



DeLogger host software Frequently Asked Questions

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Introduction

Please note DeLogger is a discontinued product. Due to the licensing agreement, we cannot supply DeLogger with new DataTaker products. If you are an existing DeLogger user, we can replace your existing copy, but we will require details of your DataTaker (make, model, and serial number). If you need a replacement copy, you will need to contact support@DataTaker.com.au for further details.

Please note:

- DeLogger 4 is only compatible with versions of Microsoft Windows up to and including Windows XP
- DeLogger 5 is compatible with Microsoft Windows XP and Vista
- There is no version compatible with Microsoft Windows 7

For more information visit thermofisher.com/datataker

Installation

Do I have to install .net framework during the installation process?

Yes, you must. DeLogger will not run successfully without it.

Can I install DeLogger on Windows Vista?

Yes, DeLogger5 supports Windows Vista. DeLogger4 cannot be installed successfully on Windows Vista.

Can I install DeLogger on Windows 7?

Windows 7 is not supported by DeLogger, and compatibility for this is not planned for implementation as DeLogger is discontinued. dEX has replaced DeLogger for the DT8x range series 2 & 3.

How do I install DeLogger5 to run on the same computer with DeLogger4?

As of DeLogger5 Version 1 Release 2, DeLogger5 will automatically install without affecting DeLogger4 installation. When you run DeLogger5 for the first time, it will run the update wizard which will allow you to COPY the projects and databases from DeLogger4. After this, you can select to run either DeLogger4 or DeLogger5. DeLogger5 has a different icon to allow you to more easily recognize which version is running.

DeLogger5 Version 1 Release 1 moved rather than copied the projects and databases, so it required a different approach. You should not install that version, but rather install DeLogger Version 1 Release 2 or later to allow both DeLogger4 and DeLogger5 to be installed on the same computer.

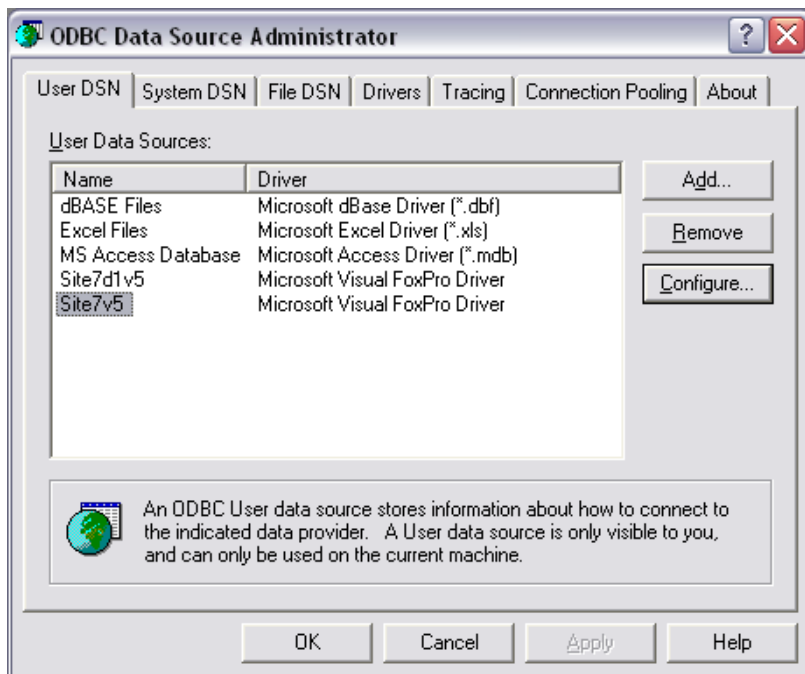
Can I run DeLogger4 and DeLogger5 at the same time?

While DeLogger4 and DeLogger5 can be installed on the same machine you can run either DeLogger4 or DeLogger5 but you can not have both running at the same time.

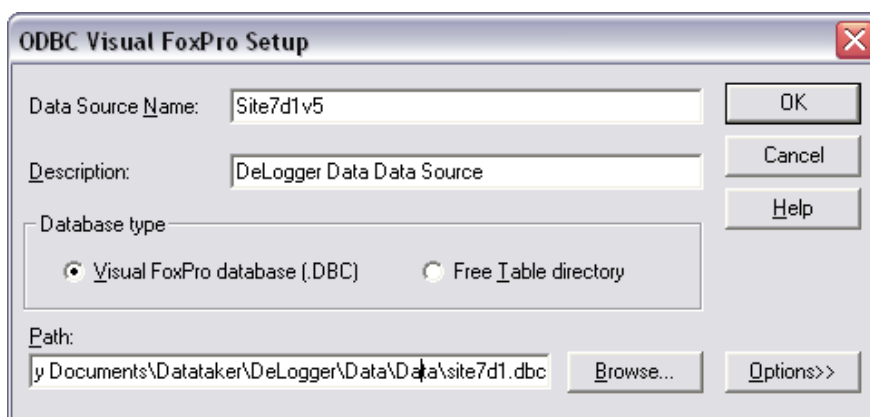
I get a message “Site database not found”

DeLogger5

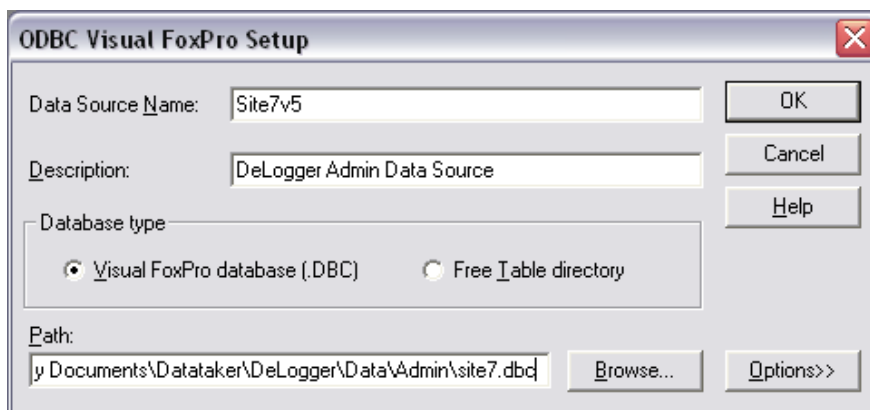
Open the control panel and follow the path > Administrative Tools > Data Sources (ODBC). Under the “User DSN” tab, you will see a list of databases registered in your computer’s system. DeLogger5 needs the two named Site7d1v5 and Site7v5. If these are not present, then you will need to add them manually by clicking Add and following the images below as a guide.



NOTE: If you don't get the option to add a “Microsoft Visual FoxPro Driver”, then you will need to speak to your IT staff. This might mean your Windows configuration is incompatible with DeLogger5.



You will need to check the paths are correct, so highlight Site7d1v5 and click on Configure. Check the path and file exists. Then do the same with Site7v5.



If you use the default installation the databases are installed in ..\ MyDocuments\DataTaker\DeLogger\ Data\Data for Site7d1v5 and ..\ MyDocuments\DataTaker\DeLogger\ Data\Admin for Site7v5.

Also check you have the rights to access paths.

DeLogger database

What is the units of the sub-second field in the database?

The sub-second field in the database is in units of microseconds.

Alarm handling

Why doesn't alarm filtering work?

To filter on real DataTaker alarms only, you should select on alarm number <500 in the report. All DeLogger internal alarms are numbered from 500 upwards.

Communications

Why can't I connect to my DataTaker?

If you cannot connect to a DataTaker, do the following:

Check the configuration:

- Check cable is correct one
- Check that the baud rate is correct for the DataTaker
- Check correct Comms Port
- Check the flow control is correct

The DT5xx uses software flow control while the DT80/800 can use either hardware or software flow control. The flow control in the DataTaker and software MUST match. Use Wake up required, and retry the connection. Use Auto Baud Detect Fast, and retry the connection. Use Auto Baud Detect Slow, and retry the connection.

Check the physical connection:

- Check that the cable and connectors are correctly installed.
- Use a terminal program (like DeTransfer) and send a simple command to the DataTaker (like STATUS).
- Check the logger is suitably powered. If the logger has been out of use for a long period of time, then it may be necessary to disconnect the battery for thirty seconds. The battery discharge may have resulted in the DataTaker being unable to reliably restart its processor. See also the Getting Started with DataTaker user's guide.

How do I setup an auto answer modem connection (Dial-in) in DeLogger?

To setup an auto answer connection, do the following:

Check the configuration:

- Create and configure a “Modem” connection. To do this select **Connections > Properties...** from the menu. Then click on the **Modem** tab. Press the **New** button to define a new modem connection. Enter the details for the modem connection. In the site details area of the modem connection properties, ensure the following:
 - Enable the incoming calls by checking the Accept incoming calls check box
 - Enter the Connection password as the logger’s serial number. This can be accessed by pressing the **Password** button
- Create and configure an “Auto Answer Modem” connection. Select Connection > Properties... from the menu. Then click on the **Auto Answer Modem** tab. Press the **New** button to define a new auto answer modem connection.
 - Ensure only one Auto answer modem connection is created per modem and the auto answer connection name is not same as the modem connection name
- Enable an Auto Answer Modem connection. The auto answer modem connection is enabled by “connecting” to it. To do this select **Connection > Connect...** from the menu, then click on the **Auto Answer** tab and select the auto answer connection you have just created
 - A pop up message will appear saying: ‘Auto answer modem connection name’ is waiting incoming call
 - The Auto answer modem connection name should now appear in the Connections tab of the project bar

The following example job shows how to program the logger to dial out on an alarm condition which will then trigger the auto answer connection to connect to the incoming call

```
BEGIN"dial-modem"  
  SETDIALOUTNUMBER"5551234"  
  1CV=0  
RA1S  
  1CV=1CV+1  
  IF1(1CV>50)"Dial"{1CV=0 DIAL}  
LOGON  
END
```

This example assumes the number to dial is configured as 5551234 when a modem connection was created. Once 1 CV is greater than 50, the logger will automatically dial-in to DeLogger, and the following pop-up messages will appear:

- An incoming modem call is being offered
- Incoming modem call was accepted
- Connected

Programming

I get errors sending programs to the logger

If you have problems sending programs to a DataTaker logger, do the following:

- Check you are using the correct program builder for the type of DataTaker
- If the error is in the program, check the program and re-send it
- Check the cable and connectors
- Do a software disconnect from the DataTaker, reconnect, then send the program again. (Note that this software procedure of disconnecting, reconnecting, then sending the program again is a valuable troubleshooting technique.)

If that fails, quit DeLogger, restart the computer, start DeLogger again, connect again, and re-send the program.

You may also need to manually reset the DataTaker (described in the Getting Started with DataTaker user's guide supplied with your logger).

How is a channel assigned to a Channel Expansion Module (CEM)?

1. First, define the channel in the program builder window with any channel number.
2. Select the channel pop up menu by pressing the Right Mouse Button on the channel icon, and navigate the menus to the channel number (channel options > channel number). The menu will allow selection of the DataTaker or one of two CEMs.
3. Select the desired CEM and then a channel number to apply it to the channel.

If the CEM is attached, the channel icon will reflect the new channel number.

Data handling

Why doesn't the data coming back from the logger change when I modify the program?

When the program is modified in the program builder window, the program must be sent to the logger for the changes to take effect.

I have a span defined but my data does not get converted. Why?

Each channel that needs to be converted must have the span applied.

1. Select the channel pop up menu by pressing the Right Mouse Button on the channel icon, and navigate the menus to span (channel options > data conversion > span).
2. Select an available span to apply it to the channel. A box will appear with the channel in the program builder window to indicate that the span has been applied.

When I define a channel variable it always comes up as 1 CV. How do I change the channel number?

Select the channel pop up menu by pressing the Right Mouse Button on the channel icon and navigate the menus to internal properties (channel options > internal properties). The channel number can be modified within the dialog.

Another way is to select the properties of the expression icon attached to the channel variable by pressing the Right Mouse Button. The channel number can be modified on the CV tab dialog.

Data display

There are no channels defined for use in my charts or forms even though I have defined the program. Where are the channels?

The program has not been sent to the DataTaker. Until this is done DeLogger will not make the channels available for use in charts or forms.

A defined chart or form isn't changing. Why?

Forms will not display incoming data in edit mode. Check that the window title contains '(Edit)'.

Exit edit mode by selecting the form menu from the main menu bar and deselecting Edit Mode.

OR

The chart or form is paused, indicated by a depressed Pause button. Press the pause button again to resume displaying data. Forms must first be out of edit mode.

How do I create new chart or form window?

Press the New button on the main menu bar, and select the desired window.

My Chart / Form / Mimic won't update even when I'm connected

With DeLogger4, you can get data from more than one DataTaker at a time. The chart and form windows use the connection name to identify where the data is coming from. If you have set up a project with a mimic, form, or chart window, and then use a connection with a different name. Then DeLogger4 does not know about the "New" data source.

The solution is to always connect to the DataTaker using **exactly** the same connection name every time.

Charts

There are no channels defined for use in my chart even though I have defined the program. Where are the channels?

Make sure the project (site) and schedule are selected in the Site and Schedule tabs of the Chart Channels dialog box. All channels relating to that schedule in the project will then be available.

How many data points can a chart curve show?

By default, a chart curve can show 16,384 data points.

The default can be changed by editing the registry key DeLogger\Charts\CurveMaxDataSets. This key controls the number of points per trace that the chart will hold. Data points are held in memory (for speed) and are written to file when saving the document. Because of this, you must be sure that you have enough memory to contain the required number of points (not so much a problem these days, but was a problem under small Win95/98 systems).

For each point per curve it requires 2 doubles, so 16 bytes per point per trace. The default setting is 16,384 points which requires $16,384 * 16(\text{bytes}) * 12(\text{traces}) = 3,145,728$ bytes.

The range of data points possible (assuming enough memory) is > 0 and $< 1,073,741,823$

On low performance platforms, the update can become sluggish when very large data sets are used with fast update rates.

There is a slight difference if plotting as an X/Y chart but this is the better case, not worst.

Text window

The displayed information in the text window is not readable. How is the format changed?

Press the “ ? ” icon button in the text window, and select “Text Format”.

When I open the Text window to import an existing file, all the buttons are greyed out including the DLP button. How do I import the file into the window?

Make the window active by clicking anywhere in the window. All buttons will become active.

When I send a program using “send all” in the text window, the program does not immediately start running. Why?

When a program is sent from the text window, the DataTaker is halted by default. To start the program, issue a ‘G’ in the text command window, or press Run on the main toolbar. When a program is sent from the program builder window the new program will start running.

Forms

How do I put a channel into a form?

Make sure the form is in edit mode, and double click on the row number. Select the desired channel.

How do I remove a channel from a form?

Double click on row number, highlight the channel, and press the Clear button.

Replay

After selecting a replay file, pressing the Play button on the replay console does not display data on the chart. Why?

Before pressing Play on the replay console, you must select the replay site in the Chart Channels dialog box as well as the schedules and channels to be charted.

On pressing Play on the toolbar with the Chart Channels dialog box open, the replay site is not available.

Close and reopen the Chart Channels dialog box, and the replay site will be present.

Resource management

Number of open applications

For most reliable operation during a logging session, have only DeLogger running on the computer. Close all other applications.

Open windows

For most reliable operation during a logging session, close any DeLogger windows that are not required (including the Program Builder window once the program has been sent).

Performance problems during unload

If using a lower specification machine and you are experiencing performance problems during an Unload operation, try reducing the number of Form Views that are being actively displayed.

To improve performance, you can also set the type of computer and how much data is sent. Changing these settings are under File, and then click on Performance.

Actions

Why does my UNLOAD_SITE_FILE macro fail?

The UNLOAD_SITE_FILE (and other UNLOAD_SITE actions) will fail if you do not specify the job name parameter correctly. For the DT800/80 series the default is JOB1, which is the default job name. If you are using a different job name you must specify the name you are using.

For example:

```
UNLOAD_SITE_FILE("ServerRoomLogger","LOGJOB","",120,"DATA1.CSV",0,0)
```

If you do not specify the job name correctly, DeLogger may create a file without the channel headers. DeLogger has been known to crash if the job name parameter is left out, and the destination file is a CSV file!

NOTE: DeLogger is case sensitive. Connection names and job names must be exactly the same as in the connection definition and job name.

OPC

What version of OPC does Delogger support?

DeLogger supports version 1 of the standard.

Miscellaneous

What does the “integrity check” menu item do?

It ensures that the program in the DataTaker is ‘known’ to DeLogger so that and displayed data is correctly interpreted. It is most useful when connecting to more than one DataTaker without exiting DeLogger.

How do I open a closed window?

Press the Proj button on the main menu bar, select the desired window, and press Open.

How do I create new chart or form window?

Press the new button on the main menu bar, and select the desired window.

How do I export data into an Excel spreadsheet?

This can be done in real time or from a replay file.

In real time:

1. Select the text window, and press the Display button.
2. Select “CSV Format”, and clear any previously displayed data.
3. To begin saving the data, press the Log File button, and type a file name.
4. When the data set is complete, press the Log File button again.

From a replay file:

1. Select the text window, and press the Hist button and then the Display button.
2. Select “CSV Format”, and clear any previously displayed data.
3. To prepare for the export, press the Log File button, and type a file name.
4. Press the Play button on the main toolbar, and select the file containing the data to be replayed. The replay control will now be visible on the screen.
5. Press the fast forward button to start the export process.
6. When the export is complete, press the Log File button again, and press the green end button on the replay control to end the data replay.

How do I send an email from DeLogger Pro?

DeLogger4 does have the ability to send an email to selected email addresses as a response to an incoming alarm data from a DataTaker.

There are a few items that need to be set up first.

- Enable the DLPMessagesHandler

DeLogger4

Click Start>Run
Enter Regedit

Locate the keys

HKEY_LOCAL_MACHINE\SOFTWARE\DataTaker\DeLogger\Message\MailAlarmEnabled
HKEY_LOCAL_MACHINE\SOFTWARE\DataTaker\DeLogger\Message\MailHandlerEnabled

Set them both to 1
Close regedit.

DeLogger5

Locate the file DeLogger.ini located in ..\My Documents\DataTaker\DeLogger\

Open the file with a text editor (e.g. Notepad)

Under the heading [Message] Locate the items;
MailAlarmEnabled=0
MailHandlerEnabled=0

Set them both to equal 1
MailAlarmEnabled=1
MailHandlerEnabled=1

Save the file and exit the editor.

- Create and test your DeLogger program.
In your DataTaker program, the alarms must be numbered. In the message handle set up file, the alarm numbers are associated with an email address. When an alarm message is received by DeLogger, the alarm message is passed to the message handler. An email is then created and sent to the appropriate email address.
- Open the file called messaging.csv in the directory

DeLogger4

C:\Documents and Settings\All Users\Application Data\DataTaker\DeLogger\Messaging

DeLogger5

C:\Documents and Settings\All Users\My Documents\DataTaker\DeLogger\Messaging

The file contains a template header. Add the email and alarm associations with the following syntax. Note:

```
"Type","SubType","Site","F1","F2","F3","F4","F5","F6","F7","F8","F9"  
"M","0","XX","DeLogger","me@DataTaker.com.au","DeLogger Reported Alarm","1,2,3,4","0-24",,,  
"M","0","XX","DeLogger","me@gmail.com","DeLogger Reported Alarm","5","0-24",,,
```

Where the connection is called XX

The alarm messages for alarms 1,2,3, & 4 are sent to me@DataTaker.com.au

Alarm 5 from connection XX is sent to me@gmail.com

You can add multiple lines for multiple email addresses and multiple alarm numbers.

'DeLogger' is the **header** & 'DeLogger Reported Alarm' is the **subject**

Notes:

- The first line can be a **blank** line or you can leave the template line in as it is not read by DeLogger
- Connection name is case sensitive and must be exactly the same as your DeLogger connection
- The second item is a 0(Zero) not a Capital O
- Each item in the list must be enclosed with quote marks ""
- The trailing commas should be added as place holders

If you get a Windows error message when the alarm runs, then you need to manually run the message handler once to register the handler in Windows.

- **DeLogger4** Run the file C:\Program Files\DataTaker\DeLogger\DLPMessagesHandler.exe
- **DeLogger5** Run the file C:\Program Files\DataTaker\DeLogger5\DLPMessagesHandler.exe

If you have trouble with Outlook sending a warning message, here is a possible workaround.

How do I print the DeLogger Help Files/Manual?

As a printed user manual for DeLogger is no longer available, you can print out sections of the Help file by selecting an item from the 'Contents' tab, right mouse click, and select 'print'.

In Australia:

For customer service, call 1300-735-292

To email an order, ordersau@thermofisher.com

In New Zealand:

For customer service, call 0800-933-966

To email an order, ordersnz@thermofisher.com

Find out more at thermofisher.com/datataker

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