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Document part number: 880-0312-00

Release date: July 2008

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About this Manual

The viewLinc 3.3 Administrator Guide includes the information you need to install, configure and operate the viewLinc system.

You can also view the Quick Start Guide for a graphical overview of installing viewLinc.

Who this Manual is for

This manual is for administrators who will install and configure viewLinc Server software and its associated components to allow end users to view and monitor Veriteq data logger readings across a network. This manual covers several topics, including how administrators set threshold alarms, configure email alarm notification, organize the Channels screen and set logger data transfer schedules.

How this Manual is Organized

The viewLinc 3.3 *Administrator Guide* is organized into chapters as follows:

Chapter 1: Getting Started. Contains viewLinc overview, hardware and software requirements, essential installation instructions, how to log in.

Chapter 2: Channels. Covers what a channel is, using “My Channels”, and organizing channels into zones. This chapter covers topics of interest to both a general viewLinc user and the administrator.

Chapter 3: Alarms. Contains information on creating, editing, and deleting alarms informing those monitoring the system of threshold-exceeding conditions or if data communication between the logger and the system is down. Includes how to acknowledge alarms.

Chapter 4: System Settings. Includes information specifically for administrators, including creating user accounts, configuring email server settings for alarms, choosing temperature units to display, and changing which loggers are shown in My Channels.

Chapter 5: Events. Includes filtering and printing event logs, including details on transfers, alarms, and acknowledgements.

Chapter 6: Historical Data and Transfer Schedules.

Includes definition of historical data, what you can do with it, how to do transfers of data from the logger to a PC, and where to find out more. Historical data is graphed and manipulated using Veriteq Spectrum or vLog.

Appendix A: Troubleshooting. Answers common troubleshooting questions, including how to stop and start the viewLinc service, what is installed with viewLinc, and how to troubleshoot common issues.

Conventions Used in this Document

This document uses the following conventions:

- A sequence of actions is indicated by a list separated by a vertical line. For example:
 “In viewLinc, choose System | Loggers and Channels”
- Menu selections, items you select, the names of buttons and tabs and buttons are shown in **bold**.

Related Documentation and Software Products

For help with viewLinc, consult the viewLinc Quick Start Guide.

Use Veriteq Spectrum or vLog software and their associated Quick Start Guides for:

- setting up data loggers
- viewing and printing logger historical data as graphs or text files.

Support Information

Free technical support is available from Veriteq from 8am-4pm PST Monday - Friday. Please call 1-866-861-3388 or email techsupport@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 1: Getting Started

This section includes:

- overview of the viewLinc system
- hardware and software requirements
- installing viewLinc
- 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.

How you connect your loggers to your PC is a very important administrative decision. There are three methods. Each requires certain hardware connections. The most typical

method of attaching loggers to PCs is to use Digi devices. This option - and two others - are shown in Table 1:

Method	How Connected	Detail
Digi	Ethernet	<ul style="list-style-type: none"> • Allows data loggers to be connected to the PC using Ethernet, allowing the PC and loggers to be separated by large distances within a facility • Requires installation of Digi drivers (provided with Digi) • Requires use of Digi device
USB port	Veriteq USB cable	Requires installation of USB drivers (provided) and uses USB connection on PC
Serial port	Veriteq serial port cable	Uses Serial port on PC

Table 1: Methods of attaching loggers to PCs

It is also possible to use a mix of these methods if your system requires it.

The outlined **System Requirements** apply to all installation options.

System Requirements

To install viewLinc, you need:

- Veriteq data loggers
- PC (will be referred to in rest of document as viewLinc Server)
- Veriteq cables. There are specific cables for attaching loggers to Digi devices and attaching loggers to USB or Serial ports on viewLinc Server.
- (optional) Digi devices. For connecting loggers to viewLinc Server using Ethernet

viewLinc Server Requirements

The viewLinc Server machine must meet the following requirements:

- available and on 24 hours a day, 7 days a week
- 350 MB free disc space
- one of the following operating systems:
 - Microsoft® Windows® 2000
 - Microsoft® Windows® Server 2003
 - Microsoft® Windows® XP
 - Microsoft® Windows® Vista
- if you plan to use viewLinc from the viewLinc Server machine, you must have a supported Internet browser installed (Internet Explorer 6.0 or later; Firefox 1.5 or later).

Depending on the number of channels you are using, the viewLinc Server machine should also meet the following requirements:

Large size installation (300-1000 channels)

- dedicated machine
- 3.2 GHz, Dual Core
- 2 GB RAM.

Medium size installation (20-300 channels)

- 1.6 GHz Dual Core
- 2 GB RAM
- machine may be shared with other applications.

Small installation (<20 channels)

- 1.6 GHz
- 1 GB RAM.

End User PC Requirements

A machine on the network used to administer viewLinc must have:

- 2.4 GHz
- 2 GB RAM
- a supported Internet browser installed (Internet Explorer 6.0 or later; Firefox 1.5 or later).

Installing viewLinc

This section outlines how viewLinc is installed, including the three methods loggers can be connected to the system, including:

- using Digi devices to connect loggers to the network
- using USB port to connect loggers to viewLinc Server
- using Serial port to connect loggers to viewLinc Server.

For further graphical representation of installing viewLinc, see the relevant Veriteq Quick Start Guides. There are versions for those using Digi devices and those using USB/Serial ports. For copies of Quick Start Guides, see www.veriteq.com/tech or speak to your sales representative.

Connecting Loggers

Choose from the following methods to connect your loggers to the network or appropriate PCs.

Method 1: Using Digi Devices

The following procedure shows how to use Digi devices to connect your data loggers to the network:

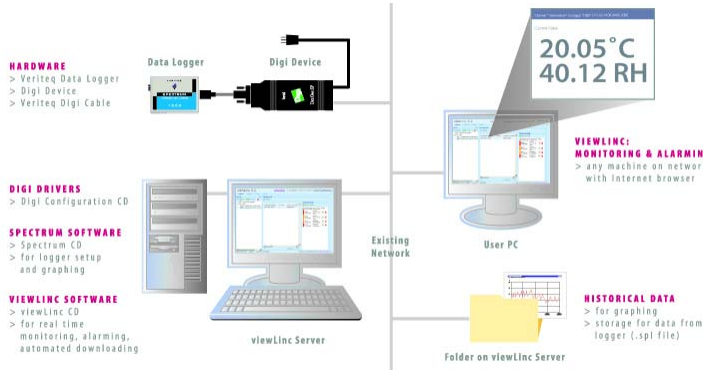


Figure 1: Overview of viewLinc system using Digi devices

Attaching Main Hardware

- 1 Connect Digi device to power supply and Ethernet outlet.
- 2 Connect data logger to Digi device using Veriteq cable.

Note: These instructions focus on the Digi One SP. For other Digi models, see www.veriteq.com/digi.

Installing Digi Drivers

This section covers installing the drivers for Digi devices to connect Veriteq loggers to the network using Ethernet. Repeat all these steps for each Digi device you'll use.

Discovering the Digi Device

- 1 Obtain static IP address for your Digi device from your IT department. If your networking policy requires you to reserve IP addresses using DHCP, see www.veriteq.com/digi for instructions.
- 2 Insert Digi CD into viewLinc Server (this can be any Windows PC or Server available 24/7).
- 3 Digi Device Setup Wizard launches automatically. Click **NEXT**.
- 4 Select device that matches the MAC address from the bottom of Digi device. Click **NEXT**.

Configuring the Digi Device and Installing Drivers

- 1 In the Configure Network Settings window, enter a Static IP address (provided by IT dept.). Click **NEXT** two times.
- 2 In the Configure Real Port Settings screen, select “Install Digit Real Port on this computer”. Click **NEXT**.
- 3 Click **NEXT** again. The settings are saved.
- 4 Click **FINISH**.

Repeat from *Installing Digi Drivers* for each Digi device.

Method 2: Using USB Port

You can also connect data loggers to PCs using a USB Port, and shown in Figure 2:

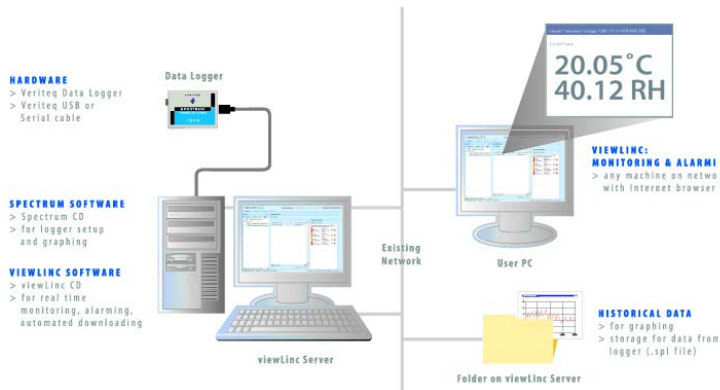


Figure 2: Overview of viewLinc system using USB port to connect loggers

Installing Drivers

- ▶ Using the supplied Veriteq USB cable driver CD and Quick Start guide, install USB drivers on every PC you plan to attach loggers to.

Connecting Hardware

- 1 Connect data logger to Veriteq-supplied USB cable.
- 2 Connect USB cable to viewLinc Server PC.
- 3 Ensure these computers are attached to the network.
- 4 Repeat for all data loggers.

Method 3: Using Serial Port

You can also connect data loggers to PCs using a Serial Port. The configuration using a Serial port is very similar to using USB; refer to Figure 2 on page 7.

Connecting Hardware

- 1** Connect data logger to Veriteq-supplied Serial port cable.
- 2** Connect Serial port cable to viewLinc Server. Ensure this computer is attached to the network.
- 3** Repeat for all data loggers.

You've now connected your loggers; next, install two software components.

Installing Spectrum or vLog Software

Spectrum (for non-validatable environments) or vLog (for validatable environments) helps you to confirm successful communication between loggers and computer, change your logger default name, and graph historical data. It is recommended you install Spectrum or vLog on all machines with loggers connected to them.

Follow the installation instructions provided with your particular software.

Installing viewLinc Software on viewLinc Server

To install viewLinc on the viewLinc Server:

- 1** On viewLinc Server, insert viewLinc CD and run setup.exe.
- 2** Choose the destination location for the viewlinc 3.3 files. The installation occurs.
- 3** viewLinc Server requires an open TCP port for communication. The installer defaults to port 80; if port 80 is taken, the installer offers a new port number. Make a note of this port number - you'll need it when logging in to viewLinc.
- 4** Click **Finish**.

You have installed all necessary viewLinc components. You can now move to any machine on the network - or stay where

you are - and log in to viewLinc to monitor channels using any supported Internet browser on the network. Go to “Logging In to viewLinc” on page 9.

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
- send email messages notifying that alarms have occurred.

To interact with viewLinc (for example, to set alarms, configure email settings, schedule logger data transfers and more), 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.

There are two types of accounts: administrator and user, as shown in Table 2 following:

User	Privileges
Administrator	Able to monitor system conditions (including alarms), acknowledge alarms, configure all software options, set threshold alarms, configure email settings for alarm sending
User	Able to monitor system conditions, see and acknowledge alarms. The administrator creates user accounts in System Users tab.

Table 2: Types of User Accounts

Administrators create user accounts. For more, see “Working with Users” on page 39.

By default, one administrator account is created when viewLinc is installed. The username and password is “admin”. It is important you change the admin password as

soon as possible - see “Editing Users and Passwords” on page 40.

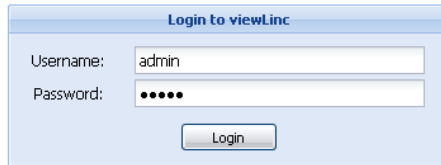
To log in to viewLinc:

- 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>`.

Address	<input type="text" value="http://viewLinc_machine_name"/>
---------	---

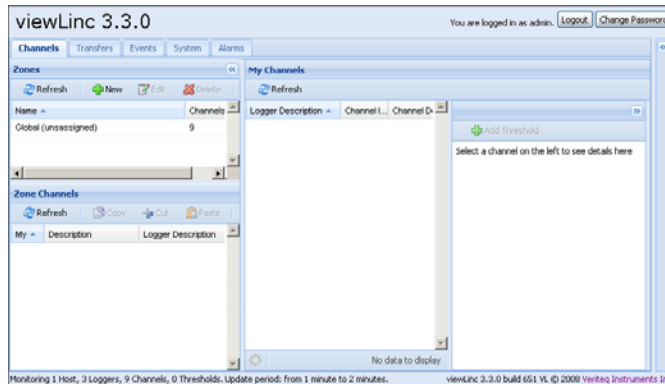
Note: Use the address of the machine where viewLinc Server is running. If viewLinc was installed to run on a port other than 80, enter this number as part of the login. For example:
`http://viewLinc_machine_name:49152`.


- 2 In the log-in screen, enter your username and password. Click **Login**.

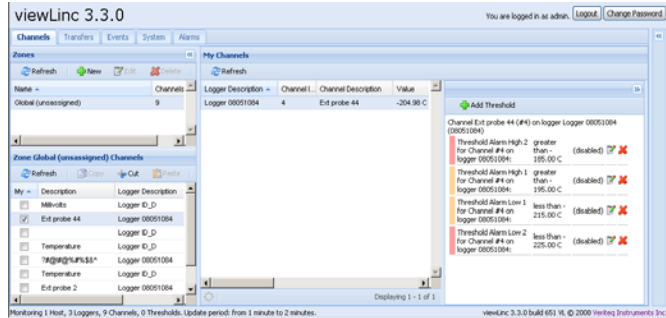


Note: The default administrator username and password are both “admin”

- 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. Try discovering loggers - see “Discovering Loggers” on page 34.

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. To change or set the session expiry, see “Setting Session Expiry Time” on page 41.

For more on channels, see “Chapter 2: Channels” on page 13.

Chapter 2: Channels

This section is for administrators and general users.

In this section, you'll learn about:

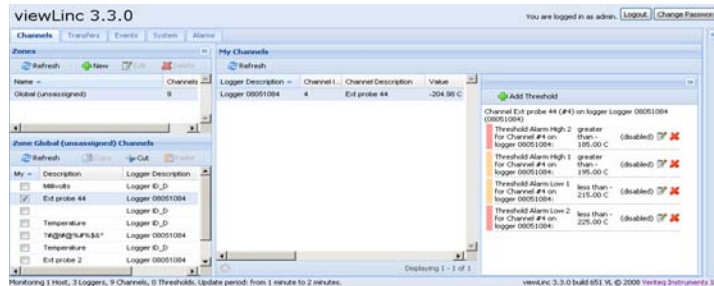
- what a channel is
- selecting channels and zones to display in My Channels
- opening large channel views
- viewing channels in an external display creating zones
- editing zones
- organizing channels into zones
- deleting zones.

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.



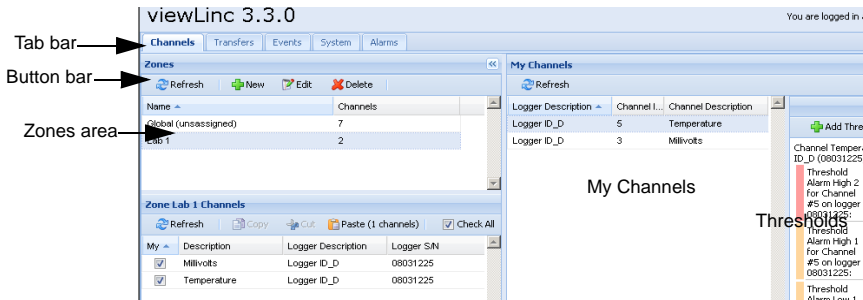
If you don't see any channels in the My Channels area, it could be that:

- 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.
 - Try discovering loggers - see "Discovering Loggers" on page 34.

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 3: 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 4: 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 add, edit and delete thresholds in the Channel Details area. For more, see “Setting Threshold Alarms” on page 23.

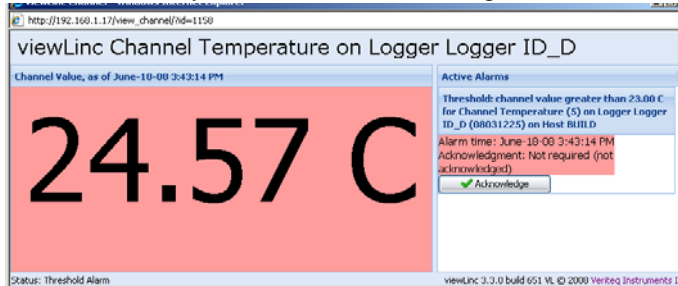
You can also acknowledge alarms in Channels. To acknowledge alarms, see “Acknowledging Alarms” on page 31.

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




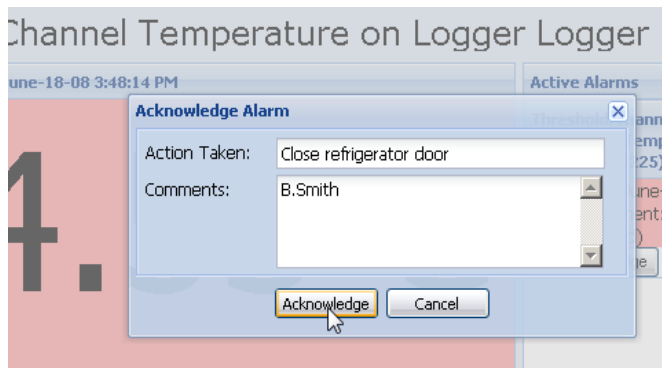
- ▶ To close the large channel view, click the close box in the top right corner of the window.

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**.




Organizing Channels into Zones

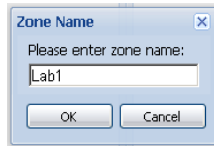
To organize your viewLinc screen and keep a closer eye on the channels that matter to you, organize channels into relevant zones.

By default, there is one zone created: [Unassigned]. All available channels are contained in this zone until otherwise configured.

Creating Zones

To create zones:


- 1 From Channels, in Zones, click  **New**.
- 2 In the Zone Name dialog box, enter a name for the zone.



- 3 Click **OK**. The new zone appears in the Zones area under **Unassigned**.

Editing Zones

To edit a zone (the zone name):

- 1 In Channels, in Zones, highlight the zone to edit.
- 2 Click  **Edit**.
- 3 In the Zone name dialog box, make any changes.
- 4 Click **OK**.

Editing zones edits the zone name, not the channels added within it. To move channels in and out of zones, see **Moving**


Channels into Zones.

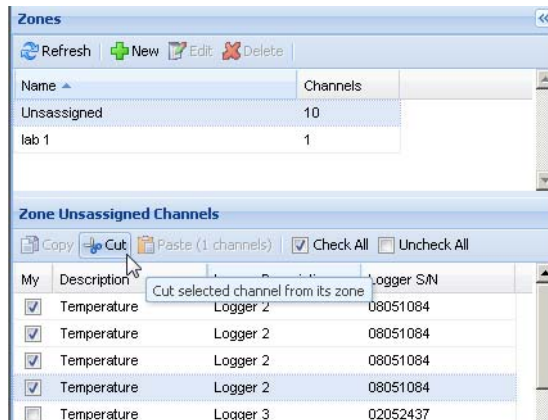
Moving Channels into Zones


To move channels into zones:

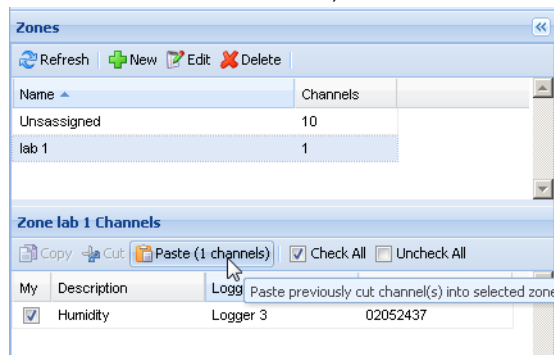
- 1 In Zones, ensure you have created the zone you want to move the channel into. You must have at least one zone

created (in addition to **Unassigned** which is created by default) in order to move channels.


- 2 In the Zones area, highlight the zone (it could be Unassigned) that contains the channel you want to move.
- 3 In the Zone Channels area (below Zones), highlight the channel you want to move.
- 4 Click  Cut.



- 5 In the Zones area, highlight the name of the zone you want to move the channel into (in this case, Lab 1).
- 6 In the Zone Channels area, click  Paste.



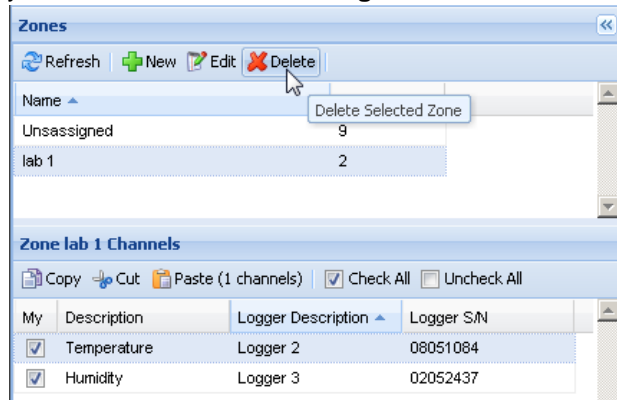
The channel should appear in the zone you pasted it into.

You may need to click  Refresh.

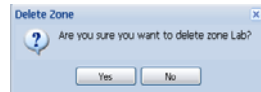
Deleting Zones

To delete a zone and have its channel(s) return to the **Unassigned** zone:

- 1 In Zones, select the zone you want to delete. Note that you cannot delete the **Unassigned** zone.



- 2 Click  **Delete**. The Delete Zone dialog box appears.



- 3 Click **Yes**. The zone is deleted and its channel(s) reappear in the **Unassigned** zone.

To move channels between zones, see **Moving Channels into Zones**.

You've now looked at how channels work - let's move on to how to configure, trigger and 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
- set a threshold alarm
- enable email alarm notification
- launch an external application using an alarm
- 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 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 in the alarm settings, 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.


Let's look at setting both threshold and communication alarms.

Setting Threshold Alarms

Administrators set the thresholds that trigger alarms.

To set a threshold alarm:

- 1 In the My Channels area, select the channel you want to set the threshold alarm for.

- 2 In the Channel Details area, click  **Add Threshold**. The **New Threshold** screen appears.

- 3 Set a threshold condition:
For example:
- Greater than 23.00 C for more than 1 minute
 - Less than 37.76 RH for more than 15 minutes.
- 4 To enable the alarm when you click Save, select the **Enable Alarm** check box. (You can deselect this later to temporarily disable an alarm.)
- 5 Choose the alarm **Color Code** - either blue, yellow, orange, or red. This color will be used in the color indicator for that threshold in Thresholds and the background color for that row in My Channels if activated.
- 6 If you want to require alarm acknowledgement, select the **Acknowledgement required** check box.

- 7 In the **Alarm Message** text box, enter the message to send in the alarm email (if configured).
- 8 If desired, specify a **Delay, minutes** period from when the threshold is exceeded and the alarm triggers.
- 9 If you want the alarm on this threshold to open in a pop-up window, select the Pop Up Channel on Alarm box.
- 10 To send an email notification when the alarm triggers, enter the following in the Email Notification area:
 - a Enter email addresses in the **Email Recipients** text box.
 - b From the **Repeat Email notification** drop-down, choose an appropriate communication interval for the frequency emails are resent while the condition still exists.
 - c To also have an email sent when an alarm is acknowledged or when the threshold is no longer exceeded, select the appropriate check box.

Note: There is other information that can be sent in the alarm email. For more, see “Editing Alarm Email Templates” on page 37.

- 11 You can also run commands on the viewLinc Server machine (which in turn can trigger external devices) when a threshold is exceeded.
To configure commands, in the Command Notification area, enter DOS commands in the appropriate box. You can run different commands when an alarm is triggered, a notification is repeated, an alarm is acknowledged, or an alarm condition is no longer true.

Command Notification	
Run command on alarm:	<input type="text" value="python SwitchBbRelay.pyc 2 2"/>
Repeat command notification:	<input type="text" value="Every 60 minutes"/>
Repeat command:	<input type="text" value="python SwitchBbRelay.pyc 2 3"/>
Run on acknowledgment:	<input type="text"/>
Run when alarm turns off:	<input type="text" value="python SwitchBbRelay.pyc 2 1"/>

For example:

```
python SwitchBbRelay.pyc <Com port
where relay device is attached> <Option
as specified in script documentation in
Appendix A: Troubleshooting>.
```

The example above shows a python script specific to a Digital Relay I/O device. Different parameters apply to different commands or scripts.


12 You can also add Comments about thresholds, including the purpose of that particular threshold.

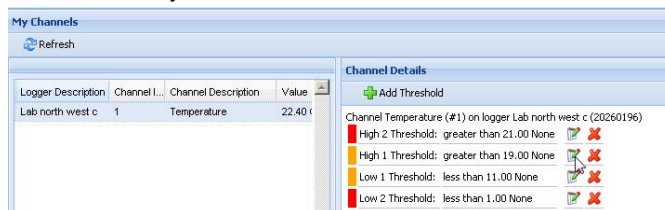
13 When threshold alarm settings are complete, click **Save**.

Hint: You can configure several threshold alarms, one for yellow alarms (mild concern), another for red (extreme concern), for example. For yellow, set the alarm condition to a lesser time (1 minute out of threshold) and send the email to someone who needs to know. For red, you could set the alarm condition to a longer time (15 minutes out of threshold) and send the email to a lab manager, or a distribution list of people who need to be notified to take action. You can also set specific commands in the Advanced box to tie into threshold behavior. For example, turn a flashing light on when an alarm is triggered, but turn it off when the alarm condition is no longer true.

Editing Threshold Alarms

To edit a threshold alarm:

- 1 In Channel | My Channels, select the channel you want to edit thresholds for.
- 2 From Channel Details, click  **Edit Threshold** beside the threshold you want to edit.



The screenshot shows a web interface with two main sections. On the left, under 'My Channels', there is a table with columns: 'Logger Description', 'Channel I...', 'Channel Description', and 'Value'. The table contains one row: 'Lab north west c', '1', 'Temperature', and '22.40'. Above the table is a 'Refresh' button. On the right, the 'Channel Details' panel is visible. It has an 'Add Threshold' button at the top. Below it, the channel name 'Channel Temperature (#1) on logger Lab north west c (20260196)' is shown. There are four threshold entries, each with a colored bar, a description, and two icons (a pencil and a red X):

- High 2 Threshold: greater than 21.00 None
- High 1 Threshold: greater than 19.00 None
- Low 1 Threshold: less than 11.00 None
- Low 2 Threshold: less than 1.00 None

3 The Threshold Settings screen appears.


4 Edit threshold settings as desired.

5 Click **Save**.

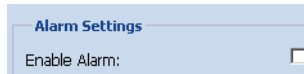
Disabling Threshold Alarms

You can temporarily disable alarms without deleting all the setting information.

To temporarily disable alarms:

- 1 In Channel | My Channels, highlight the row of the channel you want to edit thresholds for.
- 2 From Channel Details, click  **Edit** beside the threshold you want to edit.

- 3 In the Edit Threshold Settings screen, deselect the Enable Alarm check box.

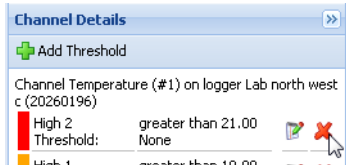



- 4 Click **Save**.

Deleting Threshold Alarms

To delete threshold alarms:

- 1 In My Channels, highlight the row of the channel you want to delete the threshold alarm for.



- 2 In the Channel Details area, click  **Delete** beside the threshold you want to delete. You will be prompted to confirm this deletion.

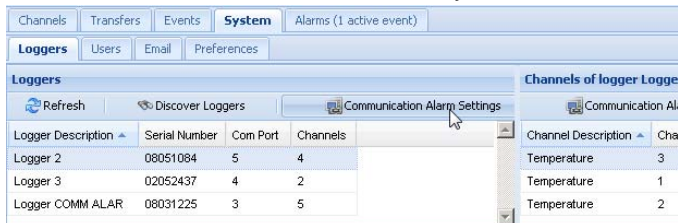
Setting Communication Alarms

Communication between loggers, channels, and viewLinc Server is essential for real-time monitoring of conditions. Because of this, viewLinc includes communication alarms to notify users if communications are down at any point. By default, there is one communication alarm preconfigured for each logger, and channel. These alarms cannot be deleted; however, they can be edited.

To edit communication alarms:

- 1 From System, click the Loggers tab.

- Highlight the name of the logger or (first logger then) channel whose communication alarm you want to edit.



- Click  **Communication Alarm Settings**. The **Communication Alarm Settings** screen appears.

Communication Alarm Settings for logger 05112100

Alarm Settings

Enable Alarm:

Color Code: Red

Acknowledgment required:

Alarm Message: Logger 05112100 (tissue refrigerator) is not communicating to viewLinc

Delay, minutes: 2

Pop Up Channel on Alarm:

Email Notification

Email Recipients: it@yourcompany.com

Repeat email notification: Every 30 minutes

Notify on acknowledgement:

Notify when alarm turns off:

Command Notification

Run command on alarm:

Repeat command notification: Never

Repeat command:

Run on acknowledgement:

Run when alarm turns off:

Comments

Comments:

Save Cancel

- Select (or deselect) the Enable Alarm check box, as appropriate.
- Choose the alarm **Color Code** - either blue, yellow, orange, or red. This color will be used in the color indicator for that threshold in Thresholds and the background color for that row in My Channels if activated.
- If you want to require alarm acknowledgement, select the **Acknowledgement required** check box.

- 7 In the Alarm Message text box, enter the message to send in the alarm email (if configured).
- 8 If desired, specify a delay period between the condition is observed and the alarm is triggered.
- 9 To have a pop-up appear in a new browser window when a communication alarm is triggered, select the Pop up window on alarm check box. If pop-ups are blocked in a user's browser, they'll receive an error message to temporarily enable pop-ups for viewLinc.
- 10 To send an email notification alarm, in the Email Notification area:
 - a Enter email addresses in the Email recipients text box.
 - b From the Repeat Email notification drop-down, choose the frequency emails are resent while the condition still exists. Choose an appropriate communication interval.
 - c To have an email sent when an alarm is acknowledged or when the threshold is no longer exceeded, select the appropriate check box.

Note: There are other things that can be sent in the alarm email. For more, see "Editing Alarm Email Templates" on page 37.

- 11 In addition to email alarms and pop-up windows, you can also run commands on the viewLinc Server machine (which in turn can trigger external devices) when a communication alarm occurs.

To configure commands, in the Command Notification area of the New Threshold screen, enter DOS commands in the appropriate box. You can run different commands when an alarm is triggered, a notification is repeated, an alarm is acknowledged, or an alarm condition is no longer true.

Command Notification	
Run command on alarm:	<input type="text" value="python SwitchBbRelay.pyc 2 2"/>
Repeat command notification:	<input type="text" value="Every 60 minutes"/>
Repeat command:	<input type="text" value="python SwitchBbRelay.pyc 2 3"/>
Run on acknowledgment:	<input type="text"/>
Run when alarm turns off:	<input type="text" value="python SwitchBbRelay.pyc 2 1"/>

For example:

```
python SwitchBbRelay.pyc <Com port
where relay device is attached> <Option
as specified in script documentation
Appendix A: Troubleshooting>.
```

The example above shows a python script specific to a Digital Relay I/O device. Different parameters apply to different commands or scripts.

12 If necessary, enter a comment.

13 When communication settings are complete, click **Save**.

You can temporarily disable communication alarms by selecting the alarm to disable and deselecting the Enable Alarm check box and clicking Save.

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 5: Events**.

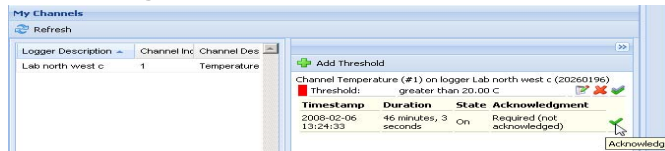
Administrators can also configure alarms that don't require acknowledgement. See **Setting Threshold Alarms** or **Setting Communication Alarms** for more.

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

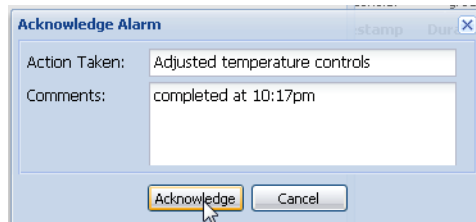
This section covers acknowledging alarms in the Channels screen. You can also acknowledge alarms from a large channel view - see "Acknowledging Alarms from a Large Channel View" on page 17.

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: System Settings

There are several important administration screens in viewLinc, all hosted under the System tab. This section covers the administration tasks you need to know about, including:

- Discovering Loggers
- Deleting Loggers from the system
- Editing Logger Properties
- Configuring Mail Settings
- Editing Alarm Email Templates
- Creating User Accounts
- Editing Users and Passwords
- Deleting Users
- Choosing Temperature Measurement Unit Preferences
- Setting Session Expiry Time

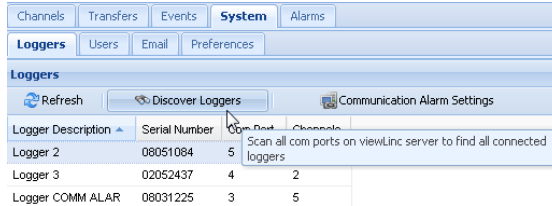
This section does not cover working with the Events tab or setting Threshold alarms. For information on the event log, see “Chapter 5: Events” on page 43. For information on setting threshold alarms, see “Chapter 3: Alarms” on page 21.

Let’s begin working with Loggers and Channels within System.

Discovering Loggers

To discover recently-attached loggers which may not be showing up in My Channels:

- ▶ From System, from the Loggers tab, choose **Discover Loggers**.




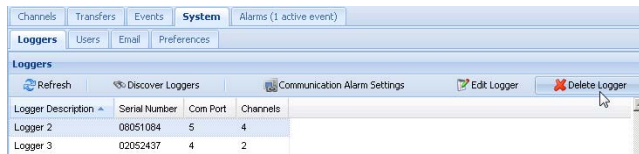
Deleting Loggers

Because viewLinc's communication alarms are set up to notice if any logger isn't communicating with the system, you need to use Delete Logger to actually remove a logger from the system.

Deleting a logger deletes all associated information about that logger from the viewLinc database. However, it doesn't delete any data on the logger itself.

To delete a logger:

- 1 In viewLinc, choose System.
- 2 Select the logger you want to delete and click  **Delete Logger**.




- 3 A message appears, confirming you want to delete this logger. Click **Yes**.

Editing Logger Properties

viewLinc allows you to edit a logger's properties (description).

To edit logger properties:

- 1 From System | Loggers, select the logger whose properties you want to edit and choose  **Edit Logger**. Or, double-click the logger row.



- 2 In the Edit Logger Properties dialog box, enter the new information.




- 3 Click **Save**.

Editing Channel Properties

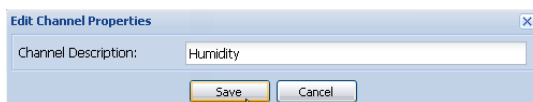
viewLinc allows you to edit a channel's properties (description).

To edit channel properties:

- 1 From System | Loggers, select the logger whose channel's properties you want to edit.
- 2 In the Channels area, select the channel you want to edit and choose  **Edit Channel**. Or, double-click the logger row.



- 3 In the Edit Channel Properties dialog box, enter the new information.




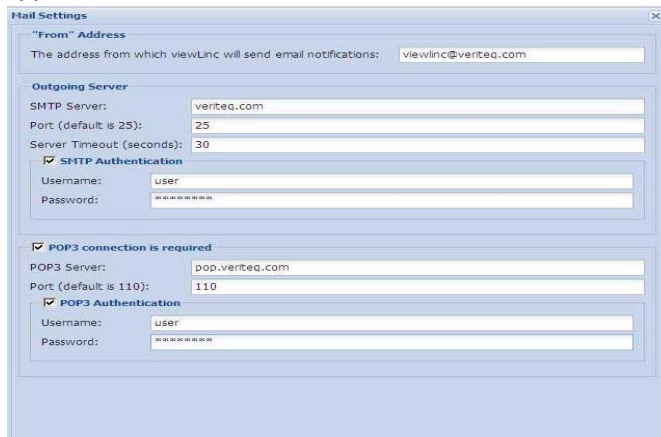
- 4 Click **Save**.

Configuring Mail Settings

Alarms notifications are sent via email, therefore administrators must set Mail Settings to properly send email messages from your mail server. If you aren't sure which usernames and passwords to use or which check boxes to enable, contact your IT Administrator.

To configure Email Settings:

- 1 From viewLinc, choose System | Email. The Email screen appears, showing the email templates in use for various viewLinc messages.
- 2 Click  Email Settings. The Mail Settings screen appears.



- 3 In the Mail Settings screen, enter a valid “From” address. Email notifications from viewLinc will be “from” this address, so the email address must exist. For example: viewlinc_system@yourcompany.com or controlroom47@yourcompany.com. Contact your IT administrator to create a “From” address if needed.
- 4 In the Outgoing Server area, enter:
 - your outgoing SMTP mail server name (e.g., mail.yourserver.com)
 - outgoing mail server port. Your IT Administrator will have this information.

- 5 Set an appropriate server timeout interval.
- 6 If your outgoing mail server requires authentication, select the appropriate check box and enter the username and password to send mail on that server.
- 7 If your outgoing mail server requires confirmation through a POP3 connection before sending mail, configure the following settings:
 - a select the “POP3 connection is required” check box
 - b enter the incoming POP3 mail server name
 - c enter the incoming mail server port
 - d select the “POP3 authentication” check box
 - e enter a username and password for a valid POP3 account for the viewLinc system to use.
- 8 Click **Test Email** to test your settings. If they are OK, continue. If not, adjust settings as previous until the test email is sent correctly.
- 9 Click **Save**.


Editing Alarm Email Templates

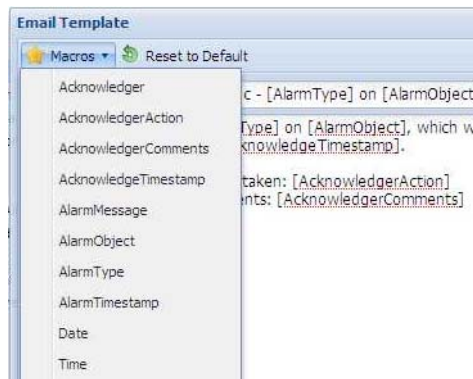
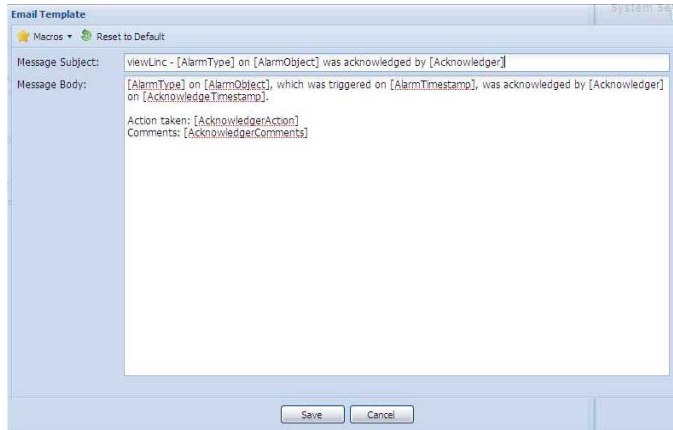
You can edit the information that's sent about alarms in the various alarm notification emails - for example, the email notifying you about a Communication or Threshold Alarm, a repeated Alarm, an Acknowledged Alarm, or a Logger Transfer. You may want to edit emails to modify contents if sending emails to a pager or cellular phone, or for a specific purpose within your company.

You can edit email templates to include or not include many different items, for example:

- Logger description
- Event Type
- Details of Alarm
- Date
- Time
- Channel, and more.

To edit email templates:

- 1 From System | Email, select the row containing the email template you want to edit and click  **Edit Email Template**. Or, double-click the row to edit. The Edit Email Template screen appears.
- 2 In the Email Templates screen, edit the email template message. Items in [brackets] are variables that viewLinc will insert in the email. To choose different variables, click **Macros** and select the variable from the dropdown.



- 3 Click **Save**.


Working with Users

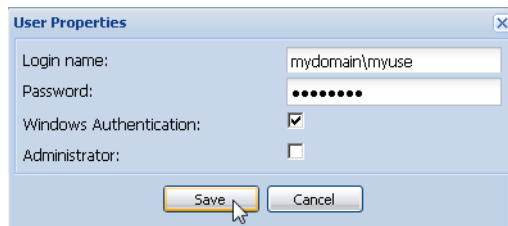
When you install viewLinc, a default administrator account is created. You need to create user accounts for other administrators or users with fewer privileges.

A user's main task is to monitor channels. Users can also show and hide zones, acknowledge alarms, and view, edit, print and sort event logs.

Creating User Accounts

To create user accounts:


- 1 In viewLinc, choose System | Users.
- 2 From Users, click  **Add User**.
- 3 In the User Properties screen:
 - a enter a login name
 - b enter a password. The default password is “password”.
 - c If using [Windows authentication](#), select the Windows authentication check box. viewLinc will rely on Windows to verify the user's password at login time. Use this option to let users log on to viewLinc with their regular Windows user name and password.
 - d If this user should have administrator privileges, select the “Administrator” check box.

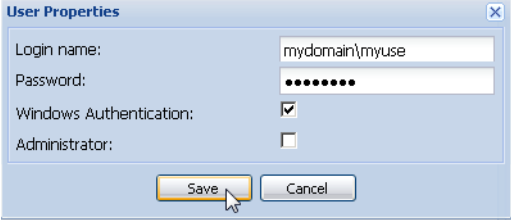


- 4 Click **Save**.
- 5 viewLinc offers the ability to have users re-confirm their identity by re-entering their userid/password either whenever a change is made, or after a set number of minutes. To set this preference, see “Setting Session Expiry Time” on page 41.

Editing Users and Passwords

To edit user accounts and passwords:

- 1 In viewLinc, choose System | Users.
- 2 Select the user to edit and choose  **Edit User**. Or, double-click the row containing the use you want to edit. The User Properties screen appears.
- 3 From the User Properties screen, edit settings as needed.




The image shows a 'User Properties' dialog box with the following fields and options:

- Login name: mydomain\myuse
- Password: [masked with dots]
- Windows Authentication:
- Administrator:
- Buttons: Save, Cancel

- 4 Click **Save**.
- Note:** You can only edit passwords in viewLinc if you are not using Windows authentication (that is, you are using **viewLinc authentication**).

Deleting Users

To delete users:

- 1 In viewLinc, choose System | Users.
- 2 Select the User you want to delete and choose  **Delete User**.
- 3 Confirm the deletion by clicking **Yes**.

Choosing Temperature Measurement Unit Preferences

When viewLinc is installed, temperature is set to display in degrees Celsius. You can configure viewLinc to show temperatures in either celsius or fahrenheit.

To choose temperature measurement units:

- 1 From viewLinc, choose System | Preferences.

- From the Preferred Temperature Units area, choose either Celsius (C) or Fahrenheit (F).

The screenshot shows the 'System' tab in the 'Preferences' window. The 'Preferred Temperature Units' dropdown menu is open, showing 'C' as the selected option and 'F' as an available alternative. The 'Users must confirm their identity' dropdown menu is also visible, showing 'C' as the selected option.

Name	Value
Preferred Temperature Units	C
Users must confirm their identity	C

Note: This procedure does not alter how the logger measures temperature - it alters which units temperature is displayed in.

Setting Session Expiry Time

viewLinc allows you to set a session expiry time after which a user or administrator must reconfirm their identity by reentering their password. This prevents non-authorized users from making changes to viewLinc.

You can choose to set this expiry time as “never”, “always” (that is, requiring password confirmation before making any change to the system), or intervals of 1, 5, 10, 15, 30 and 60 minutes after logging in or reconfirming their password.

This setting is applied identically to all viewLinc users and administrators.

To set the session expiry:

- From System | Preferences, choose an appropriate session expiry length from the “Users must confirm their identity” drop-down.

The screenshot shows the 'System' tab in the 'Preferences' window. The 'Users must confirm their identity' dropdown menu is open, showing 'Never' as the selected option. The dropdown menu lists the following options: Never, Always, 1 minute from last authentication, 5 minutes from last authentication, 10 minutes from last authentication, 15 minutes from last authentication, 30 minutes from last authentication, and 1 hour from last authentication.

Name	Value
Preferred Temperature Units	F
Users must confirm their identity	Never

Chapter 5: 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. For more about transferring data from loggers to a network location, see ***Transferring Data and Transfer Schedules***.

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:

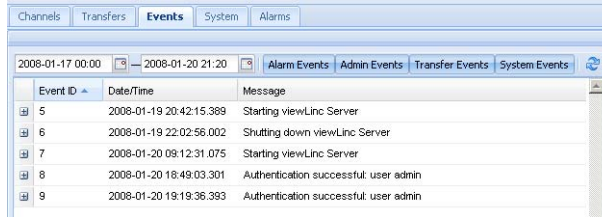
- view events
- filter the event log to show only the type of event or range of dates you want to analyse
- add comments to events
- print event logs
- export and save event log data into .xls format.

Viewing Events

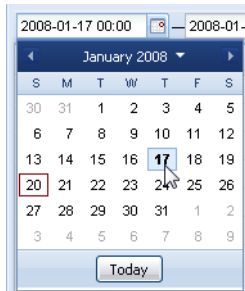
Events - or the event log - is a text-based listing of all system events occurring with the data loggers on your system.


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 45.

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.



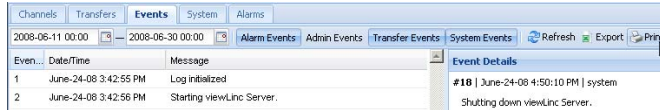
- 2 Enter your comment.
- 3 Click **Save**.
- 4 To view a comment for a particular event, highlight the row containing that event and look for the comment in the Event Details area.

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.

viewLinc Event Log						
Events from 06/11/08 00:00:00 to 06/30/08 00:00:00						
Filter: System Events, Alarm Events, Transfer Events.						
Event ID	Date/Time	Message	Category	Extra Data	Comments	
1	06/24/08 15:42:55	Log initialized	system			
2	06/24/08 15:42:56	Starting viewLinc Server.	system		07/02/08 14:15:22 admin: viewLinc Server was restarted	
4	06/24/08 15:42:56	Discovery data is ready. Processing results for 0 com ports.	system			
5	06/24/08 15:50:05	Authentication successful: user admin.	system			
7	06/24/08 15:56:05	Authentication successful: user admin.	system			
10	06/24/08 15:57:49	Discovery data is ready. Processing results for 1 com port.	system			
16	06/24/08 16:28:24	Discovery data is ready. Processing results for 1 com port.	system			
18	06/24/08 16:50:10	Shutting down viewLinc Server.	system		07/02/08 14:26:03 admin: Here is where to enter comments.	
19	06/26/08 16:30:41	Starting viewLinc Server.	system			
20	06/26/08 16:32:40	Alarm turned on: Logger 05112100 Communication Alarm. Alarm message: None	alarm	Cause: Unable to allocate COM port because it is unavailable Comments: Host: c-glad-jeff-rb Logger: logger A (05112100)		

Exporting Event Logs

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

To export event logs:

- 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.
- 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.
- Click  **Refresh.**
- Click  **Export.** A file download dialog opens, prompting you to open or save the events.xls file.

Chapter 6: Historical Data and Transfer Schedules

Historical data is data collected by Veriteq loggers. While viewLinc allows you to monitor real-time conditions of Veriteq loggers, you need Spectrum or vLog to graph and analyze changes in data over time. Administrators set the schedule when data is transferred from the logger to a directory for use in Spectrum or vLog using the Logger Transfers tab. In this section, you'll learn what historical data is, as well as to:

- transfer historical data from loggers using Transfer Schedules
- trigger an alarm if a transfer did not occur
- edit, delete and temporarily disable scheduled data transfers
- graph historical data using Spectrum/vLog.

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.

While viewLinc allows you to monitor real-time conditions for Veriteq loggers over the network, you may also want to analyze or graph changes in conditions over time, or compare conditions recorded by different loggers. This analysis is performed in Spectrum or vLog on “*historical data*” - data that has been transferred from the logger to a local directory. Typically, historical data from a logger is transferred to a local directory on a set schedule - be it daily or weekly - using viewLinc’s Logger Transfer tab.

Once transferred, data can be “inserted” into Spectrum or vLog for analysis, graphing, exporting (into .xls) and printing. The data transfer schedule is set in viewLinc. Since transfers can be scheduled in advance, you don’t need to be there when the transfer takes place.

Regardless of how frequently you schedule data transfers, data in the logger remains intact and is recorded indefinitely (or until the logger reaches its memory capacity). For more on maximum memory capacity or sample intervals, see documentation for Spectrum or vLog.

Let’s look at transferring data now.

Transferring Data and Transfer Schedules

To view or analyze logger data, you need to save the data to a local directory, then look at it in Spectrum or vLog. From Spectrum or vLog, you can create and save graphs, and export data into .xls files for use in applications like Microsoft® Excel®.


Each transfer creates one data file per logger.

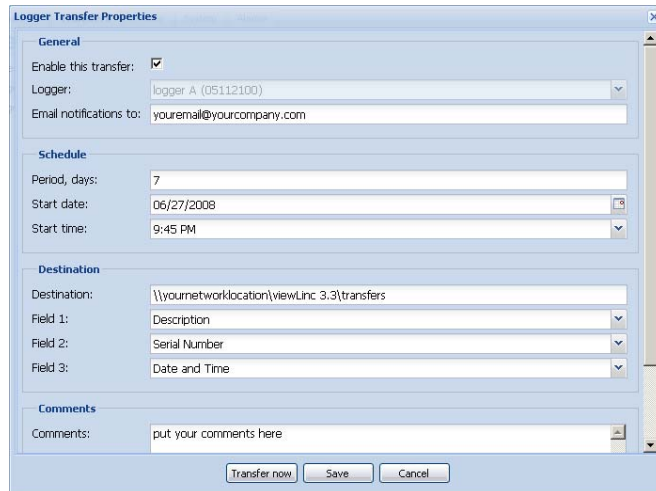
viewLinc allows you to set up transfer schedules to ensure data from your loggers is saved to an appropriate directory

for analysis and storage. You can also perform an immediate transfer.

Creating Transfer Schedules

To create a transfer schedule:

- 1 From viewLinc, click the Transfers Tab.
- 2 Click  **New Transfer**.
- 3 From Logger Transfer Properties, click “Enable this transfer” to have this transfer enabled. New transfers are disabled by default.
- 4 From the logger drop-down, choose the logger to set the transfer for.



- 5 Enter the email address to receive notification should the transfer fail. You can choose an email address, a list of email addresses separated by commas, or a distribution list created on your mail server by the IT administrator.
- 6 Ensure correct mail server settings have been set in “Configuring Mail Settings” on page 36.
- 7 Choose a transfer schedule interval and start date and time. For example, every 7 days, beginning 2006-11-14 01:00. Use 24-hour-time.
- 8 Choose the destination directory for the saved .spl file. Sample directory paths could include: c:\logger_files or

\\<machinename>\<desination_dir>. We recommend you use a directory on the viewLinc Server (ex. c:\<destination_dir>).

Note: During a data transfer, you may be prompted to enter a valid username and password for saving to the target directory or shared directory. You also need to ensure that the account which installed viewLinc (that is, which runs the viewLinc Enterprise Server service) has sufficient permissions to write to the directory where you want the transferred data to go. For more on Services with viewLinc, see **Appendix A: Troubleshooting**.

- 9 Choose the filename for your transferred file by specifying the order for the identifying fields which will make up the filename. Filenames for .spl files are created from combinations of the logger's description, its serial number, and the date and time the file was saved. Your filename could be, for example, <logger desc>-<serial number>-yyyy-mm-dd_hh-mm.spl. The hour portion is expressed in 24-hour time.
- 10 In the Comments area, enter any comments to associate with this transfer, such as its purpose, to whom any email notifications should go, and so on.
- 11 To transfer now as a test, click **Transfer Now**. The data should be transferred to the location specified.
- 12 Click **Save** to save these settings for a scheduled transfer. A row containing information on the scheduled transfer for each logger you've set up appears in Transfers.

Performing an Immediate Data Transfer


To transfer data now:

- 1 Follow the instructions above, and click **Transfer Now**. The data should be transferred to the location specified.
- 2 Click **Save** to save the scheduled transfer or **Cancel** to close.

Editing Transfer Schedules


You can edit, delete, and temporarily disable logger data transfer schedules.

To edit scheduled transfers:

- 1 From viewLinc, click the Transfers Tab.
- 2 Select the row containing the scheduled transfer(s) to edit.
- 3 Click  **Edit Transfer**.
- 4 The Edit Transfer Schedule Properties screen appears. Edit details as required.
- 5 Click **Save**.


Deleting Transfer Schedules

To delete scheduled transfers:

- 1 From viewLinc, click the Transfers Tab.
- 2 Select the row containing the scheduled transfer to delete.
- 3 Click  **Delete Transfer**.
- 4 A dialog will appear, prompting you to confirm the deletion. Click **Yes**.

Temporarily Disabling Transfer Schedules

To temporarily disable scheduled transfers:

- 1 From viewLinc, click the Transfers Tab.
- 2 Select the row containing the scheduled transfer to edit.
- 3 Click  **Edit Transfer**.
- 4 From Edit Transfer Schedule Properties, deselect the Enable this transfer check box.
- 5 Click **Save**.

Graphing Logger Historical Data

To graph historical data, use Spectrum/vLog with saved .spl files.

- 1** Install Spectrum/vLog on the PC where you want to display graphs.
- 2** In Spectrum/vLog, create graph:
 - a** Choose File | Insert Logger Files to point to the .spl file you want
 - b** Choose Format | Time Scale to set start and end time
- 3** To save graphs, in Spectrum/vLog, choose File | Save and choose a location to save the graph information. Filenames for graphs will end with .spg.
- 4** To print graphs, in Spectrum/vLog, choose File | Print.
- 5** To see logger data in tabular form, in Spectrum/vLog, choose View | Logger Files.

For more information on Spectrum or vLog, please see online help for these applications.

Appendix A: Troubleshooting

This section also contains answers to frequently asked questions and information for troubleshooting common problems with viewLinc and Digi devices.

As an administrator, you may want to be aware of the viewLinc service running on your Windows PC. This section also contains information on which files are installed as part of viewLinc.

Q: How does viewLinc work?

viewLinc runs as a Windows service which is launched automatically. If and when you reboot the viewLinc Server, this service will automatically start.

The viewLinc Enterprise Server is a service which gathers data from loggers, performs scheduled transfers, watches for alarms, executes any associated actions, manages users, and controls system-wide and user-specific settings.

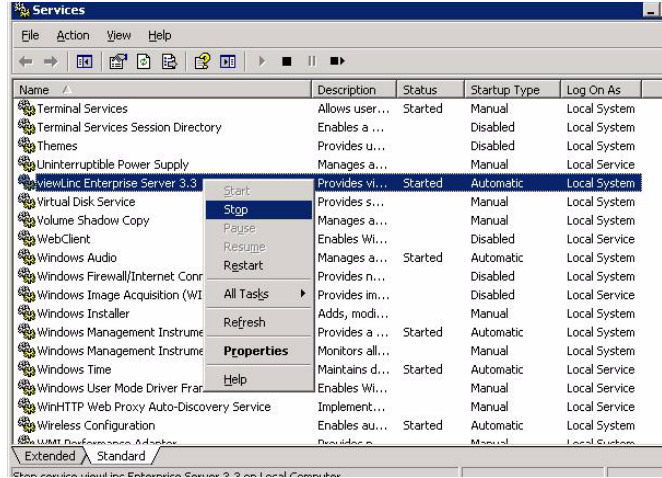
Q: How do I stop or turn off viewLinc?

Stopping viewLinc Services

viewLinc runs as a Microsoft Windows service called “viewLinc Enterprise Server”. To stop viewLinc, stop the service:

- 1 On your Windows PC, choose Start | Control Panel | Administrative Tools | Services.
- 2 From the list of services, right click on the service.

3 From the pop-up menu, choose Stop.



Q: What files are installed with viewLinc?

Most of the files installed as part of viewLinc 3.3 are installed into one directory - by default, "viewLinc 3.3". During installation, administrators can change default file location and name.

The default path to the files installed as part of viewLinc 3.3 is C:\Program Files\Veriteq Instruments\viewLinc 3.3.

The viewLinc 3.3 installer also creates a program group, Veriteq Instruments, in the Start menu: C:\Documents and Settings\All Users\Start Menu\Programs\Veriteq Instruments. During installation, the viewLinc 3.3 installer puts shortcuts to both the viewLinc login page and default viewLinc Help home page in the Veriteq Instruments program group.

During installation, the viewLinc 3.3 installer also puts shortcuts to both the viewLinc login page and default viewLinc Help home page for the administrator who installed viewLinc: C:\Documents and

Settings\

viewLinc creates Event Logs which can be viewed from within the application. This data is stored in C:\Program Files\Veriteq Instruments\viewLinc 3.3\log.

Q - How do you add IP addresses for data loggers?

A - You don't. But, you do assign IP addresses to Digi devices. Because viewLinc communicates using COM ports, attaching data loggers to the network using Ethernet/IP addresses requires the use of a Digi networking device. Digi devices create virtual COM ports that allow data loggers to communicate with viewLinc using Ethernet. We recommend you use a static IP address (obtained from your IT department) for your Digi device. (If you're using DHCP, see the Veriteq web site for more). IP addresses are assigned to Digi devices during Digi driver configuration. Refer to the Veriteq viewLinc 3.3 Quick Start Guide for Digi devices for installation instructions. For more about Digits, see www.digi.com.

Q - How does viewLinc know which Digi devices (with attached loggers) are assigned to it?

A - It doesn't. Digi devices aren't 'assigned' to viewLinc 3.3; rather, viewLinc monitors the network for loggers attached to COM ports. As mentioned, viewLinc software communicates via COM ports. Installing a Digi device using the Quick Start Guide creates virtual COM ports which are monitored by viewLinc 3.3.

To see which COM ports (virtual or other) that are assigned to a Digi, use Device Manager:

- 1** Open Device Manager (From Start, choose Settings, Control Panel, Administrative Tools, Computer Management. Device Manager is on the left hand side).
- 2** Once Device Manager is open, expand Ports (COM & LPT) to see which COM ports are connected to which devices. (The Digi Devices should be named Digi xxxx (where X is the model of the Digi).
- 3** For more detail, in Device Manager, under Multiport serial adapters, right-click the device in question. Choose Properties, select the Advanced tab, and click on the

properties button. On the left will be a list of the COM ports used for this device.

To see which loggers are being controlled by viewLinc, see Loggers and Channels in viewLinc.

Q- I want to run a B+B Electronics Eternal Digital Relay I/O device as part of my alarm system. How do I do this?

In addition to email alarms and pop up windows, you can also run commands on the viewLinc Server machine (which in turn can trigger external devices) when an alarm threshold is exceeded.

To configure these:

In the Advanced area of the Threshold Settings screen, enter a DOS command in the appropriate box. There are different boxes to accept different commands for when an alarm is triggered, notification is repeated, alarm acknowledged, or alarm condition is no longer true.

If you are using a B+B Electronics External Digital Relay I/O Device, this device allows you to turn on two different devices (or both at the same time) if these devices are correctly wired to both power and the Digital Relay Device itself.

You must also attach the Digital Relay I/O Device to a COM port on the viewLinc Server.

The specific DOS command to enter in the viewLinc Edit Threshold Settings screen in viewLinc 3.2 when using the B+B External Digital Relay I/O device and the python SwitchBbRelay script (installed automatically as part of viewLinc 3.2) is:

```
python SwitchBbRelay.pyc <Com port where  
relay device is attached> <Option> where Option  
is one of:
```

- 1 - turn on Device 1
- 2 - turn on Device 2
- 3 - turn on both Device 1 and 2
- 0 - turn off both Devices.

Q: I'm using Digis to connect my loggers to the network. I want to move my Digi from one location to another within the same subnet. What do I need to do?

A: If you've used a static IP address for your Digi (as recommended) and are moving your Digi to from one location to another within the same subnet, here are the steps to follow:

- 1 Shut down all Veriteq software, if desired. (You may experience communication alarms while performing these steps if you don't shut down viewLinc).
- 2 Unplug the Digi from the network (with loggers still attached).
Note: You do NOT need to uninstall the Digi software from the viewLinc Server. In fact, doing so will potentially cause problems when you reattach the Digi to the network.
- 3 Move the Digi to another location.
- 4 Plug the Digi into the network again.
- 5 Restart Veriteq software. viewLinc should be connecting to the Digi and see the loggers.

Q: I'm using Digis to connect my loggers to the network. I want to move my Digi from one subnet to another. What do I need to do?

A: If you've used a static IP address for your Digi (as recommended) and you're moving your Digi from one location to another in a different subnet, there are several configuration steps:

- 1 Shut down all Veriteq software, if desired. (You may experience communication alarms while performing these steps if you don't shut down viewLinc).
- 2 You do NOT need to uninstall the Digi software from the viewLinc Server machine; but, you do need to make some configuration changes. With the Digi still connected at its original location, log into the Digi web interface. In the address bar of a web browser, type the IP address of the device. (The IP of your device can be found using Digi's Device Discovery software.)
- 3 At the login screen, login as 'root' user and supply the password. The default password is 'dbps'. If you have not changed the password, use the default.

- 4 From the navigation bar, choose Network. In the Network Configuration screen, enter the new IP address, subnet mask and gateway for the new subnet. Click **Apply**.
- 5 Reboot the Digi.
- 6 Move the Digi to its new location.
- 7 Configure viewLinc to look for the Digi in this new subnet. On the viewLinc machine, from Device Manager>Multiport Serial Adaptors, right click on the row for your Digi device.
- 8 From the Properties screen, choose Advanced>Properties>Network.
- 9 From the Network screen, enter the network settings to reflect the Digi's new IP address. Click **OK**.
- 10 Restart Veriteq software. viewLinc should be connecting to the Digi and see the loggers.

If viewLinc can't connect to these loggers or this Digi device after performing the above steps, there may be a port blocked on the router connecting the subnets. Try the following:

- 1 Determine if the Digi device in the new subnet is accessible from the viewLinc computer. From a command prompt on the viewLinc computer, type ping <IP address>. If there are successful responses to the ping, this test will prove that routing exists between the subnets. Go to the next test.
- 2 In the command prompt, type telnet <IP address>. If you get a login prompt, this test will prove that the Digi device is able to respond to requests. Hit "Ctrl+C" to abort the login. Go to the next test.
- 3 In the command prompt, type telnet <IP address> 771. If you get an error message (and the previous tests were successful) then Port 771 is being blocked between the local computer and the Digi. This port must be opened before the Digi can be used with Veriteq software. This port may be blocked by network devices (such as routers, firewalls or layer 3 switches) or PC software (such as the Microsoft Windows Firewall, 3rd party firewalls, or security software suites). Unblock this port.

Q: I can't log in to viewLinc despite using the correct userid and password.

Ensure the service "viewLinc Enterprise Server" is running. In Windows Control Panel, choose Administrative Tools | Services, then find "viewLinc Enterprise Server" on the list and right-click to **Start**.

Q: I'm getting communication alarms in viewLinc. I think my Digi or logger has stopped responding. What do I do?

- 1 Ensure your loggers are plugged in.
- 2 Ensure your Digi is connected to a power supply and the power supply is plugged in. The light on the front of the Digi should be solid red.
- 3 Ensure the Digi is connected to and communicating with the network. Try to ping the Digi by typing the following at a command prompt: `ping <IP address of the Digi>`.
- 4 If there is communication between the Digi and the network, check that the Veriteq-supplied cable connecting the Digi to the logger is functioning properly. When the cable is functioning properly, the light should be mostly off with an occasional flicker. If the light on the cable is solid red, there is a problem with the logger cable or logger. Ensure your Digi has been configured to use RealPort (see www.veriteq.com for more). If this still doesn't fix the problem, go to step 6.
- 5 If the light on the cable is working correctly but you are still getting communication alarms, go into Device Manager on the viewLinc computer and ensure the Digi is still installed. Under the Multiport serial adaptor category in Device Manager, you should see an entry for the Digi with the address you configured. If you don't see this, reinstall the Digi by following steps 2 B and C from the **Quick Start Guide for viewLinc with Digi Devices**.
- 6 If the light on the cable is not working properly, open a graphing application (vLog or Spectrum) and determine if the logger can communicate with it. If there is a problem with the logger communicating with the graphing application, it is likely the logger or logger cable is not functioning properly. Try connecting a new logger - or a

logger that is known to be working - and see if you can connect to it in vLog or Spectrum.

Q: I'm in viewLinc and trying to transfer logger files to a network location but it isn't working. What do I do?

A: You need to ensure that the account that's running viewLinc has write permissions to the folder where you're attempting to transfer the logger files. The account that's running viewLinc was set during installation. See information on installing viewLinc in the Administrator guide or online help.

Q: I've made some changes in viewLinc, such as new thresholds and logger descriptions, but they're not showing up. What's wrong?

A: Channel information is updated and refreshed depending on the refresh rate set in viewLinc. Determine the refresh rate viewLinc is using and wait the allotted time.

For more help with any of these issues, contact Veriteq Instruments at 1-866-861-3388 or techsupport@veriteq.com.

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