

Version: 1.0

Title – Radwin-recovering Datagate data

Made By: AB 16/06/16

(Issue 1)

How to use Radwin software to recover missing data from Datagate2

In order to recover missing data to your Radwin you will need to reset the message number in your Autocall back in time to pick up the missing data by re-downloading it from Datagate. In your Radwin Database or View graph establish the first date that the data was missing from.

Then log in to your Datagate account and select 'More' and from the drop down select 'System Status' -

| com/DatagateBeta/Secure/AllAccountsList.aspx | | | | C Q Search | | | |
|--|---|---------|--------------------------------------|-------------|-------------------|---------------------------------|----------------|
| HW | DataGate Sites - Accounts - Da | ita 🗸 | More - | | Sites 🗸 | Qcus | TOMER - |
| All Ac | counts | | Users My Profile Account Users | | | | LExport to CSV |
| 10 | Account Name | Userr | Create User | | Date Created | Owner | edit |
| | Holloway Avenue, Bournemouth | Hollo | User Roles | | 28-May-2015 06:31 | Bournemouth Controllers | Edit |
| | ISU Pegasus Plus | ISU P | Loggers | | 18-Mar-2016 07:17 | ISUPegPlusTest | Edit |
| | Pitsite (Fountain Roundabout), Christchurch | Pitsite | Loggers | nristchurch | 28-May-2015 06:39 | Bournemouth Controllers | Edit |
| | 0102 Letchworh South PRV | 0102 | Create Logger Upload | | 08-Jul-2015 11:24 | Affinity Water Pressure Control | Edit |
| | 0109 Templar Ave | 0109 | (1) (1) (1) | _ | 08-Jul-2015 11:25 | Affinity Water Pressure Control | Edit |
| 2 | 01125_WESTON RHYN_DMPRVC | 01125 | System Status | | 22-Sep-2015 15:30 | Severn Trent PRV Controllers | Edit |
| | 0119 Western Way | 0119 | API Tests | | 08-Jul-2015 11:26 | Affinity Water Pressure Control | Edit |
| | 01415_NORTHWOOD RD_DMPRVC | 01415 | Utilities | VC | 22-Apr-2016 15:41 | Severn Trent PRV Controllers | Edit |
| 12 | 02312_CLUB_A4169_DMPRVC | 02312 | Maintenance | 2 | 22-Sep-2015 15:32 | Severn Trent PRV Controllers | Edit |
| 1 | 02650_MARKET DRAYTN_DMPRVC | 02650 | Maintenance | ic | 09-Oct-2015 10:18 | Severn Trent PRV Controllers | Edit |

Then in the screen below locate the start date of your missing data and noter the corresponding ID number (in the example below 4th June Message ID # 785681650

| Date | ID | System Statistics | | |
|-------------|-----------|-------------------|-------------------|--|
| 16-Jun-2016 | 806393041 | | | |
| 15-Jun-2016 | 804699797 | Last Message ID | 80/215531 | |
| 14-Jun-2016 | 803041834 | Last Message Date | 16-JUR-2016 11:08 | |
| 13-Jun-2016 | 801394025 | | | |
| 12-Jun-2016 | 799742802 | | | |
| 11-Jun-2016 | 798073686 | | | |
| 10-Jun-2016 | 796340430 | | | |
| 09-Jun-2016 | 794531782 | | | |
| 08-Jun-2016 | 792759939 | | | |
| 07-Jun-2016 | 790964569 | | | |
| 06-Jun-2016 | 789175432 | | | |
| 05-Jun-2016 | 787430288 | | | |
| 04-Jun-2016 | 785681650 | | | |
| 03-Jun-2016 | 783893445 | | | |
| 02-Jun-2016 | 782108230 | | | |
| 01-Jun-2016 | 780321473 | | | |
| 31-May-2016 | 778547235 | | | |
| 30-May-2016 | 776802106 | | | |
| 29-May-2016 | 775061184 | | | |
| 28-May-2016 | 773322204 | | | |
| 27-May-2016 | 771564379 | | | |
| 26-May-2016 | 769832287 | | | |
| 25-May-2016 | 768060269 | | | |
| 24-May-2016 | 766228650 | | | |
| 23-May-2016 | 764475244 | | | |

System Status



Ref: FAQ0365

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Then open Radwin Autocall -



Go to Options > Datagate Status

| File On | tions Configuration Start Help | | |
|----------------|--|------------------------------------|--|
| 10 | Call List | | |
| | Error Table | vin hwmoriline.com/api/) | |
| 2 9 | SMS Message List Process Unprocessed Messages | Abot | Search D |
| Z ² | Reprocess SMS Messages Missing Data | k exist or USB has been unplugged. | I opros Search Results Introduction Getting Started |
| | Status Monitor | | Configuring Autocall Comm Ports |
| | DataGate Status | | Scheduled Caling |
| | Downloaded Data Log | | Introduction |
| | Abort All Forced Calls | | |
| | | | PSTN Modem, GSM Modem, SMS Modem, and Paknet Modem connection types. |
| | | | In order for Autocall to communicate, Comm ports and there connection types must be configured for use with Autocall Loggers within the location database must then be Autocall Enabled, and given a download time if scheduled downloads are to be performed. |
| | | | Configuring Autocall Comm Ports |
| | | | HWWM Menu - Basic Configuration / Autocall Ports |

| ≈ (| | Ref: FAQ0365 | Version: 1.0 |
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In the Datagate Status screen put in 'To message ID' the number (in the example **785681650**) and select 'Apply' then 'OK' as below -

| DataGate Status | | | | | | |
|---|--------------------|--|--|--|--|--|
| Data Download Status | | | | | | |
| Last Message ID: 1319000819 | | | | | | |
| Reset | | | | | | |
| To Start | 785681650 | | | | | |
| to Message ID: | Apply | | | | | |
| Request Data Block | | | | | | |
| Request date range on next download | | | | | | |
| Start Date: | 01/01/2000 👻 | | | | | |
| End Date: | 29/11/1999 🔻 | | | | | |
| Request Data Block Start | ing at Message ID: | | | | | |
| Message ID; | 1319000819 | | | | | |
| Continue future downloads from End Date | | | | | | |
| | | | | | | |
| OK Cancel | | | | | | |

Then allow Autocall to run – it may take a number of hours to complete the data update as Autocall will be going back to message number/ date identified and reloading all the data again.

Document History:

| Edition | Date of Issue | Modification | Notes |
|---------|---------------|--------------|-------|
| 1st | 16/06/16 | Release | |
| | | | |