Clear the Failed to Write Logged Data Error on the Solutions Kit

What is the "Failed to Write Logged Data to File" Error?

The **Failed to Write Logged Data to File** error is caused by a corrupt log file on the HMI.

If the HMI's power shuts down while the HMI is saving a log file, a corrupt file may be created. This is similar to removing a USB stick from a computer without first ejecting it. This error is also more likely to occur when using the "DEMO MODE Enable Fast Sample" function. During fast sampling, data is recorded more often, meaning a larger file to save. To avoid corrupting a file on the HMI, safely stop all operation on the HMI before disconnecting or shutting down the power.

To clear this error, you must delete the corrupted file(s) by either removing only the single corrupt file or deleting all log files from the HMI. Because the HMI saves log files every 30 minutes, it may be necessary to wait 30 minutes after clearing the error to verify the correct file was deleted.

Stop Operation on the HMI

Stop all operation on the HMI before disconnecting or shutting down the power.

1. From the HMI's main screen, go to **Settings** > **HMI Options** screen.
2. Select **Stop Operation Safely**.
   The HMI takes time to execute this command. After the HMI is finished, the following message displays: "The HMI has been stopped. It is safe now to turn off the power."
3. Disconnect the power from the HMI.

Remove a Single Corrupted File

The corrupted file is usually the most recent log file saved on the HMI and is dated about the time the error first occurred.

1. On the HMI's main screen, go to the **Settings** > **HMI Options** > **HMI System Setup** screen.
2. Click **Delete File**.
3. Click on the button with three dots to view more options.
4. Select the folder that contains the corrupt file, then click **Open Folder**.
5. Select the corrupt file, then click **OK**.
6. Click **OK** to delete the file.
7. Click **Run** to start the HMI program again.

Remove All Log Files from the HMI

Follow these steps to erase all log files from the HMI.

1. From the HMI's main screen, go to the **Settings** > **HMI Options** > **HMI System Setup** screen.
2. Click **Format Disk C**.

   A password may be required to execute this function.
3. Enter the password.

   The factory default password is `88888888` (eight 8s).
4. Click **Format Disk C** again, then click the green check to continue.
   All log files are deleted.
5. Click **Run** to start the HMI program again.