

Errata for viewLinc 3.5.1.266

Issued July 26, 2010

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.
- If viewLinc was upgraded from version 3.4.5 or earlier to version 3.4.6 and is now being upgraded again to viewLinc 3.5.1, then ensure that the System Preferences and Email Settings have been imported correctly after the upgrade process.

Alarms:

- User with security levels of "Configure Alarms" OR "Configure Custom Thresholds" can deactivate thresholds. However, the "Show Deactivated Items" button is not available to these security levels. Therefore these user levels are unable to view deactivated items and are also unable to reactivate thresholds that have been deactivated.
- The alarm restored notification may not get triggered if there are multiple actions associated with an alarm. For example; a pop-up, command line and email notification. The work around here is to not have the delays for each notification the same. Offset each notification by one minute.
- If an alarm template is created without notification actions the event will not get logged. The template will still function as required. The work around is to always include a notification action when creating alarm templates.
- The Current Value that is sent in the threshold alarm email notifications is the value that was recorded when the alarm was triggered, not the current value. The workaround for this is to edit the Threshold Repeat and Restored template and remove the line with "Current Value: [ChannelValue]". This will removed the incorrectly labeled text from the templates.
- When creating batch threshold alarm settings in the System tab only 10 channels should be done at a time. If more than 10 channels are tried, then some settings will not get assigned to the channels.
- Alarms that require acknowledgement should be handled promptly. The system database can grow substantially if a large volume of alarms are left in the Active Alarms Tab. Reports can fail to generate if the databases get unusually large.

System:

- Ensure that only one viewLinc administrator is activating, deactivating or swapping loggers at a time.
- The viewLinc resolved Host name only happens at first time run. If the server name changes after that it will not be reflected in viewLinc.

Reporting:

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

Logger Swapping:

- 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.

For an updated Errata list, please see <http://www.veriteq.com/support/viewlinc/errata-viewlinc-3.5.htm>