



## Why do I get “Unknown” entries in the Data Log?

During and immediately after performing a firmware update or downgrade, PowerAlert Device Manager (PADM) temporarily suspends measurement of device data. However, the services related to recording measurements in the Data Log remain active. As a result, “Unknown” entries appear during this period.

No action needs to be taken. Shortly after the update is completed PADM will reinstate measurement of device data.

| Time                 | Voltage | Current | Power   | Power Factor | Harmonic Distortion | THD     | Power Quality | Power Factor | Harmonic Distortion | THD     | Power Quality | Power Factor | Harmonic Distortion | THD     | Power Quality | Power Factor | Harmonic Distortion | THD     | Power Quality |
|----------------------|---------|---------|---------|--------------|---------------------|---------|---------------|--------------|---------------------|---------|---------------|--------------|---------------------|---------|---------------|--------------|---------------------|---------|---------------|
| 11/4/2021 9:02:00 AM | 95.0    | 474     | 40.7    | 100          | 59.8                | 125.6   | 59.8          | 0.00         | 0                   | 0       | 0.00          | 0.00         | 71.4                | 23      | 71.4          | 17           | 76.8                |         |               |
| 11/4/2021 9:01:00 AM | Unknown | Unknown | Unknown | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       |
| 11/4/2021 9:00:00 AM | Unknown | Unknown | Unknown | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       |
| 11/4/2021 8:59:00 AM | Unknown | Unknown | Unknown | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       |
| 11/4/2021 8:58:00 AM | Unknown | Unknown | Unknown | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       |
| 11/4/2021 8:57:00 AM | Unknown | Unknown | Unknown | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       |
| 11/4/2021 8:56:00 AM | Unknown | Unknown | Unknown | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       |
| 11/4/2021 8:55:00 AM | Unknown | Unknown | Unknown | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       |
| 11/4/2021 8:54:00 AM | Unknown | Unknown | Unknown | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       |
| 11/4/2021 8:53:00 AM | Unknown | Unknown | Unknown | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       |
| 11/4/2021 8:52:00 AM | Unknown | Unknown | Unknown | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       |
| 11/4/2021 8:51:00 AM | Unknown | Unknown | Unknown | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       |
| 11/4/2021 8:50:00 AM | Unknown | Unknown | Unknown | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       |
| 11/4/2021 8:49:00 AM | Unknown | Unknown | Unknown | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       |
| 11/4/2021 8:48:00 AM | Unknown | Unknown | Unknown | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       |
| 11/4/2021 8:47:00 AM | Unknown | Unknown | Unknown | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       |
| 11/4/2021 8:46:00 AM | Unknown | Unknown | Unknown | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       |
| 11/4/2021 8:45:00 AM | Unknown | Unknown | Unknown | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       |
| 11/4/2021 8:44:00 AM | Unknown | Unknown | Unknown | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       | Unknown      | Unknown             | Unknown | Unknown       |
| 11/4/2021 8:43:00 AM | 95.0    | 474     | 40.4    | 100          | 59.7                | 125.3   | 59.8          | 0.00         | 0                   | 0       | 0.00          | 0.00         | 71.4                | 22      | 71.4          | 17           | 76.8                |         |               |
| 11/4/2021 8:42:00 AM | 95.0    | 474     | 41.1    | 100          | 59.7                | 125.3   | 59.8          | 0.00         | 0                   | 0       | 0.00          | 0.00         | 71.4                | 22      | 71.4          | 17           | 76.8                |         |               |
| 11/4/2021 8:41:00 AM | 95.0    | 474     | 41.3    | 100          | 59.7                | 125.1   | 59.7          | 0.00         | 0                   | 0       | 0.00          | 0.00         | 71.4                | 22      | 71.4          | 17           | 76.8                |         |               |
| 11/4/2021 8:40:00 AM | 95.0    | 474     | 41.1    | 100          | 59.7                | 124.8   | 59.7          | 0.00         | 0                   | 0       | 0.00          | 0.00         | 71.4                | 22      | 71.4          | 17           | 76.8                |         |               |
| 11/4/2021 8:39:00 AM | 95.0    | 474     | 41.4    | 100          | 59.7                | 125.1   | 59.8          | 0.00         | 0                   | 0       | 0.00          | 0.00         | 71.4                | 22      | 71.4          | 17           | 76.8                |         |               |