Data+ and Data+ Lite Data Management Tool





Installation Manual

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1 Preparation

1.1. Checking Requirements

For a successful installation, ensure that the hardware meets the requirements detailed in the table below. The installation program will check whether the necessary .NET version and SQL server are installed and install any missing component.

	Data+ Lite Data+	
OS	Windows 10 (Pro, Enterprise)	Windows 10 (Pro, Enterprise)
RAM	min: 2 GB, recommend 4 GB	min: 2 GB, recommend 4 GB
CPU	2 Cores	min: 2 Cores, recommend: 4 Cores
Hard Disk	150MB free	min: 2GB free
Display	recommend min: 1280 x 720	recommend min: 1280 x 720
SQL Express Server	N/A	2014 Express included Full installation
.NET	Included with installation package	Included with installation package
MS Excel	Optional, for .csv file edit	Optional, for .csv file edit
Ethernet	Recommend minimum – 100ME	B Ethernet wired or 802.11n WiFi
Serial Ports	Max 5x RS23	2 on local PC

1.2. Installation

To start, log in to the local PC using an ADMIN account. Alternatively, select **Run as Administrator** option when executing each installation file.

NOTICE

IT IS ESSENTIAL THAT THE PROCESSES OF INSTALLATION AND CONNECTING TO THE DATABASE FOR THE FIRST TIME ARE CARRIED OUT WITH LOCAL ADMINISTRATOR RIGHTS.

- 1. Go to the downloaded setup files.
- 2. For a new installation of the Lite version, use DataPlusLite.exe, refer to Chapter 2.
- 3. For a new installation of the full version, use **DataPlusPre-RequisiteInstaller.exe** and **DataPlusSetup.exe**, refer to Chapter 3.
- 4. For an upgrade of either version, refer to Chapter 4.
- 5. To activate the full version's license, refer to Chapter 5.

NOTICE

DO NOT INSTALL BOTH DATA+ AND DATA+LITE IN THE SAME PC TOGETHER. UNINSTALL ONE BEFORE INSTALLING THE OTHER.

DO NOT INSTALL AN OLDER VERSION OF DATA+ USING THE DB FROM A NEWER VERSION (EX V1.2 W/DB FROM V1.3). REMOVE THE OLD DB FROM THE SQL SERVER THEN INSTALL THE OLDER VERSION OF DATA+ CREATING A NEW EMPTY DB.

1.3.

Network Communication Configuration

During installation, PC firewall inbound and outbound exceptions are added for the following communication ports. These ports must also be allowed across the customer network infrastructure for communication between the Data+ PC and client terminals.

- Application server port: 56678
- Port for the Host data base article table: 4302
- Default terminal connection ports: 4305, 1701, 1702, 21

During installation, Data+ is granted write permission to following directories as the installation locations:

- C:\Program Files\Microsoft SQL Server
- C:\Users\Public\Mettler Toledo
- C:\Program Files (x86)\Mettler Toledo
- Drivers & DriverPackages
- Licensing
- Logging

1.4. Third-party components

Data+ depends on the following third-party components:

- 1. .NET Framework is a software framework developed by Microsoft that runs primarily on Microsoft Windows. Minimum version included in Pre-Requisite installation.
- 2. MS SQL Server is a database management system developed by Microsoft.
 - a. MSSQL 2014 Express is included in Pre-requisite installation if another compatible instance is not available.
 - b. Installed with the credentials of the Network Service Account. The x64 version is deployed on 64bit Windows operating systems. Alternatively, an existing Standard or Enterprise edition of the SQL Server can host the Data+ database.
 - c. The database collation for Data+ is Latin1_General_CI_AS. This configuration is not part of the installation program.

3. PDF Reader is required to access installation documents and view Data+ reports.

1.5. Installation Package

- 1. Data+ Pre-requisite check and installation file with third-party components
- 2. Data+ installation file including upgrade
- 3. Data+ Lite installation file including upgrade
- 4. Installation Manual in 7 languages
- 5. User Manual in 7 languages

2 Data+ Lite Installation

NOTICE

IT IS ESSENTIAL THAT THIS PROCEDURE IS CARRIED OUT BY A USER WITH LOCAL ADMINISTRATOR RIGHTS.

DO NOT INSTALL AN EARLIER VERSION OF DATA+ ON A PC WHERE A NEWER VERSION IS ALREADY INSTALLED. OTHERWISE, THE DOWNGRADE INSTALLATION WILL CORRUPT THE SYSTEM AND PREVENT ANY VERSION OF DATA+ FROM RUNNING

2.1. Installation Process

1. Double-click the DataPlusLiteSetup.exe file. The setup file will begin to extract.



2. If .Net Framework is not found on the PC, it will be installed otherwise skip to step 4



3. Continue the installation at step 4 after the PC reboots.



4. The installation dialog will appear. Click **Next>** to continue.



5. Accept the License Agreement.

🗐 Data+ Lite Installer 🦳 —		\times
End-User License Agreement		
Please carefully read the End-User License Agreement		
Mettler-Toledo End User License Agreement (EULA) fo Software	r	^
IMPORTANT-READ CAREFULLY: This license agreement ("EULA") agreement between you ("you") and us, Mettler-Toledo group compar identified on your license entitlement documentation for use of the sof obtained from MT ("License Documents") or in the absence thereof or order acknowledgment, service agreement, invoice, or other order docu between you and MT ("Order Documents") Software ("Software") me	is an ny ("MT") tware you n the quote ment ans hereby	. *
✓ I accept the terms in the License Agreement	Pri	int
Cancel < Back	Next	>

6. Confirm the settings and click **Install** to begin installation.

Data+ Lite Inst	taller —		\times
Confirm inst	tallation settings		
Installation Path	C:\Program Files (x86)\METTLER TOLEDO\DataPlusL	ite\	
Install Data+ Lite	9		
	Cancel < Back	Insta	II

7. Once installation is complete, a confirmation message will appear.

Data+ Lite Installer -		\times
Data+ Lite installed successfully		
The installation program successfully completed the required operation	rations.	
Uiew installation log		
	Finis	h

8. Finally, if desired, view the installation log by checking the appropriate box, and click **Finish** to complete the installation.

2.2. Program Access

A Data+ Lite icon will appear on the desktop and in the Start menu.



Note that a license is **not** required to run this installation.

3 Data+ Installation

NOTICE

IT IS ESSENTIAL THAT THIS PROCEDURE IS CARRIED OUT BY A USER WITH LOCAL ADMINISTRATOR RIGHTS.

DATA+ AND DATA+LITE SHOULD NOT BE INSTALLED ON THE SAME COMPUTER.

DO NOT INSTALL AN EARLIER VERSION OF DATA+ ON A PC WHERE A NEWER VERSION IS ALREADY INSTALLED. OTHERWISE, THE DOWNGRADE INSTALLATION WILL CORRUPT THE SYSTEM AND PREVENT ANY VERSION OF DATA+ FROM RUNNING

3.1. Installation Process - Prerequisite Installer

- 1. Start by running the **DataPlusPrerequisiteInstaller.exe.**
- 2. Authorize DataPlus installation to make changes to your device.



Figure 3-1: Change Authorization Dialog

- 3. DataPlusPrerequisiteInstaller.exe will extract to a temporary folder.
- 4. The prerequisite installer then indicates whether any of the required components are missing to successfully run Data+.

	Components	Description	Status
	.NET 4.7.1	Microsoft .NET 4.7.1	Microsoft .Net v4.8 already installed
]	SQL Server	'DATAPLUS' instance of SQL Server 201	NotInstalled

Figure 3-2: Selecting Components to Install

5. Us the checkboxes at left to select any component with the status **Not Installed**.

	Components	Description	Status
]	.NET 4.7.1	Microsoft .NET 4.7.1	Microsoft .Net v4.8 already installed
1	SQL Server	'DATAPLUS' instance of SQL Server 201	Not Installed

Figure 3-3: Uninstalled Component Selected

- 6. When all required components are selected, click **Install**.
- Note: The required components may already be installed (ex. Collect+ SQLx). If the status of all components is already installed, click the Cancel and continue to section 3.2, Installation Process Data+ Installer . Alternatively, to install the Data+ default SQL server in addition to an existing instance, select its checkbox and click Install.

(Data	+Prerequisite Installe	r		-		×
I	n orde	r to successfully rur	n Data+ on your system you need to install the	e following software(s).			
		Components	Description	Status			
		.NET 4.7.1	Microsoft .NET 4.7.1	Microsoft .Net v4.8 already installed			
		SQL Server	'DATAPLUS' instance of SQL Server 201	'DATAPLUS' instance not installed. Another named instance exists locally.			
				Install		Cano	cel

Figure 3-4: Previous SWL Instance Indicated

7. SQL Express will now be installed and a progress display will appear.

🀮 SQL Server 2014 Setup			-	. 🗆	×
Installation Progress					
Install Setup Files Installation Progress	Creating servicing cache folder.				
		Next >	Cancel	He	lp

Figure 3-5: Installation Progress Display

8. Once the installation is complete, Data+ may display a prompt indicating that it will restart the PC.

Data+ Prerequisite Installer	×
System is about to restart. Please close all other application	15.
ОК	

Figure 3-6: Data+ PC Restart Prompt

9. Once the computer has restarted, the installer will display the component list with updated statuses.



Figure 3-7: Updated Component List

10. Click **Close** and proceed to the Data+ Installation.

3.2. Installation Process - Data+ Installer

- To repair or add, remove, or modify components in Data+, refer to section 3.3.
- 1. Double-click the **DataPlusSetup.exe** file. The setup file will ask permission and then begin to extract to a temporary folder.

User Account Control	×
Do you want to allow this app to make changes to your device?	
DataPlus Setup	
Verified publisher: Mettler-Toledo GmbH File origin: Network drive	
Show more details	
Yes No	

Figure 3-8: Change Permission Dialog

8% Extracting	\times

Figure 3-9: File Extraction Progress Display

2. When the installation dialog appears, click Next>.

Data+ Installer	· □ ×
Welcome to Data+ Setup	
The installation wizard will guide you through next steps.	
Cancel	Next >

Figure 3-10: Data+ Installation Wizard Dialog

3. Accept the License Agreement.



Figure 3-11: Data+ EULA Confirmation Dialog

Data+ Installer		-		\times)ata+ Installer		-		×
SQL Database	Server Connection				s	QL Database	Server Connection			
Please provide SQL ser	ver details				Ple	ase provide SQL serv	ver details			
SQL connection s	etup			1		SQL connection s	etup			
Instance name	.\DATAPLUS	~	•			Instance name	.\COLLECTPLUS	\sim	\odot	
Database name	DATAPLUSDB					Database name	DATAPLUSDB			
		Test connec	tion					Test conn	ection)
	Cancel	< Back	Next	>			Cancel	< Back	Next	>

Figure 3-12: Data+ and Collect+ Database Connection Tests

5. Once the connection test reports success, click **Next>** to continue with the Data+ installation.

Data+ Installer	_	•	×	Data+ Installer		_	
SQL Database	Server Connection		s	QL Database	Server Connection		
Please provide SQL ser	ver details		P	lease provide SQL ser	ver details		
SQL connection s	etup			- SQL connection s	setup		
Instance name	.\DATAPLUS	~ ©		Instance name	.\COLLECTPLUS	~	•
Database name	DATAPLUSDB			Database name	DATAPLUSDB		
	Test cor	inection			0	Test connect	on
	Cancel < Back	Next >			Cancel <	Back	Next >

Figure 3-13: Data+ and Collect+ Database Connection Confirmations

6. Confirm the installation settings and click Install.

Data+ Installer —		×	0	Data+ Installer		×
Confirm installation settings				Confirm installation settings		
Installation Path C:\Program Files (x86)\METTLER TOLEDO\DataPlus\				Installation Path C:\Program Files (x86)\METTLER TOLEDO\DataPlus\		
Install Data+ Database Server Operation - Use existing SQL Server '.\DATAPLUS' - Create Database 'DATAPLUSDB'				Install Data+ Database Server Operation - Use existing SQL Server '.\COLLECTPLUS' - Create Database 'DATAPLUSDB'		
Cancel < Back	Insta	all		Cancel < Back	Inst	all

Figure 3-14: Data+ and Collect+ Ready to Install

7. If necessary, the setup application will prompt for a PC restart in order to complete the installation. Optionally, view the installation log by checking the box at lower left. To start using Data+ immediately, select **Yes, restart PC...** and click **Finish**. Alternatively, select **No, restart PC later** and click **Finish**.



Figure 3-15: Confirmation of Successful Installation

3.3. Data+ Repair, Modification, Removal

To maintain or remove a Data+ installation:

1. Double-click the **DataPlusSetup.exe** file. Be sure to run with local PC administrator permission.

User Account Control Do you want to allow this app to make changes to your device?	×		
DataPlus Setup			
File origin: Network drive		8% Extracting	\times
Show more details			
Yes No			

Figure 3-16: Running the Data+ Setup File

- 2. When the installation dialog appears, select the desired option:
 - Modify: Change SQL server, select a different or create a new Database proceed to section 3.3.1.
 - **Repair**: Reinstall files that may have been corrupted or deleted skip to section 3.3.2.
 - Remove: Remove the Data+ application from this PC skip to section 3.3.3.

With the correct option selected, click Next>.

Data+ Installer	-		×
Welcome to Data+ Maintenance Setup			
Please select an action			
Modify your current Data+ installation			
○ Repair your current Data+ installation			
Remove Data+ from your computer			
Cance	1	Next	>

Figure 3-17: Data+ Maintenance Options

3.3.1. Modifying a Current Data+ Installation

Select the SQL server from the Instance drop down server list. It is recommended that the default database name be used, but a different database name can be entered. Select the default DATAPLUS instance, an alternate Local SQL (e.g. CollectPlus), or a remote SQL server. Click Test connection to authenticate SQL server communication. Click is to the right of the instance to refresh the available server list.

Data+ Installer			\times	Data+ Installer		
SQL Database	Server Connection			SQL Database	Server Connection	
Please provide SQL ser	ver details			Please provide SQL se	rver details	
SQL connection s	etup		1	- SQL connection	setup	
Instance name	.\DATAPLUS	✓ ⑤		Instance name	.\COLLECTPLUS	~ ©
Database name	DATAPLUSDB			Database name	DATAPLUSDB	
		Test connection				Test connection
	Cancel	< Back Next	>		Cancel	< Back Next >

Figure 3-18: Data+ and Collect+ Database Connection Tests

2. Once the connection has been made, click **Next>** to continue with the Data+ installation.

Data+ Installer	_	×	Data+ Installer - ×
SQL Database	Server Connection		SQL Database Server Connection
Please provide SQL ser	ver details		Please provide SQL server details
SQL connection s	setup	- I	SQL connection setup
Instance name	.\DATAPLUS		Instance name INCOLLECTPLUS
Database name	DATAPLUSDB		Database name DATAPLUSDB
	Test connection		Test connection
	Cancel < Back Nex	t >	Cancel < Back Next >

Figure 3-19: Data+ and Collect+ Database Connection Confirmations

3. Confirm the installation settings and click Install.

Data+ Installer - X	Data+ Installer - X
Confirm installation settings	Confirm installation settings
Installation Path C:\Program Files (x86)\METTLER TOLEDO\DataPlus\ .	Installation Path C:\Program Files (x86)\METTLER TOLEDO\DataPlus\
Install Data+ Database Server Operation - Use existing SQL Server '.\DATAPLUS' - Create Database 'DATAPLUSDB'	Install Data+ Database Server Operation - Use existing SQL Server '.\COLLECTPLUS' - Create Database 'DATAPLUSDB'
Cancel < Back Install	Cancel < Back Install

Figure 3-20: Data+ and Collect+ Ready to Install

3.3.2. Repairing a Current Data+ Installation

Click **Repair** to begin the repair procedure.

Data+ Installe	er —		×
Confirm M	laintenance Settings		
Installed Path	C:\Program Files (x86)\METTLER TOLEDO\DataPlus\		
Repair Data+			
		_	
	Cancel < Back	Repa	Ir

Figure 3-21: Data+ Repair Confirmation Dialog

3.3.3. Removing Data+ from a Computer

1. Click **Remove** to continue

Data+ Installe	er —		\times
Confirm N	laintenance Settings		
Installed Path	C:\Program Files (x86)\METTLER TOLEDO\DataPlus\		
Remove Data+			
			_
	Cancel < Back	Remo	ove

Figure 3-22: Data+ Removal – Confirmation Dialog

3.3.4. Completing the Maintenance or Removal Procedure

If necessary, the setup application will prompt for a PC restart in order to complete the installation. Optionally, view the installation log by checking the box at lower left. To start using Data+ immediately, select **Yes, restart PC...** and click **Finish**. Alternatively, select **No, restart PC later** and click **Finish**.



Figure 3-23: Data+ Successful Installation Dialog

3.4. Program Access

A **Data+** icon will appear on the desktop and in the Start menu.



Figure 3-24: Desktop (left) and Start Menu (right) Data+ Icons

4 Data+ and Data+ Lite Version Upgrade

NOTICE

IT IS ESSENTIAL THAT THIS PROCEDURE IS CARRIED OUT BY A USER WITH LOCAL ADMINISTRATOR RIGHTS.

This procedure is similar for both Data+ Lite (section 4.1) and Data+ (section 4.2) versions. In either case, when the **setup.exe** file is run, the installer will detect the current installation and install the appropriate upgrade.

4.1. Upgrade Existing Data+ Lite

- 1. Log in to the PC with a local admin user or 'run as administrator' to execute the Installation program.
- 2. The Data+ Lite installer will prompt to upgrade the current version in place. Click **Upgrade** to continue

Data+ Lite Installer		\times
Welcome to Data+ Lite Setup		
The installation wizard will upgrade from V1.0.0 to V1.1.0		
Cancel	Upgrade	e >

Figure 4-1: Data+ Lite Setup Wizard

3. The installer continues the upgrade process, displaying a progress bar.

Data+ Lite Installer		-		\times
Installing Data+ Lite				
Validating install				
	Cancel	< Back	Next	>

Figure 4-2: Performing the Installation

4. A confirmation dialog will indicate that the installation is complete. Click Finish to close.

Data+ Lite Installer -		\times
Data+ Lite installed successfully		
The installation program successfully completed the required operative operation.	ations.	
View installation log		
	Finis	h

Figure 4-3: Installation Success Dialog

- 5. If prompted to do so, reboot the PC.
- The Data+ Lite upgrade retains configured devices.
- Data+ Lite files and folders are not deleted and available for use after version upgrade.

4.2. Upgrade Existing Data+ Version

- 1. Log in to the PC with a local admin user or 'run as administrator' to execute the Installation program.
- 2. The Data+ installer will prompt to upgrade the current version in place. Click **Upgrade>** to continue.

Data+ Installer -		×
Welcome to Data+ Setup		
The installation wizard will upgrade Data+ to the newer version.		
Cancel	Upgrad	le >

Figure 4-4: Data+ Setup Wizard

3. The installer continues the upgrade process, displaying a progress bar.

Data+ Installer	- 🗆	\times
Upgrading Data+		
Validating install		
Cancel < Back	N	ext >

Figure 4-5: Performing the Installation

- 4. A confirmation dialog will indicate that the installation is complete. Click **Finish** to close the dialog.
- 5. Reboot the PC if prompted.



Figure 4-6: Installation Success Dialog

- An upgrade installation of the full Data+ program will use the existing SQL Database. The Data+ version upgrade will adjust the existing database as necessary. All table data and configured devices are maintained.
- Data+ Export and Config directories are not deleted and available for use after version upgrade.

5 Data+ License Activation

NOTICE

THE DATA+ APPLICATION WILL REMAIN FULLY FUNCTIONAL FOR 45 DAYS. IF THE PRODUCT IS NOT ACTIVATED BEFORE THE 45 DAYS EXPIRE, WHEN THE PROGRAM IS RUN IT WILL STOP AT THE REGISTER POP-UP WINDOW. NO TABLE DATA OR CONFIGURED DEVICES ARE DELETED OR CHANGED – THIS DATA WILL BE AVAILABLE AFTER THE PRODUCT IS REGISTERED.

5.1. Activation Requirements

To activate the license for a full Data+ installation, the following are required:

- License Key (provided with purchased product).
- License Registration Information (LRI), displayed by the software.
- Activation Code generated once the Key and LRI are entered at the activation site.

5.2. Activation Procedure

1. When Data+ is started, a pop-up window will indicate how many days are left in the 45 day trial period. Figure 5-1 shows a pop-up for a non-activated product; this pop-up will no longer appear after activation.



Figure 5-1: Registration Reminder Dialog

2. During the trial period, click **Proceed** to run the application and work with all features active. After the end of the trial period, only the **Register** button will be available. 3. Press the **Register** button to activate the application.

Data+		×
Software License Activation		
1. Please contact your METTLER TOLEDO represent (Item No. 30534951)	ative to get an Data+	- License Key
	and a second second	a Kay alana
 Login your account on <u>https://activation.mt.com</u> with this License Registration Information (LRI): 	to enter your Licen:	se key along
 Login your account on <u>https://activation.mt.com</u> with this License Registration Information (LRI): 	Z to enter your Licen	Copy LRI
2. Login your account on <u>https://activation.mt.com</u> with this License Registration Information (LRI): Enter the generated activation key here :	<u>v</u> to enter your Licen:	Copy LRI

Figure 5-2: Software License Activation Pop-Up

- a. If the PC has internet access, click the URL to open the activation portal in your web browser.
- b. If the PC does not have Internet, copy the LRI code and URL to use on a PC with internet access.
- The LRI is unique for each Data+ PC installation, and will require its own purchased license key.
- 4. Click on URL or type in browser address bar to open Activation portal https://activation.mt.com.
- 5. Sign in or register a new account, following the portal instructions

D. Sign In	SOFTWARE PORTAL
E J Sign in	🖆 Home 🛛 Register



- Please save the login credentials for future use for example, when Data+ is moved to another PC, or when activating another product such as Collect+. If necessary, recovery information will be sent to the email address used during registration.
- 6. Click the Activation tab in the portal's top menu.

SOFTWARE F	PORTAL				
එ Home	Knowledge Base	Activation	Profile	•	Register

Figure 5-4: Activation Tab in Software Portal

7. About halfway down the page, in the **Add license key** section, type the license code from the postcard and then click **submit**.

Add license key	License Key
Simple SW products with one license key only	28,296 28,12 08,12 6,071 96,071
License key:	
submit	

Figure 5-5: License Key Entry

8. When prompted, enter the LRI from Data+ (shown in Figure 5-2) at the bottom of the **Non-activated products** tab, then click **Activate**.

Activated products	Non-Activated products			
Generate LRI code	in your software and enter here.			
Product subname	License Key	Uploaded	Enter your LBI	
			anter your are	

Figure 5-6: Non-Activated Products List

9. In the pop-up window type in the **System Name**, **Server Name** and **Server location** to provide a unique identification for this licensed Data+ PC. Click **OK**.

System name *	
Server name	
Server location	
Save Cancel	

Figure 5-7: Entering Unique Identifiers

10. The licensed Data+ PC will now appear in the **Activated products** tab list for this user account.

Activated products	Non-Activated prod	ucts		
The activation key fil Please import the ac necessary, but it pro The system informat	e of the activation syst tivation key file in the L vides an overview, espe ions can be changed b	em can be downloaded b icense manager of your p ecially with several or larg y pressing the icon (之) A	y pressing the icon (&) product installation in ord er systems. Il license information can	er to activate the softwar be viewed or edited with
Product Subname	System name	Server name	Server location	Hardware ID / LRI
DataPlus	00,000	MT Dall laptop	20 Leptop	1002-0075

Figure 5-8: Activated Products List

11. Copy the Activation Key displayed in the screen shown in Figure 5-9. The activation portal displays the activation code in a browser pop-up window. Copy/paste or type the number into the Data+ generated activation key field, then click Register.

The lice	nse key has been successfully activated	×
	Please enter Short Activation Code	
	to your software	

Figure 5-9: Short Activation Code Notification

12. The Data+ application is now unlocked for unlimited use on this specific hardware platform.

	The license key has been successfully activated
Activation / Re	Please enter Short Activation Code
Data+	to your software
Software License Activation 1. Please contact your METTLER TOLEDO representative to ge (Item No. 30534951) 2. Login your account on https://activation.mt.com/ to enter with this License Registration Information (LRI):	et an Data+ License Key your License Key along
Enter the generated activation key here :	Copy LRI
	Register Close

Figure 5-10: Pasting the Activation Code into Data+

5-4

6 Troubleshooting

6.1. SQL Installation Failure



Figure 6-1: SQL Failure Code example

If SQL installation fails:

- 1. Ensure that the PC login is for a User in the local ADMIN group.
- 2. If the failure persists, send the Log file C:\Program Files\Microsoft SQL Server\120\Setup Bootstrap\Log\Summary.txt to IND Support to open a Help Desk case

6.2. Data+ Installation Failure

If Data+ installation fails, send the Log files found in C:\Users\Public\Mettler Toledo\DataPlus\Logging to IND support to open a Help Desk case.

6.3. Blank Data+ User Interface

The Data+ user interface will be blank when the Data+ service is stopped, as shown in Figure 6-2

	- 🗆 🗙
METTLER TOLEDO Data*	¢0

Figure 6-2: Blank Data+ User Interface

To resolve this issue:

- 1. Close the Data+ window.
- 2. Restart the Data+ service.
- 3. Confirm the service is set to Automatic:

🖓 Data+ Data+ Service Running Automatic Network Service	e
---	---

- 4. If the service regularly fails to start, try Automatic Delayed Start.
- 5. Open the Data+ application.
- Note: The Windows service is called 'Data+' for full version and 'Data+Lite' for the free version

6.4. Spinning Icon on Data+ Start

If trying to start the Data+ application results in a spinning mouse icon, it is possible the DataPlusConfiguration.xml is corrupt. This could happen if Data+ was closed unexpectedly, or forced to close. Delete DataPlusConfiguration.xml in the C:\Users\Public\Mettler Toledo\DataPlusLite\Config folder.

6.5. Device Detection Problems

If serial automatic device detection does not succeed, or never times out, there may be a driver issue with the USB-to-Serial virtual COM port:

1. In Windows device manager, un-install the virtual COM device and driver.

2. Re-install the driver and plug in the USB serial adapter.

6.6. Data+ Service not Available after Installation

- 1. From Control Panel, start the SQL uninstallation, and look for the DATAPLUS dB instance in the SQL setup screen (see **Figure 6-3**).
- 2. Complete the SQL server 2014 uninstallation to remove the DATAPLUS instance.
- 3. Reboot the PC.
- 4. Verify that the logged in PC user is in the local admin group, and run Data+ setup again.
- NOTE: If a DATAPLUS instance is present in the SQL installer (Figure 6-3) but not as a windows service: task manager -> services-> the SQL server (DATAPLUS) services (Figure 6-4), this may indicate that the installation has failed because it was interrupted, or the user did not have local PC administrative permission.

n SQL Server 2014 Setup	The second se				08-8-	
Installation Type Perform a new installation or a	add features to an exist	ing instance of SQL Serve	2014.			
Global Rules Product Updates Install Setup Files Install Setup Files Install Rules Install Rules Feature Rules Server Configuration Database Engine Configuration Feature Configuration Rules Iostallation Progress Complete	Berform a new installation of SQL Server 2014 Select this option if you want to install a new instance of SQL Server or want to install shared components such as SQL Server Management Studio or Integration Services. # <u>Add features to an existing instance of SQL Server 2014</u> Detatlet Service Server 2014 Detatlet Service Service Server 2014 Detatlet option if you want to add features to an existing instance of SQL Server. For example, you want to add the Analysis Services features to the instance that contains the Database Engine. Features within an instance must be the same edition. Jestalled instances:					
	Instance Name COLLECTPLUS DATAPLUS	Instance ID MSSQL12.COLLEC MSSQL12.DATAPLUS	Features SQLEngine SQLEn SQLEngine	Edition Express Express	Version 12.0.2000.8 12.3.6024.0	
			e gjack <u>N</u> ee	e> Car	cel Help	

Figure 6-3: Data+ Instance Displayed

After a successful installation the service will appear in the Windows task manager, as shown in **Figure 6-4**.

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File Action View	Help					
⇐ ➡ 📄 🖸	à 🗟 🛛 🖬 🕨 🔳 🕪 🕨					
Q Services (Local)	Oservices (Local)					
	SQL Server (DATAPLUS)	Name	Description	Status	Startup Type	Log ^
	Stop the service Pause the service Restart the service Description: Provides storage, processing and controlled access of data, and rapid transaction processing.	Shell Hardware Detection Shell Hardware Detection Smart Card Smart Card Removal Policy Smart Card Removal Policy Software Protection Sopot Verifier SQL Server (DATAPLUS) SQL Server (DATAPLUS) SQL Server Browser SQL Server VSS Writer SQL Server VSS Writer SQL Server VSS Writer SSL Policovery Stalt Repository Service Stall Image Acquisition Events Storage Service Storage Tiers Management Science L4 2021	Provides no Manages ac Creates soft Allows the s Receives tra Enables the This service Verifies pote Provides sto Provides sto Provides sto Discovers n Launches a Provides e Diprovides e Coptimizes t	Running Running Running Running Running Running	Automatic Manual (Trig Manual (Trig Manual Automatic (Manual Manual (Trig Automatic Disabled Automatic Automatic Manual Manual Manual Manual Manual Manual Manual	Loci Loci Loci Loci Loci Loci Loci Loci
		System Event Notification S	Maintains a	Running	Automatic	Loci
		System Events Broker	Coordinates	Running	Automatic (T	Loci V
	Extended Standard					

Figure 6-4: Data+ Service Showing in Windows Task Manager

During Data+ installation, do not click the exe multiple times when the installation process has already started. Doing so will cause the installer to display an error prompt indicating A serious error occurred during installation.

6.7. File Overwrite Error

If a serious error occurs during installation, a prompt like the one shown in Figure 6-5 could appear.

- 1. Wait for the operation to complete.
- 2. Cancel the installation when possible.
- 3. Restart the PC.
- 4. Restart the installation.



Figure 6-5: Data+ Setup Error

6.8. Windows Licensing Error After Installation

After completing an installation, it is possible that the following error will be displayed:



Figure 6-6: Licensing Error Dialog

This is a standard authentication and security check for Windows 10. The most probable cause is a difference between the time zone of the PC's current location and the time zone for which it is set. The error should clear automatically after 12 or 24 hours, or once the PC is returned to its normal location.

6.9. Installing an Older Version of Data+

NOTICE

IF AN OLDER VERSION OF DATA+ IS INSTALLED IN ADDITION TO A CURRENT VERSION, THE OLDER VERSION MUST POINT TO A NEW SET OF DATABASE TABLES, NOT THE EXISTING DATABASE.

If a user wishes to downgrade their Data+ installation (e.g. uninstall version 1.3 and install 1.2 instead) and the downgraded installation attempts to use **the existing Data+ database**, the operation will fail and corrupt the system, causing the SQLx service to stop and preventing any version of Data+ from running.

It is time-consuming and complex to remove of all traces of a previous Data+ installation and SQLx database from the PC, and requires local PC administrator account credentials.

In general, the procedure is as follows:

- 5. Install the MS SQL Server Management Studio, for tools to remove the Data+ SQLx instance and database.
 - An alternative tool is the open source **dbforgesql56exp**.
- 6. Reboot the PC.
- 7. Remove the remnants of the Data+ installation, by:
 - a. Using the Registry Editor, **Regedit**, to remove several key values associated with the application, and to remove Data+ from the Windows Add/Remove Apps list.
 - b. Deleting files in specific folders on the PC's C: drive.
 - c. Removing the service reference.

METTLER TOLEDO technical support can assist with this complex procedure.

6.10. ICS68_ External dB article recall failure

Confirm firewall exceptions in PC for required ports and anti-virus protection is not blocking Data+ application from receiving remote terminal communication requests.

In general, the procedure is as follows:

- Start button: Type 'Firewall' and select 'Windows Defender Firewall with Advanced Security'
- Select 'Inbound rules' TCP from any address, remote port, any interface, any user, all LAN profiles
 - a. DataplusServicve_IN on local port 56678
 - b. HostMode_IN on local port 4302
- Select 'Outbound rules' TCP to any address, local port, any interface, any user, all LAN profiles
 - a. DataplusServicve_OUT on remote port 56678
 - b. HostMode_OU on remote port 4302

An open source tool like **Wireshark** is useful to capture actual network packets to/from a terminal.

- Filter results based on terminal IP address: ip.addr == xxx.xxx.xxx.xxx
- All communication sessions should start by opening a socket: Syn, Syn Ack sequence
- Application command/response are in PSH Ack packets over the open socket
- Communication sessions should end with FIN ACK to close the socket

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