

Thursday, 8 December 2011 - relates to LogTag Analyzer Version 2.2 (R20)

We are pleased to announce the latest update for LogTag Analyzer, available as version 2.2.

If you are upgrading from an earlier version please carefully read this guide, as it contains important information which will help you keep your software operating correctly.

## **Background**

Since the introduction of the Chinese Language into LogTag Analyzer the software has always been available in two version:

- an "ANSI" version that relied solely on the computer's code page to display characters and has a limited character set for each country, but has a small download size, and
- a "Unicode" version, which is able to support a much larger character set, but is also larger in download size.

It is now no longer feasible to maintain these two separate versions, so from <software\_version> 2.2 onward the ANSI version is no longer offered for download. We have made the transition from the ANSI version to the Unicode version as seamless as possible, however there are still some topics we would like to bring to your attention as they could affect the way your system is operating. These issues primarily revolve around upgrading from versions prior to LogTag Analyzer 2.0 and when using the Digital Signatures Suite.

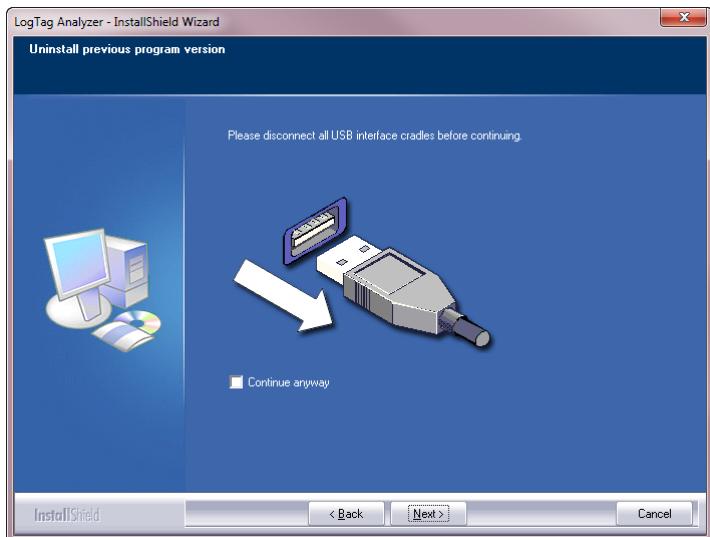
## **LogTag® Settings Editor**

Starting with LogTag Analyzer version 2.2 you will need to use the LogTag® Settings Editor created for the Unicode version. For download locations please refer to the download links page of the website. LogTag Analyzer version 2.2 and later will not read a file named [UploadSettings.dat](#), the file must be called [UploadSettingsU.dat](#).

## **Upgrading from versions 1.9 or earlier**

Starting with version 2.0 some changes in the file structure make it necessary to silently un-install any version 1.9 or earlier and re-install a brand new version. This also requires the removal and re-installation of the USB drivers. As a result it is necessary to unplug your USB interfaces when performing an upgrade from version 1.9 or earlier to version 2.2. If an interface is still connected during the upgrade process the drivers cannot be de-registered and you will have to perform a manual driver re-installation after the upgrade has finished. To avoid this, you must remove all interfaces during the upgrade process.

The installer will display a warning message during the upgrade process to unplug all interfaces:



You will only be able to continue the process once all interfaces have been disconnected.

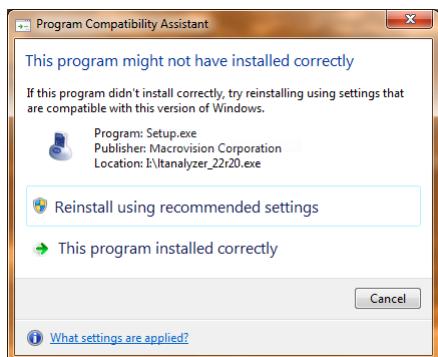
On rare occasions Windows incorrectly reports an interface as still being connected. If the installer displays the above window for an unusually long time without any activity, but you are sure you have removed all interfaces, place a check mark in the "Continue anyway" tick box and click [Next >](#).

If you ignore this warning and decide to continue anyway while USB interfaces are still connected, you will need to manually install the drivers for the interfaces through the device manager.

Your general preference settings will not be affected, you may however wish to check the correct COM ports are set in **Edit - Options - Communication ports**.

## Program Compatibility Assistant

On rare occasions, and predominantly in Windows 64 bit operating systems you will see a message from the Program Compatibility Assistant suggesting the program may not have installed correctly after you pressed finish in the last screen of the installer, especially if you have started the software before plugging a USB interface back into the USB port. This is a known problem with Windows, but beyond our control.



The program has in fact installed correctly, but the installer has not received notification the USB drivers have been re-installed. Typically this is accompanied by a message requesting you to re-start your system. In this case simply click **This program installed correctly** and re-start your computer, and LogTag Analyzer will be working correctly after the re-start.

## ***Mandatory Upgrade of the Digital Signature Suite***

If you are using the LogTag® Digital Signature Suite for compliance with FDA 21 CFR 11 you **must** upgrade the User Server program to version 1.2 at the same time you upgrade the LogTag Analyzer client installations to version 2.2.

Clients running LogTag Analyzer version 2.2 **will not** be able to log in to an already installed User Server software version 1.1 or below, hence will not be able to use LogTag Analyzer until User Server is upgraded.

Please visit the Digital Signatures download page from where you originally downloaded your version or contact LogTag Recorders through the support page on the website. You will also be able to download additional information regarding the upgrade process of User Server.

To read log files created with version 1.2 User Server you will require Event Viewer 1.1. You can download this from the same page as User Server.

Once you have upgraded your User Server software to version 1.2 to enable clients using LogTag Analyzer 2.2 or later connecting to it, you **must** also upgrade LogTag Analyzer on all other client computers connected to the same User Server version.

Connecting to User Server version 1.2 with LogTag Analyzer 2.1 or earlier may initially appear to work, but can have unpredictable results, as the character encoding between the two versions is not synchronised. This could potentially result in the loss of log information and therefore invalidates the integrity of the digital signatures applied to data files.

If you cannot upgrade all clients, you may run two User Server installations and connect the clients accordingly. You **may not**, however, run two User Servers from the same workstation; you may use two different workstations or virtualised servers on different sub-nets.