inheco

User and Installation Manual

ODTC Device Manager

For INHECO ODTC® Device Manager Version 1.2

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General information

INHECO Industrial Heating and Cooling GmbH continuously works on improving and enhancing the quality and performance of its products. Please note that such modifications may not be documented in this manual. Modifications to the INHECO ODTC Device Manager will be reflected in further revisions of this document – available from INHECO.

This manual and the information herein have been assembled with due diligence. INHECO GmbH does not assume liability for any misprints or cases of damage resulting from misprints in this manual. If there are any uncertainties, please feel free to contact **sales@inheco.com**.

→ **Contact information, page 5**

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1 Important notes

1.1 General information

Please read the user instructions completely. The manual explains how to use the INHECO ODTC Device Manager to control the ODTC. The ODTC Device Manager enables the operation of the ODTC as a stand-alone unit and is delivered for testing it's functionality. The ODTC is not designed for stand-alone use but for integration. Unintended use of the software or usage of the software in ways not described in the document may result in damage to the device.

INHECO GmbH accepts no liability for damage resulting from unintended use of the products or software.

This manual is considered to be a component part of the ODTC device. Please ensure that, should the device be sold or delivered to another user, this manual is included in the ODTC.

To operate ODTC devices with the ODTC Device Manager the ODTC device Manual and the Script Editor 3 Manual must be read.

Failure to follow the instructions and steps described in our user manuals can result in injury or even death.

Safety-related warnings in this manual are classified into three hazard levels:

– The word **WARNING** indicates hazards which – without precautionary measures – can result in serious injury or even death.
– The word **CAUTION** indicates hazards which – without precautionary measures – can result in minor to moderate injury or could impair functioning.
– The word **NOTE** indicates important steps or measures that need to be followed to ensure the correct function of the software.

Contact INHECO in case there are any uncertainties regarding how to operate or how to handle the INHECO ODTC Device Manager.

Your opinion about this manual provides us with valuable insights into how we can improve this document. Please do not hesitate to direct your comments to sales@inheco.com, → **Contact information, page 5**.

1.2 Contact information

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Technical Support & Trouble Shooting Instructions:

https://www.inheco.com/tech-support.html

1.3 Abbreviations and glossary

The following acronyms and items are used in this document	
°C	Degree Celsius
°F	Degree Fahrenheit
AC	Auto Clamping
Adc	Ampere direct current
Calibration	Calibration is the validation of specific measurement techniques and equipment. At the simplest level, calibration is a comparison between measurements - one of known magnitude or correctness - made or set with one device and another measurement made in as similar a way as possible with a second device.
CE	Conformité Européenne (European conformity)
dB(A)	Decibel
FDA	Food and Drug Administration
Hz	Hertz [1/s]
in	Inch
IVD	In Vitro Diagnostic
K	Kelvin
kg	Kilogram
lbs	Pounds
LC	Liquid Cooling
mm	Millimeter
Offset	The difference between the set temperature and actual value once the temperature is stable
PCU	Power and Control Unit
PE	Protective Earth
PT100	PT100 is a Resistive-Temperature-Detector (RTD). This sensor increases its resistance with increasing temperature.
RH	relative humidity
rpm	revolutions per minute
STC	Single TEC Control controls 1 INHECO device
TEC	Thermo Electric Cooler (Thermoelectric Module)
UL	Underwriter Laboratories certification
Vdc	Voltage direct current
W	Watt

2 Product description

2.1 Intended use

The intended use of the ODTC Device Manager is to run and control ODTCs when not integrated into an automated workflow with a central workflow process software.

The ODTC is designed to be integrated into a SiLA workflow and/or liquid handling workstation. For integration activities, customers are able to use existing SiLA workstation protocols and drivers. For other workstations without existing SiLA communication, the ODTC can be integrated utilizing drivers given by the liquid handling workstation provider.

If no driver is available, INHECO provides documentation to enable conversion of your workstation protocol to the SiLA protocol. A description of the command set and a copy of SiLA communication protocol are provided as a part of the package delivered with the ODTC.

However, in some cases there is the need for customers to control the ODTC as stand-alone device, e.g. during trouble-shooting to determine whether issues are hardware related or software related or during assay and protocol development or migration when a new method needs to be established.

The ODTC Device Manager replaces the previously provided INHECO SiLA PMS. The ODTC Device Manager provides additional functionalities (e.g. uploading methods, sending single commands, open/close lid or execute methods) and is easy to use while still retaining all the functionality of the old INHECO SiLA PMS.

The ODTC Device Manager includes the following options for all devices with all firmware versions delivered:

- Method manager for organizing methods on the ODTC
  - Upload methods to an ODTC
  - Delete single existing methods from an ODTC
  - Download single existing methods from an ODTC to copy it to another ODTC
- Easy programming of batch modes for semi-automated runs
- Integrated device finder
- Automated reset and initialization of device when ODTC Device Manager is connected to the ODTC
- Control of several ODTCs simultaneously at the same time
- Download option of log and trace files
- Log file tab for communication between ODTC Device Manager and the ODTC provides information in case of issues
- Status Event tab clearly indicating when an Error is observed with the ODTC
- No need to send the get status command, as the status of the ODTC is always displayed by the ODTC Device Manager.
- Easy switching between static and dynamic IP address for the ODTC

For devices with firmware versions > 265 the ODTC Device Manager offers further advantages:

- Easy Firmware updates by uploading files provided from INHECO Techhotline or in the log in section of www.inheco.com
- Quick Connect Functionality, which means any ODTC within the network, is shown in a dropdown and can be easily accessed with just one click even without the knowledge of the IP-address
- Easy synchronizing of date and time via the device finder

3 Software installation

Please follow the instruction in the correct order as given in this document. Failure to follow the correct order may cause complications during the installation process. If required, please contact your system administrator to check requirements and settings.

3.1 Hardware and system requirements

- Operating System: Windows 10 (32/64 Bit), Windows 11
- Installed programming framework: .net framework 4.6.2 or higher
- Network adapter: IEEE 802.3 Ethernet Network Interface (10/100/1000 BASET)
- Required disk space: 4MB

3.2 Local network requirements

NOTICE

For the use of the INHECO ODTC Device Manager it may be necessary to adjust the local network or PC settings. Thus, your network administrator should perform the first installation of the ODTC and the software.

Adjustments to local network:

While executing the ODTC Device Manager installer, the software automatically opens the necessary firewall ports (TCP 7071-7075 and UDP 4711-4715) at the Windows Defender Firewall. However, if an additional firewall or Security Suite is being used, you might need to change its settings.

3.3 Installing the Device Manager

The installer file for the ODTC Device Manager is stored on the USB flash drive, which is delivered together with the ODTC → ODTC Manual.

Alternatively the ODTC Device Manager can be downloaded from the INHECO Customer area on www.inheco.com.

Step 1: Open the software by double-clicking on INHECO **ODTC Device Manager Windows Installer**.

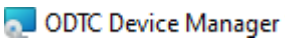

Illustration 1: Inheco ODTC Device Manager user interface

Step 2: Follow the instructions provided by the installer.

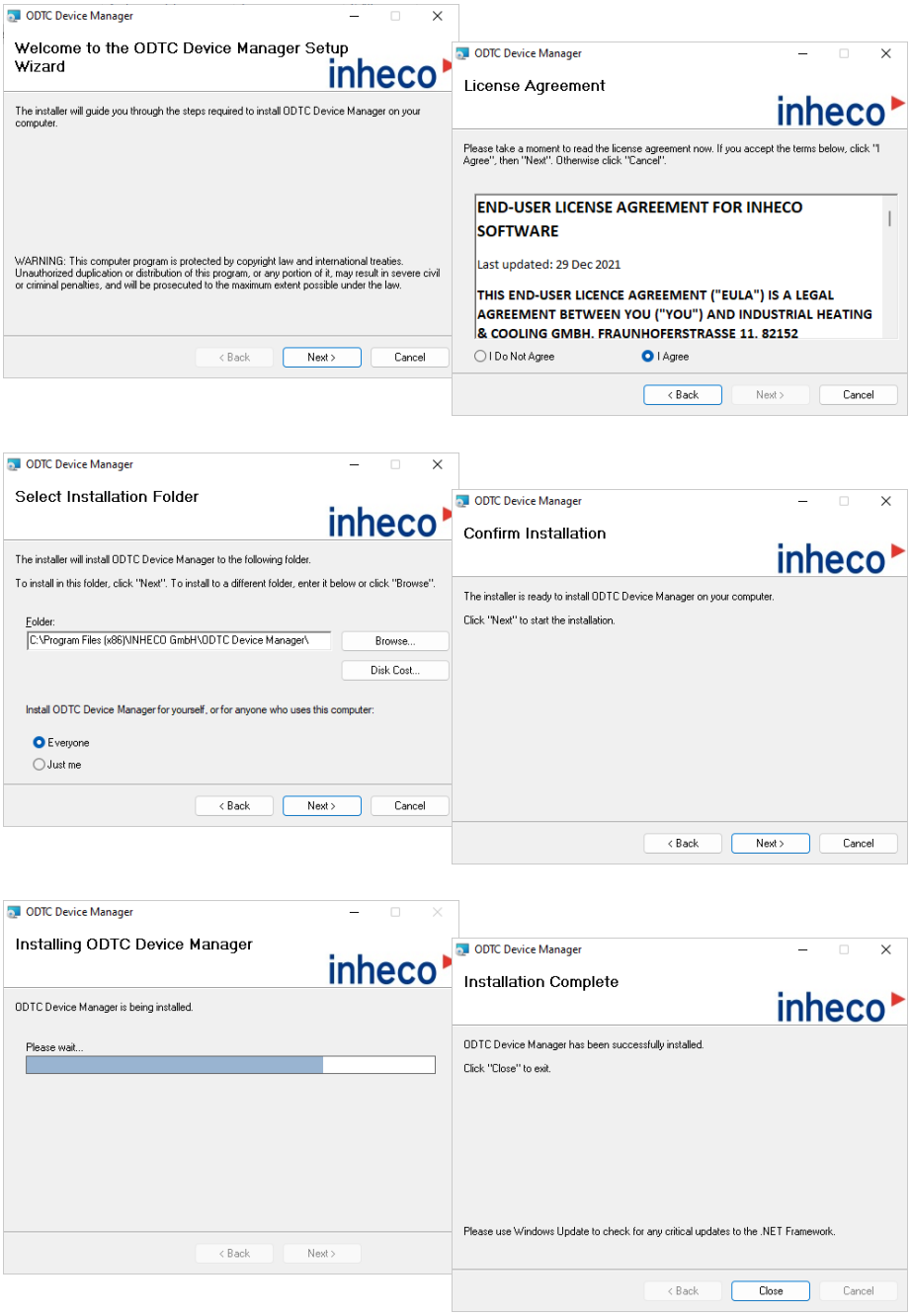

Illustration 2: ODTC Device Manager installation program

4 Screen description

4.1 ODTC Device Manager user interface

Step 1: Open the software by double-clicking on the INHECO ODTC Device Manager.

Illustration 3: INHECO ODTC Device Manager icon on desktop

Step 2: After double-clicking, the following start screen opens.

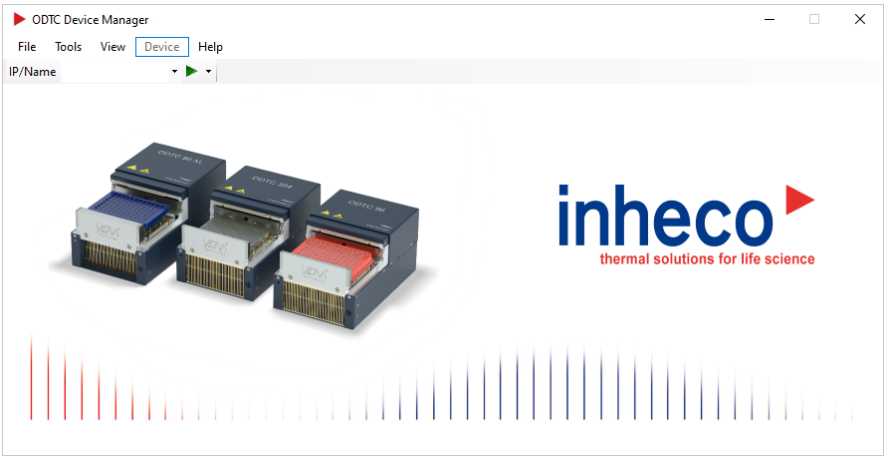

Illustration 4: Inheco ODTC Device Manager user interface

File	Disconnect	Disconnects the ODTC displayed in the currently shown tab
	Disconnect All	Disconnects all ODTCs currently connected to this Device Manager
	Preferences	Opens preferences → **Device Manager preferences, page 12**
	Exit	Closes the Device Manager
Tools	Opens the Device Finder. Within the menu you can view and download relevant support data, e.g. firmware version, device information, log and trace files and upload new firmware versions → **Support, page 44**.	
View	Not required by customers. Allows changes between normal and advanced mode (Advanced mode only accessible by INHECO)	

Device	Device Info	Provides data such as firmware version
	Download Log Files	For downloading log and trace files
	Lock / Unlock	Locks the ODTC to prevent changes from other users.
	Configure	Enables configuration: – Date and time of ODTC (recommendation: adjust to your local time) – ODTC Network settings
	Update	Updates the firmware of the ODTC
	Service	Contains Fix Init CRC and Fix serial number
Help	Opens the help dialog	

In addition, the names of connected ODTCs within the network are displayed in the **drop-down field** next to the IP/Name (also called a "**quick connect**" function).

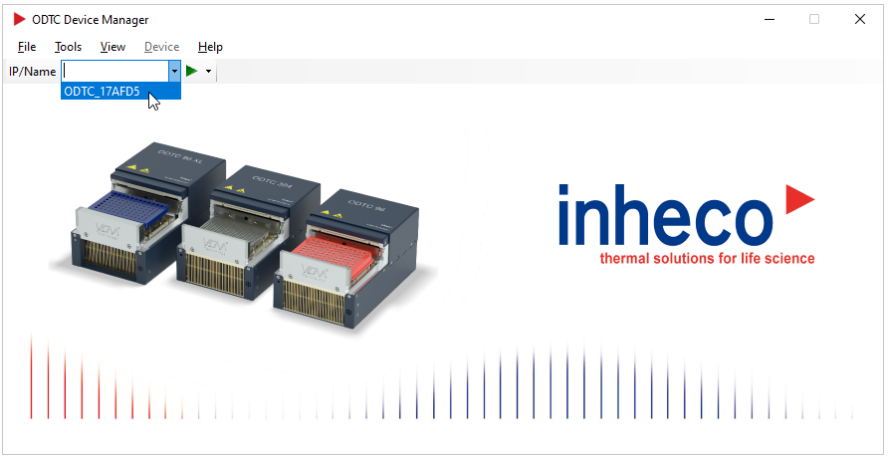

Illustration 5: IP/Name window drop-down menu for selecting an ODTC with its node name

4.2 Device Manager preferences

The preferences section allows you to change settings for

- General
- Network/firewall settings
- Proxy settings
- Logging Settings
- Protecting the ODTC from specific changes by using a password

Step 1: Open **File**/**Preferences**.

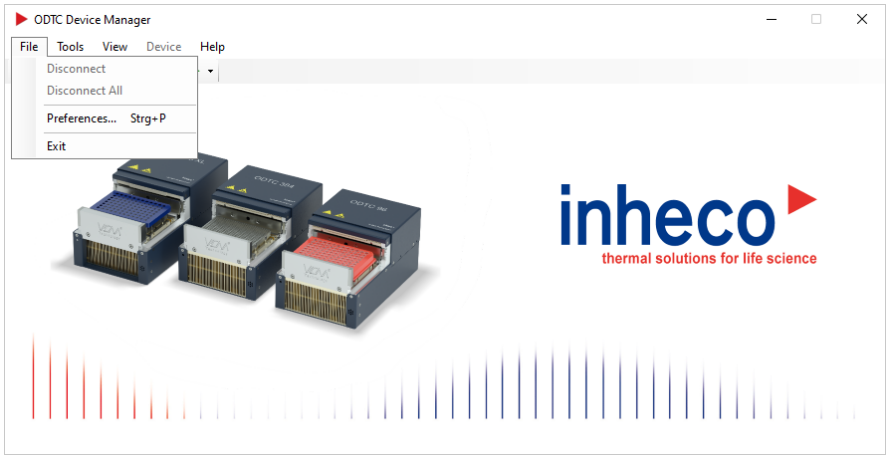

Illustration 6: Preferecens tab

5 Connect ODTC with a Device Manager

5.1 Controlling the ODTC with the ODTC Device Manager

The ODTC Network utilizes standard TCP/IP protocols. The ODTC requires an IP address for communication protocols. The ODTC recognizes fixed/static IP addresses or Dynamic IP addresses.

The ODTC needs to be controlled by a SiLA Process Management Software. If your liquid handling workstation already provides SiLA, no driver development is needed to address the ODTC (plug & play integration).

The INHECO ODTC Device Manager should only be used as a support tool for testing the ODTC functionality or performing the initial tests, but not as a standard software application.

The following chapters describe how the INHECO ODTC Device Manager can be used to test the general functions.

5.1.1 Determining the IP address

The ODTC Device Manager should automatically find ODTCs with firmware version ≥ 265 7459.bin and those that are allocated by the network DHCP server.

To determine the IP address of ODTCs with firmware version < 265, you need to use the Classic Device Finder. This tool is integrated in the ODTC Device Manager software.

→ **Device Finder, page 44**

NOTICE

The Device Manager displays all ODTCs (with their NodeName) which are connected to the network or to the PC you are using. To distinguish between several ODTC devices shown in this Device Manager, use the NodeName provided on a label on the device (e.g. ODTC_04E699).

If your network/ODTC is allocated a Dynamic IP address from the DHCP server, the IP address might change after the ODTC is restarted. Please contact your system administrator for further assistance.

NOTICE

If your ODTC is not shown after initialization, try to restart the ODTC or to ping the device. Check in preferences whether the correct settings are set.

5.2 Connecting with the ODTC

Step 1: Start the ODTC Device Manager App.

Step 2: Switch on the ODTC.

When a connected ODTC has been identified, the device name is shown in the IP/Name window. Depending on the network connection, this might take several minutes. If no device is shown, check the device firmware version (if < 265 → **Device Manager preferences, page 12**) or your network, firewall and proxy settings → **Select available network adapter, page 36**.

If the computer has several Ethernet adapters, the adapter configuration window will open to where you need to select the Ethernet adapter your ODTC is connected to → **Manage network connections, page 35**.

There are several ways to connect with an ODTC:

Step 1: Select the ODTC (firmware ≥ 265) or enter the IP address (firmware < 265).

Step 2: Connect by clicking on the **green arrow**.

For firmware version ≥ 265:

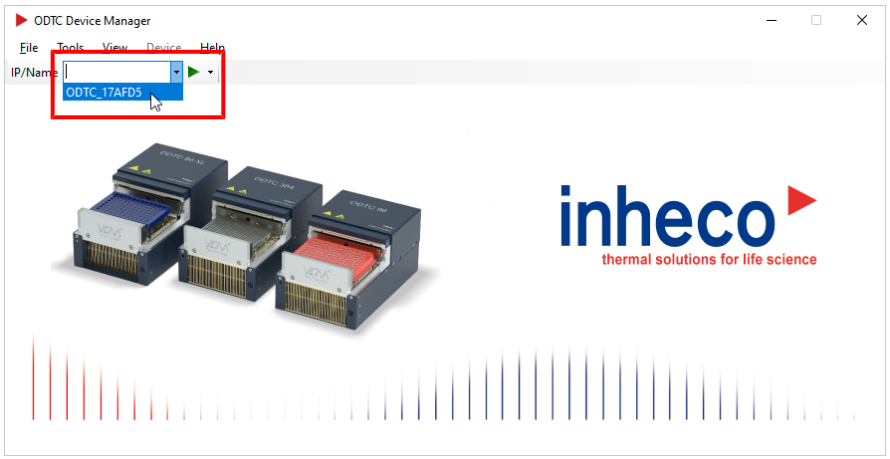

Illustration 7: IP/Name window drop-down menu for selecting an ODTC with its node name

For devices with firmware version < 265, the ODTC is not shown in the IP/Name drop menu. In this case you need to enter the IP address manually in the field. To determine the IP address, see → **Determining the IP address, page 13**.

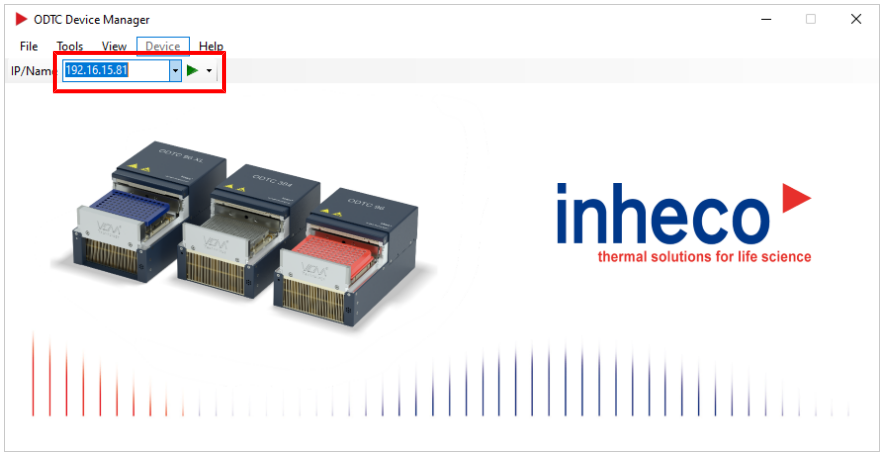

Illustration 8: Entered IP address

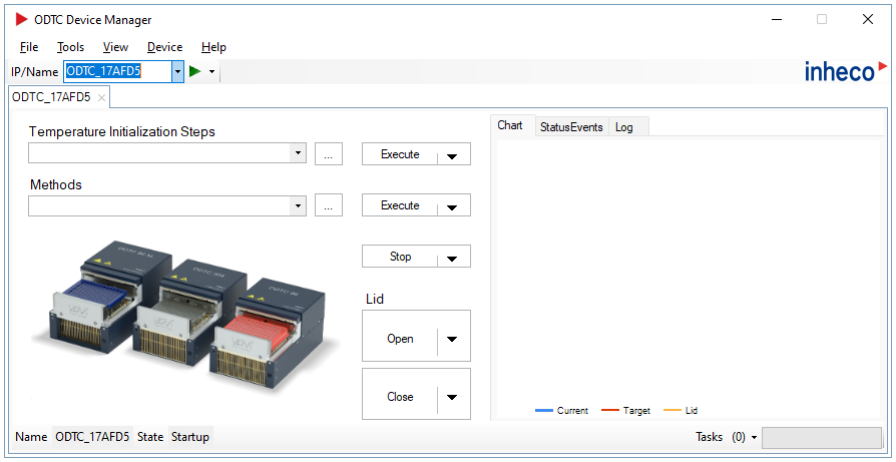

Illustration 9: Inheco ODTC Device Manager shows connected device

If several ODTCs are connected, you will see a list of the names in the **drop-down menu**. Use the **drop-down menu** to select between the ODTCs.

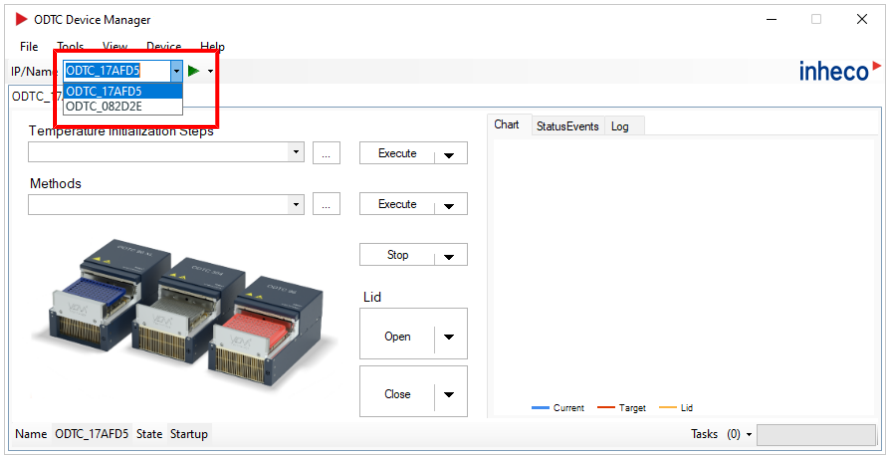

Illustration 10: Inheco ODTC Device Manager showing multiple devices connected; each device is displayed in its own tab

If you opened several ODTCs in one session, you will see individual tabs for each ODTC:

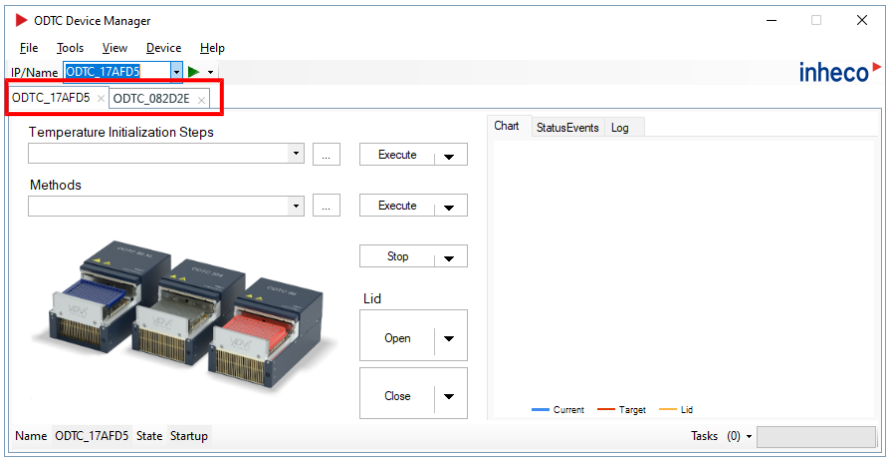

Illustration 11: Inheco ODTC Device Manager showing mulitple devices connected; each device is displayed in its own tab

ODTCs which are connected to the same network as the Device Manager software can be controlled by using the tabs in one Device Manager software.

NOTICE

If the device shows the InError state, please check StatusEvents for further information or download the log and trace files for further analysis. If a restart does not help to eliminate the InError state, please contact techhotline@inheco.com.

6 Operating the ODTC

6.1 Initializing

Before a device can be controlled, it needs to be initialized. Any ODTC which is not initialized shows the state: **Startup**.

Step 1: To initialize, just click on any button within the main ODTC section.

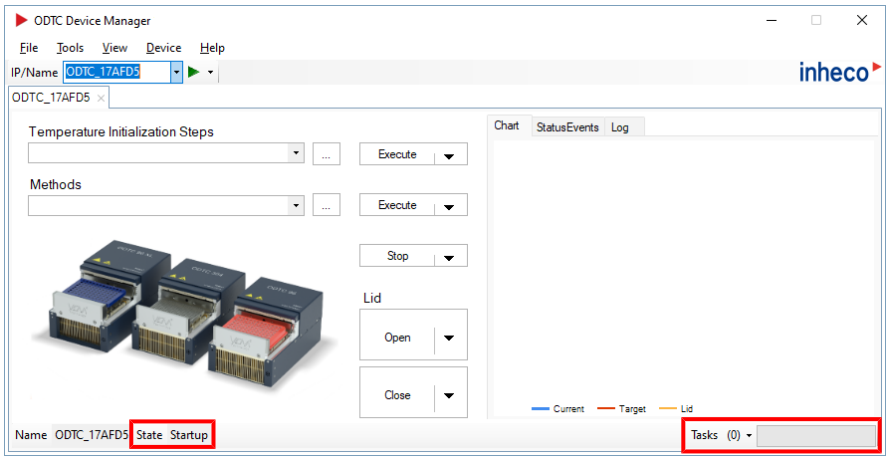

Illustration 12: Main ODTC section with state: Startup and progress bar

⇨ The ODTC will now start to initialize.

The progress of initialization is shown in the **Progress bar**.

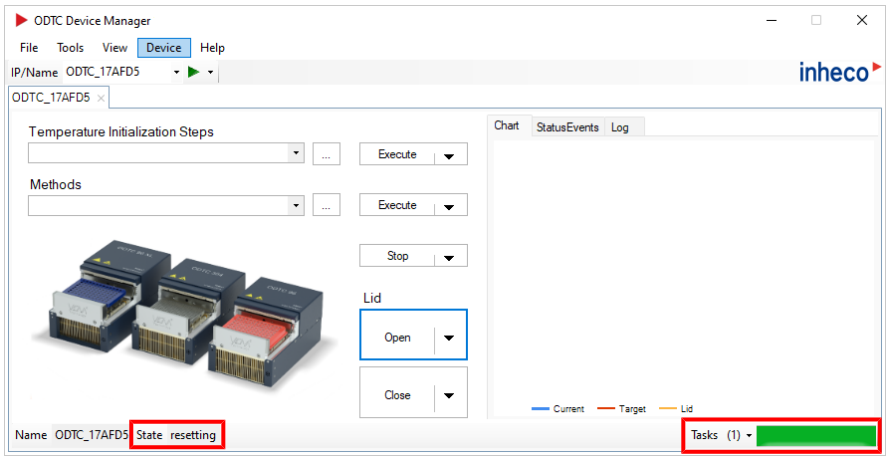

Illustration 13: Main ODTC section with state: resetting and progress bar

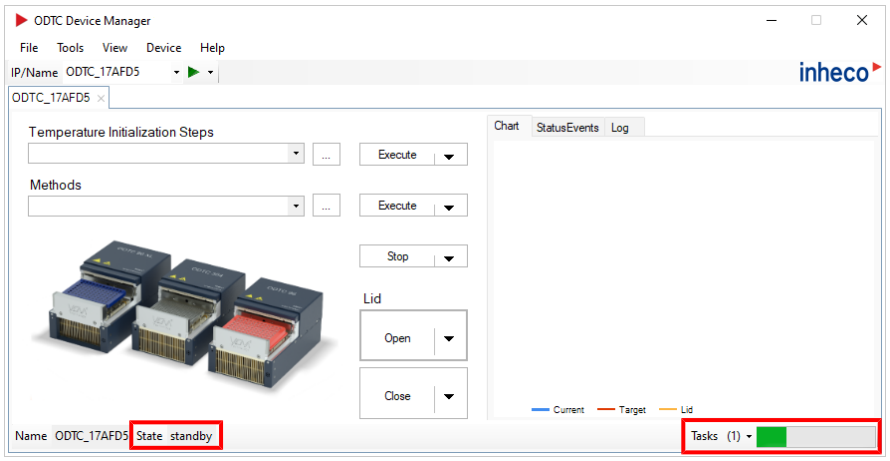

Illustration 14: Main ODTC section with state: standby and progress bar

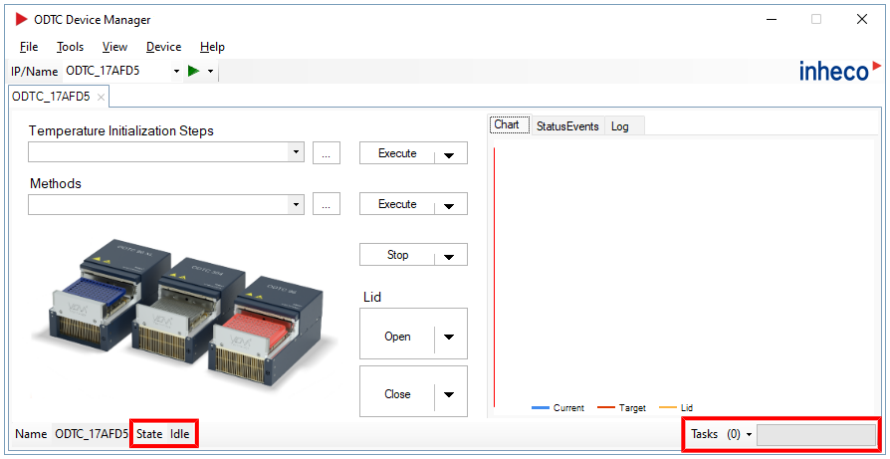

Illustration 15: Main ODTC section with state: Idle and progress bar

As soon as the ODTC is in idle state, the device is initialized and it is possible to control the device (open and close the lid, start a temperature initialization step or method, stop method).

6.2 Opening and closing the lid

After the device is initialized, the lid can be opened and closed by clicking on the respective button.

Step 1: To open the lid, click on **Open.**

Step 2: To close the lid, click on **Close**.

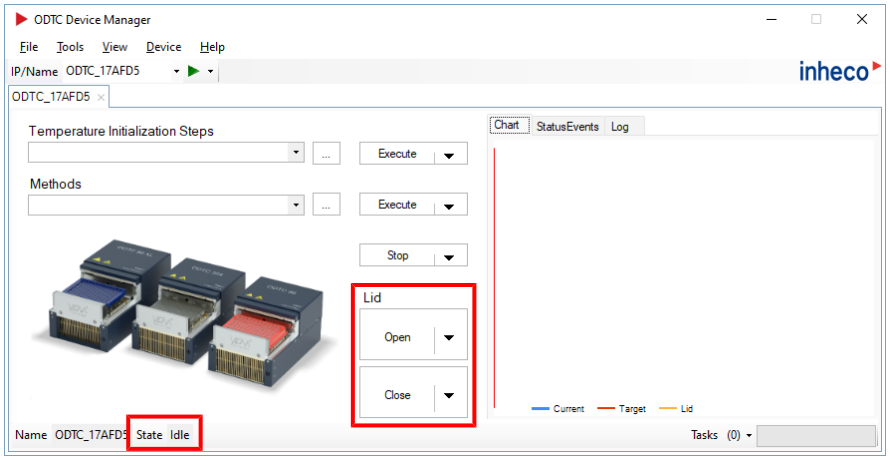

Illustration 16: Main ODTC section with state: Idle and active buttons Open and Close

6.3 Starting a temperature initialization step

Temperature initialization is necessary before starting a method.

Any Temperature Initialization Steps which are already uploaded to the ODTC are shown in the **Temperature Initialization Steps** drop-down menu. If a Temperature Initialization Step is missing, use the **Method Manager** to upload it → **Uploading Methods on the ODTC, page 28**.

Step 1: Click on the **drop-down arrow**.

Step 2: Select a Temperature Initialization Step out of the list.

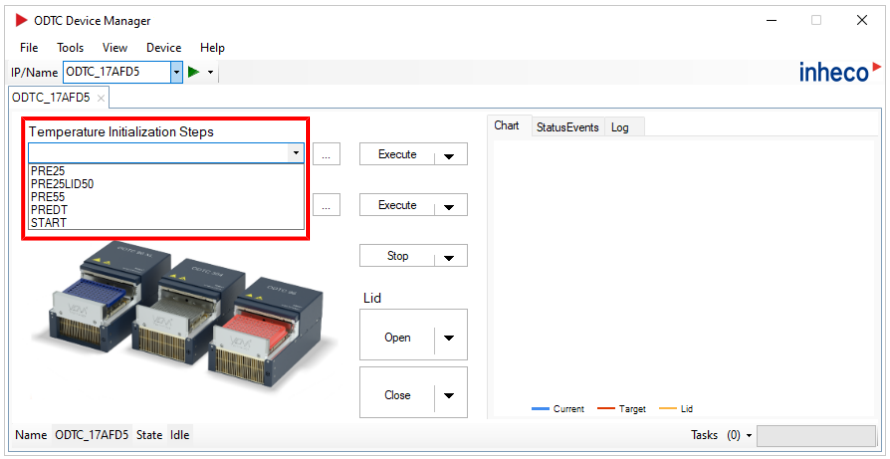

Illustration 17: Main ODTC section with drop-down menu for Temperature Initialization Step

Step 3: Hover the mouse over the selected method, to see the following information in a tooltip box:

– Target Temperature Mount
– Target Temperature Lid
– Expected Duration

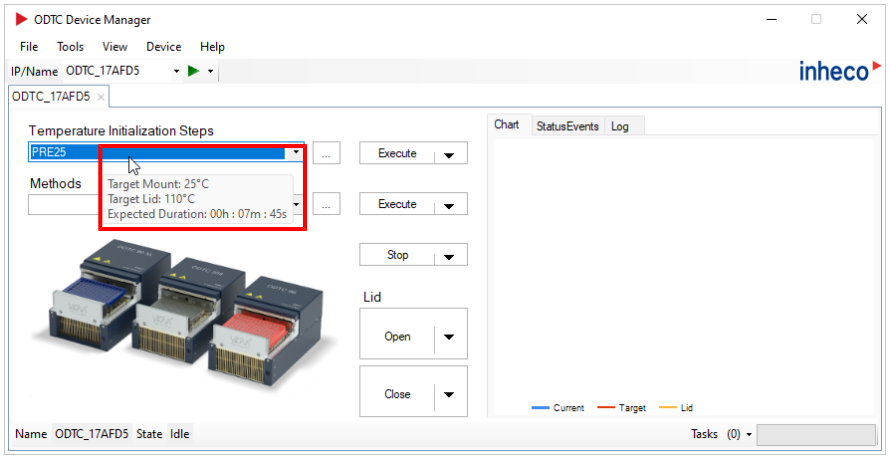

Illustration 18: Main ODTC section with tooltip box for the Temperature Initialization Step

Step 1: Click on **Execute** next to the drop-down menu.

⇨ The method will now start. The current temperature and temperature profile are shown in the **chart tab**. The methods progress is shown in the **progress bar**.

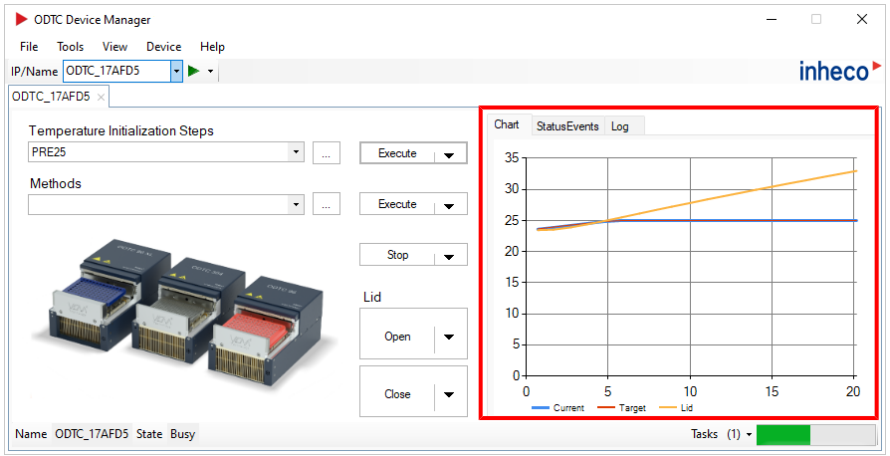

Illustration 19: Temperature chart (live)

6.4 Starting a method

Before starting a method, a temperature initialization step must be executed, → **Starting a temperature initialization step, page 18**. The target temperature must be reached before a method can be started. For further information refer to → **Script Editor 3 Manual**.

Before you start working with a ODTC, it is always helpful to know which methods are already stored on the device and the content of the respective method, such as the start and end temperatures, lid temperature and post temperature selected. To view the already stored methods, → **Identification of methods, page 26**.

Any method already loaded onto the ODTC is shown in the **Methods** drop-down menu. If the method is not on the ODTC yet, use the Method Manager to upload the method → **Uploading Methods on the ODTC, page 28**.

Step 1: Click on the **drop-down arrow**.

Step 2: Select a method out of the list.

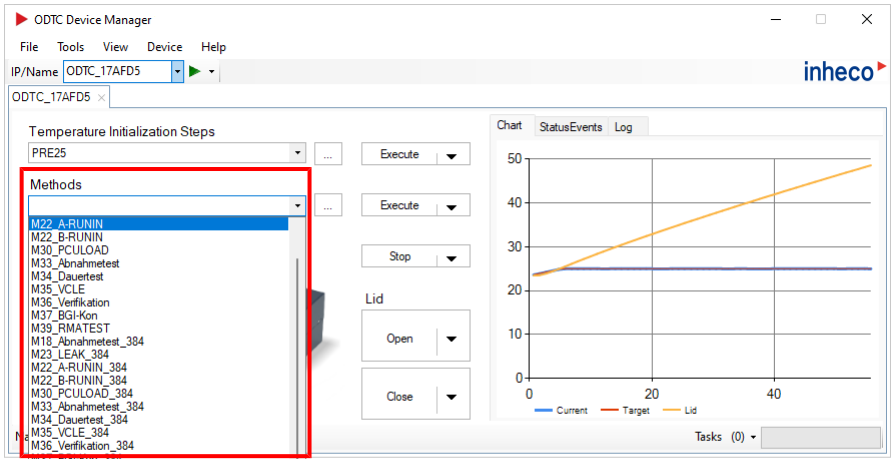

Illustration 20: Main ODTC section with drop-down menu for Methods

Step 3: Hover the mouse over the selected method, to see the following information in a tooltip box:

– Starting Temperature Mount
– Starting Temperature Lid
– Expected Duration
– Post Temp
– Plate Type
– Description

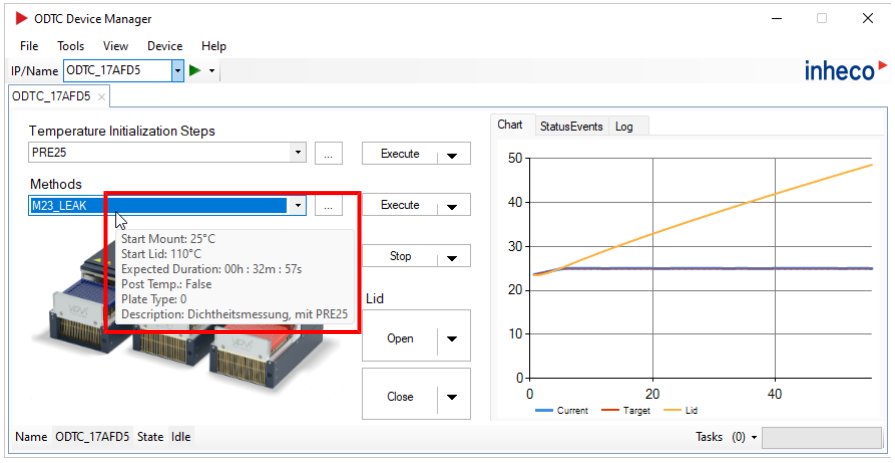

Illustration 21: Main ODTC section with tooltip box for the Method

Step 1: Click on **Execute** (next to the drop-down menu).

⇨ The method will now start. The current temperature and temperature profile are shown in the chart tab.

When the method does not start it might be due to the missing Temperature Initialization Step or to incorrect starting conditions → refer to Script Editor 3 Manual.

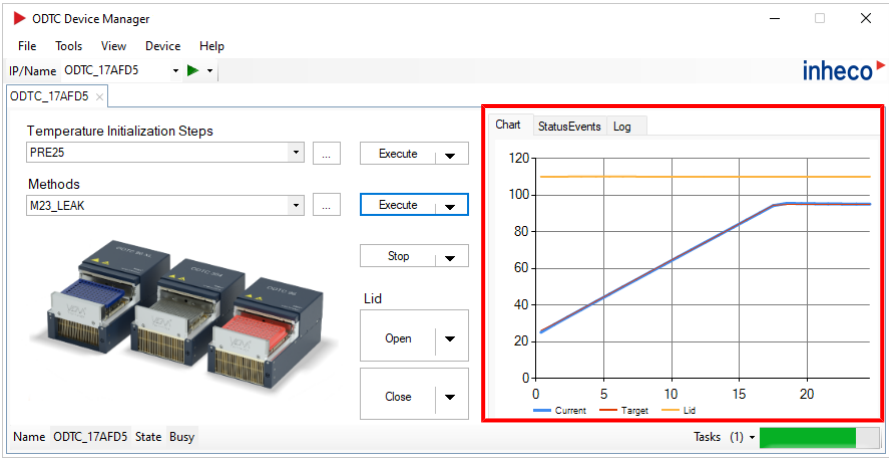

Illustration 22: Temperature chart (live)

6.5 Editing and running a batch file

Batch files can be easily programmed by using the integrated batch editor functionality. Batch files can be useful if running standalone tests (ODTC not integrated in automation workstation) or for technical support reasons.

Each command, such as execute a Temperature Initialization Step, execute a method, or open or close the lid, can be added to the batch by selecting the **Open drop-down arrow** and clicking on **Add to Batch**.

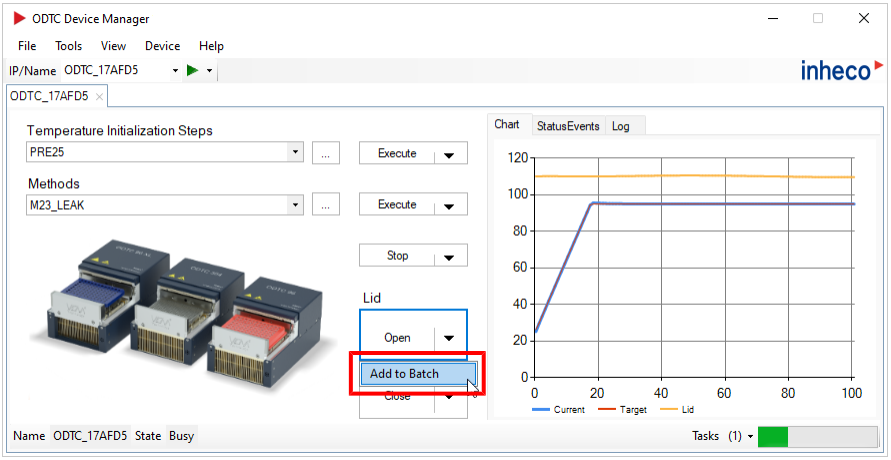

Illustration 23: Add command to a batch

As soon as the first command is added to the batch, an additional tab opens in the main ODTC section:

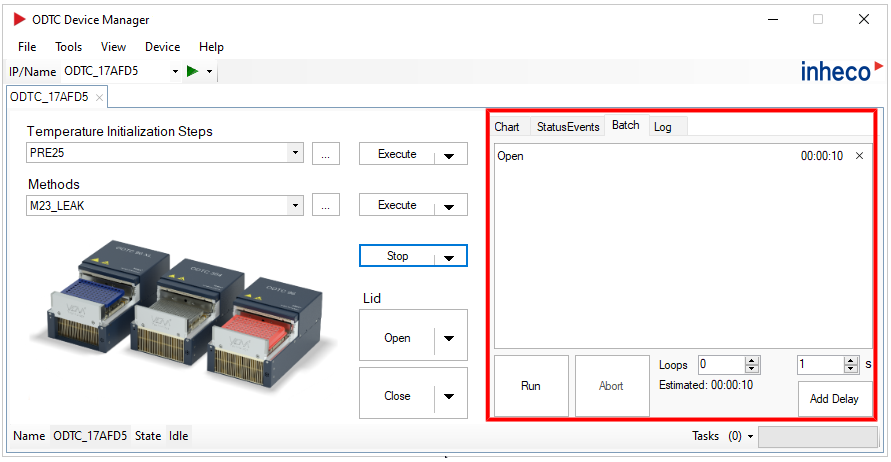

Illustration 24: Main ODTC section with the additional Batch tab

Step 1: Add other commands, such as executing a Temperature Initialization Step, executing a method or closing the lid.

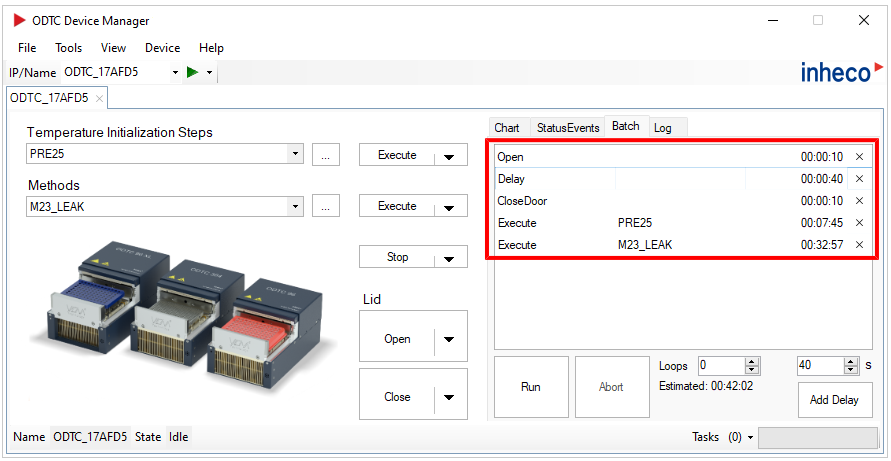

Illustration 25: Main ODTC section showing a Batch with several commands

Step 2: Use drag and drop to change the order of the commands.

Step 3: Use the **Cross** to delete a command.

Step 4: Click **Run** to start the batch:

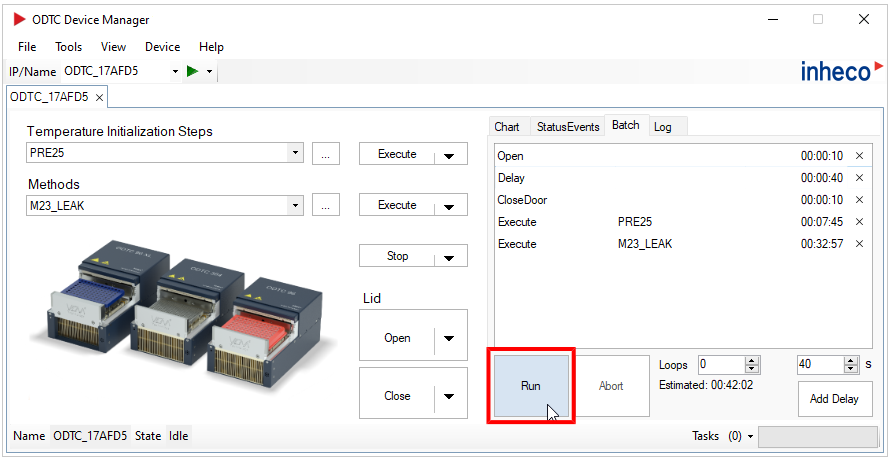

Illustration 26: Main ODTC section showing the Run button

A running batch is indicated by a **Red play sign**.

After a batch is started, you can see the progress in the **Batch tab**:

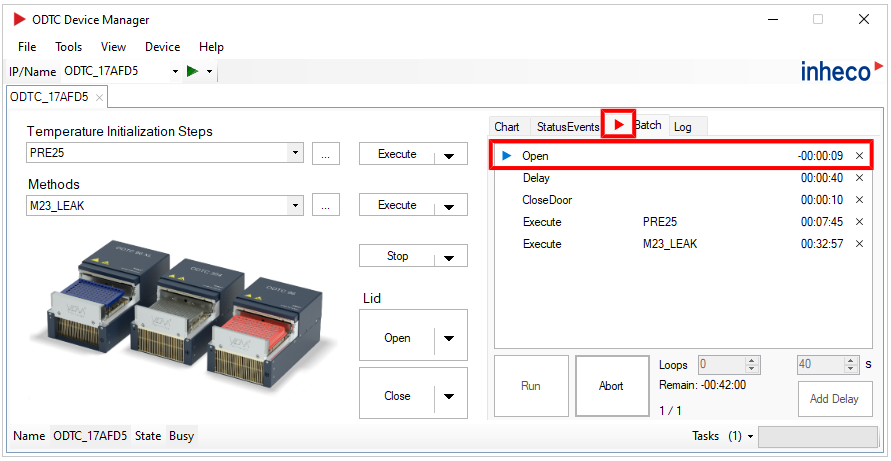

Illustration 27: Main ODTC section with the batch in progress

Step 1: Click on **Abort** to stop a running batch.

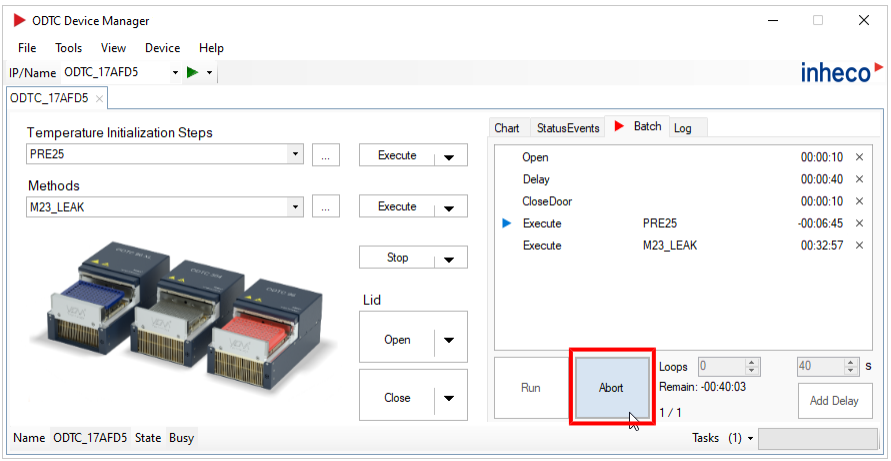

Illustration 28: Main ODTC section showing the Run button

If you close the ODTC Device Manager while a batch is running the following warning message pops up:

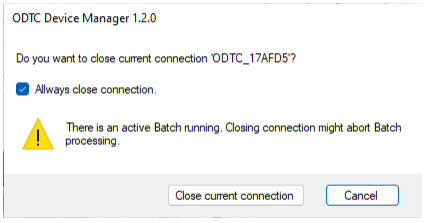

Illustration 29: Error message when closing the ODTC Device Manager while running a batch

If an error occurs while running a batch, a warning message pops up and the respective line in the batch list is highlighted in red.

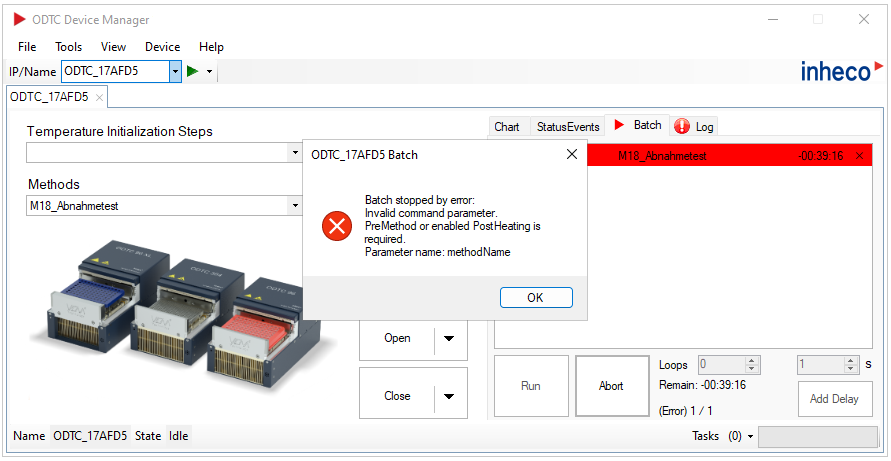

Illustration 30: Error message while running a batch

If you would like to program workflows for the ODTC that include pipetting steps, delays need to be included in the process. Those delays need to be included in the process between commands by using the **Add Delay** function.

Step 1: Enter the time for the delay (max. 86400s) and click on **Add Delay**.

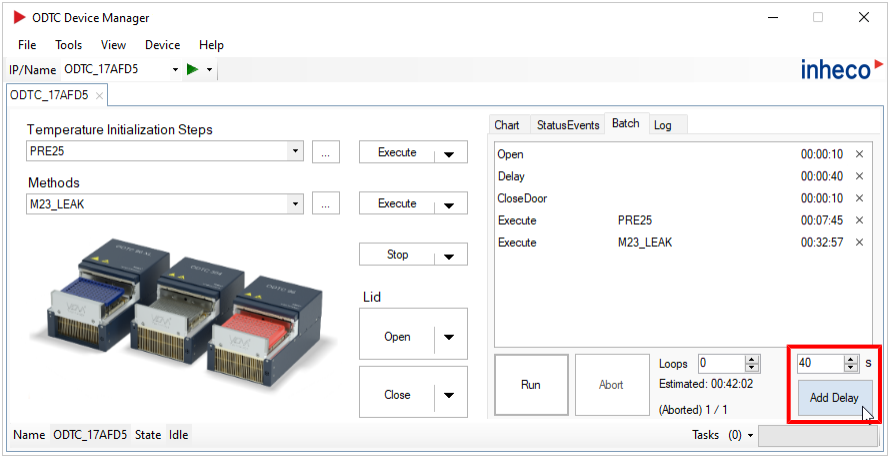

Illustration 31: Add Delay command

Some workflows or some support measures may require a repetition of single commands. The Loop functionality can be used to repeat the commands. A Loops value of 0 means the list of actions will be processed only once. The maximum number of loops is 1000.

Step 1: To add loops, change the number with the **Arrows**.

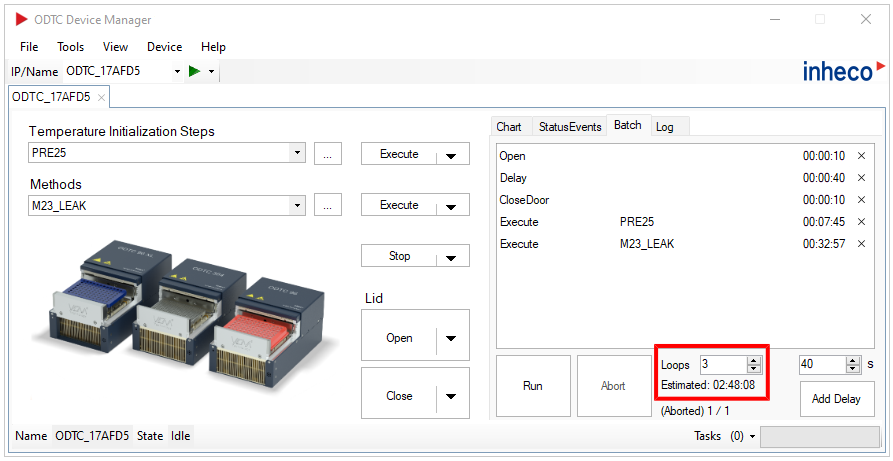

Illustration 32: Loop number

Programmed batch files can be saved to and loaded from the computer.

Step 1: Right-click on the **Batch tab**.

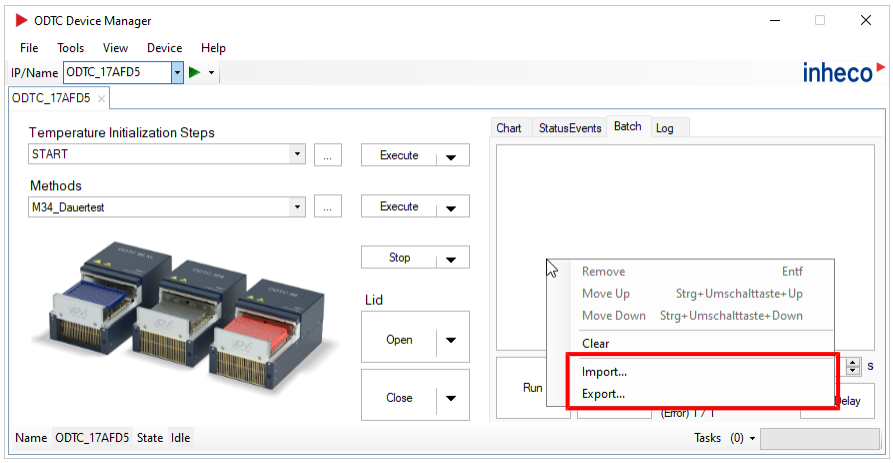

Illustration 33: Batch tab menu to export and import a batch file

Step 2: Click on **Export…** and save the file.

Step 3: Click on **Import…** to use a batch file already saved on the computer.

6.6 Organizing methods

With its Method Manager, the ODTC Device Manager Software provides an easy way to organize the "temp. init. steps" and "methods" stored on the OTDC(s).

Step 1: To open the Method Manager, click on the **Three dots** of the Temperature Initialization Steps.

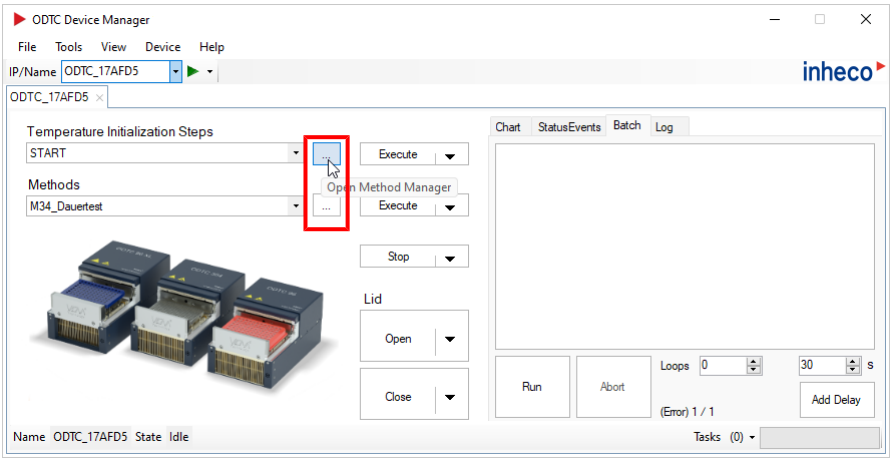

Illustration 34: Main ODTC menu section showing the button with three dots to open the Method Manager

6.6.1 Identification of methods

The Method Manager provides the option to display the method's parameters, such as the start and end temperatures, lid temperature and post temperature.

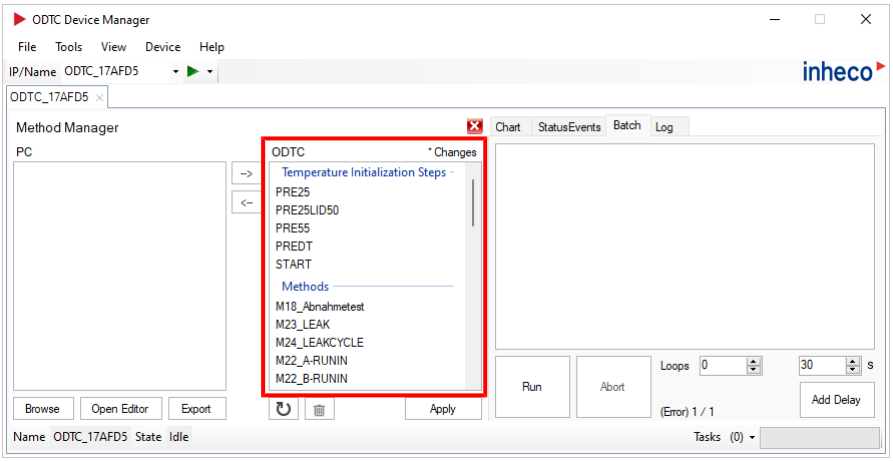

Illustration 35: Main ODTC section of the Method Manager showing all methods on the ODTC

Step 1: To obtain information on the start and end temperatures, lid temperature and post temperature selected, move the mouse over the Temperature Initialization Step or Method. A tool tip opens.

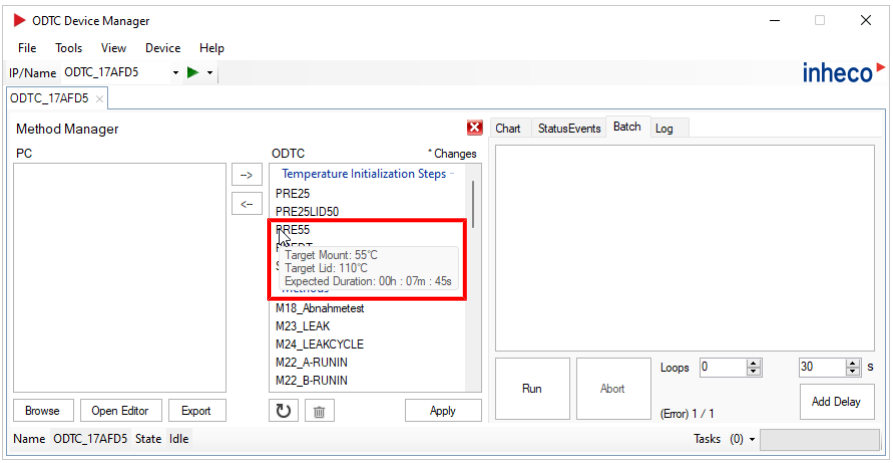

Illustration 36: Tool Tip showing the settings of a Temperature Initialization Step

Step 2: To receive more detailed information, right-click on the **Temperature Initialization Step** or the **Method**.

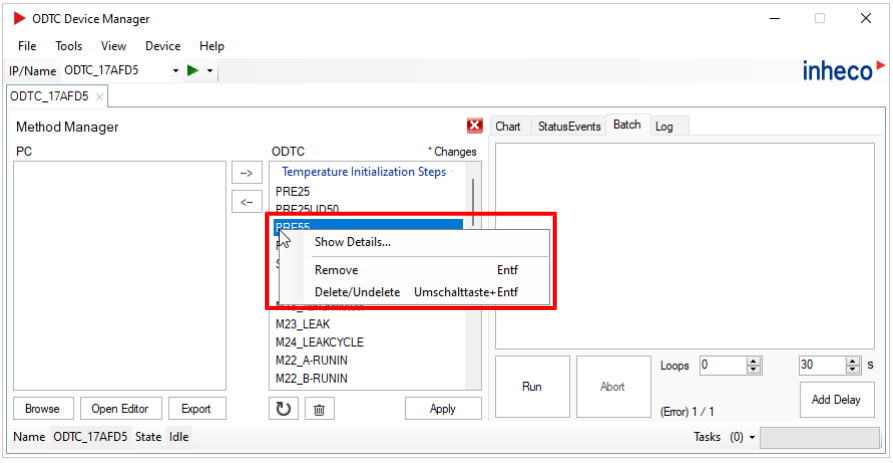

Illustration 37: Method Manager with the pop-up window for Show Details

Step 3: Select **Show Details…**.

The XML file of the Method or Temperature Initialization Step will open in read mode.

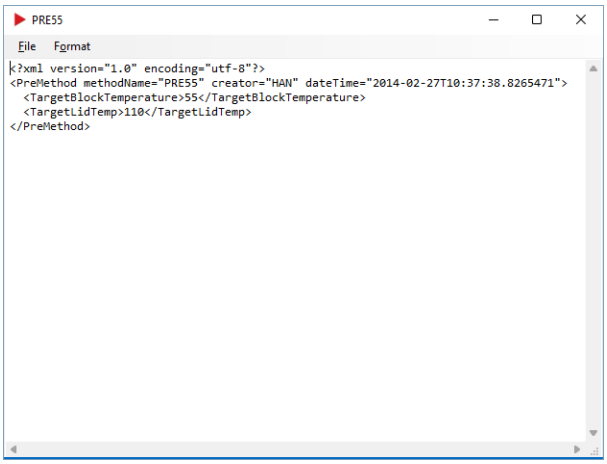

Illustration 38: XML read mode for a Temperature Initialization Step

6.6.2 Uploading Methods on the ODTC

If the method you need is missing, you can use the Method Manager to upload the Script Editor xml files.

Step 1: Select **Browse**.

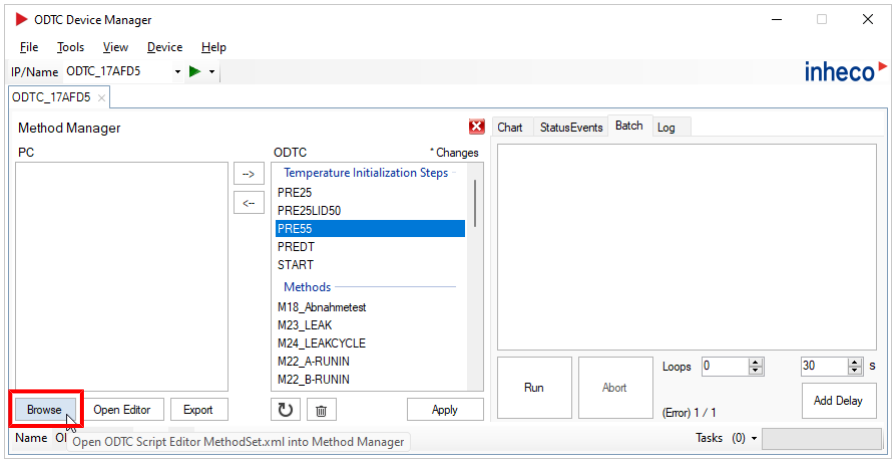

Illustration 39: Browse for .xml file

Step 2: Search for the xml file in the opening window and select the file.

Step 3: Confirm with **Open**.

⇨ The selected method will be shown in the **PC** section of the Method Manager.

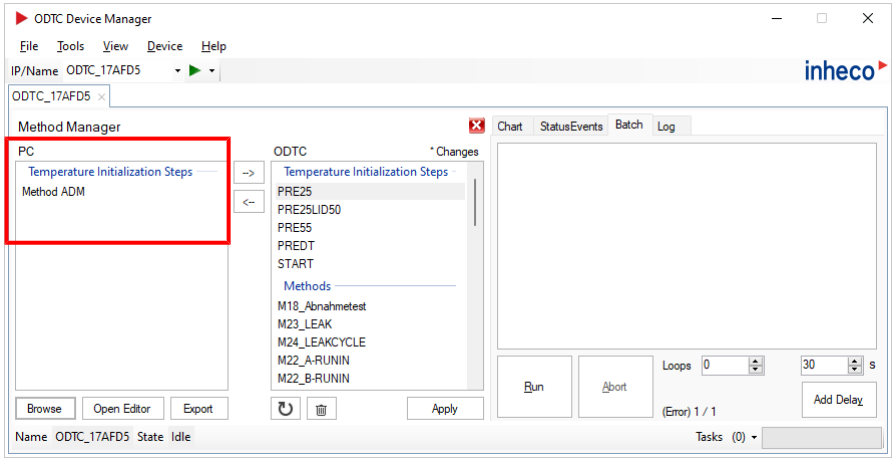

Illustration 40: PC section showing the Method ADM available for upload to the ODTC

Step 4: Use the **Arrow button** to move the method from the PC section to the ODTC section.

Step 5: Select **Apply** to update the ODTC with the method.

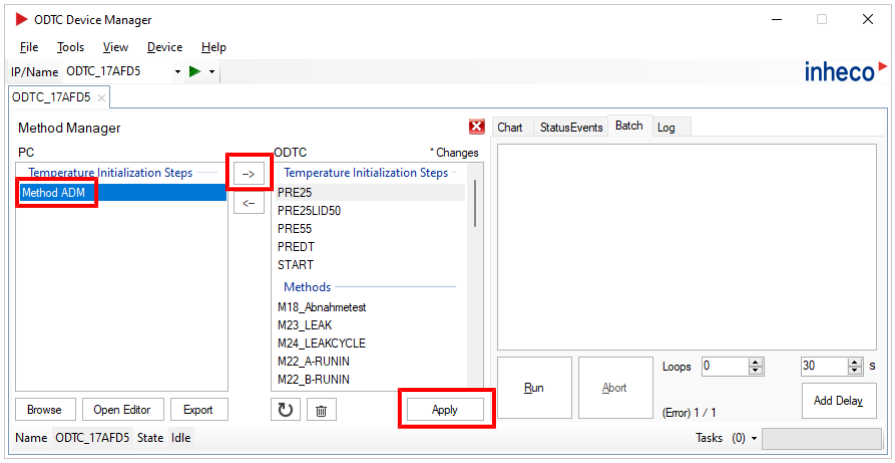

Illustration 41: Arrow to move the method and Apply button

A success message is displayed after the upload is finished:

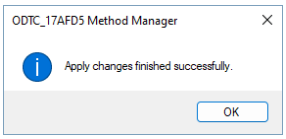

Illustration 42: Uploads of methods successful

6.6.3 Deleting methods from the ODTC

Step 1: Right-click right-click on the **Temperature Initialization Step** or the **Method**.

Step 2: Select **Delete** or use the **Trash icon**. **Remove** only means that you will not see the method in the list, but will have no effect when you use the **Apply** button.

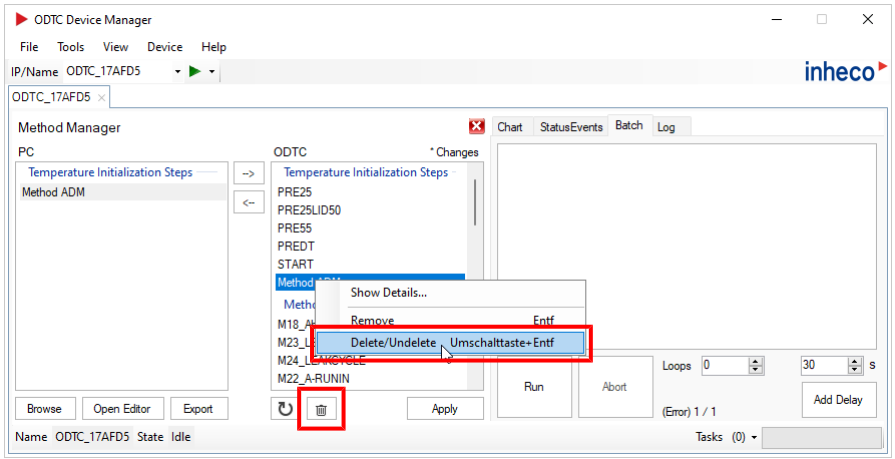

Illustration 43: ODTC section showing the Delete/Undelete option

⇨ The selected method is now crossed out.

Step 3: Select **Apply** to update the ODTC.

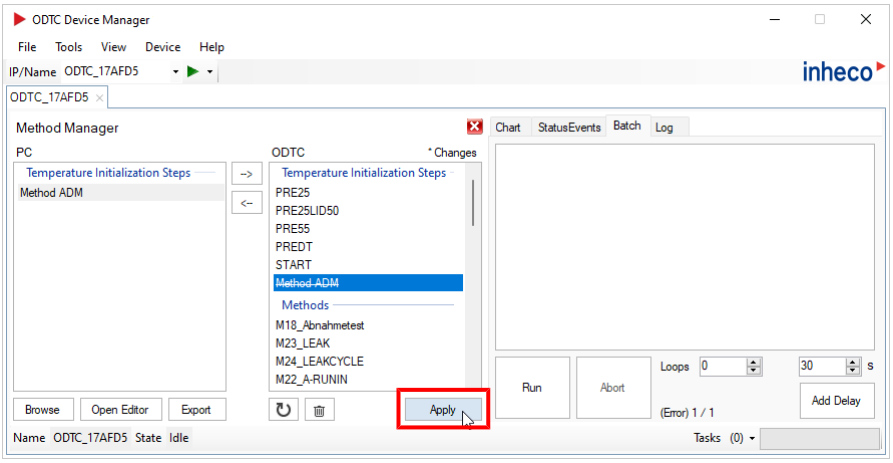

Illustration 44: Apply button

Step 4: Confirm that you want to delete the method from ODTC by clicking on **Yes**.

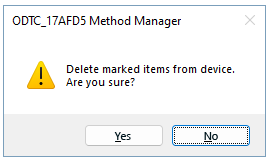

Illustration 45: Delete confirmation

A success message is displayed after deletion is finished:

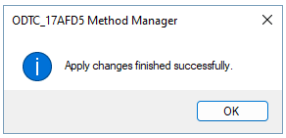

Illustration 46: Successful deletion of method

6.6.4 Copying methods between ODTCs

The Method Manager helps to easily transfer methods from one ODTC to another.

Step 1: Select specific methods with a mouse click or use Crtl+A to mark all methods within the ODTC section.

Step 2: Use the **Arrow button** to move the method from the ODTC section to the PC section.

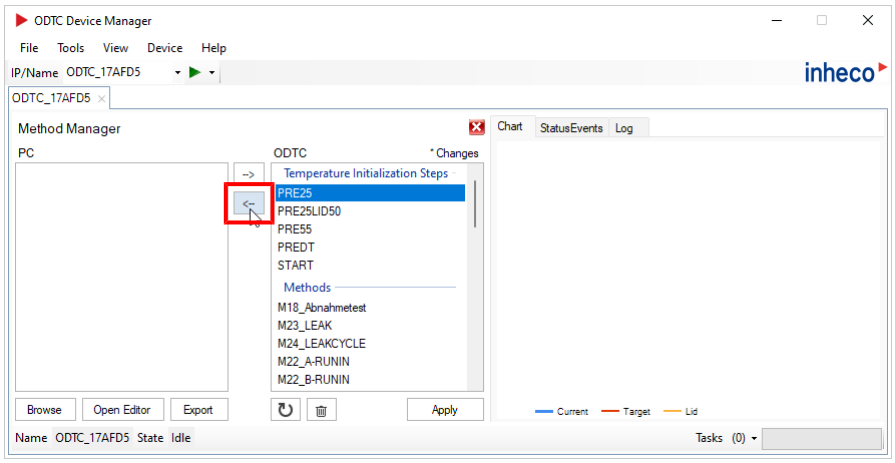

Illustration 47: Arrow to move the method (Method PRE25 was moved to the PC section)

Step 3: Select **Export**.

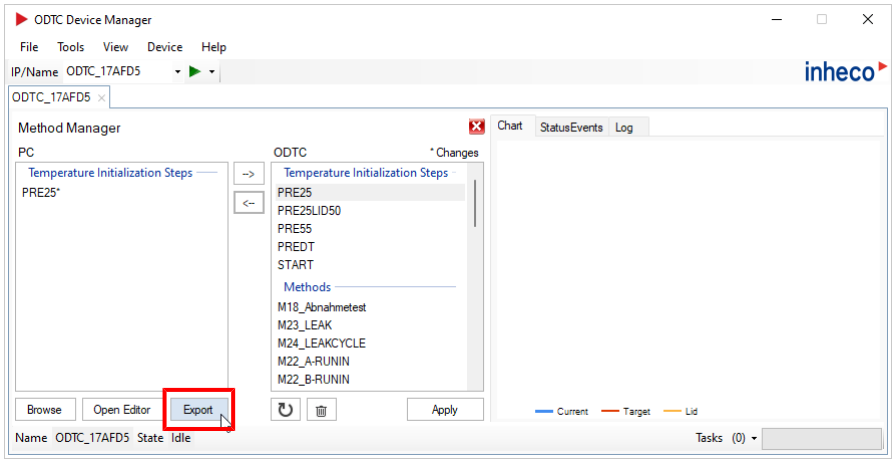

Illustration 48: Export button

Step 4: Select where to save the method .xml file.

Step 5: Confirm with **Save**.

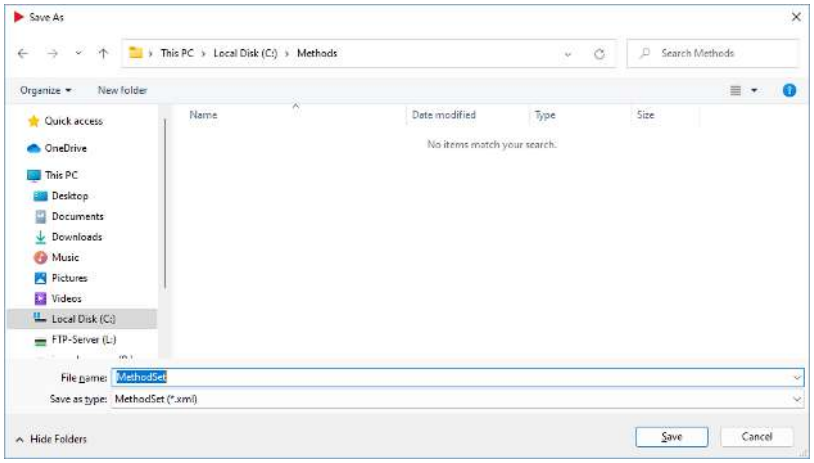

Illustration 49: Save the mothod .xml file

Step 6: Connect to another ODTC to which you want to transfer the methods.

Step 7: Follow the instructions for "Uploading Methods on the ODTC" in → **Uploading Methods on the ODTC, page 28**.

7 Settings

The ODTC allows some changes to be made to its default settings such as Device Date and Time and Device Network. To check which settings are applied to the ODTC, open the Configure menu:

Step 1: Open **Device**/**Configure**.

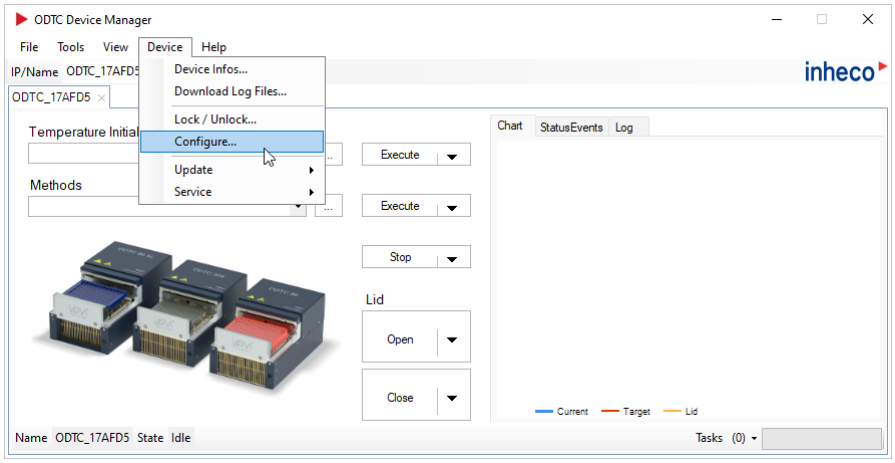

Illustration 50: Select Configure

The following menu with all ODTC configurations is displayed:

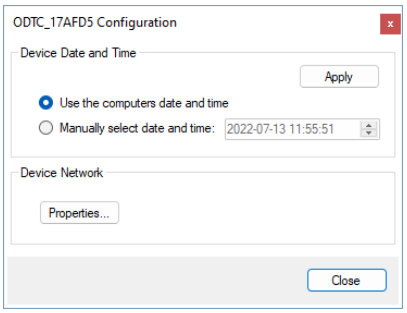

Illustration 51: ODTC Configuration menu

7.1 Changing the date and time

Step 1: To change the internal date and time setting of the ODTC, go to **Device Date and Time**.

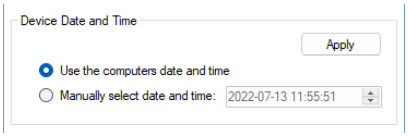

Illustration 52: Configuration menu for date and time

Step 2: Select **Use the computers date and time** or **Manually select date and time**.

Step 3: Select **Apply**.

⇨ The internal date and time of the ODTC are now changed.

7.2 IP settings

Network configuration settings regarding static and dynamic IP of the ODTC can be changed in **Device Network**/**Properties**.

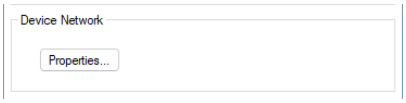

Illustration 53: Configuration menu for Device Network settings

Step 1: Open **Properties**.

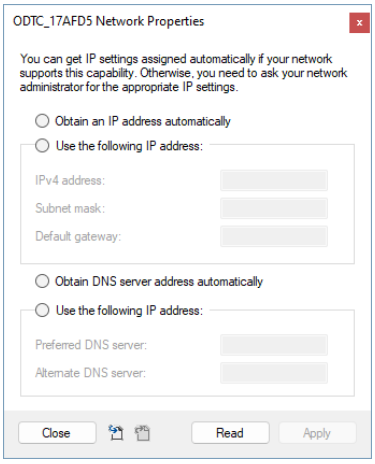

Illustration 54: Configuration menu for Device Network settings

Step 2: Use **Read** to display the current settings.

Step 3: If necessary, change the settings according to your configuration.

Step 4: To import settings, use the **Import** button.

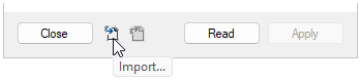

Illustration 55: Configuration menu import settings

Step 5: To export settings, use the **Export** button.

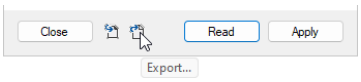

Illustration 56: Configuration menu export settings

NOTICE

If you are not sure which settings to apply, please contact your network administrator.

Step 6: Use **Apply** to save the changes on the ODTC.

Step 7: Power cycle the ODTC.

NOTICE

To activate the IP settings, restart the ODTC.

7.3 Change warnings/information settings

Step 1: Open **File**/**Preferences**.

Step 2: Select **General**.

Step 3: Check the desired box.

Warn when closing multiple tabs is activated by default. When the ODTC Device Manager software is closed and this is activated, a warning will open when you have several tabs open. In this case, you will be able to decide between cancelling and closing all tabs.

When **Prevent Windows from entering idle sleep** is checked, the idle sleep mode feature of the Windows power setting will prevent an unwanted sleep mode, which would cause a communication failure with the ODTC.

When **Minimize to tray** is activated, the software will be minimized in the Windows system tray instead of in the Windows task bar.

When **Show Notes tab** is activated, you will be able to add a note for the ODTC. This might be helpful to distinguish several ODTCs with different purpose from each other.

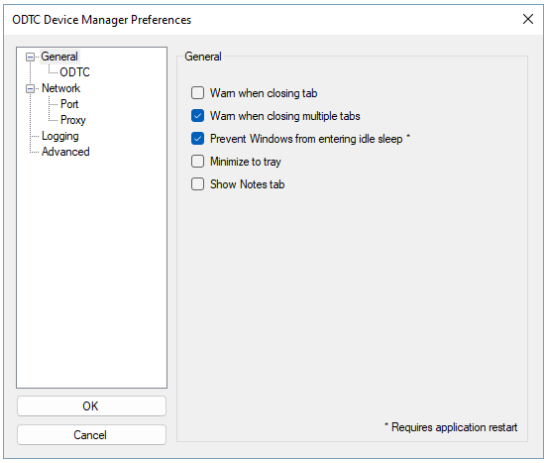

Illustration 57: General section of preferences

7.4 Manage network connections

The Auto Mode (Default setting) will work in most common network configurations. If there are multiple Ethernet adapters or special requirements, it might be necessary to use the Manual Adapter Configuration. All possible changes are explained in the following sections.

If you need to address your devices outside of the standard LAN connection (physical wired Ethernet), you can add VPN, WiFi or virtual adapters to connect with a ODTC.

Step 1: Open **File**/**Preferences**.

Step 2: Go to **Network**.

Step 3: Check **Include VPN** (Not all VPN connection adapters are supported).

Step 4: Or **Include WiFi** (not recommended according to SiLA Standard but possible; be aware of WiFi power saving settings).

Step 5: Or **Include virtual adapters** (not recommended according to SiLA Standard; in this case it is important to know how your network is configured correctly).

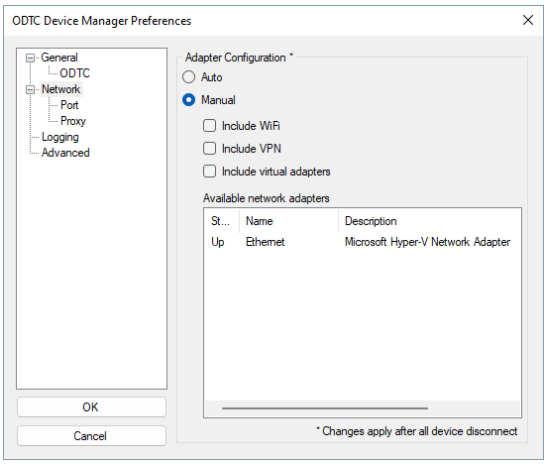

Illustration 58: Configuration menu to include VPN, WiFi and a virtual adapter

7.5 Select available network adapter

If there are more than one Ethernet adapter installed on the computer, the ODTC Device Manager will automatically open the Preferences window for Adapter Configuration.

If you want to change the selection manually:

Step 1: Open **File/Preferences**.

Step 2: Go to **Network**.

Step 3: Select **Manual** and the Ethernet adapter the ODTC is connected to.

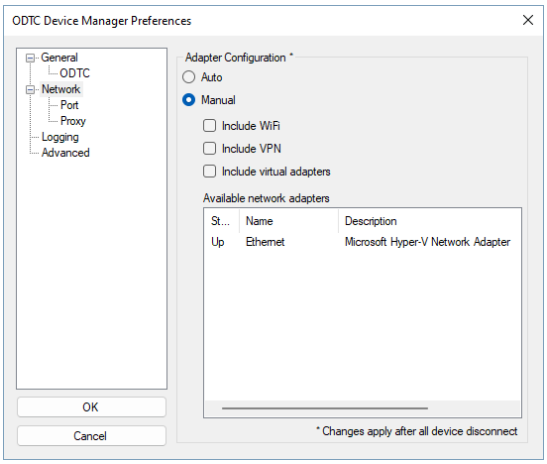

Illustration 59: Configuration menu for Ethernet adapter selection

7.6 Change Windows Defender Firewall settings

During installation of the Device Manager, the Windows Defender Firewall is configured as needed. However, if your company does not allow these adjustments during installation or you need special configurations, you can change this in the ODTC Device Manager Preferences.

Step 1: Open **File/Preferences**.

Step 2: Go to **Network**.

Step 3: Go to **Port**.

Step 4: Go to **Windows Defender Firewall**.

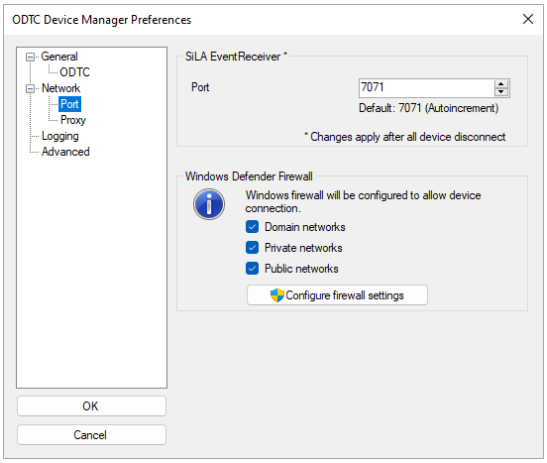

Illustration 60: Network settings configuration menu

If an additional firewall is installed, you need to adjust the settings to open the necessary port for such a firewall manually.

NOTICE

If you are not sure which settings to apply, please contact your network administrator.

7.7 Change proxy settings

In computer networks, a proxy server is a server (computer) which clients (people or computers) use to access other computers or devices in the network, such as the ODTC. It is recommended to use the default proxy settings of the system. If there is a system-wide proxy configured in your company, it might be necessary to configure the settings here.

Step 1: Open **File**/**Preferences**.

Step 2: Go to **Network**.

Step 3: Go to **Proxy**.

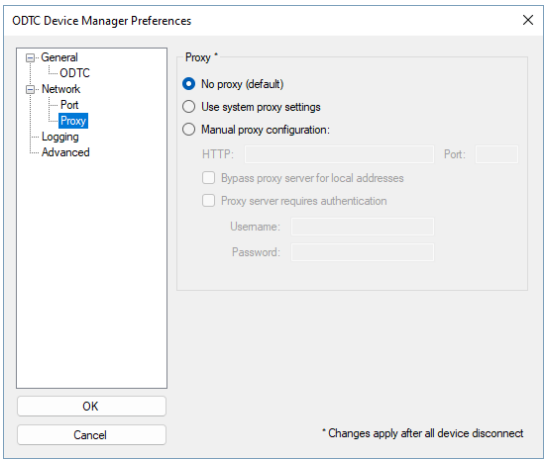

Illustration 61: Proxy settings configuration menu

NOTICE

If you are not sure which settings to apply, please contact your network administrator.

7.8 Logging settings

Logging has been optimized and there are new "Verbose" messages in the logs. Verbose messages are hidden by default in the Log tab, but can be activated via the new options:

Step 1: Open **File/Preferences**.

Step 2: Go to **Logging**.

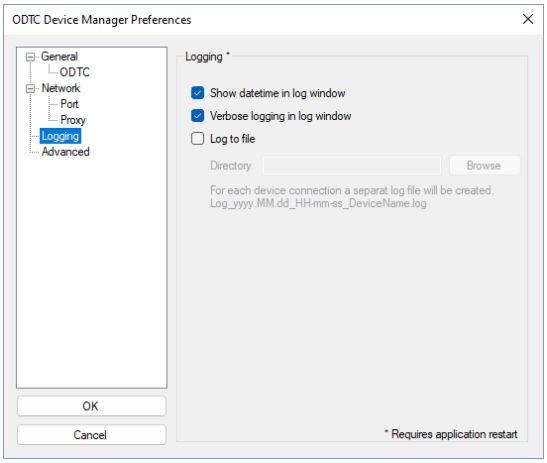

Illustration 62: Logging settings configuration menu

Log files can be created via the **Log to file** option. **Log to file** always contains the DateTime and verbose messages, regardless of the above settings.

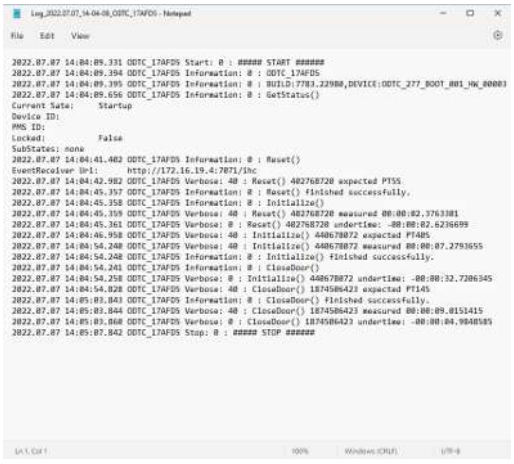

Illustration 63: Log to file

7.9 Advanced settings

These are special settings that may only be changed after consultation with INHECO.

Step 1: Open **File/Preferences**.

Step 2: Go to **Advanced**.

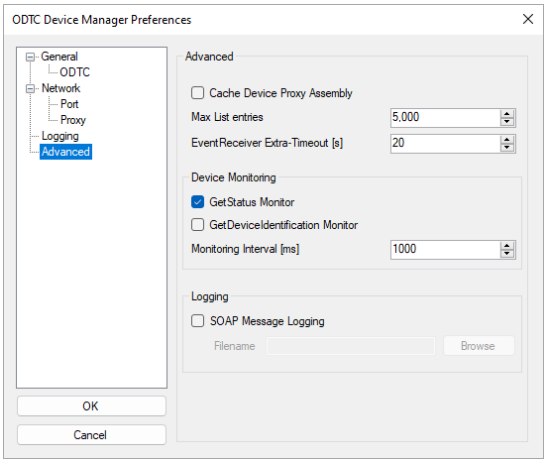

Illustration 64: Advanced settings configuration menu

7.9.1 Setting the time span

The time span can be set that it leads to a timeout error after a SiLA command expires if no ResponseEvent occurres.

This timeout error can lead to the termination of a batch. When executing very long methods of the ODTC, it is especially necessary to adjust these values because the clocks of the two systems (ODTC and computer) "diverge".

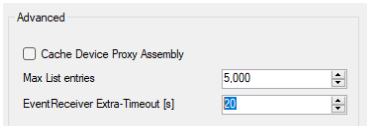

Illustration 65: Advanced settings - Event Receiver Extra-Timout [s]

An automatic correction of the ResponseEvent timeout for methods has been integrated. The problem with the timeout occurred with method lengths >4 h. The correction is enabled by default and cannot be configured. It is no longer necessary to increase the EventReceiver Extra-Timeout for the ExecuteMethod command. It is recommended to accept a default value of 20 s.

7.10 Restrict access to the device manager

For stabile network communication, it is necessary to avoid changes to the ODTC. Therefore, it may be helpful to prevent any unintentional changes to the ODTC settings.

In the ODTC Device Manager you have the option to disable certain functionalities.

Setting a password:

To restrict access, a password must first be set.

Step 1: Open **File/Preferences**.

Step 2: Select **General**.

Step 3: Select **ODTC**.

Step 4: Select **Enable**.

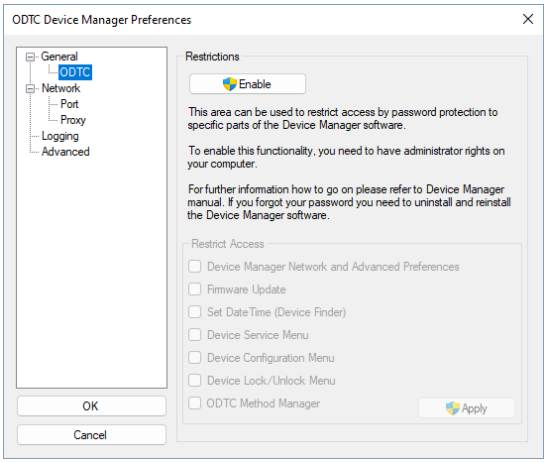

Illustration 66: Password restrictions

Step 5: Follow the instructions on the screen; they differ from your administrator rights on the PC.

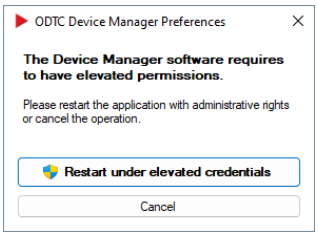

Illustration 67: Password restrictions: Elevated permissions

⇨ The software closes and restarts automatically.

Step 6: Open **File**/**Preferences**.

Step 7: Select **General**.

Step 8: Select **ODTC**.

Step 9: Click on **Enable**.

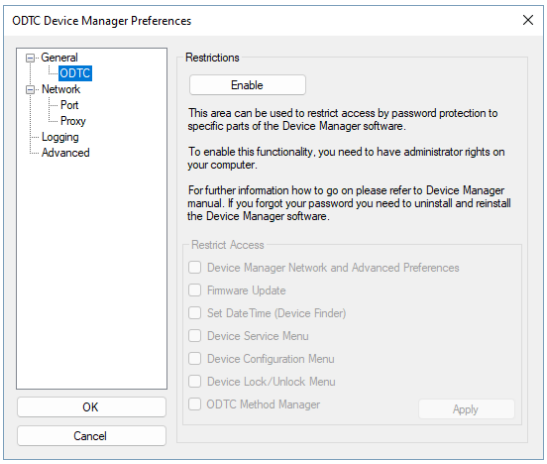

Illustration 68: Password restrictions: For enabling

Step 10: Enter and confirm a password.

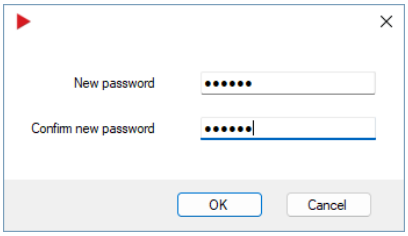

Illustration 69: Password restrictions: Enabled

The following window opens:

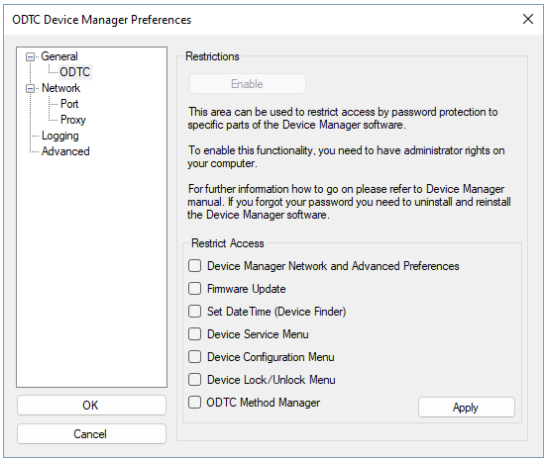

Illustration 70: Password restrictions: Enabled

Step 1: Click on **Apply**.

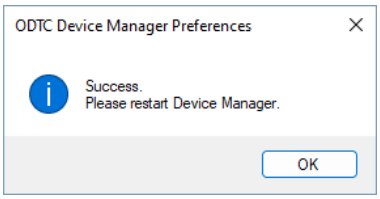

Illustration 71: Password restrictions: Success

⇨ The password for the restriction settings is now set.

If you forgot your password or want to set a new password reinstall the ODTC Device Manager.

Restricting functionalities:

Step 1: Open **File/Preferences**.

Step 2: Select **ODTC**.

Step 3: Click on **Configure**.

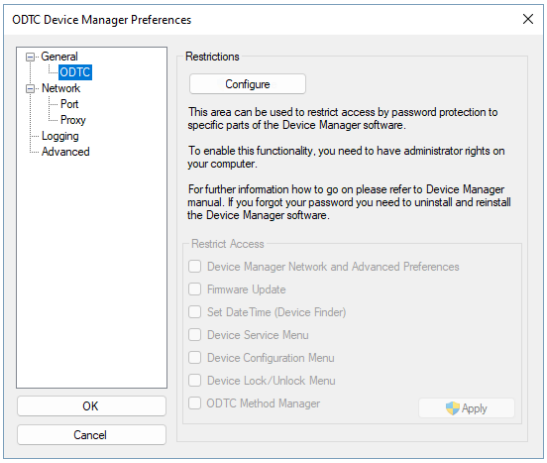

Illustration 72: Password restrictions: Configuration possible

Step 4: Follow the instructions on the screen; they differ from your administrator rights on the PC.

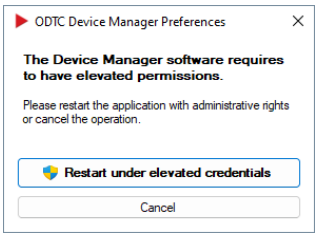

Illustration 73: Password restrictions: Elevated permissions

⇨ The software will be closed and automatically restarted.

Step 5: Open the **File**/**Preferences**.

Step 6: Select **ODTC**.

Step 7: Select **Configure**.

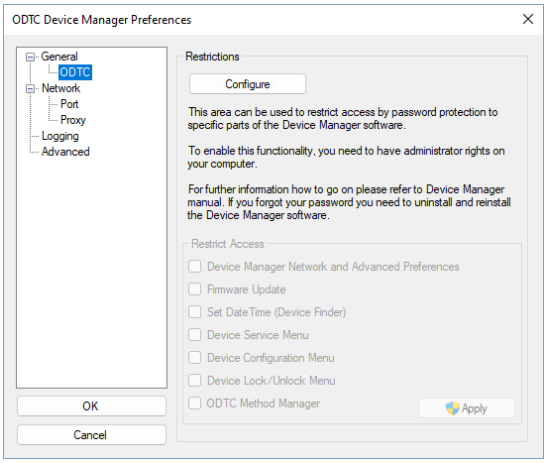

Illustration 74: Password restrictions: Configuration possible

Step 8: Enter the set password.

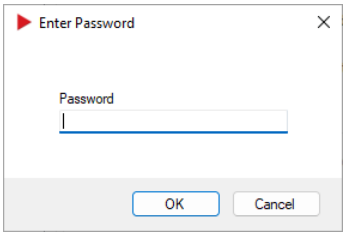

Illustration 75: Password restrictions: Enter password

NOTICE

To reset the password, reinstall the Device Manager.

Step 9: Check the boxes of the functionalities that should be restricted.

Step 10: Uncheck the boxes of the functionalities that should be enabled.

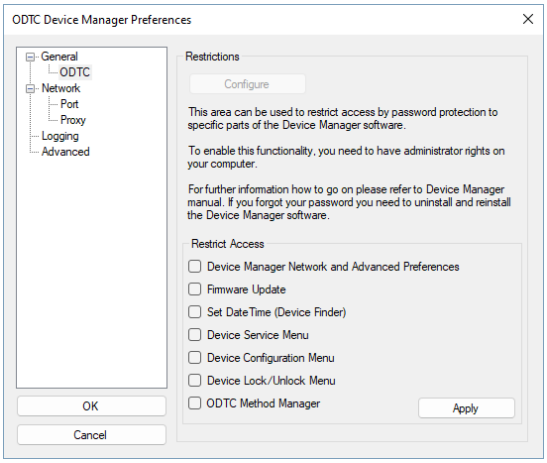

Illustration 76: Password restrictions: Restrict Access

Step 11: Click on **Apply**.

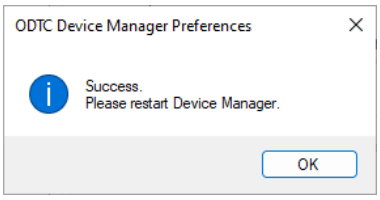

Illustration 77: Password restrictions: Success

⇨ Due to the disabled settings above, some parts of the Device Manager are now no longer available, e.g.:

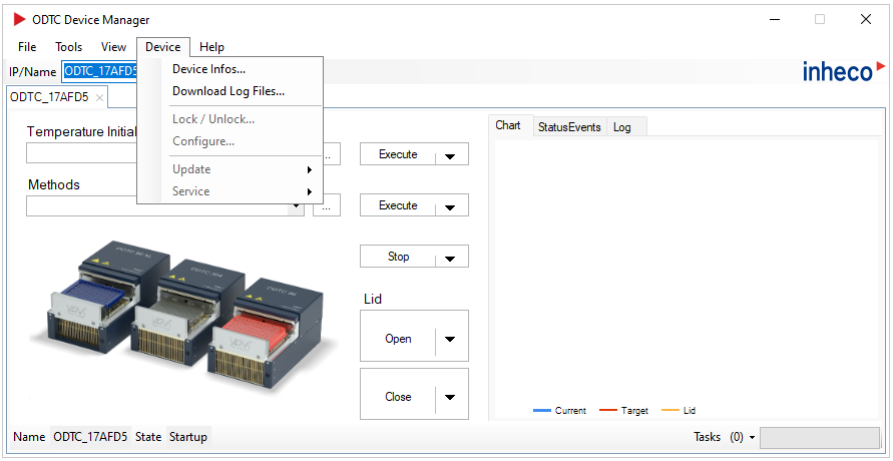

Illustration 78: Example for disabled functions

Enabling functionalities:

To enable earlier restricted functionalities, follow the same procedure as described in → **Restrict access to the device manager, page 41**.

7.11 Support

7.11.1 Device Finder

The Tools/Device Finder menu allows users to display and download relevant support data, e.g. firmware version, device information, logs and trace files. In addition, users can access the Finder/Tools menu to upload new firmware versions.

Step 1: Open **Tools/Device Finder**.

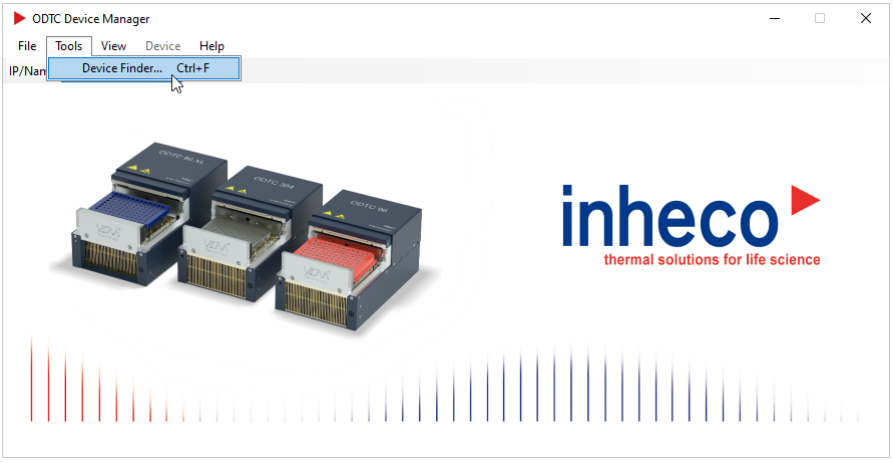

Illustration 79: Open the ODTC Device Finder

The following window opens and displays information such as the SiLA Version (Build), firmware, Mac address and IPv4 settings:

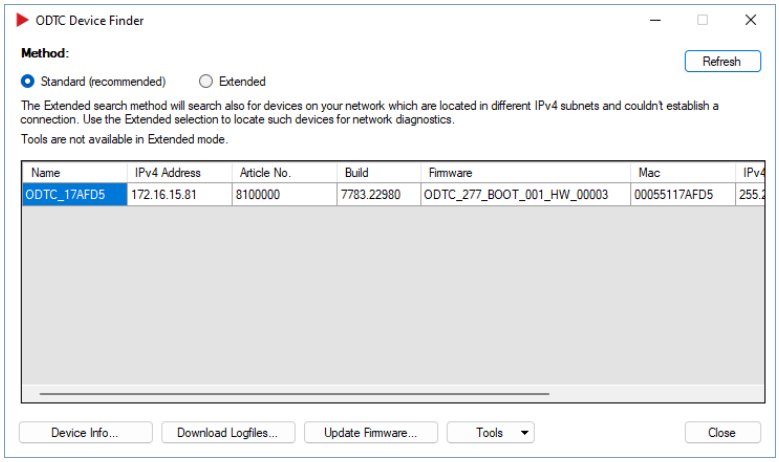

Illustration 80: Display of the ODTC Device Finder

Step 1: Double-click on one of the shown devices, to establish the connection to the device.

7.11.2 Device information for support

Step 1: For further device information, select **Device Info**.

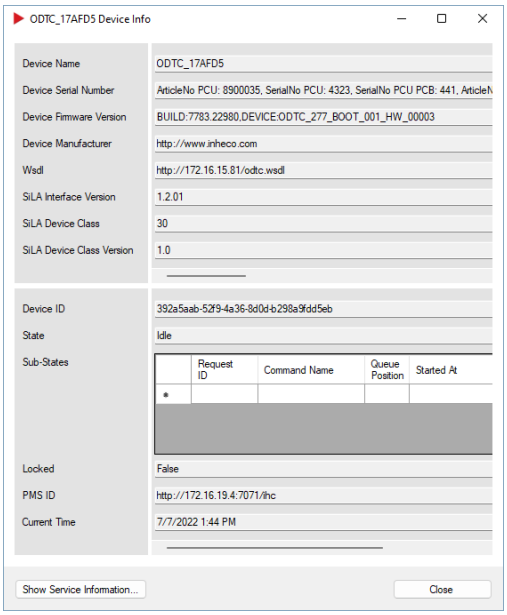

Illustration 81: Display of Device Info

Helpful information for an initial error analysis by INHECO or service/maintenance information regarding predictive maintenance by INHECO Support can be retrieved by using the **Show Service Information** button.

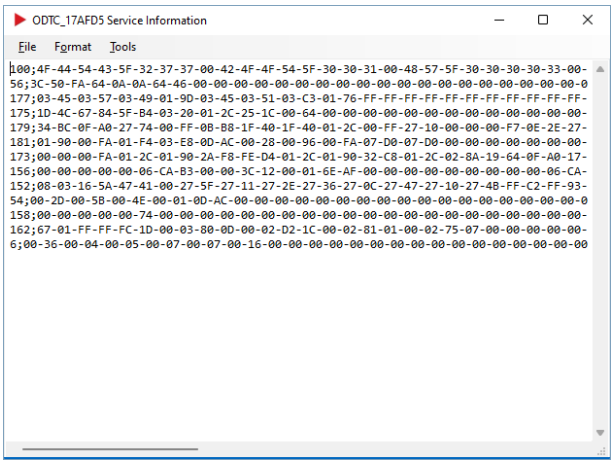

Illustration 82: Display of Device Info: Service information

Step 1: Copy or save this text and send it to techhotline@inheco.com for evaluation.

7.11.3 Downloading log and trace files for support

NOTICE

While it is possible to operate without a SD-Card, INHECO strongly recommends to always have a SD-Card inserted, to record log and trace files. When operating without a SD-Card the ODTC will show an error message.

Techhotline from INHECO will need log and trace files for each support case.

Log and trace files are stored on a micro-SD card in the ODTC Power & Control Unit. A micro-SD card must be inserted during operation.

Step 1: Select **Download logs**.

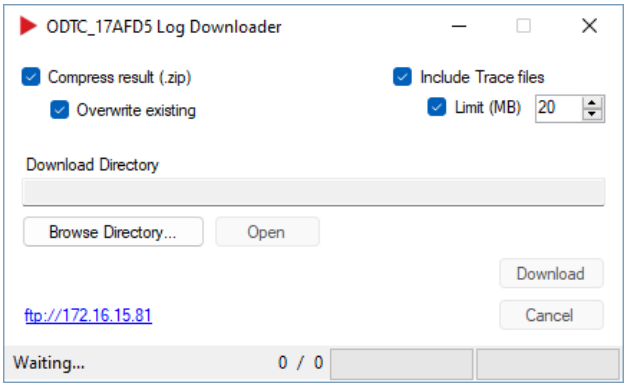

Illustration 83: Log downloader

Step 2: Select a storage directory for saving the data. It is recommended to use the default settings for the trace files.

Step 3: Select **Download**.

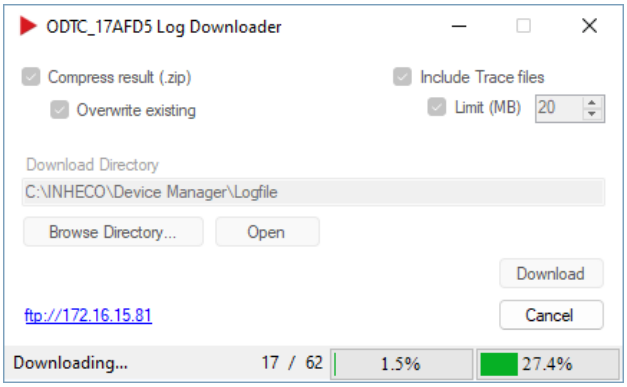

Illustration 84: Log downloader with download in progress

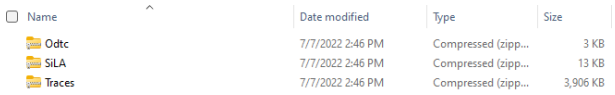

Illustration 85: Log file folder on PC

If you are not sure about your analysis of log and trace files, send these files to techhotline@inheco.com for assistance with evaluation.

Step 1: Copy or save this text and send it to techhotline@inheco.com for interpretation.

7.11.4 Setting date and time in the ODTC Device Finder

Step 1: To synchronize the date and time settings of the ODTC with the PC settings, select **Tools**/**Set DateTime**.

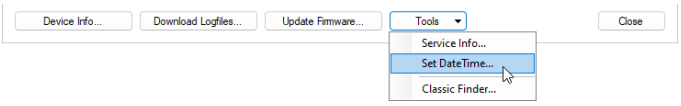

Illustration 86: Set DateTime

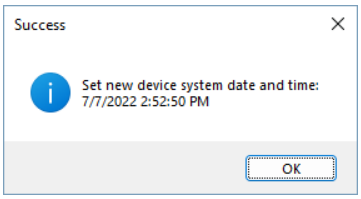

Illustration 87: Set Date and Time: Success

7.11.5 Updating the ODTC firmware with the ODTC Device Finder

Step 1: To upload a new firmware, select **Device/Update Firmware**.

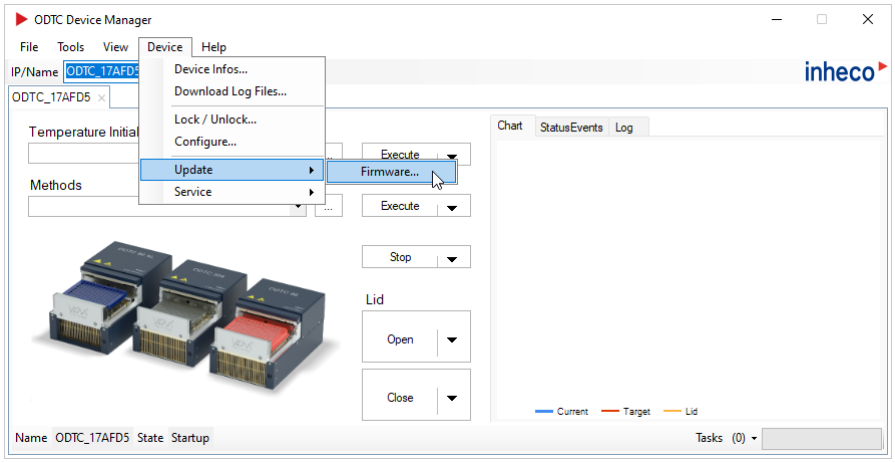

Illustration 88: Update ODTC

Step 2: Click on **Browse** to select a ODTC firmware update file and follow the instructions.

NOTICE

The file format of a ODTC firmware file is `.bin`.

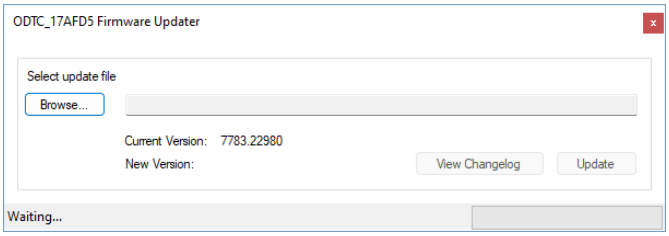

Illustration 89: Select the firmware update file (.bin)

Step 3: Take note of and confirm the following message by clicking on **Yes**.

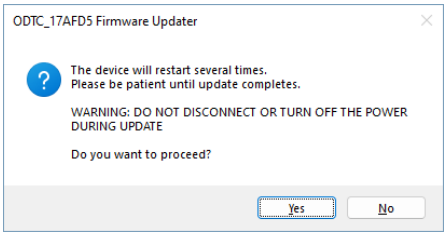

Illustration 90: Confirm to proceed

⇨ The update takes several minutes.

NOTICE

Do NOT turn off the device or disconnect the cables during this update procedure. You will receive a success message: Update successfully finished.

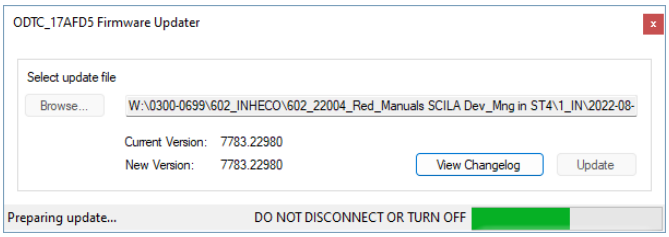

Illustration 91: Updating firmware

⇨ Once the update is complete the following message pops up:

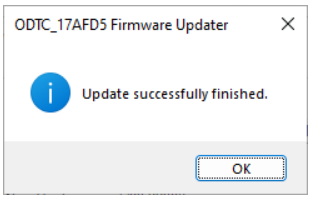

Illustration 92: Update successfully finished

Step 4: Complete the update by clicking on **OK**

8 Malfunctions and error messages

8.1 Using the software to correct an error

8.1.1 Fix Init CRC

NOTICE

CRC check sum error may only occur from firmware 265 on.
Fix Init CRC therefore is only available from this version onwards.

If the ODTC shows error 104 (0x67) CRC check sum error during reading PCUInit or error 105 (0x69) CRC check sum error during reading ODTCInit in the log#x.csv, use Fix Init CRC to create a service token.

Step 1: Open **Device/Service**

Step 2: Select **Fix Init-CRC**.

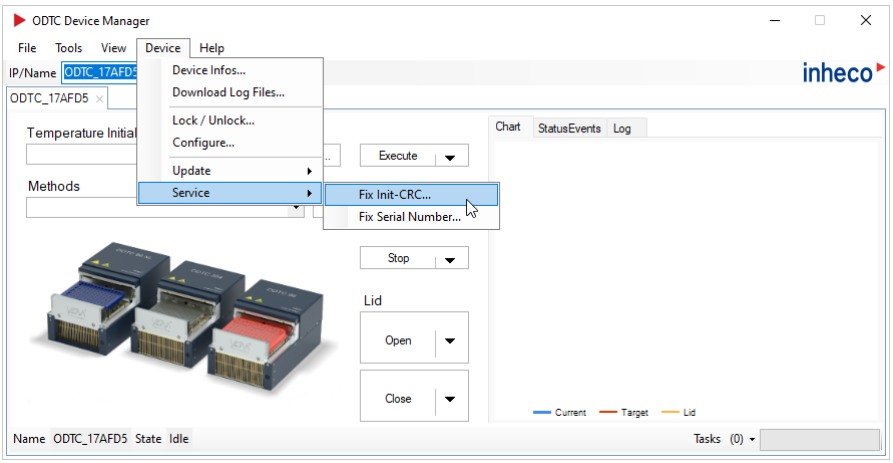

Illustration 93: Device Service menu with Fix Init-CRC

Step 3: Copy the token and send it to **techhotline@inheco.com**.

Illustration 94: Fix Init-CRC showing the Service Token and a short instruction

Step 4: Copy the response which you received from techhotline@inheco.com into the response field.

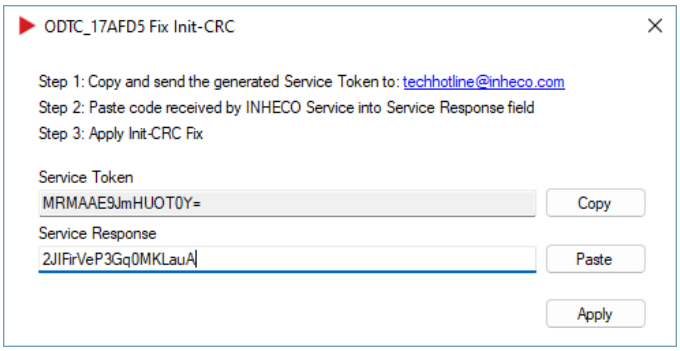

Illustration 95: Fix Init-CRC showing the Service Token and a short instruction

Step 5: Click on **Apply**.

⇨ You will receive a Success message.

8.1.2 Fixing a wrong serial number

If the serial number shown in your log files or in the OVT certificate is not the same as on your label, it can be corrected. In the following example, a typo was made either in the label or while initializing the serial number at INHECO.

Step 1: Open **Device**/**Service**.

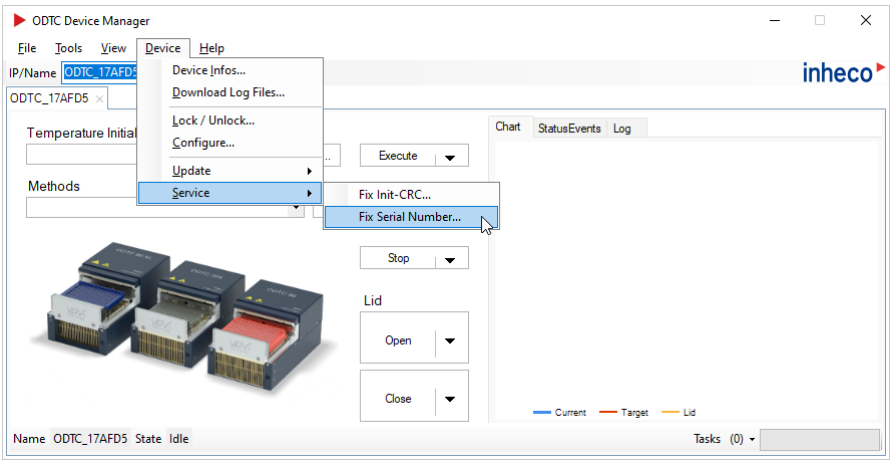

Illustration 96: Device Service menu

Step 2: Select **Fix serial number**.

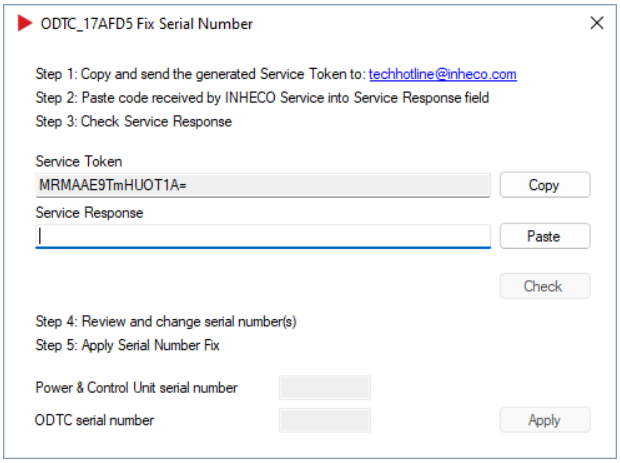

Illustration 97: Fix Init-CRC showing the Service Token and a short instruction

Configuration menu for the Device Network settings

Step 1: Copy the token and send it to techhotline@inheco.com.

Step 2: Copy the response which you received from techhotline@inheco.com into the response field.

Step 3: Enter the correct serial number.

Step 4: Click on **Apply**.

⇨ You will receive a success message.

8.2 Examples of error messages

The ODTC software provides error information in two different ways:

8.2.1 Status event tab

The Device Manager shows the status event entries in real time:

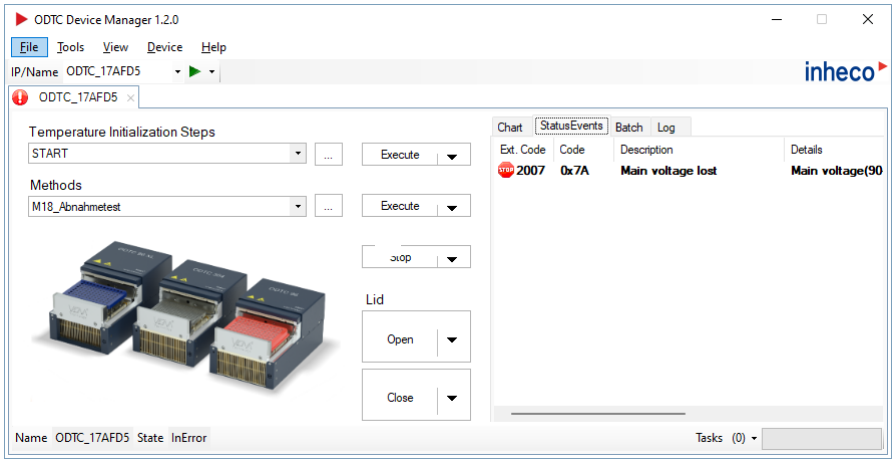

Illustration 98: Status Event tab

All status event entries are saved in the ODTC log and can be downloaded as described above, → **Downloading log and trace files for support, page 46**.

8.2.2 Pop-up error messages

In addition, the ODTC software will provide specific error messages in the form of pop-up messages. Here are some examples of possible pop-up messages and what can be checked to resolve the issue:

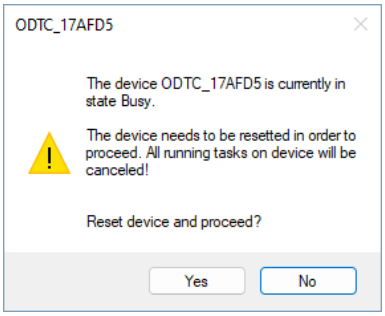

Illustration 99: This ODTC warning message appears when a change to the ODTC settings is requested. The device needs to be restarted and all running tasks will be canceled

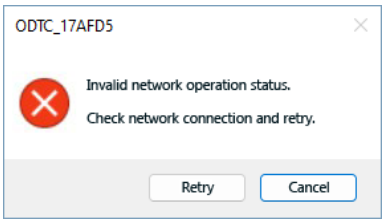

Illustration 100: The ODTC is not able to send its response to the PC -> check network

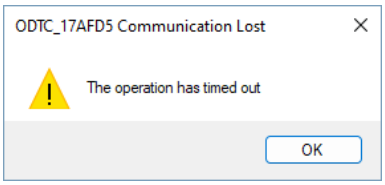

Illustration 101: Pop-up related to connection problems

8.3 Logged commands and information on the ODTC

The ODTC Device Manager shows the log entries from software in real time:

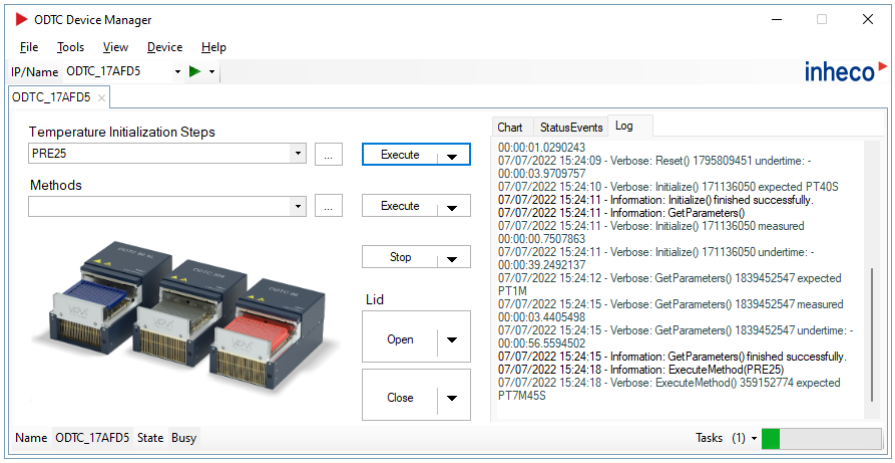

Illustration 102: Log tab

All log entries are saved in the ODTC log and can be downloaded as described above.