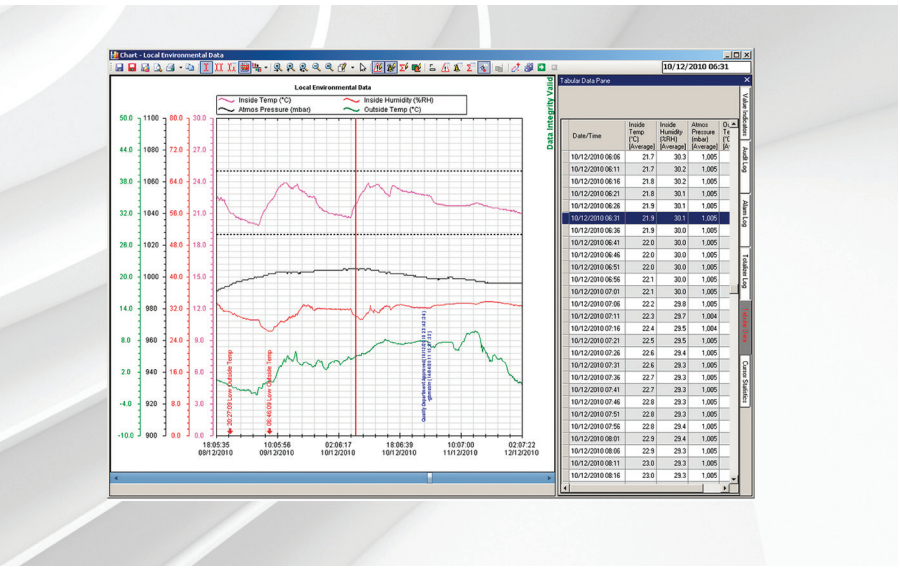
ABB MEASUREMENT & ANALYTICS | SERVICE AID | SA15/002-EN REV. B

DataManager Pro RDM500

Advanced data review software
Common faults and fixes



Measurement made easy

DataManager Pro RDM500 advanced data review software

1 Introduction

This Service Aid lists the more common issues that may occur when installing and using the Datamanager Pro data review software.

Overleaf are the faults and fixes for potential problems.

If you continue to have issues with the software, contact your local ABB Technical Support person for assistance.

2 For more information

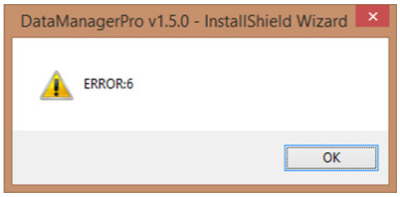
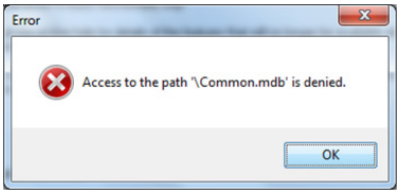
Further information is available from:
www.abb.com/recorders

or by scanning these codes:

Sales

Service

3 Faults and fixes

Error	Description	Fix
Access Denied 	As the error suggests, this is an access level issue. More than likely you are not a full administrator on the machine that Datamanager Pro is trying to run on or you do not have administrator rights to the data base location it is using.	Ensure you run the program using the right mouse-click and Run as Administrator option.
Error 6 	More than likely you are not a full administrator on the machine that Datamanager Pro is trying to run on or you do not have administrator rights to the database location it is using.	Ensure you run the program using the right mouse-click and Run as Administrator option.
Access to the path '\common.mdb' is denied 	Datamanager Pro is unable to access the common.mdb database.	Upgrade to the latest version of the software (version 1.5.1 or later)
Error displayed: 'The PC operating system is not supported by this application'	Datamanager Pro versions 1.5.0 and above are not compatible with PC operating systems earlier than Windows 7®.	Ensure that the PC upon which you wish to run Datamanager Pro has an operating system of Windows 7 or later.
FTS Transfer fails	The Transfer of data files using the FTS Pro functionality has failed.	Reasons for failure to transfer / import files using FTSPro are recorded in the FTSPro logs. Early versions of Datamanager Pro also have problems transferring some German characters. If your instrument is in German language, upgrade to the latest version.
Access is denied to the 'structure.mdb' file	The program is unable to access the database file because it does not have the necessary access rights under the account in which you are trying to run the programme.	Ensure that your account has the correct administrator rights. Select within your account settings to run the program as a service. Ensure that you are running the program as an administrator.
Cannot open database	The program does not allow you to open the database and view your data.	**Method 1**: Reregister the Dao360.dll and the Msrd3x40.dll files: **1.** Click Start and click Run. **2.** Type regsvr32 followed by the path to your .DAO file. Enclose this path in quotation marks. For example, to register the DAO 3.6 library, use the following command: regsvr32 "C:\Program Files\Common Files\Microsoft Shared\DAO\DAO360.DLL" If the Dao360.dll file is successfully registered, a message similar to the following is displayed: DllRegisterServer in C:\Program Files\Common Files\Microsoft Shared\DAO\Dao360.dll succeeded. **3.** Repeat step 2 to register the Msrd3x40.dll file using the following command: regsvr32 "c:\WINDOWS\system32\msrd3x40.dll"
Another entry with the key already exists	Displayed error when trying to import and display data.	Upgrade Datamanager Pro software to the latest version. If the problem persists, contact your local ABB representative.
Registration ID does not match that given on license documentation therefore license key is not valid	After entering the information on the license documentation the registration ID does not match that shown and therefore the license key is invalid.	The name and organization entered in the software must match that given in the license document exactly. The registration ID is fixed and if they do not match the license key provided will not work. Follow the instructions provided on the document.

Acknowledgements

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