Problem:

Sometimes when taking a Snapshot data set the Raw Data portion of the data set will not be saved to the file. The problem may be exclusive to Snapshots collected using the USB port and memory stick. This problem is intermittent.

Discussion:

The problem of incomplete Snapshot data sets appears to be associated with Firmware Release 04.02.36 (although not positive). The problem with an incomplete data set can be identified by the following:

- During collection of data using the USB port and memory stick, the transmitter display will update the user with what portion of the Snapshot data set is being collected. If Raw Data is not being saved to the memory stick the transmitter display will report '**Error 9**'.

- The file size of the completed Snapshot data set will be much smaller than a complete Snapshot
    - A complete Snapshot will be ~17 – 20 MB in size
    - A partial Snapshot (no Raw Data) will be <3 MB in size

As stated earlier, the problem is intermittent. The problem may occur during collection of one Snapshot and then not appear in the next Snapshot.

Resolution:

The next release of firmware (release date unknown) will correct this problem.

Tech Support recommends that during collection of a Snapshot, watch the screen until Raw Data is being collected. Raw Data collections begins anywhere from ~2 to 60 seconds after the start of the Snapshot, depending on the Data History file size (Data History is the first file collected).

- If Raw Data is being collected the right side of the transmitter display will indicate 'X% Complete' (example, '15%')

- If Raw Data is not being collected the right side of the Tx display will indicate '**Error 9**'
    - If 'Error 9' is displayed, remove the memory stick from the USB port, allow the transmitter to restart, re-insert the memory stick and try again.

Priority Code:			
1	Safety issue or system will not function	2	Intermittent problem causing system crash
3	Erratic data/readings	4	Added product feature
5	Product enhancement		

- If the problem persists, allow the Snapshot data set to complete with the error, and then,

- Collect Raw Data using the Advanced Functions selection of the USB
    - o Insert memory stick
    - o Scroll down to Advanced Functions, select 'Enter'
        - Scroll down to Raw Data, select 'Enter'
            - Scroll down to Duration, select 'Enter'
                - o Scroll down to 5 Minutes, select 'Enter'
            - Scroll down to Save, press 'Enter'
            - The Raw Data file will then be collected and saved to the memory stick.

Post the partial Snapshot and Raw Data File on the Secure Web Site.

Please contact Customer Support with any questions or comments.

Business Area Managers, please forward to your sales representatives or any members of your group I overlooked as appropriate.

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Document Change History

Date	Revision	Changed By	ECO #	Description of Change
13Sept11	01	B. Markoja	E11-0080	Initial Release

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