

# TECHNICAL BULLETIN - 0005

## ISSUE WITH WEEKLY PERIODS

An issue with weekly periods has been identified that may result in erroneous flow computer behavior.



We advise to implement one of the resolutions for this issue wherever applicable.

### Issue: Use of weekly intervals

#### Symptom

In rare cases the Flow-X becomes unstable and reboots.

#### Applies to

Applies to Flow-X devices that have a period of type 'Weekly' and that use Flow-Xpress version 1.7 (up to 1.7.4). The table below lists which versions of our standard applications have Period A set to 'Weekly' and are affected by this issue.

Software / application	Affected versions
Flow-Xpress	1.7.0 up to 1.7.4
Gas Metric application	1.0.5 up to 2.0.0
Gas US Customary application	1.0.0 up to 2.0.0
Liquid Metric application	1.3.0 up to 2.1.0
Liquid US Customary application	None

- The issue *only* applies when using *both* an affected Flow-Xpress version and an affected application version.
- The Flow-Xpress and application versions can be checked on the Flow-X display (refer to Figure 3).

#### Resolution

There are 2 possible resolutions to this issue. Either one will solve the issue, there is no need to apply both.

##### Resolution 1.1: Upgrade to Flow-Xpress version 1.7.6 or newer

The first possible resolution is to upgrade of the Flow-X device to Flow-Xpress version 1.7.6 or newer.

##### Resolution 1.2: Change the Flow-X configuration

The second possible resolution is to make a change to the Flow-X configuration. For period A (and/or B if applicable), change the period type from 'Week' to 'Day' and set the duration to '7' (or '14' for bi-weekly intervals). Set offset to '1' to have the week starting at Sunday morning. The settings can be changed through the Flow-X user interface (see Figure 1) or in the Flow-Xpress configuration software (see Figure 2). The first method has the advantage of not having to restart the device.

#### DATE

31 March 2016

#### VERSION

1.0

#### AUTHOR

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#### NUMBER OF PAGES

3

#### APPLIES TO

Flow-X periods A and B

#### KEYWORDS

✓ Periods

# ISSUE WITH WEEKLY PERIODS

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Day start hour: 7

Period A label: Weekly

Period A type: Day

Period A duration: 7

Period A offset days: 0

Period A offset hours: 0

Period A offset minutes: 0

Period B type: Month

Period B duration: 0

Period B offset days: 0

Period B offset hours: 0

Period B offset minutes: 0

Figure 1: Setting the period interval type in the Flow-X user interface

Gas\_Metric\_1.4.3\_AMB\_Orifice\_HART.fxa - Flow-Xpress (Basic Mode)

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**Periods**

Parameter	Value
Day start hour	6
Period A label	Weekly archive
Period A type	4: Day
Period A duration	7
Period A offset days	0
Period A offset hours	0
Period A offset minutes	0
Period B label	Monthly archive
Period B type	6: Month
Period B duration	1
Period B offset days	0
Period B offset hours	0
Period B offset minutes	0

Figure 2: Setting the period interval type in the Flow-Xpress configuration software

## ISSUE WITH WEEKLY PERIODS

### CHECK THE FLOW-XPRESS AND APPLICATION VERSIONS

The actual Flow-Xpress and application version can be checked on the 'Systems, Versions' display of the Flow-X user interface.

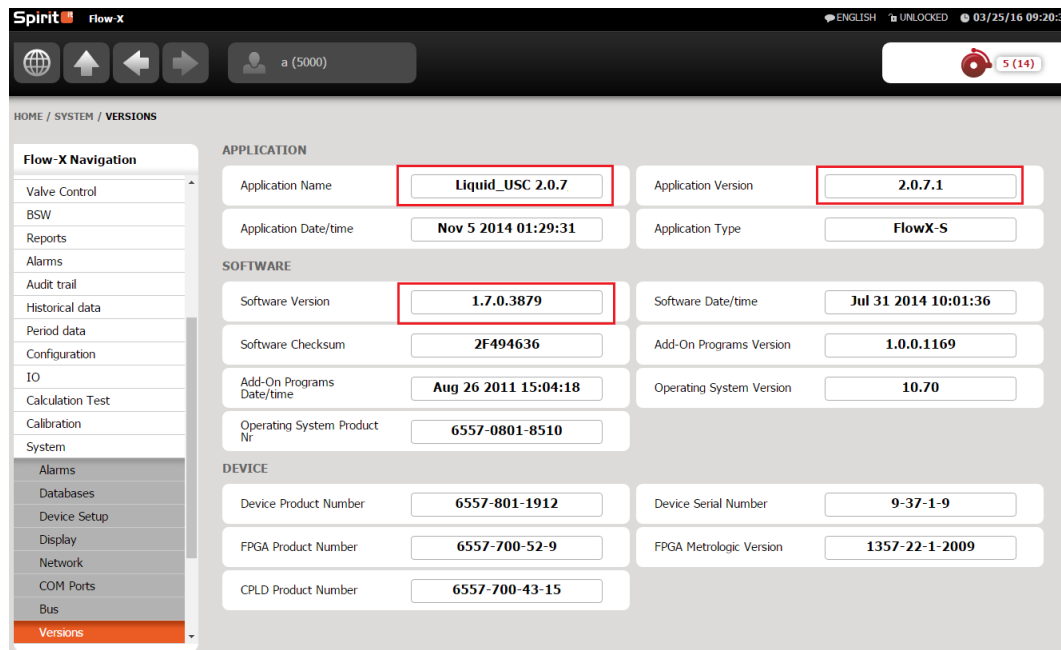


Figure 3: Checking the version

### CHANGE LOG

Date	Version	By	Description
31 March 2016	1.0	Han van Dal	Initial release