

Support procedure:

Datawash

Telko products: **TECDIS** (4.7/4.8), **TELCHART** (3.7/3.8)

This procedure should be used for the following error messages:

- Ini file write error
- Erroneous user created content

Datawash is a support program by Telko to scan *user created content* in TECDIS, and either **fix** or **delete** any damaged content. User created content can be routes, symbols, lines/areas or tracks.

Before using Datawash, please update to TECDIS version **4.8.3.X** or newer on both computers if necessary. The update file is available on www.telko.no/support/TECDIS.

This procedure should be performed on both units before they are allowed to communicate with each other again.

Follow these instructions to perform Datawash:

1. Insert service key, and exit TECDIS to windows desktop
2. In windows, go to: **C:/Program Files/TECDIS** and locate the **Datawash.exe** file
3. **Double click** the file, and run it. On Windows 10 based TECDIS machines, right click the icon and press "Run as administrator".
4. Follow the steps in the program. Make sure **Detailed log** is checked.



5. Make sure you perform a backup when the program asks you to!



6. Restart TECDIS computer **without service key** when the Datawash program is finished.

If the steps above do not fix the issue, contact your support/service provider for additional assistance. An overview of the different distributors of TECDIS and TELCHART is available on <http://telko.no/where-to-buy/>