



VERITEQ

Superior Temperature & Humidity Monitoring

0.05%  
86°  
4 3 8 0 0  
> > > > >  
viewLinc 3.0  
User Guide  
8120  
0 1000 2000 21 11 100  
6 8 3 8 3 7 4  
799  
0.15°  
8120 -86°  
21 11 100% 4 3 8 0

## **Copyright**

Copyright © 2007 Veriteq Instruments, Inc. All rights reserved.

No copying, distribution, publication, modification, or incorporation of this document, in whole or part, is permitted for commercial purposes without the express written permission of Veriteq Instruments.

Veriteq Instruments, Inc.  
Suite 110–13799 Commerce Parkway  
Richmond, BC V6V 2N9  
Canada

## **Trademarks**

Veriteq Instruments, Veriteq, Veriteq vLog, Veriteq viewLinc, and Veriteq Spectrum are trademarks of Veriteq Instruments.

Windows is a registered trademark of Microsoft Corporation.

All other trademarks referred to are the property of their respective owners.

## **Disclaimer and Limitation of Liability**

Veriteq Instruments, Inc. and its subsidiaries assume no responsibility for any damage or loss resulting from the use of this manual.

Veriteq Instruments, Inc. and its subsidiaries assume no responsibility for any loss or claims by third parties which may arise through the use of this software. Veriteq Instruments, Inc. and its subsidiaries assume no responsibility for any damage or loss caused by deletion of data as a result of hardware malfunction. Be sure to make backup copies of all important data to protect against data loss.

Veriteq Instruments, Inc. makes no warranties, either expressed or implied, regarding Veriteq data loggers or software, its merchantability, or its fitness for any particular purpose. The exclusion of implied warranties is not permitted by some states. As such, the exclusion may not apply to you.

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 1-800-861-3388 (8am-4pm Pacific Standard Time)

Email [techsupport@veriteq.com](mailto:techsupport@veriteq.com)

Document part number: 880-0305-01

Release date: May 2007

---

# Contents

<b>Chapter 1: Getting Started</b> .....	<b>1</b>
Overview of the viewLinc System .....	2
Logging In to viewLinc .....	2
Getting Help .....	4
<b>Chapter 2: Channels</b> .....	<b>5</b>
About Channels .....	6
Understanding the Channels Screen .....	7
Opening Large Channel Views .....	8
Acknowledging Alarms from a Large Channel View .....	9
Viewing Channels in an External Display .....	10
Acknowledging Alarms .....	10
Printing Channel Data .....	11
<b>Chapter 3: Alarms</b> .....	<b>13</b>
About Alarms .....	14
Acknowledging Alarms .....	15
<b>Chapter 4: Event Logs</b> .....	<b>17</b>
Viewing Event Logs .....	18
Filtering Event Logs .....	18
Printing Event Logs .....	18
Exporting Event Logs .....	19
<b>Index</b> .....	<b>21</b>

## Contents

---

# Chapter 1: Getting Started

This section includes:

- overview of the viewLinc system
- logging in to viewLinc from an Internet browser to monitor conditions
- re-entering your password for session security

## Overview of the viewLinc System

Welcome to viewLinc 3.0. viewLinc allows you to monitor Veriteq data logger readings locally on a PC or across a network in a supported Microsoft Internet Explorer or Mozilla Firefox Internet browser.

With viewLinc 3.0, you can:

- monitor remote conditions from multiple data loggers from a single PC desktop
- 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 downloads of logger data (also referred to as 'historical data') to be viewed and graphed in Veriteq Spectrum or vLog software.

When installed, the viewLinc system is comprised of several hardware and software components, including viewLinc, Veriteq data loggers, a PC with a supported Internet browser, and, depending on how you connect the loggers to your PC, various cables 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 1.5 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
- 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 Internet Explorer 6.0 or later, or Mozilla Firefox 1.5 or later.

**To log in to viewLinc:**

- 1 In the address box of a supported Internet browser, enter the address of the machine where viewLinc is installed: ex. `http://<viewLinc_machine_name>`. Your administrator will give you this address, as well as the username and password.
- 2 In the log-in screen, enter your username and password. Click **Login**.

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

	Logger Description	Channel Description	Value	Timestamp	Update Interval	Status	Threshold Summary
+	PSII-7	Channel 4	8.71 mV	2007-02-22 10:13:16	5 min	OK	
+	PSII-4	Channel 5	-87.54 C	2007-02-22 10:14:30	5 min	OK	
+	TS4-1-4	Channel 5	23.99 C	2007-02-22 10:17:06	5 min	OK	
+	PSII-5	Channel 5	23.36 C	2007-02-22 10:17:08	5 min	OK	

If you don't see any channels, click the Zones tab and ensure at least one channel or zone has the check box next to it selected.

My Channels		Zones				
Zone Name						
[Global, unassigned] (48 channels)						
	Channel Description	Logger Description	Host Name	Logger S/N	COM Port	Channel
<input checked="" type="checkbox"/>	Temperature	TS4-2-4	SHDW.veriteq.local	03061005	8	5

- Your logger may not be connected properly or there could be a problem with viewLinc Host. Speak to your administrator.

**Congratulations** - You're now logged in and ready to start monitoring conditions on various channels!

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

If your viewLinc system is using **viewLinc authentication**, you will see a "Change Password" link on the top right your viewLinc screen, allowing you to change your viewLinc password. Certain policies on length, mix of alphanumeric characters, and uniqueness may apply. Contact your administrator for more information.

For more on channels, see "Chapter 2: Channels" on page 5.

**Important:** There are inherent memory problems with Internet Explorer 6.0 and 7.0 browsers. If you are using these browsers and leaving them running 24 hours a day, you should restart them once a day (Internet Explorer 6.0) or once a week (Internet Explorer 7.0).

## Getting Help

If you need help, free technical support is available from Veriteq from 8am-4pm PST Monday - Friday. Please call 1-866-861-3388 or email [techsupport@veriteq.com](mailto:techsupport@veriteq.com). See also [www.veriteq.com](http://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:

- what a channel is
- selecting channels and zones to display in My Channels
- opening large channel views
- viewing channels in an external display
- acknowledging alarms
- printing channel data.

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

## About Channels

A channel displays the data being measured by a Veriteq logger. Various models of Veriteq loggers can measure temperature, relative humidity, voltage and current. Using viewLinc, you can monitor any data logger channel that is hosted on the network.

When you first log into viewLinc, you see the Channels screen and a list of channels under the “My Channels” tab. Actual channel values (temperature, relative humidity) appear in the channel row.

Logger Description	Channel Description	Value	Timestamp	Update Interval	Status	Threshold Summary
PSII-7	Channel 4	8.71 mV	2007-02-22 10:13:16	5 min	OK	
PSII-4	Channel 5	-87.54 C	2007-02-22 10:14:30	5 min	OK	
TS4-1-4	Channel 5	23.99 C	2007-02-22 10:17:06	5 min	OK	
PSII-5	Channel 5	23.36 C	2007-02-22 10:17:08	5 min	OK	

If you don't see any channels, it could be:

- There are no zones or channels selected. Click the Zones tab and ensure at least one channel or zone has the check box next to it selected.


Channel Description	Logger Description	Host Name	Logger S/N	COM Port	Channel
<input checked="" type="checkbox"/> Temperature	TS4-2-4	SHDW.veriteq.local	03061005	8	5

- Your logger may not be connected properly or there could be a problem with viewLinc Host. Speak to your administrator.

To learn more about the Channels tab and user interface, see *Understanding the Channels Screen*.

## Understanding the Channels Screen

This main screen in viewLinc contains many important features:

Item	Details
System Summary bar	Quick details on your Channels, including how many alarms are active or unacknowledged (with a link to alarms page), how many channels are being monitored, and so on.
Tab bar	Contains main viewLinc tabs, including Channels, Logger Transfers, Event Log and System Settings.
Button bar	Contains buttons like Refresh Selected Channels, View Selected Channels, Edit Selected Thresholds, etc.
My Channels tab	Where configuration of alarms takes place. Includes details on channels. Use expanding boxes  next to channel description to display threshold alarm settings for a particular channel.
Zones tab	Where configuration of zones takes place. Use zones to organize the many channels that may be connected to viewLinc.

**Table 1: Important Parts of Channels Screen**

My Channels shows general information about your logger and channels. Most column definitions are easy to understand; however, here are a few definitions to help you get familiar with viewLinc:

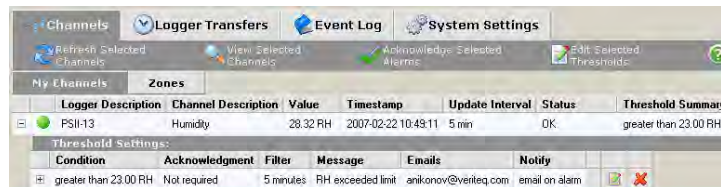
Column	Displays
Logger Description	Logger description - is editable.
Channel Description	Description of channel - is editable

**Table 2: Columns of information in My Channels**

Column	Displays
Value	Value of that channel, for example, temperature in Celsius
Timestamp	Time that channel reading was taken
Update Interval	Frequency of channel value update
Status	“OK” appears if there are no currently active alarms. Changes to indicate if a threshold alarm condition has been detected
Threshold Summary	Summary of threshold status, if active.

**Table 2: Columns of information in My Channels**

To see further detail on threshold settings for a particular channel, click the **+** expanding box to the left of the channel row. This allows you to see the thresholds for each channel (once they’ve been set up), including details on the threshold, when the threshold was last thresholds triggered, and when it was acknowledged.



My Channels	Zones					
Logger Description	Channel Description	Value	Timestamp	Update Interval	Status	Threshold Summary
FSII-13	Humidity	28.32 RH	2007-02-22 10:49:11	5 min	OK	greater than 23.00 RH
Threshold Settings						
Condition	Acknowledgment	Filter	Message	Emails	Notify	
greater than 23.00 RH	Not required	5 minutes	RH exceeded limit	anikonov@veriteq.com	email on alarm	

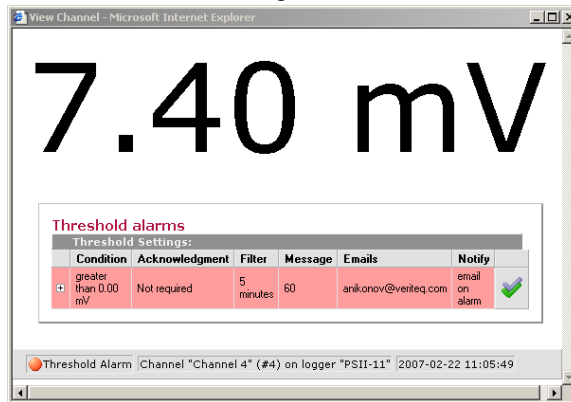
## Opening Large Channel Views

You can view a particular channel reading in a single window, containing only that data reading. Or, you can open multiple windows showing channel readings you are interested in seeing in a large screen view.

**To open a large channel view:**

- ⇒ From My Channels, select the channel(s) to view and click **View Selected Channels**. A new resizable window containing each selected channel appears. This

window contains the reading for each channel and any related threshold settings.



⇒ To view large channel views for several channels, under My Channels, click to select multiple channels (they will highlight blue) and click **View Selected Channels**.



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

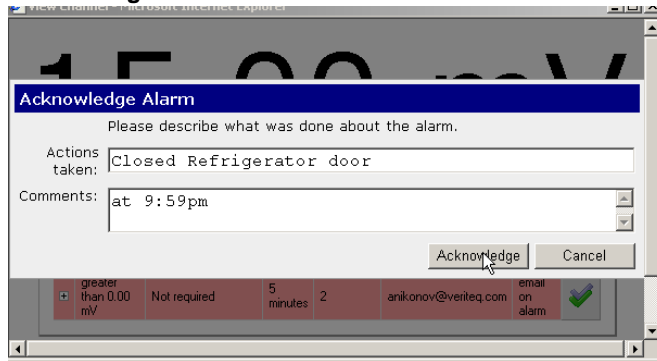
## Acknowledging Alarms from a Large Channel View

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

To acknowledge an alarm from a large channel view:

- 1 Click **Acknowledge Alarm**.

- 2 In the Acknowledge Alarm dialog box that appears, click **Acknowledge**.



## Viewing Channels in an External Display

You can view channel information in an external display device. This is set up by an administrator.

## Acknowledging Alarms

To acknowledge alarms, see **About Alarms**

# Printing Channel Data

The screenshot displays the viewLinc interface with a table of channel data and an 'Acknowledge Alarm' dialog box.

**Channel Data Table:**

Logger Description	Channel Description	Value	Timestamp	Update Interval	Status	Threshold Summary
PSII-7	Channel 5	26.80 C	2007-02-22 13:53:55	5 min	Threshold Alarm	greater than 0.00 C
PSII-4	Channel 5	-87.54 C	2007-02-22 13:53:53	5 min	OK	

**Threshold Settings Table:**

Condition	Acknowledgment	Filter	Message	Emails	Notify
greater than 0.00 mV	Not required	5 minutes	60	anikonov@veriteq.com	email on alarm

**Acknowledge Alarm Dialog:**

Please describe what was done about the alarm.

Actions taken: Closed Refrigerator door

Comments: at 9:59pm

Buttons: Acknowledge, Cancel

Print your viewLinc screen to analyze your channels and logger organization.

### To print:

- 1 From viewLinc, from the browser window, choose File | Page Setup (or similar) to set the page configuration to suit your desired print out display - for example, choose a landscape aspect and "shrink to fit page size" to get all information on one page.
- 2 Choose File | Print to print the screen.
- 3 Click **OK**.

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



---

## Chapter 3: Alarms

Alarms and alarm acknowledgement are key to success with a Veriteq temperature and humidity monitoring system.

In this chapter, you'll learn to:

- understand types of alarms in viewLinc
- acknowledge an alarm.

Let's get started looking at alarms.

# About Alarms

Alarms and alarm acknowledgement are key to success with a Veriteq temperature and humidity monitoring system.

Administrators set threshold alarms, and, when conditions exceed these thresholds, alarms are triggered which notify key staff of the condition. Staff then acknowledge alarms in viewLinc. All transactions are recorded in the Event Log.

There are two types of alarms in viewLinc:

## Threshold Alarms

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

Threshold alarms are not enabled by default. To trigger threshold alarms when certain thresholds are exceeded, administrators must configure them.

Threshold alarms are configured in the Channels tab.

## Communication Alarms

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

Communication alarms are configured in the System Settings | Hosts & Loggers tab.

## What Happens When an Alarm is Triggered

When an alarm is triggered, several things can happen:

- If configured by your administrator, a pop-up appears when a threshold is exceeded, showing the value for that channel 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 by your administrator, emails are automatically sent to the address specified when threshold conditions are exceeded. 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 by your administrator, 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 a threshold condition is exceeded.

Alarms should be acknowledged in viewLinc and the situation dealt with as soon as possible. All transactions are recorded in the Event Log.

## Acknowledging Alarms

Both users and administrators can receive and acknowledge alarms.

If your administrator has specified that alarm acknowledgement is required, 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. For more, see **Chapter 4: Event Logs**.

Administrators can also configure alarms that don't require acknowledgement.

This section covers acknowledging alarms in the Channels screen. You can also acknowledge alarms from a large channel view - see "Acknowledging Alarms from a Large Channel View" on page 9.

### To acknowledge alarms:

- 1 From Channels, choose My Channels. In My Channels, an alarm condition will have triggered a change in the information row, making it red, orange, yellow or blue

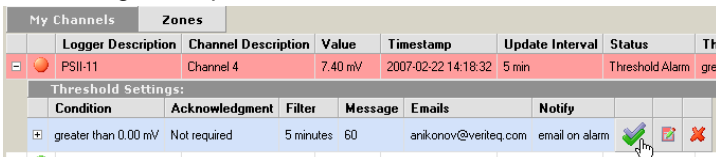
based on how the administrator has configured your system.

- From My Channels, select the row containing the alarm(s) to acknowledge.

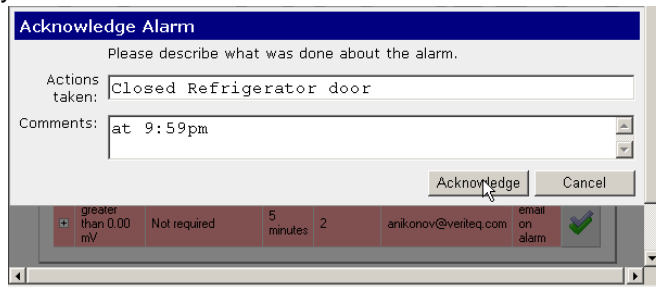


- Do one of the following:

- From the button bar, click **Acknowledge Selected Alarms**, or,
- Expand the row containing the alarm. From the Threshold Settings row, click **Acknowledge Alarm** using the expand box.



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



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

---

# Chapter 4: Event Logs

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

The data tracked in the viewLinc event log 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.

Analyze the Event Log to determine when and where particular problems occurred, or to diagnose a situation that needs troubleshooting.

In this section, you'll learn to:

- view event logs
- filter event logs to show only the type of event or range of dates you want to analyze
- print event logs
- export and save event log data into .xls format.

## Viewing Event Logs

The Event Log is a text-based listing of all system events occurring with the data loggers on your system.

**To view the Event Log:**

⇒ From viewLinc, click the Event Log tab.

After a few seconds, the event log appears. There may be a large amount of data to process.


You may want to filter the event logs. See ***Filtering Event Logs***.

## Filtering Event Logs

You can choose to view all events in the event log, or filter to show specific types of events, including Alarm events, Logger Transfer events and System events. System events record any changes to configuration options or any failed attempts to communicate between viewLinc Server, viewLinc Hosts and data loggers.

You can also filter to show a specific date range you are interested in.


**To filter the event log:**

- 1 From Event Log, choose the date range (including time) you are interested in. Click inside the text box next to “Events from” to pop up a calendar dialog to make your choice. Enter an appropriate time using 24-hour notation. Repeat for the “to” box.
- 2 From the Filter drop down, choose the type of events to show.
- 3 Click  Refresh.

## Printing Event Logs

**To print the event log:**


- 1 From Event Log, choose the date range (including time) you are interested in. Click inside the text box next to “Events from” to pop up a calendar dialog to make your

- date choice. Enter an appropriate time using 24-hour notation. Repeat for the “to” box.
- 2 From the Filter drop down, choose the type of events to filter.
  - 3 Click  **Print**. A log report dialog opens, showing a printer-friendly version. The print dialog for your computer also opens.
  - 4 From the Print dialog, choose the printer and settings to print the log. Click **Print**.

## Exporting Event Logs

Export event log data into a saved .xls file for later analysis.

### To export event logs:

- 1 From Event Log, choose the date range you are interested in. Click inside the text box next to “Events from” to pop up a calendar dialog to make your choice. Enter an appropriate time using 24-hour notation. Repeat for the “to” box.
- 2 From the Filter drop down, choose the type of events to filter.
- 3 Click  **Export to Excel**. A file download dialog opens, prompting you for a location to save the .xls file.

---

# Index

## A

- Acknowledge Alarm 9
- alarms 13–16
  - acknowledging 9, 15
  - communication 14
  - threshold 14
  - types of 14

## B

- buttons
  - Acknowledge Alarm 9
  - View Selected Channels 9

## C

- changing passwords 4
- channels 6
  - displaying in My Channels 4, 6
  - viewing selected 9
- communication alarms 14

## D

- data loggers. See loggers.
- dates
  - choosing for event log display 18

## E

- event logs 17–19
  - exporting 19
  - filtering 18
  - printing 18
  - saving 19
  - viewing 18
- external displays
  - viewing channels in 10

## H

- help 4
- historical data 2

## I

- Internet Explorer 4

## L

- loggers
  - not appearing in viewLinc 14
- login screen 2, 3
- logs, event. See event logs.

## M

- Microsoft Excel
  - exporting logs to 19
  - viewLinc event logs and 19
- My Channels 6, 7
  - printing 11

## P

- passwords
  - changing 4
  - reconfirmation after session expiry 4
- pop-ups 14
- printing
  - Channel information 11

## S

- session expiry 4
- spreadsheets, event log data in 19
- system overview, viewLinc 2

## T

- technical support 4
- troubleshooting 14
  - browser performance 4

## U

- users
  - types of 3

## V

- View Selected Channels 9

**viewLinc**

channels

displaying in My Channels 4, 6

logging in 2, 3

security options 4

system overview 2

viewLinc Hosts 14

viewLinc Server 14, 18

**X**

xls files 19

VERITEQ INSTRUMENTS, INC.

110, 13799 Commerce Parkway, Richmond, BC, Canada, V6V 2N9

Tel 1 800 683 8374 (N.America only) 1 604 273 6850

Fax 1 604 273 2874

[www.veriteq.com](http://www.veriteq.com)