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**HBM Customer Service Bulletin**  
**SoMat TCE 3.11.0 and SoMat eDAQ Firmware v. 3.11.A**

|                       |                   |
|-----------------------|-------------------|
| Product:              | TCE v. 3.11.0     |
| Product Release Date: | 11/17/08–12/11/08 |
| CSB Effective Date:   | 12/15/08          |
| Severity:             | Moderate          |

This customer service bulletin is applicable to all customers that have downloaded or received SoMat TCE v. 3.11.0 and SoMat eDAQ Firmware v. 3.11.A.

HBM has discovered a firmware bug in SoMat TCE v. 3.11.0 whereby certain combinations of channel types will result in the delayed start, or null response, of the TCE Strip Chart Run Time Displays. This bug will be fixed in the next SoMat TCE release. To work around this issue, select "Hold" after starting the displays, then select "Scan" again after a slight delay. This should get the displays started when the bug occurs.

In addition, HBM has discovered a bug in the SoMat eDAQ Firmware v. 3.11.A, whereby various channels with floating-point data types, when displayed in a SoMat TCE run-time display or SoMat InField TCM display, would display invalid data values. This bug was a result of a scale and offset being applied twice. Stored data, run-time SIE streams, DVMS and scope displays were not affected by the bug.

HBM has removed SoMat eDAQ Firmware v3.11.A from further distribution. A new SoMat eDAQ Firmware v. 3.11.B has been released to fix this issue; it is highly recommended that all customers using TCE v. 3.11.0 update to this new release.

For your convenience, SoMat TCE and eDAQ Firmware downloads can be found at [www.somat.com/resource\\_center.html](http://www.somat.com/resource_center.html).