Known Verbatim SCADA Beta Version Issues

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Beta Release - Known Problems

The purpose of this document is to provide a list of known problems and issues associated with the release of Verbatim SCADA to beta release testers.

Verbatim SCADA is in the final phases of development and therefore it is an appropriate time to recruit beta testers, specifically those customers who have been waiting for some time for this product to reach the market.

We will be encouraging feedback from these beta testing customers. The avenue of feedback will be the RightNow web support center, located on RACO's main web site.

Customer support will be the responsibility of the Customer Service Technicians.

Customers will be instructed on how to back up their existing SCADA database.

We suggest that only a minimal amount of RTUs be dedicated to the beta testing effort. We want to protect beta tester data, and there is some concern that future releases could include database changes.

Database changes have the potential to make previous databases incompatible which could result in data loss when upgrading to a newer version of the software.

Timing Issues

There are a few remaining issues in regard to incoming and outgoing sessions.

For this release it is recommended that you limit sessions with RTUs to one RTU per selected action.

For example, perform each RTU "Install and Test" session individually. Attempting to perform multiple Install and Test sessions can be problematic and will most likely result in multiple session failures

In addition, there will be times when there will be an RTU attempting to connect to SCADA while SCADA is attempting to initiate a session. This can sometimes result in failed sessions.

During initial setup and monitoring, we will encourage beta testers to look closely at settings for configured delay times, and re-try attempts.

In this release, you may get a log entry that falsely shows a failed session. This is rare and will be followed by a log message indicating the session was a success.

Synchronization Issues

In this beta release, there remain some issues regarding the synchronization of Verbatim RTUs and Verbatim SCADA.

1. Currently, if "Verify Programming at Start of Session" is selected, there will be an error. This feature will always show the two data sources as "not synchronized." For this release, we recommend that you turn this feature "OFF."

2. Another synchronization issue that beta testers may encounter is the synchronization between the Arm and Disarm button shown on the RTU Programming page of SCADA and the RTU's current arm or disarmed state. In most cases these states will be in sync, but they can become unsynchronized in rare occasions.

3. Certain sessions that should include updated RSC channel data do not currently perform this update. The sessions that do not include updated RSC data are "polling" sessions and "install and test" sessions.

To retrieve RSC channel data manually, click on the "Get Current RSC State from RTU" button on the RSC tab of the RTU Programming page.

Reporting Problems

In this beta release, there are some problems in reporting that need to be fixed for the next release.

Beta testers will find that some "Current Status" information can be in error.

It has been reported that the following information can be reported incorrectly by the "Current Status Report":

RSC Channel data – refer to the RSC tab of the RTU Programming page for latest correct information

Runtimer channel data – ON/OFF state can be reported incorrectly

Totalizer pulse count – This count can be reported incorrectly

Status Only channel – The current ON/OFF state can be incorrectly reported.

Installation Concerns

We have encountered installations where an unhandled exception is thrown during the installation process, or component installation fails to complete.

In most cases, quitting, then restarting the installation will correct the problem.

Please refer to the system requirements so that you do not attempt to install

Verbatim SCADA on a computer that does not meet system requirements.

Remaining Issues

The following is a list of the issues remaining open for this release:

- Changes made to RTU configurations using Verbatim SCADA should be automatically saved when any type of session is initiated. This is not working for the current version. To ensure RTU configuration changes are not lost, click the "Save Programming" button prior to initiating a session with an RTU.

- Install and Test action where the RTU parameters do not match the Verbatim SCADA database is not handled well. Please ensure that the RTU type is configured for the proper number of digital, analog, and RSC channels.

- Session monitor can show multiple entries for the same group. Close and re-open the session monitor to clear the extra group entries.

- The Help file is not completely finished. You will note some areas that are not complete or have "placeholders" for developers. If you have any questions or comments in regard to the help file, please send an email to Scada@racoman.com.

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