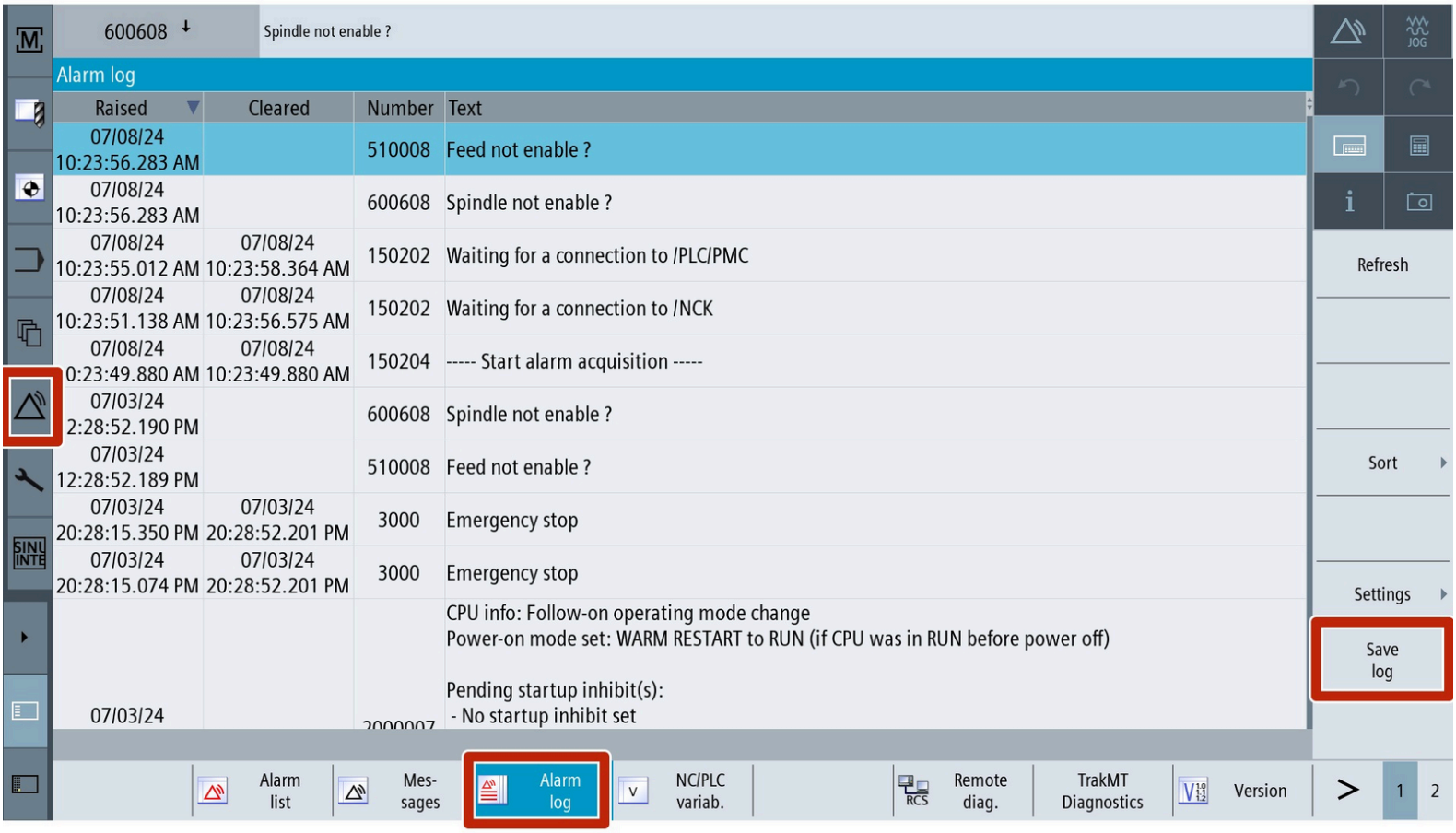
Creating the DiDac Zipfile

Create the diagnostic ZIP file (DiDac) on a USB stick for TRAK Tech Support.

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This document was generated on 2026-11-18 09:38:37 AM (MST).

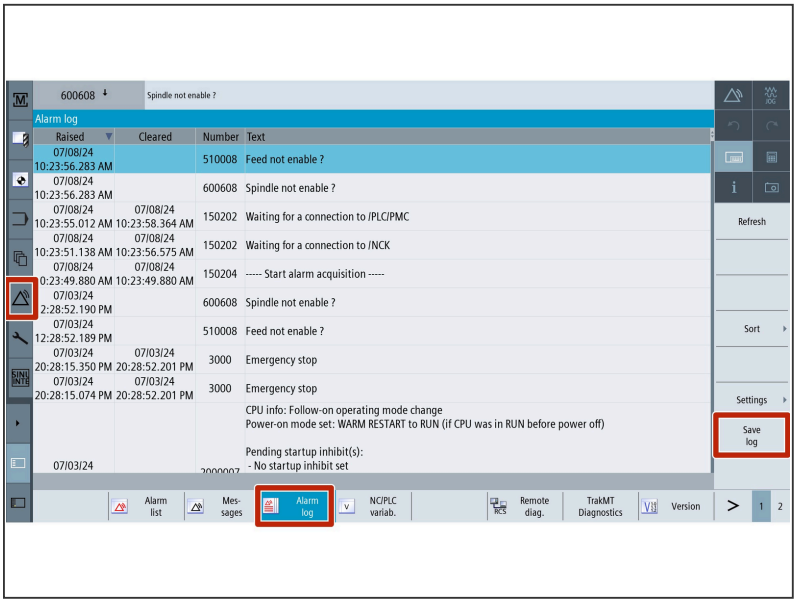
INTRODUCTION

← TRAKsi Tech Support: start here

The DiDac file is a .7z bundle of the control's log files. TRAK Engineering uses it to debug faults. Making it takes about 5 minutes.

Other TRAKsi Tech Support guides: Software Version · Screenshot · Alarm Log · Archive · Button-Press Log · ATC Magazine

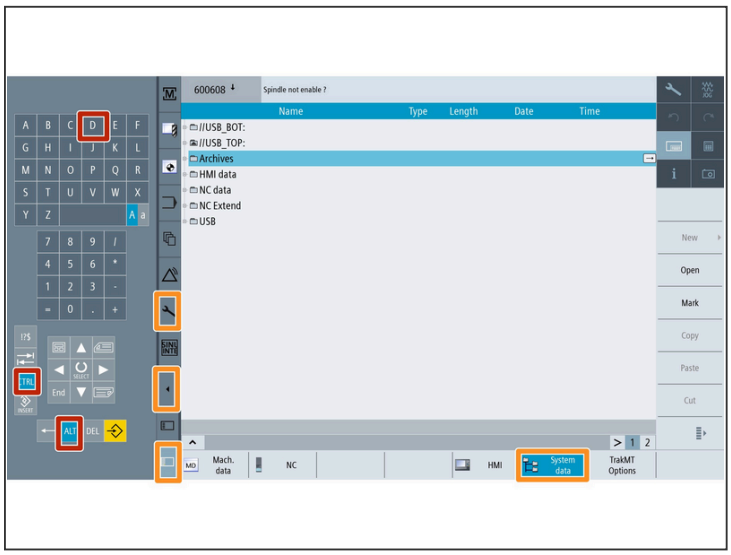
Step 1 — Save the Alarm Log First

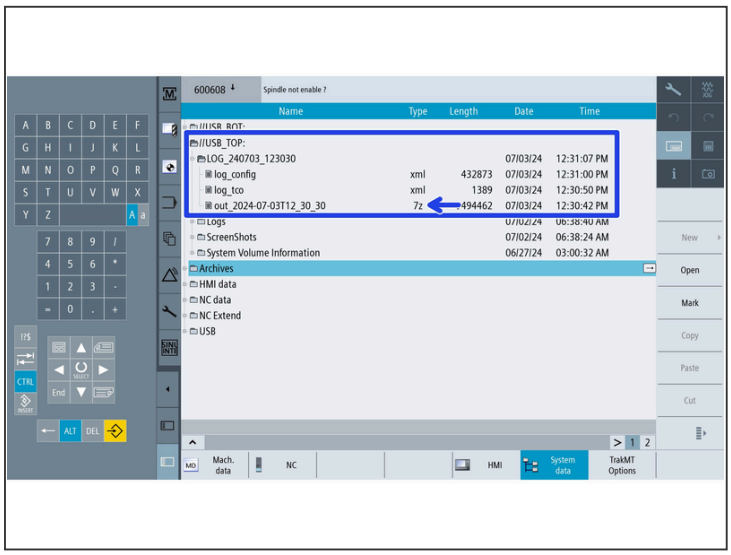


- Plug a USB stick into the USB port on the right edge of the pendant.
- Press **[Diagnostics]** (triangle on the left) → **[Alarm log]** → **[Save log]**.

  ⓘ This puts the latest alarm log in the diagnostic file. The same step, with photos, is in Saving Alarm Log.

Step 2 — Create the Diagnostic ZIP File





- Go to **[Setup]** (wrench icon on the left) → **[System data]** (bottom row of softkeys).
  - Press **[Side Screen]** to open the on-screen keypad.
- On the keypad, hold **[CTRL]** and **[ALT]**, then press **[D]**.
  - ⓘ The control copies its log files to the USB stick. This takes about 1 to 2 minutes.
- Check the USB stick for a file ending in **.7z**. That is the diagnostic ZIP file.
- Send it to TRAK with the other items on the TRAKsi Tech Support page.