



Ref: FAQ0330

Version: 1.0

Title – Radwin Autocall – software hangs

Made By: AB 22/09/15

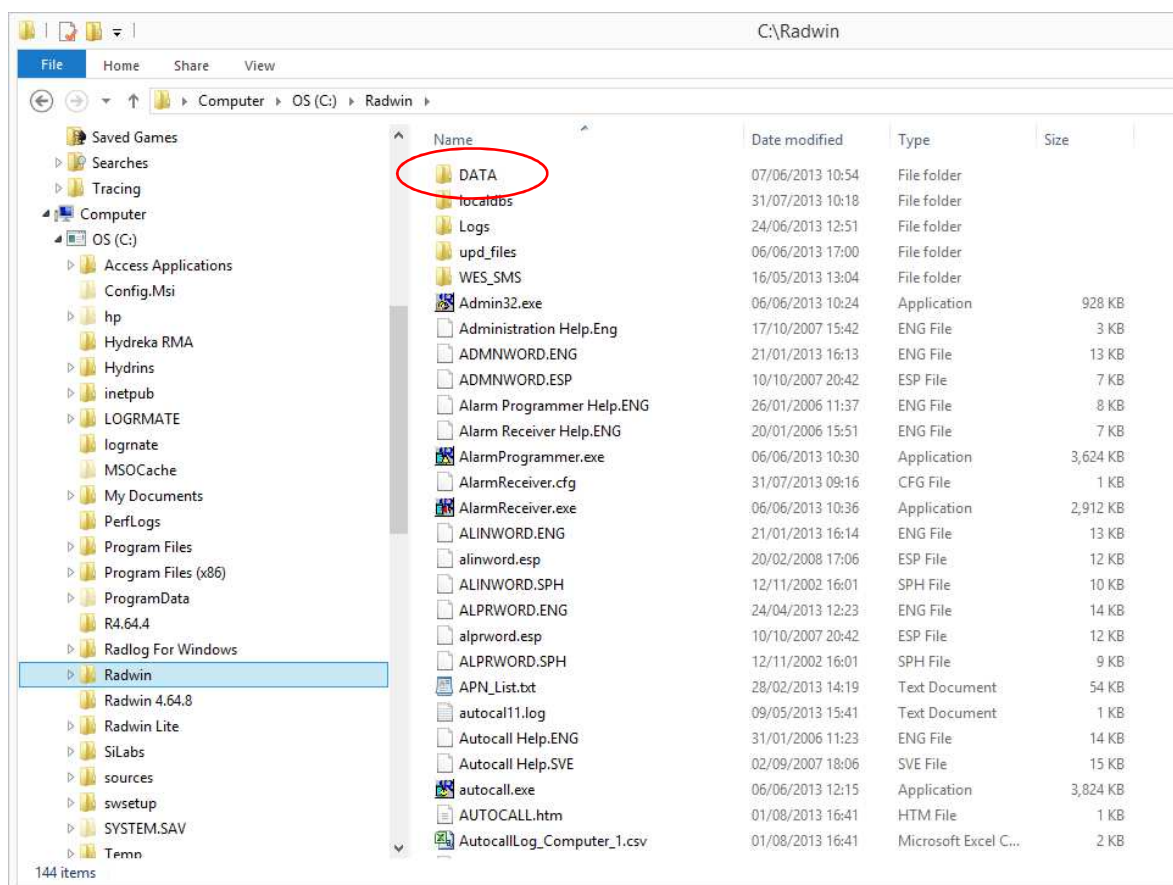
(Issue 2)

Radwin Autocall – solution to correct slow running and is propensity to locking or stop working

Please note – later versions of Radwin software include a 'fix' for this issue so if possible upgrade your Radwin software to the latest version which can be downloaded from the www.hwm-water.com website.

If Autocall starts running slowly, 'hangs', is generally unresponsive and may also show an error message which says it is 'out of memory' these are symptoms of a Radwin file becoming too large.

To correct this find your Radwin Software folder on your PC or Server and open it –



Look for the Data Folder – see above (this is the Radwin Database) and open it –



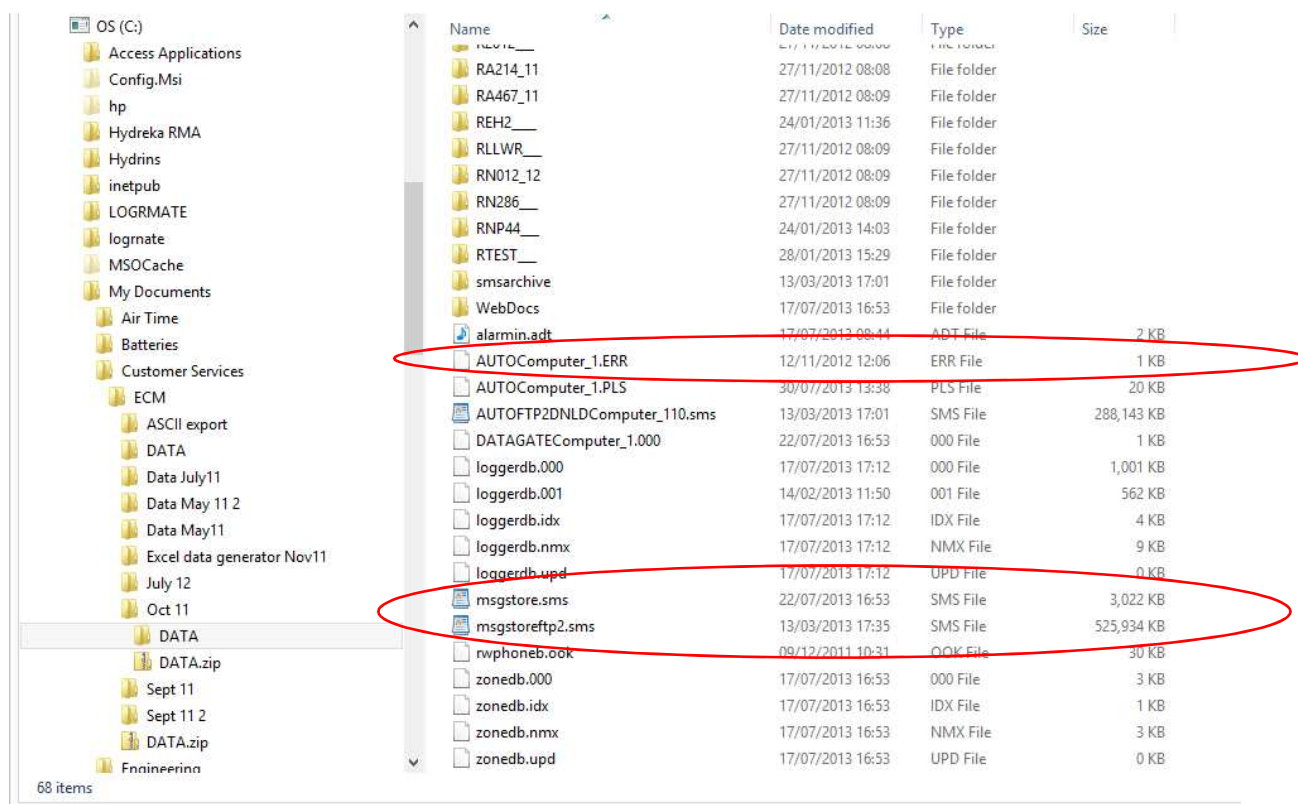
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Locate the three files - 'AUTOCComputer_1.ERR' ; 'msgstore.sms' and 'msgstoreftp2.sms'
In both cases delete these two files only (they will recreate from zero next time Autocall runs)

Exit the Data folder and restart Autocall.

Document History:

Edition	Date of Issue	Modification	Notes
1st	21/10/14	Release	
2nd	22/09/15	Format update	