

Software User Manual

DataTrace Pro Installer version 1.3.1.6 Mesa Laboratories Inc.

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1. Introduction

Mesa Laboratories DataTrace System consists of a wireless data logger, DataTrace Pro Software, and DataTrace Pro Installer. The wireless data logger is used to measure and log temperature, humidity or pressure. The DataTrace Pro (DTPro) Software is the heart of the DataTrace System. The DTPro Software generates process reports, that assist with analyzing and understanding data to better comply with regulatory requirements.

The DTPro Installer, installs DTPro applications, files and components.

This document provides step by step instructions to install the DTPro application.

1.1. Audience

Target audience for this document includes individuals and teams involved in identification and definition of features and functionality of the DTPro, and/or those involved in design, development and testing of the application suite till acceptance.

1.2. Terms / Acronyms / Abbreviations

ABBREVIATION	TERM
DTPro	DataTrace Pro
GB	Gigabyte

2. System Requirements

2.1. Supported Windows Versions

- Windows 8.1 (or higher) Operating System (64-bit)

2.2. Hardware Requirements

- x64 Processor - AMD Opteron, AMD Athlon, Intel Core i5, Core i7
- x86 Processor – Pentium 4 compatible processor or faster
- 2.0 GHz or faster processor
- Minimum 2 GB RAM for 64-bit systems
- Recommended 4 GB RAM for 64-bit systems
- 12 GB free disk space
- At least one available USB 2.0 port

2.3. Software Dependencies

- Windows .NET Framework 3.5
- MSSQL Server 2017
- MSSQL Database Drivers
- Adobe Reader
- USB Drivers

2.4. Permissions

- Requires Administrator privileges (during the installation and license activation)

3. Preinstallation Requirements

3.1. Downloading the installation file

1. In a browser, navigate to the Mesa Lab's DataTrace Pro Software Downloads web page at:
<https://mesalabs.com/software/data-loggers-software>
2. Navigate to the section titled, "Get the Latest DT Pro Software" and expand the section by clicking the label, "DT Pro v1.3.1 (Build 20171010)".
3. Click the link labeled, "Full Installer Download" to download the "1.3.1.x" version of DataTrace Pro Software. The file may automatically download to your default download directory. If prompted for a download directory choose
(C:\Users\\Downloads)
4. Please refer to the "Installation Steps" sections to continue with installation.

4. Installation Steps

4.1. Locate and run the executable

1. Open Windows File Explorer and navigate to (C:\Users\\Downloads).
2. As an Administrator, right-click on the installation file named "DTProsetup_v1_3_1_6.exe" and select "Run as Administrator" from the menu.

4.2. Accept User Account Control (UAC) prompt

Click the "Yes" button when you receive the User Account Control prompt asking, "Do you want to allow this app to make changes to your device?"

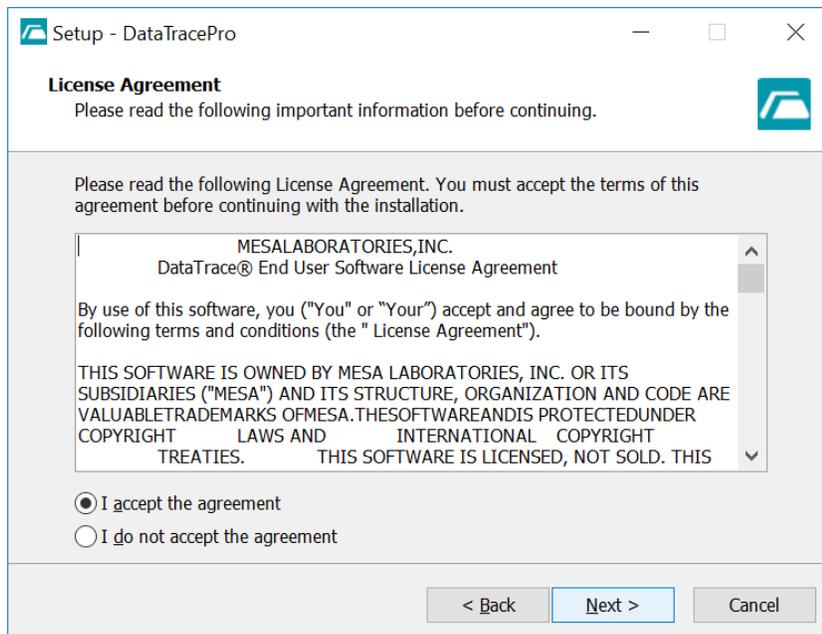
4.3. Begin the installation setup wizard

- On the Welcome screen of the setup wizard, Click the “Next” button to continue.



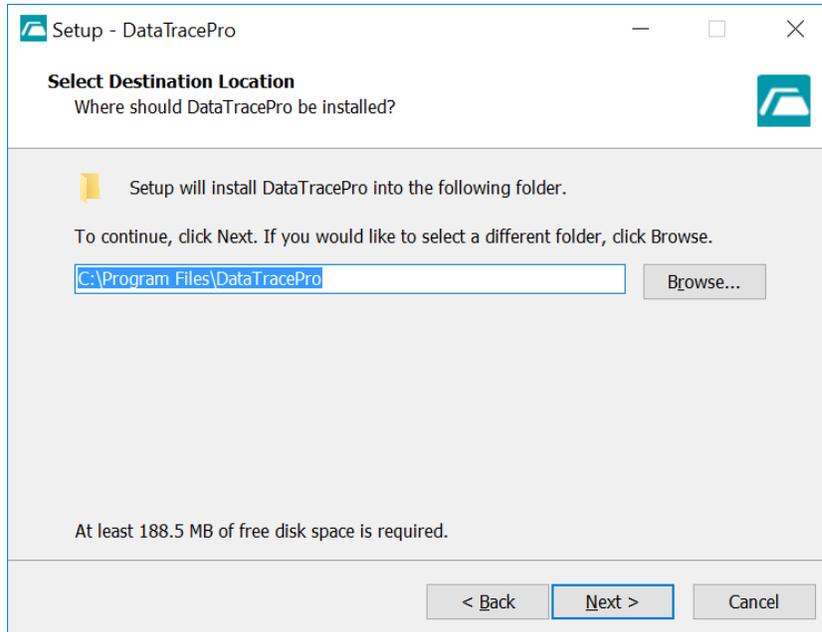
4.4. Accept the License Agreement

- On the License Agreement screen, select the “I accept the agreement” radio button.
- After accepting the license agreement, click the “Next” button.



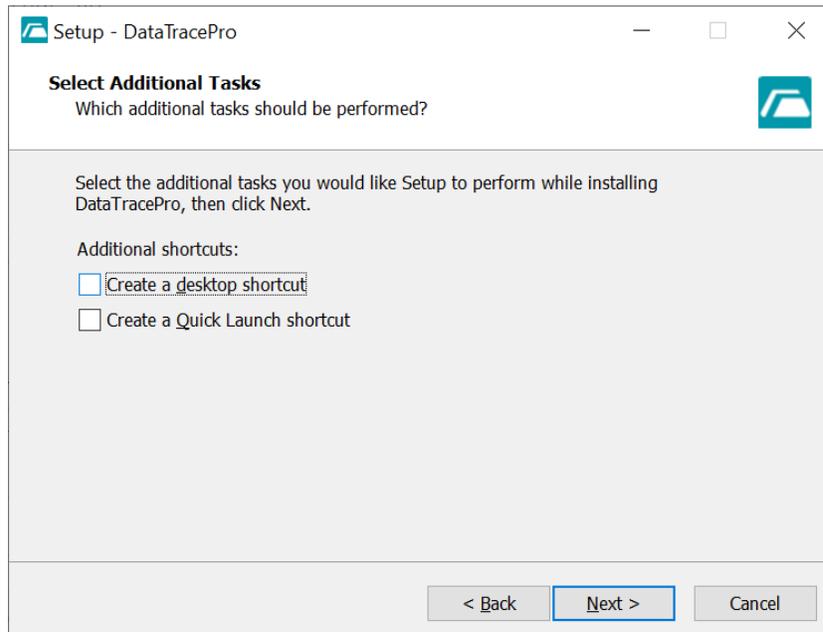
4.5. Choose an install location for DataTrace Pro

- Select the Destination Location where DataTrace Pro will be installed. By default, the Installer selects the default installation path as:
(C:\Program Files\DataTracePro)
- To select a different folder, click the “Browse” button and choose the Installation path.
- Once you have selected a Destination Location, click the “Next” button.



4.6. Select Additional Tasks

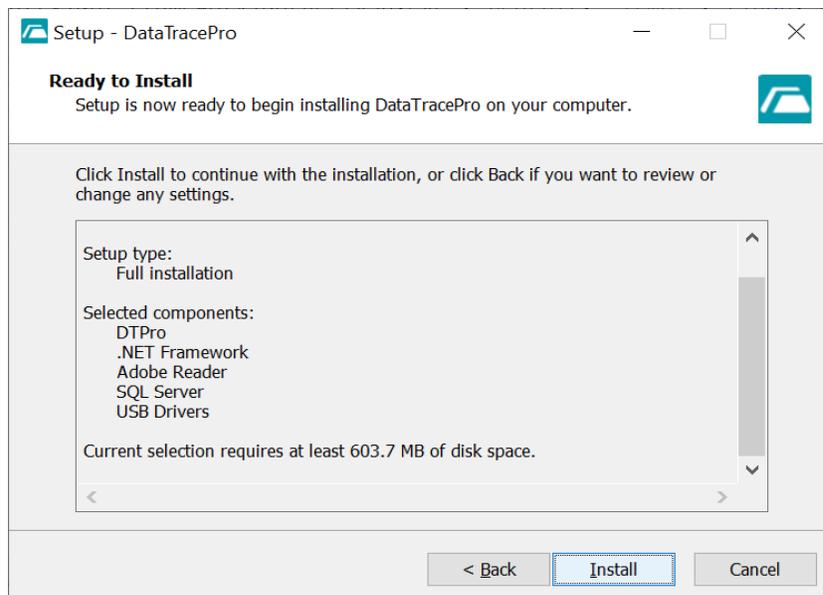
- Optionally, to create a desktop shortcut and a quick launch shortcut, select the checkbox for each from “Select Additional Tasks” screen. The installer creates selected shortcuts at the completion of the installation.
- Click the “Next” button to proceed with the installation.



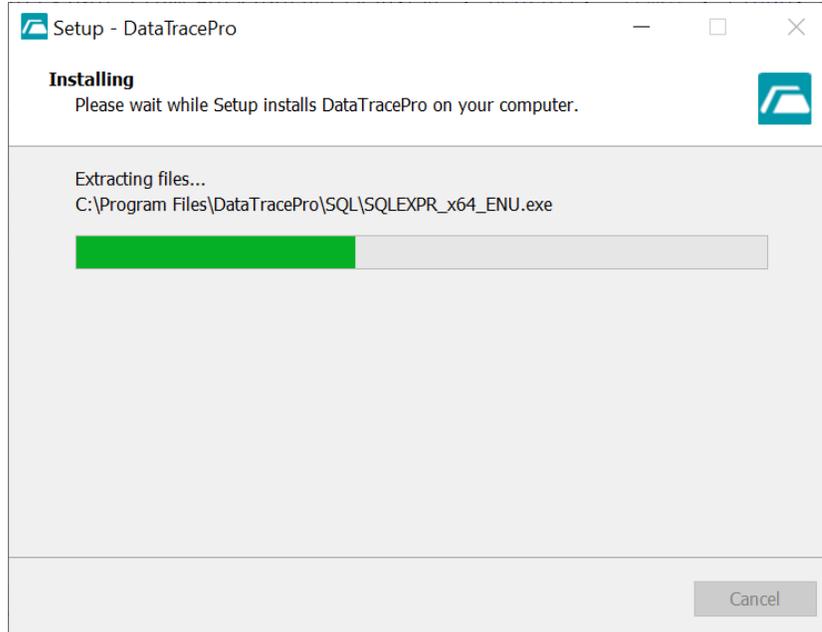
4.7. Ready to Install

Notes:

- To cancel the installation at any point in time, click the “Cancel” button or “Close” button. However, this will not work once installation starts.
- Review the installation selection. Click the “Back” button if you want to review or change any installation settings. If not, click the “Install” button.
- By default, the installer selects DTPro, .NET Framework, Adobe Reader, SQL Server, and USB Drivers.
- Installation skips Adobe Reader, SQL Server 2017 and .NET 3.5 if it is already installed in your computer.

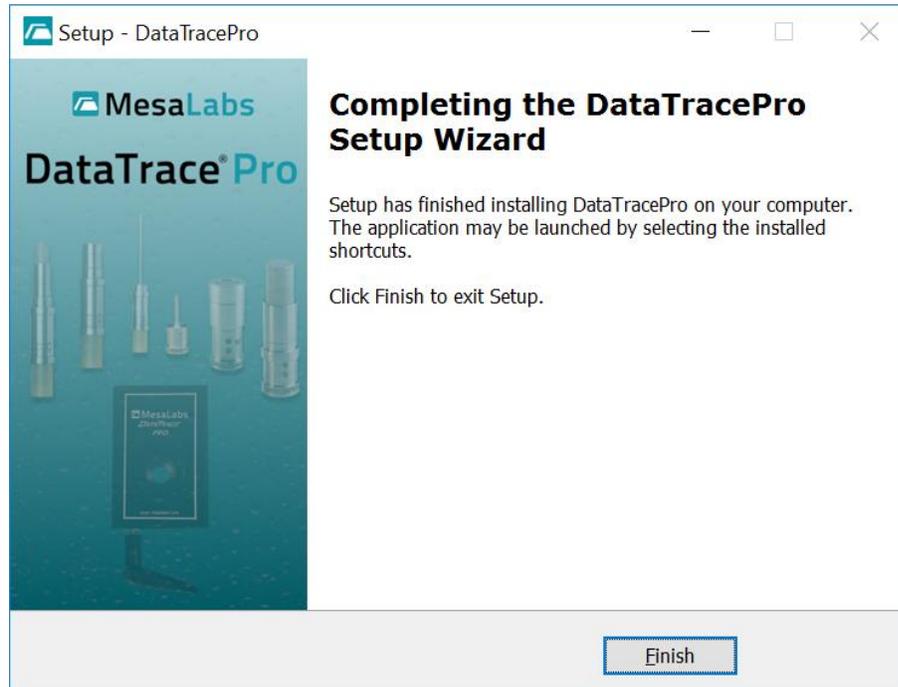


- After reviewing your installation summary, installation will start, and a progress bar will be displayed. Wait for the installation to finish.
- If you have a previous version of DataTrace Pro for Windows already installed on your computer then the Installer will detect the existing installation and will not allow you to continue installing a new version. Please refer to the “Troubleshooting” section for more information.
- **Notice regarding installation duration:** DataTrace Pro requires the Windows .NET framework and SQL database drivers. Some computers will already have these items installed. The total time it takes to install depends on the presence of these items and on the speed of the computer. Installation time can vary from less than two minutes to more than 10 minutes depending on these parameters.



4.8. Complete the installation and view summary

- Once the installation is finished, the “Completing Setup Wizard” screen will show. Click the “Finish” button to complete installation.



5. Post Installation

5.1. Launch the software

- Launch the DataTrace Pro Software by double-clicking on the “DataTrace Pro” application icon on the desktop or click the “DataTrace Pro” quick launch icon.



- If a shortcut is not created during installation, then use the Windows File Explorer to navigate to the installation directory:

(C:\Program Files\DataTracePro)

Double-click the DTPro file to launch the DTPro application.

5.2. Licensing and Activating the software

Notice regarding licensing and activation: After installation the application will be running under a 2-week trial. To fully license and activate the installation, a license must be purchased from Mesa Laboratories, Inc. and activated by a user with Administrative privileges.

You must apply the license code while running the application as a user with Administrative privileges. Failure to do so will result in license code errors and deactivation of the license. If you are currently receiving license errors please see, “License code reset error” in the “Troubleshooting” section of this document.

To license and activate the software:

1. A license must be purchased from Mesa Laboratories, Inc.
2. Activation of license must occur by a user with Administrative privileges.

When contacting Mesa Laboratories, Inc. to obtain a license, you will be asked to provide the following information:

1. DT Pro Installation ID - will be displayed when DataTrace Pro starts or access from the menu (File > License Registration)
2. Customer ID
3. Confirming Sales Order Number or Purchase Order number.

Notes:

- The Installation ID is unique to each computer and installation of DT Pro. Therefore, do not apply a DT Pro license code on a temporary (2-week trial) computer. Only apply a license code to an installation of DT Pro on the computer which you want the software fully activated.

- You must apply the license code while running the application as a user with Administrative privileges. Failure to do so will result in license code errors and deactivation of the License. If you are currently receiving these errors please see, **“License code reset error”** in the **Troubleshooting** section of this document.
- If using DTPro on a laptop, you should review your power saving settings to avoid USB port shutdown or other undesired behaviors.

Once you have acquired a license code:

1. Login to Windows as a User with Administrative privileges
2. Launch DTPro, see “Post Installation”, “Launch the software”
3. DTPro will automatically run Application Setup Wizard
4. In the Application Setup Wizard, choose a language and click the “Next” button.



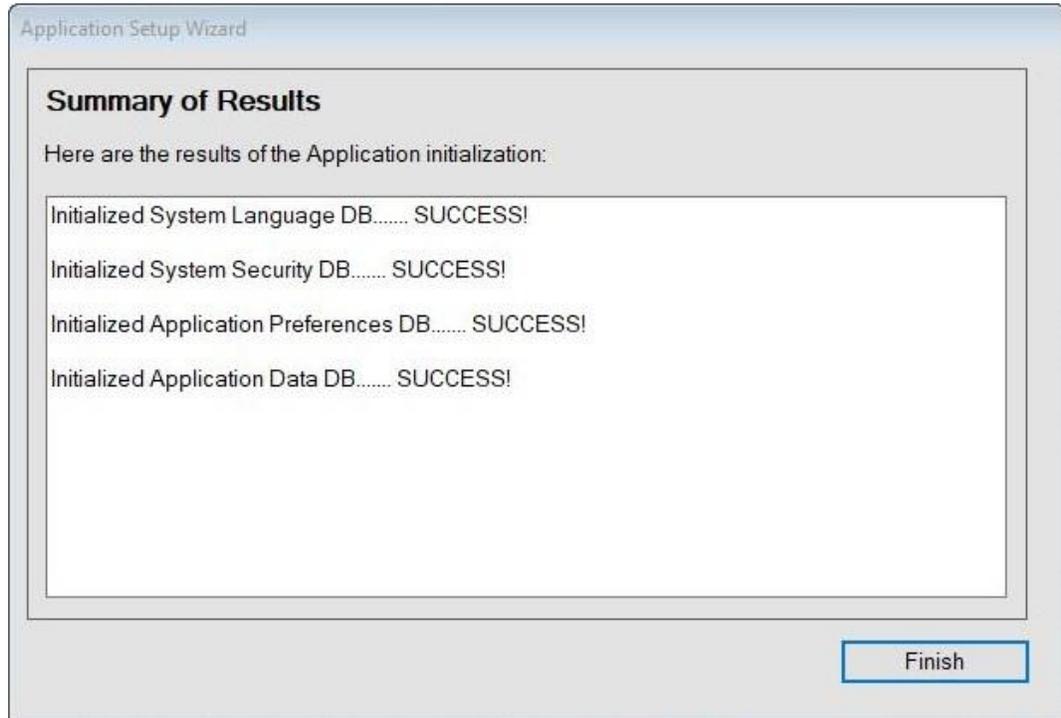
5. In the Application Setup Wizard, choose a System Security option, then click the “Next” button.



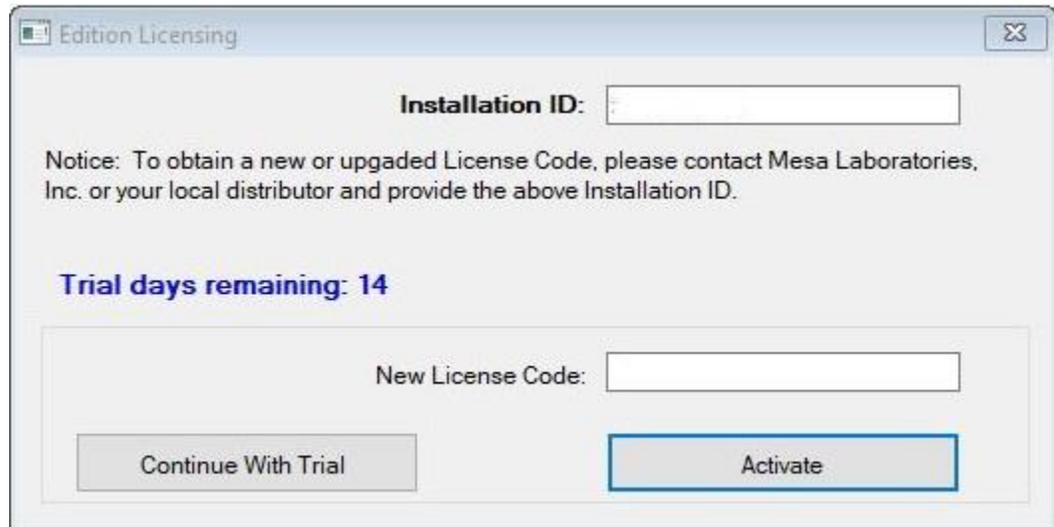
6. In the Application Setup Wizard, choose a Wireless Mode option, then click the “Next” button.



7. In the Application Setup Wizard, review the summary of results, then click the “Finish” button.



8. In the Edition Licensing window, your Installation ID will be displayed. Enter your license code into the “New License Code” input field and click the “Activate” button.



9. Licensing and activation are now complete.

6. Troubleshooting

6.1. Common installation errors and resolutions

- For most installation issues an “uninstall” and “reinstall” of the DTPro software should correct the problem, given that the instructions and tips outlined in this section are considered and followed during the reinstallation process. See section “Uninstallation Instructions” and “Installation Steps”.

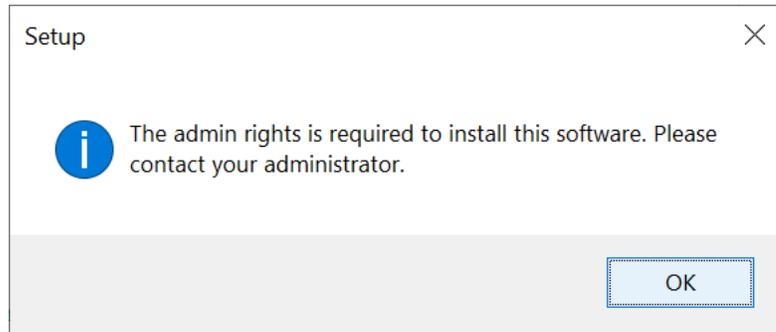
6.2. Missing dependencies

- The DTPro installer or subsequent applications may require temporary access to the internet. If one or more of the programs fails to install the installer may need to re-download the proper installation files (i.e. .NET 3.5 Framework).
- DTPro relies on a Microsoft SQL 2017 database. For Microsoft to successfully install this program, Windows updates need to be up to date with the latest security patches downloaded and installed. DTPro will not install correctly if there are any pending Windows Updates or Reboot flags. Ensure that all Windows updates are installed and up to date before installing DTPro. If you are unsure, issue a full restart of your PC before starting the DTPro installation. If you are still facing issues on SQL installation, please refer the log files created within “%temp%sqlsetup*.log”.
- DTPro relies on a .NET 3.5 Framework. The DTPro installer will check if it is already installed on your computer and if not, will try to install it. If you are facing issues with .NET installation, please refer the following link to resolve .NET 3.5 installation issues. [.NET 3.5 Framework installation errors](#)

6.3. Insufficient permissions

DataTrace Pro software prompts a message as:

"The admin rights is required to install this software. Please contact your administrator"



Troubleshooting Guide

1. DTPro and its dependencies require administrative privileges to install. If you are using a company computer (on or off a domain-controller) and are not an administrative account for that PC, please enlist the help of a system administrator which has FULL installation permissions to the computer.
2. Installation prerequisite is User should have Admin privileges for Installation.
3. Contact your IT team for Admin rights.
4. Restart the system.
5. Once the restart is done, log on to your Windows Account using Admin Username and Password.
6. After you have logged back on to your Windows User account, locate the file on your computer called "DTProsetup.exe" (this file should be located in the destination in which you selected before downloading, e.g. Downloads, Desktop, Documents, etc.). Run this program and the DataTrace Pro Setup menu should appear.

Follow the installation instructions outlined in the Installation Instructions for DataTrace® Pro (DT Pro) Software section of this document.

6.4. Installation logs location for Debugging

DataTrace Pro software prompts a message as:

“Installation has failed while installing the application. Check the setup Log for more information and contact customer support.”

Troubleshooting Guide

1. Pre-requisite for installation is Windows 8 (or higher) Operating System.
2. Please run this application in Windows 8 (or higher) Operating System
3. Follow the installation instructions outlined in the Installation Instructions for DataTrace Pro (DT Pro) Software section of this document.
4. SQL Server setup logs can be found in “%temp%sqlsetup*.log”

6.5. Not Enough Space

DataTrace Pro software prompts a message as:

“There Is Not Enough Space Available on The Disk(s) To Complete This Operation”

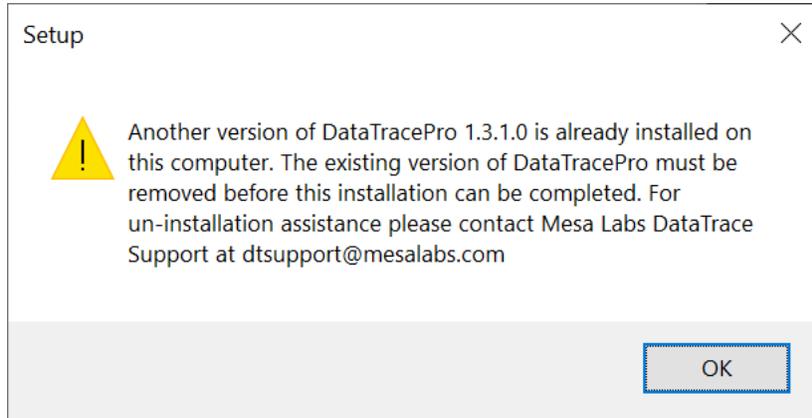
Troubleshooting Guide

1. Minimum free storage required for installation is 12 GB.
2. Please delete, uninstall unnecessary applications and files for enough storage before installation.
3. Or Select other location for Application Installation
4. Follow the installation instructions outlined in the Installation Instructions for DataTrace Pro (DT Pro) Software section of this document.

6.6. Another version of DataTrace Pro installed

DataTrace Pro software prompts a message as:

“Another version of DataTracePro (Version) is already installed on this computer. The existing version of DataTracePro must be removed before this installation can be completed. For uninstallation assistance please contact Mesa Labs DataTrace Support at DTSupport@mesalabs.com”



Troubleshooting Guide

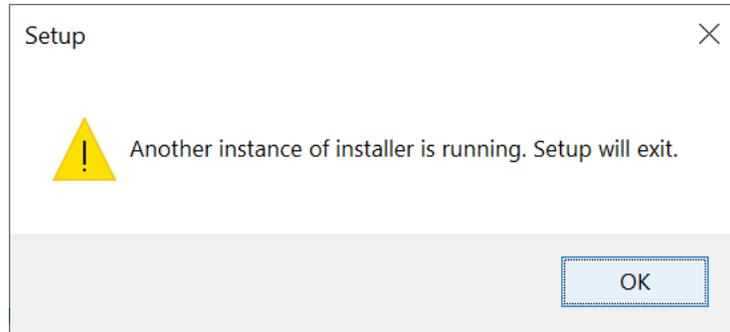
1. System might have a previous version of DataTrace Pro already installed.
2. User need to uninstall the existing older version to install 1.3.1.x version.

For uninstallation assistance, please contact Mesa Labs DataTrace Support at DTSupport@mesalabs.com

6.7. Another instance of installer running

DataTrace Pro software prompts a message as

"Another instance of installer is running. Setup will exit."



Troubleshooting Guide

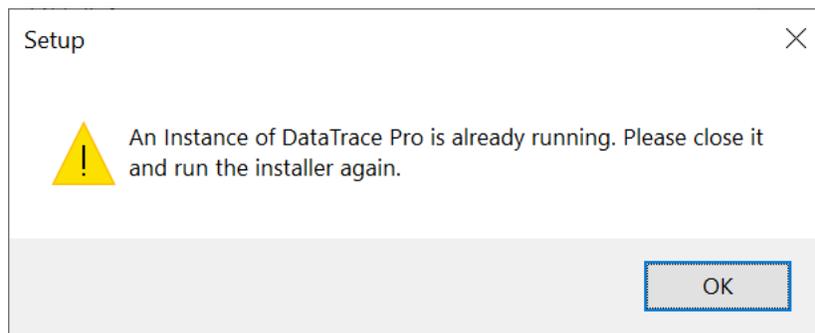
1. User might have clicked the DTProsetup.exe multiple times.
2. When message pops-up, click **OK** to close the current installation instance.
3. Close all the multiple instances of the Installer.
4. Run DTProsetup.exe and the DataTrace Pro Setup wizard should appear.

Follow the installation instructions outlined in the Installation Instructions for DataTrace Pro (DT Pro) Software section of this document.

6.8. Another instance of DataTrace Pro already running

DataTrace Pro software prompts a message as

"An Instance of DataTrace Pro is already running. Please close it and run the installer again."



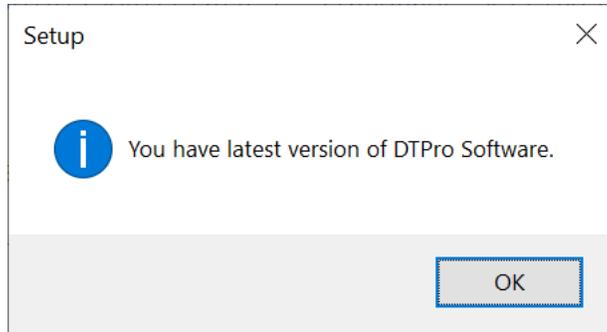
Troubleshooting Guide

1. DTPro application is already installed, and application will be in running state.
2. Close the running DTPro application and all its instances.

6.9. You have the latest version of DTPro Software

DataTrace Pro software prompts a message as

“You have the latest version of DTPro Software.”



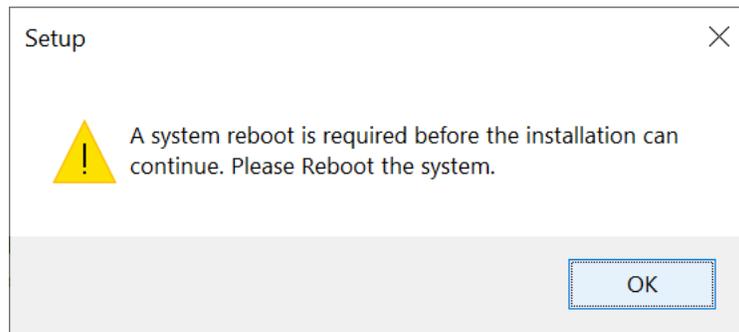
Troubleshooting Guide

1. User already has the latest 1.3.1.x version of the DTPro application installed. User trying to install DTPro application once again.
2. Click **OK**
3. Continue to use the installed application.
4. If you still wish to re-install the application, please un-installation the existing application.
 - 4.1 Close the DTPro program and any subsequent applications that may be tied to DTPro.
 - 4.2 Go to Windows “Control Panel”, select “Programs and Features”, locate the “DataTrace Pro” application and select “Uninstall”.
 - 4.3 Run “DTProsetup.exe” and the DataTrace Pro Setup wizard should appear.
 - 4.4 Follow the installation instructions outlined in the Installation Instructions for DataTrace® Pro (DT Pro) Software section of this document.

6.10. A system reboot is required for installation

DataTrace Pro Prompts a message as

“A system reboot is required before the installation can continue. Please Reboot the system.”



Troubleshooting Guide

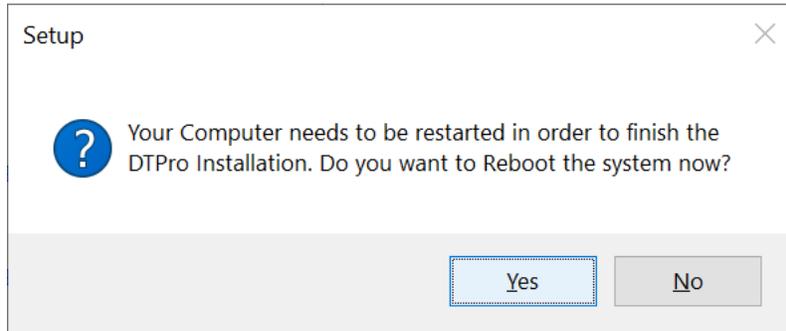
1. Click Ok
2. Go to the Windows Start Menu and select “Restart”
3. Once the PC restarts, log on to your Windows Account.
4. Locate the “DTProsetup.exe” file on your computer. Run this program and the DataTrace Pro Setup wizard should appear.

Follow the installation instructions outlined in the Installation Instructions for DataTrace Pro (DT Pro) Software section of this document

6.11. Computer needs to be restarted to complete installation

DataTrace Pro Prompts a message as

“Your computer needs to be restarted in order to finish the DTPro Installation. Do you want to Reboot the system now?”



Troubleshoot Guide

Sometimes SQL installation requires Reboot of the machine before using SQL server instance. We are creating users and initializing the database after the installation of SQL, it may fail in this process. To overcome this failure, Installation is paused after completing the SQL installation and automatically the installation process will restart after the reboot of the machine.

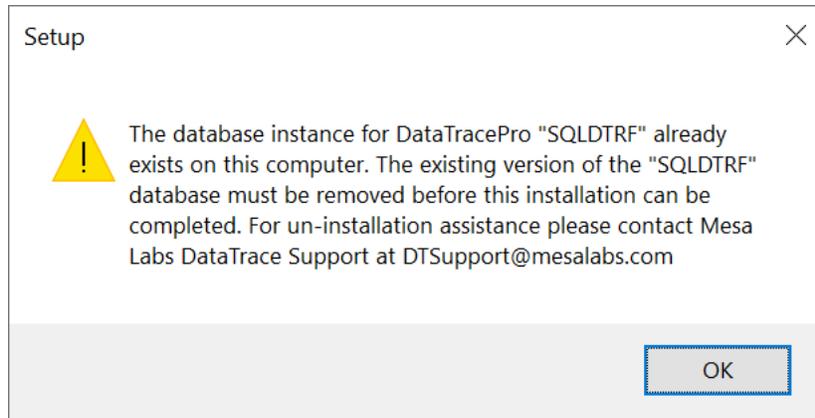
1. Click Yes to Reboot / restart the system.
2. Once the PC restarts, log on to your Windows Account.

Installation will continue after restart and notifies the User once DTPro application is installed.

6.12. Database instance already exists

DataTrace Pro Prompts a message as

“The database instance for DataTracePro “SQLDTRF” already exists on this computer. The existing version of the “SQLDTRF” database must be removed before this installation can be completed. For un-installation assistance please contact Mesa Labs DataTrace Support at DTSupport@mesalabs.com”



Troubleshoot Guide

1. This message pops up when the old SQL Server instance is present.
2. User needs to un-install the old SQL instance. For un-installation assistance please contact Mesa Labs DataTrace Support at DTSupport@mesalabs.com

6.13. Unsupported OS bit version

DataTrace Pro Software prompts a message as:

“Unsupported OS bit version. Please run this application in 64-bit windows version”

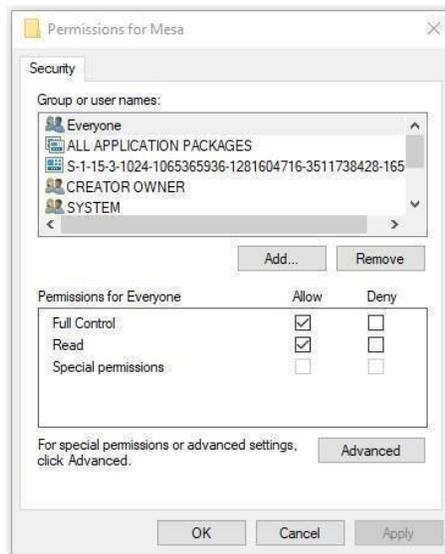
Troubleshooting Guide

1. Pre-requisite for installation is 64-bit Windows version.
2. User might be trying to install application on 32-bit windows version.
3. Please run this application in 64-bit windows version
4. Follow the installation instructions outlined in the Installation Instructions for DataTrace Pro (DT Pro) Software section of this document.

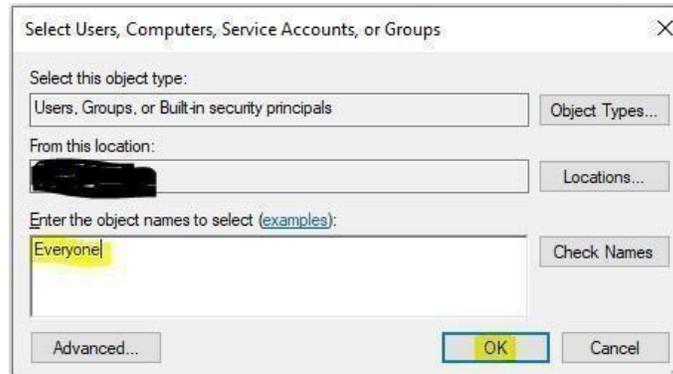
6.14. License code reset error

This requires knowledge of the “Windows Registry Editor” and you must have administrative privileges. This change is specific to the Mesa node and will not change normal function of your PC.

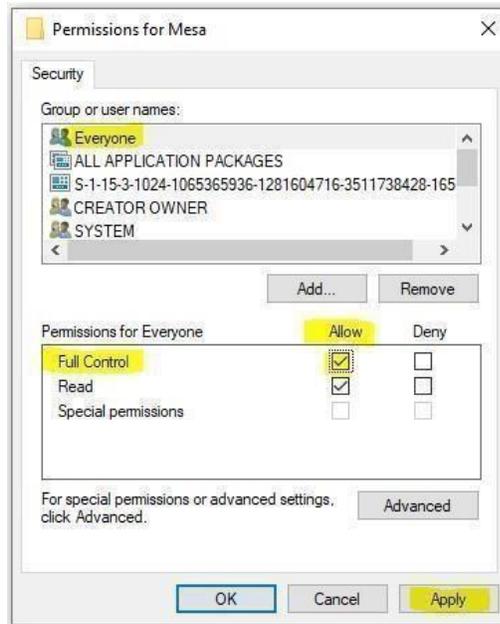
1. Open the Registry Editor as Administrator
2. Find the Mesa Node located under the WOW6432Node.
 - a. Follow the General Path:
 - b. Computer\HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Mesa
 - c. Right Click on the “Mesa” node and select Permissions.



3. With the “Permissions for Mesa” open Click on ‘Everyone’ Under the Group or Usernames. Go to Step 4 if ‘Everyone’ is not listed. If ‘Everyone’ is listed, skip to step 5.
4. Click on the Add button. Add ‘Everyone’ to the Object Names, then Hit OK.



5. Click on 'Everyone' and click on the check box for 'Full Control' under the Allow Column.



6. Although slightly more work, you may need to change these (and below) registry entries to have only the group 'Everyone'. To do this, click 'Advanced,' you can then disable inheritance (copy is fine), and replicate down thru all subkeys, and then remove all items except Everyone/Full, and then again replicate down thru all subkeys. After that, try relaunching DT Pro twice and confirm installation ID is staying the same.

Some computers may have a second Mesa registry node as follows:

Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Mesa

The same changes above need to be applied to it if it exists.

(This registry node does not appear with all installations, and it is completely determined by the setup of the PC.)

On each of the above registry keys, ensure that the other Groups and Usernames have no 'Deny' boxes checked. (This step won't be needed if you took the 'slightly more work' steps note above)

Hit Apply then close the Registry Editor.

A new License Code will need to be generated. Please re-launch DT Pro two more times to be sure the license key is no longer changing. Then send the stable Installation ID back to dtsupport@mesalabs.com

7. Uninstallation Instructions

7.1. Accessing Installed Apps

- In Windows, right-click the “Start” or “Windows” icon on the taskbar and select the “Installed apps” menu item.

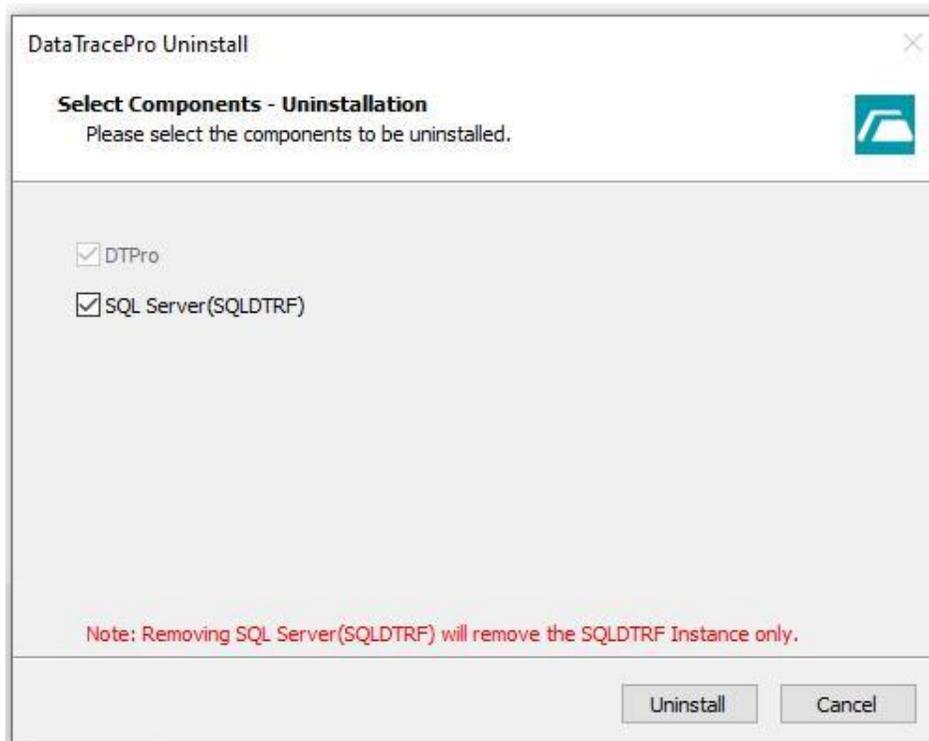
7.2. Select the software and clicking uninstall

- In Windows, right-click the “Start” or “Windows” icon on the taskbar and select the “Installed apps” menu item.
- In Installed Apps window, search for “DataTrace”.
- Within the “DataTracePro” record, click the “Uninstall” button.



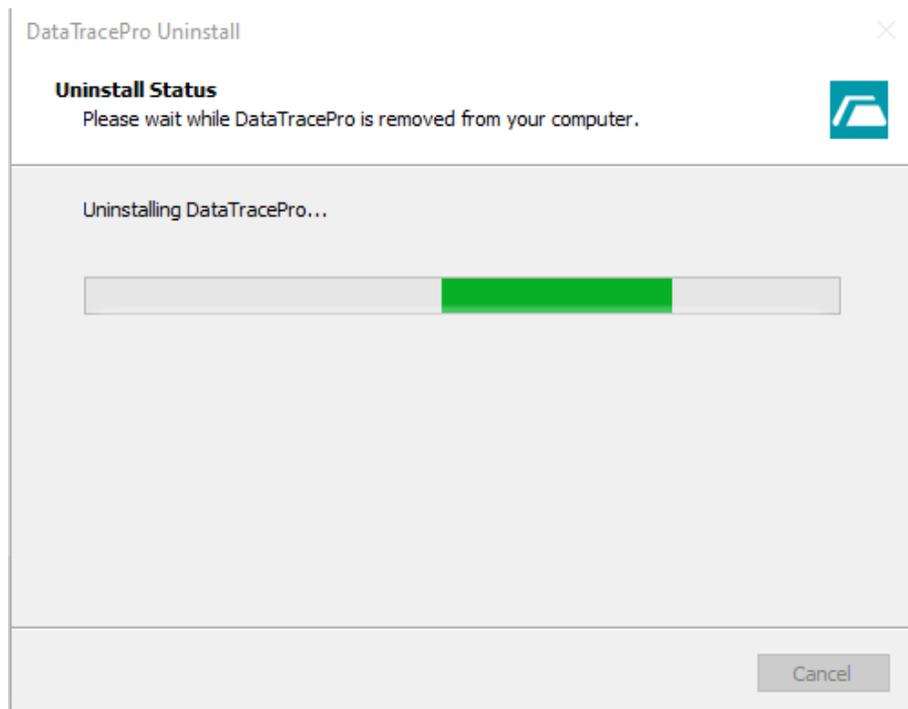
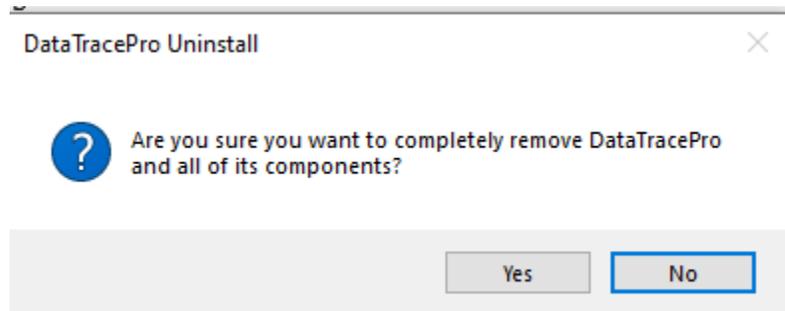
7.3. Select the components to remove

- Select the components to uninstall. DTPro will be selected by default. Select “SQL Server (SQLDTRF)” to remove only the SQLDTRF used by DataTrace Pro.



7.4. Confirming and completing uninstall

- Click the “Uninstall” button to remove DTPro and selected components.



- When the uninstall is finished, the DataTracePro Uninstall dialog is shown. Click the “OK” button to complete the uninstall process.



8. Additional Resources

8.1. Contacting Support

- For support using the DataTrace Pro software, please contact Mesa Labs DataTrace Support at DTSupport@mesalabs.com

8.2. Reporting installation issues

- To report DataTrace Pro software installation issues, please contact Mesa Labs DataTrace Support at DTSupport@mesalabs.com