

ALERT™ 3.20 Family Known Issues

Applies to ExpertALERT™, StandardALERT™ and ViewALERT™

Introduction

The following application note will list the known issues and limitations present in the ExpertALERT, StandardALERT and ViewALERT software version 3.20. Workarounds to these issues, where applicable, will be provided with the description.

Graphs

1. If the “Show bearings” option is turned on in “Analysis tools”, and a location that does not have bearings defined in the Machine Location setup is selected, the “Show bearings” option turns off for all subsequent locations.

Workaround:

Turn the “Show bearings” option back on in “Analysis tools” when location that has bearings defined is selected, and it is desirable to view the bearing fault codes in graph data.

2. The “Relative speed” entry under “Bearing information” in the Machine Location setup may not be applied correctly to associated bearing fault code when viewing the graph data.
3. The “High alert” and “High critical” alarms set in the machine location for the Overall data type do not display in their appropriate locations on the graph when non-dB units are used.

MID Operations

1. If an existing MID is opened and the “New” toolbar button in the MID, or “New” under the MID file menu, is used, the “First”, “Prev”, “Next” and “Last” navigation buttons are not appropriately disabled in the new MID. As a result, if the “Prev” or “Next” navigation buttons are used in the new MID an error will occur. The error encountered contains the following:

Module: frmMID.frm, Sub MoveToNewRecord.

Number: 91 (Object variable or With block variable not set)

Line: 130

Workaround:

Avoid pressing the “Prev” and “Next” buttons during new MID creation.

2. If an MID is open and the MID Wizard is launched either from the ExpertALERT file menu or the Database Design Wizard, an error occurs. The error encountered contains the following:

Module: MIDDesign.cls, Sub BeginMIDSession.

Number: 91 (Object variable or With block variable not set)

Line: 50

Workaround:

Close MID prior to running MID Wizard from ExpertALERT file menu or Database Design Wizard.

3. If the error from the previously described issue is encountered (If an MID is open and the MID Wizard is launched either from the ExpertALERT file menu or the Database Design Wizard, an error occurs) and the MID Wizard is subsequently used from within the same MID, a different error is encountered if the “Cancel” button is used in the wizard. The error encountered contains the following:

Module: frmMID.frm, Function GetFaultName.

Number: 91 (Object variable or With block variable not set)

Line: 270

Workaround(s):

If the error from running the MID Wizard with an MID open is encountered, close MID and reopen prior to launching the MID Wizard from MID toolbar.

Notecodes

1. When viewing a Notecode entry in History view, an error occurs if “Save” button is used. Notecodes are not meant to be edited by the user once they attached to the machine in the database, so ‘Save’ functionality should not be present. The error encountered contains the following:

Module: History.bas, Sub SaveNote.

Number: 3021(Either BOF or EOF is True, or the current record has been deleted. Requested operation requires a current record.)

Line: 150

Workaround:

Avoid pressing the save button for existing notecodes.

ViewALERT only

1. All the fields in Machine setup and many fields in the Location setup allow user editing. This functionality should not be present.

Workaround:

Avoid editing these fields.

Report generation

1. When generating an Expert Report with the “Automated diagnostic results” radio button selected under “Report options”, the “Do not print automated results if analyst comments exist” and “Include analyst comments” options do not function.

Workaround:

If Expert Report containing automated diagnostic results and analysts results is desired, these reports must be generated separately from each other.

Expert system report

1. In rare cases, an Expert result could be generated that contains very large numbers of recommendations and diagnoses. If this occurs an error could be generated when attempting to view this Expert result in the “Report” tab of History view, or when an Expert Report is generated containing this Expert result. The error encountered contains the following:

Module: History.bas, Sub BuildrtfInfo.

Line: 310

Number: 6 (Overflow)

Workarounds:

- a.) Use the “Step out” button in unexpected error form if encountered. The affected Expert Result will only partially display in the “Report” tab in History view. The entire contents of the report can be viewed in the “Report Editor” tab.
- b.) When printing an Expert Report containing an Expert result affected by this error, use “Step out” button on the unexpected error form when it is encountered during report generation. The report should successfully generate, however, the affected Expert result will only contain partial information. All other Expert results are unaffected.

DCA-50 Load/Unload

1. When unloading data from a DCA-50, if either "Erase data, but leave survey in collector memory" or "Erase survey and data in collector memory" are used in the "Post unload options", a series of errors relating to database tables are encountered if "OK" is clicked in the "Data unload statistics" form before the "DCA50" database connection is released.

This causes an issue with the above options since the "DCA50" database connection from the unload is being held open, locking out the required operations that need to take place to reload the survey or copy blank database to the DCA-50.

This also causes the same issue if the "Do not erase collector memory" option is used to unload, then the "Load data collector" functionality is used before the "DCA50" database connection is released.

Workaround:

If either of the post unload options described above are used, when the "Data Unload Statistics" form is displayed you must wait until the "DCA50" database connection is released (approximately 65-70 seconds) before clicking "OK". This can be verified by looking in the Windows taskbar for the "SQL" icon that displays "DCA50" when the mouse is hovered over it. When the connection is released, the SQL icon will disappear. Waiting at this point in the communications process will prevent the error described above from occurring.

The same is true if it is desirable to load the DCA-50 after an unload. Wait until the Sybase connection to the "DCA50" database is released prior to attempting to load the DCA-50.

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