

Support

All versions of GUM Workbench are developed with the Delphi software development tool produced by Borland or now Godegear. Modern development methods like object oriented programming and structured error handling are in use.

During the development the emphasis was put on usability, robustness and long shelf life of the application program and its data. Please contact the product support via email (support(at)metrodata.de) in case you face any problems and we will try to help you and solve the problem as soon as possible.

Validation

GUM Workbench is a standard application program with the possibility that the user can freely modify the model equation. With this feature, the application can be used to evaluate almost any measurement. A general validation by Metrodata for all possible purposes is not possible.

The user of GUM Workbench must check and validate by himself if the chosen model equation, the method of the GUM and finally GUM Workbench is suitable for the intended use.

During the development of GUM Workbench it was constantly monitored that the calculation rules defined in the GUM and the EA 4/02 are implemented correctly and that the implemented approach is compatible with these guidelines. Extended checks of any user input and the model equation will inform the user as much as possible about mistakes and recognizable error in the model and give advice about corrections whenever possible.

Every version of GUM Workbench was carefully tested prior to shipment. The correct operation can be verified after installation with the help of the examples from EA and GUM which are part of the installation. Official results are published for this examples.

Known Errors and Problems

Errors and problems are listed for the individual versions as far as they are known to us.

Version 1.2:

The Version 1.2 runs under NT based systems (NT, 2000, XP) with the help of an emulator which is integrated in Windows. The emulator is not supported by Microsoft any more for several years now. Several errors and problems are known with the emulator and some are affecting the use of Version 1.2. The following Problems might occur:

- Small calculation errors
- The program might reject any user inputs with decimal point or comma
- Errors during printing

An upgrade to Version 1.3 will solve these problems.

Version 1.3:

No problems or errors are known with the actual build.

Version 2.3:

No problems or errors are known with the actual build.

Version 2.4:

In program builds before 2.4.1.377 a calculation error has been found in the calculation of pooled estimates of Type A. The evaluated uncertainty can be underestimated. All user should therefore update to the latest build. The update is available in the **Download Section** free of charge.

With the actual build, no problems or errors are known.

Updates

The development and support on Version 1.2 was stopped after Microsoft did not support the emulator any more which is needed to run this version on XP and other Windows systems.

For all other versions of GUM Workbench, updates to the latest build are available in the **download** section.

Upgrades

It is possible to upgrade any version of GUM Workbench to a higher version any time by purchasing an upgrade license.

The SMU file format is upward compatible. Higher program versions of GUM Workbench can read the files created with older versions. Version 2.4 offers a function to write files in a format that is compatible with Version 1.3 and Version 2.3.

All files created with an Educational Version can be read and modified by a full version of the program.

In case of problems with reading existing SMU files, please contact the product support by email (support(at)metrodata.de) and we are happy to help you with it.

