



USER GUIDE

Download Software Troubleshooting – Save Memory Image V0.0

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History of Changes

Rev. No.	Date	Pages	Author	Description of Changes
0	March 25, 2020		James Wright	Initial version

About This Guide

This document is meant to supplement formal training and the full DataCan Download Software user manual. This is for customer and internal DataCan use.

Warnings

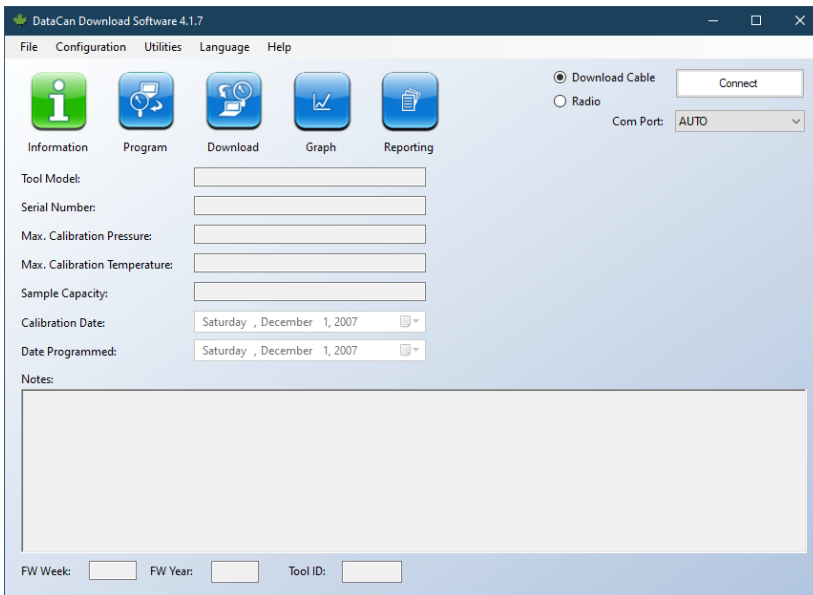
WARNING – If in doubt about data, please take a memory image before erasing or formatting memory gauge memory.

WARNING – Always download use the latest version of the DataCan Download Software found at <https://www.datacan.ca/downloads>.

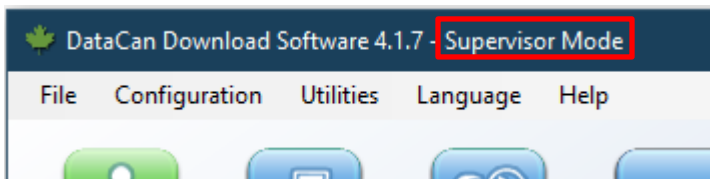
WARNING – Make sure all USB download cable drivers are up-to-date.

1 Procedure

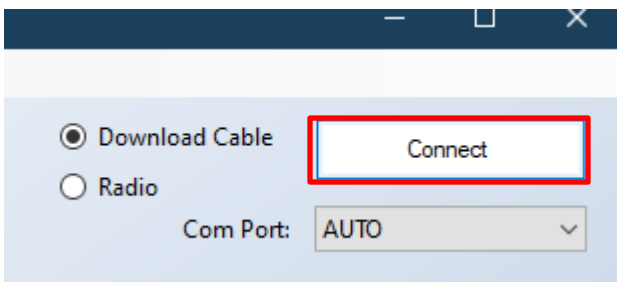
- 1) Connect the gauge to your computer using a DataCan Download Cable (part number 100682).
- 2) Run the latest version of the DataCan Download Software.



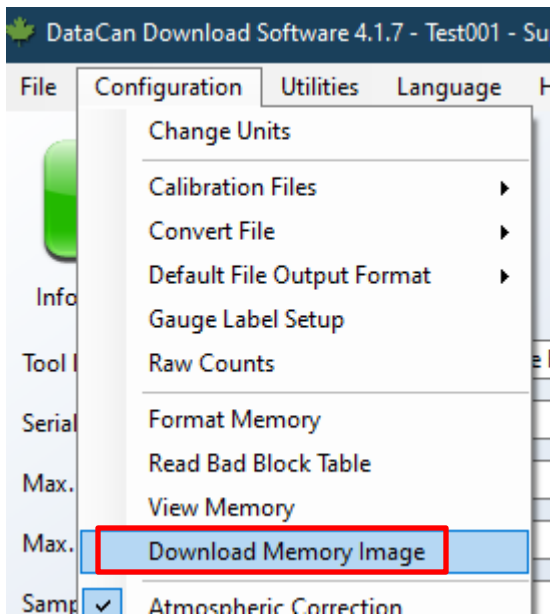
- 3) On your keyboard press CTRL+SHIFT+D to enter "Supervisor Mode". The "Supervisor Mode" text will be added to the title bar.



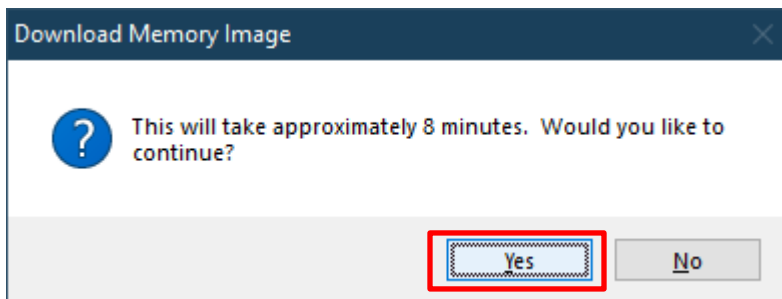
- 4) Press the "Connect" button to connect the Download Software to the gauge.



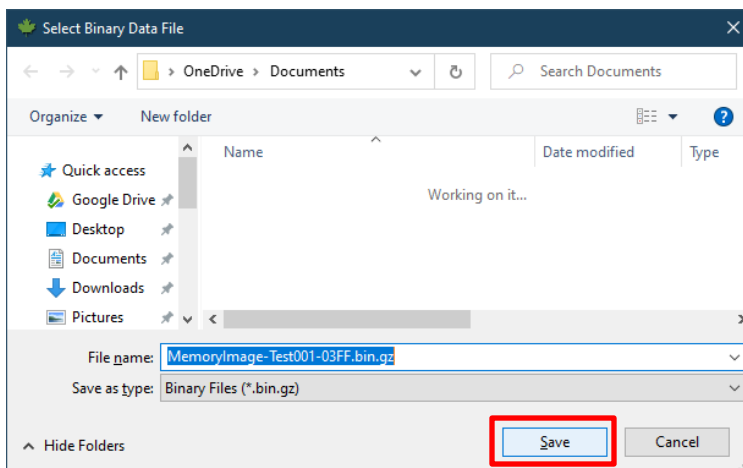
- 5) In the menu at the top of the software, select "Configuration -> Download Memory Image".



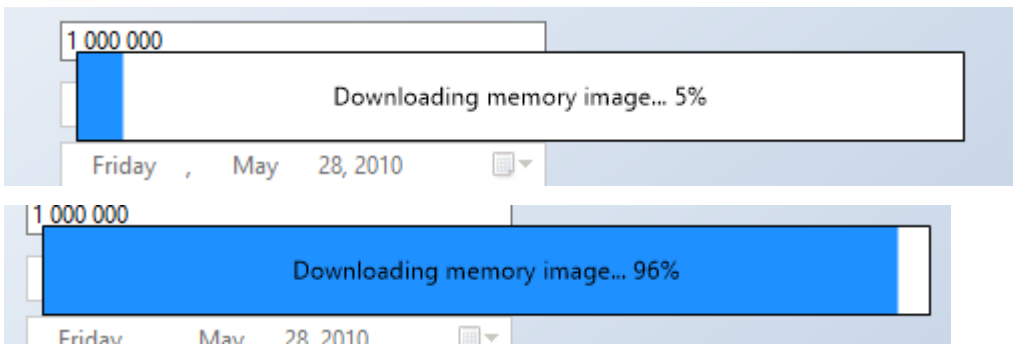
6) A message will appear with the approximate time that this process will take. Downloading a memory image for some gauges is faster than for others. Press "Yes" to continue.



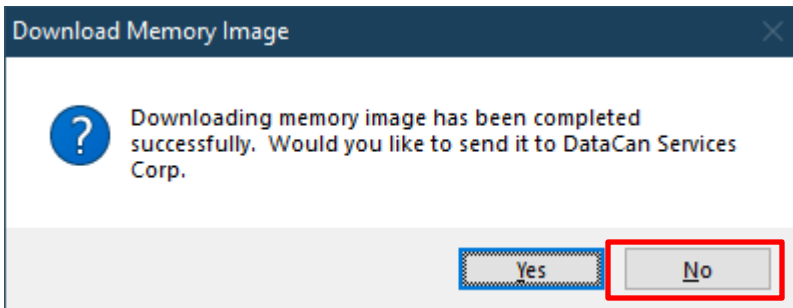
7) In the "Select Binary Data File" window, chose a known location to download the memory image and click the "Save" button.



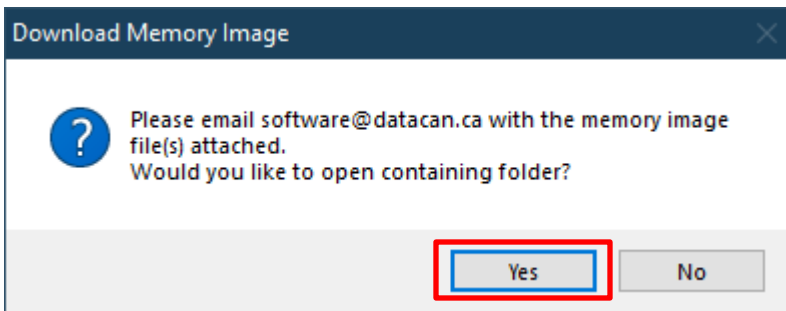
8) The memory image will be downloaded.



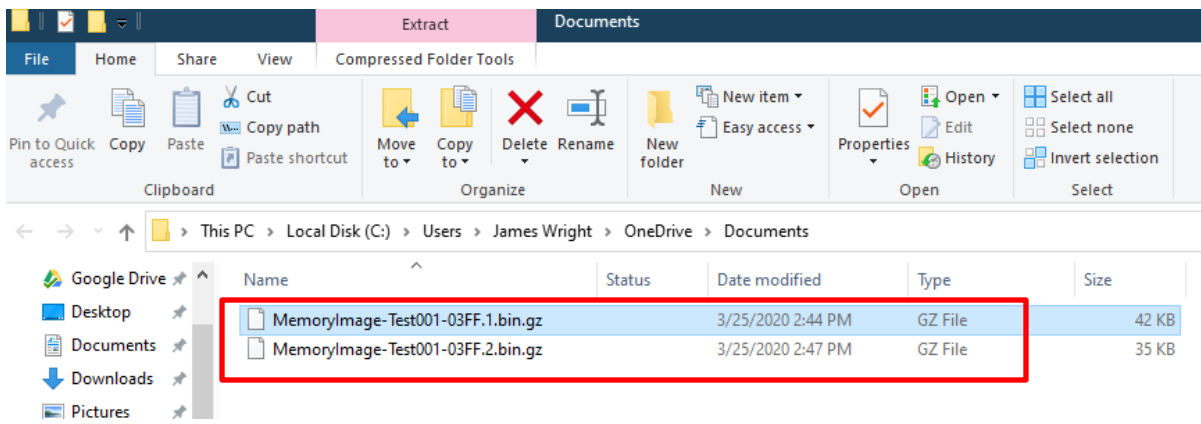
- 9) Once the memory image has been downloaded, select the "No" option (in most cases) if you know who at DataCan will be helping with the memory image support or "Yes" if you do not know who will be helping you. If you click "Yes" make sure to contact DataCan for support. The rest of this document will assume you clicked "No".



- 10) In the next screen, select "Yes" to open the folder that contains your data.



- 11) E-mail all of the .bin.gz files that were created along with basic information about your gauge (serial number, the problem, battery used) to your DataCan support person.



12) Close the DataCan Download Software and disconnect the gauge from your computer and the DataCan Download Cable.