DEWETRON

ISSUES & ERRATA

CORRECTIONS AND WORKAROUNDS

EN ISO 14001

ISO 9001

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ONE

PREFACE

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Printing History

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CHAPTER

TWO

ISSUES AND ERRATA

Errata are functional defects or errors, which may cause the product to deviate from published specifications. Documentation issues include errors, unclear descriptions, or omissions from current published specifications or product documents.

2.1 TRION and TRION3

2.1.1 ID001 - TRION(3)-18xx-MULTI Highpass Filters (0.16Hz - 100Hz) show 64% overshoot and higher cutoff frequencies than expected

Problem

Using the highpass filter of HS-MULTI (highspeed) boards show unexpected behaviour. The cutoff frequencies of the highpass filters are higher than the set frequency and the filters show 64% overshoot. These filters are calculated in the FPGA. The FPGA calcuation of these filter stages is not working properly.

Implication

For the 18xx-MULTI board the IEPE mode cannot be used properly for low frequencies. The input coupling is not working correctly in this frequency range. Highpass filters in ranges (0.16Hz - 100Hz) cannot be used properly. Modes with DC coupling can be used without issues

Workaround

Workaround in version 6.6. New AC-Coupling 0.15Hz

Status

Fixed in TRION Version 6.7.3.

2.1.2 ID002 - TRION(3)-18xx-MULTI Highpass Filters (0.16Hz - 100Hz) is distorting the input signal

Problem

Using the highpass filter of HS-MULTI (highspeed) boards show unexpected behaviour. Since implementation of 10th order low pass filters in version 6.2 the TRION API sets wrong registers wrapping around to the address range of the highpass filter. Only the averager takes affect and the filter is not applied properly.

Implication

For the 18xx-MULTI board the IEPE mode cannot be used properly for low frequencies. The input coupling is not working correctly in this frequency range. Highpass filters in ranges (0.16Hz - 100Hz) cannot be used properly. The filtered signal is distorted. Modes with DC coupling can be used without issues. Boards without 10th order Filter are not affected.

Workaround

Workaround in version 6.6. New AC-Coupling 0.15Hz

Status

Fixed in TRION Version 6.7.3.

2.1.3 ID003 - TRION3-1810M-POWER phase mismatch at low samplerate < 10 kHz

Problem

Using samplerates lower 10kHz and changing the Lowpass Filter Settings with TRION3-1810M-POWER boards show unexpected phase jumps of +-800ns between channels.

Implication

TRION3-1810M-POWER cannot be used properly for samplerates < 10 kHz

Workaround

Use samplerates > 10 kHz

Status

Fixed in TRION Version 7.2.

2.1.4 ID004 - Phase mismatch of TRION-POWER-SUB-dLV-5V and TRION-POWER-SUB-dLV-1V

Problem

When using TRION-POWER-SUB-dLV-5V or TRION-POWER-SUB-dLV-1V, there is currently a phase shift of 1.5 microseconds in relation to the high voltage channels. This corresponds to a phase error of 0.027° with a 50 Hz signal.

Implication

There is an additional phase error when using the TRION-POWER-SUB-dLV-5V or TRION-POWER-SUB-dLV-1V for power measurements.

Workaround

Set the delay compensation of the affected channels to 1500ns.

Status

Fixed in TRION Version 7.2.

2.1.5 ID005 - NEXDAQ High-Temperature Operation Instability

Problem

Starting from temperatures of 30°C/86°F Users may experience unexpected behavior, including but not limited to, system crashes, data corruption.

Implication

NEXDAQ cannot be used properly for in specified temperature range 30°C/86°F to 70°C/158°F.

Workaround

Ensure Proper Cooling: Provide Airflow to the device, in order to maintain operating temperatures within the safe range.

Status

Fixed in TRION Version 7.3.

2.1.6 ID006 - TRION3-1810M-POWER / TRION3-18xx-MULTI: Artefacts After Setup Load

Problem

TRION3-1810M-POWER / TRION3-18xx-MULTI sometimes show artefacts (one sample jumps to full scale) on different channels, 10-100 ms after start when loading a setup. In very rare cases this is persistant.

Implication

Channels show artefacts after loading a setup.

Workaround

In case the artefacts are persistent, an OXYGEN restart is required.

Status

Fixed in TRION Version 7.4.

2.1.7 ID007 - TRION3-18xx-MULTI: Artefacts on CAN-OUT Signal

Problem

TRION3-18xx-MULTI shows artefacts on the CAN-OUT signal with TRION version 7.3.

Implication

Artefacts on the CAN-OUT signal are shown with every output samplerate. Higher samplerates show more artefacts. This problem only occurs with TRION version 7.3.

Workaround

Please contact our support team on support@dewetron.com.

Status

Fixed in TRION Version 7.4.

2.1.8 ID008 - DEWE3-x4/DEWE3-M8s: Performance Issue with 10 MS/s sample rate

Problem

Using a DEWE3x4 or DEWE3M8s with a sample rate of 10 MS/s, causes performance issues with the single core CPU load.

Implication

The system shows performance issues leading to loss of data.

Workaround

Statistics data calculation can be deactivated in the OXYGEN menu Triggered Events > Recording Mode > Statistics > Disabled. Alternatively a lower sample rate can be used.

Status

Fixed in Oxygen Version 7.5.

2.1.9 ID009 - TRION3-18xx-MULTI: Board-to-Board Phase Exceeds Specifications

Problem

After restarting an acquisition, TRION3-18xx-MULTI boards may exhibit unexpected phase jumps between different boards.

Implication

The board-to-board phase may exceed the defined specifications.

Workaround

If a phase jump is detected, perform an additional acquisition restart.

Status

Fixed in TRION Version 7.5.1.

2.1.10 ID010 - TRION-SUB-CT: Automatic Offset Compensation delivers wrong offset Values when TRION-18xx-Multi in same system

Problem

After restarting an acquisition, the automated offset compensation action does not fully compensate the offset of the TRION-SUB-CT channels when a TRION-18xx-Multi board is present in the same system.

Implication

SUB-CT channels still show an offset after compensation.

Workaround

Please contact our support team on support@dewetron.com.

Status

Fixed in OXYGEN and TRION Version 7.6.2.

2.1.11 ID011 - TRION3-1820-ACC-8-MD: Sometimes acquisition wont start (OXYGEN and TRION 7.6.0)

Problem

Acquisition on TRION3-1820-ACC-8-MD does not start with firmware 0054. This can happen in the selftest feature of DEWETRON Explorer or in OXYGEN.

Implication

Only NaN values are shown in the channel list of OXYGEN. Acquisition does not start.

Workaround

A downgrade to firmware 0050 solves the issue. This can be done by installing DEWETRON-TRION-Applications-7.5.1.exe. Please downgrade only if you are affected by this issue.

Status

Fixed in OXYGEN and TRION Version 7.6.2.

2.1.12 ID012 - TRION-SUB-XV sometimes measure wrong data or show no samples at all (OXYGEN and TRION 7.6.1)

Problem

TRION3-POWER used with TRION-SUB-XV sometimes does not measure correct data or shows no samples at all. This only happens in DEWE3 systems without advanced timing features like PTP, IRIG or GPS.

Affected Systems: - Hardware: DEWE3 systems without DEWE3-OPT-DIO, -GPS, -IRIG/PTP, -CAN equipped with TRION-SUB-xV - Software installed: TRION Applications R7.6.1

Implication

It is possible that TRION-SUB-xV delivers wrong constant data instead of measurement values. A Power cycle is required to fix the issue.

Workaround

A downgrade of the TRION3-CONTROLLER firmware to version 0012 solves the issue. This can be done by installing DEWETRON-TRION-Applications-7.5.1.exe. The firmware can be downgraded via DEWETRON Explorer. Please downgrade only if you are affected by this issue.

TRION 7.5.1 download <https://ccc.dewetron.com/dl/682d75cd-5760-4e6b-a440-4d99d9c49a3c>
OXYGEN 7.5.1 download <https://ccc.dewetron.com/dl/682d9a9c-a634-4f5f-9b4b-430dd9c49a3c>

Status

Fixed in OXYGEN and TRION Version 7.6.2.

2.1.13 ID013 - OXYGEN-NET: Slave system does not start acquisition (OXYGEN and TRION 7.6.1)

Problem

In an OXYGEN-NET setup the slave measurement node does not show data on multiple boards.

Affected systems: - Hardware: Multiple systems in an OXYGEN-NET configuration - Software installed: TRION Applications R7.6.1 and OXYGEN R7.6.1

Implication

The data acquisition may not start.

Workaround

Please downgrade to DEWETRON-TRION-Applications-7.5.1.exe and OXYGEN 7.5.1.

TRION 7.5.1 download <https://ccc.dewetron.com/dl/682d75cd-5760-4e6b-a440-4d99d9c49a3c>
OXYGEN 7.5.1 download <https://ccc.dewetron.com/dl/682d9a9c-a634-4f5f-9b4b-430dd9c49a3c>

Status

Fixed in OXYGEN and TRION Version 7.6.2.

2.1.14 ID014 - Frequency Out option on DEWE3 system controller does not work correctly (OXYGEN and TRION 7.6.2)

Problem

With TRION Applications 7.6.2 the Frequency Out option on DEWE3 system controller does not work.

Implication

Frequency out with chassis controller v2 is always 11~12 Hz regardless of the setting. This may affect systems that use this output for synchronization with cameras.

Workaround

Please downgrade to DEWETRON-TRION-Applications-7.5.1.exe and OXYGEN 7.5.1.

TRION 7.5.1 download <https://ccc.dewetron.com/dl/682d75cd-5760-4e6b-a440-4d99d9c49a3c>
OXYGEN 7.5.1 download <https://ccc.dewetron.com/dl/682d9a9c-a634-4f5f-9b4b-430dd9c49a3c>

Status

Fixed in OXYGEN and TRION Version 7.7

2.1.15 ID015 - TRION-SUB-XV DC-Accuracy Problem (TRION 7.7.0)

Problem

The Offset of the 0.6V and 6V range can exceed the specification by a factor of 2.

Implication

It is possible that TRION-SUB-xV delivers wrong data for DC measurements.

Workaround

A downgrade of the TRION3-18xx-POWER firmware to version 0078 solves the issue. This can be done by installing DEWETRON-TRION-Applications-7.6.2.exe. The firmware can be downgraded via DEWETRON Explorer.

Status

Fixed in OXYGEN and TRION Version 7.7.1

2.1.16 ID016 - MSI - TEDS overwritten upon loading an OXYGEN setup (OXYGEN 7.0.0 - 8.0.0)

Problem

When loading an OXYGEN setup containing MSI modules, the TEDS information of the MSI modules is applied to all connected MSI modules. If the MSI was exchanged before the setup was loaded, the TEDS information of the previously connected MSI is applied to the new MSI module overwritting its original TEDS information.

This does not happen when the MSI change is done while OXYGEN displays the channel list where a periodic TEDS scan is performed. In this case the TEDS information of the new MSI is read and applied correctly.

Implication

It is possible that TEDS and MSI sensors get their TEDS information overwritten by the TEDS information of a previously connected MSI module when loading an OXYGEN setup. This can lead to wrong sensor information and wrong scaling of the measurement data.

Workaround

The user should enter the channel list when exchanging TEDS sensors or MSI modules. The periodic TEDS scan will read the correct TEDS information and apply it to the channels. Loading the setup will not overwrite the TEDS information in this case.

Status

Fixed in OXYGEN and TRION Version 8.1.0

2.1.17 ID017 - Oxygen Screen Artefacts visible on DEWETRON chassis.

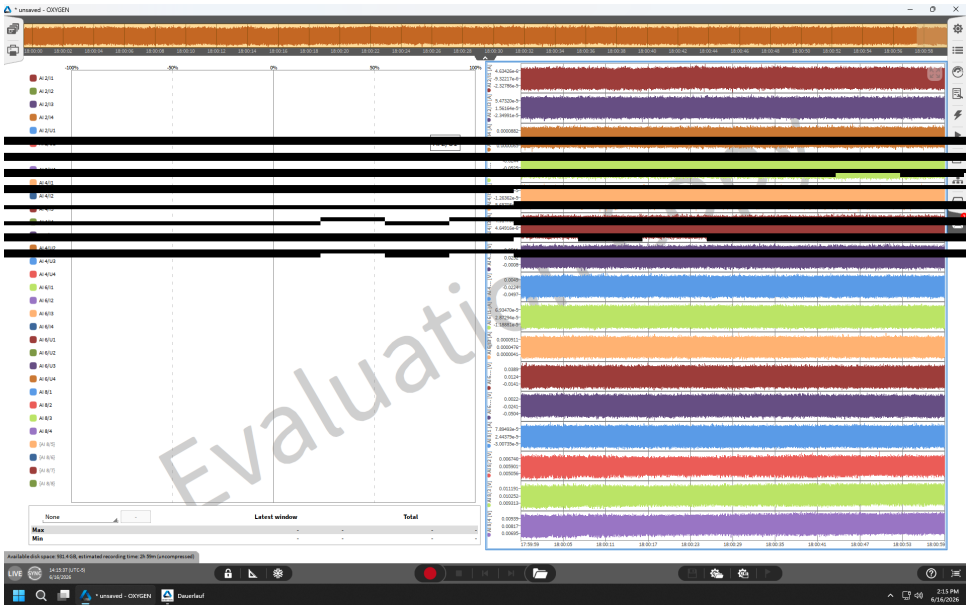

Fig. 2.1: Oxygen Screen Artefacts

Problem

Oxygen has random screen artefacts after running for a while on DEWETRON chassis. The artefacts are visible on the screen and can be seen in screenshots. The artefacts are not visible in the recorded data and do not affect the measurement.

Implication

The artefacts are only visible on the screen and do not affect the measurement. The artefacts can be seen in screenshots and may be disturbing for the user.

Workaround

Resetting the Windows Grafics Driver (WDDM) or restarting Oxygen will remove the artefacts. The artefacts may reappear after a while. The driver can be reset by pressing the key combination “Windows + Ctrl + Shift + B”. This will reset the graphics driver and remove the artefacts.

Status

There is currently no fix for this issue.