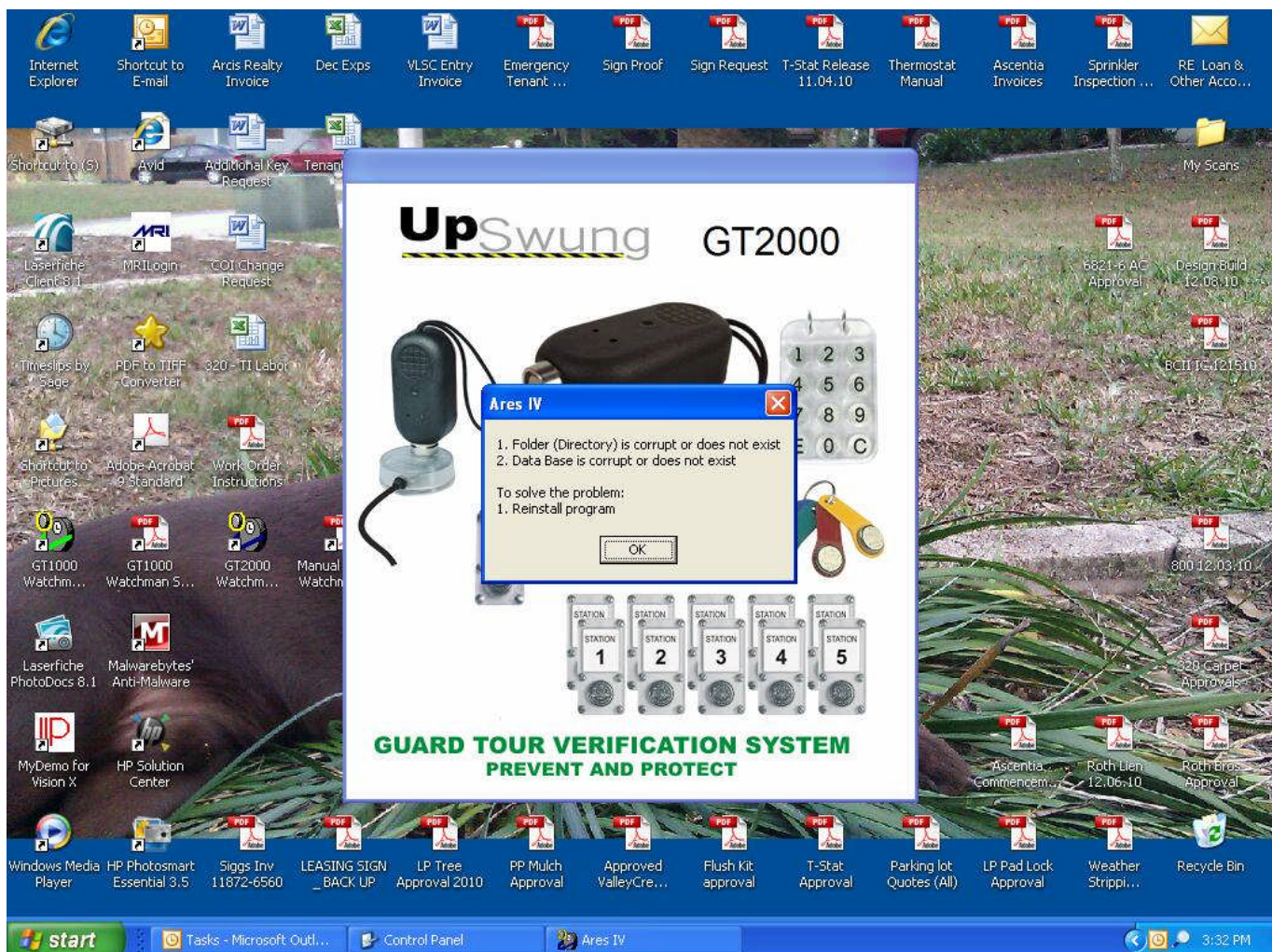


# Software Fixes GT1000-GT2000

## Issue 1: Upgrading to GT2000 from GT1000

(Note: requires stations to be re-logged - no data is saved or transferred)

*Currently we have GT1000 operating with our 6000 reader. I have uninstalled and reinstalled GT2000 several times with no success. I have deleted the complete directory, then reinstalled, I have uninstalled 1000 then tried to install 2000. No success.*



**This happens when the some sectors of the hard disk are damaged (hardware failure).**

**Procedure:**

1. Erase data in the M6000 recorder
2. Uninstall previous GT software START>CONTROL PANEL>ADD/ REMOVE PROGRAMS
3. Delete Upswung folders START>EXPLORE>DELETE "UPSWUNG" folder
4. Install latest USB drivers that came with software
5. Install latest GT2000 Version Vm or for GT1000 use Version Basic 3
6. Record stations in the field by sequentially logging each station with the M6000 recorder
7. Start program and open the Assignments tab and download the station iButtons from M6000 recorder.
8. Type in station descriptions in the Assignments spreadsheet.
9. Make sure you are using the most current Windows service pack.

**Issue 2: Recordings Added= 0 Message for GT2000 Ver. 2.10.3**

*(Note: data can be saved, if data in not important then follow procedure in issue 3)*

*Error message we get when downloading the device. Screen indications are all normal up to the point it says no files were downloaded.*



If there are no assignments then it will show the following screen.

Please verify if you have made the assignments of the iButtons you are recording. Also if the recordings are done within the same time span of 2 minutes then it will discard these. This is to prevent the guard from making unnecessary repetitive recordings.

Also, “No Recordings added” message screen. Versions GT2000 Ver. 2.10.3 (and previous versions) fail to accept recordings beyond December 2010. Issue has been solved: Version GT2000 Ver. 2.10.4 needs to be installed.

1. GT2000 V. 2.10.4 accepts recordings from year 1970 till year 2015. It is important to make sure the M6000 Recorder has the correct date. If the recorder has the dates outside of the said time span, you will also get the message “No Recordings added”.
2. From year 2015 and beyond GT3000 will replace GT2000, Software written in Delphi will not be supported anymore.
3. Typically all you need to do is to uninstall version 2.10.3 and then install 2.10.4 (as long as you install on the same directory) and the new install will retrieve old databases automatically, so there is no strict need to make backups. Nevertheless it is always good to make a backup via the backup button located at the Archiving tab.
4. Procedure for migrating from GT2000 Ver. 2.10.3 to GT2000 Ver. 2.10.4
  1. Uninstall previous version
  2. Install latest GT2000 Ver. 2.10.4)

The link to download:

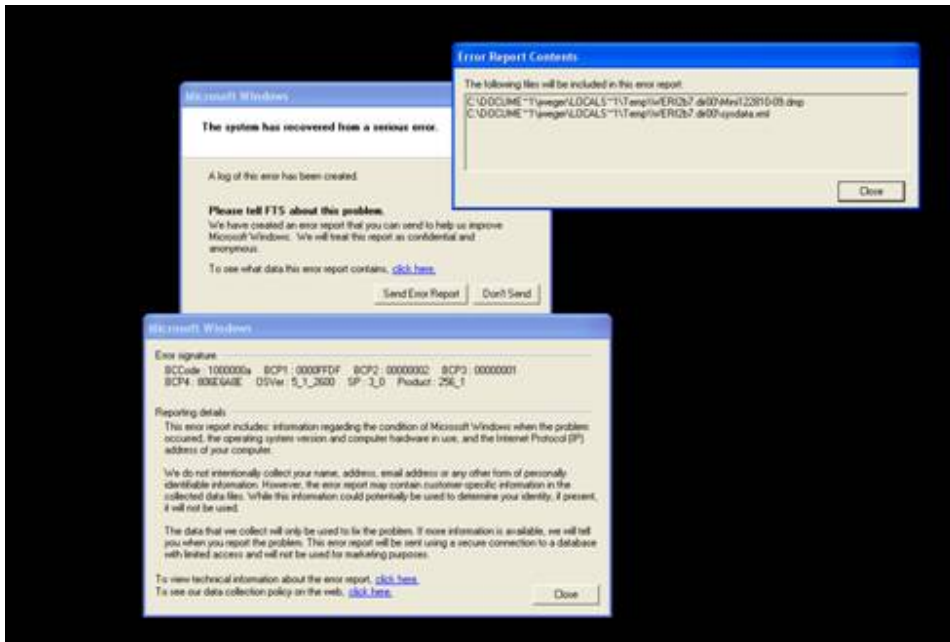
[http://centor832647.centorguardclocks.com/Uswung\\_GT2000\\_Ver\\_2\\_10\\_4.zip](http://centor832647.centorguardclocks.com/Uswung_GT2000_Ver_2_10_4.zip)

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### **Issue 3: Blue screen when downloading after upgrading program**

*(Note: requires stations to be re-logged - no data is saved or transferred)*

*We have recently upgraded laptops. Since doing so, we have been getting a “blue screen” error when attempting to download the M6000. The software and drivers are installed properly. The M6000 will begin downloading and during the download is when the blue screen happens. During several attempts it has blue screened at different points of the download. Sometimes right away and sometimes it almost gets done before it happens. When it does blue screen, it says IRQL\_NOT\_LESS\_OR\_EQUAL and then the computer reboots itself. At one time, it did not blue screen, but came up with an error that said communications error and to make sure the cradle was plugged in. ALSO as soon as it shuts the computer down, there is feedback through the speakers that can be heard. Sounds like static feedback not a squeal.*



#### Procedure:

1. Erase data in the M6000 recorder
  2. Uninstall previous GT software START>CONTROL PANEL>ADD/ REMOVE PROGRAMS
  3. Delete Upswung folders START>EXPLORE>DELETE "UPSWUNG" folder
  4. Install latest USB drivers that came with software
  5. Install latest GT2000 Version Vm or for GT1000 use Version Basic 3  
[http://centor832647.centorguardclocks.com/Ares\\_Vm.zip](http://centor832647.centorguardclocks.com/Ares_Vm.zip)
- Read Installation PDF first**
6. Record stations in the field by sequentially logging each station with the M6000 recorder
  7. Start program and open the Assignments tab and download the station iButtons from M6000 recorder.
  8. Type in station descriptions in the Assignments spreadsheet.
  9. Make sure you are using the most current Windows service pack.

## **Issue 4: Upgrading GT2000 Vm for Windows 7/ Vista/ XP from old versions 2.10.2 and 2.10.4**

(Note: requires stations to be re-logged - no data is saved or transferred)

For future reference for updating and changing computers:

This is the procedure for updating to the newest software and you can add the stations using the recorder. Complete installation instructions are in a PDF file link below.

***First Note*** if you want to keep the old assignments sheet order and information make a copy of your old system so that you may duplicate it in your conversion.

***You will also need to know what operating system you are working with i.e. Windows XP or Windows 7. Please be sure you are using the most current Windows service pack available at the Microsoft website. Windows XP will not be supported at some point in the future so keep these notes for a future conversion to Windows 7.***

Procedure:

1. Start with the an erased or empty recorder with no data stored in the M6000 recorder, you may want to store your old files on a separate USB storage file.
2. Uninstall previous GT software START>CONTROL PANEL>ADD/ REMOVE PROGRAMS
3. Delete Upswung folders START>EXPLORE>DELETE "UPSWUNG" folder
4. Install USB driver that corresponds to your operating system, i.e. XP, Vista, Windows 7. Note this is a separate file.
5. Install latest GT2000 Version Vm or (for GT1000 the simplest single wand kit use GT Version Basic 3) Download link [http://centor832647.centorguardclocks.com/Ares\\_Vm.zip](http://centor832647.centorguardclocks.com/Ares_Vm.zip).  
Read Installation PDF first
6. Now Physically walk to or record each button station in the field, this will establish the sequence and assignment as you are logging in each station with the M6000 recorder.
7. Start program and open the Assignments tab and put your recorder in the downloader, this will download the station iButtons from M6000 recorder, and set up sequence on the assignments report.
8. Type in station descriptions, see your old assignments list if your trying to keep the same information on the Assignments spreadsheet.

## **ARES Software Compatibility**

### **Old Versions XP/ Vista:**

#### **GT1000 was Ares basic 2**

This version will not allow stations to be installed using recorder.

#### **GT2000 was Ares 4 2.10.2 1<sup>st</sup> version**

This version will not allow stations to be installed using recorder.

#### **GT2000 was Ares 4 2.10.4 2<sup>st</sup> version**

This version will allow stations to be installed using recorder.

[http://centor832647.centorguardclocks.com/Ares\\_Vm.zip](http://centor832647.centorguardclocks.com/Ares_Vm.zip)

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### **Current Versions XP/ Vista/ Win7:**

#### **Ares 3 Basic MS SQL is the new GT1000 MS Visual Studio**

This version will allow stations to be installed using recorder.

#### **Ares Vm is the new GT2000 MS Visual Studio**

This version will allow stations to be installed using recorder.

[http://centor832647.centorguardclocks.com/Ares\\_Vm.zip](http://centor832647.centorguardclocks.com/Ares_Vm.zip)

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