



TapWatch 3 Release Notes Version 2.x.x

Release Version 2.3.9

Read This First

Perform a Backup

Before beginning the installation process, Inovonics strongly recommends the following:

- To make sure no critical data is lost during the installation process, backup the TapWatch.sdf file or SQL database located in the C:\ProgramData\Inovonics\TapWatch3 directory.

Note: Complete instructions for performing a database backup and checking the database maintenance settings are available in the “TapWatch Software Installation” chapter of the *TapWatch 3 User Manual*.

Restart

Inovonics highly recommends restarting the computer after installing or upgrading TapWatch 3.

TapWatch 3 Anti-Virus Programs Issues

Some anti-virus programs will not recognize TapWatch 3 as a valid program during installation, and therefore will not open TapWatch 3 when it is started.

- Workaround: Add TapWatch3 to the exclusion, exemption or acceptable programs list in the anti-virus program.

If file locking problems are encountered, add the TapWatch 3 installation and ProgramData folders as exclusions from scanning to your antivirus software.

.OUT File Writing

If problems are encountered writing .OUT files to a network drive, use “Add a network location...” from Windows Explorer and map the .OUT file destination to the network location.

SQL Server Users

To continue using SQL Server connectivity with TapWatch, before installing the new version you must copy the following SQL Server settings from the existing TapWatch.exe.config file, and replace them in the same file after installation.

Caution: Do not simply copy your old TapWatch.exe.config file over the new file, as the new features will not operate.

```
<setting name="UseSqlServer" serializeAs="String">
  <value>True</value>
</setting>
<setting name="SqlServerConnectionString"
serializeAs="String">
  <value>Server=localhost\SQLEXPRESS2008;
  Database=TapWatch; Trusted_Connection=True;</
value>
</setting>
```

Features

Windows Support Updated

Added Windows 10 support and removed Windows XP support.

Known Issues

TapWatch 3 Unresponsive

On rare occasions, TapWatch 3 may become unresponsive. Should this occur, and if it remains unresponsive for more than three minutes, go to the Processes tab in the Windows Task Manager and end the TapWatch3.exe process.

Scheduler Unresponsive

On rare occasions, scheduler may become unresponsive. Should this occur, and if it remains unresponsive for more than three minutes, restart the PC and restart TapWatch 3.

Canceling .OUT File Generation

The Property List and Roles and Access buttons may remain grayed-out upon canceling Scheduler during .OUT file generation. Should this occur, exit and restart TapWatch 3.

Importing Properties via TapWatch.com

When importing properties via TapWatch.com, do not perform any other TapWatch operations. Please wait for the import(s) to complete before attempting any other operations.

TapWatch.com Connectivity Issues

Should all scheduler events connecting to TapWatch.com sites fail, try resetting the NIC (network interface card) of the machine running TapWatch, or rebooting the machine.

Canceling a Recurring Scheduler Event within 4 Minutes of Start

Canceling a recurring scheduler event within four minutes of start will cause the event to requeue. The work-around is to only cancel

after four minutes from start, or to delete the recurring event after cancellation and create new event.

Scheduler Functionality is Property-Specific

The scheduler Button may occasionally disappear if a property with an unknown network is selected. In this case scheduler will not run. To circumvent this, ensure that a property other than unknown is selected.

Current Day's Read Data Unsuitable for Billing

Do not use the current day's read day for billing as errors may occur; use a previous days.

Not Responding Displays

TapWatch 3 may display a not responding message in the window title bar in certain situations and still be functioning properly. Please be patient.

Duration Field Invalid

The duration field on scheduler events has no effect on program operation and can be safely ignored.

Groups Cannot be Changed Once a Scheduler Event is Created

Once a scheduler event has been created, the group assigned to it cannot be changed. The event must be deleted and recreated.

Deleting and Importing a Site to Fix Sync Problems

Issues related to being unable to sync an existing property may be addressed by deleting and importing the site. A backup of the database is recommended before executing this operation.

Do Not Use Alternate Destination for Outfiles

The alternate destination for outfiles setting in the scheduler does not currently work. Please do not use.

Building, Units or Repeaters Grids Blank After a Publish

If a grid was filtered prior to a publish, it may be blank after the publish. Click on the Clear Filters tool bar button to restore the display of all rows.

Some Check-In Monitor and Site Summary Date/Times Incorrect

While all date/times shown in grids follow the Display Using Daylight Saving Time Rules site setting, the check-in monitor screen's RF Devices Heard Since and the Site Summary's Last Modified and Last Published fields are always shown with DST adjustments.

Sites With Local Unpublished Changes and the Scheduler

When the scheduler calls a group of properties, it is advised that none of those properties have local unpublished changes. The

