

Waters Customer Assurance Documentation
Processing Issues due to WAN latency
Informational

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Originator

Model: Validation-General; Validation-sQT; Validation-sQT Multi Vendor

Recommended SER MGR. action:

Ensure any compliance specialists are aware of this service note.

The purpose of an Informational Service Note is to communicate detailed product related information to the Field Service Engineer.

Scope Technical Discussion

It is possible to have significant delays in data processing when using **SQT** qualification procedures, due to latency issues with wide area networks (**WAN**).

Product Affected

Validation - **SQT**

For your information

Latency issues with **WAN** can cause processing to take a prohibitively long time. This is especially an issue when evaluating the data from the system readiness tests prior to continuing with further qualification tests.

Service Action Required

It would be recommended to update all software, ICS and firmware to the latest versions available, as improvements when operating over a **WAN** have been introduced with a number of updates.

However, it is possible that such an update cannot be carried out (generally in regulated environments).

If this situation exists, it is acceptable to perform the qualification tests as 'Run Only' sample sets and then to process the data afterwards. This will prevent much of the delays seen in **WAN** environments. It is important that each sample set is selected and then processed using the acquisition method set, to ensure all data is properly calculated as intended.

Implementation

If this process is followed, please attach a copy of this service note to the qualification data package.

Attachments

THIS SECTION IS FOR THE ASIAN OPERATION AND IS TO BE USED FOR TRANSLATI...

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This note is status is "Approved". The note was approved by Tim Hughes/Waters on 18/09/2017

Service Communications -- Use this section to request Service Communications to publish this information as a permanent document i.e: Service procedure, Tech note, installation checklist, part locator, or troubleshooting information

Please select the appropriate Contact person:

Service Communications Instrument Contact person

Steve Harmon/Waters

Service Communications Data - S/W Support Contact person

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