



Q&A for Existing and New vbSeries® Instrument Owners

Ascent 2011 (11.2.6) and vbSeries Instrument Firmware (11.2.6) release. July 20th 2011.

Introduction

The following Q&A material has been generated in anticipation of the most common questions those Commtest software and hardware owners upgrading their instruments, firmware or software (from pre-Ascent 2011 versions) may ask.

If you still have unanswered questions after reading this Q&A, your Reference Guides and the What's New and Release Note documents please email us at help@commtest.com for further assistance.

Questions and Answers

Q: Can I upgrade my vb7™ to firmware version 11.2.6 and continue to use Ascent® 2007, 2007+, 2007+ R2, 2008, 2008 R2, 2009, 2009 R2 or 2010?

A: No. Once the instrument has been upgraded it can only reliably communicate with Ascent 2011 or later.

Q: I want to change my Ascent software interface language from English to Spanish, but only English is listed in the 'Languages' screen. How do I change language?

A: Ascent software languages are controlled by your CLK license. If you would like to add a language to your license, please contact help@commtest.com with your CLK number. Once the license has been updated, perform a Get/Update License sequence in the License Manager (**Help>License Management..** then click the **Management** tab and press the **Get/Update License** button). If you require a non-Latin character set language such as Chinese or Russian, your Windows locale settings must be correctly configured for that region. Some languages may be restricted to specific markets and regions.

Q: I am currently using a hardware licensing dongle, but Ascent 2011 includes a new licensing model based on keys and activations. How will this affect me?

A: Ascent 2011's preferred licensing method is via software keys, but it will continue to support hardware dongles. You can therefore continue using your dongle if you wish. Some newer features such as audio playback of waveforms, Pulse Count SE, and the Machine Assessment Report system do require the newer licensing method, however. If you choose, you may upgrade to the new license method and then transfer the license to your current dongle.

Q: vbSeries® marketing literature indicates that the vbX instrument range is IP65 rated. I purchased a vb7 analyzer in January 2008. Is it also IP65 rated?

A: No. Only instruments with a serial numbers above 40600 (manufactured in or after April 2008) are IP65 rated.

Q: When I download data to my computer the protective cap over the instrument's communications ports gets in the way. Would removing and discarding it affect the instrument's sealing?

A: Yes. The instrument's protective caps are used to improve the environmental sealing of the instrument case. The instrument's IP65 rating is based on their presence, and it must be kept in place when collecting data in the field. Removing the cap may void your warranty. We therefore recommend that you do not

permanently remove the communications protective caps, and that it be kept firmly in place when taking measurements in the field.

Q: I want to change my vb7's language interface from English to Spanish, but only English is listed in the 'Languages' screen. What can I do to change this setting?

A: Instruments with serial numbers below 40700 may not allow languages other than English to be selected. Setting these instruments to a specific region, thereby activating multi-language support, will require you to contact Commtest. Contact help@commtest.com for more information.

Q: I would like to buy a single-channel vb5™ data collector, but I may want to take two channel recordings in the future. Can I upgrade a vb5 to a vb7 at a later time?

A: No. However, if you decide to trade-up within one year of your purchase, you will receive a 100% credit toward the exchange.

Q: I want to use a 4-20 mA output sensor. Is my new vb8™ instrument compatible with it?

A: vb6™ and vb8™ instrument models include support for 4-20 mA output sensors in firmware version 3.4.28 (shipped with Ascent 2010) and above.

Q: I recently purchased a vbBalancer™ instrument. How do I export balance reports from it?

A: The vbXManager™ application supplied with your balancer allows you to export balance reports from the instrument to an external spreadsheet software. It also includes the ability to print formatted balance reports directly.

Q: Now that the new vb5, vb6, vb7, vb8 and vbBalancer vbSeries instruments have been released, will Commtest continue selling the older vb1000™, vb2000™ and vb3000™ instrument models?

A: No. These older instruments are no longer in production. We will of course continue to provide warranty and technical support for them, as well as offering a full range of accessories.

Q: I have just bought a vb6. How do I take triaxial measurements?

A: Enable three channels when taking manual measurements (**Options>Sensor Setup**) or use the Multi-channel on route feature when recording a route (see the Instrument Reference Guide for details).

Q: I have just bought a vb8 instrument. Can I use all four channels when taking 6Pack™ measurements?

A: DSP improvements in firmware versions shipped after the release of Ascent 2010 (3.4.28) allow 6Pack™ recordings to be taken on up to four channels.

Q: I have a vb7 and I would like to take a temperature Average Value (DC Coupled) recording. Can I do this?

A: The vb7 supports Average Value recordings, but only in Acceleration, Velocity, Displacement or Current units. Only vb6 and vb8 instruments allow other DC-coupled measurement types, such as temperature, to be taken.

Q: I am using AscentView to view data through a web browser. Should I upgrade to Ascent 2011?

A: Ascent 2011 uses a database structure that is not compatible with the current release of AscentView. If you wish to continue using AscentView, you must NOT upgrade your database using Ascent 2011, 2010, 2009 R2, 2009, 2008 R2 or 2008. Simply continue using Ascent 2007+ R2. An updated version of AscentView that is compatible with Ascent 2011 is currently under development.

Q: Can I use Ascent 2011 and an older version of Ascent, such as 2007, 2007+ R2, 2008 R2, 2009 or 2009 R2, on the same computer?

A: No. Ascent 2011 must not be installed on the same computer as any previous Ascent versions as they will conflict with one another.

Q: I am having difficulty communicating with my vbSeries instrument via USB Ethernet. How can I resolve this?

A: If you are unable to use the UPnP driver for any reason (if you are using the unsupported Windows® 2000 operating, for example) temporarily disable any network firewalls and check whether this resolves the problem. If it does, reactivate the firewall and create an exception rule for the 'masvb32.exe' application (normally located within C:\Program Files\Commtest\Ascent on Windows XP machines). Alternatively, open port 13000.

Q: The latest versions of vbOnline® firmware have improved low frequency resolution capability. How do I access this?

A: You must set Fmax to 100Hz, Fmin to 0Hz and use DC Coupled sensors. Doing so will enable the improved low frequency roll-off feature.