecting "single transient" will put the QTOF into a stage where you need to reboot the unit to be able to use the system again.	Once you select the checkbox "Single Transient" (within the Acquisition tab from Manual Tune) AND then select the START button the counts display jumps up to about 10 * 9. After this the system does not react to any other software action and to recover a rebooted the QTOF from the select window.	'Single Transient' is used for gain adjustment and should not be used for normal operation.	Has been resolved in B.07.00
292	197063	QTOF: Instrument Status indicator shows incorrect sign: "Ready" in green when MS lost connection	Depending upon how the communication signal was lost, the 'Ready' indicator may not show the correct status.		Has been resolved in B.07.00

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
291	197166	QTOF: Source temperature of NCI rises during emission on	There is a thermal equilibrium for the system. As a result, turning on the filaments (emission on) will cause the temperature of the source to rise if the previous setpoints used on the transferline, source and quad temperature are already at thermal equilibrium	To decrease the amount of temperature increase to the source with the turning on the filaments, one can decrease the temperature of the transferline and/or quadrupole or increase the setpoint temperature of the source.	
289	197486	QQQ: Changing default paths copies currently loaded file to new directory	Changing the default method, data or sequence paths will also copy the currently loaded file to the new directory. If there is a file already there by that name, it will overwrite the file with no warning		
288	197531	QQQ: Reset Counters panel in EMF Utilities Incorrectly specifies Pump Oil.	In EMF Utilities, pump oil is in the Set Limits panel, which has it's own reset button. The Reset Counters panel shows pump oil as a selectable option. However, this panel resets the counters panel, not the limits panel, so pump oil is not reset through this selection		
287	197885	QTOF: Tune preview is inconsistent in showing disabled items	Tune preview is inconsistent in showing disabled items. Some items are grayed out and others aren't.	Go to the Mass Calibration entry and the viewable mass ions will be shown for the display. A maximum of six will be shown. the first six in the section.	Has been resolved in B.07.00
286	197897	QTOF: Validation in QTOF method editor needs additional checking for parameters.	There are a few minor issues with the input validation in the QTOF method editor. 1. The run time range is given as 0.1 to 999.9, but won't take 999.9 as a valid entry. Same for the solvent delay. 2. The Centroid Data Thresold % will round 100.00001 to 100 and show an error icon. If 100 is entered after this the error will still be shown. If a lower value is entered then 100 will be accepted after it. 3. In the acquisition tab the range given for the acq rate is 0 to 50, but the field won't accept 0. 4. For targeted MS/MS the collision energy isn't limited to 0-		Has been resolved in B.07.00
285	198087	QQQ: Method editor doesn't fully validate chromatogram masses	For several of the scan types the masses used aren't validated against the mass range supported by the QQQ. EIC - masses in the extracted mass or range can be above the upper limit for the QQQ MS1EIC and MS2EIC - the precursor range isn't checked and the product ion can be above the supported mass range BPC, MS1BPC and MS2BPC - excluded masses, product ion and precursor ion values aren't validated MRM - product ion and precursor ion values aren't checked to see if they are in the range supported by the QQQ	Prior to running the method, validate the mass range(s) which have been specified.	
284	182978	QQQ - Thermal setpoints higher than allowable readback....	Manual tune window allow temperature setpoints of 360/210/210 to be input for source/Q1/Q2 respectively. However the sensors trigger a fault once the readback goes above 350/200/200 /- 2 degrees	Use the maximum values of 350/200/200 for the source/Q1/Q2 for the temperature setpoints.	Resolved in revision B.06.01
283	185625	QQQ - At the end of the autotune get an error message "Exception has been thrown by the target of an invocation. - Object is currently in use elsewhere."	The error message is occurring while the system is trying to print out an autotune report. If connecting to a printer in network, the message "Exception has been thrown by the target of an invocation. - Object is currently in use elsewhere." came out always at the end of the autotune, no repot was printed out. While connecting to a local printer, the message would only appear when there was a communication issue with the	Use a local printer for the system, if a network printer is used then if there is a communication issue then the system will stop.	Resolved in revision B.06.01

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
282	185636	QQQ - Reported values form the Air&Water check showing inconsistent information.	The scan from the Air&Water check reports the following amu from Scan from report 18 5 5336 32 12 1224 69 82 3516	The report was using profile data instead of scan data which will give different values and the Nitrogen amount is calculated out from the Oxygen reported which will be different from the display because the display will also show the Nitrogen from the collision cell.	Resolved in revision B.06.01
281	190177	QQQ: Foreline Pressure will not change to Torr	If user changes the foreline pressure configuration to Torr, foreline pressure will remain in mtorr. Changing to another pressure display (Bar, Torr) will still display mTorr.		Resolved in revision B.06.01
280	195433	QQQ: System Verification result in PCI is incorrect	The verification report could show Oxygen Abundance (Ab 22289) which is over the limit (100 counts); however the results section will show "OK"	User will need to look at the abundance and limit to see if the values are within the range.	Resolved in revision B.06.01
278	179763	QTOF: The panel of Ion Source Selection doesn't appear automatically after multi-sources in re-configuration if it is NOT configured at the first time	In user selects two or more ion sources in Instrument Configuration, the panel of Ion Source Selection should appear automatically and prompt user to select a correct source for the running instrument right after the application was launched.	This behavior occurs ONLY for the configuration at the First time after the application was installed. For the re-configuration other than the first time, user must open the panel of Ion Source Selection manually.	Has been resolved in B.07.00
277	180415	QTOF: Missing a print option to print out the TOF Calibration Results			A text format of the results are automatically saved under the tune results directory.
276	180461	QTOF: For GC QTOF, missing steps on how to install a source when a source is not in the unit.	Removing the Ion Source from the QTOF is based upon removing an ion source and placing a clean ion source back into the instrument. If the user wants to remove the source and not place one back in then an abort will need to be done. If the user would like to place a clean source into the instrument while there wasn't a source installed then the steps would not be correct.	User needs to be aware if they abort the steps then the instructions may not match, but the re-installaton will still be funtional.	Has been resolved in revision B.06.01
275	180628	QQQ: Lost connection to MS instrument if running EI with extractor ion source and Neutral Loss scan type			
274	180676	QTOF: Missing Method Tool for the QTOF for collision cell optimization	Missing Method Tool for the QTOF for collision cell optimization <u>Collision Cell Optimization Engeries</u>		
273	180701	QTOF: Cannot install MassHunter GCMS Acquisition to non-default location	1. Install software to C:\y-gcms. 2. Indicate Data location to D:\y-MassHunter 3. Install is completed 4. Go into MS Configure Instrument, configure instrument 1as a (7890-7200) however "1" folder is not created under D:\y-MassHunter trying to launch Inst1. an error occurs	Use default locations for installation of the software package	Was resolved in B.07.00
272	180805	QTOF: Translation issues in Tune; TOF Mass Calibration, not all sections have been fully translated in Japanese and Chinese			Has been resolved in revision B.06.01
271	181176	QTOF: In manual tune loading from 'get defaulted value' may not work due to system set conditions		Reload from a known good tune value and then update with the new values.	Has been resolved in revision B.06.01
270	181177	QTOF: The QTOF mass calibration result page is not fully localized			Has been resolved in revision B.06.01
269	181749	QTOF: TOF HV Actuals, the setpoint versus monitors do not have monitors showing the accepted range			Has been resolved in revision B.06.01
268	182869	QTOF: In MSMS mode the user interface will allow you to enter 4 digits but the MS1 is in unit mass resolution.			Has been resolved in revision B.06.01

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
267	182802	QQQ: MassHunter Acquisition B.05.02 freezes during manual run	MassHunter Acquisition B.05.02 freezes during manual run.	A point patch (GC7890.dll and GC7890.pdb) is available as a temporary fix.	To install the point patch: 1. In the directory C:\GCMS\MSexe, rename the existing file from: GC7890.dll to GC7890-orig.dll GC7890.pdb to GC7890-orig.pdb 2. Copy the new files GC7890.dll and GC7890.pdb to the directory C:\GCMS\MSexe Fixed in revision B.06.00
266	182074	QQQ: MH Acquisition B.05.02 crashes single injection or sequence with one CTC tray configured	The instrument crashes with the error message "System.IndexOutOfRangeException - Index was outside the bounds of the array" when running single injection or sequence with one CTC tray configured and using: 7890 / 7000B / MH B.05.02 / CTC Driver B.02.01.1 / CTC FW 4.1.5	A point patch (GC7890.dll and GC7890.pdb) is available as a temporary fix.	To install the point patch: 1. In the directory C:\GCMS\MSexe, rename the existing files from: GC7890.dll to GC7890-orig.dll GC7890.pdb to GC7890-orig.pdb 2. Copy the new files GC7890.dll and GC7890.pdb to the directory C:\GCMS\MSexe Fixed in revision B.06.00
265	181942	QQQ: Cannot edit GC parameters during a run	While a method or sequence is running, the user is able to bring up the GC edit parameters panel to view the parameters, but the OK/Apply buttons are grayed so changes cannot be made.	A point patch (GC7890.dll and GC7890.pdb) is available as a temporary fix. To install the point patch: 1. In the directory C:\GCMS\MSexe, rename the existing files from: GC7890.dll to GC7890-orig.dll GC7890.pdb to GC7890-orig.pdb 2. Copy the new files GC7890.dll and GC7890.pdb to the	Has been resolved in revision B.06.01
264	181457	QQQ: Wrong actual barcode in .CH file when running dual injections.	When running a dual injection method (linked or unlinked), the .CH file from the second signal or rear datafile, shows the actual barcode from the front vial, instead of the rear vial. This issue is also observed when running sequence.	A point patch (GC7890.dll and GC7890.pdb) is available as a temporary fix. To install the point patch: 1. In the directory C:\GCMS\MSexe, rename the existing files from: GC7890.dll to GC7890-orig.dll GC7890.pdb to GC7890-orig.pdb 2. Copy the new files GC7890.dll and GC7890.pdb to the	Has been resolved in revision B.06.01
262	183691	QTOF: Failure of mass calibration in a sequence	In the case of EI, the autotune process sets the emission current to a value appropriate for the pressure of PFTBA at the end of a 1.5 hour process, which is substantially lower than the value even several minutes after the valve is first opened. This is especially true if the system has been sitting idle for some time. Therefore, if a user launches a sequence that begins with a recal keyword after the system has been idle for a while, the recal is likely to fail due to saturated peaks. Since the previous calibration would be old, significant errors are likely. In CI this can also happen, but an additional similar scenario can result if the system is still approaching stability. On my system, I observed NCI ionization efficiency increasing dramatically over time, causing a reasonable starting tune to go into saturation over the course of several hours. Again, this resulted in recal failures during the sequence.		Has been resolved in revision B.06.01

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
259	184144	QQQ: Closing the "change configuration windows in MassHunter" will lead to a not saved configuration.	step to reproduce the error: - go to instrument --> Change PAL configuration - press unlock terminal - change something in the CTC-PAL configuration (i.e. a tray assignment) - press lock terminal and close the window using the red cross on the top right corner in this way the configuration is not uploaded, and can lead	A possible solution is to remove the close red cross, in this way the user must wait until the real close button will be available.	Was resolved in B.06.01
254	184408	QTOF: There are many untranslated strings in the <u>tune parameter pane</u>			Has been resolved in B.07.00
250	181304	QQQ: Dual injection, if volumes are changed for front, must be filled in for rear also	When setting up a dual injection sequence, if a value is entered to override injection volume for one of the samples in the front, the user must enter a volume for that sample in the back also. If not you will see the following message "Invalid injection volume specified: Back : 0" A blank volume in other cases means use the method value. No error message will be given if the front and rear injection volume is blank.		Was resolved in B.07.00
248	181487	QTOF: Mass Range does not match Product Data Sheet	Quad range was 20 to 1050 while the TOF has 15 to 1700. The screens in MS Parameters has 20 to 1700 which does <u>not apply to either in the specifications.</u>	We allow a larger range for trouble shooting than we support for "specification".	
247	181490	QTOF: User not warned about having scan range values below the TTI filter cutoff setpoint	User not warned about having scan range values below the TTI filter cutoff setpoint	Verify the cutoff range for the TTI filter is approximately the value of your low range in the MS parameters or it could <u>result is a no response at the lower range.</u>	Has been resolved in revision B.06.01
246	181612	QTOF: Bakeout - At the completion of the cycle user must exit out and re-enter if they want to run again	Bakeout - At the completion of the cycle user must exit out and re-enter if they want to run again	At the completion of the Bakeout cycle, close the application and then click on Bakeout again if one will like to <u>rerun the process.</u>	Has been resolved in revision B.06.01
245	181615	QQQ: Untranslate: 7000 Triple Quad, method report; title has English	Print Method report to 7000 system. Triple Quad MS parameter is printed. the title has English. It has been same with B.05.02. Triple Quadrupole トリプル四重極 MS Parameters レポート MS パラメータレポート EM Saver EM セーバー Auto baseline subtract		Has been resolved in B.07.00
242	181668	QTOF: It is possible during manual tune depending upon the turn on sequence the filament is on and there is no signal.	It is possible during manual tune depending upon the turn on sequence the filament is on and there is no signal. Changing the emission current and/or verifying the calibration valve is open does not display any response after <u>pressing start.</u>	Exit out of the Manual Tune, Close instrument control, power cycle the GC Q-TOF (push the power button to off position, wait 10 seconds, push the switch so power is back on, wait about two (2) minutes), and now go back into <u>instrument control.</u>	
241	181730	MSD: Welcome message is incorrect when there is no MS configured	When I configure a GC only instrument (no MS), the welcome message states "Welcome to Agilent Unknown <u>GC/MS Data Acquisition Workstation.</u> "		Has been resolved in B.07.00
239	181879	MSD: Offline Method Displays Wrong Instrument Configuration	Offline Method Displays Wrong Instrument Configuration Offline Instruments shows the default configuration file for the offline instrumentation.	To show the correct GC configuration the user will need to copy over the GC configuration files from the online GC instrument into the offline session.	Was resolved in B.07.00

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
238	182021	QTOF: Acquiring data files in 2GHz or 4GHz are tune centric.	Acquiring data files in 2GHz or 4GHz are tune centric. Tune centric means the user will not be able to change the method parameters to change the data rate.	Tune files are called via the Method, so to change the data rate which is being acquired the user will need to change the tune file which is being called. Each tune file name will need to be unique based upon the data type/rate being used for the method. It is also recommended when the acquisition mode is changed between 2GHz and 4GHz that a TOF mass calibration should be done. This can be done via a keyword	
237	183412	QTOF: Misconfiguration of an instrument will result in a connection but communication will not be possible.	Instrument control checks for a valid IP address and then will bring up the Instrument Control Status Menus as well as showing the monitors for the configuration. If the configuration is not correct then the monitors will show "-----" and when one clicks on the manual tune an error message of "Offline" or "Incorrect Firmware" will be displayed to the	User will need to go into the MS Configuration and recheck the configuration of the instrumentation. With the correct hardware configuration the monitors will show the correct status information.	Need to have the correct configuration or system will not report back the correct status information.
236	182902	QTOF: During the autotune steps the software shows the progress but does not show the area which is being tuned.	During the autotune steps the software shows the progress but does not show the area which is being tuned.	The tuning progress is shown via the Green Bar Status during the tune. Just below the lower left window the user can see what steps are currently being run. The section to which the steps are being done is not shown but could be determined if one looks at the Advanced Tuning segments.	
235	183255	QTOF: Aborting Autotuning does not update the screen correctly, green bar process is not reset and voltages not turned back to starting point.	If the user aborts an Autotune or Fast-Autotune it will terminate the program at this point and will not reset the status bar status. This is also true if the user uses the Advance Tune section of the software where the green bar status was not designed for. The Green Bar Status was designed to show the user the status of the Autotune steps.	When the user starts the Fast-Autotune or Autotune the Green Bar Status will automatically reset to the initial conditions and shows the progress of the program.	Has been resolved in revision B.06.01
234	183298	QTOF: "TOF Conditioning" icon appears on desktop when GCMS Acquisition Software is loaded	TOF conditioning is for GC QTOF and TOF instruments. When the GCMS Acquisition software is loaded the desktop ICON will be placed on the desktop. This could give the impression to the user this could be used for GC QQQ instruments	When the user clicks on the 'TOF Conditioning' desktop ICON it will come up with a pull down dialog box. The pull down dialog box will only show GC QTOF/TOF instruments which have been configured. GC QQQ instruments will not appear or be a valid selection	Has been resolved in B.07.00
232	183396	QTOF: The acquisition software closed, there is no security even if actually running.	After simulating a sequence, the user could click on the 'X' on the GCMS Acquisition software and closed the Workstation down.	If a macro is running (which is the case if there is a method "running" or a sequence "running", the MassHunter GC/MS Acquisition will not close and an error message is displayed instead! If the user was editing the sequence table then there is no trap for closing the system down, the user will need to reload or recreate the sequence table which was being	
231	181193	QQQ: The number of injections displayed on 7890 panel and in GC parameters window do not match	In MassHunter GC/MS Acquisition B.05.01, the method is initially set up to do two multiple injections. However when the method is reloaded, the GC Edit Parameters window shows only one repeat while the 7890 GC instrument panel shows two injections. Also the method stored along with data (txt file) shows only one injection.		The issue is fixed in version MassHunter GC/MS Acquisition B.05.02.1031.
230	065936	QQQ: Vial left in agitator should be return before next vial arrives on CTC seq-run	On Sequence-running with CTC, if Clicking Stop button at PreRun (during agitating), The sequence will go to the next sample. However, the vial affected by clicking "Stop" was left in agitator and is NOT moved back to the original position on the tray before the new vial is transporting to the agitator; in addition, no warning message regarding this circumstance appears, so the error with z-collision will occur, when the next vial is transported to the agitator.	User will need to verify that the vials are placed back in the original positions.	

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
229	051514	QQQ: House LAN causes about 1-1.5 min delay for MassHunter quant to start up.	Masshunter Quant: when the House network is used together the MS network the Quant program starts with a delay around of 1-1.5 min. If the House network disabled or without cable or with enabled access to Internet the Acquisition start immediately after the double click on the icon	Investigation of the issue at Customer site showed by checking the firewall that the PC after the double click of the icon tries to reach on Internet IP starting on the network 199.7.xxx.xxx, some IP found are 199.7.52.190, 199.7.71.190, 199.7.50.72 and 199.7.48.190, from this IP I found ftp site with some software certificate (VeriSign Global Registry Services)	Has been fixed in MassHunter GCMS Acquisition B.05.02.
228	171665	QQQ: Tune File Not Being Saved When Save Option is Checked	In the Autotune panel, Save Tune File when Done was checked, but upon trying to exit autotune, a message saying that exiting without saving will discard any changes. So a manually save and then Exit Autotune may be required since it is not certain if the previous values were saved.		
227	173687	QQQ: The GC parameter setting panel cannot be resized (larger or smaller)	config 7890 only go to the GC edit panel. Place the cursor at the border, but no headed arrow appeared. the panel size cannot be changed		Has been resolved in B.07.00
226	173988	MSD: GC Status Panel is hidden by MassHunter GCMS Acquisition Instrument Control panel	1. Show GC Status panel (Instrument/GC Status show/hide) 2. click QQQ InstCtrl pnal anywhere. (eg. click any menu) 3. GC Status panel is hidden		
225	174055	QQQ: MassHunter GCMS Acquisition does not turn off AUX temp when Venting.	MassHunter GCMS Acquisition does not turn off AUX temp when Venting. The user is given a prompt during the process to turn off the AUX temp		
224	175241	QQQ: PAL -- User should be able to view the PAL method during a run	the PAL method should be viewable during a run just as the GC method. The GC Edit Parameters icon is ungrayed but the CTC-PAL icon is grayed and unavailable. The other data systems all you to view the method but not edit it		
223	175810	QQQ: Software Installation -- there is font issue when installing the MassHunter	There are three font types being used and also the size are different. Information being presented and step-by-step is correct .		
222	175952	QQQ: Retention Time Locking Help is Incorrect			Fixed in revision B.06.00
221	176016	QQQ: Signal Event Signal Delay does not work	Creating a signal event specifying delay signal does not work.		Was resolved in B.07.00
220	176039	QQQ: PAL -- CTC-PAL Status is always hidden	Show CTC-PAL Status panel. select any menu/ try to start run. CTC-PAL status panel is hidden under Inst Control panel; this could be an inconvenience		
219	176101	QQQ: When tuning, the status bar does not always stay in the same place.	When tuning, the status bar does not always stay in the same place. The information being presented is correct.		
217	176581	QQQ: Monitor Icon on Top panel is partially truncated.	Monitor Icon on Top panel is partially truncated.		
215	176987	QQQ: MassHunter creates GC signal CH files that possess incorrect retention times when loaded into MSD ChemStation or Ezchrom DA	The second defect is the Retention Time Range of the data. The data was acquired from time 0.00 to 4.00 minutes. Since partial data collection is not supported, the data must start at time 0.00. However if you view this in MSD ChemStation Data Analysis or EzChrom Data Analysis, it displays from 1.00 to 4.99 minutes. Clearly, some aspect of the *.CH file written by MassHunter GCMS Acquisition doesn't conform to the design specification. On a typical MassHunter GCMS Acquisition system with MassHunter Data Analysis, instead of MSD ChemStation Data Analysis or EzChrom Data Analysis, the GC/MS translator converts the .CH files into "archer" format. MassHunter displays the correct retention time range.	A point patch (GC7890.dll and GC7890.pdb) is available as a temporary fix.	To install the point patch: 1. In the directory C:\GCMS\MSexe, rename the existing files from: GC7890.dll to GC7890-orig.dll GC7890.pdb to GC7890-orig.pdb 2. Copy the new files GC7890.dll and GC7890.pdb to the directory C:\GCMS\MSexe Was resolved in B.06.00 Fixed in revision B.06.00

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
214	176989	QQQ: Numerous files will be left on the PC during uninstallation.	The original files which were copied on PC and when they are updated due to the configuration. The Uninstallation will only touch the original files and leave the configuration and newer files alone		
213	176992	QQQ: Cannot copy message at the end of each run with sample prep	Set up a sequence of three lines using a method with sample prep (sample overlap was on). At the end of each run, a message "Cannot copy D:/MassHunter/GCMS/3/PreTreat/prep1.pt to D:/MassHunter/GCMS/3/Data/g1.d/AcqData/meth1.m/prep1.m"		
212	176993	QQQ: Run does not complete until the sample prep of next sample is complete	Set up a sample prep program with a 3 minute wait so that it would be longer than the the run time of the method. Associated it with a method and then setup a sequence using that method. While sample 1 was running, it executed the sample prep program of line 2. It was sitting in its wait state when the fist run finished. Software went into Post Run and sat there, -35791 appeared in the runtime field. When the sample prep was complete for line 2, the software completed it processing of sample 1.	Sample prep program needs to be shorter than the run time of the method.	
211	177296	QQQ: There is no LTM related parameter monitor in the instrument control.	configure GC with LTM launch the software, goes to the instrument menu-->edit menu LTM related parameters are not available for monitors		Was resolved in B.07.00
209	177739	QQQ: Tunes save information to a PDF, the printed air-water check with graphics is not saved.	Was trying to generate an air and water report and noticed the output gave a graphic but could not find the PDF.		Has been resolved in revision B.06.01
208	177755	QQQ: Translation -- Notes is untranslated when Retention Time Locking is finished.	After Retention Time Locking running is finished, the information of Notes is not translated.		Has been resolved in revision B.06.01
207	177756	QQQ: Translation - Screenshots of online help for RT lock, lock method is remaining in English.	Some of the Lock Method of RT Lock is in English, the should have been replaced by Japanese User Interface screens.		Fixed in revision B.06.00
206	178033	QQQ: PAL -- "Starting GC Prerun but GC not idle" happens after CTC seq abort	1. CTC-PAL Seq start 2. Abort Seq 3. CTC-PAL Control module become not "Remote control" 4. Check CTC-PAL configu does work. 5. Send "Reset CTC-PAL" by Reset CTC-PAL menu 6. Start Seq again. 7. seq can not start because "Starting GC Prerun but GC not idle" happens . Once it happens, user will need to reboot PC. After rebooting the PC, one can start Seq again without GC		Has been resolved in B.07.00
205	178057	QQQ: Z axis collision during multiple overlap sequence	Had a multiple overlap sequence running. It had a number of vials in the agitator and during the sequence, there was a z-axis collision. An error was reported to the logbook, but the MassHunter GCMS Acquisition sequence did not abort. Even if one tried to Pause/Stop the sequence, abort may not be possible except for a forced shut down the instrument.		
204	178070	QQQ: Simulate sequence.log has alignment issues, but all of the information is correct.	Simulate sequence.log has alignment issues, but all of the information is correct.		
203	178285	QQQ: PAL, ICON -- CTC-PAL Icon does not show Edit Method Parameter panel	1. Launch MassHunter GCMS Acquisition 2. Click CTC-PAL Icon. Edit Method Parameter panel is shown. 3. Change syringe. (Change PAL Config -> Release terminal lock ->(change syringe) -> Lock Terminal) 4. click CTC-PAL Icon again. Edit Method Parameter panel is not shown until a load method		

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
202	178287	QQQ: PAL -- parmaeter restore default by Change PAL Configuration	1. Launch MassHunter GCMS Acquisition. 2. Change syringe. (Change PAL Config -> Release terninal lock ->(change syringe) -> Lock Terminal) 3. Open PAL Parameter panel. The parameter resoers default. 4. To recall the previous PAL parameters one needs re-load method to load the previous PAL parameter. User may not realize "The parameter restore default value" because no message/no information about it.		
201	178385	QQQ: Online help: no topic to TuneCheck to Sample Types in Seq table	online help does not have contents about "TuneCheck" sample type.		Fixed in revision B.06.00
200	178394	QQQ: [translation] some translation on tune report is not reported correctly.	Tune report_EI auto tune report 1. Tune Date & Time: change the transaltion from“调谐数据和时间” Into “调谐日期和时间” 2. Tune File: change the translation from “数据路径”into “调谐文件” 3. Hexapole Accel: 六极杆加速仪-->六极杆加速 六極桿加速儀、質量濾波器		
199	178450	QQQ: Cannot search " JPN strings" in tune report	Open Tune report (PDF format) Find "ア バンダンス" (translated "abundance") Cannot find it. English strings (eg. EI) can be found. (Search for word does not work all the time for translated text.)		
198	178486	QQQ: "Invalid XML strings"	Does not occur all the time, it appears occasionally. Edit MS parameter. select OK. "Invalid XML strings" may appear on the display line. Nothing happens but the user may see this prompt.		
197	178826	QQQ: PAL -- Undefined symbol: ok at the end of CTC method run	Setup and ran a method with CTC-PAL injection. At the end of the run, one could see a Undefined Symbol: OK on the message line. It did not appear to cause any problems. If the method ended in an error (such as neither GC or MS data collected), I see the Undefined Symbol: OK in the logbook		Has been resolved in B.07.00
196	178844	QQQ: Sequence log has no sample type information in the summary report.	Run Seq Seq log file does not have the sample type information.	The user could cut and paste the information into an excel spread sheet and then print out the results.	Fixed in revision B.06.00
195	178879	QQQ: PAL, Barcode: Software currently reads BarCode from a fixed vial location.	Software currently reads BarCode from a fixed vial location. It should use the actual vial location that is known to the Sample Table Editor. "ReadBarCode\$()" should use the fixed location when it is executed from the command line.	User needs to use a fixed vial location to read the BarCode from the vial.	

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
194	164213	QQQ: NIST Search Utility can cause acquisition to hang while using QUAL.	Intermittent freeze up while having GCMS MassHunter Data Acquisition loaded not just running when user runs NIST 2.0 Search Utility software.	1 – Qual and NIST only with no acquisition running in the background do they get a lockup – Our Problem is Acquisition SW Locking which means No lockup in this scenario. 2 – Qual and NIST are running but they are NOT using the current data file – sequence is not calling QUAL – Yes, only if they do NIST search again 3 – Qual and NIST are running and they are USING the current data file in the sequence – sequence is not calling QUAL – Yes, only if they do NIST search again 4 – same as #2 but sequence is calling QUAL -- Yes, only if they do NIST search again 5 – same as #3 but sequence is calling QUAL -- Yes, only if they do NIST search again "If they do NIST search again" ==> means if the NIST window is already opened and then you open Acq and run no problem. Acquisition will hang the moment you launch the NIST search from the Qual window meaning Acq is hanging when the search algorithm is running.	Has been fixed in MassHunter GCMS Acquisition B.05.02.
193	146893	QQQ: There is no warning or message about MRM segments being resorted	The segments are sorted by Precursor and then Parent Ion, which is from High to low for the parent ion, and if the parent ions are the same and only looking at the collision cell then they are sorted from high to low for the collision cell energy.	Sorting by Precursor and Product ions are required by instrument control. The sorting by Collision Energy is required by AutoMRM application thus the reason why it is sorted.	Has been fixed in MassHunter GCMS Acquisition B.05.02.
192	120878	QQQ: Sample preparation does not allow sample overlap.	There seems to be a functionality missing between sample overlap in combination with sample preparation.		The pre-treatment path and file name must agree between sample K and sample K+1 or else Overlapped experiment is inhibited.
191	145037	QQQ: Cannot view the video on bundled PC Z400 (Win 7 or Vista)	When the image recovery is used on the Z400 PC, the user may not be able to view all of the videos on the workstation. Some of the videos require the use of Media Flash to be installed on the PC.	User will need to download Adobe Flash player from the internet to view the videos. Image recoveries for the PCs do not include Adobe Flash Player, the Adobe Flash Player is added onto the image after the media recovery process.	
190	142197	QQQ: Extended characters not being recognized and passed properly by the command shell.	The command shell will stay open as long as one has Qualification open. Once Qualification program is closed, the command shell goes away. That's the way the EXEC and DOSRUN functions work when a .bat file is used; the command shell will stay active until the processes it has started are all terminated. The use of the .bat file is to provide proper synchronization. The display one will see in the command shell is normal, because of what the 'OPEN' command does. Also, Qual indicating it 'can't find the method' is normal, and		Has been fixed in MassHunter GCMS Acquisition B.05.02.
189	120235	QQQ: The 'Sample Prep File Name' in the sequence table is only an override.	The 'Sample Prep File Name' in the sequence table is only an override, leaving the field blank will run the method's pretreatment program by default. There is no way to disable sample prep from this column without having to create a new method.	Make the default method have an Enabled Sample Prep Program with at least one command. For example, a single Wait command of '.1 min'. If no command is chosen, the sequence will not run. Then use the sequence queue's 'Sample Prep File Name' to override this dummy sample prep sequence with the	

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
188	139952	QQQ: When 16 Vial Turret is on the Back Injector and 3 Vial Turret is on the Front, vial ranges are incorrect.	The configuration is 7693 ALS Tray unplugged with a 16-vial turret on the back injector and a 3-vial turret on the front. If one tries try to run the back injector with a vial number over 3, it will not run. It will sit in Prerun and to terminate the program one will need to shutdown through task manager. If you unplug the front injector, then it will use the appropriate vial range 1 - 16.	When the 16 vial turret is on the front and the 3-vial turret on the back, it works correctly.	Was resolved in B.05.01
187	134676	QQQ: English (United Kingdom) prevents saving tune into PDF	When the Regional and Language Options Current format are set for: English (United Kingdom) There is an error while autotuning: "An exception has occurred saving an autotune report as a PDF file" "An error occurred during local report processing."	Change the Regional and Language Options Current format are set to: English (United States)	Only supported local languages are US English, Japanese and Simplified Chinese. Any other language choices may cause erratic behavior. This also includes regional and language options.
186	130121	QQQ: Customer has a working method in EI and would like to convert this to PCI or NCI	You cannot load an EI method if a ci source is selected and change the tune file to the EI method. The error of the workstation is that this method is not valid due to the installed CI source.	To preserve the GC settings when changing from EI to CI: 1) Save existing EI method to a new name (e.g. xyz.m) 2) Copy qqcacqmethod.xml from default_pci.m or default_nci.m (depending on the ion polarity) into xyz.m 3) Reload xyz.m 4) Edit the MS parameters	Fixed in released version B.05.01
185	121034	QQQ: Running the vent program could leave the source and quad temperatures above 100 deg.	Vent the GCMS-QQQ If the heated zones are not cooled prior to starting the vent process, it is possible that the heated zones could be greater than 100 deg. Caution should be used when handling the parts. Presently, when the turbo pump speed drops to 50% spin speed, this will trigger a high vacuum fault in the electronics. there is a 7 minute timer which will then count down and at the end of 7 minutes, this will turn off the	If you are going to be venting the instrument, cool down all of the temperature zones: the source temp, quad 1 temp, quad 2 temp and transferline. The temperature should be below 100 deg and then start the vent cycle.	Fixed in released version B.05.01
184	115832	QQQ: When vent cycle program is over, Ion Source and Quad Temp are turned ON	When vent cycle program is over, the current method with tune file is loaded again. As a result the heaters will be turned ON!	Before run vent cycle in manual tune, the user should load special tune file with Ion source and Quad temp are OFF.	Fixed in released version B.05.01
183	085181	QQQ: Read Barcode doesn't work for the DualInjExpectedBarcode column	In the sequence table editor, read barcode button should work the same way for ExpectedBarcode column and DualInjExpectedBarcode field. Currently, no read barcode function is connected to the DualInjExpectedBarcode field.		Fixed in released version B.05.01
182	085678	QQQ: Acquiring Data, zooming in on chromatogram data jumps to undefined box field	Occurs in B.04.01 and has been validated on B.05.00 During the acquisition the user can see the TIC being displayed. The user then wants to zoom in on a group and does a right click and drag over the region to be zoomed in. The zoomed in box is not the regions which was defined.		

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note																																																																	
181	085649	QQQ: Editing the Sequence Table with Sample Overlap ON could cause mixed results	The sequence log file does not reflect the actual sample vials which were used during the sequence. Starting sequence Wed Oct 14 17:57:48 2009 Instrument Name: QQQWAD002 Sequence File: D:\MassHunter\GCMS\1\sequence\overlap.sequence.xml Comment: Operator: QQQWAD02\Admin Data Path: D:\MassHunter\GCMS\1\DATA\overlap\ Method Path: D:\MassHunter\GCMS\1\METHODS\ <table><thead><tr><th>Line Type</th><th>Vial</th><th>DataFile</th><th>Method</th><th>Sample Name</th></tr></thead><tbody><tr><td>1) Sample</td><td>1</td><td>Sample 1</td><td></td><td></td></tr><tr><td>Datafile</td><td></td><td>vial 1</td><td></td><td></td></tr><tr><td>Method</td><td></td><td>vialoverlap</td><td></td><td></td></tr><tr><td>2) Sample</td><td>7</td><td>vial 7</td><td></td><td></td></tr><tr><td>Datafile</td><td></td><td>vial 7</td><td></td><td></td></tr><tr><td>Method</td><td></td><td>vialoverlap</td><td></td><td></td></tr><tr><td>3) Sample</td><td>2</td><td>Sample 1</td><td></td><td></td></tr><tr><td>Datafile</td><td></td><td>vial 2</td><td></td><td></td></tr><tr><td>Method</td><td></td><td>vialoverlap</td><td></td><td></td></tr></tbody></table> Sequence Table edit performed Wed Oct 14 18:11:56 2009 <table><tbody><tr><td>4) Sample</td><td>8</td><td>vial 8</td><td></td><td></td></tr><tr><td>Datafile</td><td></td><td>vial 8</td><td></td><td></td></tr><tr><td>Method</td><td></td><td>vialoverlap</td><td></td><td></td></tr></tbody></table>	Line Type	Vial	DataFile	Method	Sample Name	1) Sample	1	Sample 1			Datafile		vial 1			Method		vialoverlap			2) Sample	7	vial 7			Datafile		vial 7			Method		vialoverlap			3) Sample	2	Sample 1			Datafile		vial 2			Method		vialoverlap			4) Sample	8	vial 8			Datafile		vial 8			Method		vialoverlap			The issue to the mismatch of the sequence log file and the initial sequence table is related to the Enable Sample Overlap was turned ON. When the sequence run was started the initial sequence table had samples in vials 1, 2, 3, 4, 5, 6. When the run was started a sample was added to the table just after sample 1 (vial 1). But since the Sample Overlap was Turned ON, the system has already preread the information from line 2 (Sample 2, vial 2). As a result, the system picked up the sample in vial 2 not sample in vial 7. To validate this process, when the system was picking up sample in vial 2 the sequence table was edited again. This time two new samples were added to the table sample 8 (vial 8) and sample 9 (vial 9). Again because of the Sample Overlap was turned ON, sample in vial 8 was ignored and the sample in vial 3 was used, then the sample in vial 9 was processed and then the sample in vial 3 was picked up. The rest of the samples were picked up as noted. Presently, there are two workarounds for this while running	Fixed in released version B.05.01
Line Type	Vial	DataFile	Method	Sample Name																																																																		
1) Sample	1	Sample 1																																																																				
Datafile		vial 1																																																																				
Method		vialoverlap																																																																				
2) Sample	7	vial 7																																																																				
Datafile		vial 7																																																																				
Method		vialoverlap																																																																				
3) Sample	2	Sample 1																																																																				
Datafile		vial 2																																																																				
Method		vialoverlap																																																																				
4) Sample	8	vial 8																																																																				
Datafile		vial 8																																																																				
Method		vialoverlap																																																																				
180	085184	QQQ: Incorrect display and processes in pumpdown and Select Ion Source	1. After vent, turn MS, click "Pumpdown" button to bring up the panels "Pumpdown Manual Steps" - "Make sure Vent Valve is closed"; 2. Close Vent valve then click OK to close "Pumpdown Manual Steps"; 3. After a few seconds, the message box" Instrument Faults" appears, it indicates that "QqQ fault detected: 123 Vacuum system is not ready.". It is normal; 4. The error is: the message box" Instrument Faults" cannot be moved and closed until user close the "Ion Source Selection" button that is displayed on the bottom bar and is difficult to be seen. --> This does not occur when you have just a single ion	On the task bar, the user can select the task bar icon for the application and then move to move the image over to see the screen behind it.																																																																		
179	085190	QQQ: Method name cut off in the sequence.log and printed "current sequence"	A method name was "m2.nci.m" in the sequence table. In the sequence log, the method name was cut to "m2". If I click the Printer button, and select "print current sequence" same thing happens in the printed sequence	This is due to the new method naming, user should use an UNDERSCORE.																																																																		
178	085317	QQQ: Selecting "Do not show this warning again" on CFT message box closes the box	After clicking tune icon, the CFT remind message box appears "If installed, turn off CFT backflush before Tuning"; If user selects check box "Do not show this warning again" on bottom of this box, this box will disappear FOREVER unless uninstall and install the application again.		Fixed in revision B.05.01																																																																	

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
177	084839	QQQ: Valve method associated with a sample prep method	Edited a method that had a sample prep method associated with it. Changed the injection source from ALS to valve and saved the method to a new name. Enable Sample Prep menu item appropriately became grayed. Ran the valve method. Method completed. The Enable Sample Prep menu item became ungrayed and it showed a .pt association. Method print also showed the sample prep		
176	084794	QQQ: Select "No" on saving changes to method will bring Method Resolution twice	1. Launch the application; 2. Method Resolution appears if the loaded method has different configuration with instrument; 3. Click OK to close Method Resolution, and brings up the message box "Method has changed during ChemStation initialization. Save Changes?"; 4. Clicking "Yes" will prompt to input method name to save; 4. Clicking "No" will bring Method Resolution again.		
175	084784	QQQ: Configure MS Source Dialog box pops up and then disappears	Configure MS Source Dialog box pops up and then disappears, it works but distracting		Has been resolved in B.07.00
174	084825	QQQ: No method save after Get GC configuration	Started up software using a 7890 with a front injector and tray (7693). Created and ran method. Shut down the software. Added a back injector and started software again. It now brought up method resolution (did not before) and states to Get GC configuration. After OKing that panel however, it did not bring up the method save.	After making any types of edits to a method, the user needs to make sure that the method has been saved.	Fixed in released version B.05.01
173	084875	QQQ: The software configuration should notify user on software/firmware mismatches.	When starting instrument control, the software does not inform the user of mismatch firmware between the software package and the GCMS-QQQ. This could cause strange error messages to appear because the GCMS-QQQ may not understand the hardware command set, which it is being asked to do.	Update the firmware on the GCMS-QQQ with the supported version the MassHunter GC/MS Data Acquisition is expecting, this can be done via the MS Configuration of the instrument.	Fixed in released version B.05.01
172	084893	QQQ: MS Config, forgot to configure the sources, and it did not show up in the summary page	Did the configuration of instrument #1, did not configure the source, when selecting save results, it did not show EI source as an available sources in the summary page.	The system will automatically use the EI source type by default when loading the instrument control.	Fixed in released version B.05.01
171	084952	QQQ: PAL: Setup CTC-PAL Sample Overlap panel does not allow certain selections	With the HS injector installed on the CTC-PAL was unable to select the second sample overlap selection (xxx min after completion of the cycle). With the SPME injector installed was unable to select the first sample overlap selection (after completion of the cycle). In both cases, select the option and OK the panel. When		Fixed in released version B.05.01
170	085010	QQQ: Dual injection with barcodes and overlap not working correctly	The method specified in the sequence is set to dual injection with overlap on. Set up a sequence and entered dual injection vials and barcodes. On the run sequence panel, set to don't inject on a barcode mismatch. Although all my barcodes were correct in the sequence table, every other line fails on a barcode mismatch because it compared the actual barcode on the rear to the expected on the front.		Fixed in released version B.05.01

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
169	085027	QQQ: Message about different source appears twice after selecting source from panel	1. configure instrument, select all available sources (the currently installed source is CI); 2. Start the application, comes up the panel "Ion Source Selection"; 3. Select NCI source; 4. The message box appears, such as "D:\MassHunter\GCMS\1\METHODS\DEFAULT.M specifies a different ion source from the one currently installed in the MS" 5. Click "OK" on the message box;the message disappears; 6. The same message box appears again; 7. Click "OK", the message disappears.		Fixed in released version B.05.01
168	085061	QQQ: msinsctl.exe process is not cleaned up after tune and application was closed	1.Launch Acq application; 2. Perform several operations that are only related to tune (such as autotune, manual tune or vacuum control); 3. Exit tune panel and close the application; 4. Frequently (80% probability), the msinsctl.exe process is not cleaned up after tune and application was closed. So user needs to kill this process first to start the application next time.	Running a method or sequence after tune, this will not occur.	Fixed in released version B.05.01
167	085073	QQQ: Q1 DC and Repeller power "walking" when executing multiple autotune in a row	The following behaviors have been observed for NCI mode and EI with Extractor (no tests for PCI and EI mode were conducted yet): When executing multiple autotune in a row (the second autotune starts based on the first autotune, the third autotune starts based on the second autotune, and so on), Q1 DC and Repeller power will "walk" and increase in one direction (absolute values), although the delta between Q1 DC and repeller is relatively stable. (Please see the attached	Autotune for Default Setting does not have this kind of behaviors.	Fixed in released version B.05.01
166	085053	QQQ: Wrong sample prep program can get executed when overlap is on	Sample overlap checked and sample prep program is also enabled for the method. The sequence using the same methods with sample overlap and same sample preps are able to complete without an issue. However, to override the sample prep method and enter different sample prep methods; this cause issues. The sample prep method run is from the previous sequence line. For example: line 1 prep1.pt line 2 prep2.pt line 3 prep1.pt line 4 prep2.pt When a sequence is running, prep1.pt is executed before lines 1,2 and 4. Prep2.pt is executed before line 3.	The sequence needs to be closed and re-executed; continue with the sequence could cause problems with the sample prep method association.	Fixed in released version B.05.01
165	051944	QQQ: Venting the GCMS QQQ could cause the Workstation to lock up	When following the instructions of the vent procedure, users have locked up the workstation. Users are not informed that they must shut down the workstation down prior to turning off the GCMS-QQQ. Failure to shut down the workstation will cause the workstation to lock up when you turn off the GCMS-QQQ.		Fixed in released version B.05.00
164	065835	QQQ: Wrong information in Logbook when override InjVol in sequence table editor (STE)	The GC has front and rear towers, but the method is set to Front Injection only. When running a sequence with this method and overriding the InjVol in STE, the following appears in the logbook: "Rear Injection Volume changed from 1.0 to xxx", which is not right since my method and sequence don't have back injection involved.	If running the method, and override vol in the Run Method panel, one gets the correct info.	

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
163	075135	QQQ: "Off" button on CI Reagent Gas Control panel should show "count down timing"	On CI Reagent Gas Control panel, when the Off button is clicked, the gas status bar displays "Pumping out" in yellow background and stays for a while (actually, 4 minutes), but no "count down timing" shown such as that with clicking the Pumpout button. This may confuse the user about the CI gas status. Note: the information about "count down timing" (starting from 240 seconds to zero when clicking the Off button) can be obtained from a backdoor command, but this is not a		Fixed in release version B.05.01
162	075147	QQQ: "Profile" mass settings are missing after autotune done & file saved	The default settings of masses for PCI (methane) profile mode are 41, 267 and 599 (see file default_pci.tune). However, one or two mass numbers are missing and not stored in the new tune file after autotune was done. For example, for MS1 Profile, masses 41, 267 and 599 may exist, but for MS2 Profile, only 41 is contained.		Fixed in release version B.05.01
161	075347	QQQ: Conflict Vent Status between Vent Panel and Tune Status bar	On Vacuum Control of Manual Tune, clicking Vent button to start vent process, when all criteria for vent (temp, vac and turbo speed) are not matched yet, the Vent Status box on Vent panel shows "Venting" in yellow, but Tune Status bar shows "Vented" in red.		
160	075701	QQQ: NCI mode: error in switching gas type without clicking "Set" button	The error occurs in these circumstances: 1. Start MassHunter GC/MS Acquisition, load default_CI.m associate with ci_atune.tune.xml. The default mode is NCI, default Gas is A (methane); 2. Change CI Gas A to B (Ammonia) on Ion Source panel WITHOUT click "Set" button; change Methane to Ammonia on Autotune panel; 3. Click Autotune to bring up the "wait" panel. Filament turns on when the Emission current is increasing from zero to 50 uA. Cal Valve is also on, but CI Gas Flow drifts between 99-100. 4. Filament is on for 5-6 minutes; when CI Gas Flow drops down to 1 or zero, the filament turns off, Cal Valve shuts off too, and CI Gas Flow back to 99 or 100, no tune starts, and this status stays forever until clicking "Cancel autotune".	This error can be avoided if click "Set" button first prior to clicking "Autotune" button.	Fixed in release version B.05.00
159	075918	QQQ: Adding/Removing 7693 tray does not show up in method resolution	I had a system with a 7693 ALS but no tray. The Sample Prep menu items were not displayed. Created a method. Shut down software and added a tray to the instrument. Started up software. There was no method resolution, and no sample prep menu items displayed. Went into GC Configuration to upload the GC configuration. Upload was successful and method was saved. Still no Sample Prep menu items. Shut down the software once more and started back up to get the menu items.	Same scenario with removing a tray. It is not until the shutdown/startup after uploading the GC configuration that the Sample Prep menu items will be removed.	
158	075878	QQQ: Overlap injection option is not saved	1. Open "Setup Injector Overlap" panel 2. Change the Start option from 2nd one to 1st one like above. (x min after full...-> After full...) 3. Open "Setup injector overlap" panel again. 4. Start option is changed to "Start n minutes after "		Fixed in release version B.05.00
157	075989	QQQ: Progress bar in Advanced Autotune doesn't work properly	On Advanced Autotune, clicking any parameter button will trigger an autotune for the select parameter, and the Progress Bar on bottom should show the tune progress in green. But for some parameters, this bar doesn't show anything		Fixed in release version B.05.01

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
156	075939	QQQ: Unknown error occurred with CTC SPME method after restarting GCMS Acquisition	On a system configured with CTC and using a SPME method, an "Unknown error" occurred after restarting GCMS Acquisition		
155	084641	QQQ: Iris limit shows a false change from -100 to 100 to -70 to 70	Manual Input on IRIS (mz 1050) some how ended up yielding an ERROR when inputting a value that fell outside the limit of -70 to 70 while the actual limit was -100 to 100. This error did not occur when making a change outside the error redefined limit, but once the error occurred it always occurred, i.e., outside the bounds of -70 to 70 but inside the bounds of -100 to 100.		Fixed in release version B.05.00
154	084682	QQQ: Sample error 142 occurs during acquisition with 7693 back tower & tray	1. Configure a 7890-only instrument. The 7890 has 7693 (dual tower and tray) 2. Create a method with back Injection (without sample prep) 3. Run Method 4. Can't start acquisition -- error message is "Sample error 142."		
153	084684	QQQ: Sample prep command to Back tower does not work	1. Configure a 7890-only instrument with 7693 (Dual tower & tray) 2. Create a method. 3. Associate sample prep method (wash back tower command). 4. Save method. 5. Run method. 6. An error occurs, "Fail in command to back tower" the screen capture of mslogbk.htm and Slog are attached. also, I attached my method.		
152	084697	QQQ: Copy button on 7890 GC Status window is not working	Selecting the Copy button the GC Status window, it says "Not there yet..."		Fixed in released version B.05.01
151	084706	QQQ: Unexpected Program Termination While Running Seq with GC QQQ	While running a sequence with a method which collects the ms signal as well as the GC's FID signal. The GC-QQQ was configured to the back inlet. Was unable to tune because of an error stating, Error in Autotune! Check Abundance failed." At the end of the sequence, an unexpected program termination error and instrument control closed. There was also an error message		Fixed in released version B.05.01
150	085026	QQQ: Setting CI reagent flow turns off CI cal valve	When the CI reagent flow is 0 setting the flow will turn off the CI cal valve. This is a problem after autotune or any other time the instrument is turned off. Then when the user tries to manually tune, if they turn the cal valve on first, it will be turned off when the CI reagent gas flow is set.	Turn the CI cal valve back on after setting the reagent gas flow.	Fixed in released version B.05.01
149	085030	QQQ: Log file is displayed with garbage Asian characters	When Multivu was used to display a log file, the Japanese characters in the file were displayed as garbage.	Manually use Microsoft Notepad.exe to view log files such as c:\gcms\msxe\icstart1.log	Fixed in released version B.05.01
148	051304	QQQ: MassHunter Acquisition needs help edited to reflect changes to 7693/4515A BCR	Somewhere in the Help, the changes to how the G4512A barcode reader works needs to be added.	To disable the barcode reader in MassHunter Acquisition, the user must enter the string <off> in the Expected Barcode field in the sequence table for a run sequence or the Start Run panel for a run method. If this string is not entered, the barcode reader will always be used.	New feature has been added to the Run Sequence Panel which the user can disable the use of the BCR from all samples. Resolved in version B.05.00

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
147	084539	QQQ: MS Params has a GAIN entry limit of 100	The user can enter a value upto 100 for the GAIN, while the tune report could show a higher value is possible.	The tune report shows the maximum calculated GAIN value which could be possible based on the current tune parameters. If a user would like to enter a value greater than the maximum 100 GAIN value, then the user should use the delta EMV. Entering in the delta EMV value will show the corresponding/equivalent GAIN value. Note: Using higher GAIN values will/could cause the lifetime of the EMV to be shorter.	Fixed in release version B.05.00
146	065666	QQQ: Sequence Log Reporting Wrong Error Message	If an error occurs at the same time a barcode mismatch occurs (inject anyway was selected), then the sequence log reports "Barcode mismatch, sample not injected" instead of the actual error (e.g. sampler error).		Fixed in released version B.05.00
145	076262	QQQ: PAL: CTC-PAL injection volume get reset to OLD value if method is not saved immediately after editing	Injection Volume modification in the method the value is not saved if immediately after the modification the method is not saved, when the "CTC PAL Edit Method" is reopened they show the old value and not the new one.		Fixed in release version B.05.01
144	084572	QQQ: User does not know what type of tune report is being printed, Autotune or Generate	When the user looks at the tune report, there is no real way of knowing if the tune report was from autotune or from generate report. Both reports are the same.		Fixed in release version B.05.01
143	064197	QQQ: two browse buttons in "Method Information" panel don't work	Click the "Edit method info" icon on instrument control, the upper two browse buttons don't work, i.e., nothing happens when click them.		Fixed in MassHunter GC/MS Acquisition released version B.04.01
142	063896	QQQ: GCMSQQQ masshunter allows users to select too fast scanning speed	GCMSQQQ masshunter allows users to select too fast scanning speed without warning message leading to 0.6-0.3 AMU mass accuracy shiftment in Scan mode Currently customer have to use scancalc.xlsx to calculate proper scan speed. If you set up your scan method, SW allows you put a fix number to set for scanning speed like 100 ms. Acquisition then calculates cycles/sec values, but does not indicate anything whether it is good or not. If you look example below and set number to excel, you get one sample, when scanning speed is 108 ms. Scan times less than 108 ms means that you actually try to scan too fast.	Example: Mass peaks were shifted 0.3-0.6 AMU range, when customer was scanning by using 100 ms scan time and 50-600 scan range ending up having 11 cycles/sec. Solution: Scan time was set to 250-300 ms to slower scan speed. The Problem was related to too fast scan time	
141	064689	QQQ: Truncated: Japanese Long file name is truncated in Printed Sequence log.	1. Run sequence with 50 character data file name & method name (JPN characters, 2 byte char) 2. then Print Seq Log. Truncating could result depending upon the number of characters being used	Sequence Editor has limitation of file name.(50 Char).	
140	051954	QQQ: Column length to three decimals, invoke the method resolution and lock-up method	When we configured a column as length 0.171 meters (the quickswap restrictor length), it caused the software to invoke the method resolution and lock-up every time you try to load a method.	When we configured a column as length 0.171 meters (the quickswap restrictor length), it caused the software to invoke the method resolution and lock-up every time you try to load a method. This appeared to be because the 7890 only stores 2 decimal places in the column length and the SW lets you set 3dp, so the method never matches the G.C. name.	
139	075673	QQQ: PAL: Missing CTC-PAL configuration from Menu Configuration upon re-installation of MassHunter	Was working on an earlier build of MassHunter GCMS Acquisition and then uninstalled the Acquisition software and reinstalled but now cannot configure the PAL unit.	The PAL drivers are flagged in a file called CTC.INI under the \mssetup. When the user uninstalls the software, this directory is removed and then is re-created. This is the reason why PAL drivers did not show up.	When uninstalling the MassHunter GCMS Acquisition software package, all related add-on packages should also be removed and then reinstalled for completeness. Was resolved in B.05.01
138	074470	QQQ: Range of Electron Energy in Edit MS parameter	The current available Electron Energy Value is between -70eV and -300eV. GC QqQ customer wants to change Electron Energy to more lower Voltage by themself. How can I do change available input value of Electron Energy to more wider range ?		The dynamic range will be increased with the release of the MassHunter GC/MS Acquisition software B.05.00 release. The increased range will require the installation of the new Filament Drive Circuitry Board on 7000A Series Models, this board will be shipping on the 7000B Series Models.

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
137	051521	QQQ: TIME stamp of a method change is not printed when you print the acq method..	The current contents of print-out of "Print the acq method" provide the detail information about method settings in GC and MS, but not include the information about the method-change history. The file of method.txt for method-change history should be generated for printing the acq method		
136	051813	QQQ: No prompt to save modified sequence table when exit MassHunter Acquisition	Start up MassHunter GCMS Acquisition, open Sequence Table Editor (STE), make some changes, then click <OK>, click x or Method/Exit to exit the application, there was no prompt to save the modified sequence table		
135	075825	QQQ: Enable Sample Prep menu item shows wrong .pt method	Associated different sample prep methods with methods. Some methods had no sample prep method. The checkmark seems to work appropriately however, the sample prep method is often incorrect. Sometimes Enable checked, but no method specified (before running the method). Other times the wrong sample prep method specified. It didn't seem to change the menu item after loading a method with a different sample prep method.		Fixed in released version B.05.00
134	075867	QQQ: PAL: Tray name with lower letter is accepted on Seq table, but can't execute Seq Run.	Install CTC-PAL Software, select CTC-PAL as Injector, Tray 1 = 32, 20 ml 1. Verify the run method with CTC-PAL complete 2. Try Run sequence with the method. 3. Set Tray name with lower letter "t1-3220", not "T1-3220" 4. Run seq. but an error occur immediately. "Invalid argument" because tray name is specified as lower letter "t1". If Try name with lower letter is not allowed, a warning should be appeared when exit Seq table. OR Tray name should be converted to capital letter automatically.		Fixed in released version B.05.00

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
133	075966	QQQ: PAL: Unexpected Program termination occurs when restart MH after interrupt seq.	CTC A.01.05 1. Start CTC HSS sequence 2. "Stop" sequence by "Stop" button(Red button) on SW. 3. Sequence is interrupted correctly. 4. Close MH Acq. 5. Start MH Acq again. 6. "Unexpected Program termination" always occurs.	Do not press "Stop" during Prerun.	Establishing the correct initial conditions is a sensitive issue to run CTC properly; it may eliminate several unexpected errors. We strong recommend checking and doing the following processes prior to running any CTC method or sequence: A. If LiveUpdate (Symantec) is installed in the computer, the feature of "automatic liveupdate" should be disabled; B. In Control panel, Power Options, select "Higher Performance" AND "put the computer to sleep" to "Never"; C. When doing new CTC connection, open CTC menu on Instrument top: • do "Reset Injector"; • do "Update configuration" once or more times until the following message appear on CTC Status panel: "Loading configuration ... Connected READY" If doing this for a few times and the system still cannot set to "Ready", close the MH GCMS data acquisition application (check Task Manager, msinstctl.exe and ctclplus.exe should be disappeared, otherwise, end these two
132	063892	QQQ: Qual cannot process RTL runs on localized versions	IN RTL run, the log shows that Qual was scheduled, the RTLTIMES.INI file was created, but there was no information in that file - it seems that Qual cannot find the peaks.	Using local language characters for method and datafile names will prevent automated Qual and Quant processing. Use the standard ANSI character set if you need AUTOMATED post-run processing of any kind (including RTL). This does not impact manual processing.	
131	051740	QQQ: System error when starting up GC/MS Acquisition if default.m was deleted	If default.m was deleted from the instrument method directory and it was the LAST loaded method before closing application, then when GC/MS Acquisition starts up, there is a system error when it tries to access the missing method.	NEVER delete default.m -- regardless whether its settings have been changed or not.	
130	051908	QQQ: The "X" (close) button on the GC method editor is not functioning	The "X" (close) button on the GC method editor is not functioning, even though it is NOT grayed out.	Use the "Cancel" button in bottom area to close the GC method editor panel.	Has been resolved in B.05.01
129	051945	QQQ: Autotune allows the CFT gases to be turned on and gives bad tune results	The manual tune/autotune section of the software should automatically turn off the CFT gases so that the autotune will have the correct flows into the source to do a tune. If turning off the gases is not possible, then it should automatically load a method with the desired gases turned off so that the tune will work, this will also be useful so customers will know if they are going into tune to save their existing method in case they want to save them.	The manual tune/autotune section of the software should automatically turn off the CFT gases so that the autotune will have the correct flows into the source to do a tune. If turning off the gases is not possible, then it should automatically load a method with the desired gases turned off so that the tune will work, this will also be useful so customers will know if they are going into tune to save their existing method in case they want to save them.	The CFT warning now actually checks the CFT gas flow before going into tune. If it is over a limit that is specified in the tune config file a message box will warn the user and they will not be allowed into tune. By default the limit is 2.5.

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
128	065848	QQQ: The Run Method panel needs to have "OFF" functionality to ignore BarCode Reader	If using ALS 7693A, the barcode reader cannot be disabled from GC panel or GC configuration. Run Method needs to have an "OFF" functionality to ignore the BarCode Reader. User needs a simple way to bypass the barcode reader while doing the Run Method.	To bypass the barcode reader: 1) If running a method, type in "off" in the expected barcode field (for both injectors, if applicable) on the Run Method panel 2) If running a sequence, edit the sequence table layout and add the "Expected Barcode" column, and type in "off" in that field for EACH line. In this way, the barcode reader can be bypassed in both	Disable Barcode For This Sequence is in the Run Sequence Panel under the Sequence Barcode Options. Fixed in release version MassHunter GC/MS Acquisition B.05.00
127	065969	QQQ: Dual injection sequence uses run method injection selection if they are in conflict	When the method specified in the sequence was set to front (even though dual injectors are available), the sequence only ran the vials in the front injector although dual injection on Sequence Table Editor was checked.	Selecting "Dual" ratio box on section of Inlet Location in the method AND selecting "Dual Inj." check box on Sequence Table Editor, also entering the values into column "Dual Inj. Vial" and "Dual Inj. Vol." properly, the sequence will run and collect data correctly.	Fixed in MassHunter GC/MS Acquisition released version B.05.00
126	065970	QQQ: Sequence hangs when method set to dual but dual injection on STE not checked	The method specified in the sequence table was set to dual injection but the dual injection column on Sample Table Editor is not checked. Ran the sequence. It started but stayed there in PreRun. Needed to shut down the software to start over.	Select "Dual" radio box on section of Inlet Location in the method AND select "Dual Inj." check box on Sequence Table Editor. Also enter the values into column "Dual Inj. Vial" and "Dual Inj. Vol." properly, and the sequence will run and collect data correctly.	Fixed in MassHunter GC/MS Acquisition B.05.00
125	065989	QQQ: Sequence with sample overlap and dual injection doesn't work properly	Sample overlap does not work with a dual injection sequence. No overlap is observed. It waits until completion of the run to pick up the next sample.	Do NOT use the feature of sample overlap with dual injection in a sequence run on this release. It is NOT supported in this release.	Fixed in released version B.05.00
124	074460	QQQ: Dual injection does not catch dual vial out of range	Set up a dual injection sequence on a 7683 with a tray. An invalid vial number for the dual vial will not be caught and the user will receive no message about this error. Run the sequence and it will hang in PreRun on the line with the invalid vial. No indication is made in the logbook. You will have to shut down the software.	User should enter the correct vial number to match the suitable range of the installed tray or turrets.	Fixed in released version MassHunter GC/MS Acquisition B.05.00
123	074553	QQQ: "Unhandled exception" error appears during sequence run	Unhandled exception error happens very rarely DURING a sequence run. The error message says, "Object reference not set to an instance of an object". But it doesn't affect the sequence at all.	Wait for reoccurrence and get more information for potential fix.	Fixed in released version B.05.00
122	074653	QQQ: Can't complete RTL with localized method name	Create a method with a localized name (e.g. in Chinese or Japanese) Execute "acquire RTL calibration Data" 5 Data files will be acquired correctly, then an error message will appear. "Incomplete RTL calibration information! Check RTL cal data for errors!"	Using local language characters for method and datafile names will prevent automated Qual and Quant processing. Use the standard ANSI character set if you need AUTOMATED post-run processing of any kind (including RTL). This does not impact manual processing.	MHBridge.mac (goes under the \msex directory)

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
121	074663	QQQ: CTC-PAL: A Sequence with overlapped SPME injections will lock up the system	Set up a sequence using the CTC-PAL with a SPME syringe. Enable sample overlap. The sequence will appear to hang with the vial in the agitator on line 8. No meaningful information is available.	In order to get correct initial conditions for CTC-PAL sequence run, we strongly recommend this: A. If LiveUpdate (Symantec) is installed in the computer, the feature of "automatic liveupdate" should be disabled; B. In Control panel, Power Options, select "Higher Performance" AND "put the computer to sleep" to "Never"; C. When doing new CTC connection, open CTC menu on Instrument top: - do "Reset Injector"; - do "Update configuration" one or more times until this message appears on CTC Status panel: "Loading configuration ... Connected READY" If after doing this a few times the system still cannot set to "Ready", close the GC/MS Acquisition application (check in Task Manager that msinstctl.exe and ctplus.exe should be gone, otherwise, kill those processes manually), open the application again and repeat Step C.	Fixed in MassHunter GC/MS Acquisition released version B.05.00
120	026116	QQQ: When the sample type is Keyword, auto fill/increment should skip that sample	In the sequence table, when the sample type is "Keyword", auto fill/increment is meaningless for many columns. So auto fill/increment should skip the samples with a type "Keyword"		Resolved in released version B.04.01 as "User Misunderstanding"
119	065702	QQQ: Error Fault not detecting status of hardware before starting Autotune	The system does not check the hardware status prior to opening the calibration valve for Autotune.	Loading the default method, observe that the small square status box in the GC and MS icons are green color. You can add GC or MS Monitors to check the individual relevant GC and MS parameters	Fixed in MassHunter GC/MS Acquisition B.05.00
118	065971	QQQ: Resuming a paused sequence with Overlap On injects the wrong vial	Running a sequence with sample overlap, pause the sequence in the moment that the current sample is running in the GC and the next sample has been prepared. Resuming the sequence will results in picking wrong sample.	If the overlap feature is being used, do not click "Pause" when the processing for the next sample has already started.	Fixed in released version B.05.00
117	066270	QQQ: Sequence with sample overlap AND with different methods results in picking wrong sample	When running a Sequence with sample overlap AND with different methods for the samples, the wrong sample is picked.	Current software does NOT support different methods with different overlap settings (even if the methods have the same settings but with different names) in a single sequence run. By design, the overlap settings are saved to the method. Other methods executed in a sequence that have different or no overlap settings will override these settings and transition samples will not have either overlap settings applied; and it may also result in picking up the wrong sample. If the overlap feature is enabled in sequence-run do NOT	

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
116	074439	QQQ: GC/MS Acquisition does not allow GC configuration to be uploaded from the 7890	The defect is that if the user makes Config changes on the GC front panel and then from the software selected Edit GC Configuration, before you can even select the Get GC Config button, the software downloads the method to the GC. So the user can never make Configuration changes at the gc level and upload them to the GC. It overwrites the changes. For example, I was testing the MMI Inlet Cryo Config Modes, and from the GC, I changed the cryo gas to compressed air. Restarting the software, method res appeared and one needs to select edit GC Config and save the method. The method was now showing the parameters for N2 instead of compressed air. When I looked at the GC, it has converted back to N2.		Has been resolved in B.05.01
115	074484	QQQ: "Run Method" panel is not updated to a new GC configuration	After GC/MS Acquisition shuts down, change the GC configuration from front injector to rear injector. Start the software, it will then recognize a configuration change and bring up the GC configuration panel. Select Get GC Configuration and OK panel and save the method. When you select the Run Method icon, the Run Method panel still shows front injector.	Before opening Run Method panel, do these steps first: Edit GC Parameters, OK and save the method again; then open Run Method panel and it will reflect the correct configuration.	Has been resolved in B.05.01
114	074520	QQQ: Information in B.04.01 Online Help about "Relock method" is wrong	The information provided in the Help file incorrectly describes the process (pick a method file) for Relock method	Ignore this part of help. Correct info is: RELOCK is to be used when column or other GC maintenance has been performed such that your locked method no longer results in the correct retention time for the locked compound, and the lock pressure needs to be recalculated. RELOCK is to 'update' a LOCKED method, not unlocked method. So to do "Relock method", the user needs to load the originally locked method, then select "Method>Relock Method" from the Instrument Control panel and follow the further instructions on the screen.	Fixed in release version B.04.01
113	074542	QQQ: Lack of messages after ALS configuration changes	ALS configuration changes don't trigger any warning messages	ALS configuration changes don't trigger any warning messages	
112	063900	QQQ: PostRun can not be stopped from software, when acquisition is stopped prematurely	When the run is stopped prematurely from MH acquisition by clicking stop icon, the post run backflush kicks in. PostRun can not be stopped from SW and the only option is to stop it from the GC keypad. There should be a way to stop PostRun from the software.		
111	051566	QQQ: Missing Edit Entire Method for GC/MS Acquisition	The GC/MS Acquisition does not have edit entire method so that the user can review the steps of the acquisition parameters. The user has to go through each method edit step manually by clicking on an icon or menu item.		

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
110	066225	QQQ: Intermittently the 7890's selected injector is not present	Here are the steps to cause the problem: - Vials are transferred to the turret of the ALS (7683B) - All the vial washes will take place - The sample is transferred to the syringe and the plunger is up - Now there is an extra movement from the turret, sounds like the re-alignment AND At the same time there is the error in the log file: 2009/06/24 13:54:33 7890 The selected injector is not present. 2009/06/24 13:54:36 7890 Lost connection to Agilent 7890A at 192.168.254.11 2009/06/24 13:54:36 ManualMode Run Method Error - Consult Logbook 2009/06/24 13:54:36 ManualMode The selected injector is not present. 2009/06/24 13:54:37 7890 Connected to Agilent 7890A at 192.168.254.11 2009/06/24 13:54:37 7890 Runs cannot be started until the GC and injector are idle. - but the ALS is doing the injection anyway and the 7890A starts System configuration: - 7890 with firmware A.01.10,		
108	051546	QQQ: Difficult to set up backflush parameters by using backflush method editor	Difficult to setup up backflush method in MassHunter GC/MS Acquisition. When editing the GC method parameters, by selecting the backflush icon one can set up the backflush parameters. But sometimes after applying the settings it is not correct and may require repeating the procedure (sometimes more than once)		
107	051511	QQQ: House LAN could cause about 2.5 min delay for GC/MS Acquisition to start up	When the House network is used together the MS network, the GC/MS Acquisition program starts with a delay around of 2.5 min.	If the system uses the MS network with the House network disabled or without cable or with enabled access to Internet, then GC/MS Data Acquisition starts immediately after the double click on the icon.	Also refer to entry KPR 229
106	051913	QQQ: System does not print the MS parameters to correct printer	The default printer has been assigned to be the LaserJet, 4050 or the 3005. System has XPS loaded and then it was unloaded and the effects are the same. 1. Set default printer to "Printer 1" (for example, Microsoft XPS document writer) 2. Click "Print Method.." in the Method menu. Check all options and click OK 3. Three documents are printed. Adobe Reader starts for printing MS parameters. DO NOT close Adobe Reader. 4. Change default printer to "Printer 2" (for example, Send to OneNote 2007) 5. Click "PrintMethod..." in the Method menu again. Check all options and click OK. 6. Two documents are printed to "Printer 2". 7. However MS Parameters are printed to still "Printer 1", because Adobe Reader doesn't pick up default printer changed while it is running.		Fixed in released version B.04.01

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
105	064235	QQQ: In a run, one can use special characters in the filenames including a ":" colon	In a single run mode (clicking the green arrow icon), if you use a ":" colon, it won't create the directory and errors out. The system states, "lost communication, manual mode, make directory failed, rebooted"	Never use Windows/DOS special characters in filenames.	Fixed in the B.04.01 release.
104	063919	QQQ: Autotune screen locks up with "Get 3 resolution Plots" being displayed	It has been reported that occasionally the MassHunter GC/MS Acquisition will lockup during Autotune. As a result, the user will be required to restart the software to recover. It seems that it is an Autotune reporting problem that is related to the printing process, which has difficulty handling printer errors, too long printer recovery times, etc. If the printer is ready, this lock-up has not been seen.	You can try to set up printer preferences and turn sleep mode option off. To turn the Sleep Mode on or off, please turn OFF the Sleep Mode. Press Menu to open the menus Press Down button to highlight CONFIGURE DEVICE Press Select button to select CONFIGURE DEVICE Press Down button to highlight RESETS Press Select button to select RESETS Press Down button to highlight SLEEP MODE Press Select button to select SLEEP MODE Press Up button or Down button to select ON or OFF Press Select button to set the selection Press Menu to exit the menu	Fixed in the B.04.01 release.
103	052936	QQQ: "No GC or MS data collected" while using Profile Data only for the acquisition	Using profile data "only" for the product ion scan method (not just product ion scan, any method which uses profile data). It was discovered if profile data is being used only the system will generate an error message "No GC or MS data collected" and this will terminate the sequence. The problem is that the system was looking for a file called MSPEAK.BIN but when Profile Data is being used the file that is being created is called MSPROFILE.BIN and at the end of the acquisition the check did not pick up this file.	Point Patch is available. Please contact your software help representative.	Fixed in the B.04.01 release.
102	051859	QQQ: Improper evaluation of CP variable _barmismatch	This defect caused two problems when barcode mismatch was encountered and 'inject anyway' was selected in the Start Sequence panel: 1. 'Barcode mismatch, sample not injected' seen in sequence log, but sample IS injected 2. NO post-run processing OR ENVIRONMENT CLEANUP is scheduled Problem #1 is very evident but rather benign. Problem #2 is more severe, in that post-run activities INCLUDING creation of pre_post.ini, cleanup of temp folders, etc. are skipped.		Fixed in the B.04.01 release.
101	051728	QQQ: Cannot start acquisition software if method contains more than 500 MRMs	The user could create a method which has more than 500 MRMs. When starting the MassHunter Acquisition program the software goes through an initialization check. During this initialization check information is stored in an array. However, this array is limited to 500 entries so when an method with more than 500 MRMs has been loaded as the default method to load, it will cause the EMF (Early Maintenance Feedback) ini file to abort, and lock up the instrument control. The user will see the error message from C:\GCMS\msexex\icstart1.log An array or matrix must contain between 1 and 500	Delete the EMF.INI file in the folder X:\MassHunter\GCMS\n folder where n=instrument number. Once the file has been deleted, there will be no check to cause the array to exceed 500.	Fixed in the B.04.01 release.

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
100	051620	QQQ: Enabling all barcode options or "Checksum" makes BarCode Reader work improperly	If all barcode options or "Checksum" have been enabled, BCR won't read the barcode or will read it incorrectly.	NEVER enable "Checksum" and enable just the one barcode style the user needs. Be aware that the default settings (off or on) of barcode styles in different firmware versions are different, so the user needs to make sure the correct ones are enabled before using the barcode reader. Especially when the	
99	051530	QQQ: PAL: Error editing CTC PAL method	After editing a CTC Pal method, an "unknown error" error message appears after clicking on OK. This is caused by the CTC previously not correctly handling stopping a run in Pre-Run before GC/MS/CTC are still "Not Ready".	If the error does happen, do the following: · If GC/MS Acquisition is still running, close it · In the Windows Task Manager, Process tab, end the following processes if they are listed: msinectl.exe CTCPalPlus.exe CTCPAL~1.exe (you end these processes by right-clicking on them, then clicking on "End Process") · Power cycle the GC 7890 · Power cycle the CTC PAL · Restart GC/MS Acquisition In some situations, if the above does not fully correct the problem, you should reboot your PC. To avoid the problem in the first place, do not stop the run while the GC/MS/CTC are still "Not ready" in PreRun. If you want to stop a run in a system with a CTC, it is best to do it	Fixed in the B.04.01 release.
98	051528	QQQ: PAL: Sample overlap selection is not loaded with the method	Sometimes, the "Set Up Injector Overlap" panel fails to display the current method settings. Although the panel had saved the settings correctly from a previous edit session, the panel will show incorrect settings.	1. To read the overlap setting in a method, go to the method directory (for example, D:\massHunter\GCMS\1\methods\HS.m), open the ctc.mth file and look at the Parameters section. [Parameters] Volume=300.00 Overlap=1 Delay=60 Overlap = 1 means overlap is enabled, 0 means disabled Delay= 60 means 60 seconds, so divide this by 60 to get time the value that was entered into the "mins after full completion of the CTC PAL cycle" field in the "Set Up Injector Overlap" panel. 2. To change the overlap setting, edit the ctc.mth file following the example in the parameters section shown above. Save the file. Load the method.	Fixed in the B.04.01 release.

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
97	046976	QQQ: PAL: CTC does not come online	The following message was displayed at startup when there was a bad RS232 connector: "CTC connection problem. Exit and reboot CTC/PC if this persists."	If this error is encountered, replace or clean the connector. If replacing or cleaning the connector does not fully correct the problem, do the following: · If GC/MS Acquisition is still running, close it · In the Windows Task Manager, Process tab, end the following processes if they are listed: msinsctl.exe CTCPalPlus.exe CTCPAL~1.exe (you end these processes by right-clicking on them, then clicking on "End Process") · Power cycle the GC 7890 · Power cycle the CTC PAL · Run the PAL Loader program and click "Info". If that was successful, click "Start PAL", the PAL should move. If that was not successful, then power cycle the PAL. · Restart GC/MS Acquisition to make another connection. The CTC status panel will show "Ready" if there is a good connection. In some situations, if the above does not fully correct the problem, you should reboot your PC.	Resolved in released version B.04.00 as "User Misunderstanding"
96	051124	QQQ: PAL: Occasional error when updating CTC PAL Configuration	After clicking on the "CTC PAL Update Configuration" menu item, you see a "Trouble with download" error message.	This seems to be an intermittent problem, so the first thing to try is just click on the menu item again. If the problem persists, close GC/MS Acquisition and restart it. The problem is then very unlikely to reoccur	Resolved in released version B.04.00 as "User Misunderstanding"
95	051368	QQQ: PAL: CTC PAL Controller Is Not Started Error	On rare occasions, the user may encounter the following error, "Controller is not started", when running a method with the CTC PAL. Stopping the run at that point may cause the system to crash.	If the error does happen, do the following: · If GC/MS Acquisition is still running, close it · In the Windows Task Manager, Process tab, end the following processes if they are listed: msinsctl.exe CTCPalPlus.exe CTCPAL~1.exe (you end these processes by right-clicking on them, then clicking on "End Process") · Power cycle the GC 7890 · Power cycle the CTC PAL · Restart GC/MS Acquisition In some situations, if the above does not fully correct the	Has been fixed in B.05.01
94	051561	QQQ: PAL: Vial outside the range of the CTC tray is not handled gracefully	The Sequence Table Editor does not check for invalid vial entries for a CTC PAL. If the vial location is not within the range of the tray, an error will occur when running the sequence. After clicking OK on the error message box, the user will find the system to be stuck in the PreRun state. Selecting Pause and then Stop will crash the system.	Be sure to specify the correct vial location in the Sequence Table.	Has been fixed in B.05.01
93	051559	QQQ: PAL: Overlapped injections are not supported in GC-Inj cycles	"CTC PAL Set Up Injector Overlap" is not relevant for GC-Inj cycles. Do not check the "Enable Overlapped Injection for this Method" box.		Fixed in the B.04.01 release.

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
92	049785	QQQ: Irrelevant message is displayed during startup or loading of method in an offline session	The following scenario may occur in an "offline" session of Mass Hunter GC/MS Data Acquisition when a GC 7890 is configured. When the session is started or a method is loaded, the following message may be displayed: "Method is invalid. Method must be uploaded from the GC first." After the user clicks OK, the method resolution window is displayed. The message and method resolution is not relevant for an offline session.	Click OK on the message box and the method resolution panel, then save the method. The next time the method is loaded or the session is started with this method, the error message will not be displayed.	Fixed in revision B.04.00
91	051467	QQQ: "Continuous GC Real-Time Plot" checkbox is not functional	In the "Real-Time Plots for GC 7890" dialog box, there is a "Continuous GC Real-Time Plot" check box. The GC Real-Time Plots are continuous regardless whether the box is checked or not		Fixed in the B.04.01 release.
90	051539	QQQ: MS Tune and GC Method Windows Can Be Hidden Behind Main Window	Tune window and GC method window hidden behind the Ins Control window	However, a better workaround is to activate MS Tune and GC Edit Method from the icons in the toolbar. In this case, the new windows will always appear on top of the main window	Has been resolved in B.07.00
89	051472	QQQ: "Set MS System Pressure Units" does not work	In the Agilent GC/MS Instrument Configuration panel, the user can select the "Configure" menu and then the "Set MS System Pressure Units" menu item to select the pressure units for vacuum readings. Although there are multiple options for pressure units, the software is not making use of these settings. In the MS monitors, Manual Tune User Interface, and the LCP, the values are displayed in "Torr".	Use Torr as units.	Fixed in revision B.05.01
88	051465	QQQ: Excessively long sequence and tune filenames can be generated in certain cases	Filenames can get long although the name does still function correctly. Filenames entered in the following forms result in the final filename indicated: XXXXX XXXXX.sequence.xml (correct) XXXXX.sequence.xml XXXXX.sequence.xml (correct) XXXXX.xml XXXXX.sequence.xml (correct) XXXXX.sequence XXXXX.sequence.sequence.xml (wrong!) The fourth style is unlikely to be entered by a user, unless they have file extensions hidden. And even then only if they just change the displayed "YYYY.sequence" to literally "XXXX.sequence". If they do the more normal change	Excessively long sequence and tune filenames can be generated. In certain cases, especially if the user has file extensions for known file types hidden in Explorer, filenames like the following can be generated during a "Save As..." -- something.sequence.sequence.sequence.xml This *only* happens when the filename is entered in the Save As... dialog in exactly this form: something.sequence Workaround: don't enter a filename in the form: something.sequence just enter it as either: something (in which case .sequence.xml will be appended) or something.sequence.xml (in which case you are all set) Same thing for tune files.	Fixed in the B.04.01 release.
87	051319	QQQ: The "Data File Directory" value entered in the "Start Sequence" dialog was ignored	The "Data File Directory" value entered in the "Start Sequence" dialog was ignored when I expected it to be used.	The Sequence Table contents override the Start Sequence panel; if one wants to use the Start Sequence dialog, then leave that column blank in the Sequence Table.	

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
86	051328	QQQ: Application hangs if the GC goes into Shutdown like the Inlet flow shutdown.	Application hangs if the GC goes into Shutdown like the Inlet flow shutdown. When the GC Shutdown, the GC must be rebooted or it will stay in a locked state	When the GC goes into a Shutdown state, the Workstation must be closed because the GC must be powered cycle to recover.	
85	051364	QQQ: PAL: Initialization of the CTC-PAL could fail/lockup the system depending on the GC	If the GC and the CTC-PAL system are left in a bad state (improper shutdowns) it is possible when the CTC-PAL next starts communicating with the GC, the two instruments could freeze/fail/lockup.	When this occurs, one should close and then restart GC/MS Acquisition. This is the easiest solution when this occurs. If the problem persists, do the following: · If GC/MS Acquisition is still running, close it · In the Windows Task Manager, Process tab, end the following processes if they are listed: msinectl.exe CTCPalPlus.exe CTCPAL~1.exe (you end these processes by right-clicking on them, then clicking on "End Process") · Turn off power to MS 7000A, GC 7890, CTC PAL, LAN Switch and printer · Wait at least 1 minute · Turn on power to MS 7000A, GC 7890, CTC PAL, LAN Switch and printer · Restart GC/MS Acquisition In some situations, if the above does not fully correct the problem, you should reboot your PC and again power cycle	Was resolved in B.07.00
84	025845	QQQ: Exception occurred when closing GC/MS Acquisition	This error occurs infrequently and is very random.	Continue past the exception, nothing serious has happened.	
83	026002	QQQ: If a GC 7890 is already in use, the identity of the first user is not reported to the second user	This problem only affects users in the remote connection situation. I tried to start an instrument while another PC was already running the GC that my instrument is configured with. An error message showed "ChemStation can not finish its initialization cycle". Opening the log, the log stated the GC is offline, but not who is using it.	Do not connect to a GC that another PC is already connected to.	Has been resolved in B.04.01
82	026028	QQQ: Wrong data file shown on System UI after "Pause" was used on the sequence	When a sequence is paused, it appears that the wrong data file name is displayed next to the vial icon on the user interface.	This is the designed behavior. UNLESS a SEQUENCE is running, the displayed data file name AND the loaded method will ALWAYS be the 'Run Method' CP variables. When a sequence is run, the current value of DATAFILE\$ is saved. Whether the sequence is paused or is allowed to complete normally, the previously saved DATAFILE\$ value is restored upon completion or pause. Since the Vial picture panel has the displayed data file name mapped to the variable DATAFILE\$, the file name displayed in the panel will revert to that value when the sequence is complete or paused. This saving and restoring is accomplished as part of the	
81	026036	QQQ: When hovering the mouse over the icons no assisting info is shown	When I put the mouse over the icons on the Instrument Control panel, no assisting info is shown either on left bottom corner of the window or on top of the icon.	Read the online help.	Fixed in the B.04.01 release.

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KPR No.	Issue Id	SSB Problem Description Title	SSB Problem Description	Temporary Fix	Fix Note
79	026137	QQQ: Error message can be more detailed when error occurs while importing Sequence Table from XML	When importing a Sequence Table from a XML file created from the SequenceTableAssistant, if some file contains an item in a wrong format, there is error message on the status line, and importing stops. Anything after the line in a wrong format is chopped. This is expected behavior. However, it would be better to show a more detailed error message in the status line, such as on which line and column this error happened. It would be easier for the user to then locate the error.		
78	026334	QQQ: Any directory can be selected and then filled into the Method File field in Sequence Table Editor	In the Sequence Table Editor, using the Browse button to select method, any arbitrary directory can be selected and then filled into the Method File column. Preferably, only .m should be allowed	Only select .m directories.	
77	039574	QQQ: Inconsistent information in sequence.log with Sequence Table Editor	In Sequence Table Editor, load a method from ...GCMS\1\METHODS using Browse button, and then run sequence simulation. The verification result show that the method path is GCMS\2\METHODS	The default paths are related to where the initial method was loaded from in the default instrument control panel.	
76	039605	QQQ: Edit Entire Method Missing from Method Menu	There is no menu item (or icon) that sequentially presents all the edit method panels to the user.		
74	039626	QQQ: Logbook doesn't provide error information on invalid vial number	If the Sequence Table contains invalid vial information, the sequence will hang or abort at the problem line. Status line shows that an error has occurred, but no error information is given in the logbook. In one case, the logbook stated all data was acquired		Fixed in the B.04.01 release.
73	044169	QQQ: Logbook and Printer Icons Always Look Grayed Out	The Logbook and Printer Icons are the same color as grayed-out icons. They are still accessible but it is confusing to tell if they are active just be looking at them.	Logbook and Printer icons are indeed always active.	
72	044247	QQQ: Launching Qualitative Analysis causes Sequence Table Editor layout to disappear	Steps to reproduce: 1) Start GC/MS Acquisition, open the Sequence Table Editor, and add some columns. Save them to a layout (for easy retrieval). OK the panel. 2) Run Qualitative Analysis. 3) Go back to GC/MS Acquisition, and open the Sequence Table Editor again, it has now reverted to 'default' layout.	Do not use Qualitative Analysis while editing the Sequence Table.	
71	044116	QQQ: Qualitative Analysis method cannot be selected by Browse button in Sequence Table Editor	In DA method file of Sequence Table Editor, Qualitative Analysis method (.m folder) cannot be selected by the browse button. Only files can be selected (default file is quantmethod.xml, other format is supported too)	User can type in the full name of the Qualitative Analysis method with the '.m' suffix and this will work.	
64	044358	QQQ: 7693A Injector Panel in Method Editor Needs Scroll Bar	After installing the new driver (25), it seemed as though the 7693A Injection Types section was missing from the panel. The window get sized a certain way and it looks like the panel is complete.	One needs to stretch the panel in order see the additional parameters. A scroll bar should be added to this panel so the users know the parameters are there. Full feature support for the 7693 will not be supported on the initial release of B.04.00.	
63	046383	QQQ: PAL: In the Sequence Table editor, the "Tray Name" column does not have a selection list	The user must enter the tray name manually in the column. The name is case-sensitive and must match exactly with one of the names in the Location Map. Otherwise, the vial will not be found.	Click the "Instrument->CTC PAL Show Location Mapping..." menu item to display the Location Map. Note the tray name to be used. Close the Location Map and open the Sequence Table. Type in the tray name exactly for each entry in the table. If the same tray is used for multiple samples in the sequence table, the "fill-down" feature can be used to duplicate the name in the rows below the current entry.	Has been fixed in MassHunter GCMS Acquisition B.05.02.
62	046384	QQQ: Where is Injection Volume field in Sequence Table?	Is there an injection volume field configurable in the sample log table. The only available field seemed to be Vol. Does this mean injection volume? If so, it should state injection volume and not be abbreviated	Yes, "Vol." does in fact mean injection volume.	Resolved in released version B.04.00 as "User Misunderstanding"
61	046754	QQQ: No way to create a dual injection sequence	Method setup allows method specified with dual injection. There is no way however, in the sequence to set up a dual injection sequence.	Do not run dual injection in the B.04.00 release.	

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60	046770	QQQ: Msinsctl.exe crashes when Solvent Elimination Calculator Button is selected on MMI	Selected the Solvent Elimination Calculator button on the MMI (PTV2) Inlet panel. GC/MS Acquisition immediately stopped working .	Don't select that button.	Fixed in the B.04.00 release.
58	046874	QQQ: PAL - System crashes when trying to run a CTC-PAL method with the wrong syringe	The run behavior is unpredictable when the syringe installed does not match the syringe specified in the method.	Specify correct syringe. Make sure that the cycle and syringe selected in the CTC Method Edit panel matches the syringe installed .	Fixed in released version B.05.02
57	047186	QQQ: "New Method from Acquired Scan Data" displayed "MS1 Scan" as "MS2 Scan"	Acquired data file with "MS1 Scan" but the "New Method from Acquired Scan Data" displays it as "MS2 Scan" data.		Fixed in revision B.05.00
55	047220	QQQ: Unhandled Exception on Fr or Bck Inj panel after selection overlap option 2.	Selected the second overlap option and then selected one of the injector panels. An unhandled exception error may occur .		Fixed in revision B.04.00
51	049490	QQQ: Allowed values on Plunger Speed are not consistent with the setting ranges	On GC configuration panel, select "Variable" in Plunger Speed. Some values can be saved, while some values cannot be saved, although all of them are within the allowed range.		Fixed in revision B.04.01
48	049749	QQQ: Incorrect error message starting application when trying to connect to a GC in use by another user	If user B tries to start GC/MS Acquisition configured with an instrument that is currently in use by user A, an error message appears during launching process: "The method is Invalid. Method must be uploaded from GC first". This is not a correct message.	Don't try to start GC/MS Acquisition for a GC or MS instrument already in use.	Fixed in the B.04.01 release.
47	049751	QQQ: PAL: CTC-PAL shows incorrect behavior on Stop request.	When the user clicks the stop button and the CTC-PAL is still active, the acquisition subsystem does not handle that STOP request properly .	Do not hit the stop button.	Has been fixed in MassHunter GCMS Acquisition B.05.02.
44	049790	QQQ: Help Does Not Include Direct Injection	The help topic for the MMI does not talk about Direct Injection Mode, which is listed in the software drop-down Mode list .		Fixed in revision B.05.00
43	049792	QQQ: Help Says that MMI Can Only Configure 3 Ramps	The help topic for the MMI says that up to three ramps can be programmed, but 10 ramps can be programmed for the inlet .	Ignore this part of the help.	
41	051074	QQQ: Instrument control window pops up and then goes behind previously open window	When starting the MassHunter GC/MS Acquisition program, the application will pop up on top of the last window which was being worked on. After the application finishes initialization, then the instrument control window goes behind the last window .	Rearrange your windows on the screen to see the application.	Fixed in the B.04.01 release.
39	051194	QQQ: Missing Devices.xml when running a method on 7693A Series	Check "Data Analysis" when running a method with 7693A injector, the following message appears after the data was acquired: "Opening data file failed with error - File not found: D:\MassHunter\GCMS\1\Data\GC105_001.d\AcqData\Devic es.xml "	This "defect" was caused by not including a GC detector in the method. After adding the GC Oven Actual Temperature as a signal source, the file Devices.xml was created.	
38	051193	QQQ: Problems When Stopping a Sequence with Overlapped Injections (7693 ALS)	While running a three-line sequence, my Method was set to enable overlapped injections using the first option to obtain the next vial after the previous injection. On the first sample, after the injection was made but before the vial was returned, I selected Stop. Sequence went to line 2 but "Waiting for GC Ready" appeared even though the GC had no parameters that were not ready. Then I selected Override, but the GC seemed to be waiting for prep run. Then I selected Prep Run on the GC and it went ready. The software went into PreRun but did nothing. The status line said "loading vial". Then I selected Stop again, and the software crashed (msinsctl.exe has stopped working). I tried this scenario again but selected Pause/Stop at the end -- the sequence aborted. If the Pause/Stop is done after the overlap preps the vial, it seems to be OK and will just inject when you resume the sequence .	1) Press the stop button on the GC front panel to force it into the idle state 2) Restart the MassHunter GCMS Acquisition software 3) Avoid aborting the sequence/run while the GC is in Pre-Run and/or the autosampler is moving. 4) Do not Stop during sequence run when Overlap Injection is selected on 7693 Autosampler.	

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34	051268	QQQ: Cannot use Bar Code Reader to read barcode directly into Sequence Table	Edit Sequence Table does not have the ability to read the Barcode label directly into the Expected Barcode field.	Enter expected barcode value manually.	Fixed in revision B.05.02
33	049618	QQQ: Lag factor coefficients are cleared by reinstalling or reconfiguring the system	Autotune sets the lag factor coefficients. Reconfiguring the 7000A will clear the lag factors.	Any time the 7000A is reconfigured an Autotune is required.	Fixed in revision B.05.01
32	049488	QQQ: GCMS Configuration Editor doesn't change QQQ quad polarity	Although the configuration editor does update the msdchem.ini file, the settings from this file are not used to control the quad polarity.	For the MS 7000A QQQ, ignore the quad polarity in the Configuration Editor since it doesn't have any effect on the actual quad polarity. Currently, the Agilent CE will ensure that the correct quad polarity and settings will be used, <u>even after a firmware update</u> .	In the B.04.01 release, the quad polarity settings are grayed out in the configuration editor.
27	046385	QQQ: PAL: CTC PAL - Problems if a vial is not found during the sequence	If a vial is not found when running a sequence with the CTC PAL, the sequence stops and appropriate messages are logged in the sequence log file as well as the log book. Although everything appears to be fine, there may be problems when starting the next run. The next run may hang and the program crash when the run is aborted.	When the "No vial found ..." message is displayed, do not start a 2nd run. Close and restart the application. Correct the vial location in the Sequence Table or move the vial to the right location. If the error persists, do the following: · If GC/MS Acquisition is still running, close it · In the Windows Task Manager, Process tab, end the following processes if they are listed: msinsctl.exe CTCPalPlus.exe CTCPAL~1.exe (you end these processes by right-clicking on them, then clicking on "End Process") · Power cycle the GC 7890 · Power cycle the CTC PAL · Restart GC/MS Acquisition	Fixed in the B.04.01 release.
23	046871	PAL - Invalid injection volume in the sequence	Added Vol. column to the sample log table. During the sequence setup, specified an invalid volume for the first sample. OK'd panel and started sequence. The sequence started, but I got the following error "Term used is invalid. Please check injection volume and syringe." OK message. The sample goes into postrun and the software crashes. It also leaves the GC in a funny state. If I try to start back up the software, received message that "an attempt to download settings to the GC was blocked because the driver is in the wrong state". I had to reboot the GC too.	Type in the an valid injection volume.	
22	046883	QQQ: Cal El Val On-Off in Time Events does not work	In the QQQ Method Editor, Cal El Val On-Off in Time Events does not work.		Fixed in revision B.05.01
21	046913	QQQ: Dual injection method not working properly	Dual injection sequence is not supported; however the software allows you to specify a dual injection method. Sample is injected into both the front and rear inlets when the method is run. Two data files are created, however the rear data file does not contain an AcqData directory.	Do not run dual injection in the B.04.00 release.	Fixed in the B.04.01 release.
19	047078	QQQ: EM Voltage is not being shown in MS monitor	EM voltage is not one of the available MS monitors to be displayed.		
18	047032	QQQ: Pre and Post run programs don't run macro listed under Data Analysis	Tried to run a method with macros specified in Pre and Post Run Programs. If the macro is specified under Instrument Control, it works correctly. Macros specified under Data Analysis however, do not work.	Yes, this behavior was changed to ONLY RUN A [MassHunter Qualitative Analysis or MassHunter Quantitative Analysis] SCRIPT if MassHunter is being used.	



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17	047079	QQQ: Not displaying the value of EM when selecting Gain Factor in QQQ Method Editor	There is no indication of the actual EM value corresponding to the specified Gain Factor setting. It would help the user to know if the EM has reached the 3000 V limit or how much of a range is still possible.		Calculated value will be shown in Method Editor. Tune report will print out maximum gain which could be used on the system based on the EMV usage. Fixed items are in the MassHunter GC/MS Acquisition B.05.00 release version.
8	046694	QQQ: Always Says User Aborted Run Even If an Error Occurred	The logbook always says User aborted run after it lists the correct error. User aborted run should only be used when the user stops the run from the software. For example, if an ALS injector error occurs, the logbook should not say the user aborted run.		
1	046756	QQQ: MS Connected To... on Start Run Panel Does Not Save the "Rear" option for Valve	When Valve is selected as the Injection Source, one can change the MS Connect to section from front to rear. On this system, the MS is physically connected in the rear, but it would not save that option. This does not happen with the ALS.		Fixed in revision B.05.01