

Technical Bulletin

Issue Date: 07/01/20

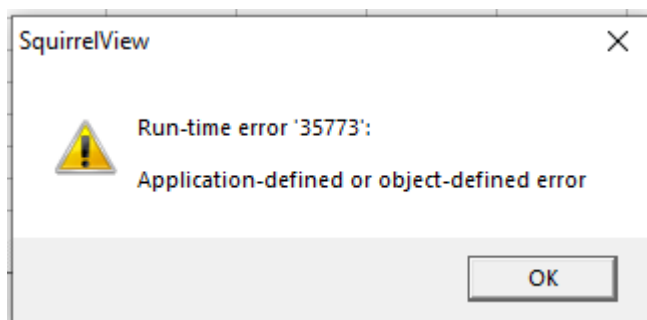
Importance/Action: Customer Action Required

Product(s) Affected: SquirrelView Software when used with SQ2010, SQ2020, SQ2040 Loggers

Nature of Issue

Run time Error in SquirrelView V3.9.1 (and earlier) caused by moving from year 2019 to 2020, please follow the steps outlined below.

Note, the problem is isolated to the Squirrel Data Loggers: SQ2010, SQ2020, SQ2040, and occurs when accessing the Logger Setup utility of the application software resulting in the following error message:



Corrective & Preventative Action

Please note, as with installing SquirrelView software, admin rights may be required.

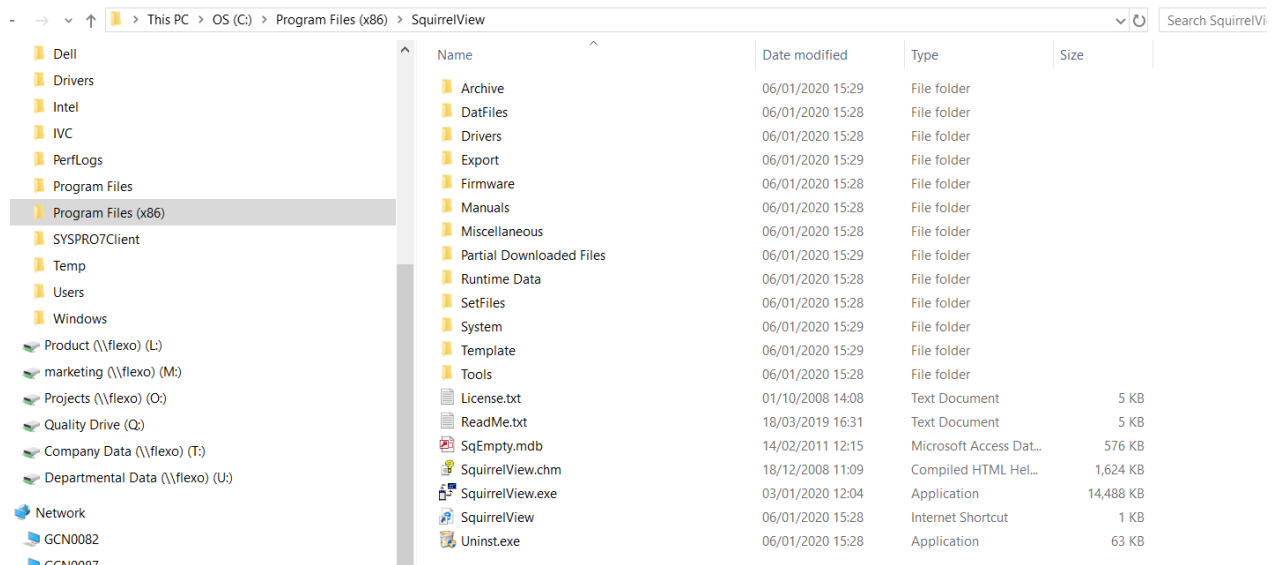
Step 1

Please copy the attached file we have sent you

 SquirrelView.exe	03/01/2020 12:04	Application	14,488 KB
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Step 2

Locate the SquirrelView program files in your directory, in the example below these are located in C: Program Files(x86) SquirrelView:



Step 3

Paste the copied SquirrelView.exe file in this folder so that it replaces the existing file.

Step 4

Restart SquirrelView software to check that the problem is resolved.

Please note the Firmware version does not change, it will still be Version 3.9.1, however the copyright version is updated to 2020, as in the screenshot below:



The fix is now complete. We are sorry that this issue has arisen and thank you for your assistance, if you require further details or assistance please contact us at: support@grantinstruments.com.