

## Errata for viewLinc 3.4.3.1823

*Issued August 20, 2009*

### General:

- To ensure data timestamp accuracy, verify that the viewLinc server time is set accurately before installing the viewLinc software. The viewLinc server and logger host should also be set to have its time synchronized with an accurate source once a day at a minimum.
- When entering text in various fields of the forms, it is necessary to tab out of the field or select another field for the new values to be saved.
- Do not keep loggers in the “Unassigned Zone”. For correct reporting results, channels must be in a user created zone.
- Do not enter more than 256 characters in text fields

### Alarms:

- When adding predefined comments to Alarm Templates and Threshold Templates, additional text must be added to the comment otherwise it will not be stored in the template.
- In the case of a Logger Alarm (Calibration, Configuration, Validation) being triggered, the status of a channel as reported in the real time trending window will display as “Communication Alarm”.

### System:

- When using the “Add Logger” function to add a new data logger to the system, any existing data in the logger is not copied into the database. To insert a new logger into viewLinc with backfilled data, use the “Discover Logger” function.
- If changes are made to permissions while editing a user, the user’s password must be re-entered before saving otherwise the password will be blank. This is only the case when viewLinc security is being used.
- Once a logger has been discovered on a specific host machine (either the main server or a remote host) it cannot be rediscovered on a different host.

### Reporting:

- When a manual report is started during a time when scheduled reports are running, the status of the manually generated report is listed as “Started”. The status of the report will remain “Started” until the queue gets to this report. This could be a significant period of time depending on the size and quantity of reports already scheduled in the queue.
- Due to the time required to generate reports it is recommended that scheduled reports be setup to start during non-peak times. This will reduce the chance of a scheduled report delaying a manually requested report. It is also best to not schedule reports with large data sets to start at the same time.
- To reduce load on the server schedule reports with at least 15 minutes between them.

### Logger Swapping:

- The new Logger needs to be left on the COM port for 3 logger sample intervals or have its internal memory cleared before swapping the logger. Otherwise there will be up to 3 data points overlapped in channels historical data.
- When swapping Loggers it is important to allow the new Logger to come to equilibrium before placing it on the COM port. This will ensure that data recorded from outside of the environment is not included on reports.

### Real Time Display:

- Real-time data points are sometimes posted to the real time graph twice for the same data point. This causes a vertical line to appear at the data point. The timestamp and the value for the two points are identical. The readings in the database are correctly stored as just a single measurement at these points.
- Threshold lines will not show activated /deactivated events. If the threshold was deactivated and then activated the line will start at the new activation time. This also occurs when the threshold is enabled and disabled.

For an updated Errata list, please see [www.veriteq.com](http://www.veriteq.com).