Product and Service Information

FTP Support Site Retirement

21 October 2021, Bulletin 6

Overview

The long-term IND780 Qi and Batch FTP Support Servers are being retired as Mettler Toledo takes steps to further secure its IT infrastructure. Up to this point, the FTP Support Server has provided access to the following:

- Marketing information, including brochures, data briefs, and configuration guidelines
- Training materials
- Product bulletins
- IND780 firmware updates
- Software tools
- PLC sample code

These items have been moved to MT.COM, improving access to all users. This change takes effect at the end of October 2021.

Recommended Action

Products affected by this change are listed below along with their new access links:

- IND780 Q.i link: IND780 Qi on mt.com
- IND780 Batch link: IND780 Batch on mt.com

Please take the time to update your browser bookmarks to the new locations.

This change in support tools does not impact many of the day to day functions of the IND780 Qi Dashboard such as the backup/restore utilities and the data collection functions. However, in order to keep firmware updates and links to on-line support active, Mettler Toledo recommends updating Dashboard installations that are currently running v 1.1.42 software and below.



To determine if your copy of the IND780 Q.i Dashboard should be updated, you can check the Dashboard's version number as follows:

File Backup/Restore DataMonitor Firmware Update PAC Configuration Option Hep Configuration File: C\NND780_Qi_Dashboard\Batch_Only.ini List of Units Add IP Address Select IP Address Add IP Address Port: 1701 Delete IP Address Selet Trace log Audit log Trace Levet 2 Q Q Connect Import Cluster	
Connection Status Data Monitor 192.168.1.4 192.168.1.5 C 17.45.5 Off C 17.45.5 O.IMPACT. METTLER TOLEDO 0.00 wx98=6 o.00 wx98=6 s.rstat=No O 00P936 IND780 Q.i Dashboard, Version 1.1.42 s.rstat=No O	
00P938- 17:45:50 00P940	

From the main form, click "Help" and then click "About." If the version number is 1.1.42 or lower, then an immediate update is recommended.

Note: Updating the IND780 Q.i Dashboard PC application will not interrupt the operation of any Q.i or Batch IND780 terminals in production. However, no data will be collected during the update process.

Execute the following steps to install version 1.1.43 of the IND780 Qi Dashboard from any computer with Internet access:

- 1. Uninstalling previous versions is not necessary. However, it is important to make sure that the existing IND780 Qi Dashboard application is not running.
- 2. Download <u>1.1.43 of the IND780 Qi Dashboard</u>. Extract and, using administrative level rights, run the installation file contained in the .zip folder.
- 3. To confirm proper operation, after starting the Dashboard make sure that the Radio Buttons are selected to the product that you need to support (Standard Q.i or Batch).

IND780 Q.i Dashboard File Backup/Restore DataMonitor Firmware	Update PAC Configuration Optic	ons Help	
Configuration File: C:\IND780_Qi_Dashboard\IN	ID780_Qi_Dashboard.ini		
List of Units Select IP Address 172.18.57.70 Port: 1701 Delete IP Address		Enable Output Files Trace Data Command / Feed Status Process History Records Process Custom Records	
Trace Level	Enable Auto Archive Archive Now	Mode © Standard Q.i	Radio butt Dashboard
Connect Disconnect Import Cluste		C Batch	Site to sele

adio buttons tell the ashboard which mt.com ite to select. 4. Go to the Help menu and select the mt.com Support Site option.

IND780 Q.i Dashboard	– 🗆 🗙
File Backup/Restore DataMonitor Firmware Update PAC Configuration Options	Help
Configuration File: C:\IND780_Qi_Dashboard\IND780_Qi_Dashboard.ini	Торіс
List of Units Select IP Address 172.18.57.70 Port: 1701 Delete IP Address Trace log Trace Levet: Connect Disconnect Import Cluster	mt.com Support Site Open Dashboard Log Open Data Archive Log Open Release Notes Open Summary Triggers Open Summary Exclusions About

The Qi or Batch Download page will be opened in the PC's default browser on internet-enabled computers.

Important Notes about Firewall Access

The IND780 Qi Dashboard Installer attempts to register the following applications with the PC's firewall:

Application Name	Network Access Needed
	Uses FTP for the following:
IND780_Dashboard.exe	Backup and Restore operations between IND780 and the PC
	Firmware updates
	Uses TCP/IP communications between the IND780 and the PC to moni- tor the terminal during the process.
	Uses http communications to access the mt.com support download pages for the selected terminal type (Qi or Batch).
VB-URLXfer.exe	Uses the standard Windows WebClient service to download IND780 Firmware files from mt.com only when requested to do so by the user .
	These files are never executed by the PC, but they are made available to be transferred to the IND780 via the FTP operations described above.

If the registration with the firewall fails due to local IT restrictions or because the brand of firewall is created by a vendor so that it does not respond to the standard firewall registration requests, then messages may be generated by the PC during the Dashboard's operation reporting that access was blocked by the firewall.

Please consult with your local IT department on how to resolve these messages.

METTLER TOLEDO Sales and Service organizations are encouraged to share this information with their IND780 Batch and Qi customers.

2021 METTLER TOLEDO Q.i. Support Team If you have any questions about the above information, please contact the Q.i. Support Team at (614) 438-4322