

## Agilent ICP Expert II

# Software Status Bulletin

## Introduction

ICP Expert II Software, CD version 2.0.5 (build 283)

This release of ICP Expert II software, version 2.0.5 (build 283) is compatible with Windows 10 Professional 64-bit operating systems only.

Software installer release date: June 2018

Software release date: September 2013

Software	Software Version
ICP Expert II	2.0.5.283
ICP Expert II Help	2.0.3.0

The latest release notes are not installed with the software. You can find the current Release Notes on the ICP Expert software installation disk.

## ICP Expert II Known Problems

### Installation and Instrument Set-up

**Problem:** In some cases, the 'ICP Expert II' application install window may be hidden by the 'ICP Expert II Installer v2.0' window.

**Workaround:** Move the ICP 'Expert II Installer v2.0' window to a position away from the center of the screen or click on the 'ICP Expert II' button on the 'Taskbar' to make it visible.

**Problem:** Selecting Restore defaults in Preferences does not restore 'On startup turn Polychromator Boost on' to the default setting of on.

**Workaround:** Manually select 'On startup turn Polychromator Boost on'.

**Problem:** The Instrument Setup window occasionally disappears when starting an instrument setup scan (wavelength calibration, torch alignment, etc.).

**Workaround:** Although the Instrument Setup window disappears, the scan is still in progress. To make the Instrument Setup window visible again, click the Instrument Setup icon on the toolbar.

**Problem:** The product registration key for ICP Expert II is a combination of numbers and capitalized letters in four sections. During registration the product key is entered into four cells. If CAPS LOCK is used the cell to the right becomes active as each section is completed, however, if the SHIFT key is used the previous cell to the left becomes active. This may result in the product key being entered incorrectly in the Company Name and Product Key cells.

**Workaround:** Enter the characters in lower case or use CAPS LOCK instead of the SHIFT key.

**Problem:** When ICP Expert II is installed on an Italian version of the Microsoft Windows operating system, and the Italian language option is selected in ICP Expert II, the software crashes on measuring a solution.

**Workaround:** Select English, or a language other than Italian, if an Italian version of the Microsoft Windows operating system is in use. Alternatively, install ICP Expert II on an English version of the operating system and then select the Italian language option in ICP Expert II.

## Methods and Worksheets

**Problem:** If a worksheet has been started, or created from a worksheet/template that was started, the Sequence duration time is predicted incorrectly if the Agilent SPS 3 autosampler is used. The predicted time is much greater than the analysis time (by several minutes per sample).

**Workaround:** None.

**Problem:** When running a worksheet in 'Standard Additions' calibration mode with 49 standards and 'Include a blank in calibration' (Sequence Editor) is checked, the software becomes unstable after measuring Addition 0 (Sample 1).

**Workaround:** The maximum number of standards that can be run in 'Standard Additions' is 48 with 'Include a blank in calibration' checked.

**Problem:** When running a supplied SemiQuant worksheet on a 710/715 ICP-OES system fitted with the optional mass flow controller, the plasma may appear quite unstable and flicker. Although the method shows that the nebulizer flow is set to 0.75 L/min, the status screen reports a flow of 3.39 L/min and (if fitted) the nebulizer pressure gauge indicates a much lower flow.

**Workaround:** Before running the SemiQuant worksheet, open the method editor and change any of the available method parameters. For example, change the stabilization delay to 16 s. Then close the method editor and save the change(s) when prompted. This downloads all of the method parameters to the instrument, which ensures that the nebulizer flow is reset to the programmed flow of 0.75 L/min.

**Problem:** In the 'New Worksheet' and 'Open Worksheet' dialogs, when the title bar of the 'Create Worksheet' or 'Shortcuts' option box is clicked the Navigation Pane becomes 'grayed out' and unresponsive.

**Workaround:** Click on **Cancel** to close the dialog and re-launch the 'New/Open Worksheet' dialog.

**Problem:** When a FACT matrix model is moved from the 'FACT Models used' list to the 'Interferent Models' list (on the final page of the 'FACT Wizard') the software can become unstable and errors can occur.

**Workaround:** Do not move the matrix model to the 'Interferent Models' list, if the Matrix model is to be removed from the 'FACT Models used' list use the 'Delete Saved Model' button to delete the model.

## Sequences

**Problem:** When a worksheet is created from a template with QC Matrix and QC Spike solutions on a computer using Microsoft Windows XP operating system, an invalid message is displayed 'No related sample' in the sample label column on the sequence page. The worksheet can be run, but the sample label will be missing.

**Workaround:** The problem is due to the page not 'refreshing' properly. To display the missing sample label, select a different QC type from the QC column, then adjust the QC type to back to the required type.

**Problem:** 'Auto plasma off' is not activated by a QCP test failure if 'Stop' is selected as the QCP test failure action.

**Workaround:** It is recommended you use an alternate error action if you need the 'Auto plasma off' function to be active.

**Problem:** An audible warning does not occur for failure of QC calibration options.

**Workaround:** None.

### NOTE

The error is recorded in the Operations log.

**Problem:** SmartRinse makes the initial reading using 'Non-Method Condition'.

**Workaround:** Before starting the analysis, ensure the instrument conditions are set to the method conditions by opening the Method Editor and selecting 'Read Spectrum' (or by pressing SHIFT+F8).

**Problem:** 'All Lines Share Same Conditions' is not selected, and SmartRinse will only monitor lines selected in the last conditions set.

**Workaround:** Ensure all Smart Rinse lines are in the last condition set, that is, the condition set with the lowest power.

**Problem:** In batch mode, ICP Expert II does not recognize which dilution tubes were used in the first worksheet, for example, and for the second worksheet will reuse the same dilution tubes from the beginning of the assigned rack.

**Workaround:** The use of dilutions in batch mode is not recommended.

**Problem:** The total number of solutions in the sequence exceeds the maximum allowed (1500) and a 'Too many solutions for this worksheet' error occurs after the last solution is analyzed. If the worksheet is closed it cannot be reopened.

**Workaround:** Check that the total number of solutions in a sequence does not exceed 1500 before running the sequence. To do this, set the 'Sample Source' on the 'Sequence' tab to 'Manual' and check that the tube number for the last solution is less than or equal to 1500. If the tube number is greater than 1500, reduce the sample count so that the total number of solutions is less than or equal to 1500.

**Problem:** An LCS QC solution is added to a sequence with '0' as one of the defined concentrations in the 'Method Editor'. On analysis of the LCS solution an error occurs and the software becomes unstable.

**Workaround:** Ensure that all defined concentrations for LCS QC solutions are given a value greater than '0'.

**Problem:** When the 'Sequence Editor' for a running worksheet is accessed and on closing **Yes** is selected when prompted to apply changes, an error occurs.

**Workaround:** If prompted to apply changes to the worksheet select 'No'. It is recommended not to access the sequence editor while the sequence is running.

### Autosampler Issues

**Problem:** The Agilent SPS 3 autosampler is turned on but ICP Expert II indicates that the autosampler is offline.

**Workaround:** Turn on the Agilent SPS 3 autosampler before starting the ICP Expert II software, otherwise communication may be lost.

**Problem:** After aligning the probe using the Agilent SPS 3 autosampler 'Manual Control Setup' page, the probe continues to rinse but the controls on the setup page are not correctly updated. This behavior is also observed for the AIM3600 autosampler.

**Workaround:** Click the 'Rinse' button to activate the 'Stop rinse' button.

**Problem:** When using an autosampler, changes in the 'Sequence' tab cause the standards block to become deselected. This may result in a sequence being initiated without a calibration block selected.

**Workaround:** Manually reselect the standard block for analysis.

**Problem:** When using standards/QC solutions inline these solutions must now be sampled from a different position each time and are not locked for the entire worksheet.

**Workaround:** It is recommended that you dedicate a rack for standards/QC solutions and avoid use of inline solutions. Manually inserted calibration/QC solution positions can be edited to sample from a single position by using the **Edit tube position...** function on the **Sequence** tab for each solution.

**Problem:** Automatic resetting of the SPS 3 Diluter vial positions causes samples to be diluted in used vials.

**Workaround:** If an error is encountered with the diluter, the analysis is stopped or paused. The user will need to update the starting position in the 'Autosampler Setup' page. Alternatively, manually replace the used dilution tubes with clean tubes.

**Problem:** In batch mode the Premix and Dilution parameters of the last open worksheet are used for all worksheets (this occurs even when the last open worksheet is not included in the batch).

**Workaround:** Only use batch mode if all open worksheets use the same Premix and Dilution parameters.

**Problem:** When using the Agilent SPS 3 autosampler, changing the 'Tube clearance height' setting to a value below 160 mm results in the sampler resetting and going offline.

**Workaround:** Do not set the 'Tube clearance height' setting to a value below 160 mm.

### Inter-element Corrections

**Problem:** If all elements are deleted in a method that has inter-element corrections (IECs) and 'Use Calibration Solutions for Analyte Solutions' is selected, the error 'Value "0" is invalid or out of range. Valid range 1 .. 49.' appears after adding a new element. The outcome is that you cannot close the Method Editor until the workaround is used.

**Workaround:** Include a new IEC interferent element in the Elements page and ensure the 'number of analyte standards' in the IEC page standard count is set to a value within the valid range.

**Problem:** 'Begin with calibration' is unavailable when using IEC worksheets created from a template and the option 'Use Calibration Solutions for Analyte Solutions' is selected in the IEC page of the Method Editor. The new worksheet must include calibration and IEC data carried over from the template worksheet.

**Workaround:** A calibration can be inserted before the first sample by right-clicking on the Sample list in the Sequence page and selecting 'Insert calibration'.

**Problem:** The factors in the IEC table do not appear to be recalculated when an initial calibration is rerun on a worksheet with IEC and calibration data.

**Workaround:** The values are recalculated but the IEC table values are not automatically refreshed while the IEC table view is selected. Select a different graphics view (such as spectrum graphs or calibration graphs) and return to the IEC table view, the recalculated values will be visible.

**Problem:** If you select 'Quadratic Curve Type' in the 'Default Parameters', you cannot 'Use Calibration solutions for Analyte solutions' in new worksheets even if you manually change the analyte curve types to 'Linear' in the 'Calibration' tab.

**Workaround:** Change the default curve type to 'Linear' and recreate the method in a new worksheet.

**Problem:** 'All Solution Types Share Same Replicates' is deselected, an 'Access Violation' error occurs after analysis of the 'IEC Blank' and the sequence is stopped.

**Workaround:** Ensure 'All Solution Types Share Same Replicates' is selected for IEC worksheets.

### Time Resolved Scans

**Problem:** Not all TRS data is exported for previously analyzed samples if exported while a TRS scan is in progress. This only occurs if exporting to CSV format.

**Workaround:** Export the TRS data after stopping or completing analysis of the current sample. Alternatively, TRS data can be successfully exported during analysis in a format other than CSV.

### Flags and Errors

**Problem:** Obsolete error flags are listed in 'Display Column Flags' of reports.

**Workaround:** The following error flags can be ignored in the Display Column Flags table; 'p', 'm' and 'd'.

**Problem:** The C and D error flags are not available in the 'Show results flag for' dialog box.

**Workaround:** None.

#### NOTE

The C and D error flags are displayed in Reports and Exports next to any results that fail.

**Problem:** Disabling the uncalibrated results flag shown in the software as 'uncal' flag in Column Properties does not stop the 'uncal' flag from being displayed.

**Workaround:** None.

**Problem:** Replicates are edited in 'Instrument Tests' to allow a failed test to pass but there are no error flags or warnings reported.

**Workaround:** None.

## Reports and Exports

**Problem:** 'Print at end of run' does not work in batch mode.

**Workaround:** Manually print each worksheet individually after the completion of the analysis.

**Problem:** When exporting results, if 'Worksheet Full path' is selected, the worksheet path is not displayed in the exported file.

**Workaround:** 'Worksheet Full path' will only be exported when it is selected in conjunction with the 'Worksheet Name' check box.

**Problem:** Under the following circumstances one additional completely blank page is printed at the end of the reports that are two or more pages long:

- Click the Print icon on the main toolbar.
- Click File > Print.
- Click File > Report Settings > Print.
- Select 'Print at end of run' (in Report Settings under Schedule).

**Workaround:** Only print the report using the Print command within Print Preview.

**Problem:** If a Header Logo is used in 'Customize Report Settings', Print Preview and Print do not function.

**Workaround:** Avoid use of the Header Logo feature.

**Problem:** If data is exported to Microsoft Excel from the Export Settings > Export tab, the reported data may include the incorrect concentration, if Column Units are not the same as the Standard Units.

**Workaround:** Ensure that the same units are used for Standard Units (set in Method Editor) and Column Units (set in Column Properties) if exporting to Microsoft Excel from the Export Settings > Export tab.

**Problem:** When exporting to Microsoft Excel from the Export Settings > Export tab (with 'Publish Details' selected) the error flags are reported in the following incorrect order 'Ceuv'.

**Workaround:** The correct order for the error flags is as per the 'Error Flags' page of the ICP Expert II Help. In this case it should be 'eCuv'.

To report any undocumented software problems, or to suggest improvements to the software, contact your local Agilent representative.

This information is subject to change without notice.



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