TOTALFLOW

<span style="color:blue">Technical Bulletin 170</span>

# XSeries G3 Flash Anomaly-Log Capacity Lockup

## Totalflow Technical Bulletin
Version 1.0  Revision AA (11 May 2009)

# 1   Definition and Scope of Issue

The following will describe the issue surrounding the Totalflow XSeries G3 flash files, the symptoms and a workaround if an upgrade is not possible/available.

## 1.1   Equipment

Affected G3 equipment:

- XSeries Remote Controller (XRC)
- XSeries Flow Computer (XFC)
- microFLO Flow Computer (µFLO)

## 1.2   Flash Files

The following G3 flash files are the only corrected files at the time of this writing:

- P/N 2101048-032
- P/N 2101050-028
- P/N 2101051-014
- P/N 2101052-029
- P/N 2101053-010

## 1.3   Definition of Issue

In all G3 flash file versions (with the exception of those listed above), changing the log capacity from the Totalflow default (970 records) to any other log capacity causes the equipment to freeze up. Performing a warm boot may temporarily postpone another impending freeze up. Performing a cold boot will reset the log capacity to the default setting, which will allow the unit to run as expected, until the log capacity is once again changed.

# 2   Work Around Instructions

## 2.1   Return to Operational Status

### 2.1.1   Step-by-step Instructions

1) Insure the Memory Backup jumper is set to enable.
    - XFC G3 –J13
    - XRC G3 –J1
    - microFLO –J1
2) Cycle power to unit to perform a warm start.

## 2.2   Saving Configuration Files

Before beginning any maintenance on the unit, the user should collect the data and back up all configuration files to the laptop's hard drive or a floppy disk. This safeguards the data and allows the user to restart the unit without the inconvenience of reconfiguring the unit should any problem arise.

Although there are Save buttons in the entry mode screens that allows the user to backup entry mode data items, a complete system backup is only accomplished by using the Save and Restore Utility.

### 2.2.1 Step-by-step Instructions

1) Collect data from unit.

2) While in PCCU, use the Save and Restore Utility found under File Utilities in the Operate drop down-menu or by clicking the Save and Restore Utility button on the toolbar.

3) In the Save and Restore window, click the Save Station Files button.

4) When the Save Station Files window displays, verify the default name and path for the files. Click OK. This will save the R: drive files to the designated folder on the local hard drive.

5) When finished saving the station files, a new window will offer the option to restore the station files to the S: Drive. It is not necessary to restore the configuration files at this time. If log capacity has not been changed, do not perform step 6.

6) Following the log capacity change the user will need to perform a save and restore again. At that time the user will select Yes; the Station Files will be restored to the S: drive on the unit.

## 2.3 Changing the Log Capacity

### 2.3.1 Step-by-step Instructions

1) In PCCU, select the measurement tube in the tree-view on the left side of the screen.

2) On the Log Capacity tab, locate maximum # log period records. Change to the required value.

3) Click the Save button.

## 2.4 Save Configuration File

### 2.4.1 Step-by-step Instructions

1) Following the Save Configuration File instructions above, perform all steps, including step 6.

## 2.5 Perform a Cold Start

### 2.5.1 Step-by-step Instructions

1) Insure Memory Backup jumper is set to <u>disable</u>.

- XFC G3 –J13
- XRC G3 –J1
- microFLO –J1

2) Cycle power to unit to perform a cold start. This will restart the unit from the S: drive and load the S: drive settings into the R: drive.

3) Insure Memory Backup jumper is set to <u>enable</u>.

- XFC G3 –J13

- XRC G3 –J1
- microFLO –J1

This will allow the unit to re-boot from the S: drive, thus re-writing the R: drive.

## 3   Conclusion

At the time of this release, there are only a few released flash files (as listed in section 1.2) correcting the log capacity issue; however the remaining flash files are a work in progress. To check your current flash file status, please contact Totalflow customer support at 1-800-442-3097.