



FAQ – I have a problem with my SD card, what should I do?

There are many different SD card types and manufacturers. We use HC SD cards in order to be sure of the compatibility with our devices:

	<p>The card reading system supports the following card types:</p> <ul style="list-style-type: none">• SD/Micro SD and SD/Micro SD HC. <p>It is incompatible with these card types:</p> <ul style="list-style-type: none">• SD/Micro SD XC as well as cards with a capacity higher than 32 GB.
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If you have received a message on your RCC stating that your SD card is corrupted, please follow the recommended procedure below.



1) Update the system software

It is possible that the latest software update includes compatibility for new SD cards.

2) Format the SD card

Format the SD card using the formatting tool available in Windows or Apple OS. Make sure that you choose either FAT or FAT32 as file system.

The easiest way to format an SD card in Windows is as follows:

1. Open Windows Explorer.
2. Find the drive for your SD card.
3. Right-click, and when the menu appears click Format.

You can give the formatted drive a name by entering it into the Volume Label.

Finally, click on the Start button.

A warning will appear notifying you that all data on the drive will be erased.

Click OK to continue.

At this point, your drive should be formatted correctly.

3) Format the SD card remotely using a remote formatting tool available on the portal

In case you don't have access to your installation, it is possible to format the SD card in your Xcom remotely. This option is only available at Installer or QSP level, please contact a [QSP](#) close to you or contact us in case you need to access this function.



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The remote format function is available in the RCC settings menu → Datalogger → Special and Extended Functions → Format the SD card

