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#AS219 - Known Issues for AcqKnowledge

This Application Note describes known issues for current AcqKnowledge software releases.

Windows OS

- [AcqKnowledge 3.8.1](#)
- [Lab Assistant GLP](#)

Macintosh OS

- [AcqKnowledge 3.9.0](#)
- [Lab Assistant GLP](#)

See also: [System compatibility](#)

AcqKnowledge 3.8.1 - Windows

A. Stimulator Setup and Firmware version v1.1.12.

When you use the STMISOC/E to output a square wave from -10V to +10V, you must set the Manual Control for the appropriate Analog output channel (analog output that the stimulator is connected to) to -10V to provide the full 20 volt range.

- If you do not adjust the Manual Control, the output will start at 0 and then drop to -10V before going to +10V; this output creates an aberrant waveform that impacts the performance of the STMISO units.

B. Graph Window Visibility

Issue: Graph windows may open without a visible title bar or close box.

Work-around: Window > Tile.

C. Original Data Backup

Issue: Append markers are not preserved upon backing up

data with Original Data Backup.

D. Selected Area Measurements

Issue: *AcqKnowledge* does not include the final sample of the selection when exporting the selected area only. This is endemic to all of the selected area file export utilities, including file compression (measurements for a selected area in the original graph will not match the compressed file).

Work-around: Select one additional data point in the original graph. (When *AcqKnowledge* extracts a selected area, it computes the two endpoints of the selection and uses a less than condition when determining the range of data to be saved, which saves all the samples in the selection except for the final sample.)

E. Time Stamp Duplicates

Issue: Two Time Stamps are generated if Event marker (fixed and sequential) labels are edited during data acquisition.

Work-around: Do not insert the Time Stamp when editing marker labels, and/or manually delete duplicates.

F. Windows Service Pack 2 - *AcqKnowledge* 3.8.1 Installation

Issue 1: Windows Security Alert issue: The firewall for XP SP2 will be triggered as soon as ACK 381 using MP150 UDP is launched, and a Windows Security Alert dialog will be generated.

Work-around: Click on “Unblock” to allow ACK 381 to function as designed.

Issue 2: New Hardware Wizard prompt issue: When installing the USB1W device into the machine for the very first time, a New Hardware Wizard prompt will be generated.

Work-around: *AcqKnowledge* 3.8.1 is fully functional under Windows XP Service Pack 2. The last option is recommended, but you

can select any of the three options for the USB1W device installation.

G. Rewind & Erase Functionality

Issue 1: Edit commands issue: After Rewinding and erasing an appended segment, Edit>Cut and Edit>Clear do not function.

Issue 2: Merged graph marker issue: Using Rewind in a merged graph file will erase all markers and marker labels except the first one.

H. Wave Data negative values

Issue: Wave data copied into older versions of Word using Edit Clipboard>Wave data has the negative sign "-" after the value.

Work-around: Update Word or export values and open in Excel or Word.

I. Find Peak>Display Measurement as Graph does not display all measurements boxes set up for graph.

Issue: Channels are displayed for the measurements boxes that are visible in the graph, but channels are not displayed for measurement boxes that are out of the visible graph area because the graph size has been adjusted.

- For example, if multiple rows of measurements boxes are set up and multiple data views are open, not all of the measurement boxes are displayed.

Upon performing Find Peak with Display Measurements as Graph enabled, channels will be created for the measurements boxes that are visible, but channels will not be created for any measurement boxes that are out of view.

Work-around: Resize display to show all measurement boxes before using the Find Peak>Display Measurements option.

J. Print to File...Browse

Issue: The Print dialog does not include a "Browse..." location option if "Print to file" is selected.

Work-around: Manually type the root path to the desired location, such as "C:\My Documents\BIOPAC Data"

K. Dual-monitor / Single monitor Setup

Issue: *AcqKnowledge* will not be displayed if it was launched first with a dual monitor and then with a single monitor if the secondary monitor is disconnected. The program will start and will exist on the taskbar but not on the Desktop. The program is located off screen.

L. Merged graphs

Issue 1: Merging data files may distort the data in the merged file.

Issue 2: Using the "Autoscale" function in a merged graph may lockup the program.

M. Integrate-RMS - Calculation Channel scaling

Issue: Scaling is not applied for the online Integrate-RMS function (for Calculation Channel: Integrate) after the defaults are adjusted.

Default scaling is **Cal 1:** Input 10, Scale 10; **Cal 2:** Input -10, Scale -10.

Work-around 1: Set up an Equation Generator channel to scale the data. Use the following formula with default scaling:

$$A*(integrate-RMS)$$

where $A = (\text{Mapped Value})/(\text{Input Value})$
for Integrate channel scaling

Work-around 2: Set up an Equation Generator channel with the following formula with the desired scaling:

$$1*(integrate-RMS)$$

N. Save as MAT format

Issue: After saving an *AcqKnowledge* format file as a MAT format file, data may be distorted.

O. Resampled channels

Issue: If a file was resampled offline (post-acquisition) and then saved, data may be distorted when the file is opened.

P. Adding Hardware to Dual Stimulator & Variable Rate Setup

Issue: If hardware is added to an acquisition setup that uses the Dual Stimulator and Variable Rate functions, the program may crash when the "Start" button is pressed.

Q. Unequal file lengths

Issue: *AcqKnowledge* does not read *.ACQ files with unequal waveform lengths correctly. Unequal waveforms may be generated via copy/paste, merge graphs, or another application (such as *AcqKnowledge* for Mac OS or 3rd-party software).

Lab Assistant GLP - Windows

A. Keystroke Shortcut

Issue: Ctrl+T does not invoke AutoPlot.

Work-around: Use the menu command instead of the keystroke.

B. Modification Log

Issue 1: Selecting Print clears any highlight in the modification log, which deactivates the "Selection" option for printing and forces the entire log to be printed.

Work-around: Export the log and then open and print in Word or Excel.

Issue 2: If a Modification Log was displayed upon file Save, that log is not displayed upon reopening the saved data file.

Work-around: Manually display the log after opening the file.

Issue 3: Deleting via backspace does not specify deletion. When deleting text from a journal using "selected text +backspace" the modification log entry is "Typing text into Journal" with no indication of resulting delete.

Work-around: Use the "Delete" key instead

of the backspace key; the modification log entry is "Clearing text in Journal" when the Delete key is used.

C. Manual Logging window

Issue: Data plotting for Rate>Mean Value and Rate>Area calculation channels draws flat lines when the GLP Manual logging window is open.

AcqKnowledge 3.9.0 - Mac

A. Original Data Snapshot

Issue: Append markers are not preserved upon backing up data with Original Data Backup.

B. Selected Area Measurements

Issue: *AcqKnowledge* does not include the final sample of the selection when exporting the selected area only. This is endemic to all of the selected area file export utilities, including file compression (measurements for a selected area in the original graph will not match the compressed file).

Work-around: Select one additional data point in the original graph. (When *AcqKnowledge* extracts a selected area, it computes the two endpoints of the selection and uses a less than condition when determining the range of data to be saved, which saves all the samples in the selection except for the final sample.)

C. Wave Data negative values

Issue: Wave data copied into older versions of Word using Edit Clipboard>Wave data has the negative sign "-" after the value.

Work-around: Update Word or export values and open in Excel or Word.

D. Display Measurement as Graph - visible boxes only

Issue: Find Peak>Display Measurement as Graph does not display all measurements boxes set up for graph. Channels are displayed for the measurements boxes that are visible in the graph, but channels are not displayed for measurement boxes that are out of the visible graph area because the graph size has been adjusted.

- For example, if multiple rows of measurements boxes are set up and multiple data views are open, not all of the measurement boxes are displayed.

Upon performing Find Peak with Display Measurements as Graph enabled, channels will be created for the measurements boxes that are visible, but channels will not be created for any measurement boxes that are out of view.

Work-around: Resize display to show all measurement boxes before using the Find Peak>Display Measurements option.

E. Naming convention for hard drive and folders under Japanese OS or other Asian-language OS

Issue 1: The naming convention for Operating System libraries for Carbon-based applications may be incompatible with *AcqKnowledge*. Due to limitations in Carbon, *AcqKnowledge* cannot function properly if it is installed into a location that has double-byte characters anywhere in its fully qualified path. The fully qualified path includes the name of the hard drive, Applications folder, or any folder enclosing the *AcqKnowledge* application.

Work-around: Use single-byte characters (e.g. characters of the Latin alphabet) in hard drive name and folder names.

Issue 2: DLC cannot be used (as an alternative to the recommended UDP setup) if the hard drive or folder with the *AcqKnowledge* application has accented characters, symbols, or double-byte characters. Due to Mac OS X limitations, if the path to *AcqKnowledge* contains foreign language or symbolic characters, the DLC MP150 communications option cannot be used.

Work-around: Use the recommended UDP setup for MP150 communications. If DLC is the only workable option, remove all non-alphanumeric characters from the names of hard drives and folders containing the *AcqKnowledge* application.

Lab Assistant GLP - Mac

A. Modification Log

Issue 1: Modification Log: Selecting Print clears any highlight in the modification log, which deactivates the "Selection" option for printing and forces the entire log to be printed.

Work-around: Export the log and then open and print in Word or Excel.

Issue 2: Modification Log: If a Modification Log was displayed upon file Save, that log is not displayed upon reopening the saved data file.

Work-around: Manually display the log after opening the file.

B. Manual Logging window

Issue: Manual Logging window: Data plotting for Rate > Mean Value and Rate > Area Calculation channels draws flat lines when the GLP Modification Log window is open.

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