

Customer Advisory Notice



Subject: Erroneous Sub-steps in PTIQ Recipes

March 2022

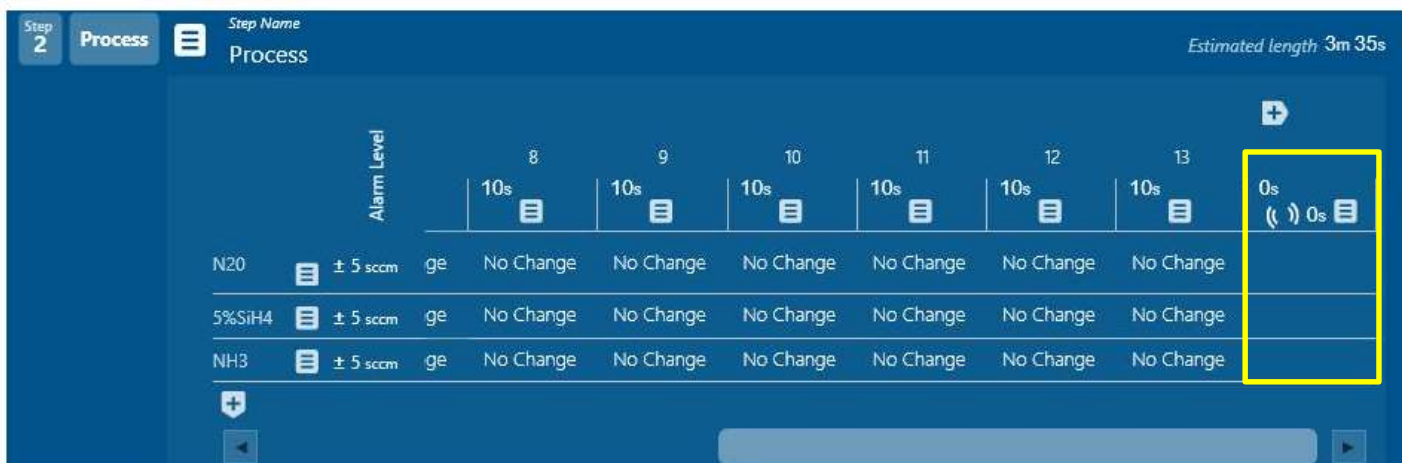
Dear Customer,

We are writing to inform you of an issue that has been identified with the PTIQ control software. The issue affects all versions of PTIQ up to and including **2021.13.02**.

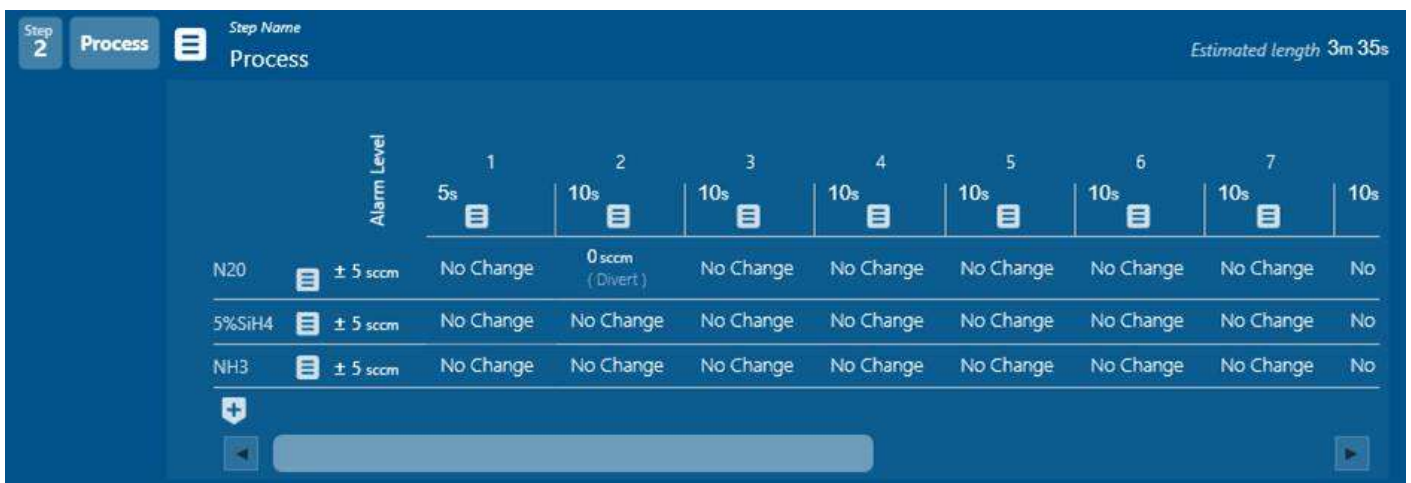
This issue is limited to a very specific type of recipe editing (using sub-steps within a recipe step) so most customers will not encounter the issue.

Issue Description

When editing sub-steps within a recipe step, an erroneous, un-named sub-step appears at the end of the recipe grid (as indicated below).



This erroneous sub-step cannot be deleted. Attempting to delete this sub-step will instead delete the **first** sub-step. For a recipe step with multiple sub-steps, the first sub-step may not be visible on screen (as shown in the above example) so it may not be noticed immediately.



Affected Systems

- The only systems affected are those running PTIQ versions up to and including **2021.13.02**
 - The software version is shown in the bottom right corner of the screen, above the Oxford Instruments logo.



- Systems with these software versions will *only* be affected if there are recipes that have several sub-steps that require the recipe grid to scroll to the right to view the later steps.

Issue Containment

The only way to contain this issue is to implement the permanent resolution described below; however, familiarisation with the issue and ensuring extra vigilance when deleting sub steps will help ensure the continued safe operation of your tool.

Ignoring the visible terminating sub-step will have no effect of the recipe.

Permanent Resolution

The permanent resolution is to update to PTIQ version **2022.14.00** or above.

- The latest version (**2022.14.02**) is now available,
- This update can be done remotely with support from our software team, but will require a full upgrade of the PTIQ software

What to do next?

Ensure you are familiar with this issue, and all tool operators & recipe creators are aware of this notice.

If you would like to speak with a member of the Oxford Instruments Plasma Technology team, please contact your local support office who will be happy to take your call and advise further.

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