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# 1 FAQ AND ERROR MESSAGES

## 1.1 DataGATE Software

### 1.1.1 Error message “Server busy”

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

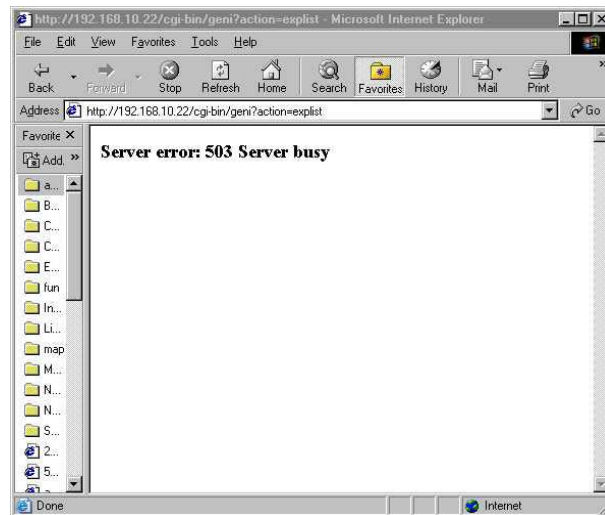


Figure 1: Server busy error message

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/GammaTRACER*.

### 1.1.2 Switch between IR- and RS232 Datatransfer

You can use menu 9 to choose between cable and infrared data transfer in the *DataGATE*, provided that your *GammaTRACER* has a cable port. After the desired interface (IR or cable) has been chosen, the *DataGATE* will automatically restart.

You can determine which type of data transfer is currently set by looking at the Software Release Information window on menu 9.1 (see also Chapter 1.1.8).

The line of interest is:

HW Version (device name): BASIC (cable)

In our example you work with cable communication. If there is shown IR instead of cable, you work with IR communication.

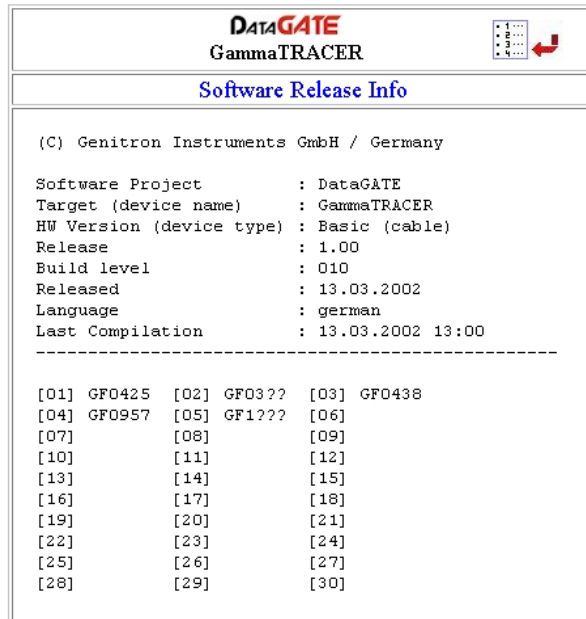


Figure 2: Software Release Information window

### 1.1.3 Error message "Invalid serial number"

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

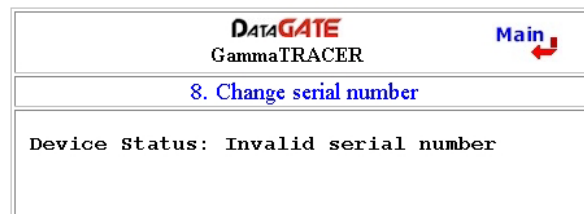


Figure 3: Invalid serial number

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

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

### 1.1.4 Error message “No data available”

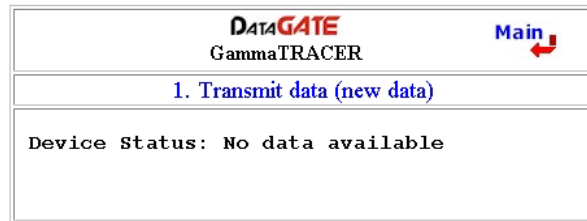


Figure 4: No data available

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

### 1.1.5 Error message “Invalid password”

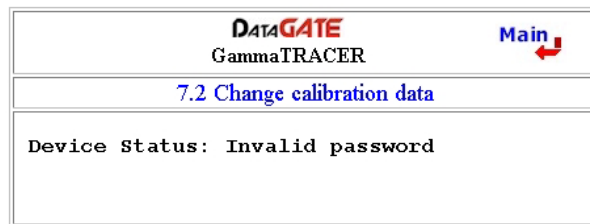


Figure 5: Invalid password

If this window appears, you have gone to a password protected menu. Either you have enabled the protection or you do not have the right to enter this protected menu.

### 1.1.6 Error message “Quantity not compatible with GM Type”

There are two different types of *GammaTRACER* hardware:

- **Type E** can display the air kerma rate, exposure rate and photon dose equivalent rate.
- **Type A** can only display the ambient dose equivalent rate.

For a Type A *GammaTRACER* it is not possible to choose a Type E quantity, such as the air kerma rate. If you do so and then communicate with this *GammaTRACER*, the following message will appear:

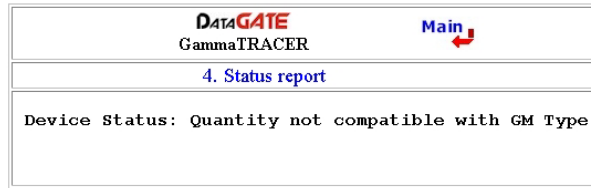


Figure 6: Quantity not compatible with GM Type

### 1.1.7 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.

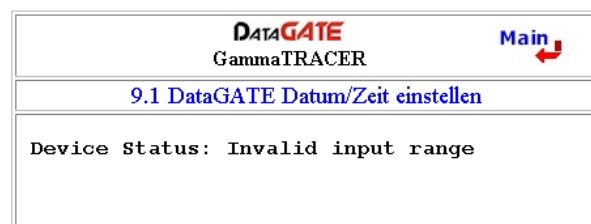


Figure 7: Example of an invalid input range error message

Your input was not correct, please try again.

### 1.1.8 Error message "No contact with GammaTRACER"

If the following message appears, there is a communication problem with *GammaTRACER*.

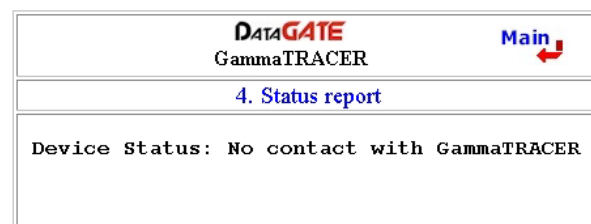


Figure 8: Communication error

Check all points given in Chapter 1.2.2.

Since you can choose between cable and infrared data transfer on the *DataGATE*, you should check the Software Release Information window on menu 9.1 to determine which means of data transfer you are currently working with. You will find this information on the line:

HW Version (device name): BASIC (cable)

If "cable" is shown, as in the line above (See also Figure 9), you are working with data transfer via the RS232 interface (cable). If "IR" is indicated in this line, the data transfer is currently taking place via the infrared interface.

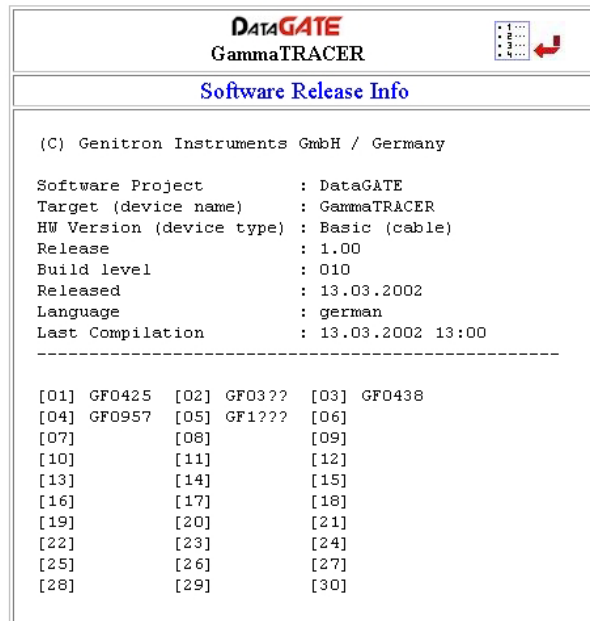


Figure 9: Software Release Info

### 1.1.9 Error message "Date /Time setting locked (GT calibrated)"

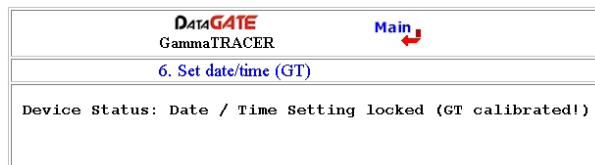


Figure 10: Date / time setting looked (GT calibrated)

You have tried to set the date and time on a *GammaTRACER* which has been calibrated via an official verification. With these *GammaTRACERs*, German law does not allow the changing of the date and/or time.

### 1.1.10 Error message "Keine eichfähige Dosisgröße eingestellt"



Figure 11: Error message "Keine eichfähige Dosisgröße eingestellt"

Only the dose rate "nSv/h" (for Hx and H\*(10)) can be set for (official) calibrated *GammaTRACERs*. If you have selected a different dose rate for (official) calibrated probes, the error message shown in Figure 11 will appear.

### 1.1.11 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.:



### 1.1.12 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.

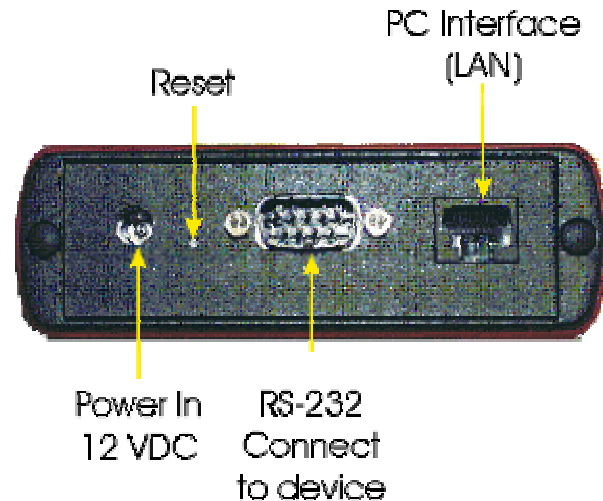


Figure 12: DataGATE back view

## 1.2 Browser Settings

### 1.2.1 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 13: Internet Explorer settings

## 1.2.2 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.

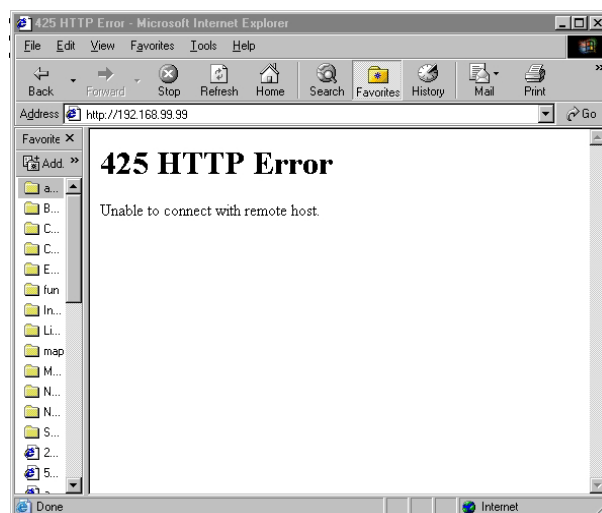


Figure 14: Error message "425 HTTP Error"

### 1.2.2.1 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

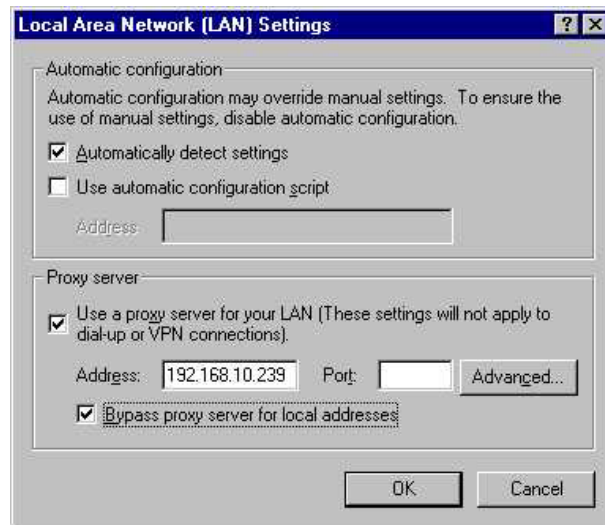


Figure 15: Proxy server settings for Internet Explorer

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

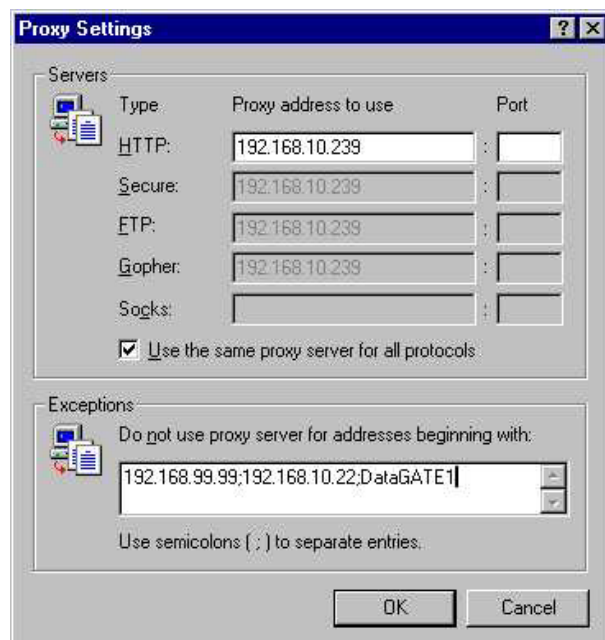


Figure 16: Proxy server settings for Internet Explorer

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.

### 1.2.2.2 Settings for Netscape Communicator/Navigator

Open program Netscape Communicator/Navigator.

Go to:

Properties/Settings/Advanced/Proxies/Manual Proxy configuration

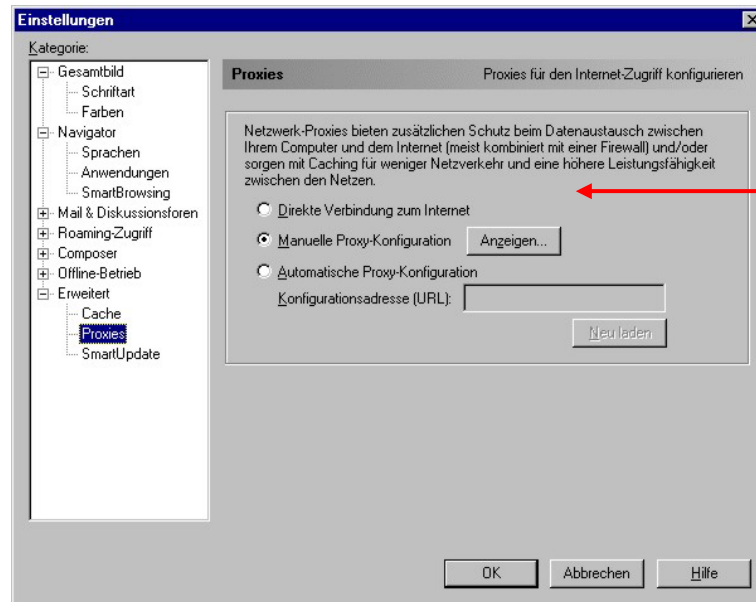


Figure 17: Proxy server settings for Netscape Communicator/Navigator

Following window appears:

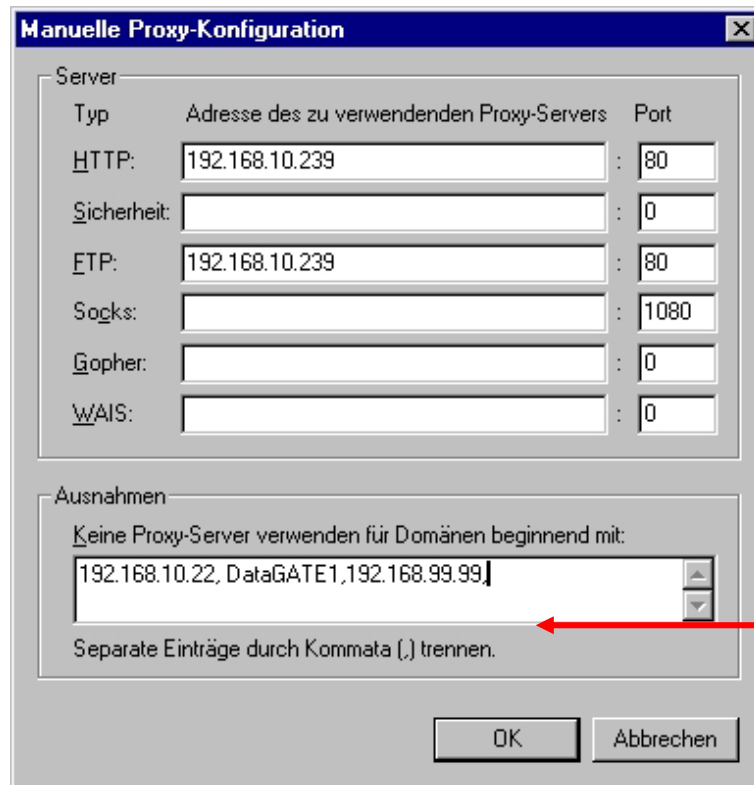


Figure 18: Proxy server settings for Netscape Communicator/Navigator

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 the restart Netscape Communicator/Navigator.

## 1.3 Error Handling

### 1.3.1 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.

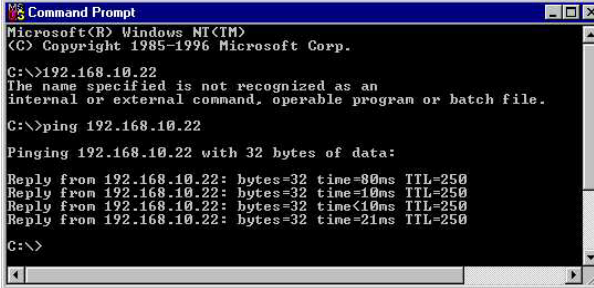
Have you reset the *DataGATE*? If so, you will need to change the TCP/IP setting on the *DataGATE*.

**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 Windows [Version 5.0.2600.5512]
Copyright (c) 2004 Microsoft Corporation

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=19ms 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 19: 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*.

### **1.3.2 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, *GammaVIEW/EXPERT* or *DataEXPERT*).

### **1.3.3 Error message "This page cannot be displayed"**

There are several possible causes:

1. There may be a problem in the network due to high net traffic.
2. There may be a problem in the network due to a defect network card or cable.
3. If you have just switched on the *DataGATE*, it may not yet be completely initialized. Wait a few seconds and then try contacting the *DataGATE* again.

4. Your browser may be repeatedly losing contact with the *DataGATE*. This can occur if you are using a proxy server. You will need to enter the *DataGATE* IP address in your browser, even if you have selected „Do not use proxy server for local addresses“ (see 1.4).

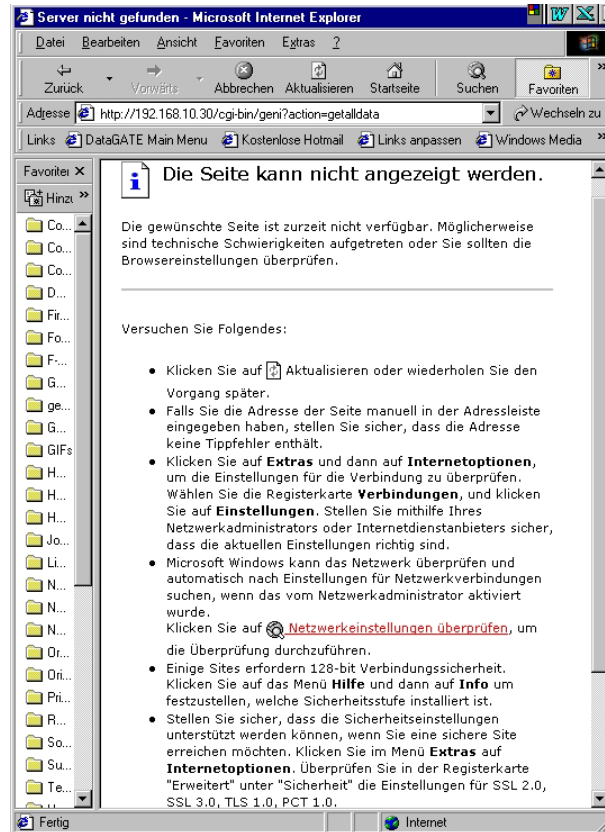


Figure 1: Error message "This page cannot be displayed"

The data can nonetheless be saved using the following procedure:

1. Wait until the status LED has changed from orange (a blinking or steady light) to red or green (depending on the battery level).
2. Enter the following command on the address line of your browser:

<http://IP address of your DataGATE/dvdload.htm>

or

<http://Alias name of your DataGATE/dvdload.htm>

3. Confirm the address by pressing enter.
4. On the screen that appears (see Figure 24), click on the disk icon.
5. Proceed as described below

To save the file on your hard disk, click on the "disk" icon. The next window is created by your browser and may look different from the one shown here (See Figure 20). You will need to tell the software if you would like to open the file, save the file or cancel the download.

**Note:** 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, *GammaVIEW/EXPERT* or *DataEXPERT*). Data series that are to be managed using *GammaVIEW/Expert* or *DataEXPERT* need to have the file suffix "dvd" (for example: "house\_nr8.dvd"). If they are to be opened with *GammaVIEW/Expert*, they should not have more than 8 letters in their name.

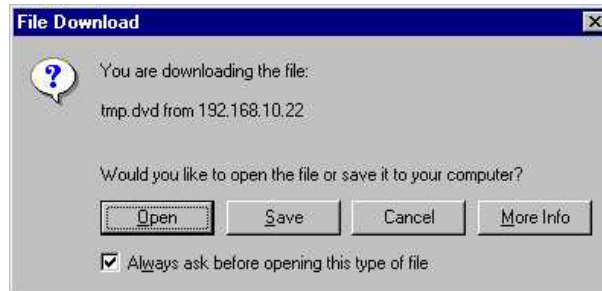


Figure 20: File download window

If you choose the option save, the next window will enable you to save the file under the folder and filename you prefer. The default name is "tmp.dvd".



Figure 21: Save as window

After saving the file to disk, leave the window by using the "main" icon.

To combine the extension "dvd" with a program which can open this type of file you will need to take the following steps:

1. Open the icon "My computer" on the desktop
2. Open View/Options/File Types/Add New File Type

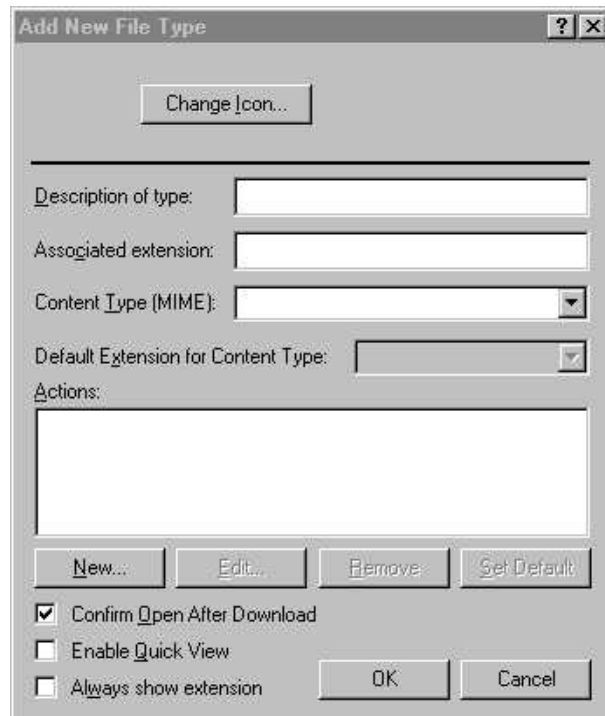


Figure 22: Add new file type window

3. Fill out the line “Description of type”: for example, DVD-files.
4. Fill out the line “Associated extension”: \*.dvd
5. Click on the button “New” under “Actions.”
6. Fill in the next window appropriately in order to open the file with the necessary software (here GEXPERT).

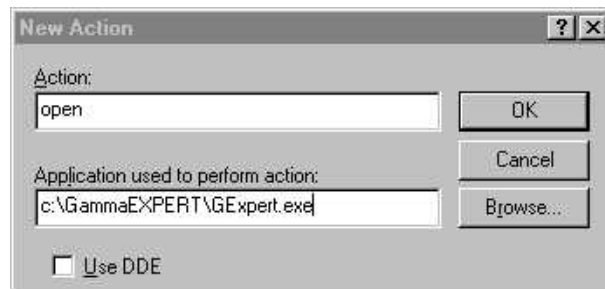


Figure 23: Add new action to a file type

7. Close all windows with OK.

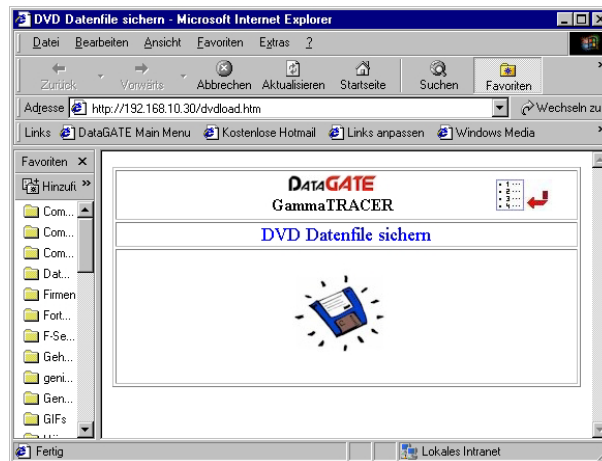


Figure 24: dvdload.htm screen

## 1.4 Installation and Update

### 1.4.1 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.

## 1.4.2 How to Update DataGATE Software

### 1.4.2.1 Contents of the Update CD-ROM

You will receive a CD-ROM from Genitron Instruments for updating your *DataGATE* software. This CD-ROM contains the following folders:

- **Instructions:** If you start main.htm you will receive short instructions on how to update your *DataGATE*. If you double-click on the video icon in the upper right-hand corner, Internet Explorer will start a video which will show you how to update your *DataGATE*. If you are working with Netscape Communicator, you will need to start the video using the file "film.exe" in the "Video" folder.
- **FTP:** Contains the FTP (File Transfer Program) program, which you can install or run from CD-ROM. If you have decided to run this program from CD-ROM you will have to close the window with help of the task manager after updating the *DataGATE*.
- **Config:** Contains all the customer configuration files.
- **Master:** Contains all the original master files for the *DataGATE*.
- **Upload:** Contains only the necessary upload files, which have to "copied" into the *DataGATE* using the FTP program.
- **Video:** Contains a video (start file "film.exe"), which shows you how to update *DataGATE*.

### 1.4.2.2 Installing the FTP Program to Update the DataGATE

**Note:** It is not necessary to install the FTP program in order to update your *DataGATE*. If you have decided to start the FTP program from CD-ROM (CD-ROM path:\FTP\Leechftp.exe), you will need to close the program with help of the task manager after you have finished the update.

If you have decided to install the FTP program you will need to go to:

Start - Run . . . - Browse - "*CDROM-Path*\FTP\Leechftp.exe

Press the "Open" button and afterwards "OK."

The installation program will start and the following window will appear.



Figure 25: Start window of the FTP program

Click the "Next" button.

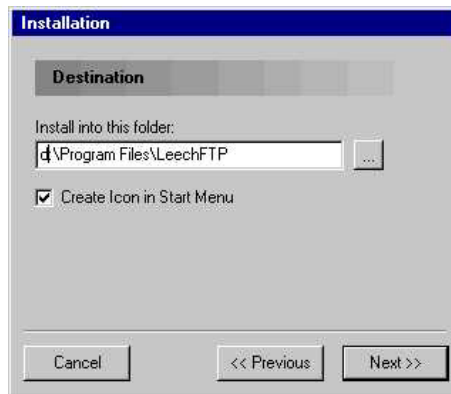


Figure 26: Installation window of the FTP program

If you click on the ". . ." button, you can browse to the folder where you would like to install the FTP program on your hard disk. Then press the "Next" button. The following window will show you the status of the installation process. Once the installation is finished, press the "Finished" button.

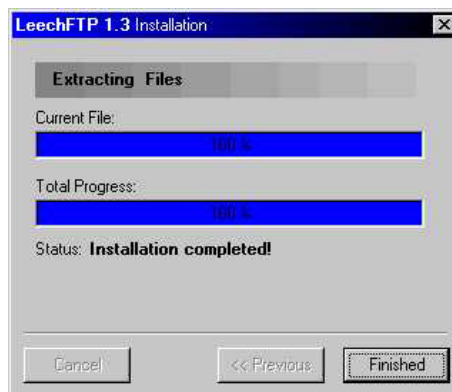


Figure 27: : Installation window of the FTP program

### 1.4.2.3 Updating the DataGATE


We recommend resetting the *DataGATE*..


If you insert the CD-ROM the auto-run function will start your Internet browser with a short instruction message about updating your *DataGATE*. This message contains all the necessary steps for the update. You can also double-click on the video icon in the upper right-hand corner of the window.

**Note:** If you are working with Internet Explorer, the video will automatically be started. If you are working with Netscape Communicator, you will need to start the video using the file "film.exe" in the "Video" folder.

In addition to the instructions, the short instruction message contains hyperlinks to make updating the *DataGATE* easier for you. These hyperlinks are (See Figure 28):

- Start FTP here: If you click on this line, the FTP program will start from the CD-ROM. If the automatic forwarding does not work, type:  
[file:///CDROM\\_path:/FTP/Leechftp.exe](file:///CDROM_path:/FTP/Leechftp.exe)  
in the browser address line and press the return key.
- Example: If you click here, you will get an example of the settings for a connection to the *DataGATE*.
- <http://192.168.99.99/cgi-bin/geni?action=swupdate>  
If you click here and your *DataGATE* has the default TCP/IP address software, the update will start automatically. If the automatic forwarding does not work, type this syntax in your Internet browser address line.

  
**Software Update**

  
 Video

---

**short instruction notes**

**Follow these instructions step by step to update your current DataGATE firmware ...**

Connect DataGATE to PC and switch on DataGATE.  
 Check DataGATE's IP-Address if unknown ( Menu 9.2 )  
 Note: We recommend to use DataGATE's default IP-settings

1. **Start FTP by using this link**      [FTP starts here](#)  
 note: use execute option and agree security hint
2. **Open FTP's FILE / connect dialogue ...**
3. **connect to DataGATE**      [example](#)  
 Host or URL = DataGATE's IP address  
 Type **admin** as username and password
4. **copy all files from upload directory by selection and move them from FTP's center panel (source) to right panel (destination)**
5. **watch upload process in queue ( left panel ), if ready ...**
6. **start DagaGATE's internal update procedure by opening browser window ( internet explorer / netscape )**  
<http://192.168.99.99/cgi-bin/geni?action=swupdate>  
 Note: overwrite the above address in browsers address field by own DataGATE's address or symbolic name and press return or reload page...
7. **wait until DataGATE restarts ...**  
 ( followed by 3 short beeps )  
 ready, check DataGATE functions ...

*Figure 28: Short instruction notes*

The following contains the steps for updating the DataGATE software by hand:

1. **We recommend that you reset your *DataGATE*.**
2. **Start the FTP program:**
  - If you are running the program from a CD-ROM, go to "CDROM path"/ftp. Double-click on the file "leechftp.exe".
  - If you have installed the FTP program on your PC, go to "Start", then "Programs", and then double-click on the LeechFTP icon.
  - The start window of the FTP program LeechFTP will appear:

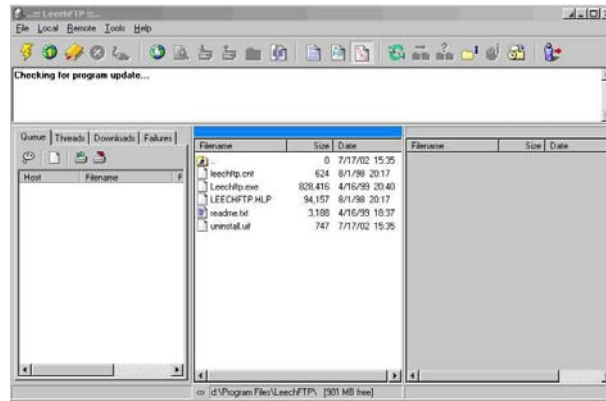


Figure 29: Start window of the FTP program

### 3. Connect the FTP program with your DataGATE.

- To do so, open the menu "File" and submenu "Connect . . ." or press "CTRL+ F". The connection settings window will appear (See Figure 30).
- Enter the following settings:
  - Host or URL: TCP/IP of your DataGATE. If you have reset your DataGATE you will need to enter 192.168.99.99. If you have not reset the DataGATE, enter its current TCP/IP address.
  - Port: Enter 21.
  - Username: Enter (by overwriting) admin.
  - Password: Enter (by overwriting) admin.
  - Personal login: Have to be activated (radio button is on).
- Afterwards press the "OK" button.

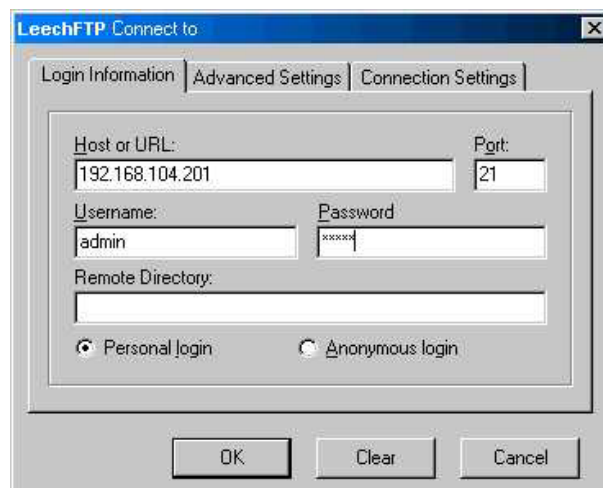


Figure 30: Settings window for connecting the DataGATE and the FTP program

#### 4. Select the update files.

- Go to the "UPLOAD" folder.
- If you need to change drives, go to the middle panel (See Figure 31: Local directory – source; if it is active the bar at the top will be blue) and press the right mouse button. Select the menu "Change Drive" in the window that appears and afterwards the desired drive.
- Select all the files in the "UPLOAD" folder.
- To do so, go to the first file and click once. Press the shift button **AND** the "End" button. All the files will be selected and the background will appear blue.

#### 5. Copy all the update files into the right panel (destination).

- To do so, go to the icon on the first marked file, and press and hold the ALT button **AND** the right mouse button. Go to the right panel (See Figure 31: destination) with the mouse arrow and release the mouse button.
- In the left panel (See Figure 31: Upload process queue) you can watch all the files which are in the process of being uploaded. When the left panel is empty, all the files have been transferred to the right panel (destination). Change to the right panel (it is active when the heading bar changes blue) and press the refresh icon on the main menu line to see the status.

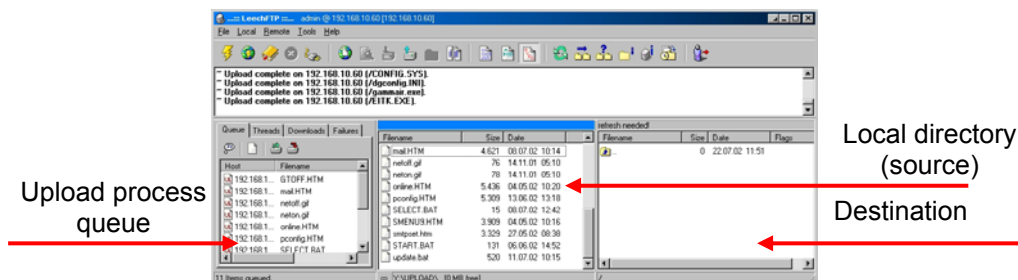


Figure 31: Copying update files into the temporary upload file

#### 6. Start the update process.

- After all files have appeared in the destination panel you need to type the following syntax in the address line of your Internet browser (valid for the case you have reset your *DataGATE*): `http://192.168.99.99/cgi-bin/geni?action=swupdate`  
If your *DataGATE* has not been reset you have to replace the default TCP/IP address (192.168.99.99) by the current TCP/IP address of your connected *DataGATE*. Afterwards press the "Return" key.
- The process takes up to 1 minute.

#### 7. *DataGATE* will restart automatically (3 short beeps). The update is now complete.

## 8. Close the FTP program

- If you are running the FTP program from a CD-ROM and you attempt to close the program, a message will appear indicating that it is not possible to save the file "default.lfg".
- Close the FTP program by using the task manager

## 9. Enable the online mode and check DataGATE functions.

## 1.5 Message: "Status: Wrong online CFG file version!"

See Chapter 1.5.

## 1.6 DataGATE Online Version

### 1.6.1 How to save the settings for DataGATE online version

There are two files which contain all the important settings for a user configuration.

The first file is *dgconfig.ini*, which contains all the settings (for mail, probe or special configurations). This online configuration is checked against the *DataGATE*'s internal release. If the configuration file does not match the current system, the Online mode will not start. You will receive the following message:

**Status: Wrong online CFG file version !**

The second one is *2net.cfg*, which contains all network settings. All other files can be restored or uploaded from CD ROM.

### 1.6.2 How to Configure the DataGATE Online Modus for Sending

To configure the *DataGATE* online, use the following steps:

1. Connect the *GammaTRACER* with the *DataGATE*.
2. Configure the *GammaTRACER* probe (cycle time, date/time (UTC)).
3. Unlock the password protection.
4. Use the "SMTP configuration" menu to set all the necessary SMTP options. If you are using an internal E-mail server it is not necessary to configure a Gateway address. But if you would like to use an external E-mail server, you will need to set a Gateway address. After the SMTP and Gateway configuration, *DataGATE* will restart and you will need to unlock the password protection again.
5. Use the menu "Edit mail transfer" to set all the necessary E-mail server address options.

6. Disable the online mode if necessary.
7. Edit the probe configuration. Here you can set the serial numbers of *GammaTRACERs*, the LPI, the online mode and more
8. Enable the online mode.

### 1.6.3 Lost Data in the Online Mode

One important rule for setting cycle times is:

$$RCycle = \frac{\text{Cycle time } \textit{GammaTRACER}}{2}$$

That means that the readout cycle (RCycle) time will be half of the *GammaTRACER* cycle. If the RCycle is larger, you will lose data.

Another possible cause of lost data is changing the cycle time of the *GammaTRACER* (for example from 30 to 10 minutes) but not the readout cycle time, too

### 1.6.4 How to Change a GammaTRACER Probe on the DataGATE in the Online Mode

1. Disable the current *GammaTRACER*.
2. Replace the *GammaTRACER*.
3. Create a new probe entry for the new *GammaTRACER* probe. Do not forget to enable the new *GammaTRACER*. You can use the same LPI if new data should be allocated to the same measurement point. Or you can use a new LPI if you would like to create a new entry in the database (*DataEXPERT*).

**Note:** If you use a new LPI do not forget to change the settings in *DataEXPERT*.

### 1.6.5 How to Configure an E-mail Server

See manual.

### **1.6.6 How to Change DataGATE's Email destination to a PDC**

If the TCP/IP setting has to be changed on the PDC it will be necessary to change all the Email destination settings in the DataGATE as well. The following steps need to be taken.

1. Disable online mode.
2. Change the "mail server address" in the SMTP configuration (Submenu 9.4). You can also change the DNS Server setting, but this is not necessary.
3. Change the "To address" in Edit mail transfer (Submenu 9.4).
4. Change the "LPI" in Edit probe configuration (Submenu 9.4).
5. Change the TCP/IP setting of the DataGATE (Submenu 9.1) if the new PDC setting is changed to another net range.
6. Enable the online mode (Menu 9.4).