

## Public Support - Support Request #4274

### Video data cannot be extracted from .dat file using ADTF DATExporter

2018-09-27 07:56 - hidden

<b>Status:</b> Closed	
<b>Priority:</b> Normal	
<b>Category:</b>	
<b>Customer:</b> DAIMLER	<b>Product Issue Numbers:</b>
<b>Department:</b>	<b>Affected Products:</b> ADTF 2.10.0
<b>Requester's Priority:</b> Normal	<b>Platform:</b> Windows 7 32bit, Windows 7 64bit
<b>Support Level:</b> 2nd Level	<b>Topic:</b> ADTF::Datexporter
<b>Resolution:</b> No Customer Feedback	<b>FAQ Links:</b>

#### Description

##### Support Anfrage:

I am not able to generate video from the DAT exporter in ADTF dev tool.  
Already have streaming lib installed.

##### Lösung:

Please have a look to the help of the datexporter: adtf\_datexporter.exe -help  
Also have a look to the [Usermanual ADTF Kap. 3.10.1 DAT Exporter](#).  
Probably you will need the Video Compression Toolbox installed.  
You will also need a video codec installed on the system.  
For details please have a look to the [Usermanual Compression TB](#)

#### History

##### #1 - 2018-09-27 10:09 - hidden

- Project changed from Public Support to 9
- Status changed from New to In Progress
- Topic set to ADTF::Datexporter

Can you please give us a few more information about what you try to do and what is not working.

##### Important:

Please have a look to the [Usermanual ADTF Kap. 3.10.1 DAT Exporter](#).  
Probably you will need the Video Compression Toolbox installed.  
You will also need a video codec installed on the system.  
For details please have a look to the [Usermanual Compression TB](#)

Please also have a look to the help of the datexporter: adtf\_datexporter.exe -help

Note: The online Usermanual is the latest/up-to-date version.

Please let us know if the information in the help and Usermanual solve your problem.

##### #2 - 2018-09-27 10:09 - hidden

- Status changed from In Progress to Customer Feedback Required

##### #3 - 2018-10-04 09:08 - hidden

Hello Abhijit,

we have not received any feedback.

Can we close the ticket?

Please give us feedback until tomorrow 05.10.2018.

##### #5 - 2018-10-08 09:14 - hidden

Hello Abhijit,

please give us feedback until 10.10.2018,  
otherwise this ticket will be closed

Best regards,  
Michael

**#6 - 2018-10-10 15:03 - hidden**

- *Description updated*
- *Status changed from Customer Feedback Required to To Be Closed*
- *Resolution set to No Customer Feedback*

Kein Anwenderfeedback.  
Ticket kann geschlossen werden.

**#7 - 2018-10-11 09:32 - hidden**

- *Project changed from 9 to Public Support*
- *Status changed from To Be Closed to Closed*
- *Private changed from Yes to No*

**#8 - 2018-10-11 09:33 - hidden**

- *Subject changed from Video cannot be generated from Dat exporter to Video data cannot be extracted from .dat file using ADTF DATExporter*