

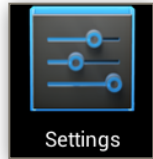

## Database Manager Reset

Technical Note 164

### Introduction

The DeNovix® DS-11 software is an Android OS based system with a custom home screen. On rare occasions, the onboard computer database manager may stop after an incomplete software update. The steps below will correct the problem.

### Procedure

1. Power cycle the unit, wait for the "Unfortunately, DS11 Database Manager has stopped" error to appear, and do not tap OK.
2. After approximately 5 minutes the following message will appear: "DS11 Home isn't responding. Do you want to close it?". Tap **OK**.
3. A pop up titled "Complete Action using" will appear. Select Launcher and then select **Just Once**. If the "Unfortunately, DS11 Database Manager has stopped" is message is displayed again, tap **OK**.
4. A white screen with the blue DeNovix logo will appear. Tap the 6 dot **More** icon at the top right corner of the screen.
5. The Android formatted application screen will appear. Swipe to the second page and launch the **Settings** app.. 
6. Scroll down and select **Apps**, and find DS11 Database Manager in the list.
7. Tap on **DS11 Database Manager**, select **Uninstall**, and select **OK** to execute the removal of the DS11 Database Manager.
8. Close the Settings application and open the **Updater** application. Update the software either by downloading the software package to the unit or by using a USB drive with the software from the DeNovix website download page. 
9. Cancel the firmware update (the software will automatically begin to load).
10. Click **OK** to fully update all applications.
11. Once Update is complete close the **Updater** application and power cycle the unit.
12. Once again a pop up titled "Complete Action using" will appear. Select **DS11 Home** and then select **Always**.

Please contact Customer Support at [info@denovix.com](mailto:info@denovix.com) or 302-442-6911 for additional information. Outside of the US, please contact your local distributor.