Agile IQ Workaround Procedure

July 2021

Bulletin Applicability

This bulletin applies to Agile IQ3.4.9 and previous versions.

The Issue

Agile IQ software application cannot display all the lines on the "Continuous diagnostic" screen. This is a minor bug on Agile IQ which does not affect the system performance or configuration, but just the diagnostic display capability of Agile IQ.

When launching the "Continuous Diagnostic" function, only the first 21 lines will be displayed, additional lines will be truncated and not displayed on the live page of Agile IQ diagnostic.

	Device	Device address	Reed switch	Battery	Anti-tamper	Register #2
DEVICES	#A Photo	1 S	OK	OK 100% 100% 100% 100%	OK	50 Normal
	#B PTIR	2 S	OK	OK 100% 96% 100% 100%	OK	50 Normal
	#C Thermal S	3 S	OK	OK 100% 96% 100% 100%	OK	65 Normal
	#D Thermal ROR	4 S	OK	OK 100% 92% 100% 100%	OK	65 Normal
	#E MCP	2 M	OK	OK 100% 92% 96% 100%	OK	62 Normal
	#F Sounder	3 M	/	OK 100% 100% 100% 100%	OK	50 Normal
	#G I/O Mod.Uns.	4 M	/	OK 100% 100% 100% 100%	OK	50 Input: Normal ; Out

The Workaround

It is possible to see all the lines and evaluate the health status of all devices on the network by pulling the diagnostic information through the regular diagnostic function. To retrieve a regular static diagnostic, click on the "Start" button positioned next to "Continuous Diagnostic".

This diagnostic will be complete although the displayed information will be a static representation of the health status of the devices at the moment the interrogation starts.

Long Term Fix

System Sensor will put maximum effort to correct this minor display defect in the next release of Agile IQ 3.4.x expected by January 2022.

System Sensor