

IMPORTANT VUE SOFTWARE ADVISORY

In May 2009, Vemco released new VR2W firmware and VUE PC software to support our new global coding schemes (www.vemco.com/pdf/vr2w_advisory.pdf). Notices posted in our newsletters, websites, advisories, and on labels affixed to new VR2W receivers stated the need to upgrade the firmware in all VR2W receivers and to upgrade VUE software on all laptops and PCs.

However, as a result of known issues being encountered, this advisory is being issued to provide specific detail of serious consequences that can arise if the firmware in your VR2W receivers is not upgraded to version 2.0 or higher and/or you, your staff, or collaborating researchers are not uniformly running VUE version 1.6 or higher.

Serious consequences can arise if **VR2W firmware 2.0 or higher** is not installed and/or **VUE 1.6 or higher** is not uniformly being used by all involved with the data.

Known Issues:

- Failure to uniformly upgrade the firmware in all VR2Ws to version 2.0 or greater may cause the receiver and/or VUE to not recognize transmitters that use Vemco's new coding schemes.
- Failure to consistently and uniformly upgrade to VUE 1.6 or greater may result in misinterpretation of data. As a consequence, data files (VRLs) collected with newer versions of VUE (1.6 or greater) which are subsequently imported into databases using the older versions of VUE (prior to VUE 1.6), may result in misinterpretation of IDs and other data. This is of particular importance to users who run VUE on multiple PCs and to collaborators sharing data.

If you believe that you have been using versions of VUE older than VUE 1.6, please see the attached instructions on identifying and fixing such instances.

If you have any questions or require assistance, please contact Vemco Customer Support at support@vemco.com or by telephone at +1-902-450-1700.

Instructions for New VR2W Files in Databases Using VUE Versions Earlier Than 1.6

The following are instructions for identifying and fixing problems caused by importing new VR2W files into databases using VUE software versions that are earlier than version 1.6.

When the problem occurs

The problem occurs when VR2W files are uploaded in VUE version 1.6 and greater and then subsequently imported into a database using versions of VUE that are less than (older than) version 1.6. The problem specifically occurs only when all of the following conditions are true:

1. The VR2W that was uploaded was running firmware version 2.0 or greater.
2. The version of VUE used to upload the data is version 1.6 or greater.
3. The uploaded VR2W file (VRL) is subsequently imported into a database running on a version of VUE that is less than version 1.6.

If you and all collaborating researchers have uniformly upgraded to VUE version 1.6 or greater on all platforms (desktop & laptops), then this problem will not occur.

Who needs to take particular note

Customers who may be affected are those who have installed VUE software on more than one platform (desktop & laptops) and customers who share data with other VUE users.

What occurs

Uploading files from VR2W receivers running firmware version 2.0 or greater requires that VUE version 1.6 or greater be used. If the uploaded VRL files are subsequently imported into a database running on versions of VUE prior to version 1.6 then the ID numbers of detected transmitters in the database will be 1 less than the true ID of the detection.

Proposed Solution

The VR2W VRL files that are used to generate the database are correct so the problem can be fixed. The problem exists when older versions of VUE attempt to interpret files that were generated by newer versions of VUE.

To fix the problem:

1. Make a backup of your existing .vrl and .vdb files.
2. Install VUE version 1.6 or greater.
3. Open the new version of VUE and perform the following steps:
 - a. Import the database that was previously generated using an older version of VUE.
 - b. Select appropriate option (see following page) based on firmware version used in VR2W receivers when VRL files were created. If you are not aware or are uncertain of what VR2W firmware was in use for your VRLs, please use Option i. If you are

IMPORTANT:

Make a **backup copy** of your existing **.vrl** and **.vdb** files before proceeding.

certain of the VR2W firmware in use for your VRLs, then please follow Option ii.
TIP: you can check the VR2W firmware version in use for each of your VRL files by using the 'Tools->Inspect VRL Files' function available in the VUE toolbar. The firmware version is found immediately after the 'FW:' in the 'Version:' line of the displayed Inspect VRL Files window.

Option i: From within VUE, remove/delete all VR2W VRL files from the database.

Remove/delete the VRL files from only the database. Do not delete the VRL files from your computer.

Option ii: From within VUE, remove/delete all VR2W VRL files from the database of VR2W receivers that are running firmware version 2.0 or greater.

Remove/delete the VRL files from only the database. Do not delete the VRL files from your computer. Receivers with Serial Numbers greater than 105795 were shipped from the factory with V2.0 or greater and therefore MUST be deleted from the database. Similarly, if you have upgraded the firmware in other VR2Ws or have received a repaired VR2W from Vemco since May 2009, then the VRL files for those units must be deleted from the database and reimported using VUE version 1.6 or greater as well.

c. Re-import the VRL files that were deleted in the previous step back into the database.

TIP: All the VRL files can be selected as a group and be imported at one time.

4. Please note that this process will re-import all detections for those files. If you had previously deleted certain detections from your database using the older version of VUE, you will need to delete them again in the reconstructed database.

Vemco can assist with performing these upgrades through telephone call support, interactive web-based support directly with you and your computer or by sending your files to us and we will supply an upgraded database back to you. If you have any questions or would like assistance with performing the upgrade, please do not hesitate to contact Vemco Customer Support at support@vemco.com or by telephone at +1-902-450-1700.