

**Q: Why the generated report from PDF USB logger is wrong on time stamp?**

Device Specification			
<b>Production date</b>	31 Dec. 2020	<b>Start</b>	11:20,11 Jan. 2022
<b>Production lot</b>	2009313	<b>Finish</b>	11:32,11 Jan. 2022
<b>Firmware version</b>	V1.7	<b>Duration Time</b>	0Days 0Hrs. 12Min. 30Sec.
<b>Original time zone</b>	UTC+8	<b>Sampling Rate</b>	30 Seconds
<b>File created</b>	11:48,11 Jan. 2022	<b>Start Delay</b>	0 Seconds
		<b>Readings</b>	25 points
		<b>Alarm Delay</b>	0 Seconds
		<b>Alarm Type</b>	Single event

Why I start the logging at 11:36 but the first record is on 11:20?

Edit: Mari 11 Jan.. 2022

**Answer:**

After trying many different ways to use the logger, we finally figure out a way to generate wrong time stamp and you can try again as below:

After setup the logger on computer, normally, user will remove the logger from computer and press START key to start. However, we find **if we don't remove the logger but leave it on the computer after setting, logger's internal time clock will be frozen till it is unplug from computer.** For example, I finish the setting at 11:20 and leave the logger on computer till 11:40 on purpose, then, I remove logger from computer and immediately press key to start logging. While I read out the data, the first point is not 11:40 but 11:20.

Our engineer explains above situation is normal because the logger is waiting for the disconnection signal to activate the internal time clock and the signal comes late to cause wrong time stamp on the report.

So, if customer can operate the logger normally, the error time stamp can be solved.