



VERITEQ

Superior Temperature & Humidity Monitoring



Veriteq

viewLinc 3.3

User Guide

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Technical Support

Call Veriteq for free technical support 1-866-861-3388 (8am-4pm Pacific Standard Time)

Email customersupport@veriteq.com

Document part number: 880-0314-01

Release date: January 2009

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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.
- re-entering your password for session security

Overview of the viewLinc System

Welcome to viewLinc 3.3. 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 3.3, 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.

If you don't see any channel data, select a channel in the

Zones area and click  **Refresh** in the My Channels area. The selected channel's data will appear.

If this continues, your logger may not be connected properly or there could be a problem with viewLinc itself. Speak to your administrator.

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

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” on page 5.

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 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:

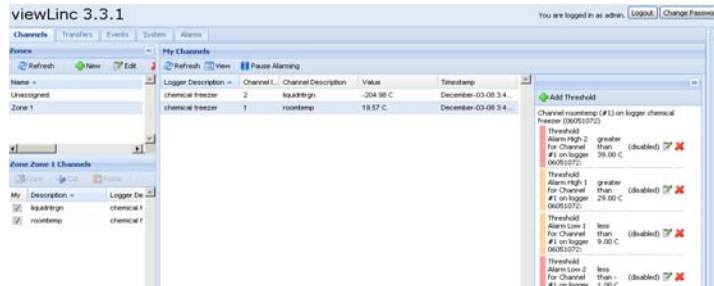
- what a channel is
- selecting channels and zones to display in My Channels
- opening large channel views.

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 connected to the network.

When you first log into viewLinc, you see the Channels screen and a list of available channels in the **My Channels** area. Actual channel data (temperature, relative humidity) appear in the channel rows in My Channels.



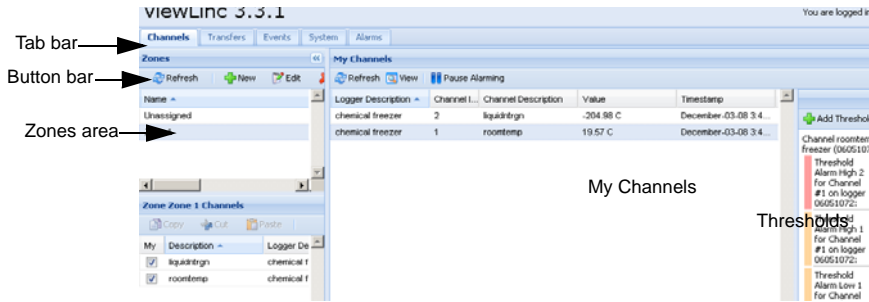
If you don't see any channels in the My Channels area, it could be that:

- 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 or there could be a problem with viewLinc. Speak to your administrator.

To learn more about the Zones and My Channels areas and user interface, see ***Understanding the Channels Screen.***

Understanding the Channels Screen

This main screen in viewLinc contains many important features:



Item	Details
Tab bar	Contains main viewLinc tabs, including Channels, Alarms, Transfers, Events and System.
Button bar	Contains buttons like Refresh, Edit Threshold, etc.
Zones area	Where configuration of zones takes place. Use zones to organize the many channels that may be connected to viewLinc.
My Channels area	Where configuration of alarms takes place. Includes details on channels. Highlight a channel to display threshold alarm settings in the Channel Details area.

Table 1: Important parts of the 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 Index	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 - is editable
Value	Value of that channel, for example, temperature in Celsius
Timestamp	Time that channel reading was taken
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, select the channel row and look in the Channel Details area to the right. This allows you to see a summary of thresholds for each channel (once they've been set up). You can also acknowledge alarms in Channels. To acknowledge alarms, see “Acknowledging Alarms” on page 13.

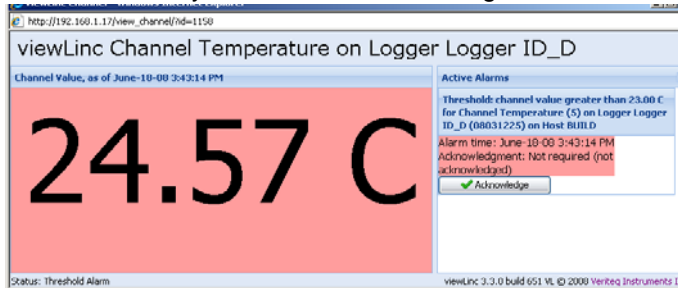
Opening Large Channel Views

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, double-click a channel to view. A new resizable window containing each selected chan-

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




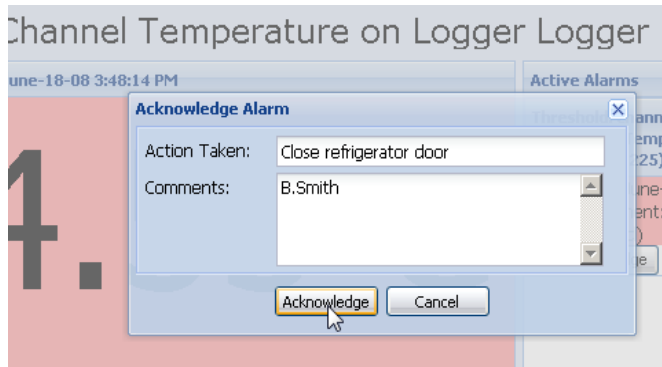
- ▶ To close the large channel view, click the close box in the top right corner of the window.

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 From the large channel view, click  **Acknowledge**
- 2 In the Acknowledge Alarm dialog box that appears, click **Acknowledge**.



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 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 data loggers is down. This may be because viewLinc Server can't communicate with the logger, or the data logger connection (cable) 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.

Communication alarms are configured in the System tab.

What Happens When an Alarm is Triggered

When an alarm is triggered, several things can happen:

- If configured by your administrator in System, 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: Events**.

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

When a threshold condition is exceeded, a new row appears beneath that threshold in the threshold area of My Channels.

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 In the My Channels threshold area, click  **Acknowledge Alarm**.
- 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 administrator changes and general system notifications - are tracked in viewLinc's Event Log, under the Event 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.

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

Viewing Events

Events - or the event log - is 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.
- 2 Using the date and time selectors, choose the period for which you want to see events. Enter a date 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 Alarm Events, Admin Events, Transfer Events and/or System Events. After selecting an event type button to filter on,

click  **Refresh** to refresh the list. The more buttons you deselect, the shorter the list will be.


Note: System Events are any changes to configuration options or any failed attempts to communicate between viewLinc Servers and data loggers.

Note: You can also add comments to an event. See “Adding Comments to Events” on page 16.

Adding Comments to Events

You can also add comments to the Event Log, outlining perhaps 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 Events, highlight the row (event) to add the comment to and click  **Add Comment**. The Custom Comments to Event dialog appears.

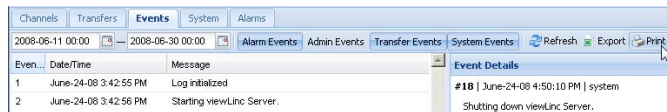


- 2 Enter your comment.
- 3 Click **Save**.
- 4 To view a comment for a particular event, highlight the row containing that event and look for the comment in the Event Details area.

Printing Event Logs

To print the event log:

- 1 From Events, 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.
- 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  **Print**.



- 5 In a new browser window, a printer-friendly Event Log report opens. Use your browser's print features to select a printer for and print this Event Log.



Exporting Event Logs

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

To export event logs:

- 1 From Events, 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.

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