

# Strata® DK Technical Bulletin

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## Strata DK Download/Data Issues

# **DK Download Error Description**

This bulletin describes an issue that occurs when downloading a Strata DK system database using DKAdmin/DKBackup or StrataControl. This issue is caused by the Strata DK – not DKAdmin/DKBackup or StrataControl. In some versions of Strata DK, Release 3.0~4.1 software, a problem exists that causes data errors when downloading data from the TTY port locally, or remotely from the built-in IMDU or RMDS modem. This results in run-time errors in DKAdmin/DKBackup and various error messages in StrataControl. If this occurs, repeat the download process until there are no run-time or other error messages.

#### **DK Download Error Solution**

This problem has been fixed in the following versions of DK software. Released versions of this software can be obtained from Toshiba, TSD Customer Service at 800-234-4873. If DKAdmin/Backup or StrataControl is used frequently on a particular DK system, Toshiba recommends upgrading the Strata DK to a version of software that corrects the download problem.

Strata DK Release 3.0 or 3.2 – version 6P and higher, example 6Q, 6R, etc.

Strata DK Release 4.0 – version 2Q and higher, example 2R, 2S, etc.

Strata DK Release 4.1 – version 3L and higher, example 3M, 3N, etc.

#### **Notes**

- 1. If the above software versions are installed as an upgrade, the system must be re-initialized. Use DKAdmin/DKBackup to obtain a clean download from the original software prior to the upgrade. This enables you to upload the database after changing the software.
- 2. If you are unable to determine the Strata DK Release version, please contact Technical Support at 800-777-4873.

### **Download Conditions/Connections**

The most ideal conditions and connections for error-free downloads are:

- The Strata DK is operating under low-traffic periods.
- ◆ The DKAdmin/Backup PC is connected directly to the DK TTY port. This is the best connection.
- ♦ If the DKAdmin/Backup PC is connected remotely to an IMDU, RMDS or modem connected to the TTY port:
  - the most ideal remote connection is over an ISDN line (either BRI/PRI),
  - the second best connection is over an analog line (Loop/Ground/DID/Tie);
  - the least desirable connection is over a T1 line (Loop/Ground/DID/Tie).
- ♦ Download Speeds, 1200 bps, 2400 bps, 4800 bps, or 9600 bps are usually not a factor.

# **Upgrade DKAdmin to Correct Issues**

If you have DKAdmin, V4.0.3, or any other existing version of DKAdmin, that has DK424 R4 RCTU processor menu selections, you should upgrade to V4.1.0 or higher by downloading the "DKAdminUpd4.x.x" (4.x.x = 4.1.0 or later version number) file posted on TSD's web site. Additionally, the "DKAdminReadMe" file provides instructions for upgrading DKAdmin.

Problems in DKAdmin, V4.0.3 that are fixed with DKAdmin, V4.1.0 or higher:

- Run-time error when editing Program 39 immediately after editing Program 04.
- Run-time error when indexing files immediately after failing to communicate with the DK.
- ◆ Data errors when editing Programs 04, \*04, \*33, 33 and \*71~\*73 together, in certain sequences.

Also new in DKAdmin, V4.1.0 and higher:

♦ Customer files automatically re-index when selected.

You can find DKAdmin, V4.1.0. or higher on Toshiba's TSD web site: http://fyi.tsd.toshiba.com. The latest version of DKAdmin is normally posted on this TSD FYI web site.

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