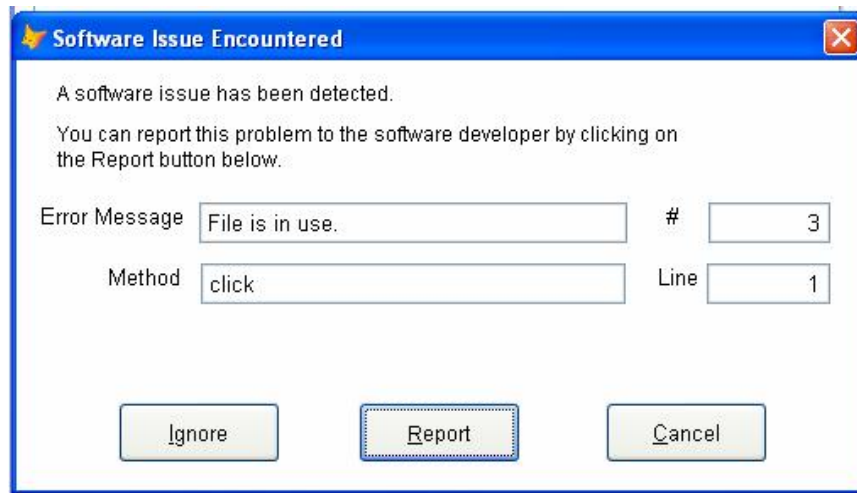


# TECHNICAL NOTE

August 8, 2007

**SUBJECT:** DATATRACE<sup>®</sup> for Windows ERROR MESSAGES (revised)

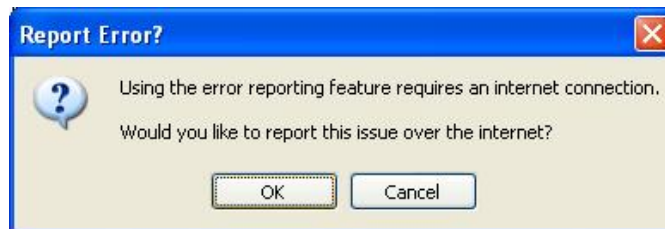
**PROBLEM:** The DATATRACE<sup>®</sup> for Windows program has generated a cryptic “Software Issue Encountered” message screen similar to the illustration below. The information displayed in the window presents no clue as to how to resolve the problem.



**CAUSE:** A built-in “self-diagnostics” module in the DATATRACE<sup>®</sup> for Windows program generates this error window when a situation occurs that the program does not recognize or know how to resolve.

**PROCEDURE:**

Click the Report button on the Software Issue Encountered screen. A confirmation screen will appear requesting a confirmation that you want to report the error. Please make every effort to send these files; it is very important in diagnosing and correcting the problem to have access to this information.



When you click OK, the error reporting system accesses the error

reporting routine and returns the following screen:



The screenshot shows a web browser window titled "Reporting Error". The main heading is "DTW Error Reporting Form". Below the heading, there is a paragraph: "As part of our focus on quality, please help us by using this form to report the error you just encountered." The form contains four input fields: "Your Name", "Email", "Phone", and "Additional Info". The "Additional Info" field is a large text area with scrollbars. Below the input fields is a "Submit" button. At the bottom of the form, there is an "Instructions" section with a horizontal line below it. The status bar at the bottom of the window reads "Waiting for you to submit the form..."

It is very important to at least fill in the contact information (Name, Email Address, and Phone Number), otherwise we are unable to contact you regarding this problem. It is also useful to provide any information that you feel is relevant regarding what you were doing when the error occurred and anything else you consider important.

By clicking the Submit button, the reporting system will send the error message and the associated error files to Mesa Laboratories. When the files are received at Mesa, they can be reviewed to help determine the cause of the problem. In many cases we may have already identified a fix or a work-around that will resolve the situation.

The error reporting program captures all program settings, implemented functions, and the status of many computer configurations.

## **NO INTERNET CONNECTION**

In the case where the user does not currently have access to the Internet, the data can be sent manually to DataTrace via e-mail at a later date.

All of the data on the error is stored in two error files that are located in the DATATRACE\DATA folder. The error screen and the two error files that are created (errors.DBF and errors.FPT) are very important in diagnosing and correcting the problem.

To manually send the error information in an email, do the following:

- If possible, please capture an image of the error screen and include it as an attachment to an email. If an image is not possible, make note of the entries in the four text boxes from the error screen in the body of the email.
- Next, copy the error files (errors.DBF and errors.FPT) also as attachments to the email. These files could be large and may need to be ZIPPED. Many email servers will not allow emails over 2 megabites.
- E-mail the files to [datatracetechnical@mesalabs.com](mailto:datatracetechnical@mesalabs.com).