



Ref: FAQ0102

Version: 1.0

Title – Download missing Data

Made By: AB 15/05/15

(Issue 1)

How to download missing data from Datagate using Radwin Autocall

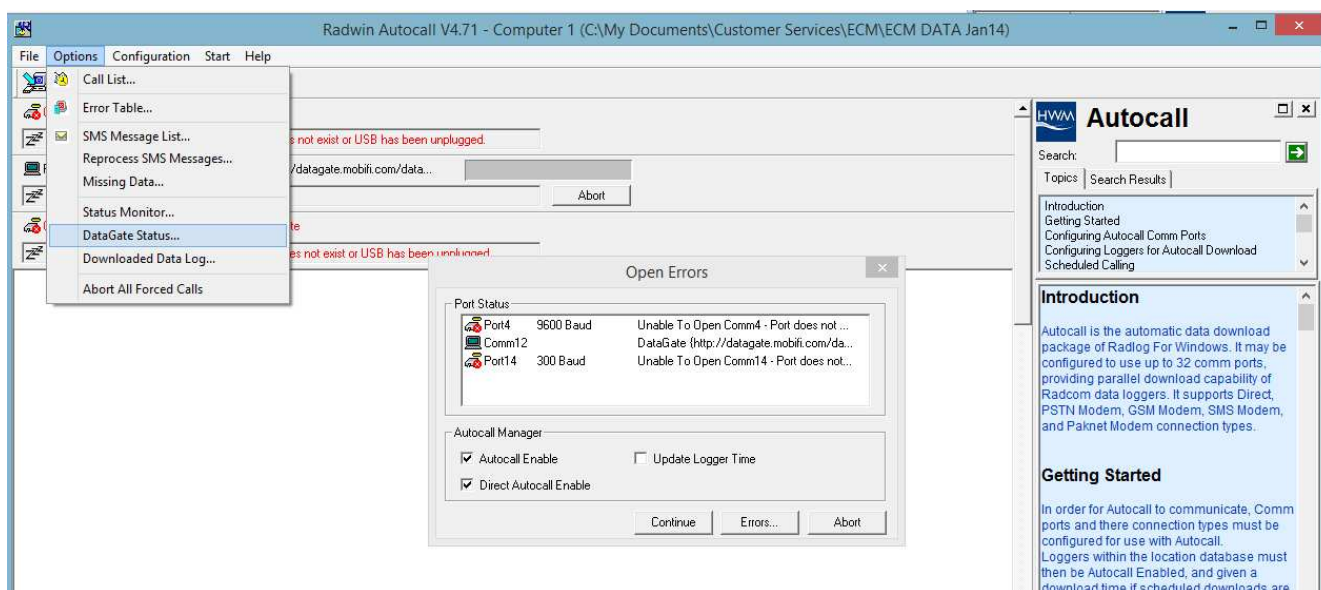
To download missing logger data into your Radwin software from Datagate, firstly check the approximate Datagate message number that the missing data starts from.

Go to your Datagate account, select the logger and the data tab –

1368700501	04-Jul-2015 06:02:43	94.236.99.186	447714398152	HTTP	GPRS	ALLOCATED	false	0	600091000120884A6A23D4C13A8 A08D3A4AE7ACC94B36D979975C6 B851DF94A848749B17E03112530 3B15047944D289D846E892D6E86 B006648361424093425D00FFFF66
1367074187	03-Jul-2015 06:03:41	94.236.99.186	447714398152	HTTP	GPRS	ALLOCATED	false	0	08504F8011F7C4402AB 600090D80B6B6585C2832AAAC61 B6A7932810A4BC94CA872858781 208B34612D4D42192A5850E4A9A 25D665B23065A106A58A960C2C8 9922311340A804043FFFB0
1366006549	02-Jul-2015 14:04:52	94.236.99.186	447714398152	HTTP	GPRS	ALLOCATED	false	0	08534F8009F7C4402AB 600091001880EC774614478E1D2 F64D2DD813A0B80952926D13826 87A9D81BA64C4554CAB2872612A 4409F08EE3F0DD3A2B075685121 401A16C28010A424D00A20FFFF7
1363814369	01-Jul-2015 05:03:34	94.236.99.186	447714398152	HTTP	GPRS	ALLOCATED	false	0	08524F80F1F6C4402AB 600091001A5415D24C88937213F 944A966F32E4A860E9B112C9712 0816250C35B04EA634D02421668 241A5A914B609C368E6389152C0 70484084840850A4A161FFFF10
									08504F80E9F6C4402AB 6000911C1D699530984E4365B99

Find the message number corresponding to the the beginning of your missing data (an approximate estimation is adequate) and make a note of it.

Now open Radwin Autocall and select Options > Datagate Status -





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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 -

The next time autocall runs it will collect data from the reset number and will then replace any missing data. You may need to allow Autocall to run for an extended period to download all the missing 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 messages 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	15/05/15	Release	