



DataHog Problem Solving Tips

Tips for solving DataHog communications problems

As you are having problems with your DataHog logger, the following questions will help diagnose the problem. Please follow the steps below and get in touch with your answers. If you have any other observations or comments please let us know, these may help us identify the problem and suggest a solution.

- 1) What is the serial number of the DataHog? (The serial number can be found inside the battery compartment of the DataHog).

SDL _____

- 2) Has your DataHog been working successfully before today? Yes / No

- 4) When you connect the PC datalead to the RS232 socket of the DataHog, does it beep? Make sure the round plug is screwed into the RS232 socket, but do not overtighten. (A DataHog1 will beep every 30 seconds, a DataHog2 will beep every 10 seconds.)

It beeps when the RS232 is connected Yes / No

If yes, then the logger itself is working OK. Go to question 6.

If no, then replace the batteries with good quality, alkaline type such as Duracell. Make sure that they are inserted in the correct orientation (the top 'button' on the battery is positive, align with the '+' sign or red dot). Don't forget to press the PSU Reset button located beside the batteries you will hear a faint click. Also briefly press the Reset button beside it.

If you are using the DataHog with a MainsHog power supply, you may need only to press the red PSU Reset button on the side of the MainsHog. If this is the case, then you have had a temporary mains failure and the back-up batteries in the DataHog are now dead. It is advisable to change these batteries as dead cells are liable to leakage and will cause permanent damage to the logger's electronics.

If you are using a DataHog with a SolarHog, try disconnecting the SolarHog and connecting directly to the RS232 port of the DataHog itself.

- 5) After fitting new batteries, try again to connect the RS232 Datalead. The DataHog should now beep at the stated interval. If it does not, it is possible that the beeper has failed. To test this, complete the following steps to see if a connection can be established:

(Continued.....)

Tips for solving DataHog communications problems (cont)

- 6) Start your logger software as usual (this may be SkyeCol.exe, Skye mono.exe for DataHog1, H2col96.exe or H2mon96.exe for DataHog2, Windows 3 Terminal, Windows 95 HyperTerminal, Skye WizzCom or SkyeLynx for either logger, or SkyeLynxComms).

I am using the software called: _____

I have used this software before Yes / No

Do you see a regular message appearing each time the DataHog 'beeps'? (or if you cannot hear the beep, every 30 seconds for DataHog1 and every 10 seconds for DataHog2).

A regular message appears Yes / No

If yes, continue to connect and try to offload your data. If this is successful, your logger is fully operational.

If yes but the message is unreadable, usually this is because the software is using the wrong baud rate (or communication rate). Check that you are using the correct software version or option selection for your DataHog1 or DataHog2. If using Terminal or HyperTerminal check that the baud rate is set to 4800 for a DataHog1 or to 9600 for a DataHog2.

If changing the software setting does not return the regular messages to normal, try pressing the RESET button inside the DataHog, located next to the batteries. This restarts the logger and so normal messages and operation should now resume. Please check your instruction manual for use (try the Quickstart page at Chapter 1).

If NO, this indicates a problem with the USB Serial Converter/datalead.

a) Check the plug at each end of the cable and USB Serial Converter for loose wires or damage. Alternatively, if you have more than one DataHog, try another datalead and USB Serial Converter.

Damage to the Datalead/USB Converter? Yes / No

If yes, please get in touch with Skye if you would like a replacement Datalead/USB Serial Converter.

If no, please check you are connecting to the correct Commport on your computer. You can achieve this by trying each one in turn.

If none of the above steps have allowed you to connect to your DataHog successfully, your product may need to be returned to us for further diagnostics and repair. If the DataHog is under warranty (less than 1 year old), the repair will be free of charge. If the DataHog is outside of warranty, we will assess the logger and contact you with a quotation before undergoing repair.