fieldkit

My FieldKit doesn't seem to be recording any data.

Lindsay Starke - 2026-03-17 - Comments (0) - Data

There are a couple of reasons why a station might not be recording data.

One, a cable may be disconnected somewhere. Check every cable connection by unplugging and re-plugging it in, including the connections to the sensor board in the weather or distance instrumentation if you are using these modalities.

If no data is still being recorded, you may have a malfunctioning cable or piece of hardware. Please reach out to our team and send station logs so that we can diagnose the problem and send you a replacement. We may also ask you to send us the bad hardware back for a failure analysis, so hold onto it!

How to send station logs:

1. Insert the microSD card into the FieldKit (unless one is already there) and reboot the station.

2. Using the station screen, select **Tools > Restart** and select "Yes" to confirm the reset.

3. When the station has already rebooted, remove the microSD card and insert it into your computer. A new screen should appear showing at least one folder with your station name and a few other files. These are the station logs.

4. Create a new folder on your computer with the name of your station. Copy all the files from the microSD card to your computer and paste them into the folder you created.

5. Compress the new folder to a .zip file and send it to us with the name of the station in question.