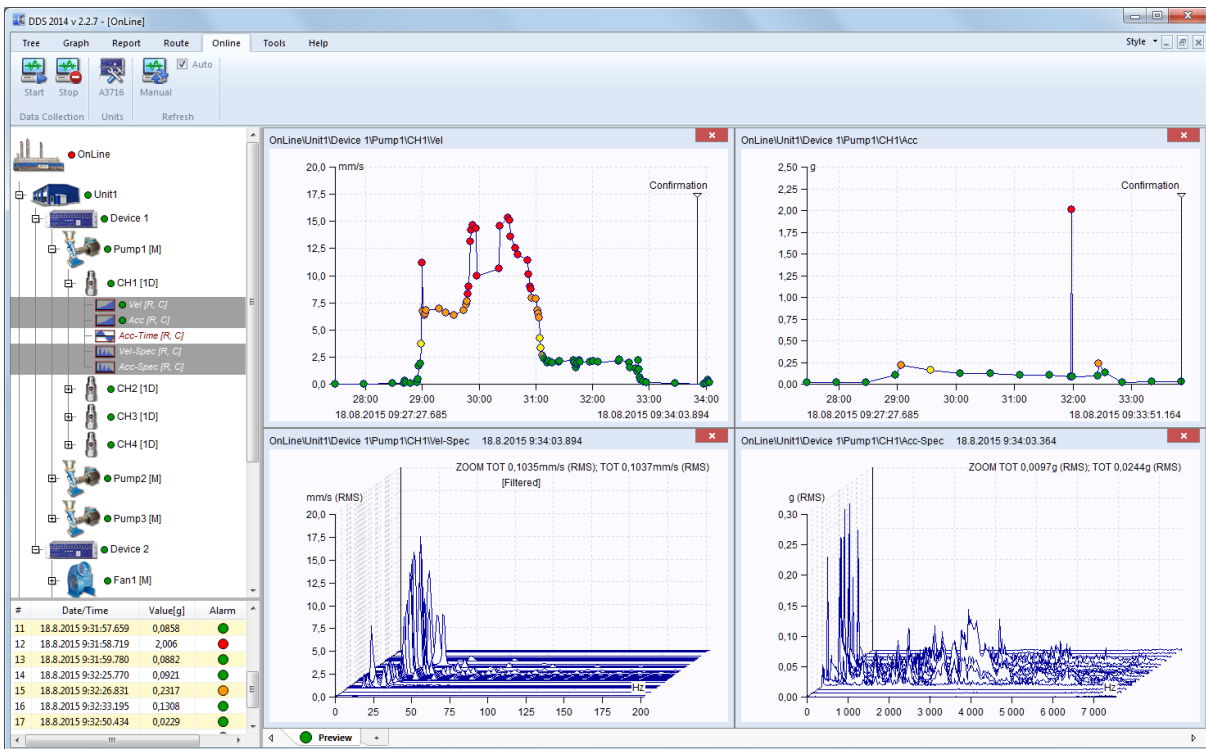# FAQ – Frequently Asked Questions

DDS
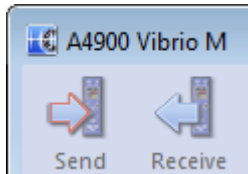
Content:

Vibrio M/MP/Ex

I can not connect Vibrio M with DDS
(options to send/receive route are not enabled)

- Check the USB cable connection between Vibrio M and PC.

- Make sure that "USB Serial Converter" appears in Device Manager/USB once you connect the instrument to PC.

- Install latest USB/FTDI Driver

- Disconnect the Vibrio, close DDS, wait a few seconds and then run DDS / connect Vibrio.

- Do you have Vibrio M?
Cheaper Vibrio version does not contain the memory. Therefore you can not store the data into the device nor DDS software. Press and hold the power button to see the firmware version of your device. You can see for example Ver.:V4.591-**M**.b4z. If the **M** character is missing and you see only Ver.:V4.591.b4z, then you don't have the Vibrio with memory. Contact your distributor regarding the upgrade to version with memory.

Send/Receive buttons ends with error when pressed

- Vibrio M idevice must be switched on and must be in one of the measurement screens (can not be in the Menu…)

I can not measure temperature

- Make sure that you have the latest Vibrio / Vibrio M firmware. Temperature measurement is supported from Firmware version 4.40 and newer.

- Do you have the IR temperature sensor on the top panel of Vibrio / Vibrio M? Older devices did not have the temperature sensor. Vibrio M Ex also does not support temperature measurement.

Vibrio MP

I can download only static data (overall values)

- Download and install the latest DDS software version.

I can not measure route measurements

- Vibrio MP enables you to measure from two types of sensors: Proximity and Acceleration sensor. You can select the sensor type during Vibrio MP start up. You can create a route tree in DDS and perform a route measurement if you will select acceleration sensor. However using proximity sensor allows you to save only off-route readings. It is not possible to create route tree for proximity sensor.

VA4

How to measure from multiple channels simultaneously

- Use 2D/3D meas. points

- Use Meas. Groups function

SQLite tree

I have the "Err putting data" error message

The database file(.ndb) is read-only
-        Check if the file does not have "Read-only" flag

-        Check if the current user has permissions to write into this file (e.g. user Everyone has write permissions)

MS SQL server

I can not see option to Create/Add

- Enable this option in Global Options/Allow MS SQL Server

- Install driver for SQL server database (SQL Server Native client 11.0/10.0)

HASP (USB license key)

I have the "Failed to delete fridge token 65536" error message

- Run the application as an Administrator in the first run -> Right click on app icon and press "Run as administrator".

Reports

Alarm colors are not printed

- The Internet Explorer software is used for report printing. To enable this you have to enable colors printing in Internet Explorer settings.
IE - Options/Print/Page setup/Paper Options -> check "Print Background Colors and Images"