

Race Studio 3

Error when downloading data

Question:

Once data downloading is started, this does not end correctly and the software displays an error message: how should I proceed?

Answer:

Data downloading process is divided in three steps:

- xrz/xrk files downloading;
- parsing of downloaded files;
- parsed xrz/xrk files conversion in drk format.

If errors happen, the message express at which step they verify:

- **Error while downloading:** xrz/xrk file cannot be copied from the device to the PC. In case of errors in this step, the reason is very likely related to the communication between the two parts (Wi-Fi connectivity, USB cable...). In this case data cannot be recovered, so it is suggested to perform cross tests so to establish a proper connection (use another USB port, downloading from another PC, use a new USB cable, check Wi-Fi connection and signal strength...).
- **Error while parsing:** xrz/xrk downloaded file cannot be parsed by Race Studio 3. Parsing is a process in which files are decomposed and analyzed by the software, so to make them readable. In case of errors in this step, the reason can be related to incompatibility between current software and firmware versions. An update of both the firmware and software can solve the issue. In this case, xrz/xrk files can be shared with us, so to analyze them and solve possible FW-SW mismatches. If EVO5 is being used, we can do the same starting from the SD Card in use.
- **Error while converting:** parsed xrz/xrk file cannot be converted in drk format. Very hard to happen, but in case contact the support team providing the files that are not being converted.