

Veriteq
> > > > > **viewLinc 3.4**
Automated Monitoring, Alarming & Reporting System

User Guide

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Veriteq viewLinc has been tested using a variety of network systems. However, the large number of possible hardware and network configurations makes testing under every circumstance impossible. If you have trouble using Veriteq viewLinc software, contact Veriteq Instruments.

Technical Support

Call Veriteq for free technical support in North America, 1-866-861-3388, or for customers outside North America, 1-604-273-6850 (8am-4pm PST).

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Chapter 1: Getting Started

This section includes:

- overview of the viewLinc system
- logging in to viewLinc from an Internet browser to monitor conditions

Overview of the viewLinc System

Welcome to viewLinc 3.4. Using viewLinc you can easily monitor Veriteq data logger readings locally on a PC or across a network using a supported version of Microsoft® Internet Explorer® or Mozilla® Firefox® Internet browser.

With viewLinc 3.4, you can:

- import data settings from earlier versions during installation
- monitor remote conditions from multiple data loggers from a local or remote PC desktop
- view real-time data in a graphical format
- generate historical data and alarm reports
- receive visual or email alarms when conditions you are monitoring are out of compliance or if there is a network communication problem
- analyze automatically documented logger events, such as when alarms are triggered, acknowledged or there are logger communication problems
- schedule transfers of logger data (also referred to as 'historical data') to be viewed and graphed with Veriteq Spectrum or vLog software
- easily identify loggers and the zones in which they operate
- swap a logger for calibration or replacement purposes without breaking the data audit trail
- create preconfigured comments for alarm notifications
- create reusable alarm templates

When installed, the viewLinc system is comprised of software components (including viewLinc), and hardware components (including Veriteq data loggers, a PC with a supported Internet browser, and, depending on how you connect the loggers to your PC, various cables, vNet or Digi networking devices).

Your administrator will determine the best way to install viewLinc for your needs. You will interact with viewLinc by logging in on the user PC with either Firefox 2.0 or later or Internet Explorer 6.0 or later. Let's log in now.


Logging In to viewLinc

viewLinc allows you to:

- watch conditions (such as temperature and relative humidity) being recorded by loggers and in the viewLinc historical database
- receive alarms if conditions are outside limits you set or if there is a communications problem

Log in to viewLinc from a supported Internet browser. Supported Internet browsers include Microsoft Internet Explorer 6.0 or later, or Mozilla Firefox 3.0 or later (Internet Explorer 7.0 or Firefox 3.5 recommended).

To log in to viewLinc:


- 1 Double-click the desktop icon .
- 2 Or, in the address box of a supported Internet browser, enter the name or address of the machine where viewLinc is installed, and the port number. Your administrator will give you the correct address. For example, `http://computername:portnumber` (if no port number is specified, 80 is used by default).
- 3 In the log-in screen, enter your username and password. Click **Login**.



The screenshot shows a web browser window titled "Login to viewLinc". It contains two input fields: "Username:" with the text "admin" and "Password:" with six asterisks. Below the fields is a "Login" button.

- 4 The main viewLinc screen appears, showing available channels or (the first time you log in) an empty “My Channels” screen.



If you don't see any channel data, go to the Channels tab. In the Zones area, select a channel from the list, and click  **Refresh**. The selected channel's data will appear.

If no channels display, your data logger may not be connected properly or there could be a problem with viewLinc itself. Speak to your administrator.

Note: The administrator may have set up the system to prompt you for your password periodically to ensure system security. When prompted, reenter your password.

For more on channels, see **Chapter 2: Channels**.

Getting Help

If you need help, free technical support is available from Veriteq from 8am-4pm PST Monday - Friday. In North America, please call 1-866-861-3388 (or 604-273-6850) or email customersupport@veriteq.com. See also www.veriteq.com.

For sales, pricing, quotations, or general information, please call 1-800-683-8374 (or 604-273-6850).

Chapter 2: Channels

This section is for administrators and general users.

In this section, you'll learn about:

- channels and zones
- selecting channels and zones to display in My Channels
- opening large channel views
- viewing and working with real-time graphs in a large channel view

Let's get started learning what a channel is in viewLinc.

About Channels

What is a channel?

Depending on the type of Veriteq data loggers you have installed, a logger may have up to five channels available to measure temperature, relative humidity, voltage and/or current (one channel is used for each type of measurement).


Each channel displays the type of data being measured. Using viewLinc, you can monitor any data logger channel that is connected to the network.

When you first log in to viewLinc, the Channels window displays. This window includes:

- zones available for monitoring
- data logger channels available for the selected zone
- active monitoring channels and actual channel data
- threshold indicators
- context-sensitive Help

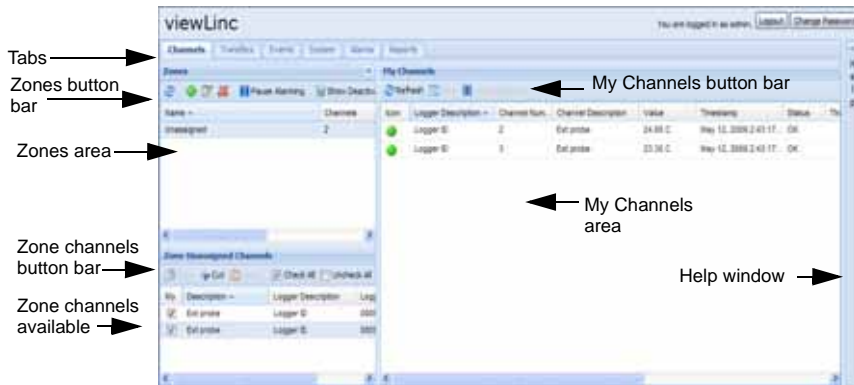
Where are my channels?

If you don't see any channels in the My Channels area, it could be that:

- There are no zones or channels selected. In the Zones area, ensure at least one channel or zone has the check box next to it selected, then click  **Refresh** in the My Channels area.
- Your logger may not be connected properly. Speak to your administrator.

Understanding the Channels Screen

The Channels screen in viewLinc contains many important features:



Item	Details
Tabs	Contains main viewLinc tabs: Channels, Transfers, Events, System, Alarms, Reports.
Zones button bar	Contains buttons like Refresh, Pause Alarming, etc.
Zones area	Where configuration of zones takes place. Use zones to organize the many channels that may be connected to viewLinc.
Zones channels available	List of data logger channels available for a selected zone.
My Channels area	Includes details on channel configurations, current data readings, latest timestamp and threshold alarm setting information.

Table 1: Important parts of the Channels screen

My Channels displays general information about your logger and channels. Most columns are easy to understand; however, here are a few definitions to help you get familiar

with viewLinc. To see all options, see “Hiding and Showing Channel Columns” on page 14:

Column	Displays
Zone	Zone the channel is in.
Logger Description	Logger description (editable from the System tab).
Channel Number	Number representing the channel for that logger (each logger has 1 or more channels, and labels them 1, 2, and so on).
Channel Description	Description of channel (editable from the System tab).
Value	Value of that channel, for example, temperature in Celsius.
Timestamp	Time that the last channel reading was taken.
Status	“OK” appears if there are no currently active alarms. Changes to indicate if a threshold alarm condition or any other alarm has been detected.
Threshold Summary	Summary of threshold status, if active.
Alarming	Indicates whether the channel or logger is currently alarming (having reached an alarm threshold).

Table 2: Columns of information in My Channels

Opening Large Channel Views

This window contains the most current data reading for the channel, any related threshold settings, a graphical representation of recent historical data readings, and an area to indicate an active alarm.

Note: You can view a particular channel reading in a single window, or you can open multiple channel

windows. If you use Internet Explorer, ensure your browser is set up to open new links in a new window or tab. Go to Tools | Internet Options, then, on the General tab in the Tabs section, click **Settings** and choose to open links from other programs in **A new tab in the current window**.

To open a large channel view:

- 1 From the Channels tab in the My Channels area, select a channel you want to view.
- 2 Click **View** or double-click the selected channel line. A new resizable window containing information about the selected channel appears.
- 3 Repeat steps 1 and 2 to view multiple large channel views.


To close a large channel view, click the close box in the top right corner of the window.

To acknowledge an alarm, see “.Acknowledging Alarms” on page 18.

Real-Time Graphs

With viewLinc, you can view live data in graphical form at any time. Each graph displays the last 300 or 1000 data points (based on the sample interval set for the logger and the Internet browser you use), and threshold values for the corresponding time period.

To view live data as a graph:

- 1 From the Channels tab, in the My Channels area, select a channel you want to view.
- 2 Click  **View** (or double-click the selected channel line) This opens the large channel view.

In this screen you can view the most recent historical trends, and hover over specific data points for more detailed readings.

Reading Graphs in Large Channel View

When you open a channel, you can read both a numerical and graphical representation of the logger reading. Here is a description of the key elements in the graphing area:

Item	Description
Title bar	Displays the name of the active logger and type of data reading (humidity, temperature, voltage or current).
Header bar	Indicates the date and time of latest reading; the time zone is based on the time zone setting of the PC running the browser.
Numerical display area	Displays most current data value in units being measured, as defined by the user (see page "Editing Channel Properties" on page 53 to change).
Graph area	A graphical representation of data history is displayed here.
Left-side Y-axis	Shows the scale for the data displayed in the graph.
X-Axis time scale	Shows the reporting time frame (if you use Internet Explorer 6.0, you can only view the last 300 data points; all other browsers will show the last 1000 points).
Channel Line	Indicated by a line to show historical measurement readings based on a specific date or time frame. Move your mouse and hover over a specific point to show the specific X- and Y-axis values.

Table 3: Large channel view elements

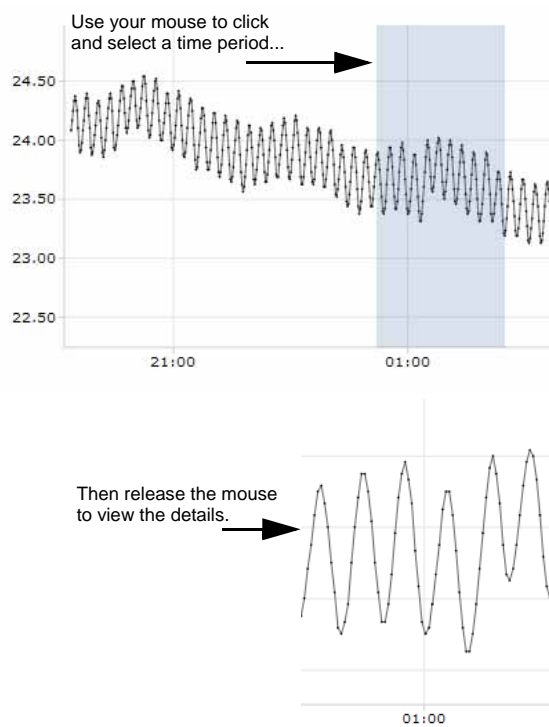
Item	Description
Threshold Line	Indicated by a color-coded line (based on threshold setting) to show historical threshold values. Move your mouse and hover over a specific point to show the specific X- and Y-axis values.
Active Alarms area	Displays active alarm details: Threshold value and amount exceeded; alarm date and time; whether the alarm was acknowledged, and by whom. Permits user to acknowledge an alarm.
Status bar	Indicates channel monitoring status (OK or Alarm condition type).

Table 3: Large channel view elements

Viewing Graph Detail in Large Channel View

With a large channel view open, you can also zoom in on a specific time period.


Simply click anywhere on the graph and drag your cursor to the right to highlight the time period you want to magnify, then release. The magnified area displays until the next live update, or, to return to full view immediately, double-click anywhere on the graph.



Acknowledging Alarms from Large Channel View

From a large channel view window, you can acknowledge alarms.

To acknowledge an alarm from a large channel view:

- 1 From the large channel view Active Alarm panel, click  **Acknowledge**.
- 2 In the Acknowledge Alarm dialog box that appears, enter information to describe what was done to correct the alarm situation, or a general comment.

3 Click **Acknowledge**.



Ordering Channel Columns

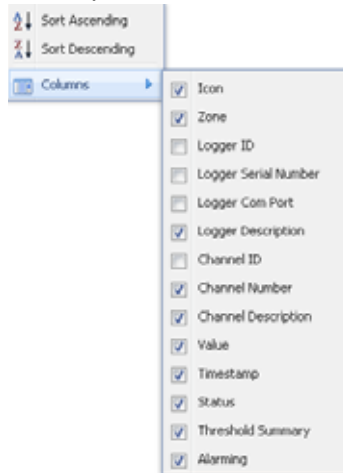
To re-sort the display order in My Channels:

- 1 From the Channels tab in the My Channels area, let your mouse hover over any column heading until the black option button appears.
- 2 Click the button and select **Sort Ascending** or **Sort Descending**, or, click on any column header to sort all the rows using that column. Click again to resort the list in the opposite order.

Hiding and Showing Channel Columns

To hide columns in My Channels:

- 1 From the Channels tab in the My Channels area, let your mouse hover over any column heading, then click the black option button.



- 2 Select **Columns**, then select the columns you want to display or deselect columns you want to hide. For example, to show a column with colored icons representing alarm status, select **Icon**.

Icon	Logger Description	Channel Num...	Channel Description
	Logger ID	2	Ext probe
	Logger ID	3	Ext probe

- 3 Click outside the list, or press **[Esc]** to hide the options list.

You've now looked at how channels work - let's move on to how to acknowledge alarms.

Chapter 3: Alarms

Alarms and alarm acknowledgement are one of the keys to success with the Veriteq automated monitoring, alarming and reporting system.

In this chapter, you'll learn to:

- understand types of alarms in viewLinc
- create alarm templates
- set threshold and communication alarms
- deactivate and reactivate alarms
- acknowledge alarms
- pause alarms

To learn about how to generate Alarm reports, see **Chapter 5: Reports**.

Let's get started looking at alarms.

About Alarms

Users with Full or Configure Alarms permissions set alarm limits, and, when conditions exceed these limits, alarms are triggered which notify key staff of the condition. Staff then acknowledge alarms in viewLinc. All transactions are recorded in the Event Log and the Historical database.

There are several types of alarms in viewLinc: threshold alarms, communication alarms, event log validation alarms, and logger sampling alarms. If you are using validatable loggers, you may also receive logger validation alarms and calibration alarms.

Using viewLinc, you can customize the alarm information that is issued for threshold, communication and logger alarms by configuring them from the System | Loggers tab.

Threshold Alarms

Threshold alarms notify users when conditions (such as temperature and relative humidity) are outside acceptable limits.

Threshold alarms are not enabled by default. To trigger threshold alarms when certain thresholds are exceeded, users with assigned permissions must configure them.

Communication Alarms

Communication alarms notify users when communication between a host (Logger Host or viewLinc Server) and its data loggers is down. This may be because viewLinc Server can not communicate with the logger, or the data logger connection to a host has been severed. Communication alarms serve as a system health test, alerting you if there is a problem that might disrupt viewLinc monitoring and alarming.

Event Log Validation Alarms

An Event Log Validation alarm indicates that the viewLinc event log historical data has been modified or tampered with and is therefore no longer validatable.

Logger Configuration Alarms

If you receive a Configuration Alarm, this indicates that your data logger has stopped recording data history or was configured incorrectly. This could be the result of being set to stop when full, a delayed start, or the logger could be have an internal error. This alarm can also be triggered if a channel has been disabled in the logger using Spectrum or vLog. To correct this issue, you can verify or modify the data logger settings using vLog. If the problem persists, contact your Veriteq technical support representative.

Logger Validation Alarms

If you use a VL-type data logger you receive a Validation alarm if the validation memory in the logger is corrupted or has been modified. Contact your Veriteq technical support representative.

Logger Calibration Alarms

If you use a VL-type data logger, Calibration Alarms send you intermittent notification when your data logger is due for calibration. You receive notifications at the following intervals: 3 months and 1 month before the calibration date, then again on the data logger's scheduled calibration date. This alarm will remain active until the logger has been recalibrated.

What Happens When an Alarm is Triggered?

When an alarm is triggered, several things can happen (depending on the configuration set by your administrator):

- A pop-up can appear showing a description of the condition, and an alarm message. If pop-ups are blocked in your browser, an error message appears, prompting you to enable pop-ups for viewLinc.
- An email can be sent. If configured, emails are automatically sent to the address (or addresses) specified when threshold limits are exceeded, communications are interrupted, or an event log or logger alarm condition is present. Alarm emails can be sent repeatedly based on how alarm properties have been set.
- An application can be launched or an external device turned on. If configured, an external device (such as a light

or buzzer) or a computer application (such as batch file which can page or phone a particular number) can be triggered when an alarm condition occurs.

- All of the above. Your administrator may also set up a tree alarm hierarchy, a method of notifying different individuals of an alarm if the first notification is not acknowledged within a specified time frame.

Alarms should be acknowledged in viewLinc and the situation dealt with as soon as possible. All transactions are recorded in the Event Log and Historical database and can be viewed in an Event Log or Alarm report.

Acknowledging Alarms

All users can receive alarms, but only users with the correct permission can acknowledge alarms.


If an alarm is set to require alarm acknowledgement, alarms must be acknowledged. You must be logged in to viewLinc to acknowledge alarms.

Acknowledgement information, such as the action taken and any comments are tracked in the Event Log and Historical database. For more information, see **Chapter 4: Events** and **Chapter 5: Reports**.

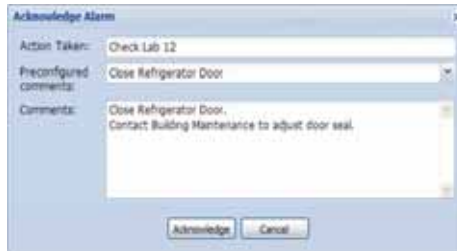
When an alarm is triggered, a new row appears in the Alarms tab.

This section covers acknowledging alarms using the Active Alarms tab. You can also acknowledge alarms from a large channel view (see “Acknowledging Alarms from Large Channel View” on page 12).

To acknowledge alarms from the alarms tab:

- 1 From Alarms | Active Alarms, select the active alarm, then click  **Acknowledge**.

- 2 The Acknowledge Alarm dialog box appears, prompting you to enter actions taken and comments.



- 3 Click **Acknowledge**. Your comments and actions are added to the Event log and the Acknowledge Alarm box closes. My Channels is updated with this change in status.

Chapter 4: Events

All events - such as alarms, transfers of data from the data logger, alarm acknowledgements, system configuration changes and general system notifications - are tracked in viewLinc's Event Log, under the Events tab.

The data tracked in Events is different from the data tracked in a Veriteq data logger. Where the viewLinc Event Log tracks events occurring within the viewLinc system (such as notification of successful transfer of data from a logger to a stored local directory), the data logger itself tracks the changes in temperature, relative humidity or voltage.

To ensure viewLinc continuously monitors and stores event history, event log validation alarms notify you when the viewLinc event log has been modified. For more about event log validation alarms, see **Chapter 3: Alarms**.

Use the Events tab to analyze events to determine when and where particular problems occurred, or to diagnose a situation that needs troubleshooting.

In this section, you'll learn to:

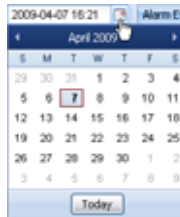
- view events
- add comments to events
- print event logs
- export and save event log data into .xls format


Viewing Events

Events are viewed on an Event Log, a text-based listing of all system events occurring with the data loggers on your system.

To view Events:

- 1 From viewLinc, click Events. The Event Log appears, displaying a list of events, and, if available, comments on the event in the Event Details area to the right of the event listing.
- 2 Using the date and time selectors, choose the period for which you want to see events. Enter a date (using format YYYY-MM-DD HH:MM) or use the calendar button to specify a date range.




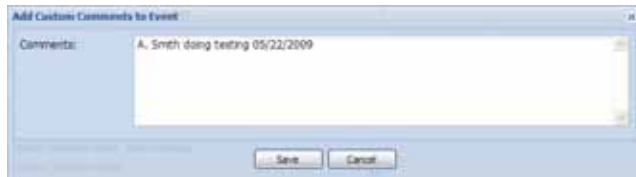
- 3 Using the buttons to the right of the date and time selectors, select or deselect buttons to see specific types of event details. After selecting an event type button to filter your results, click  **Refresh** to refresh the list. The more buttons you deselect, the shorter the list will be. You can choose to view:
 - **Alarm Events.** A list of alarms that were triggered during the specified time period.
 - **Admin Events.** A list of administrator actions taken, such as logging in to viewLinc and new alarm threshold settings.
 - **Transfer Events.** List of logger data transfers performed during the specified time period.
 - **System Events.** List of changes to configuration options or any failed attempts to communicate between viewLinc Servers and data loggers.

Adding Comments to Events

You may want to add comments to the Event Log, perhaps to outline why an event occurred or what was done in response to an event or problem.

To add a comment to the Event Log:



- 1 From viewLinc, click Events.
- 2 Highlight the row (event) to add the comment to, and click  **Add Comment**. The Add Custom Comments to Event screen appears.



- 3 Enter your comment, then click **Save**.
- 4 To view a comment for a particular event, highlight the row containing that event and look for the comment in the Event Details area.

Printing Event Logs

To print the event log:

- 1 From viewLinc, click Events.
- 2 Choose the date and time range you are interested in printing. In the date/time box, enter a date and/or time in 24-hour notation, or click the calendar icons to make your selection.
- 3 Using the buttons to the right of the date and time selector, choose to either include or not include Alarm Events, Admin Events, Transfer Events and/or System Events.
- 4 Click  **Refresh**.
- 5 Click  **Print**.

- 6 In a new browser window, a printer-friendly Event Log report opens.



The screenshot shows a web-based interface for 'viewLinc Event Log'. It displays a table of events with columns for Event ID, DateTime, Message, Category, Validation, Extra Data, and Comments. The events listed are:

Event ID	DateTime	Message	Category	Validation	Extra Data	Comments
1	04/22/09 11:55:44	Log initialized.	system			
3	04/22/09 11:55:44	Starting viewLinc Server v3.4.0.1329.	system			
4	04/22/09 11:55:54	Discovery data is ready. Processing results for 0 loggers.	system			
5	04/22/09 11:56:30	Authentication successful user admin.	system			
6	04/22/09 11:56:22	Discovery data is ready. Processing results for 1 logger.	system			



Report generated on 04/22/09 13:26:07. Copyright © 2009 Veriteq Instruments Inc.

- 7 The Print dialog box displays automatically allowing you to set your print parameters and print the Event Log.

Exporting Event Logs

With viewLinc you can export event log data into a saved.xls file for analysis at a later date.

To export event logs:

- 1 In viewLinc, click Events and choose the date range you are interested in exporting. In the date/time box, enter a date and/or time in 24-hour notation, or click the calendar icons to make your selection.
- 2 Using the buttons to the right of the date and time selector, choose to either include or not include **Alarm Events, Admin Events, Transfer Events** and/or **System Events**.
- 3 Click  **Refresh**.
- 4 Click  **Export**. A file download dialog opens, prompting you to open or save the events.xls file.

Chapter 5: Reports

Using viewLinc, you can create graphs and reports to analyze changes in data over time based on the historical data collected by Veriteq loggers.

In this section, you'll learn what historical data is and how to:

- analyze historical data
- generate historical data reports in graphical and tabular formats

About Historical Data

Veriteq data loggers have the ability to store large amounts of data inside them. Data is logged in frequencies from once every 10 seconds to once every 24 hours. This frequency -- known as the *sample interval* -- is configured in Spectrum or vLog.

With viewLinc you can monitor real-time conditions for Veriteq loggers over the network, analyze or graph changes in conditions over time, or compare conditions recorded by different loggers. This analysis is performed using the Reports tab.

Generating Historical Data Reports

viewLinc provides you with a set of graphical reports which can help you easily view trends in data readings or alarm monitoring statistics (such as alarm trigger frequency).

- **Alarm reports** provide an overview of alarm events over a period of time (events related to every alarm are grouped together and presented in a readable form).
- **Channel History reports** provide a detailed history of channel values (presented in both graphical and tabular form).

Generating Alarm History Reports

To generate an Alarm history report:

- 1 On the Reports tab in the Alarm Reports list, select the report you want to generate.



The report parameters appear on the right side of your screen (users can only view report parameters for the reports they generate, or reports to which they have been granted owner access).


- 2 On the General tab, select the user you want to have access to modify or generate this report, and specify the period you want the report to include, using the default option, **Most Recent Events**, or a specific date range. If

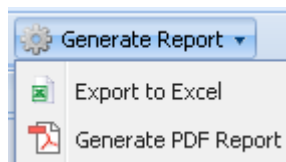
you choose a fixed date range, use the calendars to indicate from/to dates.

- 3 In the Scheduled Generation area of the General tab, you can choose the format for your report (PDF or tab-separate, for Excel), to automatically generate and save the report to a specific file location, or send the report to an email address or a list of addresses (use a comma to separate email addresses). You can also schedule when you want the report to generate, and how frequently you want it generated.

Note: For large report data sets, we recommend that you schedule report generation at a time when few users are using the system, such as after business hours.

- 4 On the Report Content tab determine whether you want a brief report (with one line for each alarm) or a detailed report (showing details about all alarm activities: activation, notifications, acknowledgement, etc.).
- 5 On the Report Source Data tab define the report scope. To include alarm report details from all channels, select **All Channels**. You can also select specific channels and zones:
 - a Select the option, **Selected Channels and Zones**.
 - b To select one or more channels in a zone, select the zone name (checkbox).
 - c To select a specific channel in a zone, select the channel description (checkbox).
 - d Repeat these steps for each channel you want to include on the report. All selected channels appear in the Selected region.

- 6 On the Page Layout tab define your report display options:
 - a Page Header and/or Page Footer options: choose the pages you on which you want a header or footer displayed. To define the header or footer, enter text in the Left, Center or Right fields.
 - b You can also choose the type of paper you want to print on, and the orientation.
- 7 Click  **Save**.
- 8 To manually generate the report, from Generate Report,



choose either **Export to Excel** or **Generate PDF Report**.

Generating Channel History Reports



To generate a Channel History report:

Note: viewLinc does not provide any default Channel History report. Instead, the first time you generate a Channel History report, the report is automatically saved.

- 1 On the Reports tab, in the Channel History Reports list, select the report you want to generate. The report details appear on the right side of the screen.
- 2 On the General tab specify the user you want to have access to this report (if not already granted Full Control), and the range type data based on a specific date range, or the most recent data.
- 3 In the Scheduled Generation area, you can choose the format for your report (PDF or tab-separated (for Excel)), to automatically generate and save the report to a specific file location, or send the report to an email address or a list of addresses (use a comma to separate email addresses). You can also schedule when you want the report to generate, and how frequently you want it generated.

Note: For large report data sets, we recommend that you schedule report generation at a time when few users are using the system, such as after business hours.

- 4 On the Report Content tab identify the types of data you want included in the report, including Logger Samples (data points retrieved from the data logger's internal memory), Logger Sample Statistics (this allows you to change Statistic Settings in the Statistic Settings tab), Real-time Samples, and/or Thresholds.
- 5 If you've selected to include Logger Sample Statistics, use the Statistics Settings tab to define how information will display on your report, and any statistical information you want to include:
 - a From Statistics Settings, select a statistics interval if you want to intermittently generate statistics within the time frame of a report. For example, if your report generates data based on a seven day (weekly) interval, you may want to view statistics daily.
 - b In the Include area, select the types of statistical data you want to add to the report, including maximum value, average value, minimum value, standard deviation and mean kinetic temperature (MKT):
 - If you want to specify the activation energy, check Mean kinetic temperature and specify the activation energy as KJ/mol.
- 6 On the Report Source Data tab, define the report scope. To report on all channels, select **All Channels**. You can also select specific channels and zones:
 - a Select the option, **Selected Channels and Zones**.
 - b To select one or more channels in a zone, select the zone name.
 - c To select a specific channel in a zone, select the channel description checkbox.
 - d Repeat for each channel you want to include on the report. All selected channels appear in the Selected region.

- 7 Use the Page Layout tab to define the headers, footers, paper size and orientation:
 - a For Header or Footer options, choose to display on all pages, on the first page only, on the last page only, on the first and last page, or on all pages.
 - b To define the content of your header or footer, enter text in the Left, Center or Right fields.
 - c You can also choose the paper size you want to print on, and the orientation.
- 8 Click  **Save**.
- 9 To manually generate the report, click  **Generate Report**.

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