

Software User Manual (SUM)

DataTracePro (Installer) version 1.3.1.6
Mesa Laboratories Inc.

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DOCUMENT REVIEWER

Reviewed By:

Reference DATA-CO-01267 for Digital Signature.

Signature: _____ Date: _____

Dan Sullivan

Technical Support Representative

DOCUMENT APPROVAL- ENGINEERING

Reviewed and Approved By:

Reference DATA-CO-01267 for Digital Signature.

Signature: _____ Date: _____

David S. Barber

Sr. Manager of SW Engineering

DOCUMENT APPROVAL - PRODUCT MANAGEMENT

Reviewed and Approved By:

Reference DATA-CO-01267 for Digital Signature.

Signature: _____ Date: _____

Stephen Giunta

Product Manager, Continuous Monitoring

DOCUMENT APPROVAL - QUALITY

Reviewed and Approved By:

Reference DATA-CO-01267 for Digital Signature.

Signature: _____ Date: _____

Jasmine Poeppel

Manager Quality Assurance and Regulatory Affairs

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1. Introduction

Mesa Lab’s DataTrace System is a wireless data logger to measure and log the temperature, humidity, and pressure data. It is widely used in food, pharmaceutical and healthcare industries.

Mesa’s DataTrace Pro (DTPro) Software is the heart of the DataTrace System. From the creation of process reports, analyzing and understanding data, and complying to regulatory requirements, DTPro gives greater insight and productivity.

DTPro installer installs DTPro applications, files/ components required to run DTPro application and the 3rd party software.

This document provides step by step instructions to install the DTPro application.

1.1. Audience

Target audience for this document includes individuals and teams involved in identification and definition of features and functionality of the DTPro Installer, and/or those involved in design, development and testing of the application suite till acceptance.

1.2. Terms / Acronyms / Abbreviations

ABBREVIATION	TERM
DTPro	DataTrace Pro
GB	Gigabyte

2. Download Instructions for DataTrace Pro Software

Please follow the steps below to download DataTrace Pro software from Mesa Laboratories, Inc.

1. Go to the Mesa Lab’s DataTrace Pro Software Downloads web page at:
<https://datatrace.mesalabs.com/datatrace-pro-software/>
2. Download the **1.3.1.x** released build of DataTrace Pro Software
3. Select the option to save the installer **DTProsetup.exe** having Mesa Labs logo to your local hard drive.
4. After the file has been successfully downloaded, open “My Computer” and then browse on your local hard drive wherein **DTProsetup.exe** file has been stored.
5. Now Double click on the **DTProsetup.exe** file to install on your computer.



DTProsetup

Double Click on this icon for installation

6. Follow the installation instructions outlined in the **Installation instructions for DataTrace® Pro (DTPro) Software** section of this document.

3. Installation Instructions for DataTrace Pro (DTPro) Software

3.1. Minimum System Requirements for DataTrace Pro Installation

- Windows 8 (or higher) Operating System (64-bit)
- 2GB RAM
- 12GB free disk space
- At least one available USB 2.0 port
- Administrator Privileges (during the installation)

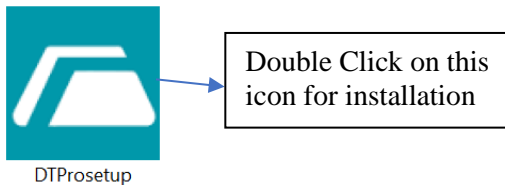
Note: If you have older version of DataTrace Pro for Windows already present on your computer then Installer will detect the existing version and will not allow to continue installation. Please refer **Installation Troubleshooting** section for more details.

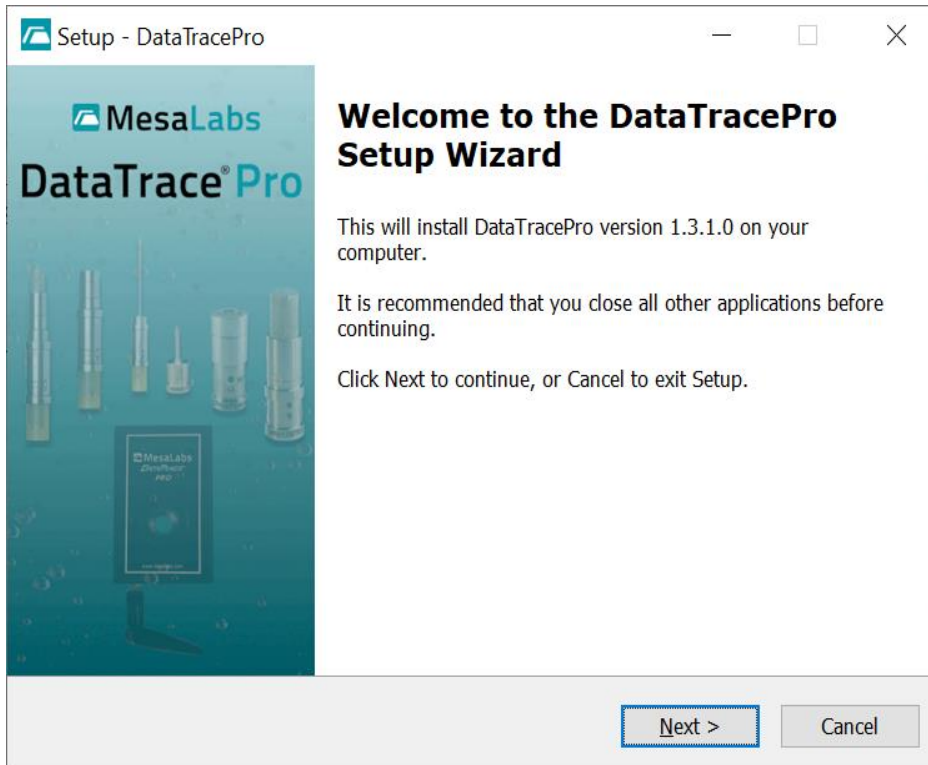
Notice regarding Installation Duration: DataTrace Pro requires the Windows .NET framework and SQL database drivers. Some computers will already have these items installed. The total time it takes to install depends on the presence of these items and on the speed of the computer. Installation time can vary from less than two minutes to more than 10 minutes depending on these parameters.

3.2. Procedure

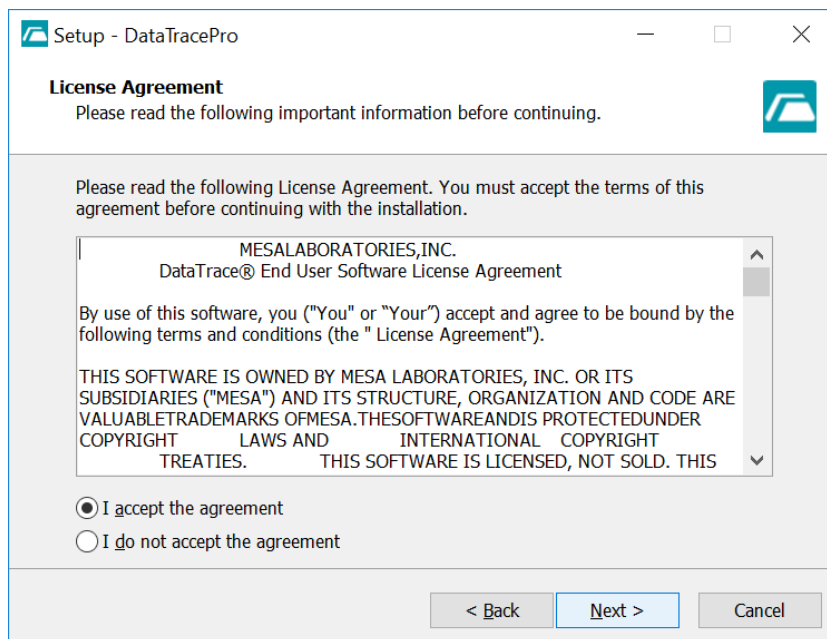
1. You will need to have access to an administrative account that has software installation privileges when launching DataTrace Pro Installer for the first time.
2. Double Click on the “**DTProsetup.exe**” file, after download and it should bring up the **Welcome Page**.

If this does not happen automatically, please see the **Installation Troubleshooting** section of this document.

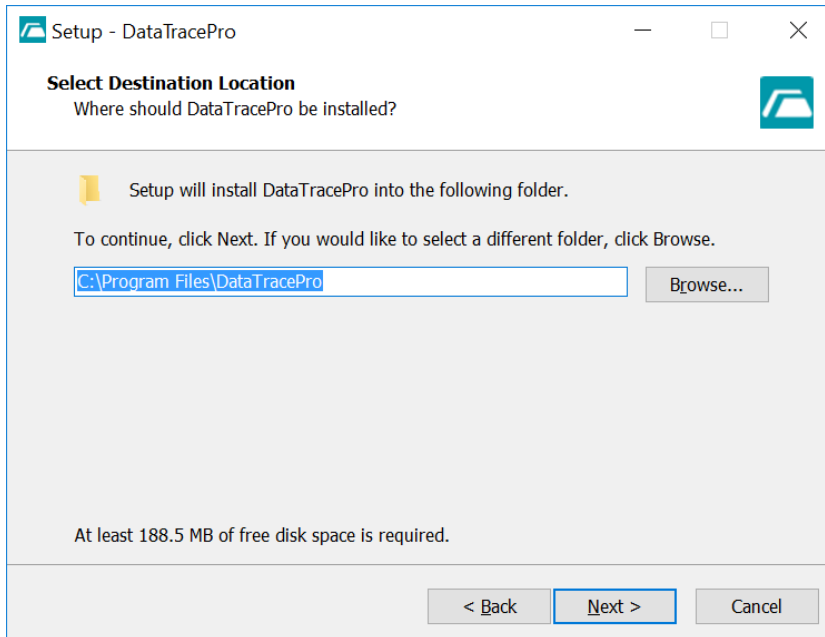




3. Click **Next button** to continue Installation and **License Agreement page** will appear.

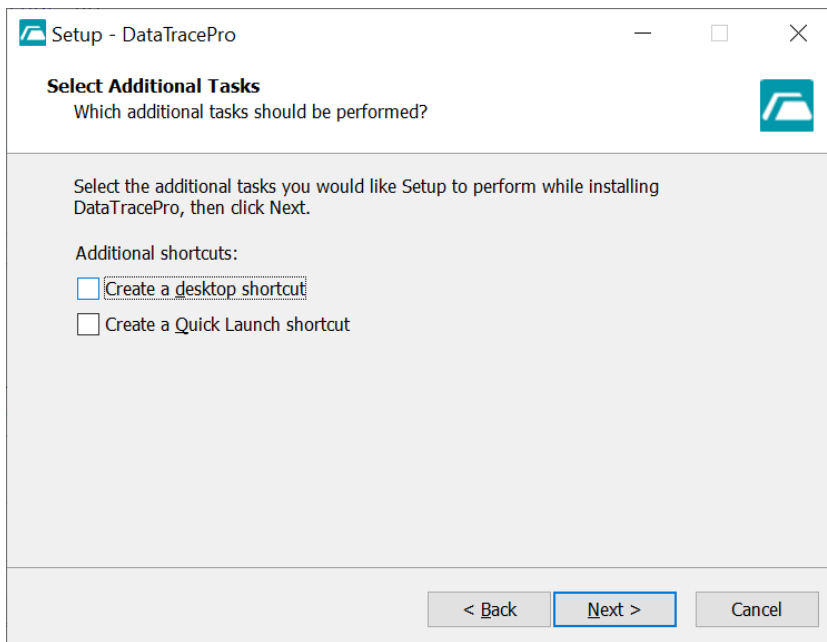


- Please read the License Agreement. You must accept the terms of this license agreement before continuing with the Installation. Click on **“I accept the agreement” & Next** button to continue Installation.
- The installer navigates to the **Directory Selection** Page of the installation wizard.



- Select the Destination Location where DataTrace Pro to be installed. By default, Installer selects default installation path as **C:\Program Files\DataTracePro**
- To select a different folder, click **Browse button** and choose the Installation path. Then Click **Next**.

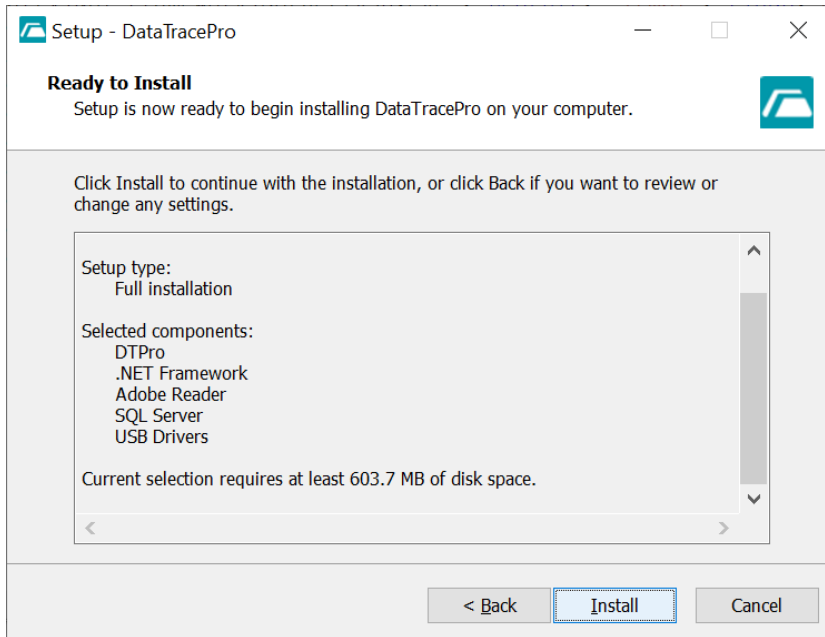
8. Installation navigates to **Additional task selection** page



9. Select the check box for shortcuts (Desktop and Quick Launch) to be created from **Additional task selection** page.

Click **Next button** to proceed with the installation. The installer creates selected shortcuts after the completion of the installation.

10. Installer navigates to **Ready to Install** page. This page shows the Selections done for Installation.

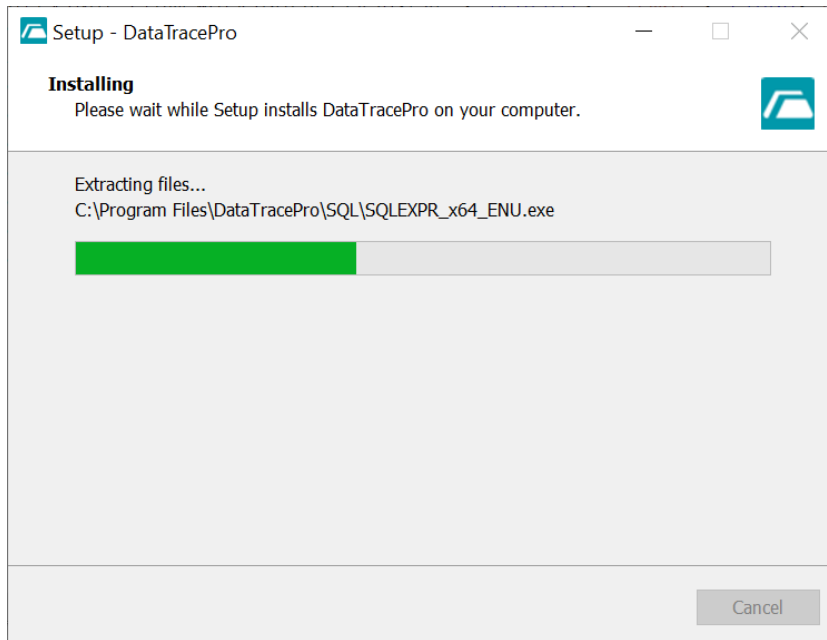


11. Check for the Installation selection. Click **Back**, if want to review or change any installation settings. If not, click **Install**.

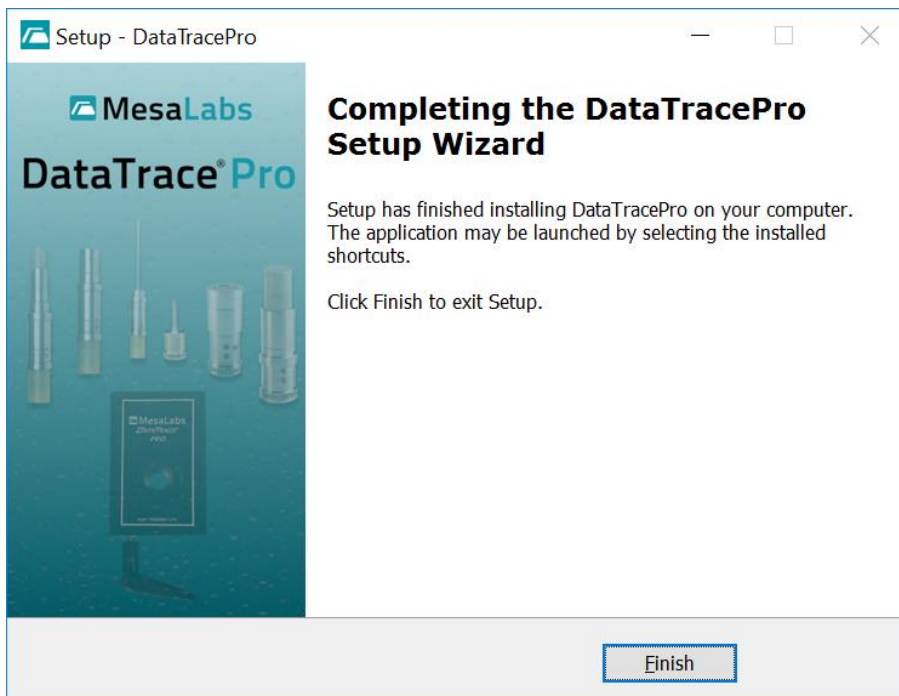
Note:

- By default, Installation selects DTPro, .NET Framework, Adobe Reader, SQL Server, and USB Drivers.
- Installation skips Adobe Reader, SQL Server 2017 and .NET3.5 if it is already installed in your computer.

12. After selection of Install, Installation will start, and a progress bar will be displayed.

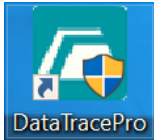


13. Wait for the installation to finish. Once the installation is complete, installer navigates to **Completion wizard** page. Click **Finish** button to complete installation.



Note: To cancel the installation at any point in time, click **Cancel button** or **Close button**. However, this will not work once installation starts.

14. Launch the Application: To launch the application, Open the DataTrace Pro Software by clicking on the **DataTrace Pro application Icon on the Desktop / Quick Launch**



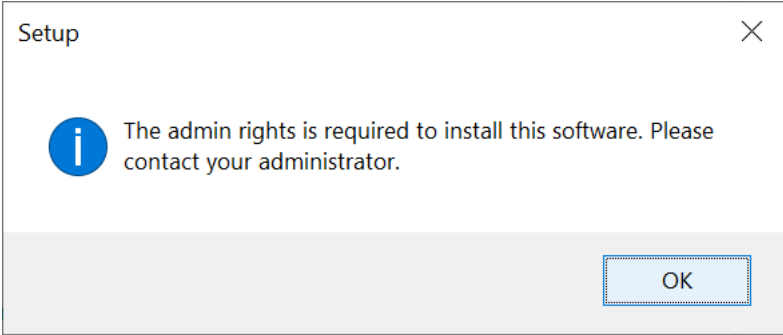
If short-cut is not created during Installation, then Navigate to **My Computer > C Drive > Program Files > DataTracePro and Double click DTPro** to launch the DTPro application.

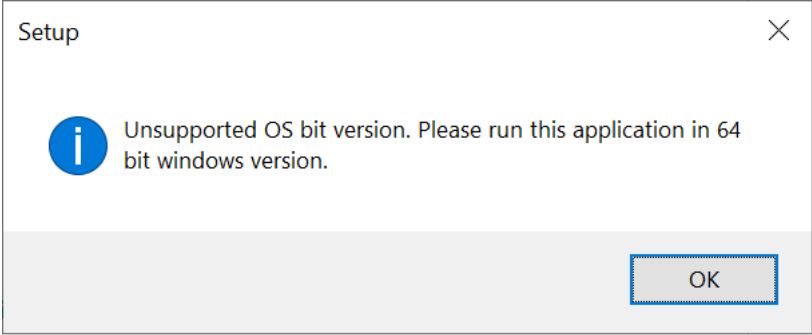
Additional notes:

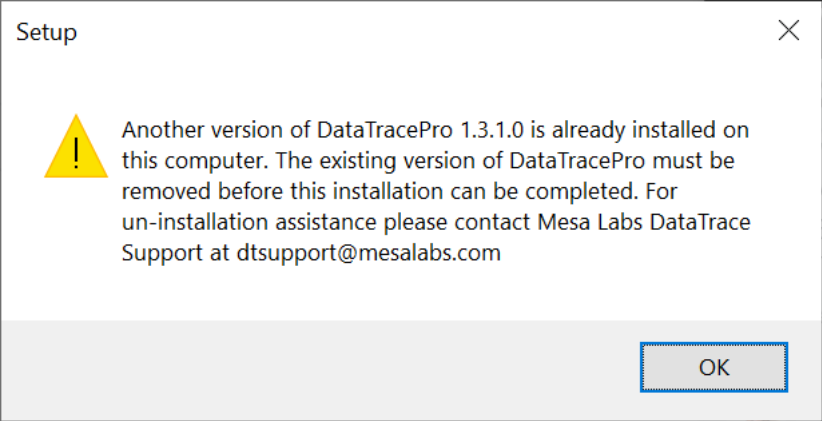
- Initially, the application will be running under a 2-week trial. To make the installation permanent, a proper License code must be purchased from Mesa Laboratories, Inc. or from your local distributor. When contacting Mesa Laboratories, Inc., or your local distributor, to obtain a proper License code for permanent access, you will be asked to provide the following information:
 - A DT Pro Installation ID (will be displayed when DataTrace Pro starts or access via File menu, then
 - License Registration menu option).
 - Your Customer ID or
 - Your Confirming Sales Order number or Purchase Order number.
 - Please keep in mind that the Installation ID is unique to each computer and installation of DT Pro only. Therefore, do not purchase a DT Pro License code for a temporary (or trial) computer; but it is important to wait and purchase a License code for an installation of DT Pro on a permanent computer.

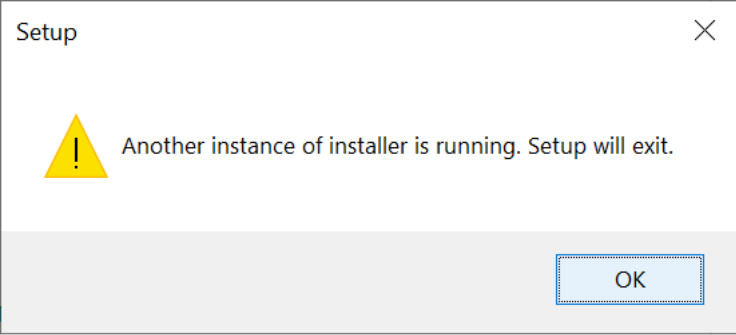
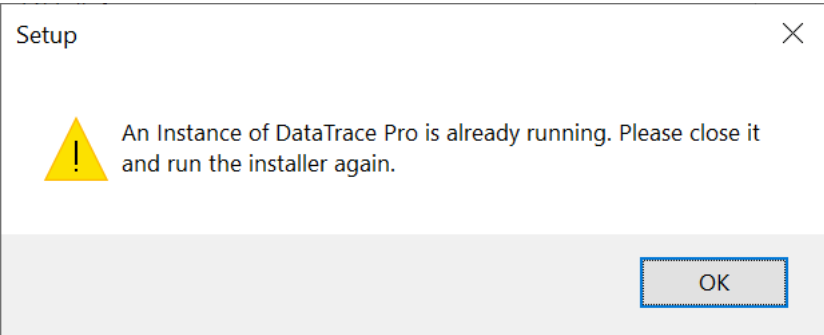
- If using DTPro on a laptop, you should review your power saving settings to avoid USB port shutdown or other undesired behaviors.

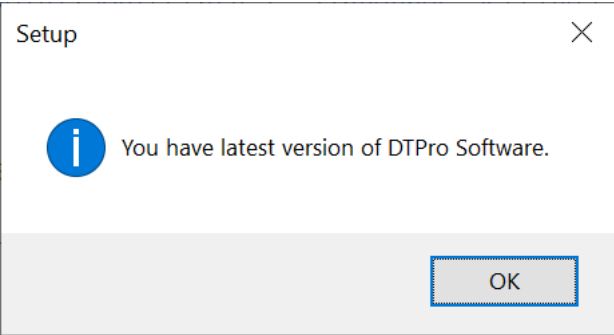
4. Installation Troubleshooting for DataTrace Pro Software

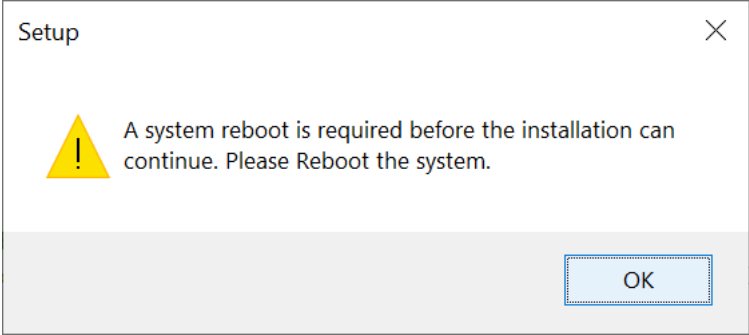
NUMBER	INSTRUCTION
1.	<p>DataTrace Pro software prompts a message as</p> <p>"The admin rights is required to install this software. Please contact your administrator"</p> 
	<p>Troubleshooting Guide</p> <ol style="list-style-type: none">1. DTPro (and its subsequent required programs) requires administrative installation privileges to install. If you are using a company computer (on or off a domain-controller) and are not an administrative account for that PC, please enlist the help of a system administrator which has FULL installation permissions to the computer.2. Installation pre- requisite is User should have Admin privileges for Installation.3. Contact your IT team for Admin rights.4. Restart the system5. Once the restart is done, log on to your Windows Account using Admin Username and Password.6. After you have logged back on to your Windows User account, locate the file on your computer called "DTProsetup.exe" (this file should be located in the destination in which you selected before downloading, e.g. Downloads, Desktop, Documents, etc.). Run this program and the DataTrace Pro Setup menu should appear.7. Follow the installation instructions outlined in the Installation Instructions for DataTrace® Pro (DT Pro) Software section of this document.

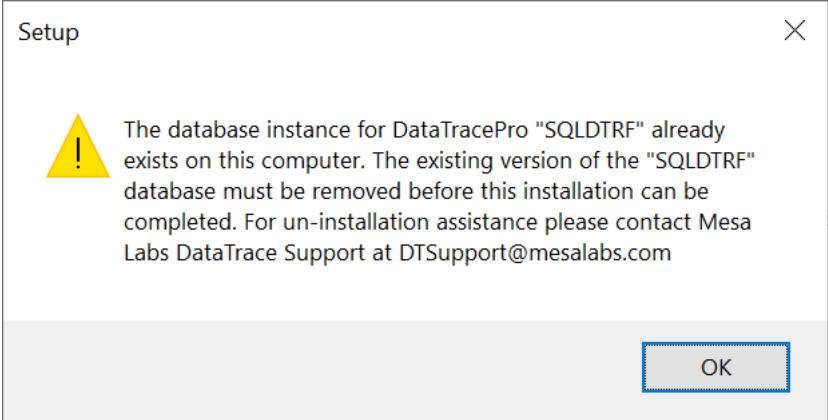
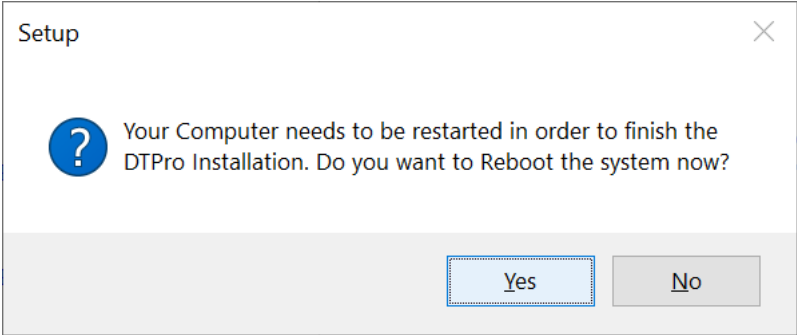
NUMBER	INSTRUCTION
	<p>DataTrace Pro software prompts a message as</p> <p>“Installation has failed while installing the application. Check the setup Log for more information and contact customer support”</p> <hr/> <p>Troubleshooting Guide</p> <ol style="list-style-type: none">1. Pre-requisite for installation is Windows 8 (or higher) Operating System2. Please run this application in Windows 8 (or higher) Operating System3. Follow the installation instructions outlined in the Installation Instructions for DataTrace Pro (DT Pro) Software section of this document.
2.	<p>DataTrace Pro software prompts a message as</p> <p>"Unsupported OS bit version. Please run this application in 64-bit windows version."</p> <div data-bbox="329 1003 1135 1335"></div>
	<p>Troubleshoot Guide</p> <ol style="list-style-type: none">1. Pre-requisite for installation is 64-bit Windows version.2. User might be trying to install application on 32-bit windows version.3. Please run this application in 64-bit windows version4. Follow the installation instructions outlined in the Installation Instructions for DataTrace Pro (DT Pro) Software section of this document.

NUMBER	INSTRUCTION
3.	<p>DataTrace Pro software prompts a message as</p> <p>“Another version of DataTracePro (Version) is already installed on this computer. The existing version of DataTracePro must be removed before this installation can be completed. For un-installation assistance please contact Mesa Labs DataTrace Support at DTSupport@mesalabs.com”</p> <div data-bbox="370 579 1187 997"></div> <p>Troubleshoot Guide</p> <ol style="list-style-type: none">1. System might have Older version of DataTrace Pro already installed.2. User need to un-install the existing older version to install 1.3.1.x version.3. For un-installation assistance, please contact Mesa Labs DataTrace Support at DTSupport@mesalabs.com
4.	<p>DataTrace Pro software prompts a message as</p> <p>“There Is Not Enough Space Available on The Disk(s) To Complete This Operation”</p> <p>Troubleshoot Guide</p> <ol style="list-style-type: none">1. Minimum free storage required for installation is 12GB.2. Please delete / un-install unnecessary application / files for enough storage before installation.3. Or Select other location for Application Installation4. Follow the installation instructions outlined in the Installation Instructions for DataTrace Pro (DT Pro) Software section of this document.

NUMBER	INSTRUCTION
5.	<p>DataTrace Pro software prompts a message as</p> <p>"Another instance of installer is running. Setup will exit."</p>  <p>Troubleshooting Guide</p> <ol style="list-style-type: none">1. User might have clicked the DTProsetup.exe multiple times.2. When message pops-up, click OK to close the current installation instance.3. Close all the multiple instances of the Installer.4. Run DTProsetup.exe and the DataTrace Pro Setup wizard should appear.5. Follow the installation instructions outlined in the Installation Instructions for DataTrace Pro (DT Pro) Software section of this document.
6.	<p>DataTrace Pro software prompts a message as</p> <p>"An Instance of DataTrace Pro is already running. Please close it and run the installer again"</p> 

NUMBER	INSTRUCTION
	<p>Troubleshoot Guide</p> <ol style="list-style-type: none">1. DTPro application is already installed and application will be in running state.2. Close the running DTPro application and all its instances.
7.	<p>DataTrace Pro software prompts a message as</p> <p>“You have the latest version of DTPro Software”</p> <div data-bbox="370 663 980 995"></div> <p>Troubleshooting Guide</p> <ol style="list-style-type: none">1. User already has the latest 1.3.1.x version of the DTPro application installed. User trying to install DTPro application once again.2. Click OK3. Continue to use the installed application4. If you still wish to re-install the application, please un-installation the existing application <ol style="list-style-type: none">4.1 Close the DTPro program and any subsequent applications that may be tied to DTPro.4.2 Go to Windows “Control Panel”, select “Programs and Features”, locate the “DataTrace Pro” application and select “Uninstall”.4.3 Run “DTProsetup.exe” and the DataTrace Pro Setup wizard should appear.4.4 Follow the installation instructions outlined in the Installation Instructions for DataTrace® Pro (DT Pro) Software section of this document.

NUMBER	INSTRUCTION
8.	<p>DataTracePro Prompts a message as</p> <p>A system reboot is required before the installation can continue. Please Reboot the system.</p>  <p>Troubleshooting Guide</p> <ol style="list-style-type: none">1. Click Ok2. Go to the Windows Start Menu and select “Restart”3. Once the PC restarts, log on to your Windows Account.4. Locate the “DTProsetup.exe” file on your computer. Run this program and the DataTrace Pro Setup wizard should appear.5. Follow the installation instructions outlined in the Installation Instructions for DataTrace® Pro (DT Pro) Software section of this document
9.	<p>DataTracePro Prompts a message as</p> <p>“The database instance for DataTracePro “SQLDTRF” already exists on this computer. The existing version of the “SQLDTRF” database must be removed before this installation can be completed. For un-installation assistance please contact Mesa Labs DataTrace Support at DTSuppopr@mesalabs.com”</p>

NUMBER	INSTRUCTION
	<div data-bbox="329 327 1151 743"></div> <p data-bbox="329 795 604 829">Troubleshoot Guide</p> <ol data-bbox="378 884 1409 999" style="list-style-type: none">1. This message pops up when the old SQL Server instance is present.2. User needs to un-install the old SQL instance. For un-installation assistance please contact Mesa Labs DataTrace Support at DTSupport@mesalabs.com
10.	<p data-bbox="329 1052 792 1085">DataTracePro Prompts a message as</p> <p data-bbox="329 1136 1414 1209">“Your Computer needs to be restarted in order to finish the DTPro Installation. Do you want to Reboot the system now?”</p> <div data-bbox="329 1257 1120 1589"></div>

NUMBER	INSTRUCTION
	<p data-bbox="329 289 605 321">Troubleshoot Guide</p> <p data-bbox="329 373 1422 573">Sometimes SQL installation requires Reboot of the machine before using SQL server instance. We are creating users and initializing the database after the installation of SQL, it may fail in this process. To overcome this failure, Installation is paused after completing the SQL installation and automatically the installation process will restart after the reboot of the machine.</p> <ol data-bbox="378 625 1333 783" style="list-style-type: none">1. Click Yes to Reboot / restart the system2. Once the PC restarts, log on to your Windows Account.3. Installation will continue after restart and notifies the User once DTPro application is installed.

4.1. DataTrace Pro Additional Installation Troubleshooting Tip:

If you experience an error on or during install, or the first use of the fully installed DTPro Software here are some additional tips and information to keep in mind when attempting to resolve your issue:

1. DTPro (and its subsequent required programs) requires administrative installation privileges to install. If you are using a company computer (on or off a domain-controller) and are not an administrative account for that PC, please enlist the help of a system administrator which has FULL installation permissions to the computer.
2. DTPro relies on a Microsoft SQL 2017 database. For Microsoft to successfully install this program, Windows updates need to be up to date with the latest security patches downloaded and installed. DTPro will NOT install correctly if there are any pending Windows Updates or Reboot flags. Ensure that all Windows updates are installed and up to date BEFORE installing DTPro. If you are unsure, issue a full restart of your PC before starting the DTPro installation. If you are still facing issues on SQL installation, please refer the Log files created within “%temp%sqlsetup*.log”.
3. The DTPro installer or subsequent applications may require temporary access to the internet. If one or more of the programs fails to install the installer may need to re-download the proper installation files (i.e. .NET 3.5 Framework).
4. For most installation issues an “uninstall” and “re-install” of the DTPro software should correct the problem, given that the instructions and tips outlined in this section are considered and followed during the re-installation process.

5. DTPro relies on a .NET 3.5 Framework. If it is not there in the system, it will try to install during the installation. If you are facing issues with .NET installation, please refer the below link to resolve .NET 3.5 installation issue.
[.NET 3.5 Framework installation errors](#)

6. For any assistance, please contact Mesa Labs DataTrace Support at DTSupport@mesalabs.com