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1 FAQ AND ERROR MESSAGES

1.1 Internet Explorer always saves the same file instead of the new file

After retrieving a new data experiment, the saved file is still the same.

Answer: This is a bug in Internet Explorer versions lower than version 6.0. The saved file is still available in the cache. You can solve this problem by changing some settings in the Internet Explorer options.

Start the re-configuration by clicking on the Internet Explorer icon on the desktop with the right mouse button.

Go to:

Properties/General/Temporary Internet files/Setting/Check for newer versions of stored pages

Click on the “Every visit to the page” radio button. Close the setting windows by clicking on “OK” in each window.



Figure 1: Internet Explorer settings

1.2 DataGATE did not reply

Check several steps:

Did you start *DataGATE* before plugging in the cable? If so, plug the cable into *DataGATE* and start again.

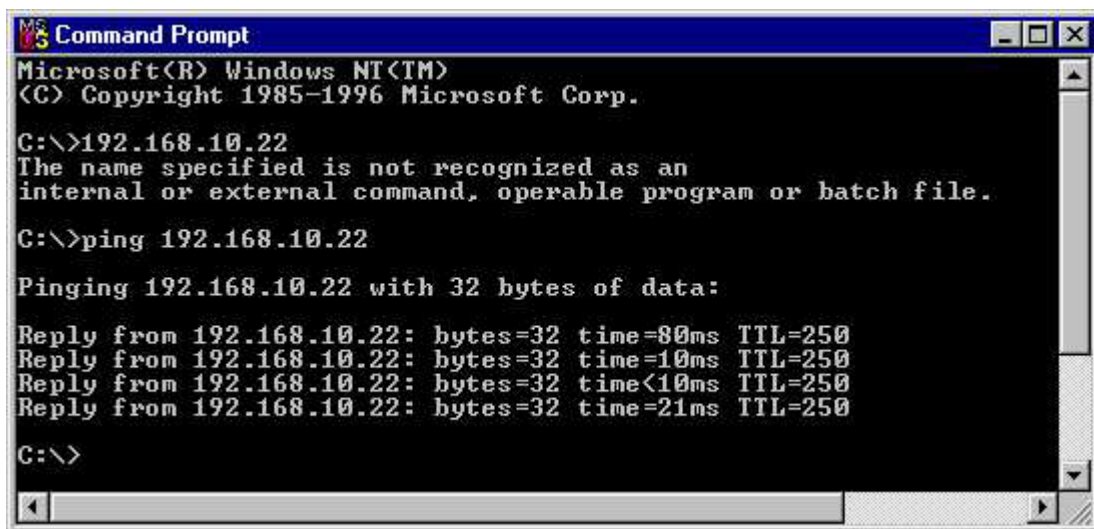
Have you reset the *DataGATE*? If so, you will need to change the TCP/IP setting on the *DataGATE*.

Note: After resetting the *DataGATE*, the IP address, Netmask and Gateway configuration are reset to the default configuration.

Check if the network settings are still OK. You will have to open the command prompt window (Start/Command Prompt).

Enter the following command in order to check your network interface card:

ping IP address of your local PC



```
Microsoft(R) Windows NT(TM)
(C) Copyright 1985-1996 Microsoft Corp.

C:\>192.168.10.22
The name specified is not recognized as an
internal or external command, operable program or batch file.

C:\>ping 192.168.10.22

Pinging 192.168.10.22 with 32 bytes of data:

Reply from 192.168.10.22: bytes=32 time=80ms TTL=250
Reply from 192.168.10.22: bytes=32 time=10ms TTL=250
Reply from 192.168.10.22: bytes=32 time<10ms TTL=250
Reply from 192.168.10.22: bytes=32 time=21ms TTL=250

C:\>
```

Figure 2: Ping command

If your PC replies, your network settings are still working.

Enter the following command in order to check the *DataGATE*:

ping IP address of DataGATE

If the *DataGATE* replies, the connection between the *DataGATE* and the PC is OK in terms of hardware.

If there is no reply, check all the cables and your network interface card. It may be necessary to reset *DataGATE*.

1.3 Error message “Server busy”

If the following message appears, one of two factors may be responsible.

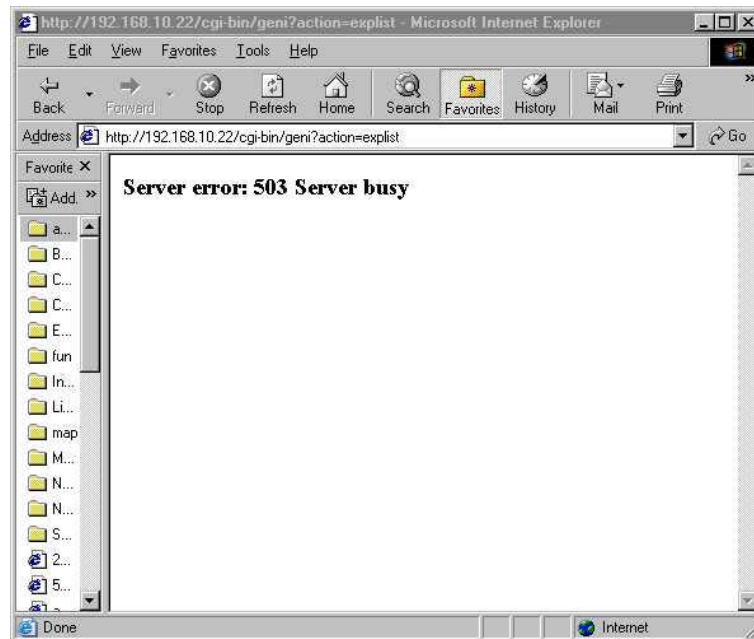


Figure 3: Server busy error message

1. You have clicked a *DataGATE* command icon more than once.
2. If you are working in a company network where multiple users have access to *DataGATE*, it is possible that another colleague is currently communicating with the *DataGATE/AlphaGUARD*.

1.4 Error message "Invalid serial number"

If the following message appears, the *AlphaGUARD* you are working with has not been entered in the *DataGATE* software.

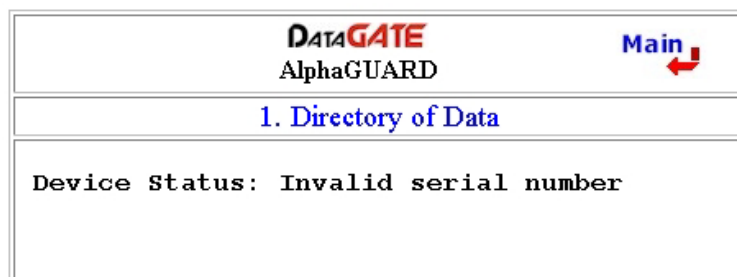


Figure 4: Invalid serial number

This could happen if, for example, you are working with an *AlphaGUARD* from another company or if you have a new *AlphaGUARD* and have not yet installed the new software on *DataGATE*.

You can check whether the *AlphaGUARD* has been entered in the software using Menu 9.1.

1.5 Error message “No data available”



Figure 5: No data available

If the above message appears, you have tried to read data from an experiment which just started a few minutes ago and no data are present at the moment.

1.6 It is not possible to open a “dvd” file from the Open/Save File window

It is only possible to open the file if the extension (here “dvd”) is combined with a program that can open such a file (for example, *AlphaVIEW/EXPERT* or *DataEXPERT*).

1.7 Error message “Invalid input range”

In some input fields there are several check routines. The software checks whether all the input fields have been filled and/or are correct.

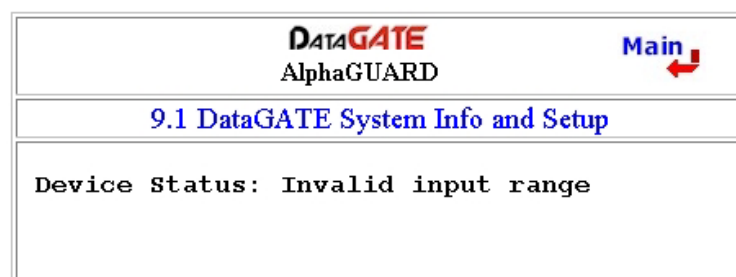


Figure 6: Example of an invalid input range error message

Your input was not correct, please try again.

1.8 Error message "Communication error"

If the following message appears, there is a problem with one or all of the data files stored on the *AlphaGUARD*. Normally, you will be able to read the last experiment using Menu 3. All the other experiments will be lost. You will need to reset the *AlphaGUARD* using Menu 5.



Figure 7: Communication error

1.9 How do I install multiple *DataGATE*s?

If you need to install more than one *DataGATE*, you should do so one at a time to make sure that the IP addresses do not conflict.

Procedure:

Connect the first *DataGATE* to your PC using your PC's network card as well as a hub. The connection should be as follows:

PC – network card - LAN cable - hub - LAN cable - *DataGATE*

This *DataGATE* (like all new *DataGATE*s”) the following default settings:

IP address:	192.168.99.99
Subnet Mask:	255.255.255.0
Gateway address:	192.168.99.254

If, for example, the IP address of your PC is in the range of 192.168.99.XX, assign the first *DataGATE* the IP address 192.168.10.90. Now you can connect the second *DataGATE* to the hub; this *DataGATE* will, of course, also have the above default settings (192.168.99.99 and so on). You can allocate this second *DataGATE* the IP address 192.168.10.91. Further *DataGATE*s can be installed following the same procedure. If you are in a company network, ask your system administrator about available IP addresses.

1.10 When the DataGATE address is entered, the internet browser goes on the WWW

If your company uses a proxy server to go on the internet, the following setting adjustments need to be made so that you can access the *DataGATE* over your local network without going on the WWW when you enter the address.

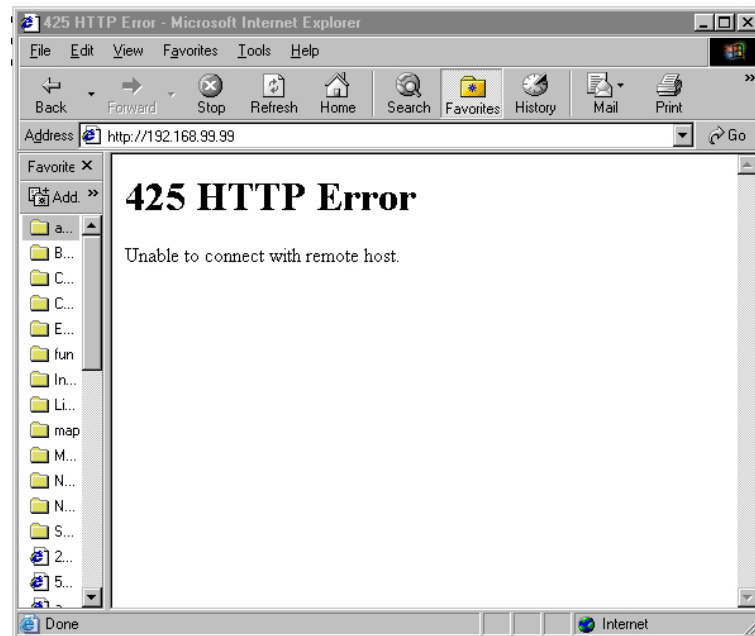


Figure 8: Error message "425 HTTP Error"

1.10.1 Settings for the Internet Explorer

Start the re-configuration by clicking on the Internet Explorer icon on the desktop with the right mouse button.

Go to:

Properties/Connections/LAN Settings/Proxy server: Advanced

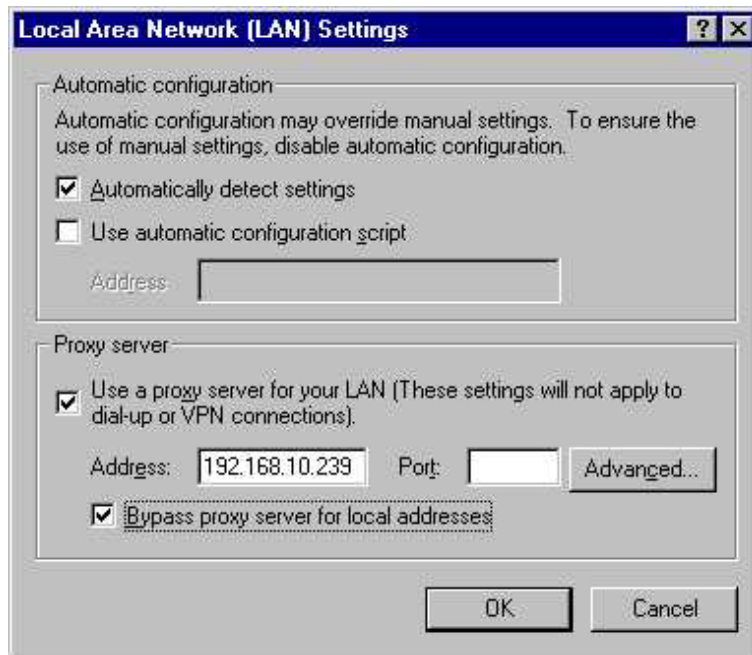


Figure 9: Proxy server settings for Internet Explorer

Click at the yes/no field for activate "Bypass proxy server for local addresses". Afterwards click at "Advanced" and following window will appear.

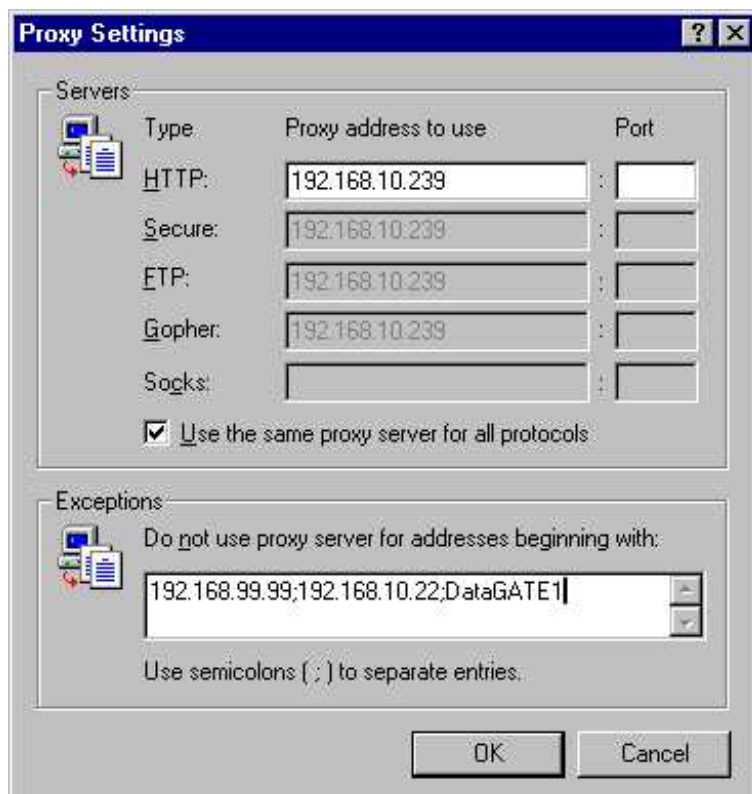


Figure 10: Proxy server settings for Internet Explorer

In the field "Exceptions" (Do not use proxy server for addresses beginning with:) you have to fill in the IP address (here 192.168.99.99 and 192.168.10.22)

and/or alias name (here DataGATE1). You have to close all windows with pressing the "OK" button.

1.10.2 Settings for Netscape Communicator/Navigator

Open program Netscape Communicator/Navigator.

Go to:

Properties/Settings/Advanced/Proxies/Manual Proxy configuration

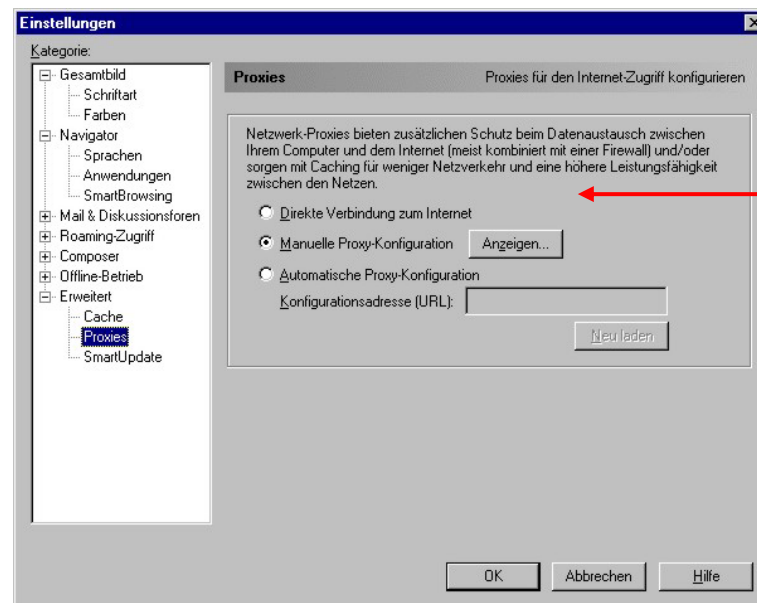


Figure 11: Proxy server settings for Netscape Communicator/Navigator

Following window appears:

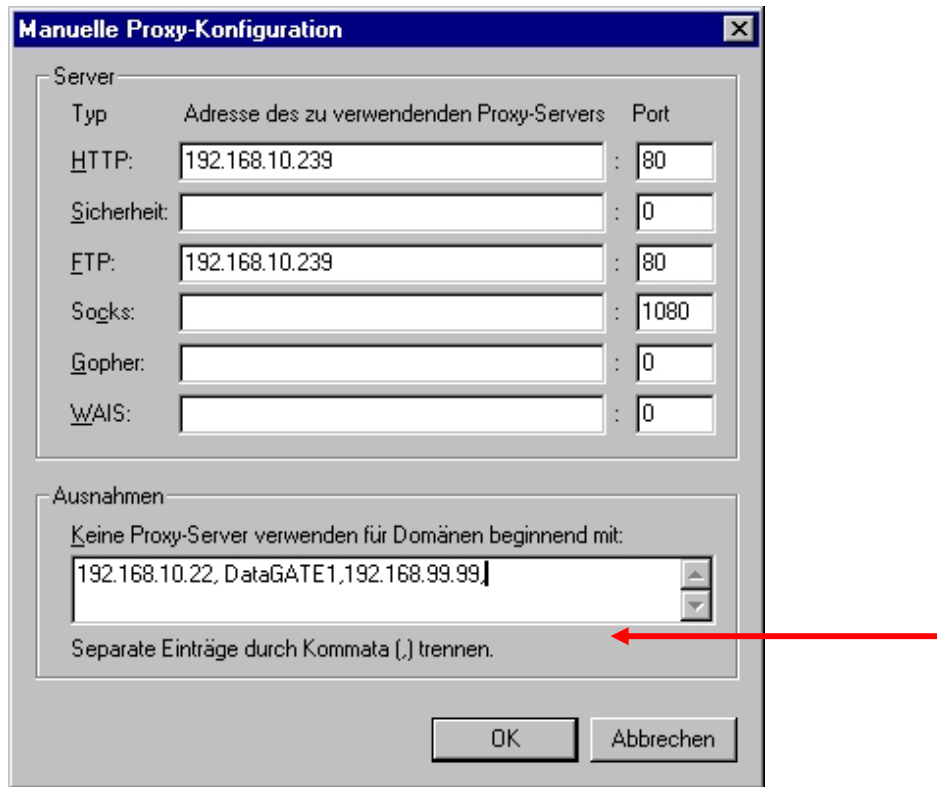


Figure 12: Proxy server settings for Netscape Communicator/Navigator

In the last field on the page (Exception. Do not use a proxy server for domains beginning with:) you will need to enter the IP address (here 192.168.10.22 and 192.168.99.99) and/or the alias name (here DataGATE1) of the *DataGATEs* that are in the local network.

You have to close all windows with pressing the "OK" button. It is necessary to restart Netscape Communicator/Navigator.

1.11 Navigation at DataGATE Software

Note: To navigate, please do not use the browser icons. Use only the icons which are implemented in the *DataGATE* software.

These icons are f. e.:



1.12 How to reset a DataGATE

To reset the DataGATE you have to use the “Reset” button.

The IP address will return to the standard value 192.168.99.99, the subnet mask to 255.255.255.0 and the gateway address to 192.168.99.254. To reset the DataGATE, first make sure the DataGATE has been turned off, and then press the ON/OFF button once while pressing and holding the reset button with a small tip. Continue to hold the reset button until the DataGATE beeps three times. It has now been successfully reset.

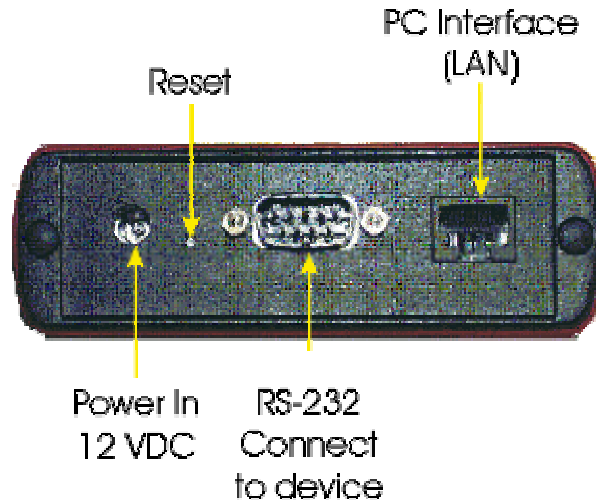


Figure 13: DataGATE back view