Ref: JBA-WIN911-0920   Date: 9/16/20

Dear Customer,

It has been reported by several customers that the alarm notification aspect of the LabWatch system, WIN-911, will intermittently or routinely cease to notify users either by telephone or email/SMS. To date, reportage of this issue has arisen on solely Microsoft Server 2012R2 operating systems, but not on the majority of LabWatch applications operating on this platform.

A simple fix for this issue is turning off the Compatibility Mode of the WIN-911 main executable – TeleDAC.EXE. Compatibility mode is enabled by default.

To perform this task access to the file directory is required, which typically requires user to login to the LabWatch with administrator credentials on the **Administration** screen. Simultaneously pressing the **Windows** [⊞] and **E** keys will automatically bring up Windows Explorer.

From there, perform the following steps.

1. Shut down the Win911 Application – (from the Admin page of LabWatch)

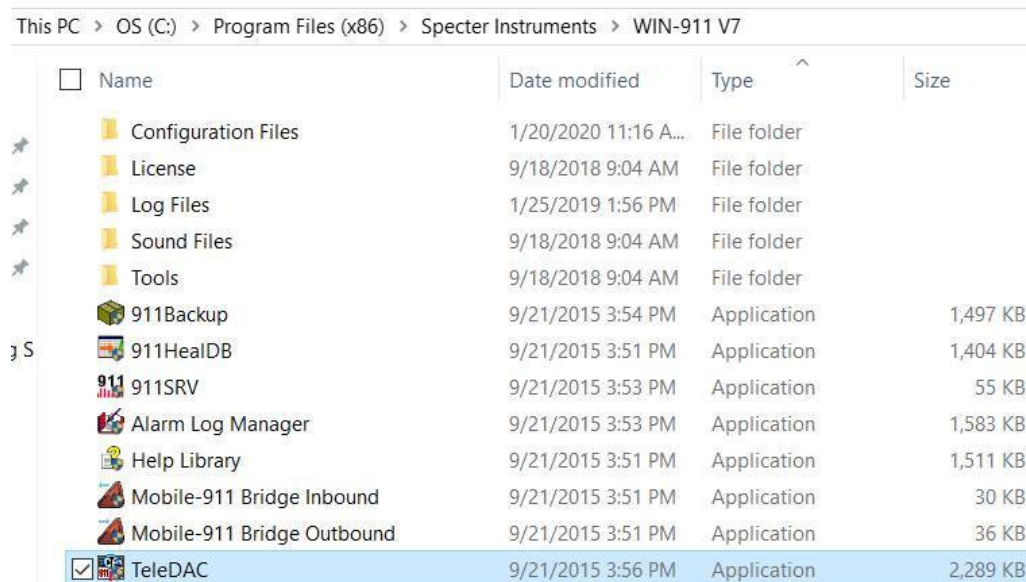2. Go to **C:\Program Files (x86)\Specter Instruments\WIN-911 V7** and locate **TeleDAC** application file.

This PC > OS (C:) > Program Files (x86) > Specter Instruments > WIN-911 V7

Name	Date modified	Type	Size
Configuration Files	1/20/2020 11:16 A...	File folder	
License	9/18/2018 9:04 AM	File folder	
Log Files	1/25/2019 1:56 PM	File folder	
Sound Files	9/18/2018 9:04 AM	File folder	
Tools	9/18/2018 9:04 AM	File folder	
911Backup	9/21/2015 3:54 PM	Application	1,497 KB
911HealDB	9/21/2015 3:51 PM	Application	1,404 KB
911SRV	9/21/2015 3:53 PM	Application	55 KB
Alarm Log Manager	9/21/2015 3:53 PM	Application	1,583 KB
Help Library	9/21/2015 3:51 PM	Application	1,511 KB
Mobile-911 Bridge Inbound	9/21/2015 3:51 PM	Application	30 KB
Mobile-911 Bridge Outbound	9/21/2015 3:51 PM	Application	36 KB
☑ TeleDAC	9/21/2015 3:56 PM	Application	2,289 KB

Figure 1

3. Right click on the TeleDAC application file and select **Properties**.
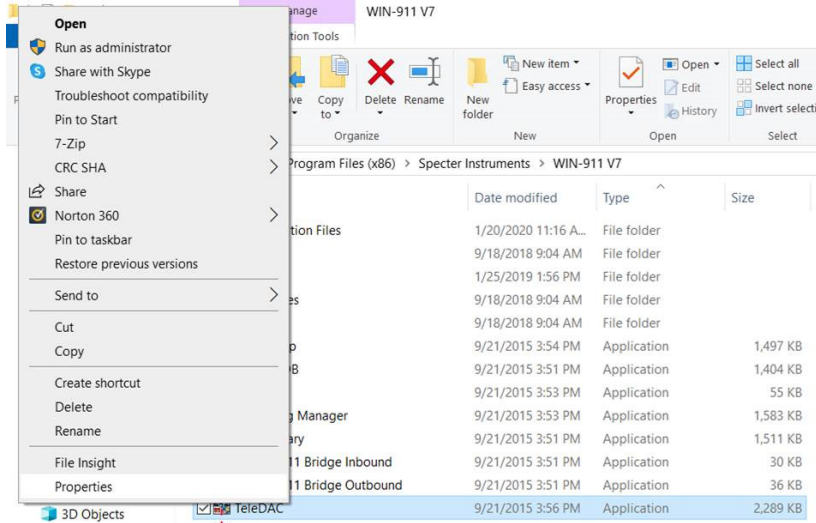

Figure 2

4. Observe if the **Run this program in compatibility mode for** box is checked. If you cannot uncheck the box from the **Compatibility** tab, then click on **Change settings for all users** and uncheck there.
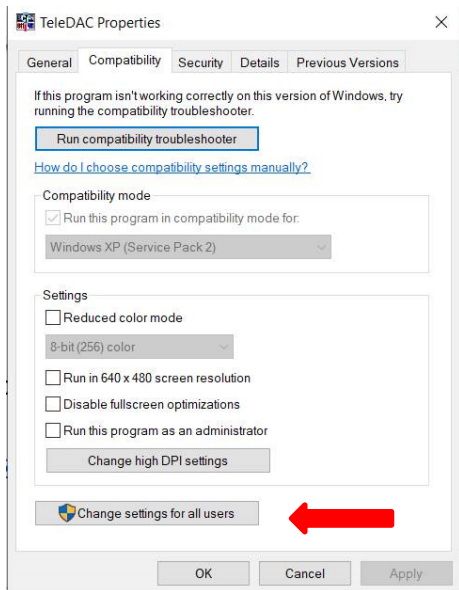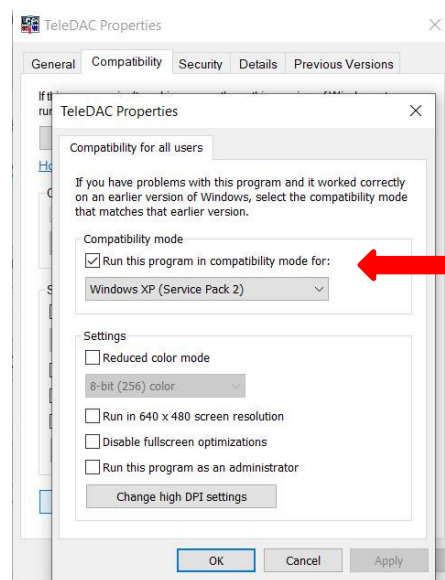

Figure 3

Figure 4

Ref: JBA-WIN911-0920

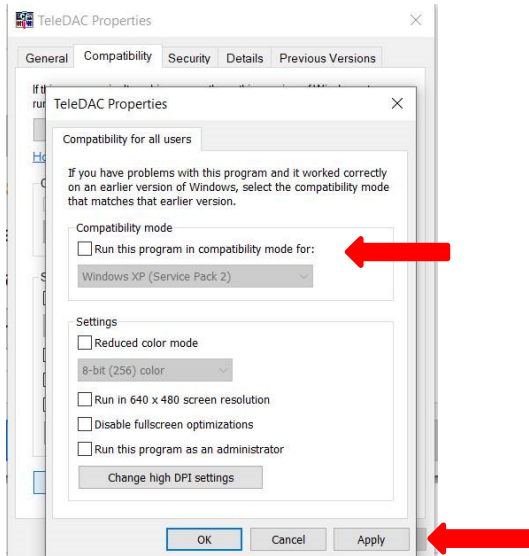5. Uncheck the Compatibility mode then click **Apply** followed by **OK**.
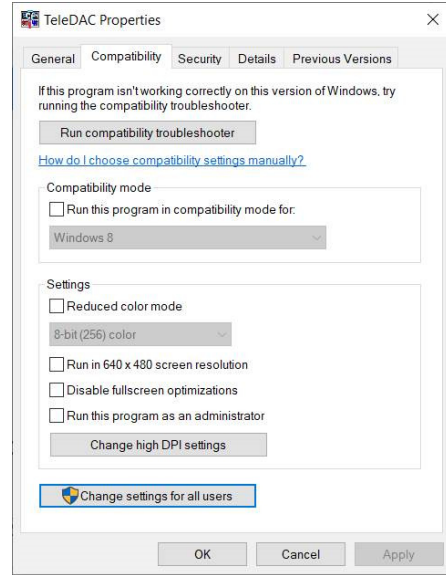

Figure 5

Figure 6

6. Restart the WIN-911 application.

Please feel free to contact our LabWatch Customer Support line:

Normal Business Hour Schedule: Monday-Friday – 08:00 – 17:00 EST (excludes holidays)
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