

Ref: FAQ0351

Version: 1.0

Title-Radwin download from DataGate2

Made By: AB 04/12/15

(Issue 1)

How to start downloading data from Datagate2 using Radwin

You only need to carry out this procedure once when you first set up Autocall to download logger data from Datagate.

To download data into your Radwin software from Datagate, firstly check the approximate Datagate message number that the data starts from.

Go to Datagate2 by entering <u>http://datagate.hwmonline.com/datagate/</u> into your browser Enter you username and password to gain access to your Datagate account, -

HWM DataGate			
1			
a	Password		
DataGate2Admir	Login n V1.30.5768.14331 (17 October 2015 07:57)		

At the opening page of your account select More and System Status from the drop down



Find the date from which you want your data to start and note the starting number for that day -



HWM	Gate	Sites 👻	Accounts 👻	More 🕶	Sites	~	

Server Status

Starting Message IDs

	© 2015 HWM Water Limited		DataGate2Admin V1.30.5768.14331 (17 October 2015 07:57)		
1 2	3 4 5 >>				
4-Dec-2015	487018146				
5-Dec-2015	488665104				
6-Dec-2015	490332818				
7-Dec-2015	491985682				
8-Dec-2015	493646896				
19-Dec-2015	495332451				
20-Dec-2015	497008949				
21-Dec-2015	498664331				
22-Dec-2015	500342434				
23-Dec-2015	502024452				
24-Dec-2015	503717329	Last Message Date	07-Jan-2016 16:43		
25-Dec-2015	505402714	Last Message ID	527731089		
26-Dec-2015	507029933	<i>a</i>			
27-Dec-2015	508644345	 Server Statistic 	S		
28-Dec-2015	510278881				
29-Dec-2015	511943389				
30-Dec-2015	513626214				
31-Dec-2015	515287014				
01-Jan-2016	516933681				
02-Jan-2016	518547609				
03-Jan-2016	520141437				
04-Jan-2016	521746146				
05-Jan-2016	523356392				
06-Jan-2016	524985783				
07-Jan-2016	526593278				

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Now open Radwin Autocall and select Options > Datagate Status -

			omputer 1 (C:\My Documents\Customer Services\ECM\ECN	/ DATA Jan14) -
Dpt	ions Configuration Start He			
13	Call List			
3	Error Table			
	SMS Message List	s not exist or USB has been unplugged.		
	Reprocess SMS Messages Missing Data	/datagate.mobifi.com/data		Search: Topics Search Results
	Status Monitor	_	Abort	Introduction
_	DataGate Status	te		Getting Started Configuring Autocall Comm Ports
		es not exist or USB has been unnlunned	i	Configuring Autocal Lomm Ports
	Downloaded Data Log		Open Errors	Scheduled Calling
	Abort All Forced Calls	- Port Statu		Introduction
		ශ් Port ම Con ශ් Port	nm12 DataGate {http://datagate.mobifi.com/da	Autocall is the automatic data download package of Radlog For Windows. It may configured to use up to 32 comm ports, providing parallel download capability of Radcom data loggers. It supports Direct, PSTN Modem. CSM Modem. SNS Moder
		Autocall N		and Paknet Modern connection types.
			call Enable 🗌 Update Logger Time	Getting Started
			Continue Errors Abort	In order for Autocall to communicate, Co ports and there connection types must b configured for use with Autocall. Loggers within the location database mu then be Autocall Enabled, and given a

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At the Datagate status screen insert your message number into the Reset > To message ID box then select Apply and OK $\,$ -

DataGate Status						
Data Download Status						
Last Message ID:	1294272275					
Reset						
C To Start	503717329					
 To Message ID: 	503717329					
		Apply				
Request Data Block						
🗖 Request date range on	next download					
Start Date;	01/01/2000 👻					
End Date;	29/11/1999 💌					
🗌 Request Data Block Sta	rting at Message ID:					
Message ID;	1294272275					
Continue future downloads from End Date						
	ОК	Cancel				

The next time autocall runs it will collect data from the Message ID number onwards. You may need to allow Autocall to run for an extended period to download all the data and get the database up to date.

Warning –

- 1. Do not put a message number of Zero in the 'to message ID' box this will try to download all messsages from when Datagate started and will stall the software.
- 2. Do not use the missing Data Block facility

Document History:

Edition	Date of Issue	Modification	Notes
1st	04/12/15	Release	