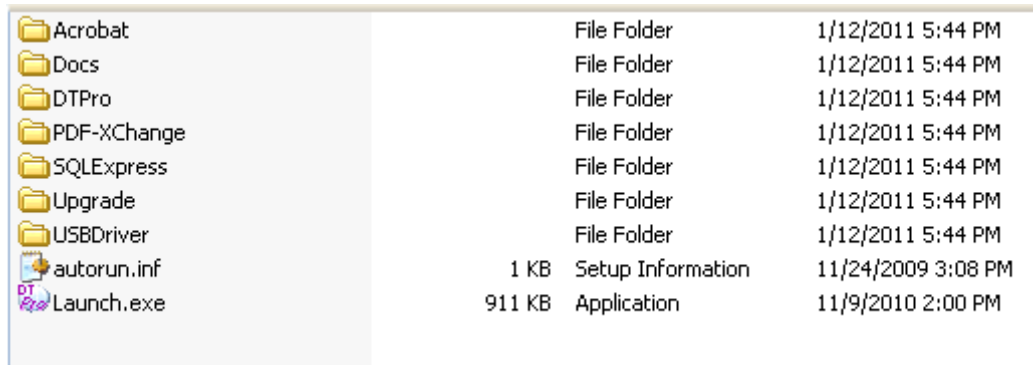


# DataTrace® Pro

## Download Instructions for DataTrace® Pro Software

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

1. Go to the DataTrace Pro Downloads web page at: <http://datatrace.mesalabs.com/datatrace-pro-software>
2. Choose the proper download (i.e. Full Installer or Upgrade Installer download for the “newest” released build of DataTrace Pro).
3. Select the option to save the installer EXE file to your local hard drive.
4. After the EXE file has been successfully downloaded, open “My Computer” and then browse to the folder on your local hard drive where this file has been stored. The downloaded EXE file is a self- extracting ZIP file. Double-click it to extract the files.
5. Once the extraction is complete, a new folder named “\DTPro” will be created.
6. Once the DTPro files have finished Extracting the DataTrace Pro Setup menu should appear.



7. Follow the installation instructions outlined in the **Installation instructions for DataTrace® Pro (DT Pro)** section of this document.



# DataTrace® Pro

## Installation Instructions for DataTrace® Pro (DT Pro) Software

- Minimum System Requirements: Windows 7 (or higher) Operating System (32-bit or 64-bit) with 1GB RAM for 32-bit systems, and 2GB RAM for 64-bit systems, at least one available USB 2.0 port, 12GB disk space and Administrator Privileges (during the installation).
- It is not necessary to uninstall existing DataTrace® Pro for Windows or DataTrace® RF software already present on your computer. The facility to import data into DT Pro from these older versions is limited. It is recommended the older version be retained and used for data access during your required data retention period.

**Notice regarding Installation Duration:** DT 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.

### Procedure:

1. You will need to have access to an administrative account that has software installation privileges when launching DT Pro for the first time. The installer may require multiple security checks for each step, make sure to input credentials for an **admin** with software installation privileges each time.
2. Double Clicking the “DTPro Full Installer V1.3.1.exe” extractor file, after download, should bring up the DataTrace Pro Setup launch screen. If this does not happen automatically after the initial file extraction, please see the **Installation Troubleshooting** section of this document.
3. Click on **Install DataTrace Pro for Windows** option from the initial Welcome screen.
  - If the installer prompts you with a message letting you know you need to Update and Reboot your Machine, please follow the instructions outlined in the **Installation Troubleshooting** section of this document.
4. Wait for Microsoft SQL 2014 Drivers installation and verification setup to complete.
  - The SQL installer will open a command prompt, do not type while the prompt is running.
5. Wait for Microsoft .NET Framework installation and verification setup to complete.
6. Wait for the PDF and USB Driver installation and verification setups to complete
7. After the above subsequent applications have completed installing the DT Pro installation will begin.
8. Follow the on-screen instructions or accept defaults by click Next (It is recommended you install the DTPro software with the option “Install for anyone who uses this computer”).
9. Wait for the installation to finish, then close the DTPro Installer.
10. Plug in the DataTrace USB PC interface unit. Wait for Windows to acknowledge the presence of the interface.
11. Open the DTPro Software by clicking on the DTPro application Icon on the Desktop.

### First time DT Pro Use:

After the installation is complete, when DataTrace Pro is run for the first time, wait for the program to initialize and an initial configuration screen will appear. Follow the initial setup instructions as prompted by the application:

1. Select your preferred Language.
2. Choose a Security Level. "Regulatory Compliant" is required for compliance with USFDA 21 CFR Part 11 or similar regulations.
3. Choose your RF wireless mode.
4. Initial data base configuration is for data storage on the local computer only.
5. When a security login is required, the default initial username is "admin" and the password is "admin". You will be directed to change the password, after the initial login. This also applies when security mode is changed. The system administrator must setup user accounts before other users can access DataTrace® Pro.
6. If you receive an error message upon running the DTPro software for the first time which indicates that the “SQLTRF instance is not available” please refer to the **Installation Troubleshooting** section of this document.

# DataTrace® Pro

## 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 DT Pro on a laptop, you should review your power saving settings to avoid USB port shutdown or other undesired behaviors.

## Installation Troubleshooting for DataTrace® Pro Software

### DataTrace Pro Setup Menu Does Not Automatically Appear:

If the DataTrace Pro Setup Installer does not automatically appear after file extraction follow the outlined steps:

1. Locate the folder on your computer called “DTPro” and open it (this folder should be located in the destination in which you selected before file extraction, e.g. Downloads, Desktop, Documents, etc.).
2. Inside the DTPro folder there is a file called “Launch.exe” and has the MesaLabs logo, run this program and the DataTrace Pro Setup menu should appear.
3. Follow the installation instructions outlined in the **Installation Instructions for DataTrace® Pro (DT Pro) Software** section of this document.

### DataTrace Pro Installer prompts you that “A Reboot of Windows is Required”:

If the DataTrace Pro Setup Installer prompts you with a message upon clicking the Install DataTrace Pro for Windows button which says “A Reboot of Windows is required before installation. Please reboot your computer and install any pending Windows updates, then re-run the DataTrace Launch.” follow the outlined steps:

1. Click “OK” in the dialog box, then close the DataTrace Pro Setup application.
2. Go to the Windows Start Menu and select “Restart” or “Update and Restart” (make sure all applications you have running on your PC are saved and closed).
3. Let the PC restart and install any pending Windows updates and log on to your Windows Account once complete.
4. After you have logged back on to your Windows User account, locate the folder on your computer called “DTPro” and open it (this folder should be located in the destination in which you selected before file extraction, e.g. Downloads, Desktop, Documents, etc.).
5. Inside the DTPro folder there is a file called “Launch.exe” and has the MesaLabs logo, run this program and the DataTrace Pro Setup menu should appear.
6. Follow the installation instructions outlined in the **Installation Instructions for DataTrace® Pro (DT Pro) Software** section of this document.

# DataTrace<sup>®</sup> Pro

## DataTrace Pro Prompts a “SQLTRF Instance is Not Available” Error Message When Running:

If the DataTrace Pro software prompts a message saying “SQLTRF Instance Not Available” after installation and upon the first time launching DTPro this means that the Microsoft SQL 2014 DataBase did not install, or did not install correctly. To remedy this issue it requires uninstalling DTPro (**Note: this is for New installation instances ONLY, not for upgraded software**). Follow the outlined steps:

1. Close the DTPro program and any subsequent applications that may be tied to DTPro.
2. Go to Windows “Control Panel”, select “Programs and Features”, locate the “DataTrace Pro” application and select “Uninstall”.
3. Once the software finishes uninstalling, save and close all open or running programs on your PC, then go to the Windows Start Menu and select “Restart” or “Update and Restart”.
4. Let the PC restart and install any pending Windows updates and log on to your Windows Account once complete.
5. After you have logged back on to your Windows User account, locate the folder on your computer called “DTPro” and open it (this folder should be located in the destination in which you selected before file extraction, e.g. Downloads, Desktop, Documents, etc.).
6. Inside the DTPro folder there is a file called “Launch.exe” and has the MesaLabs logo, run this program and the DataTrace Pro Setup menu should appear.
7. Follow the installation instructions outlined in the **Installation Instructions for DataTrace<sup>®</sup> Pro (DT Pro) Software** section of this document.

## 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:

- 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.
- In most cases DTPro should NOT need UAC (User Access Controls) disabled or set to “Not Notify”, however, if you continue to run into installation issues when installing DTPro (specifically related to SQL or .NET not installing) you may consider temporarily disabling UAC during the DTPro Installation.
- DTPro relies on a Microsoft SQL 2014 database. In order 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.
- The DTPro installer or subsequent applications may require temporary access to the internet. In the event that 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).
- 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.