

MultiShot survey download crash: StoreIT to MeasureIT

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Affects: MeasureIT - 2003 release – Version 2.xx (the version in most common use at the time of writing).

Description of the Problem

On rare occasions a multi-shot download fails during the download process from the **StoreIT Datapad** to the **MeasureIT** software (on the PC).

Symptoms: The StoreIT multishot survey download starts as usual but after the download countdown and either before or during the basic survey information (name, collar co-ordinates, etc.) the program crashes with a Runtime Error number and no survey data files have been created.

You are then unable to download the survey(s) even if you record other Multishot surveys on the StoreIT Datapad.

Cause: For some reason the **StoreIT Datapad**, rarely and randomly generates an inconsistent date for a survey record. This is always the same: **13-09-1937 13:21:20** (13th September 1937) and may represent a base date that StoreIT has not updated when the survey measurement was downloaded from the SensIT instrument.

GeoMEM have run extensive tests in their software and know that this date error is caused by StoreIT not any of the software developed by GeoMEM.

The date has given this bug its official name at GeoMEM: **The 1937 bug**.

Why this causes the crash.

MeasureIT is designed to run data quality checks on incoming (downloaded data). One of these is to check that the date and time of each record is consistent – that is, that the time interval is reasonable and the time is increasing with each record.

When it comes to the 1937 record it finds a date/time that jumps about 63 (or so) years into the past and cannot cope with the massive, inconsistent time difference (it is expecting minutes or hours – not decades).

Solution.

During the download process all the downloaded raw data is saved to the MeasureIT log file (MeasureIT_LOG.txt) so **the download is SAFE**.

These files provide the basis for file/data rescue.

GeoMEM can rescue all your surveys from this file (if they contain valid data) and provide you with your survey files. Because the problem is caused by non-GeoMEM equipment this is a charged service (but no charge is made if no surveys can be rescued).

Procedure and charges:

Charge for data rescue from a single LOG file:

£60.00 for rescue within **4 working days**.

£90.00 for rescue within **1 working day**.

As soon as your Multishot download from StoreIT to MeasureIT crashes....

- 1) Locate the **MeasureIT_LOG.txt** file (in the **C:\Program Files\FLEXIT\MeasureIT2** folder – where the MeasureIT.exe program is installed).
- 2) Email the **MeasureIT_LOG.txt** file to GeoMEM (support@geomem.com) together with information about the survey names and the expected survey lengths (number of stations and end depth).
- 3) GeoMEM will check the file(s) as soon as practicable (usually within 4 working hours) and email you about whether the surveys can be rescued. If not then we'll tell you why not.
- 4) If they can be rescued and you want them rescued then simply decide if you want the 1 working day or 4 working days service and provide us with your credit card details.
- 5) GeoMEM will provide the rescued surveys in the selected time-frame and take payment from your card just before we transmit your rescued surveys to you.