

## Hollister, Jeff

---

**From:** paul.nieberding@fondriest.com  
**Sent:** Friday, May 21, 2021 12:35 PM  
**To:** Hollister, Jeff  
**Cc:** 'Doug Nguyen'  
**Subject:** RE: No data...

Hi Jeff,

Looking forward to it as well! Here are answers to your questions:

1. We host the WQData LIVE website on an eApps server. The physical server is located at Suwanee data center (Suwanee, GA). For more detailed info on the data center, please follow this link:
  - a. <https://www.eapps.com/about/eapps-hosting-facilities.php>
2. The data that is pushed to WQData LIVE belongs to the owner of the project. WQData LIVE will not share/delete/edit the data under any circumstances without the owner's permission. In your case, USEPA would have absolute authority over their data.

Let me know if any other questions come up.

Best regards,

Paul

--

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**From:** Hollister, Jeff <Hollister.Jeff@epa.gov>  
**Sent:** Friday, May 21, 2021 11:17 AM  
**To:** paul.nieberding@fondriest.com  
**Cc:** 'Doug Nguyen' <dougn@nexsens.com>  
**Subject:** RE: No data...

Looking forward to chatting on Monday with you and Doug.

Two quick questions I need answered for some internal documentation (apologies in advance).

- 1.) Where are the servers that support WQData Live physically located?
- 2.) Do you have any documentation about ownership of the data that is pushed to WQ Data Live? In our case would USEPA retain ownership of the data?

I think that is all I have for now.

Thanks,  
Jeff

Jeff Hollister  
Research Ecologist  
US Environmental Protection Agency  
Office of Research and Development  
Center for Environmental Measurement and Modelling  
Atlantic Coastal Environmental Sciences Division  
Narragansett, RI  
o: 401 782 9655  
m: 401 556 4087

---

**From:** paul.nieberding@fondriest.com <paul.nieberding@fondriest.com>  
**Sent:** Wednesday, May 19, 2021 2:26 PM  
**To:** Hollister, Jeff <Hollister.Jeff@epa.gov>; Justin.Walters@fondriest.com  
**Cc:** Shivers, Stephen <shivers.stephen@epa.gov>; 'Doug Nguyen' <dougn@nexsens.com>; 'Nick Nguyen' <nickn@nexsens.com>  
**Subject:** RE: No data...

Hi Jeff,

Sounds good – if you are able to send a Teams invite out to me and Doug, we can plan on it. Otherwise, I can send a link for Google Meet.

Best regards,

Paul

--

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**From:** Hollister, Jeff <[Hollister.Jeff@epa.gov](mailto:Hollister.Jeff@epa.gov)>  
**Sent:** Tuesday, May 18, 2021 6:21 PM  
**To:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); [Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)  
**Cc:** Shivers, Stephen <[shivers.stephen@epa.gov](mailto:shivers.stephen@epa.gov)>; 'Doug Nguyen' <[dougn@nexsens.com](mailto:dougn@nexsens.com)>; 'Nick Nguyen' <[nickn@nexsens.com](mailto:nickn@nexsens.com)>  
**Subject:** RE: No data...

We use Teams, but I can connect with any via a browser. Up to you!

Jeff Hollister  
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**Sent:** Tuesday, May 18, 2021 4:54 PM  
**To:** Hollister, Jeff <[Hollister.Jeff@epa.gov](mailto:Hollister.Jeff@epa.gov)>; [Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)  
**Cc:** Shivers, Stephen <[shivers.stephen@epa.gov](mailto:shivers.stephen@epa.gov)>; 'Doug Nguyen' <[dougn@nexsens.com](mailto:dougn@nexsens.com)>; 'Nick Nguyen' <[nickn@nexsens.com](mailto:nickn@nexsens.com)>  
**Subject:** RE: No data...

Hi Jeff,

Sounds good. Can we plan on Monday afternoon at 2:00pm? Also, let me know if you have a preferred conference platform (Zoom, Google Meet, etc.).

Thanks!

Paul

--

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**From:** Hollister, Jeff <[Hollister.Jeff@epa.gov](mailto:Hollister.Jeff@epa.gov)>  
**Sent:** Tuesday, May 18, 2021 3:34 PM  
**To:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); [Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)  
**Cc:** Shivers, Stephen <[shivers.stephen@epa.gov](mailto:shivers.stephen@epa.gov)>; 'Doug Nguyen' <[dougn@nexsens.com](mailto:dougn@nexsens.com)>; 'Nick Nguyen' <[nickn@nexsens.com](mailto:nickn@nexsens.com)>  
**Subject:** RE: No data...

A call would be good. Hopefully I will know a bit more on my end by next week as well. Information only seems to be coming to me in the form of yes or no answers... Hopefully I can get more complete information soon as to what my options are here.

Does Monday AM work? I am free anytime between 9:30 AM and Noon. Monday afternoon after 1:30PM is also open for me.

Thanks,  
Jeff

Jeff Hollister  
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US Environmental Protection Agency  
Office of Research and Development

Center for Environmental Measurement and Modelling  
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**Sent:** Tuesday, May 18, 2021 3:06 PM  
**To:** [Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com); Hollister, Jeff <[Hollister.Jeff@epa.gov](mailto:Hollister.Jeff@epa.gov)>  
**Cc:** Shivers, Stephen <[shivers.stephen@epa.gov](mailto:shivers.stephen@epa.gov)>; 'Doug Nguyen' <[dougn@nexsens.com](mailto:dougn@nexsens.com)>; 'Nick Nguyen' <[nickn@nexsens.com](mailto:nickn@nexsens.com)>  
**Subject:** RE: No data...

Hi Jeff,

I've been following this email string, and it may make sense to setup a conference call for next week with myself and Doug from our engineering team to discuss a workable data flow solution. Let me know your thoughts on this and what dates work best on your end. We should be open any day except for Friday, 5/28.

Thanks,

Paul

--

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**From:** Justin Walters <[Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)>  
**Sent:** Tuesday, May 18, 2021 2:59 PM  
**To:** 'Hollister, Jeff' <[Hollister.Jeff@epa.gov](mailto:Hollister.Jeff@epa.gov)>  
**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); 'Shivers, Stephen' <[shivers.stephen@epa.gov](mailto:shivers.stephen@epa.gov)>; 'Doug Nguyen' <[dougn@nexsens.com](mailto:dougn@nexsens.com)>; 'Nick Nguyen' <[nickn@nexsens.com](mailto:nickn@nexsens.com)>  
**Subject:** RE: No data...

Hi Jeff,

Thanks for the reply. That is correct, the only way to receive data from the X2 without it going to WQData LIVE is using FTP or email. If you use SFTP it will go to WQData LIVE first.

I can't comment on how the X2 sends data via WQData LIVE and Doug would be able to explain how this works. However, he is out in the field for the rest of the week.

Best regards,

Justin

--

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**From:** Hollister, Jeff [<mailto:Hollister.Jeff@epa.gov>]  
**Sent:** Tuesday, May 18, 2021 12:32 PM  
**To:** [Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)  
**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen; 'Doug Nguyen'; 'Nick Nguyen'  
**Subject:** RE: No data...

All,

So here is my dilemma.

1. The method that I was told to try to receive data at EPA is sftp.
2. From what I understand from you, the only way we can send data directly from the buoy is via ftp or email. I can send to WQ Data Live from the buoy and then use sftp
3. My security folks told me it is best if the data come direct from the buoy and do not go to WQ Data Live.

Obviously this is a bit of an infinite loop that doesn't end up with data on my EPA machine.

Email might be a solution but I need to automate the retrieval of attachments somehow then. Seems like a pretty hacky solution.

How does the buoy send data to WQ Data Live? Is it also using plain FTP? Are there any other protocols we can use from the buoy/logger such as http GET or PUT?

Thanks,  
Jeff

Jeff Hollister  
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**Sent:** Tuesday, May 11, 2021 2:39 PM  
**To:** Hollister, Jeff <[Hollister.Jeff@epa.gov](mailto:Hollister.Jeff@epa.gov)>  
**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen <[shivers.stephen@epa.gov](mailto:shivers.stephen@epa.gov)>; 'Doug Nguyen' <[dougn@nexsens.com](mailto:dougn@nexsens.com)>; 'Nick Nguyen' <[nickn@nexsens.com](mailto:nickn@nexsens.com)>  
**Subject:** RE: No data...

Jeff,

Thanks for the reply. The first file attached is your Sensor Parameter List that you'll need to decode the uploaded data from the X2 XML file. The other 2 files are example of Data Upload and Data Upload Template for direct-FTP upload.

You should be able to construct a script to parse the XML data file form the X2 based on the DataUploadTemplate.XML example.

Let me know if you have any questions.

Best regards,

Justin

--

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**From:** Hollister, Jeff [<mailto:Hollister.Jeff@epa.gov>]  
**Sent:** Tuesday, May 11, 2021 12:19 PM  
**To:** [Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)  
**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen; 'Doug Nguyen'  
**Subject:** RE: No data...

Got it.

I am still waiting on an answer on my end if we can set up FTP.

Do you have details on the XML that you can share? If we do get FTP or use the email option I will need to parse that and get it into csv on my end.

Jeff Hollister  
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**From:** Justin Walters <[Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)>  
**Sent:** Tuesday, May 11, 2021 12:09 PM  
**To:** Hollister, Jeff <[Hollister.Jeff@epa.gov](mailto:Hollister.Jeff@epa.gov)>  
**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen <[shivers.stephen@epa.gov](mailto:shivers.stephen@epa.gov)>; 'Doug Nguyen' <[dougn@nexsens.com](mailto:dougn@nexsens.com)>  
**Subject:** RE: No data...

Jeff,

Not a problem – I'm glad to hear the data is coming in on your end.

If you send the data through regular FTP or email and don't send it to WQData LIVE then we won't be able to see any of the data coming in. It will still contact WQData LIVE in case you'd like to change logging or transmit intervals.

Best regards,

Justin

--

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**From:** Hollister, Jeff [<mailto:Hollister.Jeff@epa.gov>]  
**Sent:** Tuesday, May 11, 2021 12:02 PM  
**To:** [Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)  
**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen; 'Doug Nguyen'  
**Subject:** RE: No data...

Apologies again for the pace of the emails (and my misunderstanding) but I've got information coming on my end today as well.

Preferred method for us is to skip data going to WQ Data Live altogether (Fed Gov IT stuff). So for the X2 to FTP or email does that go direct from the buoy to our FTP server or email or does it pass through WQ Data Live first?

Thanks,  
Jeff

Jeff Hollister  
Research Ecologist  
ORD, Center for Environmental Measurement and Modelling  
Atlantic Coastal Environmental Sciences Division  
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m: 401 556 4087

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**From:** Justin Walters <[Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)>  
**Sent:** Tuesday, May 11, 2021 10:03 AM  
**To:** Hollister, Jeff <[Hollister.Jeff@epa.gov](mailto:Hollister.Jeff@epa.gov)>  
**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen <[shivers.stephen@epa.gov](mailto:shivers.stephen@epa.gov)>; 'Doug Nguyen' <[dougn@nexsens.com](mailto:dougn@nexsens.com)>  
**Subject:** RE: No data...

Jeff,

I talked to the head engineer and the X2 can only send data to a regular FTP site, not an SFTP site. However, WQData LIVE can send data via SFTP. Below is a link on how to set up SFTP:

<https://www.nexsens.com/knowledge-base-v2/software/wqdatalive/user-guide/downloading-sending-data-reports>

Let me know if you have any questions.

Best regards,

Justin

--

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**From:** Justin Walters [<mailto:Justin.Walters@fondriest.com>]  
**Sent:** Tuesday, May 11, 2021 8:59 AM  
**To:** 'Hollister, Jeff'  
**Cc:** 'paul.nieberding@fondriest.com'; 'Shivers, Stephen'; 'Doug Nguyen'  
**Subject:** RE: No data...

Jeff,

I'll check with our webmaster and see what is happening on our end.

Best regards,

Justin

--

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**From:** Hollister, Jeff [<mailto:Hollister.Jeff@epa.gov>]  
**Sent:** Tuesday, May 11, 2021 8:57 AM  
**To:** [Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)  
**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen; 'Doug Nguyen'  
**Subject:** RE: No data...

Still nothing sent to my FTP site. Next steps?

Jeff Hollister



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---

**From:** Justin Walters <[Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)>  
**Sent:** Monday, May 10, 2021 5:13 PM  
**To:** Hollister, Jeff <[Hollister.Jeff@epa.gov](mailto:Hollister.Jeff@epa.gov)>  
**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen <[shivers.stephen@epa.gov](mailto:shivers.stephen@epa.gov)>; 'Doug Nguyen' <[dougn@nexsens.com](mailto:dougn@nexsens.com)>  
**Subject:** RE: No data...

Jeff,

Sounds good! Let me know how it goes in the morning.

Best regards,

Justin

--

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**Sent:** Monday, May 10, 2021 5:10 PM  
**To:** [Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)  
**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen; 'Doug Nguyen'  
**Subject:** RE: No data...

I have it switched back and it is set to send to newftp.epa.gov port 22, logging and transmitting every 15 min. Last send to WQ Data Live was 16:45.

Will let this do its thing overnight and check back in tomorrow AM.

Jeff Hollister  
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<[dougn@nexsens.com](mailto:dougn@nexsens.com)>

**Subject:** RE: No data...

Jeff,

Thanks for the follow-up. Did you see any communication on your end from the X2?

Best regards,

Justin

--

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**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen; 'Doug Nguyen'  
**Subject:** RE: No data...

Just following up on this to see if there is any progress? I think sftp will be required on our end, especially since there are credentials involved.

Are there other ways, perhaps using CONNECT, to reconfigure the logger to send to a different IP or URL than WQ Data Live?

Thanks,  
Jeff

Jeff Hollister  
Research Ecologist  
ORD, Center for Environmental Measurement and Modelling  
Atlantic Coastal Environmental Sciences Division  
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**From:** Justin Walters <[Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)>  
**Sent:** Friday, May 07, 2021 5:22 PM  
**To:** Hollister, Jeff <[Hollister.Jeff@epa.gov](mailto:Hollister.Jeff@epa.gov)>  
**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen <[shivers.stephen@epa.gov](mailto:shivers.stephen@epa.gov)>; 'Doug Nguyen' <[dougn@nexsens.com](mailto:dougn@nexsens.com)>  
**Subject:** RE: No data...

Jeff,

Thanks for the reply. I check with our webmaster on the SFTP issues if you're not able to see anything your end.

Best regards,

Justin

--

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**From:** Hollister, Jeff [<mailto:Hollister.Jeff@epa.gov>]  
**Sent:** Friday, May 7, 2021 3:28 PM  
**To:** [Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)  
**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen; 'Doug Nguyen'  
**Subject:** RE: No data...

This is all a managed service for us that uses Go Anywhere. So I don't have access to anything on that side. I might be able to get access to logs, but that will take some time. I am pretty sure sftp is all that they will allow so it will need to be on port 22.

Can I not use port 22 and sftp?

I will follow up on both of these to make sure.

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**From:** Justin Walters <[Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)>  
**Sent:** Friday, May 07, 2021 3:06 PM  
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**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen <[shivers.stephen@epa.gov](mailto:shivers.stephen@epa.gov)>; 'Doug Nguyen' <[dougn@nexsens.com](mailto:dougn@nexsens.com)>  
**Subject:** RE: No data...

Jeff,

Thanks for the emails. Some of this information is outdated, meaning that users are no longer able to view the command queue on the V3 version of WQData LIVE. To confirm your changes have been taken you'll have to wait for the next transmission and refresh your page.

Are you able to check your FTP server and see if the X2 is talking to your FTP but failing to upload?

Also, Port 22 is a secure FTP port. Are you able to use port 21 or 20?

Best regards,

Justin

--

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**From:** Hollister, Jeff [<mailto:Hollister.Jeff@epa.gov>]  
**Sent:** Friday, May 7, 2021 2:31 PM  
**To:** [Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)  
**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen; 'Doug Nguyen'  
**Subject:** RE: No data...

I looked at <https://www.nexsens.com/knowledge-base-v2/software/wqdatalive/faq/direct-ftp>

Down at 5.) it says I should see the device Command Queue in Admin/Settings/Device Remote Configuration. I don't see that...

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m: 401 556 4087

---

**From:** Justin Walters <[Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)>  
**Sent:** Friday, May 07, 2021 2:04 PM  
**To:** Hollister, Jeff <[Hollister.Jeff@epa.gov](mailto:Hollister.Jeff@epa.gov)>  
**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen <[shivers.stephen@epa.gov](mailto:shivers.stephen@epa.gov)>; 'Doug Nguyen' <[dougn@nexsens.com](mailto:dougn@nexsens.com)>  
**Subject:** RE: No data...

Jeff,

Typically we recommend Passive. Below is an explanation of the differences:

<https://www.nexsens.com/knowledge-base/technical-notes/faq/what-is-the-difference-between-active-ftp-and-passive-ftp.htm>

Best regards,

Justin

--

Justin Walters  
Fondriest Environmental  
2091 Exchange Court  
Fairborn, OH 45324  
Phone: 937-426-2151  
Fax: 937-426-1125  
[www.Fondriest.com](http://www.Fondriest.com)

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---

**From:** Hollister, Jeff [<mailto:Hollister.Jeff@epa.gov>]  
**Sent:** Friday, May 7, 2021 2:02 PM  
**To:** [Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)  
**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen; 'Doug Nguyen'  
**Subject:** RE: No data...

Should I use passive or active in this case? Or does it not matter.

Jeff Hollister  
Research Ecologist  
ORD, Center for Environmental Measurement and Modelling  
Atlantic Coastal Environmental Sciences Division  
o: 401 782 9655  
m: 401 556 4087

---

**From:** Justin Walters <[Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)>  
**Sent:** Friday, May 07, 2021 1:47 PM  
**To:** Hollister, Jeff <[Hollister.Jeff@epa.gov](mailto:Hollister.Jeff@epa.gov)>  
**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen <[shivers.stephen@epa.gov](mailto:shivers.stephen@epa.gov)>; 'Doug Nguyen' <[dougn@nexsens.com](mailto:dougn@nexsens.com)>  
**Subject:** RE: No data...

Jeff,

Thanks for the email. I checked WQData LIVE and data is no longer being sent to WQData LIVE as of 1:15 EST. The first data being sent via FTP should have arrive around 1:30 EST or 1:45 EST.

Let's wait a little bit longer and see if the data starts to come in.

As for changing the FTP from Passive to Active, you'll need to wait for each transmission before it will change over. That is why you saw it switch back to Passive.

Best regards,

Justin

--

Justin Walters  
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2091 Exchange Court  
Fairborn, OH 45324  
Phone: 937-426-2151  
Fax: 937-426-1125  
[www.Fondriest.com](http://www.Fondriest.com)

**From:** Hollister, Jeff [<mailto:Hollister.Jeff@epa.gov>]  
**Sent:** Friday, May 7, 2021 1:38 PM  
**To:** [Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)  
**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen; 'Doug Nguyen'  
**Subject:** RE: No data...

Justin,

So I am trying out the FTP transmissions now and having some issues.

I have an FTP account setup on newftp.epa.gov:22 I have confirmed that I can access this via multiple devices.

I selected the "Send data to and FTP server instead of WQData Live" host is newftp.epa.gov, port is 22, user and pass are correct and I have an existing directory on the FTP server. Transfer Mode is set as passive. I also tried active, but everytime I did that I would save, go back and check the settings and it always showed Passive.

No data is coming through onto the FTP server. I am remote so don't have access to the buoy right now.

Any help appreciated.

Jeff

Jeff Hollister  
Research Ecologist  
ORD, Center for Environmental Measurement and Modelling  
Atlantic Coastal Environmental Sciences Division  
o: 401 782 9655  
m: 401 556 4087

---

**From:** Justin Walters <[Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)>  
**Sent:** Thursday, May 06, 2021 2:48 PM  
**To:** Hollister, Jeff <[Hollister.Jeff@epa.gov](mailto:Hollister.Jeff@epa.gov)>  
**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen <[shivers.stephen@epa.gov](mailto:shivers.stephen@epa.gov)>; 'Doug Nguyen' <[dougn@nexsens.com](mailto:dougn@nexsens.com)>  
**Subject:** RE: No data...

Jeff,

Thanks for the update. It looks like the new data is coming in nicely. Please erase the log data from the other logger and let me know when this is done as well.

Best regards,

Justin

--

Justin Walters  
Fondriest Environmental  
2091 Exchange Court  
Fairborn, OH 45324

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Fax: 937-426-1125

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---

**From:** Hollister, Jeff [<mailto:Hollister.Jeff@epa.gov>]

**Sent:** Thursday, May 6, 2021 2:33 PM

**To:** [Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)

**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen; 'Doug Nguyen'

**Subject:** RE: No data...

Logs erased (although I got an error -7 on first attempt, second attempt said successful). Just plugged tower back in. One beep on plug. Two beeps several second later. Will wait and see...

Jeff Hollister

Research Ecologist

ORD, Center for Environmental Measurement and Modelling

Atlantic Coastal Environmental Sciences Division

o: 401 782 9655

m: 401 556 4087

---

**From:** Justin Walters <[Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)>

**Sent:** Thursday, May 06, 2021 2:18 PM

**To:** Hollister, Jeff <[Hollister.Jeff@epa.gov](mailto:Hollister.Jeff@epa.gov)>

**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen <[shivers.stephen@epa.gov](mailto:shivers.stephen@epa.gov)>; 'Doug Nguyen' <[dougn@nexsens.com](mailto:dougn@nexsens.com)>

**Subject:** RE: No data...

Jeff,

That is most likely the case. Here is a link to download the driver:

<https://ftdichip.com/drivers/>

Select the following driver: "Windows Driver Installer (VCP & D2XX), please [click here](#)."

Best regards,

Justin

--

Justin Walters

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---

**From:** Hollister, Jeff [<mailto:Hollister.Jeff@epa.gov>]

**Sent:** Thursday, May 6, 2021 2:15 PM

**To:** [Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)

**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen; 'Doug Nguyen'

**Subject:** RE: No data...

I have three items listed under Ports (COM & LPT) before I plug anything in. After I plug it in, I get the little Windows sound but nothing changes under Ports (COM & LPT). Am I missing a driver?

Jeff Hollister  
Research Ecologist  
ORD, Center for Environmental Measurement and Modelling  
Atlantic Coastal Environmental Sciences Division  
o: 401 782 9655  
m: 401 556 4087

---

**From:** Justin Walters <[Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)>

**Sent:** Thursday, May 06, 2021 2:00 PM

**To:** Hollister, Jeff <[Hollister.Jeff@epa.gov](mailto:Hollister.Jeff@epa.gov)>

**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen <[shivers.stephen@epa.gov](mailto:shivers.stephen@epa.gov)>; 'Doug Nguyen' <[dougn@nexsens.com](mailto:dougn@nexsens.com)>

**Subject:** RE: No data...

Jeff,

Thanks for the email. Please go to your windows device manager and go to the ports (COM & LPT) drop down. Remove and add the USB and confirm that the COM 5 is the correct port.

Best regards,

Justin

--

Justin Walters  
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---

**From:** Hollister, Jeff [<mailto:Hollister.Jeff@epa.gov>]

**Sent:** Thursday, May 6, 2021 1:50 PM

**To:** [Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)

**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen; 'Doug Nguyen'

**Subject:** RE: No data...

Justin,

So I am in the lab. I am having trouble getting Connect to recognize the buoy. I am following directions at <https://www.nexsens.com/knowledge-base-v2/software/connect/user-guide/setup-connect>

When I plug the USB end of the uw6-usb-485p into my laptop I get a red light. Also, don't see any changes to my devices with or without the USB plugged in. I get COM3 and COM5 listed as options.



When I try to configure and Read RTC in connect.  
COM3 gives me error Fail to Read X2. Ecode = -7  
COM5 gives me Fail to Read X2. Ecode = -2

Thanks,  
Jeff

Jeff Hollister  
Research Ecologist  
ORD, Center for Environmental Measurement and Modelling  
Atlantic Coastal Environmental Sciences Division  
o: 401 782 9655  
m: 401 556 4087

---

**From:** Justin Walters <[Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)>  
**Sent:** Wednesday, May 05, 2021 5:19 PM  
**To:** Hollister, Jeff <[Hollister.Jeff@epa.gov](mailto:Hollister.Jeff@epa.gov)>  
**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen <[shivers.stephen@epa.gov](mailto:shivers.stephen@epa.gov)>; 'Doug Nguyen' <[dougn@nexsens.com](mailto:dougn@nexsens.com)>  
**Subject:** RE: No data...

Jeff,

That's good news! Let me know if you need any assistance with the CONNECT software tomorrow. I'd be happy to assist.

Best regards,  
  
Justin

--  
Justin Walters  
Fondriest Environmental  
2091 Exchange Court  
Fairborn, OH 45324  
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---

**From:** Hollister, Jeff [<mailto:Hollister.Jeff@epa.gov>]  
**Sent:** Wednesday, May 5, 2021 5:17 PM  
**To:** [Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)  
**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen; 'Doug Nguyen'  
**Subject:** RE: No data...

FYI, command line to the rescue.

The issue is that the windows security, at least in this case, doesn't expand to running a self extracting file from the command line.

Simply running CONNECTSetup.exe from the command line extracts and then fires up the installer.

Jeff Hollister  
Research Ecologist  
ORD, Center for Environmental Measurement and Modelling  
Atlantic Coastal Environmental Sciences Division  
o: 401 782 9655  
m: 401 556 4087

---

**From:** Justin Walters <[Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)>  
**Sent:** Wednesday, May 05, 2021 5:07 PM  
**To:** Hollister, Jeff <[Hollister.Jeff@epa.gov](mailto:Hollister.Jeff@epa.gov)>  
**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen <[shivers.stephen@epa.gov](mailto:shivers.stephen@epa.gov)>; 'Doug Nguyen' <[dougn@nexsens.com](mailto:dougn@nexsens.com)>  
**Subject:** RE: No data...

Jeff,

Thanks for the picture. Unfortunately, this is the only way to erase the log data. However, if you leave the loggers connected the X2 should try to upload all the previous data. Hopefully by tomorrow this process will be complete. This will use a lot of cellular data though.

Best regards,

Justin

--

Justin Walters  
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Fairborn, OH 45324  
Phone: 937-426-2151  
Fax: 937-426-1125  
[www.Fondriest.com](http://www.Fondriest.com)

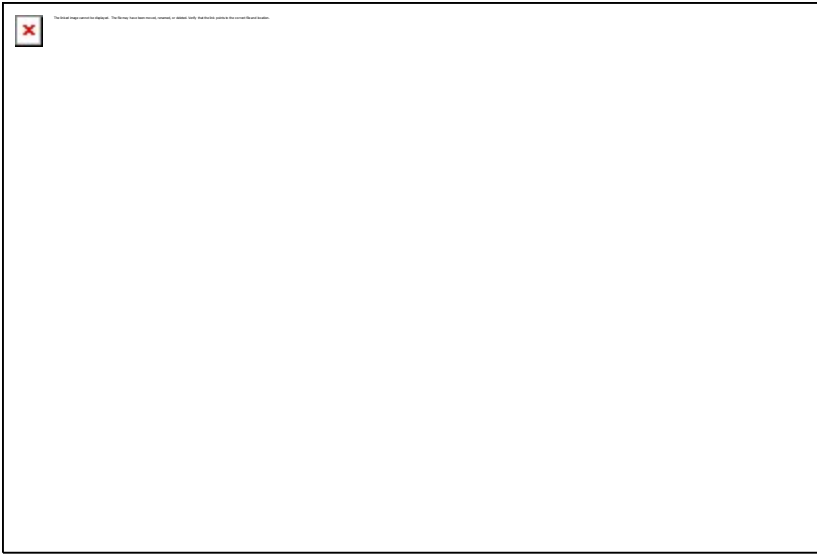
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---

**From:** Hollister, Jeff [<mailto:Hollister.Jeff@epa.gov>]  
**Sent:** Wednesday, May 5, 2021 5:02 PM  
**To:** [Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)  
**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen; 'Doug Nguyen'  
**Subject:** RE: No data...

I can, but it isn't there.

I'm 99% sure our IT have disabled the ability to run anyway in this case.



Jeff Hollister  
Research Ecologist  
ORD, Center for Environmental Measurement and Modelling  
Atlantic Coastal Environmental Sciences Division  
o: 401 782 9655  
m: 401 556 4087

---

**From:** Justin Walters <[Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)>  
**Sent:** Wednesday, May 05, 2021 4:57 PM  
**To:** Hollister, Jeff <[Hollister.Jeff@epa.gov](mailto:Hollister.Jeff@epa.gov)>  
**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen <[shivers.stephen@epa.gov](mailto:shivers.stephen@epa.gov)>; 'Doug Nguyen' <[dougn@nexsens.com](mailto:dougn@nexsens.com)>  
**Subject:** RE: No data...

Jeff,

After you select more info, you should see a run anyway button next to the don't run button. Can you send me a screen shot?

Best regards,

Justin

--

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---

**From:** Hollister, Jeff [<mailto:Hollister.Jeff@epa.gov>]  
**Sent:** Wednesday, May 5, 2021 4:52 PM  
**To:** [Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)

**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen; 'Doug Nguyen'

**Subject:** RE: No data...

More info only tells me the filename and Publisher.

I only have a button with a “Don’t run” option.

Jeff Hollister  
Research Ecologist  
ORD, Center for Environmental Measurement and Modelling  
Atlantic Coastal Environmental Sciences Division  
o: 401 782 9655  
m: 401 556 4087

---

**From:** Justin Walters <[Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)>

**Sent:** Wednesday, May 05, 2021 4:42 PM

**To:** Hollister, Jeff <[Hollister.Jeff@epa.gov](mailto:Hollister.Jeff@epa.gov)>

**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen <[shivers.stephen@epa.gov](mailto:shivers.stephen@epa.gov)>; 'Doug Nguyen' <[dougn@nexsens.com](mailto:dougn@nexsens.com)>

**Subject:** RE: No data...

Jeff,

Thanks for the reply. When this screen pops up select “more info” and then run anyway. This will allow you to install the connect software.

I have noticed this happens to me with a lot of the software we use from other manufacturers recently. Most likely a windows update caused this to start happening.

Best regards,

Justin

--

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**From:** Hollister, Jeff [<mailto:Hollister.Jeff@epa.gov>]

**Sent:** Wednesday, May 5, 2021 4:30 PM

**To:** [Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)

**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen; 'Doug Nguyen'

**Subject:** RE: No data...

Just out of curiosity is there another way to do this without using Connect? There is something about the install that I downloaded from <https://www.nexsens.com/downloads/CONNECTSetup.exe> that our systems don’t like. I have admin rights on my machines and have never seen this pop up. Essentially saying it won’t run the application.

I can try to get this approved to run, but that won’t be quick. If there is a workaround, that’d be preferable...

Thanks,  
Jeff

Jeff Hollister  
Research Ecologist  
ORD, Center for Environmental Measurement and Modelling  
Atlantic Coastal Environmental Sciences Division  
o: 401 782 9655  
m: 401 556 4087

---

**From:** Justin Walters <[Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)>  
**Sent:** Wednesday, May 05, 2021 4:05 PM  
**To:** Hollister, Jeff <[Hollister.Jeff@epa.gov](mailto:Hollister.Jeff@epa.gov)>  
**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen <[shivers.stephen@epa.gov](mailto:shivers.stephen@epa.gov)>; 'Doug Nguyen' <[dougn@nexsens.com](mailto:dougn@nexsens.com)>  
**Subject:** RE: No data...

Jeff,

Thanks for the update. Please erase the old log data using connect software. Below is an article explaining this process:

<https://www.nexsens.com/knowledge-base-v2/software/connect/user-guide/erase-log-data>

Once this is done, go ahead and plug the solar tower back in.

Best regards,

Justin  
--  
Justin Walters  
Fondriest Environmental  
2091 Exchange Court  
Fairborn, OH 45324  
Phone: 937-426-2151  
Fax: 937-426-1125  
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**From:** Hollister, Jeff [<mailto:Hollister.Jeff@epa.gov>]  
**Sent:** Wednesday, May 5, 2021 3:10 PM  
**To:** [Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)  
**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen; 'Doug Nguyen'  
**Subject:** RE: No data...

Justin,

We are getting closer. Our SIM cards were activated last night.

I now see on WQ Data Live, that the last contact time is recent (currently 3pm). When I look at the data tab though, all I see are the parameters that I have selected, but no data is listed. We power cycled the logger got the 1 beep on power and then shortly after 2 beeps, which I remember indicates that we have good cell coverage.

Curious about what we should try next. We are in the lab for another 10-15 minutes today, but can get back in tomorrow.

Thanks,  
Jeff

Jeff Hollister  
Research Ecologist  
ORD, Center for Environmental Measurement and Modelling  
Atlantic Coastal Environmental Sciences Division  
o: 401 782 9655  
m: 401 556 4087

---

**From:** Justin Walters <[Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)>  
**Sent:** Monday, May 03, 2021 11:10 AM  
**To:** Hollister, Jeff <[Hollister.Jeff@epa.gov](mailto:Hollister.Jeff@epa.gov)>  
**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen <[shivers.stephen@epa.gov](mailto:shivers.stephen@epa.gov)>; 'Doug Nguyen' <[dougn@nexsens.com](mailto:dougn@nexsens.com)>  
**Subject:** RE: No data...

Jeff,

Thanks for email. For 15 min transmissions we typically recommend the 25MB data plan. Let me know if you need anything else.

Best regards,

Justin

--

Justin Walters  
Fondriest Environmental  
2091 Exchange Court  
Fairborn, OH 45324  
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Fax: 937-426-1125  
[www.Fondriest.com](http://www.Fondriest.com)

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---

**From:** Hollister, Jeff [<mailto:Hollister.Jeff@epa.gov>]  
**Sent:** Monday, May 3, 2021 10:52 AM  
**To:** [Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)  
**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen; 'Doug Nguyen'  
**Subject:** RE: No data...

All,

Looks like this **\*\*might\*\*** be easier than I first thought. One quick question though, do you have a ballpark for the amount data transmitted monthly? I can probably piece it together, but thought you might have this at the ready. We will be sending every 15 minutes and have a YSI EXO2, a NICO, and an AirMar weather station. We have monitoring data plans available to us and they are pretty finely resolved (1MB, 5MB, 25, 50...)

Thanks,  
Jeff

Jeff Hollister  
Research Ecologist  
ORD, Center for Environmental Measurement and Modelling  
Atlantic Coastal Environmental Sciences Division  
o: 401 782 9655  
m: 401 556 4087

---

**From:** Justin Walters <[Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)>  
**Sent:** Friday, April 30, 2021 10:52 AM  
**To:** Hollister, Jeff <[Hollister.Jeff@epa.gov](mailto:Hollister.Jeff@epa.gov)>  
**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen <[shivers.stephen@epa.gov](mailto:shivers.stephen@epa.gov)>; 'Doug Nguyen' <[dougn@nexsens.com](mailto:dougn@nexsens.com)>  
**Subject:** RE: No data...

Jeff,

Thanks for the reply. The IMEI and SIM ID information is labeled on the quick start guide and on the data logger itself. The SIM card is already installed on the buoy.

If you do have trouble getting the SIM activated, you can use any Verizon LTE SIM card with an active data plan and I can send instructions on how to install the SIM card.

Best regards,

Justin

--

Justin Walters  
Fondriest Environmental  
2091 Exchange Court  
Fairborn, OH 45324  
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Fax: 937-426-1125  
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**From:** Hollister, Jeff [<mailto:Hollister.Jeff@epa.gov>]  
**Sent:** Friday, April 30, 2021 10:44 AM  
**To:** [Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)  
**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen  
**Subject:** RE: No data...

Well that would explain it. I guess I assumed that was a part of the Cellular Data Buoy package and the Verizon LTE telemetry. Is the SIM card already installed?

If so, I will look into getting that activated on our end. If that proves to be a challenge (these things can get complicated at EPA), is it possible to use any SIM card as it might be easier to just do that?

Thanks,  
Jeff

Jeff Hollister  
Research Ecologist  
ORD, Center for Environmental Measurement and Modelling  
Atlantic Coastal Environmental Sciences Division  
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m: 401 556 4087

---

**From:** Justin Walters <[Justin.Walters@fondriest.com](mailto:Justin.Walters@fondriest.com)>  
**Sent:** Friday, April 30, 2021 10:33 AM  
**To:** Hollister, Jeff <[Hollister.Jeff@epa.gov](mailto:Hollister.Jeff@epa.gov)>  
**Cc:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com); Shivers, Stephen <[shivers.stephen@epa.gov](mailto:shivers.stephen@epa.gov)>  
**Subject:** RE: No data...

Hi Jeff,

Paul forwarded me the emails below. I noticed on your order that you didn't purchase a data plan through our company. Have you activated the SIM card on the data logger? Or installed a different active Verizon SIM card?

If you plug in a float charger, the data logger will turn on, and record and transmit data.

Let me know if you have any questions.

Best regards,

Justin

--

Justin Walters  
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**From:** Hollister, Jeff <[Hollister.Jeff@epa.gov](mailto:Hollister.Jeff@epa.gov)>  
**Sent:** Friday, April 30, 2021 10:24 AM  
**To:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com)  
**Cc:** Shivers, Stephen <[shivers.stephen@epa.gov](mailto:shivers.stephen@epa.gov)>  
**Subject:** RE: No data...



Another follow up. I understand that the solar panels need to be connected in order for the data logger to receive power. Will the data logger receive power if the float charger is plugged in instead?

Thanks,  
Jeff

Jeff Hollister  
Research Ecologist  
ORD, Center for Environmental Measurement and Modelling  
Atlantic Coastal Environmental Sciences Division  
o: 401 782 9655  
m: 401 556 4087

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**From:** Hollister, Jeff  
**Sent:** Friday, April 30, 2021 10:07 AM  
**To:** [paul.nieberding@fondriest.com](mailto:paul.nieberding@fondriest.com)  
**Cc:** Shivers, Stephen <[shivers.stephen@epa.gov](mailto:shivers.stephen@epa.gov)>  
**Subject:** No data...

Paul,

We finally got one of the buoys hooked up and have sensors in a cooler of water as a test. All went pretty smoothly, except we are not getting data sent to WQdata live.

I was able to use WIFI direct and looking at 192.168.1.1 shows data is being collected by all three sensors (Airmar, NICO, and EXO2) so that's good. I did see that we had 0db on the cell signal, so that seems to be the obvious place to start. We had it in the lab for most of our tests (I do get cell signal on my phone) but also brought it outside for ~ 30 minutes, and still nothing.

I am not in the lab today, but can plan some time next week to go in and see if I can get this problem straightened out. I was wondering what I should do in the meantime to get ready? Any software I should have on my laptop? Anything to read?

Thanks!  
Jeff

Jeff Hollister  
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