

DTM Software

Service Manual

REV. A.0

20/12/2006



dinamica generale srl
Electronic weight systems and automation

TROUBLESHOOTING

DTM VERSION	NAME
3.2.XX	DTM2004
3.3.XX	DTM2006

DTM VERSION	PROBLEM	CAUSES	SOLUTIONS
ALL	Error: DTM cable not connected	USB cable damaged	Replace the USB cable
	While transferring data from DTM to PC, the program gives this error message: Serial Channel not available	The COM port is not well set in the DTM or the t USB converter drivers haven't been installed correctly.	<ol style="list-style-type: none"> 1. Check you have chosen the right COM Port. 2. Check you have well connected the reader with the USB port. 3. Check you have installed correctly the USB drivers (after the manual procedures). 4. Update the DTM.ini version into with Callwait=100 (from version 3.3.72).
	It is not possible to install the USB converter driver.	PC internal problem, the installation of the USB Driver caused an internal conflict with the USB system driver	
	It is not possible to transfer the recipes onto the Card in WinScale2 format.		Low level card formatting with serial number writing – see document (change the memory card serial number)
ALL	Loads are not viewed on the DTM.	Scale is not programmed for the data transfer on the memory card.	Pwd 888 activation to avoid manual interventions on the recipes from the microcomputer (probable manual change)
<3.2.69	Error while transferring the components from the DTM onto the card (num comp >24)	Wrong QUERY version	QUERY change in the Dbdat file
3.2.69	Error in the semicolon conversion into decimal and thousands separator.	OCX library not updated.	Necessity to upgrade the sw, sending a file to the customer (new ocx library + DTM.exe ver 3.2.81)

DTM VERSION	PROBLEM	CAUSES	SOLUTIONS
3.2.69	It is not possible to load data from the cartridge to the scale and vice versa.	HW incompatibility	Check the HW compatibility; request of cartridge formatting in the correct format (card2 and not card3)
3.2.77	Recover the manually written executions on Top Scale from DTM		Impossible: function not supported.
3.3.56	While changing a dbdat from version 2.08 to version 3.3, the program starts creating files of DTM directory until the hard-disk is completely full.	DTM2006 3.3 56 and 65 versions are not compatible with the files of the 2.08 version.	
3.3.66	“RunTime Error 91” at the opening of LOADS HISTORY		PC reboot after DTM installation. PWD 2 check suggestion (param. 26 Top Scale) to inhibit the microcomputer recipes modification
3.3.71	The program gets stuck and gives the error message: Runtime error “13” , while asking to define the working times.	Last Load not followed by an Unload.	Check that the last load executed by a customer on the scale and inserted on the memory card is not followed by an unload executed by the same customer.
3.3.71	The program gets stuck and gives the error message: Runtime error “381”	It happens while executing unloads not preceded by loads.	In case one executed unloads without executing loads.
From 3.3.71 with USB converters bought from April 2006.	Wrong USB driver installation procedure.	New driver version with installation executable.	Run Setup.exe



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