

Memo

29May2025

From:	Jason Daoust
Re:	Ellab TrackView Pro (TVP) Data Reset

Dear Customer,

Ellab has identified a data integrity concern, which is actively being addressed by our R&D team.

Background:

- When Ellab originally designed the TrackView Pro transmitters, an aspect of the TrackView Pro firmware called 'sessions' was implemented. A 'Session' was firmware coding originally based on Ellab's validation data loggers. Ellab's validation data loggers are programmed and then run through a 'session'. After which, the data needs to be downloaded into the software for analysis and storage. However, if the data logger was reprogrammed prior to the data being downloaded then that 'session' was no longer retrievable.

Issue:

- Although our data transmission capabilities are industry leading, there is still a risk. If a TrackView Pro transmitter receives a reset command, and there is any data yet to be stored within EMSuite, then that data will no longer be retrievable from the transmitter through our auto-backfilling functionality. Examples of activities that will reset a transmitter may include changing batteries, updating firmware, and software requests within EMSuite such as adjusting sample and/or transmit rates.

Short-Term Resolution:

- Please ensure that there is no data awaiting backfilling prior to performing an activity that will reset your TrackView Pro transmitter
- During Firmware upgrades, please work with your Ellab team to develop a plan to mitigate timeframes of updating TrackView Pro transmitter firmware and TrackView Pro access point firmware.

Long-Term Resolution:

- Due to the critical nature of data integrity within regulated industries, Ellab is actively redesigning our TrackView Pro firmware to implement a continuous session that cannot be interrupted by a transmitter reset. The current timeline for the updated firmware release is fall 2025. This will coincide with a new release of EMSuite, which be a required upgrade to take advantage of the new TrackView Pro firmware.

For any additional questions or concerns, please reach out to your primary Ellab point of contact.

Yours sincerely,

Jason Daoust
Director of Monitoring Solutions