

Date: September 10, 2018
CSB No.: 2018-04
Title: QUIKLOOK 3-FS Encoder Not Supported
Affected Products: QUIKLOOK 3-FS Model 160600E
QUIKLOOK FS Version 2016.365 or Older
Severity: Critical

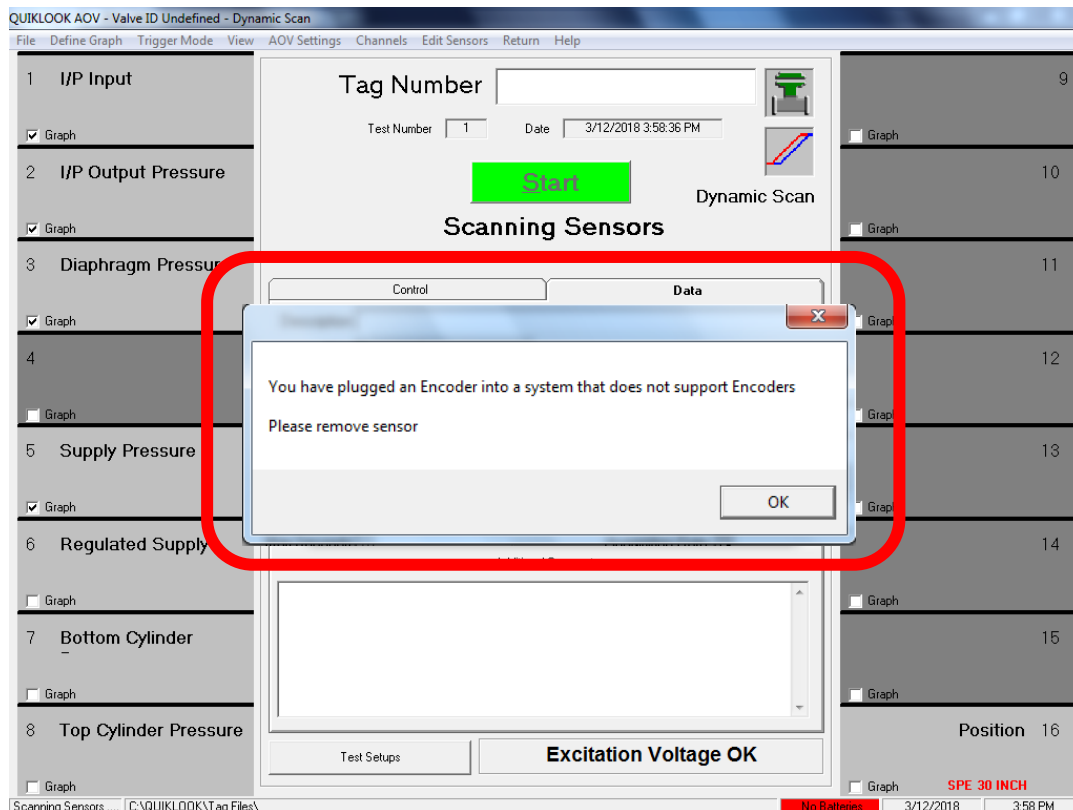
Issue Description:

Teledyne Lecroy Test Services (TLTS) recently issued Software Error Notice 2016.365.1 which documents an issue where the digital channels on QUIKLOOK 3-FS acquisition systems (PN 160600E) become disabled, preventing the system from acquiring data from digital encoder sensors. When a linear or rotary encoder is plugged into digital channels 15 or 16, the system displays a warning stating that “You have plugged an encoder into a system that does not support encoders. Please remove sensor.” This issue occurs because QUIKLOOK FS cannot locate files needed to initialize the digital encoder boards.

There are two resolutions for this issue: Install the software patch distributed with this Customer Service Bulletin, or upgrade the acquisition software to QUIKLOOK FS version 2017.278. Please contact TLTS Quality Assurance at *Richard.Shannon@Teledyne.com* if you wish to upgrade to QUIKLOOK FS 2017.278.

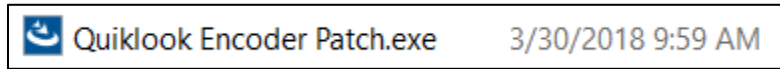
Solution:

To resolve this issue, follow the instructions below to install the “**QUIKLOOK FS Encoder Patch**” distributed with this Customer Service Bulletin. **This software patch is required on all QL3FS acquisition systems (PN 160600E) equipped with encoder channels that are running QUIKLOOK FS version 2016.365 or older. Failure to install the patch may prevent the user from acquiring data on digital channels.**

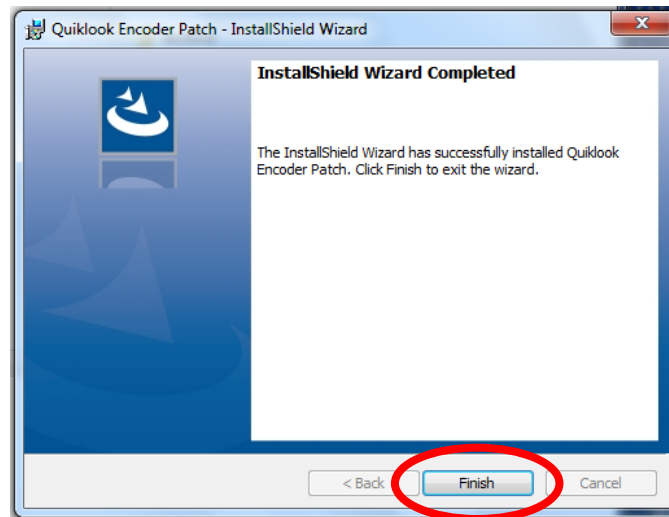
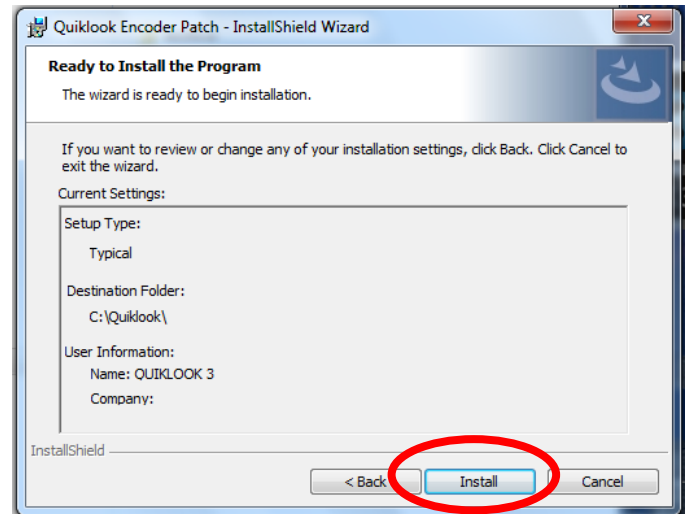
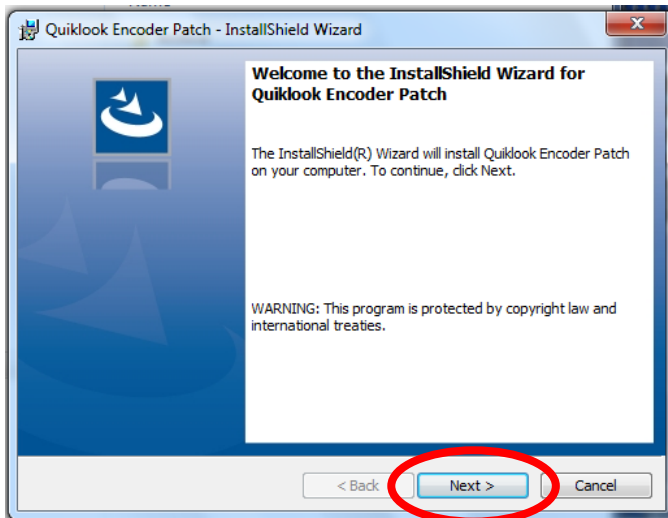


Procedure to install the patch

1. Load the patch installer onto a thumb drive that has been sanitized.

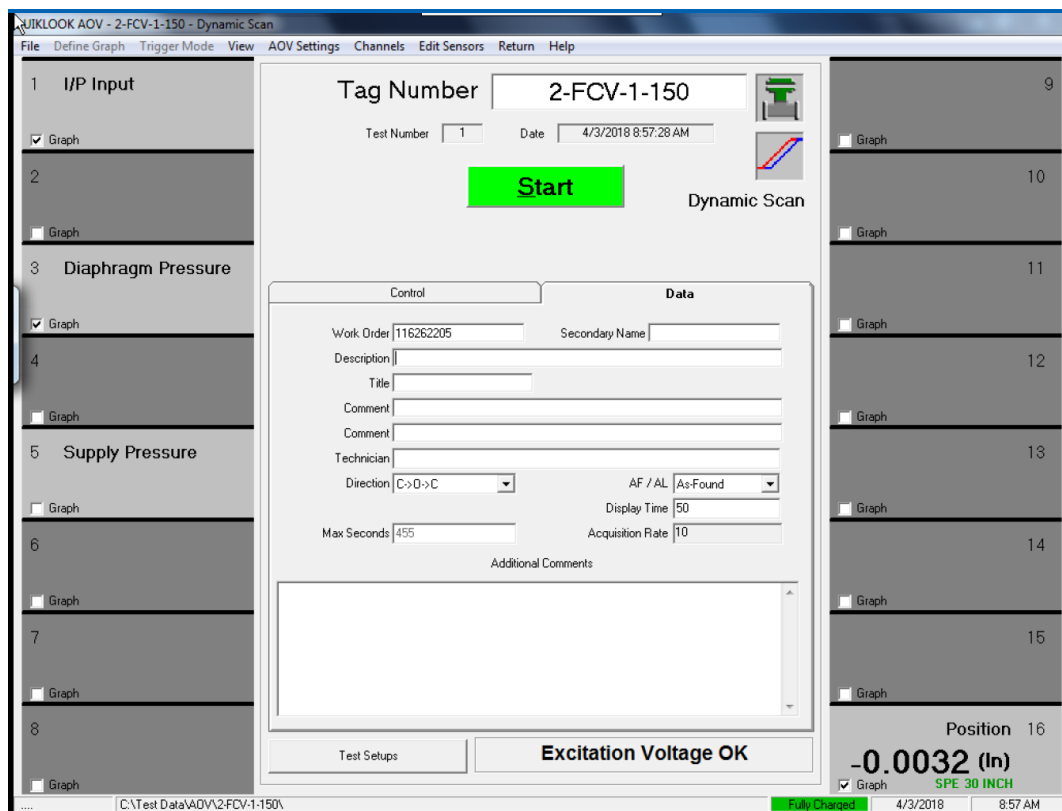


2. Turn on the QL3FS acquisition system. Close the QUIKLOOK FS program after it starts automatically.
3. In Windows Explorer, navigate to the thumb drive and locate the installer “QUIKLOOK Encoder Patch”. Double click to start the installation process. Shut down the QL3FS when the installation is complete.



Procedure to verify the patch (Optional)

4. Turn on the QL3FS acquisition system. Close the QUIKLOOK FS program after it starts automatically. Do not go to the acquisition screen on initial launch.
5. Connect digital encoder sensor (linear or rotary) into channel 15 or 16.
6. In Windows Explorer, find a test file or tag file that is stored outside of the C:\QUIKLOOK directory (example: C:\Test Data\MOV).
7. Double click the test file or tag file to automatically launch QUIKLOOK FS.
8. Navigate to the Acquisition screen and confirm the sensor is recognized successfully. Move the digital sensor to verify the channels are functioning correctly. Note that channel 15 or 16 will need to be set to "Active" in order to acquire data.



Customer Action Required:

Please contact TLTS if you need additional assistance with this software patch.

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