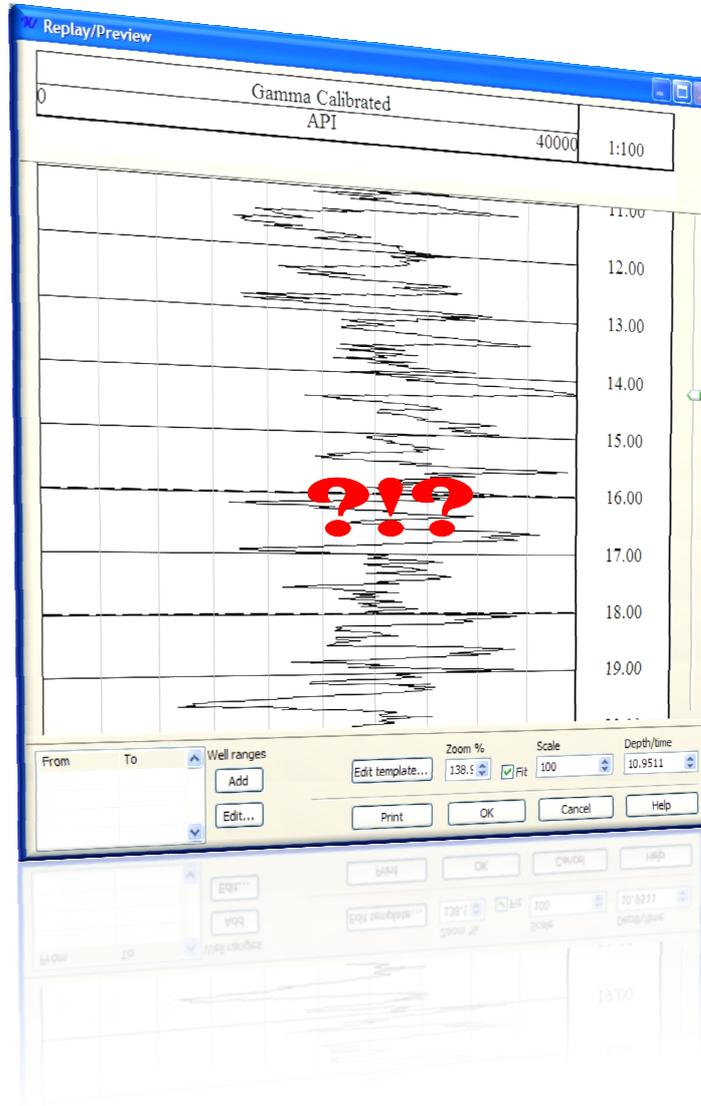


WellVision Troubleshooting Guide



Trouble shooting

The acquire menu is disabled

The acquire menu is disabled if a invalid dongle or licence file is used. Ensure that WellVision can locate your licence file by selecting the licence path in the Preferences.

Can't connect to the DLS using Detect system test.

You may have another program interfering with the COM port you have selected in Welvision. Ensure that no third party applications are using the same com port and wellvision.

Required tool not in the tool list

Before tools are used for logging they must be imported to the tool list. See the Tool Browser section.

Importing of tools and configuration not being remembered/does not change

Most likely you do not have administrative permissions to the WellVision directory in Program Files. You need read/write access to this directory and its contents for WellVision to operate correctly.

I very few counts from my pulse tool compared to the old ALOG program

WellVision communication and interprets data from the probes in the same way ALOG did, with the exception of the filter. If there are differences it check the threshold and power settings to ensure that they in an appropriate operating range for the sonde being used.

My digital tool drops out or I have intermittent flashing of "No System"

Same as above.

How do I adjust power and threshold settings

These settings are accesable via the advanced button durning the logging sequence.

Other things that can cause problems

- Other programs accessing the serial ports the same time as WellVision (This can be background processes such as PDA synchronising programs etc).
- It is recommended to use s USB to serial converter where ever possible. They seem to perform much better than onboard serial ports.

Things NOT to do

- Do not manually edit the names of or move any file that WellVision creates. This will potentially corrupt your data and crash WellVision.
- Do not create files or folders in the WellVision project hierarchy. This can cause WellVision to crash.