

NOTE 22-004

07 December 2022

**NOTAL**

**DELETING DATALOG FILES IN A NUMAVIEW INSTRUMENT**

**I. PURPOSE:**

The purpose of this note is to instruct customers on how to delete files from an instrument with NVS software due low hard disk space or low RAM space. This can cause sluggish or slow performance, data not showing up in DAS files (data acquisition system), problems with the analyzer communicating with or answering the datalogger, or other various abnormalities related to low RAM / low storage space.

**II. TOOLS:**

- Wired USB KEYBOARD (not wireless)
- Wired USB MOUSE (not wireless)
- USB THUMB DRIVE

**III. PROCEDURE:**

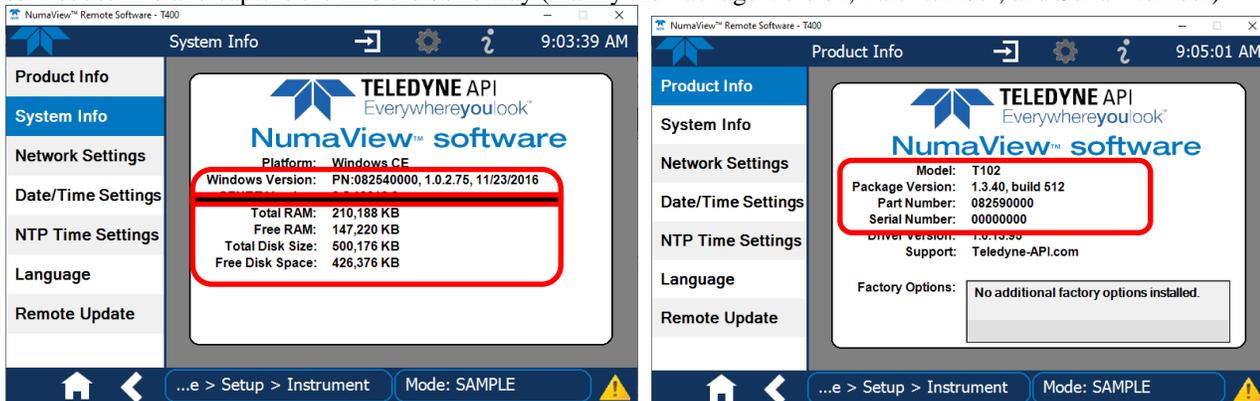
**WARNING!**

If the Free Ram and / or Free Disk Space gets too low (due to any of the problems mentioned above), there is a risk that updating the firmware will cause the Operating System, DOM, or Firmware to get corrupted and overwritten. Perform this disk / memory clean up procedure first.

When the **FREE RAM** gets low (down near 120,000 KB), the analyzer will go into “Slow-Mode” where button pushes will not take place until some seconds after pushing a button, or communication links to the datalogger will interrupt or terminate, or DAS data may not store, etc...

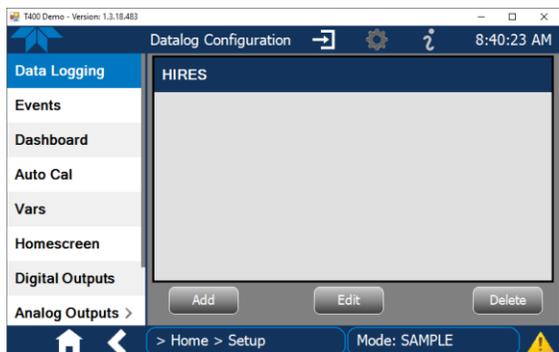
When the **FREE RAM or FREE DISK SPACE** gets very low (down near 115,000 KB), the instrument firmware will freeze and crash and usually try to reboot – but the reboot will never go good – instead the instrument will boot to a white screen and remain there until a human switches power off (for 20 seconds) and powers back up. Usually after a fresh reboot, the FREE RAM will be enough to run the instrument for a little while, but can easily run down low to create another firmware crash. The more screens that are visited over a short time – the lower the FREE RAM will deplete.

- A. To get the System and Product Info, press Setup, Instrument, System Info...
  - a. Observe and record the current 4 readings for Free Disk Space and Free RAM, also the Windows Version.
  - b. Take a photo or take a screen shot, or write down the 4 parameters for RAM and Disk and the Windows Version.
- B. Press Product Info and capture the info the same way (mainly the Package Version, Part Number, and Serial Number)

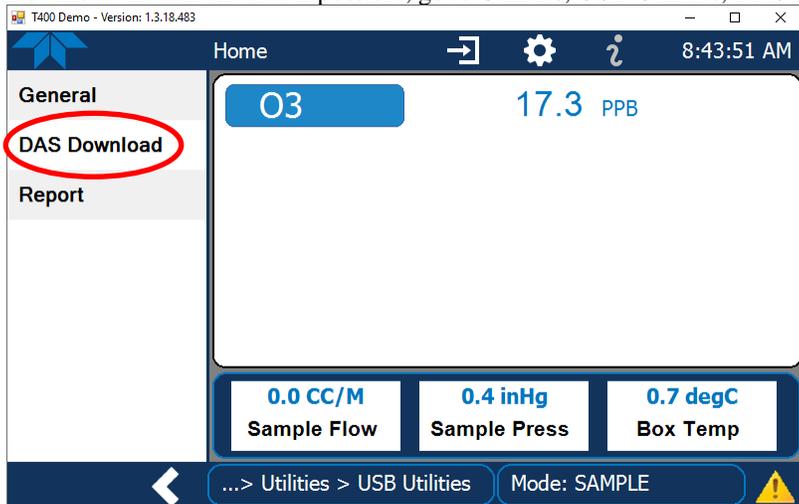


**WARNING! Be Careful to NOT DELETE anything else apart from what is mentioned below.**

1. The internal datalogger data (already saved in the analyzers memory) **is not** required to be downloaded (extracted) out of the instrument for this procedure to be accomplished – BUT it is very helpful to have the saved data brought out for future use.
  - a. It is highly encouraged to get the data out first, **but you may skip to step 7 if you wish.**
2. With the instrument turned on, navigate to the Datalog Configuration menu. Home, Setup, Data Logging.
3. The HIRES channel is set up to measure all parameters every 1 minute.
  - a. Some instruments might have a file called “xxx-1 min”
    - i. This other example has (3) channels.



4. Download the current data if possible, go to Utilities, USB Utilities, DAS Download, select All button.



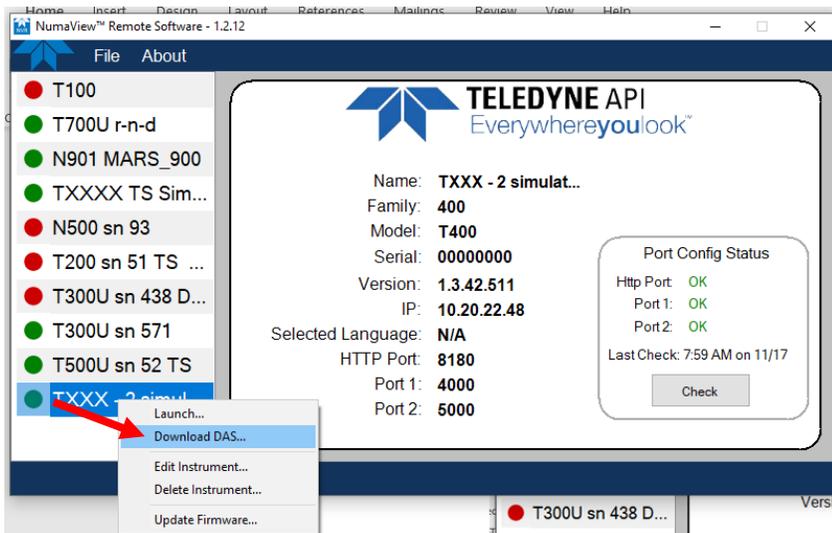
5. Or by using Numaview Remote (NVS) you can download the DAS data remotely
  - a. Right click on the instrument to get data from, select Download DAS.

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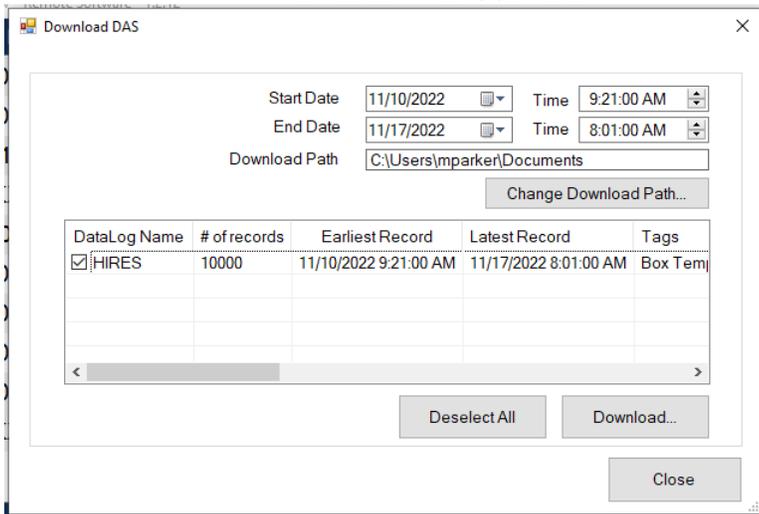
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- b. Change the download path if you want, press download, it will say “successful” when finished.
  - i. Remove the USB stick.



- 6. Once the Das Data is downloaded, then the internal data can be deleted by going to Desktop mode.
- 7. **Go to Desktop mode**, first turn off the power switch to the instrument.
- 8. Attach a USB keyboard (wired) and USB mouse (wired) to the front USB ports of the instrument.
- 9. Press and hold the **D key** on the keyboard, then turn on the instrument.
  - a. Continue to hold the **D** key until the instrument boots to Windows Desktop mode.

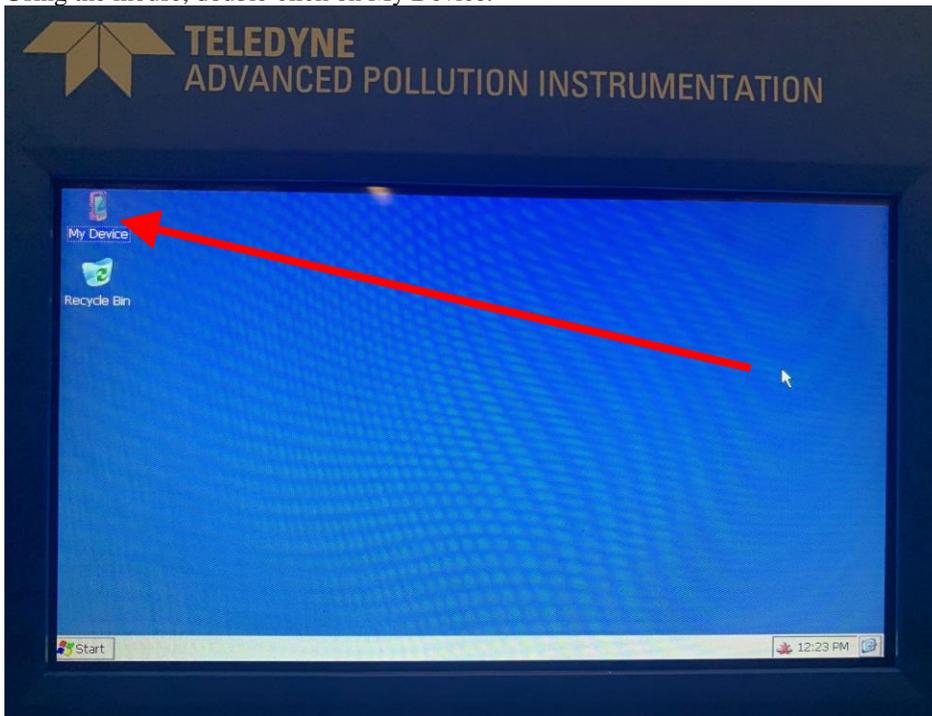
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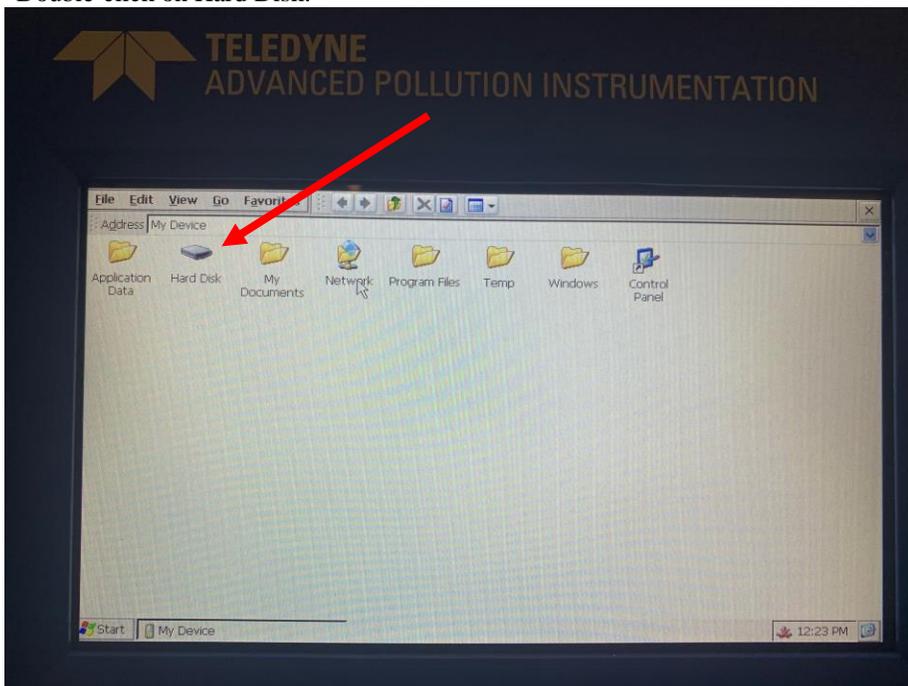
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- 10. Using the mouse, double-click on My Device.



- 11. Double-click on Hard Disk.



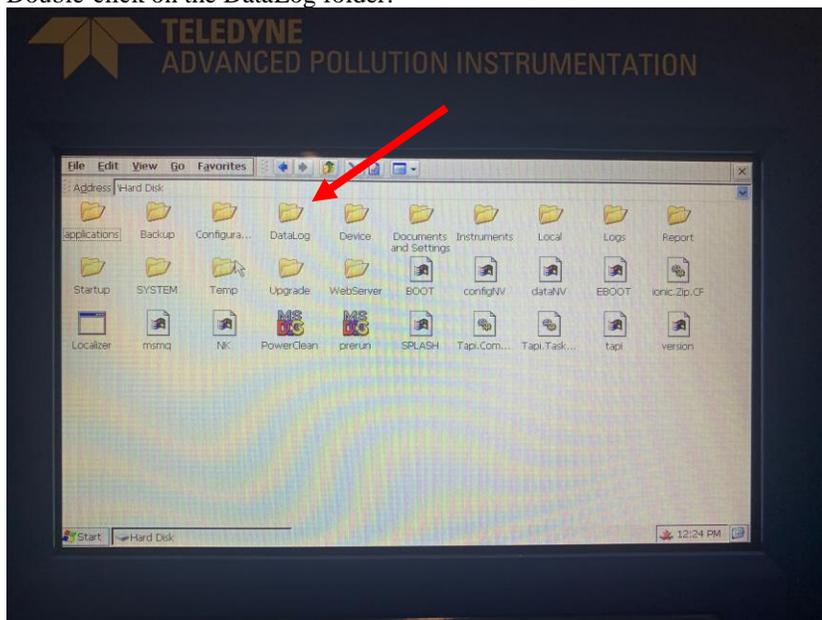
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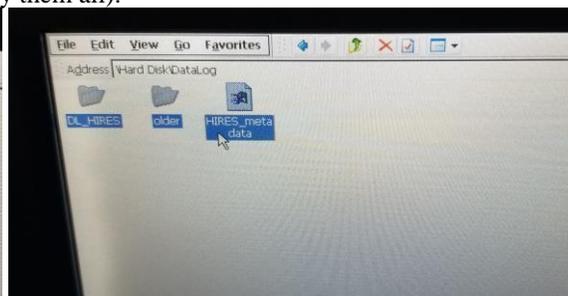
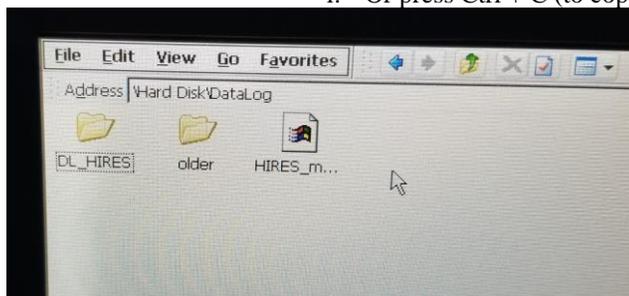
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12. Double-click on the DataLog folder.



13. If you weren't able to download the DAS data using the Utilities menu *and still want to download it*, you can copy it onto a USB stick [otherwise skip to step 16].

- a. Copying the data files and folders to a USB stick:
- b. Select all of the files and folders.
- c. Hold the Ctrl key and left-click each file and folder (to highlight them all).
  - i. or left click on one file and press Ctrl + A (to highlight them all).
- d. Hover over one of the selected files, right click and select copy (to copy them all).
  - i. Or press Ctrl + C (to copy them all).



14. Insert the USB stick in the front panel by unplugging the keyboard connector and use that port to plug in the USB stick.

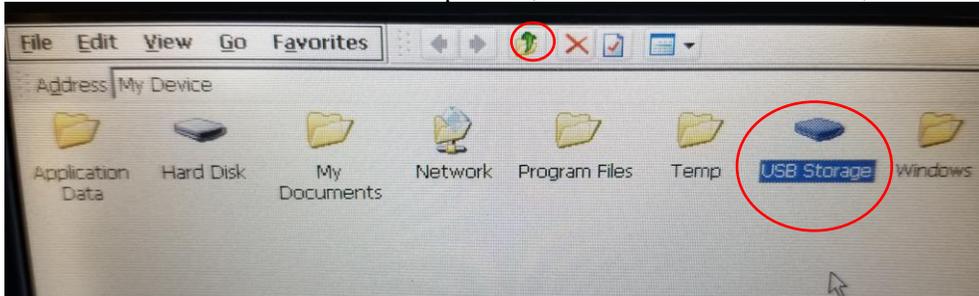
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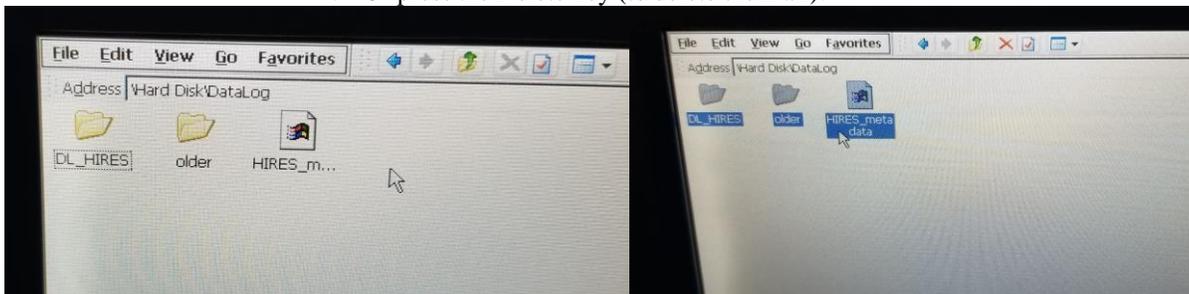
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- 15. Press the UP button (green up arrow button) and then double click USB Storage folder to navigate to the USB Disk folder.
  - a. Then rt-click and select paste (or Ctrl + V) to get all of the data saved to the USB stick.
  - b. Remove the USB stick.
  - c. Plug the keyboard back in and now navigate again to the DataLog folder to delete all of the files.
    - i. Press Up button, double click Hard Disk folder, double click DataLog folder.



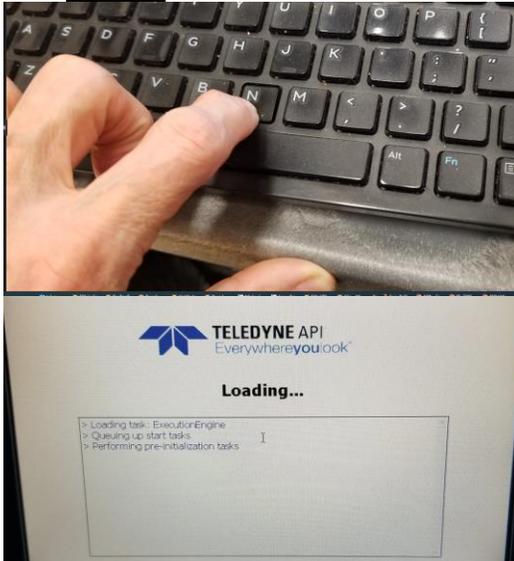
**16. Highlight all of the files and folders in the DataLog folder to delete.**

- a. To select all of the files and folders:
- b. Hold Ctrl key and left-click each file and folder (to highlight them all).
  - i. or left click on one file and press Ctrl + A (to highlight them all).
- c. To delete, hover over one of the selected files, right click and select delete (to delete them all).
  - i. Or press the Delete key (to delete them all).



- 17. After all folders and files have been deleted, press the X button on top right corner of window to return to the Blue Desktop screen.

18. Turn off power to the instrument by turning OFF the power switch and wait 20 seconds.
  - a. If there is a USB stick inserted, **remove it** and be sure to never boot up the instrument with a USB stick plugged in.
19. Press and hold the **N key**, then turn ON the Power Switch on the instrument.
  - a. Continue to hold the **N** key until the instrument boots to the WHITE NumaView "Loading" screen, THEN you can release the **"N" key**.



- b. Verify / observe that the analyzer runs OK no matter how many screens are opened, or that the original issue and other problems with DAS storage or problems with analyzer communicating with the data logger are gone.
20. Observe and record the current 4 readings for Free Space and Free RAM, also the Windows Version
21. If it was requested by Tech Support, please send the:
  - a. DAS Folders and Files from the USB stick
  - b. Product and System Info photos, screenshots, or written info
  - c. Send to [api-techsupport@teledyne.com](mailto:api-techsupport@teledyne.com)

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