

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

User Guide

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

Technical Support

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

Email customersupport@veriteq.com

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Chapter 1: Getting Started

This section includes:

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

Overview of the viewLinc System

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

With viewLinc 3.4, you can:

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

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

Your administrator will determine the best way to install viewLinc for your needs. You will interact with viewLinc by logging in on the user PC with either Firefox 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 and in the viewLinc historical database
- receive alarms if conditions are outside limits you set or if there is a communications problem

Log in to viewLinc from a supported Internet browser. Supported Internet browsers include Microsoft Internet Explorer 6.0 or later, or Mozilla Firefox 1.5 or later (Internet Explorer 7.0 or Firefox 2.0 recommended).

Administrators create additional user accounts.

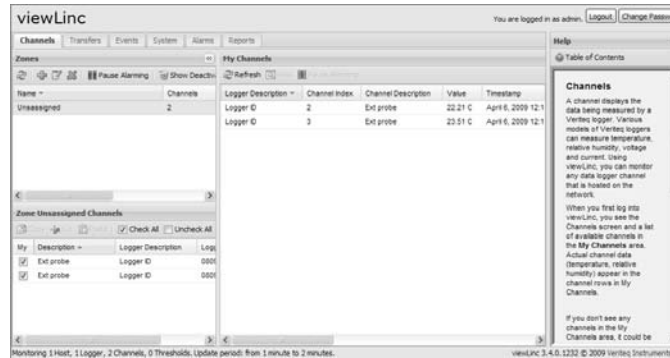
To log in to viewLinc:


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



The screenshot shows a window titled "Login to viewLinc". Inside the window, there are two text input fields. The first is labeled "Username:" and contains the text "admin". The second is labeled "Password:" and contains five dots. Below these fields is a button labeled "Login".

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



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

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

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

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

Getting Help

If you need help, free technical support is available from Veriteq from 8am-4pm PST Monday - Friday. 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:

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

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

About Channels

What is a channel?


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

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

When you first log in to viewLinc, the Channels window displays. This window includes: a list of zones available for monitoring, a list of data logger channels available for the selected zone, a list of active monitoring channels and actual channel data, threshold indicators, and context-sensitive Help.

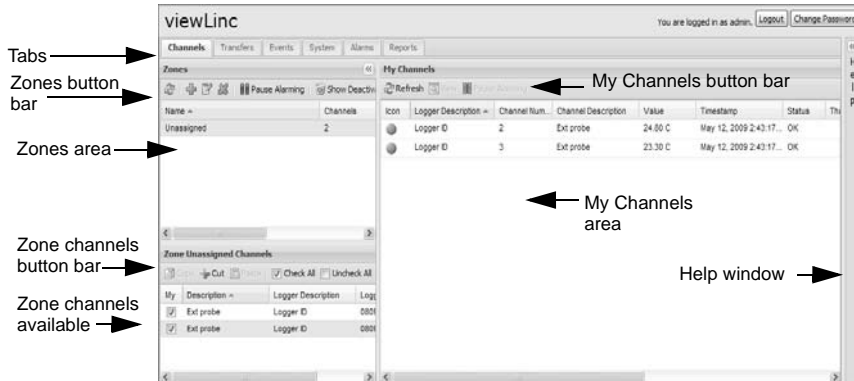
Where are my channels?

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

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

Understanding the Channels Screen

This main screen in viewLinc contains many important features:



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

Table 1: Important parts of the Channels screen

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

with viewLinc. To see all options, see “Hiding and Showing Channel Columns” on page 13:

Column	Displays
Logger Description	Logger description (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 (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.
Alarming	Indicates whether the channel is currently alarming (having reached an alarm threshold).

Table 2: Columns of information in My Channels

Opening Large Channel Views

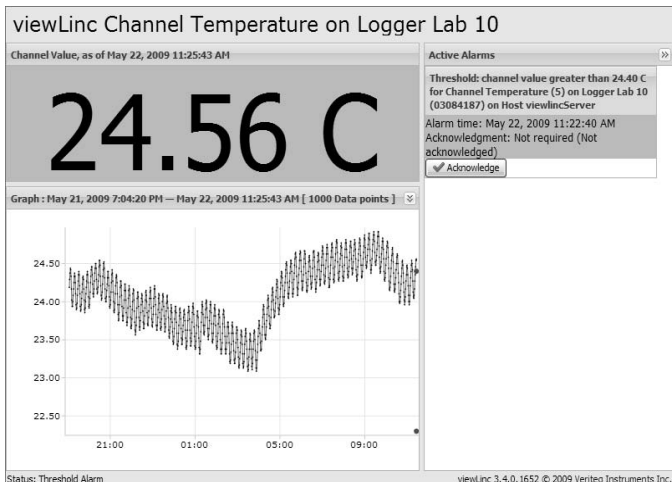
This window contains the most current data reading for the channel, any related threshold settings, a graphical representation of recent historical data readings, and an area to indicate an active alarm.

Note: You can view a particular channel reading in a single window, or you can open multiple channel windows. If you use Internet Explorer, ensure your browser is set up to open new links in a new window or tab. Go to Tools | Internet Options, then, on the General tab in the Tabs section, click **Settings** and choose to open links from

other programs in **A new tab in the current window.**

To open a large channel view:

- ▶ From the Channels tab, in the My Channels area, double-click a channel to view. A new resizable window containing information about the selected channel appears.



- ▶ Double-click additional channel lines to view multiple large channel views.

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

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

Real-Time Graphs

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

To view live data as a graph:

- 1 From the Channels tab, in the My Channels area, select a logger to want to view.

2 Click  **View**. This opens the large channel view.

In this screen you can select a specific time period for a close-up, move forward and backwards on the X-axis to view historical trends, and hover over specific data points for more detailed readings.

Reading Graphs in Large Channel View

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

Item	Description
Title bar	Displays the name of the active logger and type of data reading (humidity, temperature, voltage or current).
Header bar	Indicates the date and time of latest reading; the time zone is based on the time zone setting of the PC when the graph file was created. Note: The logger data displayed is based on UTC time, an absolute time reference.
Numerical display area	Displays most current data value in units being measured, as defined by the user (see page “Editing Channel Properties” on page 53 to change).
Graph area	A graphical representation of data history is displayed here.
Left-side Y-axis	Shows the scale for the data displayed in the graph.
X-Axis time scale	Shows the reporting time frame (if you use Microsoft Internet Explorer 7.0, you can view the last 1000 data points; if you use Mozilla Firefox 2.0 or Internet Explorer 6.0, you can view the last 300 data points).

Table 3: Large channel view elements

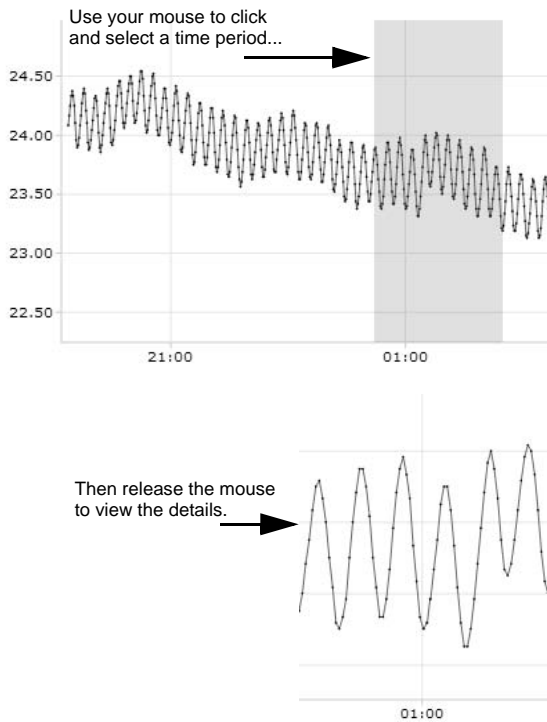
Item	Description
Channel Value	Indicated by a line to show historical measurement readings based on a specific date or time frame. Move your mouse and hover over a specific point to show the specific X- and Y-axis values.
Threshold Value	Indicated by a color-coded line (based on threshold setting) to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

Table 3: Large channel view elements

Viewing Graph Detail in Large Channel View

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


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



Acknowledging Alarms from Large Channel View

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

To acknowledge an alarm from a large channel view:

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

3 Click Acknowledge.

The screenshot shows a dialog box titled "Acknowledge Alarm". It contains the following fields:

- Action Taken:** A text input field containing "Check Lab 12".
- Preconfigured comments:** A dropdown menu showing "Closed Chamber Door".
- Comments:** A text area containing "Contact Building Maintenance to adjust door seal.".

At the bottom of the dialog are two buttons: "Acknowledge" and "Cancel".

Ordering Channel Columns

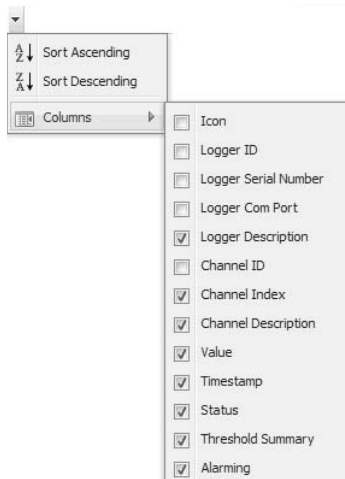
To re-sort the display order in My Channels:

- ▶ From Channels | My Channels, let your mouse hover over any column heading until the black option button appears.

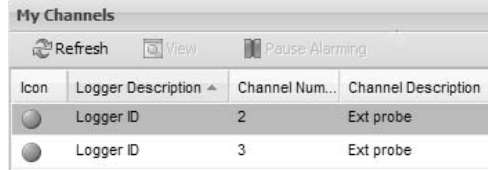
Hiding and Showing Channel Columns



To hide columns in My Channels:

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



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



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

- 3 Click outside the list, or press **[Esc]**.
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
- create alarm templates
- set threshold and communication alarms
- acknowledge an alarm
- pause an alarm

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

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 and the historical database.

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

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

Threshold Alarms

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

Communication Alarms

Communication alarms notify users when communication between the viewLinc Server and data loggers is down. This may be because viewLinc Server can not 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.

Event Log Validation Alarms

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

Logger Configuration Alarms

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

Logger Validation Alarms

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

Logger Calibration Alarms

If you use a VL-type data logger, Calibration Alarms send you intermittent notification when your data logger is due for calibration. You receive notifications at the following intervals: 3 months and 1 month before the calibration date, then again on the data logger's scheduled calibration date. You can acknowledge Logger Calibration alarms.

What Happens When an Alarm is Triggered?

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

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

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

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

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

Acknowledging Alarms

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 and Historical Database. For more information, see **Chapter 4: Events** and **Chapter 5: Reports**.

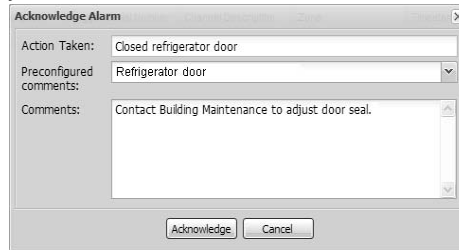
When a threshold condition is exceeded, a new row appears in the Alarms tab.

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

To acknowledge alarms from the alarms tab:

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

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



The screenshot shows a dialog box titled "Acknowledge Alarm". It has a standard Windows-style title bar with a close button (X). The dialog contains three input fields: "Action Taken" with the text "Closed refrigerator door", "Preconfigured comments" with a dropdown menu showing "Refrigerator door", and "Comments" with the text "Contact Building Maintenance to adjust door seal." Below the input fields are two buttons: "Acknowledge" and "Cancel".

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

Chapter 4: Events

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

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

To ensure viewLinc continuously monitors and stores event history, event log validation alarms notify you when the viewLinc event log has been modified or stopped recording data. For more about event log validation alarms, see

Chapter 3: Alarms.

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

In this section, you'll learn to:

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


Viewing Events

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

To view Events:

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




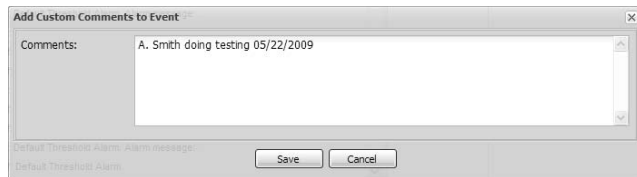
- 3 Using the buttons to the right of the date and time selectors, select or deselect buttons to see specific types of event details. After selecting an event type button to filter your results, click  **Refresh** to refresh the list. The more buttons you deselect, the shorter the list will be. You can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

Adding Comments to Events

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

To add a comment to the Event Log:



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



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

Printing Event Logs

To print the event log:

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

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

viewLinc Event Log

Events from 04/22/09 00:00:00 to 04/22/09 15:24:00

Filter: System Events.

Event log validation status: OK

Event ID	Date/Time	Message	Category	Validation	Extra Data	Comments
1	04/22/09 11:55:44	Log initialized.	system			
3	04/22/09 11:55:44	Starting viewLinc Server v3.4.0.1329.	system			
4	04/22/09 11:55:54	Discovery data is ready, Processing results for 0 loggers.	system			
5	04/22/09 11:56:30	Authentication successful: user admin.	system			
9	04/22/09 13:05:22	Discovery data is ready, Processing results for 1 logger.	system			



Report generated on 04/22/09 15:29:07. Copyright © 2009 Veriteq Instruments Inc.

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

Exporting Event Logs

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

To export event logs:

- In viewLinc, click Events and choose the date range you are interested in exporting. In the date/time box, enter a date and/or time in 24-hour notation, or click the calendar icons to make your selection.
- 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 5: Reports

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

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

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

About Historical Data

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

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

Generating Historical Data Reports

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

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

To generate an Alarm history report:

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



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



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

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

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

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

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



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

To generate a Channel History report:

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

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

Note: For large report data sets, we recommend that you schedule report generation at a time when few users are using the system, such as after business hours.
- 4 On the Report Content tab identify the types of data you want included in the report.

- 5 Select the **Statistics Settings** tab to define how information will display on your report, and any statistical information you want to include:
 - a Select a statistics interval if you want to intermittently generate statistics within the timeframe of a report. For example, if your report generates data based on a seven day (weekly) interval, you may want to view statistics daily.
 - b In the **Include** area, select the types of statistical data you want to add to the report:
 - If you want to specify the activation energy, check **Mean kinetic temperature** and specify the activation energy as **KJ/mol**.
- 6 On the **Report Source Data** tab define the report scope. To report on all channels, select **All Channels**. You can also select specific channels and zones:
 - a Select the option, **Selected Channels and Zones**.
 - b To select one or more channels in a zone, select the zone name.
 - c To select a specific channel in a zone, select the channel description checkbox.
 - d Repeat for each channel you want to include on the report. All selected channels appear in the **Selected region**.
- 7 Use the **Page Layout** tab to define the headers, footers, paper size and orientation:
 - a For **Header** or **Footer** options, choose all pages, first page only, all except first page, or none.
 - b To define your header or footer, enter text in the **Left**, **Center** or **Right** fields.
 - c You can also choose the paper size you want to print on, and the orientation.
- 8 Click  **Save**.
- 9 Click  **Generate Report**.

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