

User and Installation Manual



SCILA Device Manager

For INHECO SCILA® Device Manager Version 1.2

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 SCILA 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**

The brand and product names within this manual are registered trademarks and belong to the respective titleholders.

Table of contents

General information	2
1 Important notes	5
1.1 General information.....	5
1.2 Contact information	5
1.3 Abbreviations and glossary	6
2 Product description	7
2.1 Intended use	7
3 Software installation	8
3.1 Hardware and system requirements	8
3.2 Local network requirements	8
3.3 Installing the Device Manager.....	9
4 Screen description	10
4.1 SCILA Device Manager user interface.....	10
4.2 Device Manager preferences	11
5 Connect SCILA with a Device Manager.....	12
5.1 Controlling the SCILA with the SCILA Device Manager.....	12
5.1.1 Determining the IP address	12
5.2 Connecting with the SCILA	12
6 Operating the SCILA	15
6.1 Initializing	15
6.2 Setting the temperature.....	16
6.3 Opening and closing drawers.....	18
6.4 Determining the liquid level	20
6.5 Editing and running a batch file.....	21
6.6 Controlling gas supply	25
7 Settings	26
7.1 Changing the date and time	27
7.2 IP settings	27
7.3 Change warnings/information settings.....	28
7.4 Change the default temperature	29
7.5 Change the live chart	29
7.6 Manage network connections	29
7.7 Select available network adapter	30
7.8 Change Windows Defender Firewall settings	31
7.9 Change proxy settings	31
7.10 Logging settings	32
7.11 Advanced settings.....	33
7.11.1 Setting the time span	33

7.12 Support.....	34
7.12.1 Device Finder.....	34
7.12.2 Device information for support.....	35
7.12.3 Downloading log and trace files for support.....	36
7.12.4 Setting date and time in the SCILA Device Finder.....	37
7.12.5 Updating the SCILA firmware with the SCILA Device Finder	37
8 Malfunctions and error messages	39
8.1 Examples of error messages	39
8.1.1 Status event tab	39
8.1.2 Pop-up error messages	39
8.2 Logged commands and information on the SCILA	40

1 Important notes

1.1 General information

Please read the user instructions completely. The manual explains how to use the INHECO SCILA Device Manager to control the SCILA. The SCILA Device Manager enables the operation of the SCILA as a stand-alone unit and is delivered for testing its functionality. The SCILA 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 SCILA device. Please ensure that, should the device be sold or delivered to another user, this manual is included in the SCILA.

To operate SCILA devices with the SCILA Device Manager the SCILA device Manual and 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 SCILA 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

INHECO GmbH	
Address	Frauenhoferstr. 1 82152 Martinsried, Germany
Telephone Sales	+49 89 899593 120
Telephone – Technical Support	+49 89 899593 121
Fax	+49 89 899593 149
E-Mail – Sales	sales@inheco.com
E-Mail – Technical Support	techhotline@inheco.com
Website	www.inheco.com

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
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 SCILA Device Manager is to run and control SCILAs when not integrated into an automated workflow with a central workflow process software.

The SCILA 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 SCILA 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 SCILA.

However, in some cases there is the need for customers to control the SCILA 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 SCILA Device Manager includes the following options for all devices with all firmware versions delivered:

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

For devices with firmware versions > 265 the SCILA 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 SCILA 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 SCILA 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 SCILA and the software.

Adjustments to local network:

While executing the SCILA 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 SCILA Device Manager is stored on the USB flash drive, which is delivered together with the SCILA → SCILA Manual.

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

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

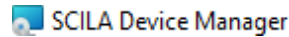


Illustration 1: Inheco SCILA Device Manager user interface

Step 2: Follow the instructions provided by the installer.

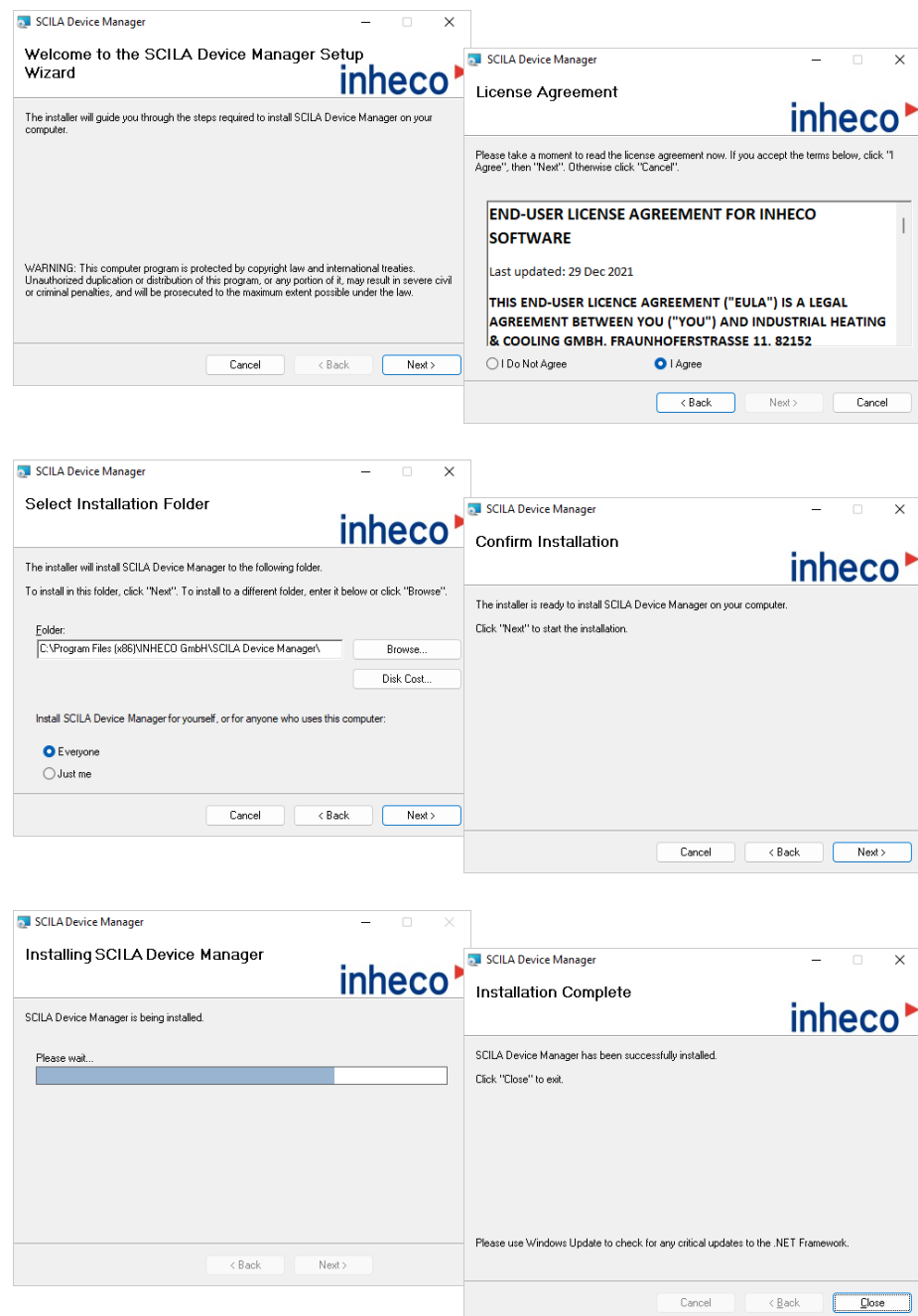


Illustration 2: SCILA Device Manager installation program

4 Screen description

4.1 SCILA Device Manager user interface

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



Illustration 3: INHECO SCILA Device Manager icon on desktop

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



Illustration 4: Inheco SCILA Device Manager user interface

File	Disconnect	Disconnects the SCILA displayed in the currently shown tab
	Disconnect All	Disconnects all SCILAs currently connected to this Device Manager
	Preferences	Opens preferences → Device Manager preferences, page 11
	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 34.	
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 SCILA to prevent changes from other users.
	Configure	Enables configuration: – Date and time of SCILA (recommendation: adjust to your local time) – SCILA Network settings
	Update	Updates the firmware of the SCILA
Help	Opens the help dialog	

In addition, the names of connected SCILAs 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 SCILA 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

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



Illustration 6: Prefereccens tab

5 Connect SCILA with a Device Manager

5.1 Controlling the SCILA with the SCILA Device Manager

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

The SCILA 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 SCILA (plug & play integration).

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

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

5.1.1 Determining the IP address

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

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

→ **Device Finder, page 34**

NOTICE



The Device Manager displays all SCILAs (with their NodeName) which are connected to the network or to the PC you are using. To distinguish between several SCILA devices shown in this Device Manager, use the NodeName provided on a label on the device (e.g. SCILA_04E699).

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

NOTICE



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

5.2 Connecting with the SCILA

Step 1: Start the SCILA Device Manager App.

Step 2: Switch on the SCILA.

When a connected SCILA 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 11**) or your network, firewall and proxy settings → **Select available network adapter, page 30**.

If the computer has several Ethernet adapters, the adapter configuration window will open to where you need to select the Ethernet adapter your SCILA is connected to → **Manage network connections, page 29**.

There are several ways to connect with an SCILA:

Step 1: Select the SCILA (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 SCILA with its node name

For devices with firmware version < 265 , the SCILA 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 12**.



Illustration 8: Entered IP address

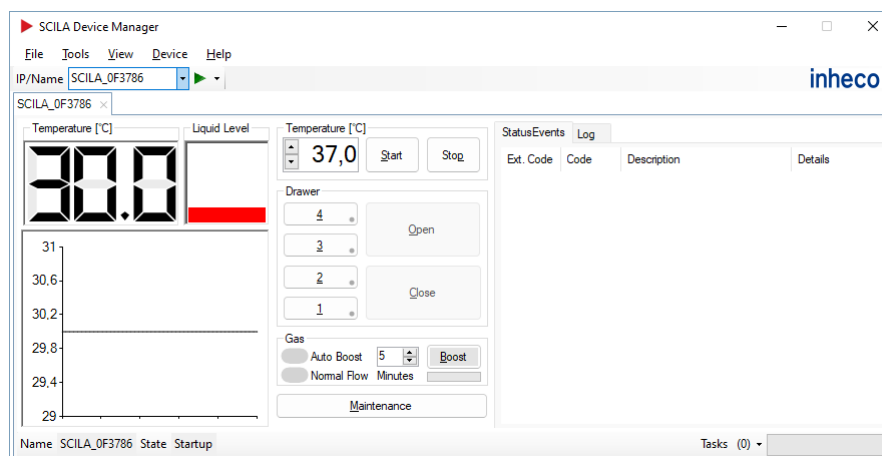


Illustration 9: Inheco SCILA Device Manager shows connected device

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



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

If you opened several SCILAs in one session, you will see individual tabs for each SCILA:

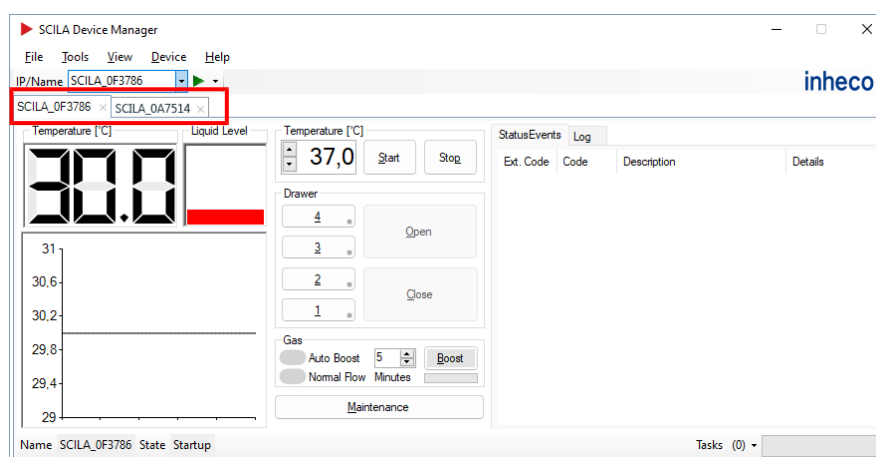


Illustration 11: Inheco SCILA Device Manager showing multiple devices connected; each device is displayed in its own tab

SCILAs 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 SCILA

6.1 Initializing

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

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

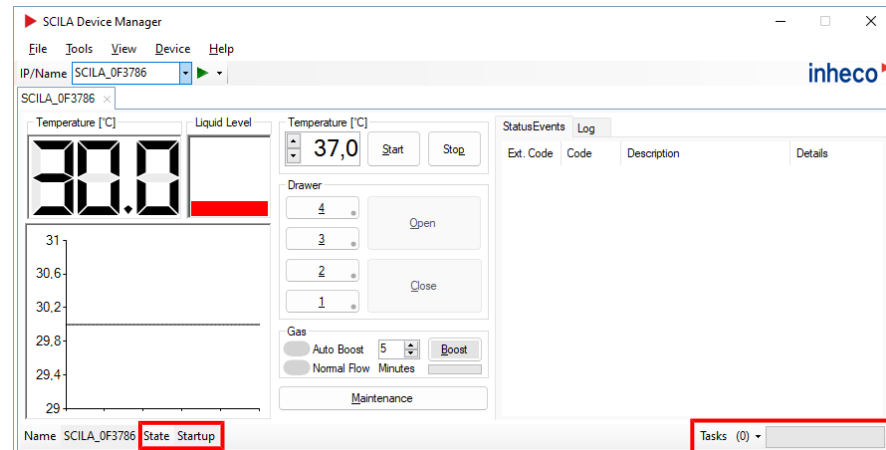


Illustration 12: Main SCILA section with state: Startup and progress bar

⇒ The SCILA will now start to initialize.

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

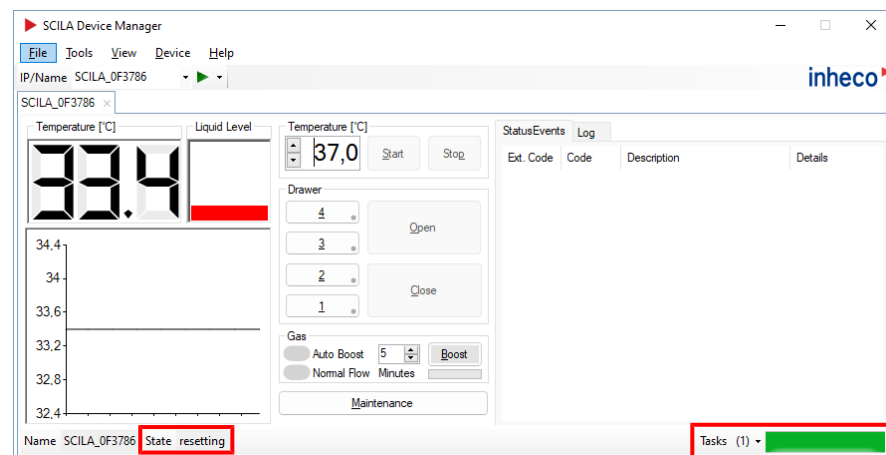


Illustration 13: Main SCILA section with state: resetting and progress bar

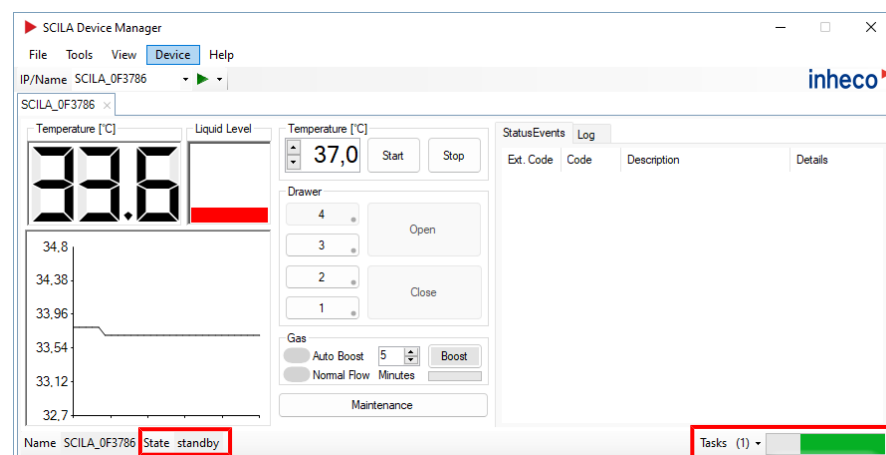


Illustration 14: Main SCILA section with state: standby and progress bar

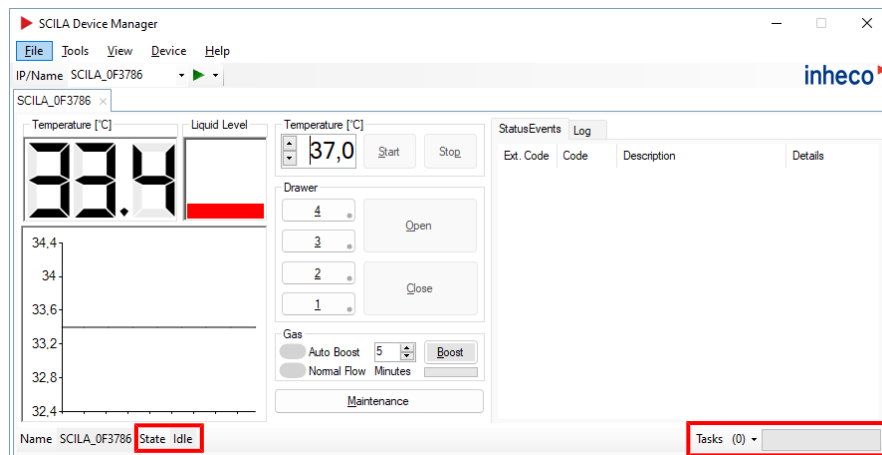


Illustration 15: Main SCILA section with state: Idle and progress bar

As soon as the SCILA 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 Setting the temperature

Step 1: Select the desired temperature with the **Arrows**. To change the default value, see → **Change the default temperature, page 29**.

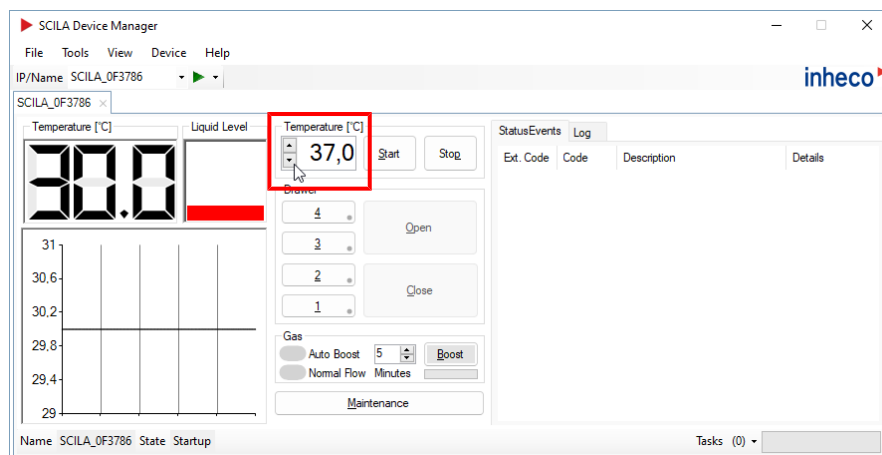


Illustration 16: Setting the temperature

Step 2: Click on **Start**.

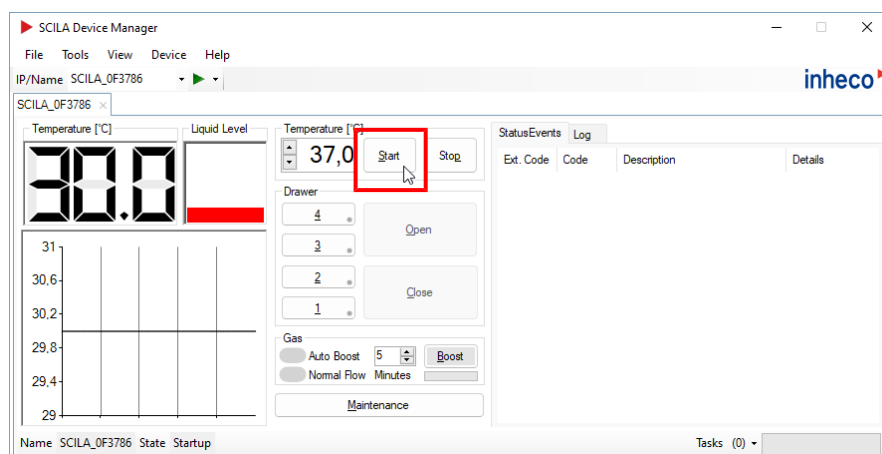


Illustration 17: Temperature Start button

- ⇒ The displayed temperature changes to red color, when in operation. The SCILA heats to the selected temperature. The actual temperature is displayed in the temperature display and the temperature live chart. To change the look of the live chart, see → **Change the live chart, page 29.**

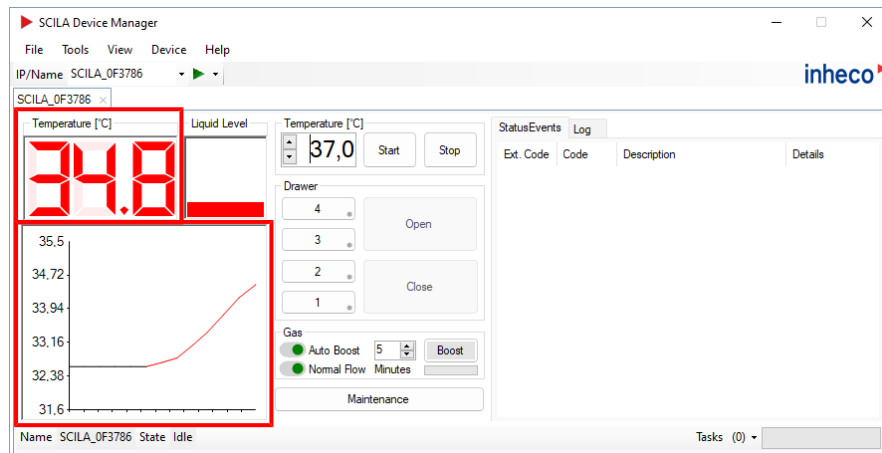


Illustration 18: Temperature process in operation with temperature live chart

Step 3: To stop the operation, click on **Stop**.

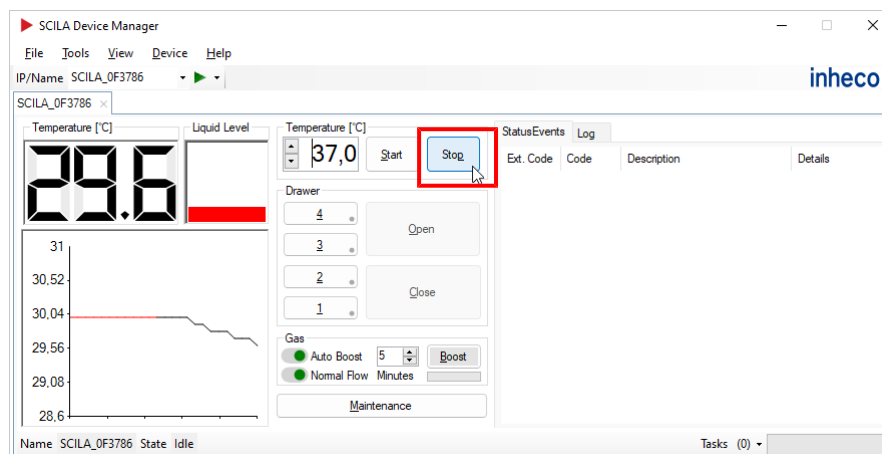


Illustration 19: Temperature Stop button

6.3 Opening and closing drawers

After the device is initialized, the lid can be opened and closed.

Step 1: Select the **Drawer** to open or close. The number corresponds to the number on the drawer.

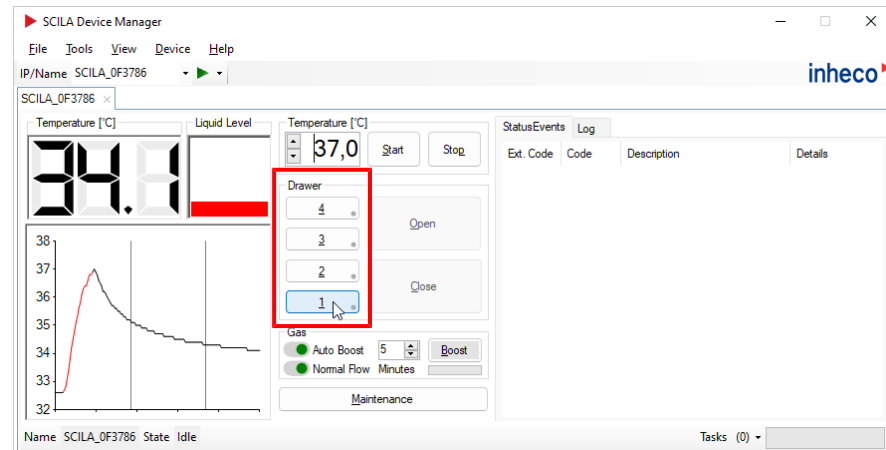


Illustration 20: Main SCILA Device Manager section with buttons for drawer selection

Step 2: To open the selected drawer, click on **Open**.

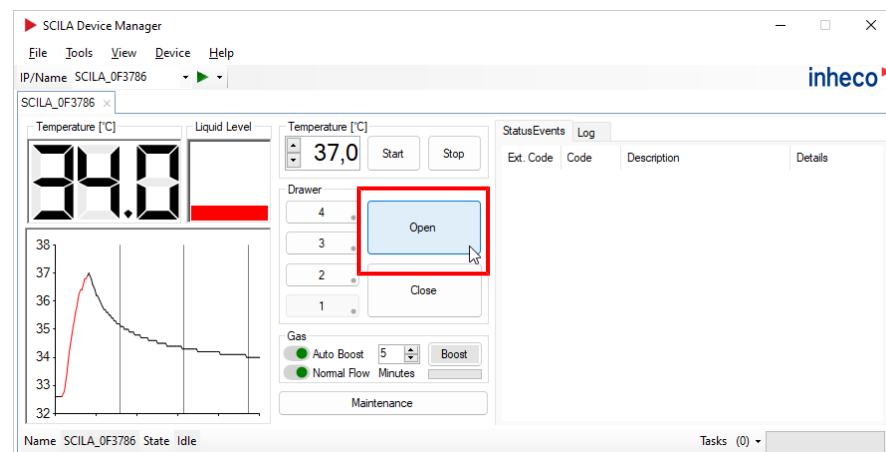


Illustration 21: Main SCILA Device Manager section with open button

Step 3: To close the lid, click on **Close**.

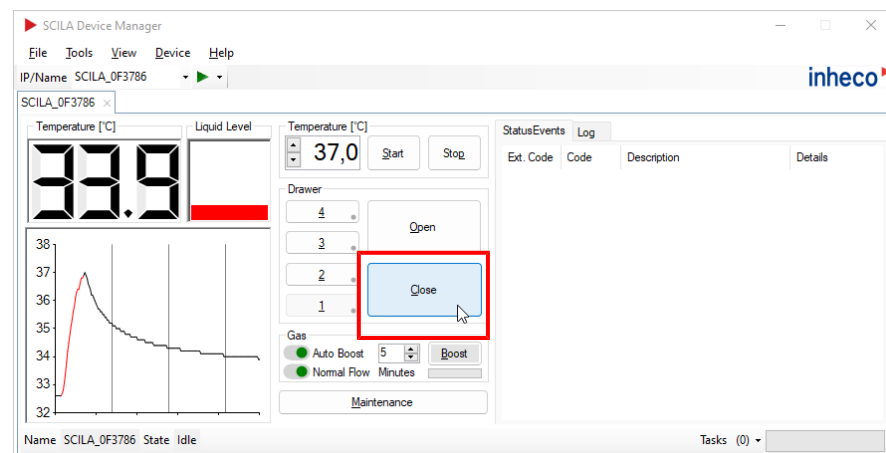


Illustration 22: Main SCILA Device Manager section with close button

In regular operation only one drawer can be opened at a time. For maintenance purposes all drawers can be opened. To do so:

Step 1: Click on **Maintenance**.

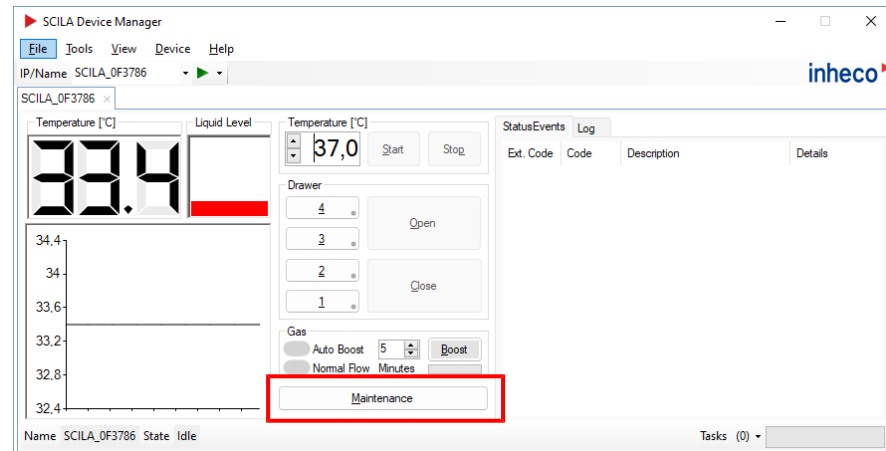


Illustration 23: Main SCILA Device Manager section with maintenance button

⇒ All drawers open and the SCILA will shut off.
The SCILA must be restarted to reestablish a connection with the SCILA Device Manager.

6.4 Determining the liquid level

The status of the liquid level is shown in real time in the main display in form of color-coded bars:

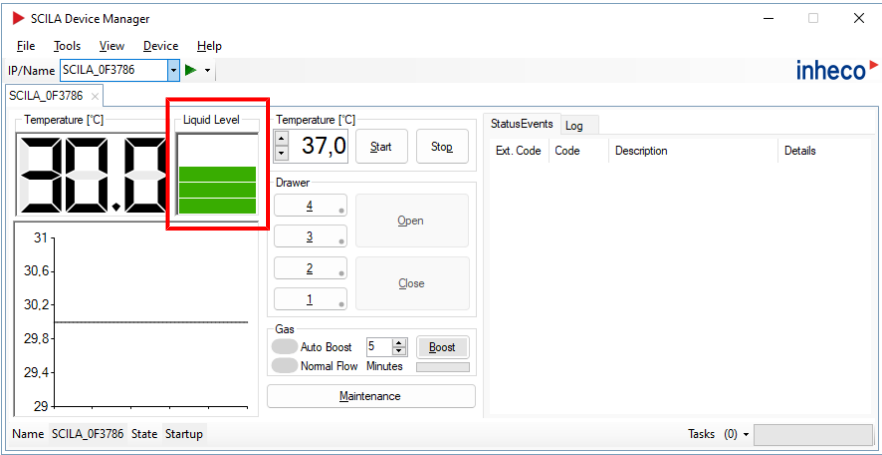


Illustration 24: Liquid level state

The filling states are separated as follows:

State	Description	Color-coded bars
0	Empty	
1	Low	
2	Normal	
3	Full	
4	Overfilled	

For a more detailed description of the different levels, see SCILA manual.

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 (SCILA 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**.

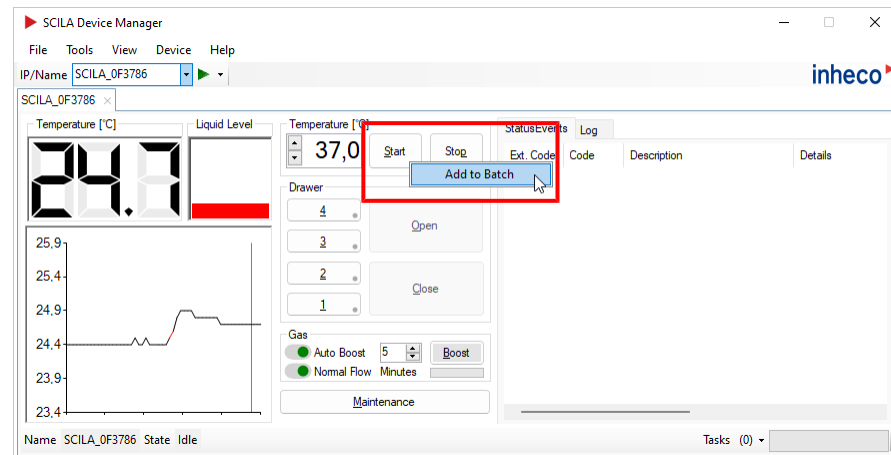


Illustration 25: Add command to a batch

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

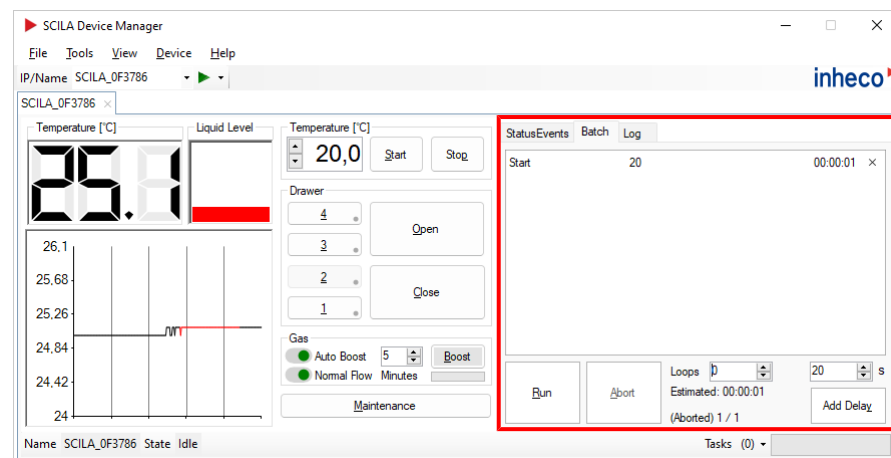


Illustration 26: Main SCILA section with the additional Batch tab

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

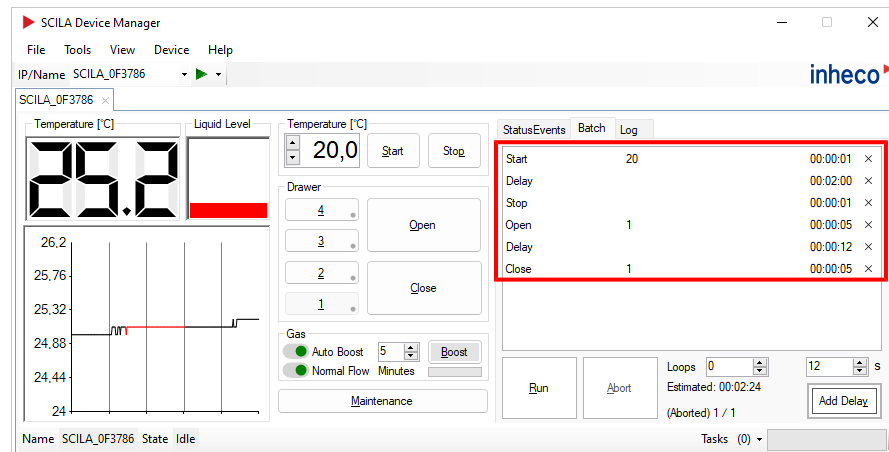


Illustration 27: Main SCILA section showing a Batch with several commands

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:

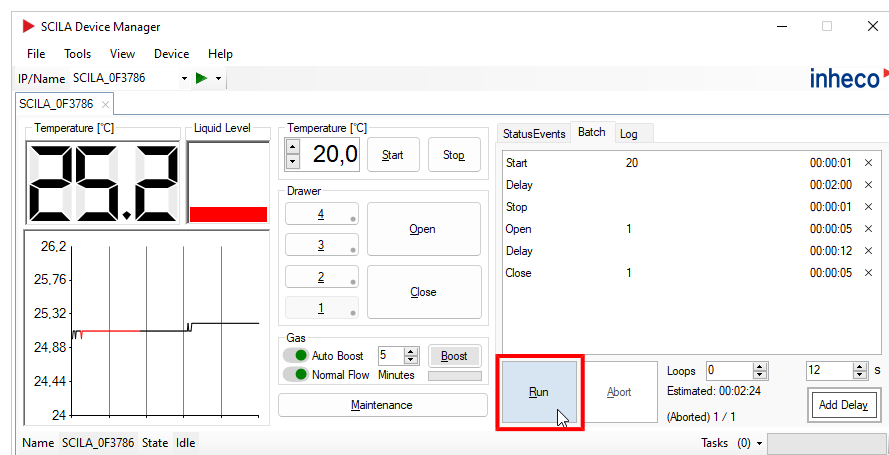


Illustration 28: Main SCILA section showing the Run button

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

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

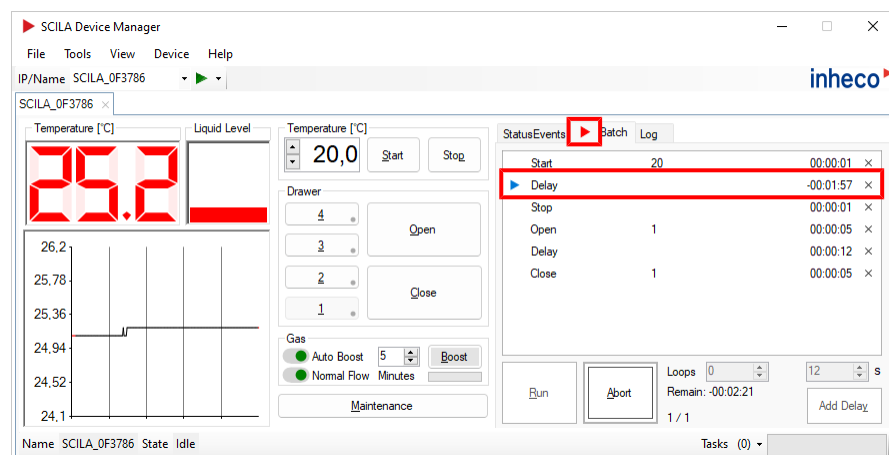


Illustration 29: Main SCILA section with the batch in progress

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

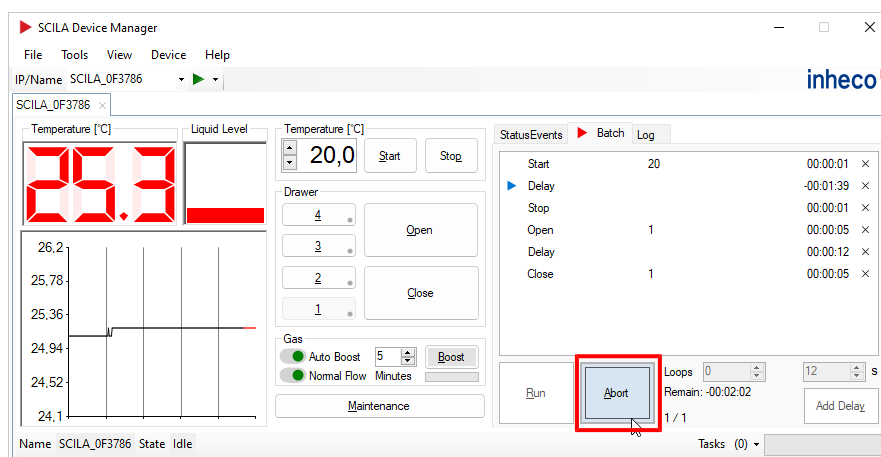


Illustration 30: Main SCILA section showing the Run button

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

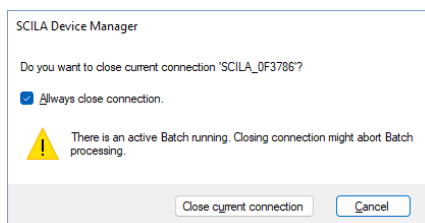


Illustration 31: Error message when closing the SCILA Device Manager while running a batch

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.

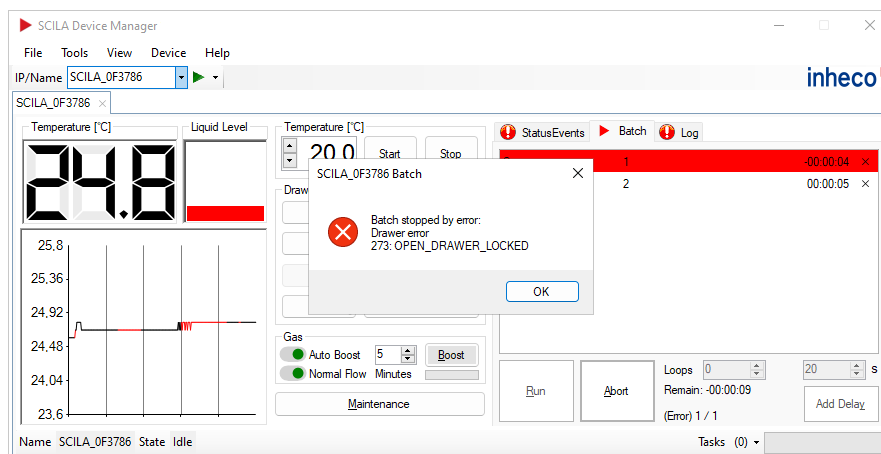


Illustration 32: Error message while running a batch

If you would like to program workflows for the SCILA 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**.

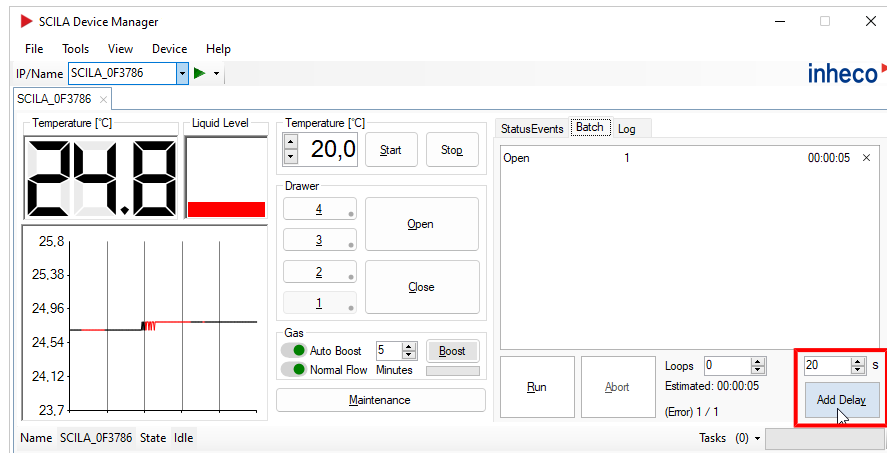


Illustration 33: Add Delay command

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**.

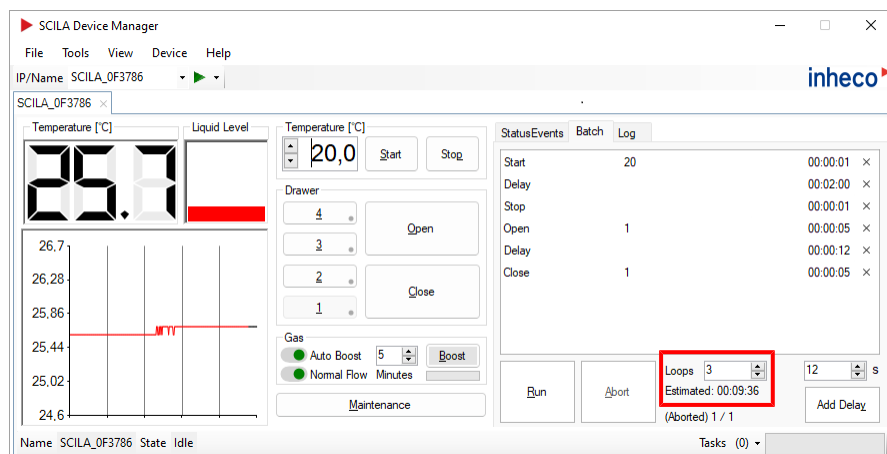


Illustration 34: Loop number

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

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

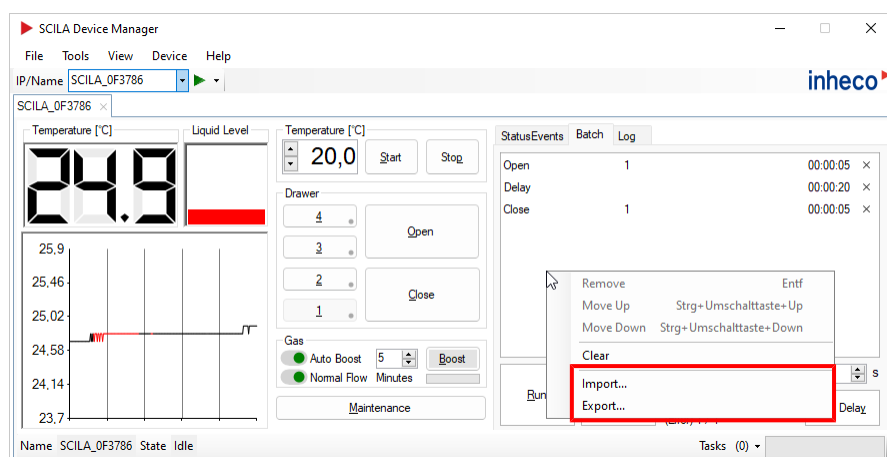


Illustration 35: Batch tab menu to export and import a batch file

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 Controlling gas supply

To boost the incubation chamber with CO₂ gas:

Step 1: Set the desired boost duration with the **Arrows**.

Step 2: Click on **Boost** to start.

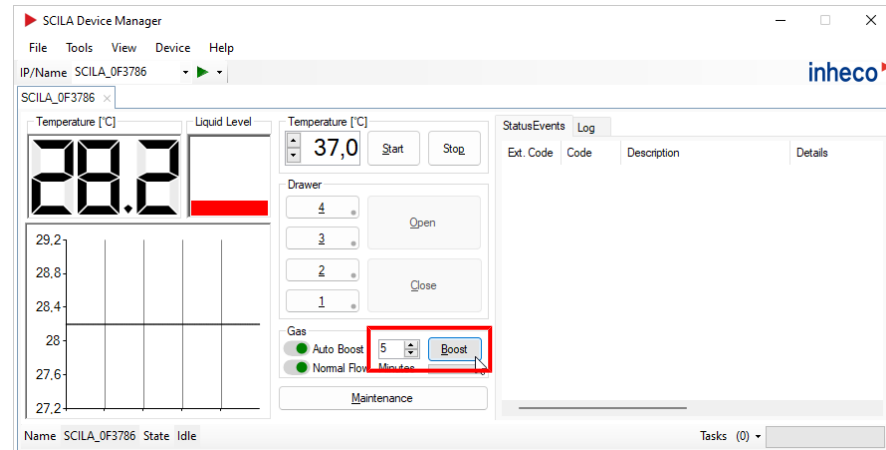
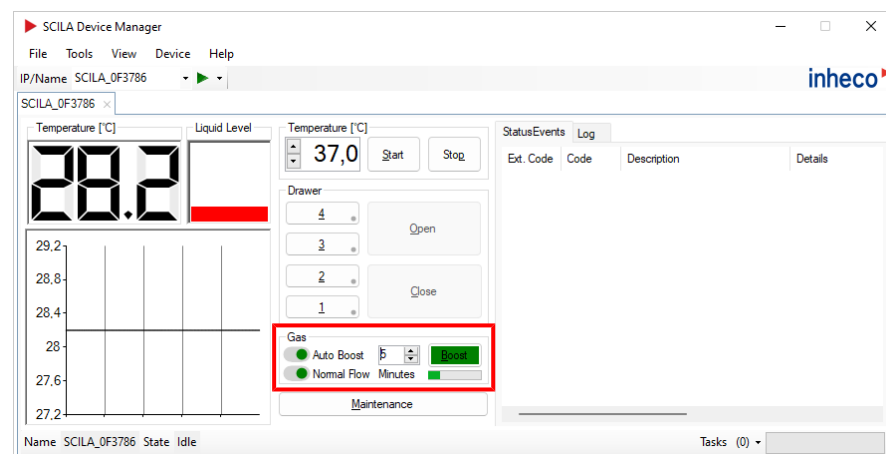


Illustration 36: Gas section with duration selection and Boost button

⇒ The boost will run for the selected duration. The boost button turns green when activated and the progress bar will show the progression.



Gas section with green boost button and progress bar.

7 Settings

The SCILA 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 SCILA, open the Configure menu:

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

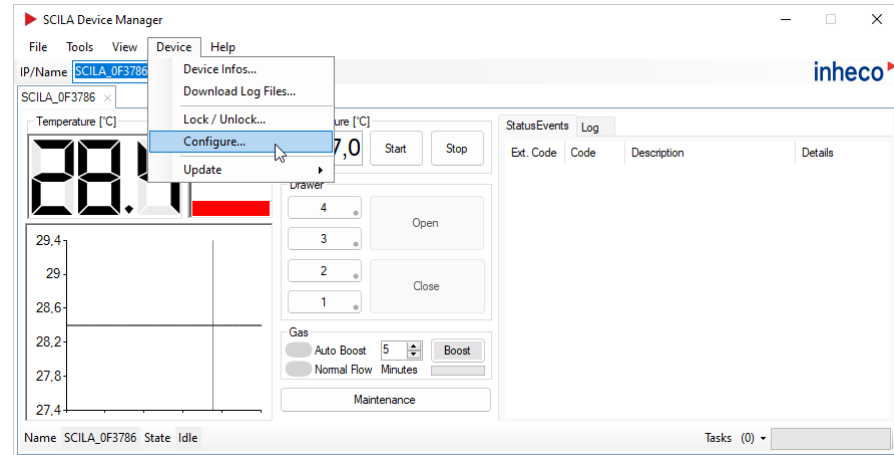


Illustration 37: Select Configure

The following menu with all SCILA configurations is displayed:

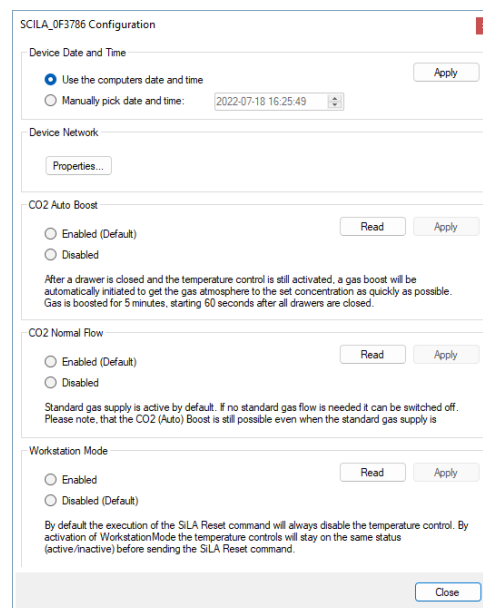


Illustration 38: SCILA Configuration menu

7.1 Changing the date and time

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



Illustration 39: 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 SCILA are now changed.

7.2 IP settings

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

Illustration 40: Configuration menu for Device Network settings

Step 1: Open **Properties**.

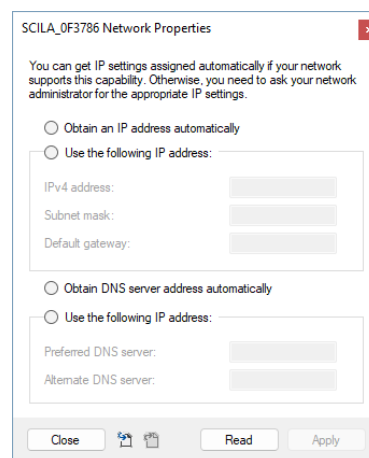


Illustration 41: Configuration menu for Device Network settings

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.

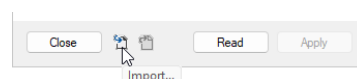


Illustration 42: Configuration menu import settings

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

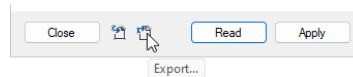


Illustration 43: Configuration menu export settings

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 SCILA.

Step 7: Power cycle the SCILA.

NOTICE



To activate the IP settings, restart the SCILA.

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 SCILA 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 SCILA.

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 SCILA. This might be helpful to distinguish several SCILAs with different purpose from each other.

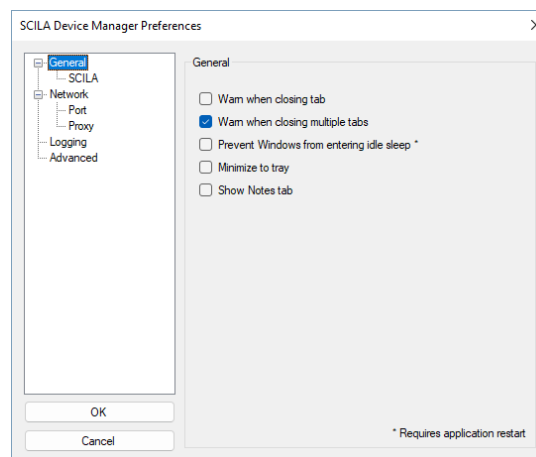


Illustration 44: General section of preferences

7.4 Change the default temperature

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

Step 2: Select **SCILA**.

Step 3: Use the **Arrows** to adjust the default temperature.

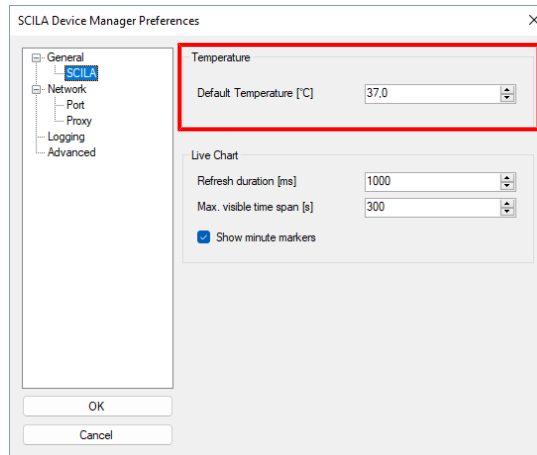


Illustration 45: Device Manager Preferences temperature settings

7.5 Change the live chart

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

Step 2: Select **SCILA**.

Step 3: Use the **Arrows** to adjust the refresh duration and max. visible time span.

Step 4: Tick the **Show minute markers** box to show minute markers.

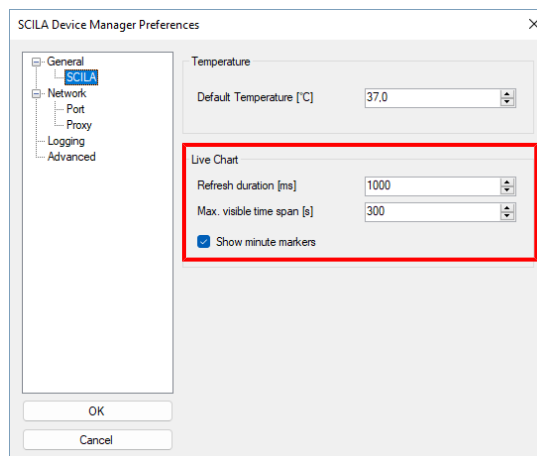


Illustration 46: Device Manager Preferences live chart settings

7.6 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 SCILA.

- 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).

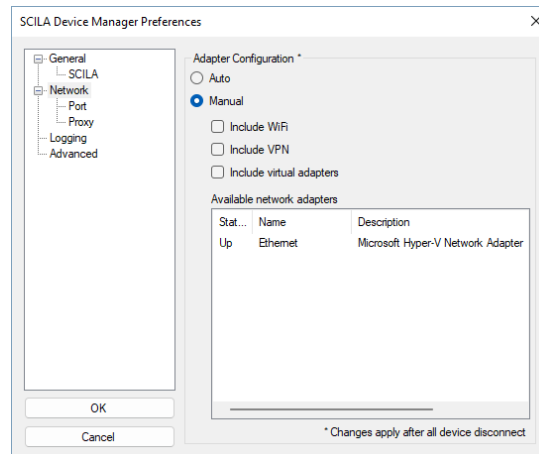


Illustration 47: Configuration menu to include VPN, WiFi and a virtual adapter

7.7 Select available network adapter

If there are more than one Ethernet adapter installed on the computer, the SCILA 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 SCILA is connected to.

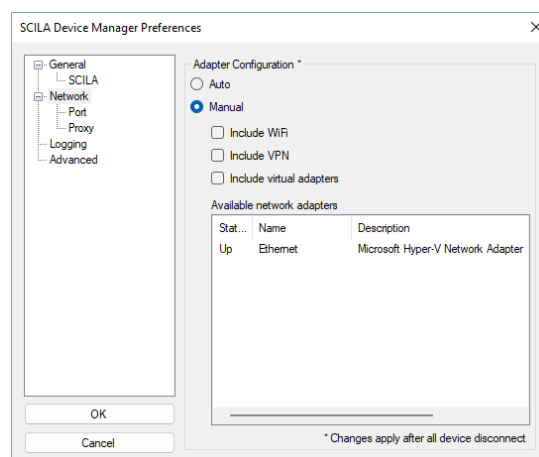


Illustration 48: Configuration menu for Ethernet adapter selection

7.8 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 SCILA 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](#).

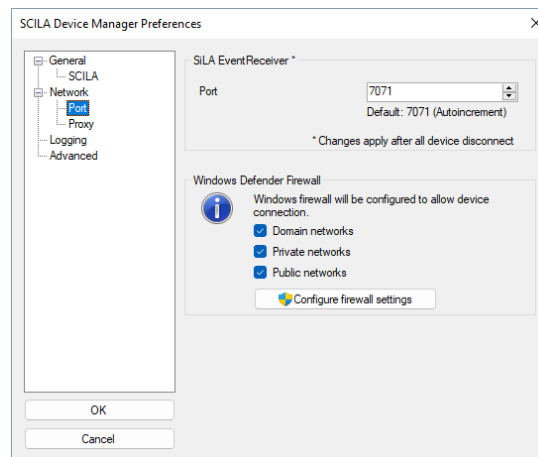


Illustration 49: Network settings configuration menu

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

NOTICE



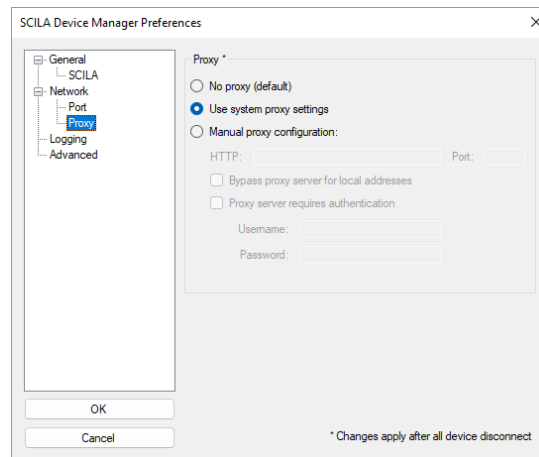
If you are not sure which settings to apply, please contact your network administrator.

7.9 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 SCILA. 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 50:* Proxy settings configuration menu**NOTICE**

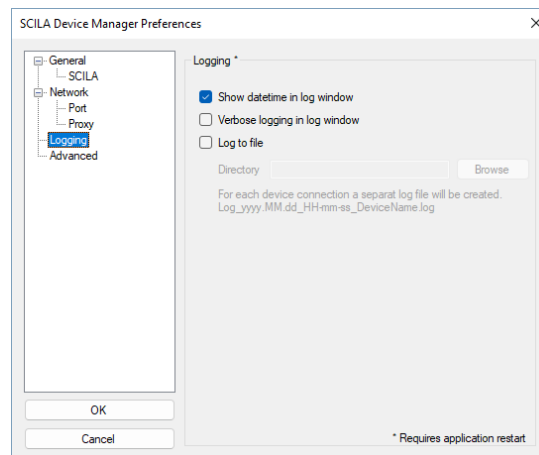
If you are not sure which settings to apply, please contact your network administrator.

7.10 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 51:* 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.

```

2022.07.07 14:04:09.331 ODTC_17AFDS Start: R : ##### START #####
2022.07.07 14:04:09.394 ODTC_17AFDS Information: R : ODTC_17AFDS
2022.07.07 14:04:09.395 ODTC_17AFDS Information: R : BUILD: 7783.22988, DEVICE: ODTC_377_ROOT_883_HW_00003
2022.07.07 14:04:09.656 ODTC_17AFDS Information: R : GetStatus()
Current State: Startup
Device ID:
PMS ID:
Locked: False
SubStatus: none
2022.07.07 14:04:41.482 ODTC_17AFDS Information: R : Reset()
EventReceiver Url: http://172.16.19.4:7071/inc
2022.07.07 14:04:42.482 ODTC_17AFDS Verbose: 48 : Reset() 482768728 expected PT35
2022.07.07 14:04:45.357 ODTC_17AFDS Information: R : Reset() finished successfully.
2022.07.07 14:04:45.358 ODTC_17AFDS Information: R : Initialize()
2022.07.07 14:04:45.359 ODTC_17AFDS Verbose: 48 : Reset() 482768728 measured 00:00:02.3763381
2022.07.07 14:04:45.361 ODTC_17AFDS Verbose: 48 : Reset() 482768728 undertime: -00:00:02.6236699
2022.07.07 14:04:46.958 ODTC_17AFDS Verbose: 48 : Initialize() 448678872 expected PT485
2022.07.07 14:04:54.248 ODTC_17AFDS Verbose: 48 : Initialize() 448678872 measured 00:00:07.2793655
2022.07.07 14:04:54.248 ODTC_17AFDS Information: R : Initialize() finished successfully.
2022.07.07 14:04:54.243 ODTC_17AFDS Information: R : CloseDoor()
2022.07.07 14:04:54.258 ODTC_17AFDS Verbose: 48 : Initialize() 448678872 undertime: 00:00:32.7286345
2022.07.07 14:04:54.828 ODTC_17AFDS Verbose: 48 : CloseDoor() 1824588423 expected PT145
2022.07.07 14:05:03.843 ODTC_17AFDS Information: R : CloseDoor() finished successfully.
2022.07.07 14:05:03.844 ODTC_17AFDS Verbose: 48 : CloseDoor() 1824588423 measured 00:00:09.4151415
2022.07.07 14:05:03.868 ODTC_17AFDS Verbose: 48 : CloseDoor() 1824588423 undertime: -00:00:04.9848585
2022.07.07 14:05:07.842 ODTC_17AFDS Stop: R : ##### STOP #####
  
```

Illustration 52: Log to file

7.11 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**.

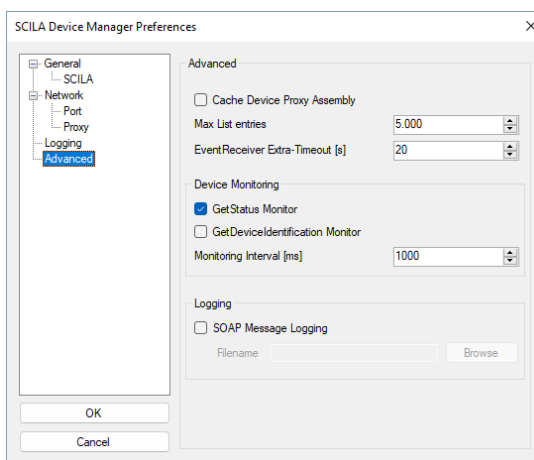


Illustration 53: Advanced settings configuration menu

7.11.1 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 occurs.

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

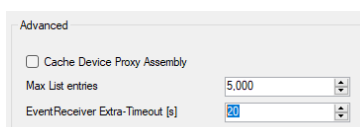


Illustration 54: Advanced settings - Event Receiver Extra-Timout [s]

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.

7.12 Support

7.12.1 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**.

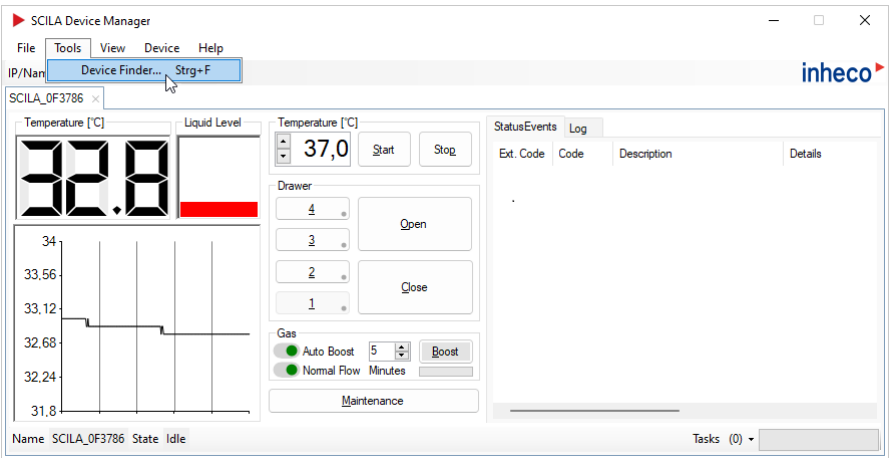


Illustration 55: Open the SCILA Device Finder

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

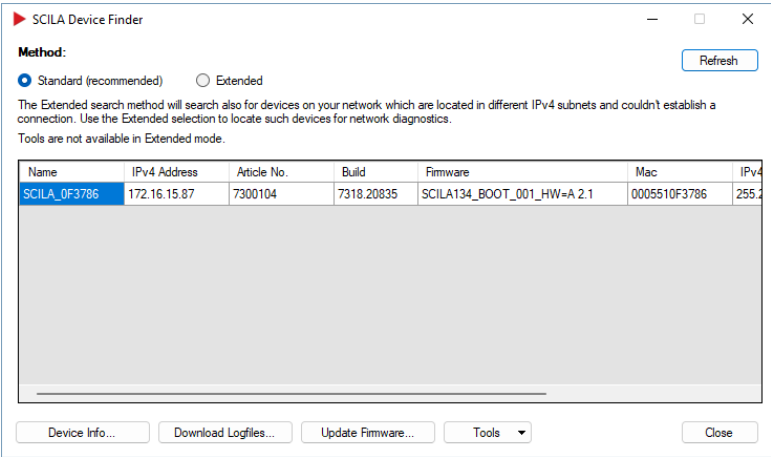


Illustration 56: Display of the SCILA Device Finder

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

7.12.2 Device information for support

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

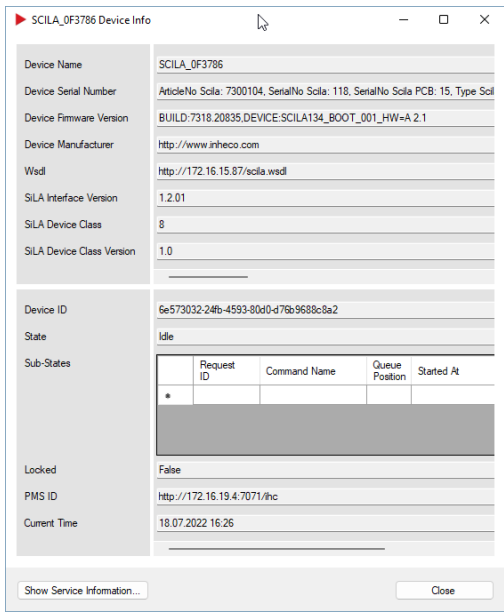


Illustration 57: Display of Device Info

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.

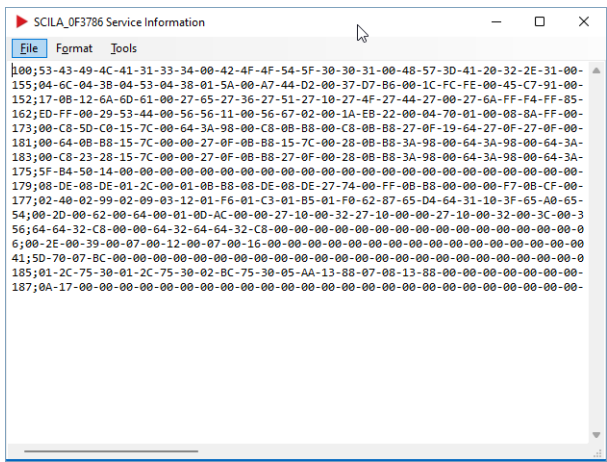


Illustration 58: Display of Device Info: Service information

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

7.12.3 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 SCILA 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 SCILA Power & Control Unit. A micro-SD card must be inserted during operation.

Step 1: Select **Download logs**.

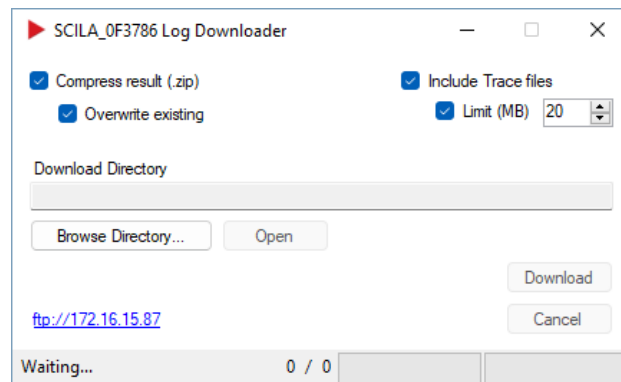


Illustration 59: Log downloader

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**.

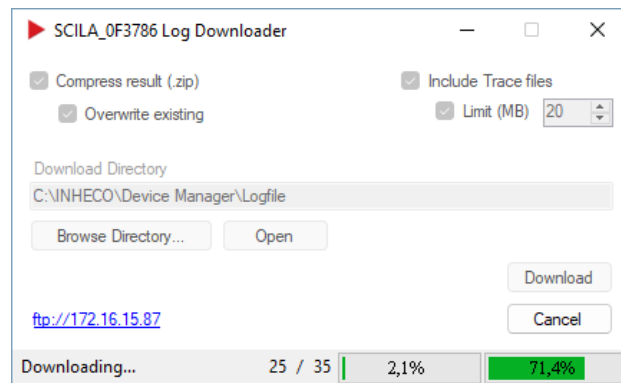


Illustration 60: Log downloader with download in progress

Name	Änderungsdatum	Typ	Größe
Scila.zip	18.07.2022 16:42	ZIP-komprimierte...	79 KB
SILA.zip	18.07.2022 16:42	ZIP-komprimierte...	232 KB

Illustration 61: 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.

7.12.4 Setting date and time in the SCILA Device Finder

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

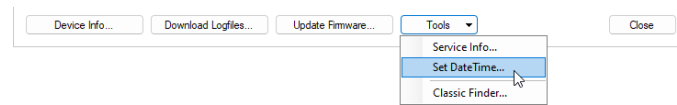


Illustration 62: Set DateTime

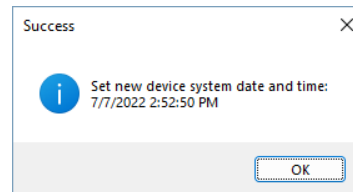


Illustration 63: Set Date and Time: Success

7.12.5 Updating the SCILA firmware with the SCILA Device Finder

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

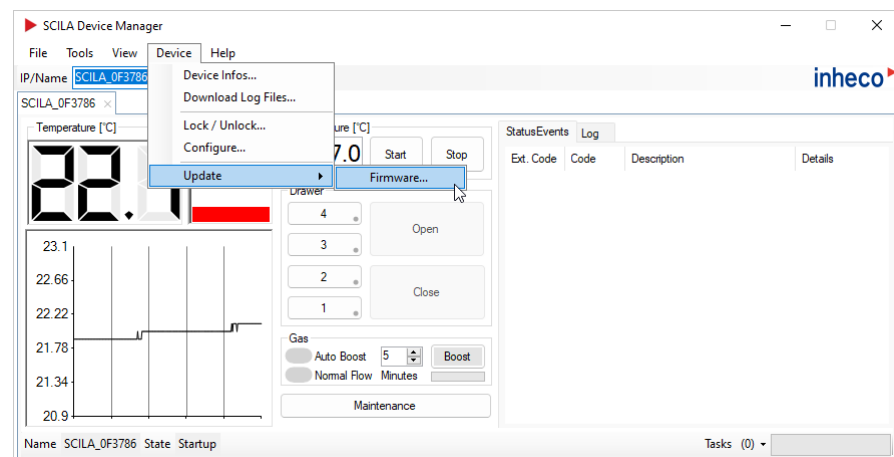


Illustration 64: Update SCILA

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

NOTICE



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

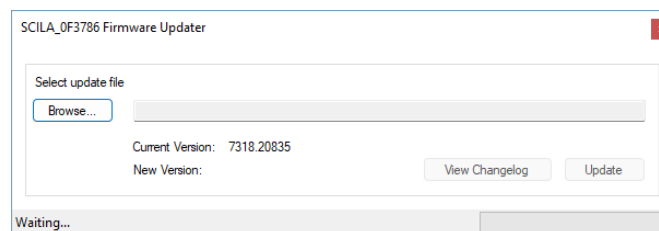


Illustration 65: Select the firmware update file (.bin)

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

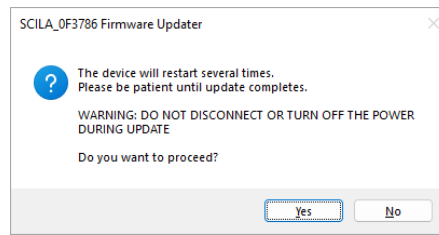


Illustration 66: Confirm to proceed

⇒ 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.

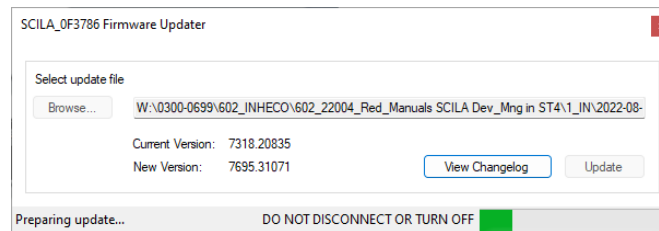


Illustration 67: Updating firmware

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

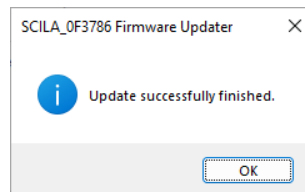


Illustration 68: Update successfully finished

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

8 Malfunctions and error messages

8.1 Examples of error messages

The SCILA software provides error information in two different ways:

8.1.1 Status event tab

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

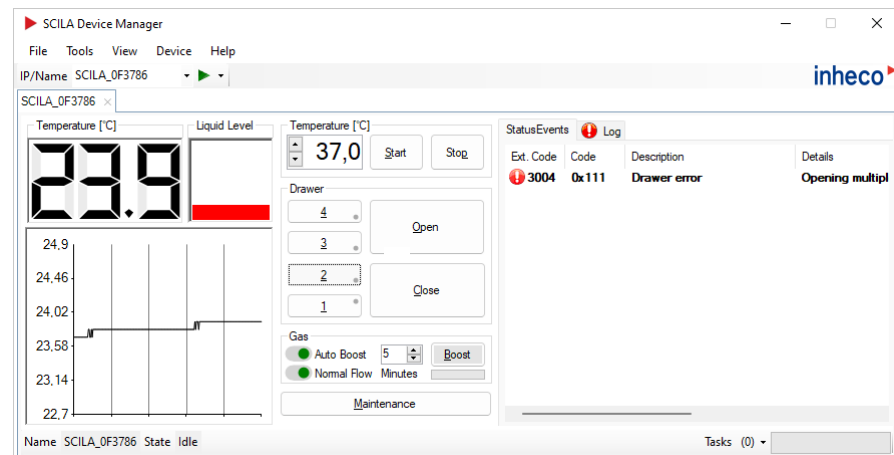


Illustration 69: Status Event tab

All status event entries are saved in the SCILA log and can be downloaded as described above, → **Downloading log and trace files for support, page 36**.

8.1.2 Pop-up error messages

In addition, the SCILA 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:

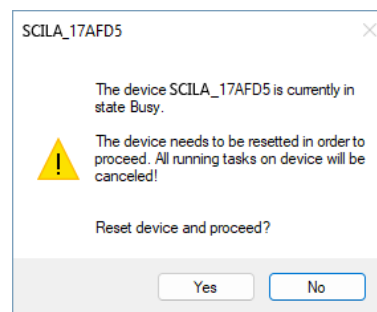


Illustration 70: This SCILA warning message appears when a change to the SCILA settings is requested. The device needs to be restarted and all running tasks will be canceled

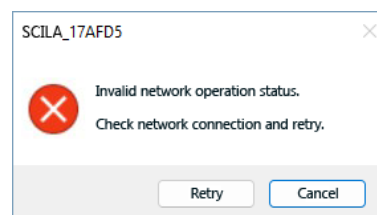


Illustration 71: The SCILA is not able to send its response to the PC -> check network

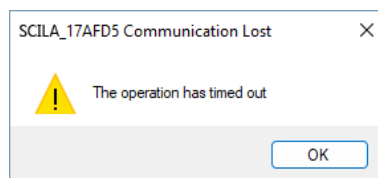


Illustration 72: Pop-up related to connection problems

8.2 Logged commands and information on the SCILA

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

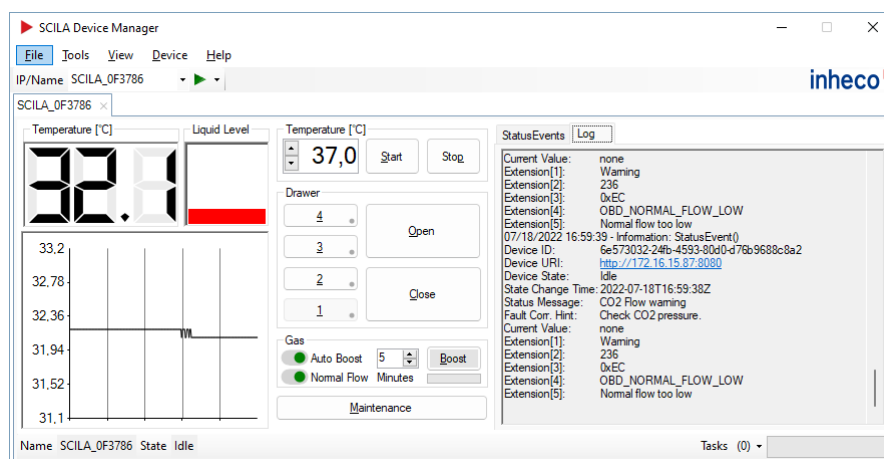


Illustration 73: Log tab

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