

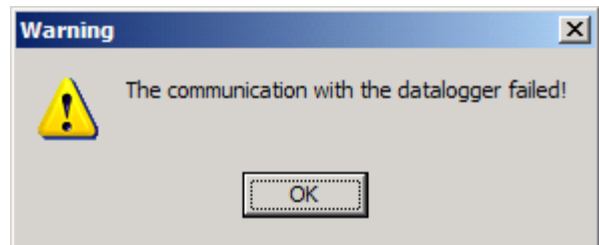
The Start/Update Function Fails But Communication Is Functional?

Frequently Asked Question #18

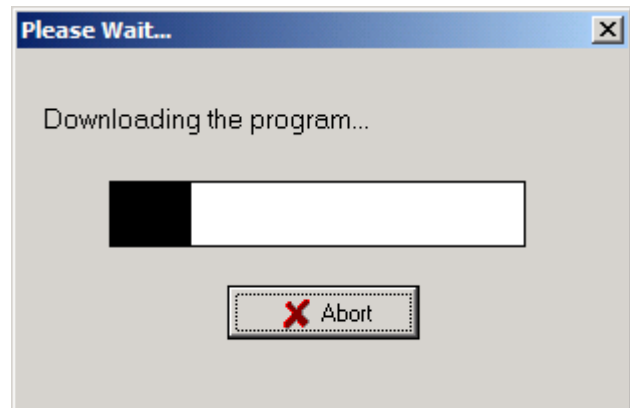
Overview

The Start/Update function of MultiLogger is a four step process, first the program is created, this is shown as a set of turning gears that displays immediately after pressing the Start/Update button, second a connection is made to the datalogger, third the program, divided up into a series of small packets, is sent to the datalogger, and fourth the program is compiled, or converted from the downloaded form (as contained in the .dld file) into a machine useable form.

Certain combinations of program configuration and communication devices will sometimes cause a failure at some point in this sequence. Specifically, large programs which require a few minutes to download and a few minutes to compile, and communication devices such as phone modems and the MD-9 Multi-Drop Interface, can produce this error quite regularly, resulting in the failure message shown to the right.



This FAQ will assume that the first two steps outlined above are completing successfully, i.e. the program generation completes without any errors and the PC is able to connect to the datalogger. Once the connection is established with the datalogger the download progress form will display. This form will remain displayed and the progress bar may cycle a few times, depending on the size of the program and the speed of the communication devices employed, before download and compile is completed, or the failure message is displayed. If the download completes successfully then the Monitor mode will start and the current readings, once the scan interval is executed, will display on the Text Monitor.



However, if after a few minutes the error message illustrated above displays, either the download of the program failed due to lost communications or the compile took so long that the software aborted prematurely. To determine which is the case first exit back to the Network Configuration, then double-click the datalogger node to load the Logger form again, and then click the Monitor button. The connection will be re-established with the system and the Monitor mode will start. Wait until the measurement interval comes up for execution, e.g. if the Single Interval was set to 900 then wait until the next even 15 minute interval after download failed (if the download failed at 9:22 then wait until 9:30). If the text monitor updates at the expected execution interval then you can be sure that the program download completed successfully, the error was the result of the software timing out during the compile phase.

If the error is a result of a timeout during the compile phase there is little remediation that can be done, the **Extra Response Time** value could be increased to a large number, such as 300000 (for a 5 minute timeout), this may result in more consistent success. We are currently completing development of the next version of MultiLogger that offers improved communications which will avoid the failure message due to timeout during the compile phase. Contact your software vendor or Canary Systems for more information on this version of MultiLogger.