Setra PIB RF500A - Historic Data Viewing Software

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Introduction

The Historic Data Viewing Software from Setra is a unique piece of software and replicates the Setra RF500A Gateway on your Windows Desktop or Laptop PC. Your RF500A Gateway can only store a limited amount of Data and eventually the time will come when we need to 'Trim' the data. The remaining Data can then be viewed using the Historic Data Viewer Software. Additionally, if you decided to upgrade from RF500 to Diligence 600 then the Historic Data Viewing Software can be used to view all your existing RF500 Data once your existing RF500 System is decommissioned. The RF500 Historic Data Viewing Software is provided Free of Charge, and this bulletin provides step by step guide to download and operation of the software.

All you will need is the same Windows PC or Laptop you were previously using for access to the RF500 System and the same Browser.
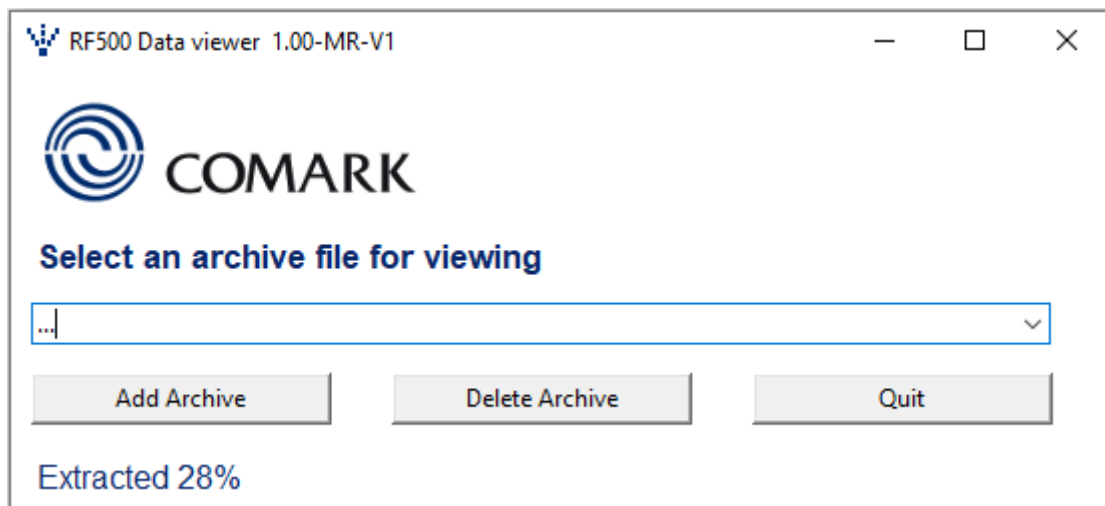
Download the Software

Click here to download the RF500 Data Viewing Software.

Once downloaded, run the installation file, and follow the instructions to install the software.

Run the Software and Add your First Backup File

Once installed you simply need to Click on the Button Add Archive (Manual Backup File) and wait for the Software to import your Backup File.
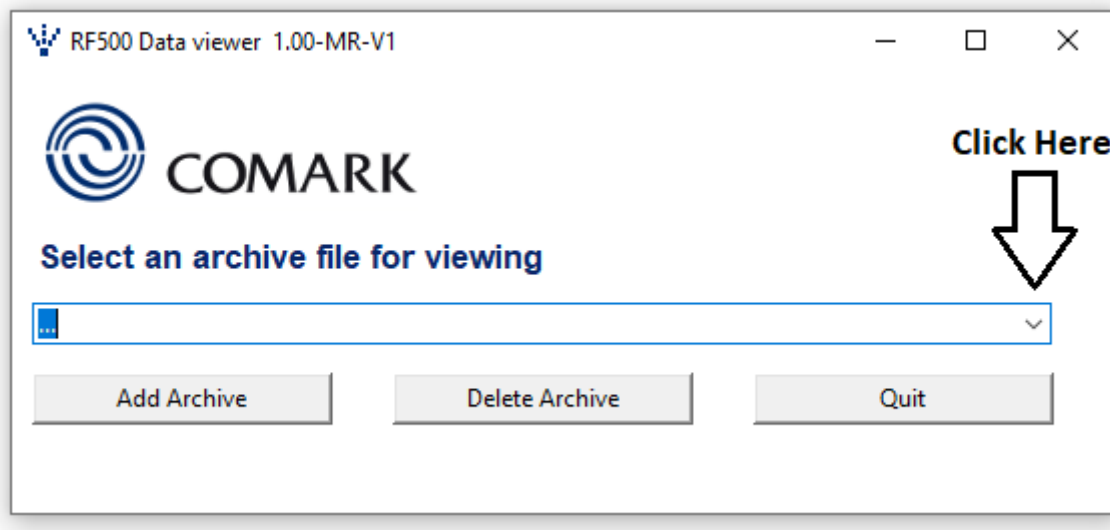

Contact Us

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Once complete simply use the Drop Down to select the Archive and it will then open in your default browser Window and you can log in as normal. If you have any trouble logging in or the login does not display, simply copy and paste the link into another Browser.

Problems that might occur with the Archive

Occasionally the backup file might be damaged and not upload to the Software or you might see an error message. If so please contact Setra for further assistance. Please ensure you send a copy of any error message with your e-mail to uktechnical@setra.com

Gateway has been Updated…..

If you get the following, Gateway has been updated error message on loading the webpage….

This is due to an error with the Serial No File in the Backup.

If you only have one backup file uploaded to your Viewing Software then all you need do is search for 'serialno.txt' on your PC, but if you have multiple backup files then you need to find the right one. They're located in a file on the PC, depending on the operating system this will be somewhere like this…..

*C:\ProgramData\ComarkData\RF500DataViewer

In that folder will then be a series of folders one of which will be the one you're looking for. Search for the folder in question and open it. Note the folders are dated, see the last few characters of the folder name.

Then navigate to the RF500 Folder inside that folder, for example….

\RF500A-34350008-Manualbackup1-Mon_Jan_29_00-33-24_2024\rf500

Inside this folder you will find the file 'serialno.txt'. Simply open the file, edit the single line of text to ensure it is just the serial number, in this case '34350008' and select File-Save to save the file.

Once saved, close the file and go back to the Browser Window and re-fresh the Window. You should now be able to log back in.

You may install this software and upload the relevant backup files to any number of PCs.

*Note – The Program Data Folder is Hidden by default on the PC. So you may need to visit the View Tab in Windows Explorer and Tick the Hidden items Tick Box, see below before you can see the Windows Folder.
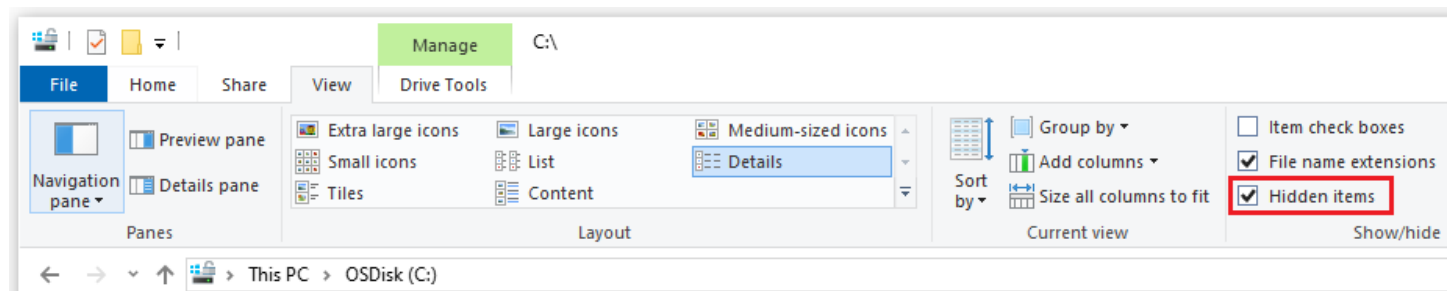
Thank you,

Andy

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