

IMPORTANT VR3 ADVISORY

DATE/TIME ISSUES IN FIRMWARE VERSIONS PRIOR TO VERSION 13

VR3 users are strongly advised to upgrade their VR3 receivers to the latest firmware.

“What’s the problem?”

VEMCO has become aware of two known issues caused by a VR3-UWM reset condition for firmware prior to version 13:

- “Calendar Roll-Over” error that occurs in specific circumstances when the VR3 attempts to read the date and time from the RTC after a reset has occurred.
- “24 hour offset” error that is a consequential result of the Calendar roll-over issue, which involves a leap year (e.g. 2012, 2016, 2020, etc.).

These errors only happen after a reset has occurred and does not occur during normal operation of the VR3. VEMCO has resolved issues in receivers that have been manufactured or upgraded with receiver firmware version 13 or greater, but the Calendar Roll-Over and 24 hour offset issues will be present in VR3 receivers with earlier versions of receiver firmware.

“How do the issues affect my data?”

Calendar Roll-Over

If a VR3 which has not had the firmware upgraded to at least version 13, and encounters a reset condition after January 1, 2010, and is not subsequently initialized with the proper time and date, all events will be recorded as having the year plus 6 years (e.g. 2010→2016, 2011→2017, etc.).

24 hour offset

Due to a leap year in 2016, all detections recorded after February 28th 2016 (i.e. February 29th) will exhibit a 24 offset.

“When does a reset condition occur?”

The VR3 will enter a reset condition when:

- The battery is disconnected and/or reconnected
- The battery is nearing its end-of-life or is malfunctioning
- An internal VR3 error or malfunction occurs within the VR3

“Who needs to be aware of these issues?”

All VR3 users using firmware version 12 or lower need to be aware of these issues.

Proposed Solution

In early 2009, VEMCO began a program of upgrading receivers with new firmware that is capable of detecting new coding techniques from VEMCO. The new coding techniques have been developed to enable hundreds of thousands of unique tag IDs. As part of this upgrade for the VR3s, several enhancements have been made to improve the user experience with the receiver. Receivers that have been manufactured or upgraded to firmware version 13 or higher will not experience this issue; therefore, users are strongly advised to upgrade as soon as possible. In the meantime, the following provides solutions for working around the issue:

1. After reconnecting a battery to the VR3, update the VR3's time using the VR3 Host Software (VR3HS)
2. When uploading from each VR3, update the VR3's time using the VR3HS
3. If data files are tagged with dates containing the year 2016 or greater, contact VEMCO Support, for assistance with post-processing to correct the issue.

VEMCO has modified and released updated firmware for the VR3 to correct this problem. This firmware requires that the VR3s have been upgraded by VEMCO, to the new Global standard, prior to installing the new firmware.

If you require assistance with correcting data files, discussing options for upgrading your VR3s or if you have any other questions; please contact VEMCO Customer Support (support@vemco.com , +1-902-450-1700).