

Bulletin Title:	Installation of TOC Software V1.4.2 – Windows 10
Product Brand:	OI Analytical
Product Description:	Software V1.4.2 – 1030 TOC PC&DATASVR and ATOC
Model(s):	1030 TOC
Serial Numbers Affected:	ALL
Estimated Effective Date:	n/a

Problem Description:

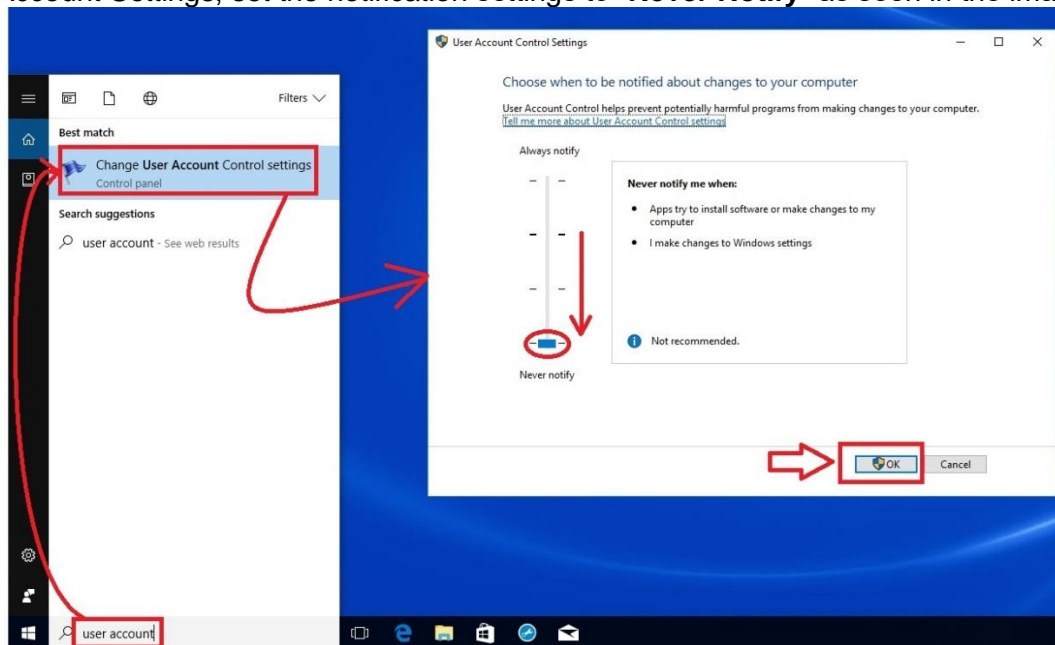
How to install and setup the 1030 TOC software on a Windows 10 PC.

Scope:

This service bulletin covers the installation and setup process for the 1030 TOC software on a windows 10 PC. It is intended to be a generic walkthrough. This walkthrough may vary from computer to computer depending on the Windows 10 version and the user’s administrative privileges.

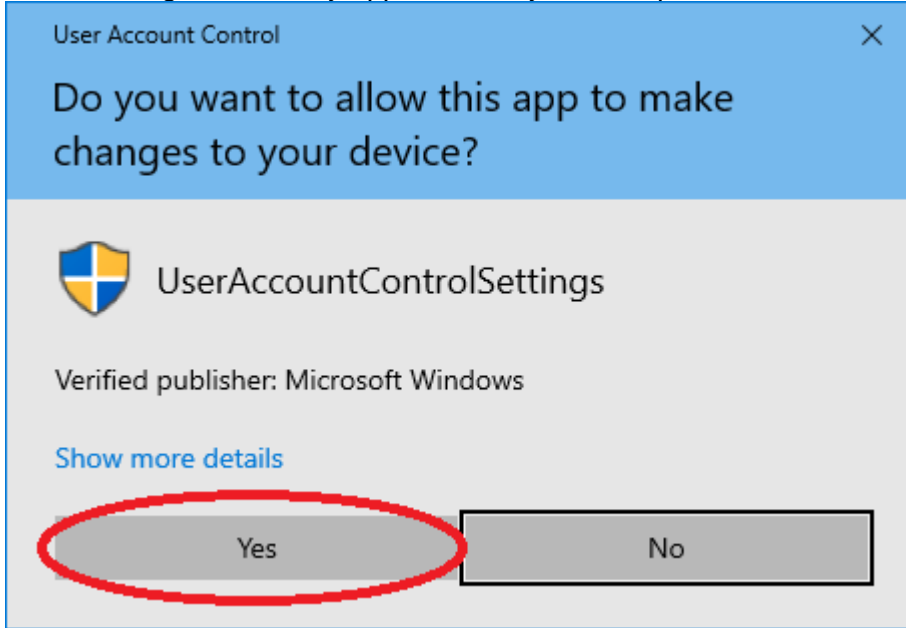
Procedures/Instructions:

- Power on the PC
- Once the startup process is complete search “user account” in the windows search bar and click on the “**Change User Account Control Settings**” icon that appears.
- In Account Settings, set the notification settings to “**Never Notify**” as seen in the image below.



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The following Screen may appear when you attempt to make the changes:



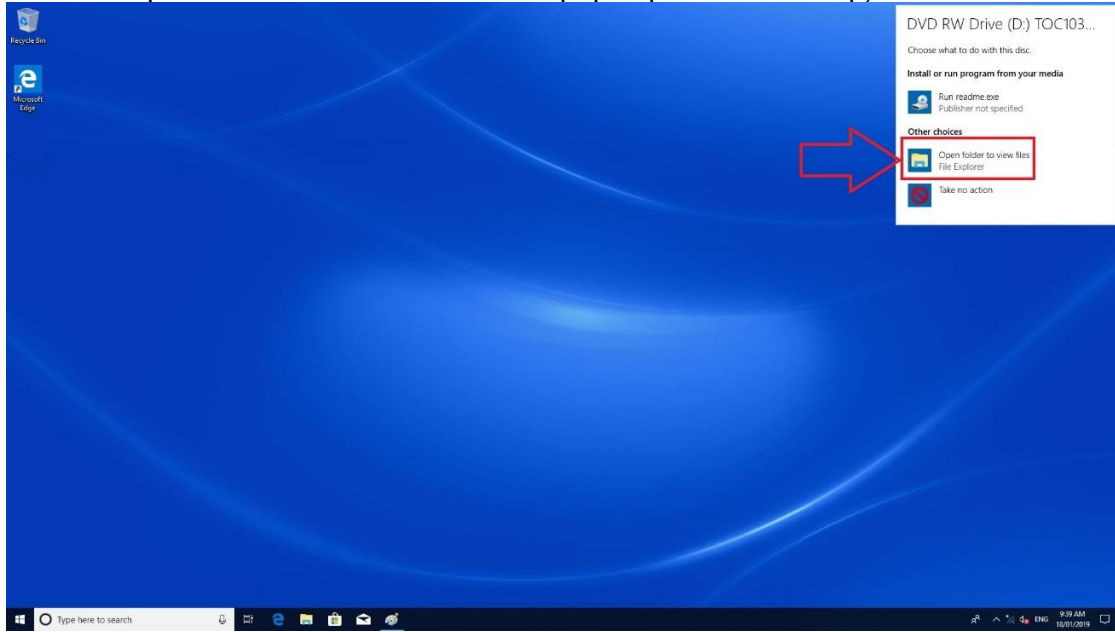
Select Yes.

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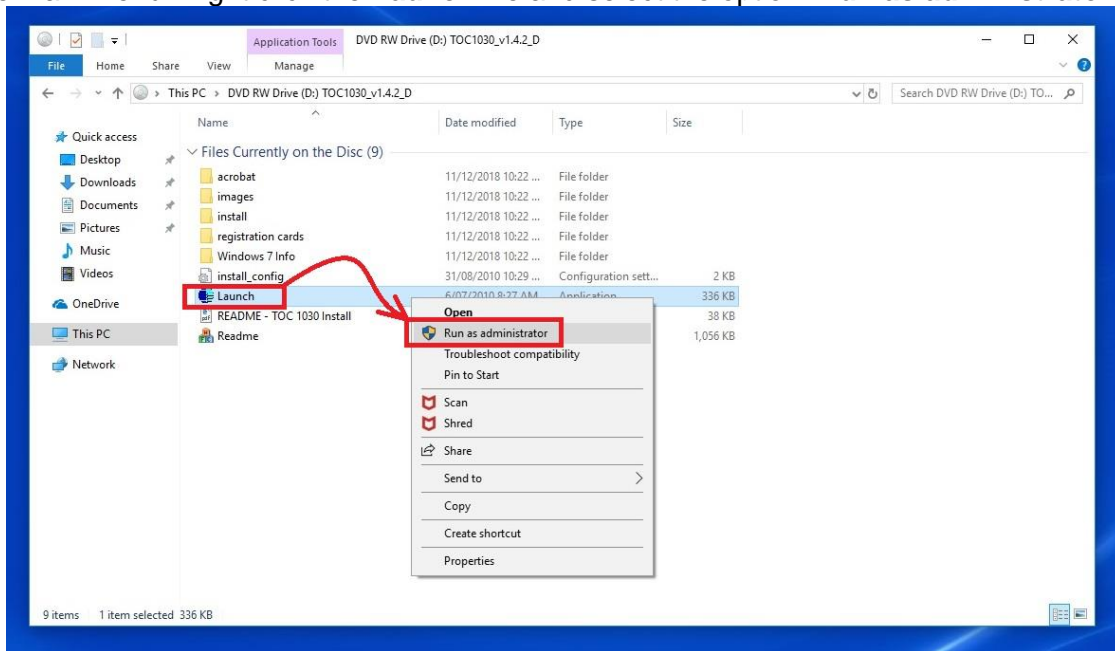
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1. Installation of the TOC software

Insert the TOC CD 1030-PC&DATASVR-V1.4.2 first. Open the CD files so the file listing can be seen (Using Windows Explorer or from the screen which pops up on the desktop):



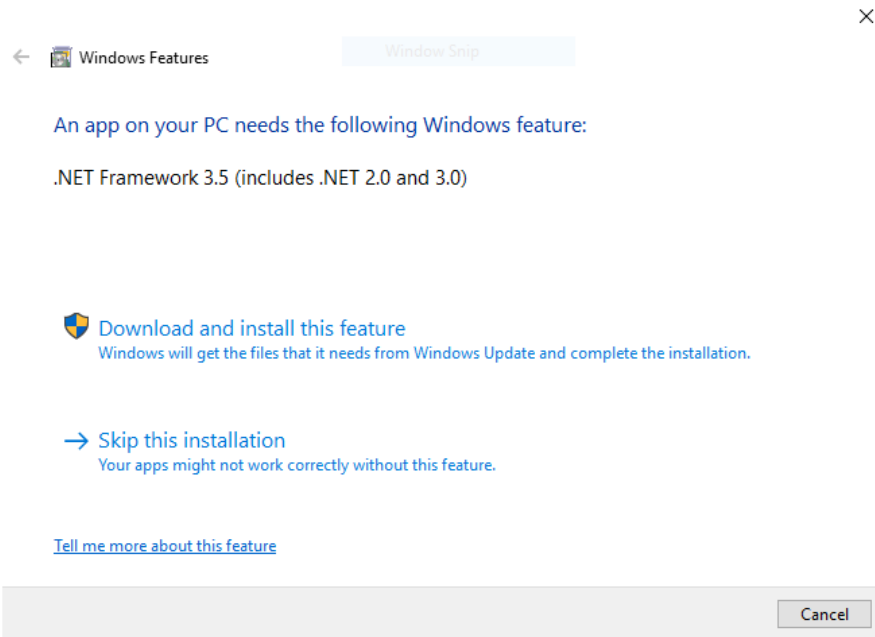
From the main menu: Right click the **Launch** file and select the option “**Run as administrator**”



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Note: If the following screen comes up:

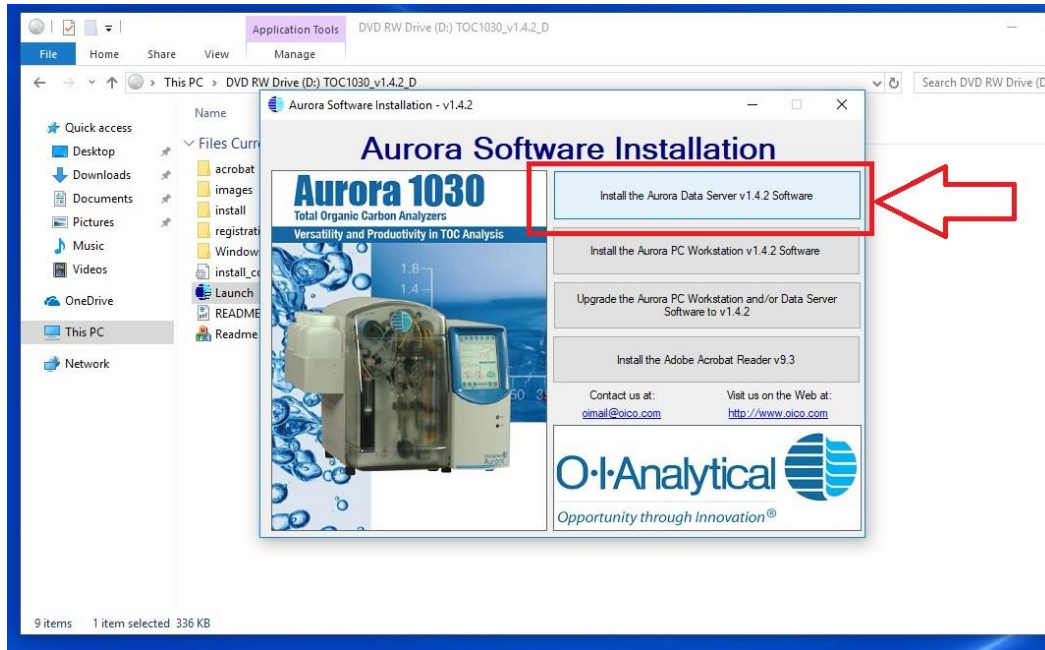


Then select the “**Download and install this feature**” option. This is necessary to get the installer to work. It may take a while for this installation to be done. Wait for it to finish before continuing.

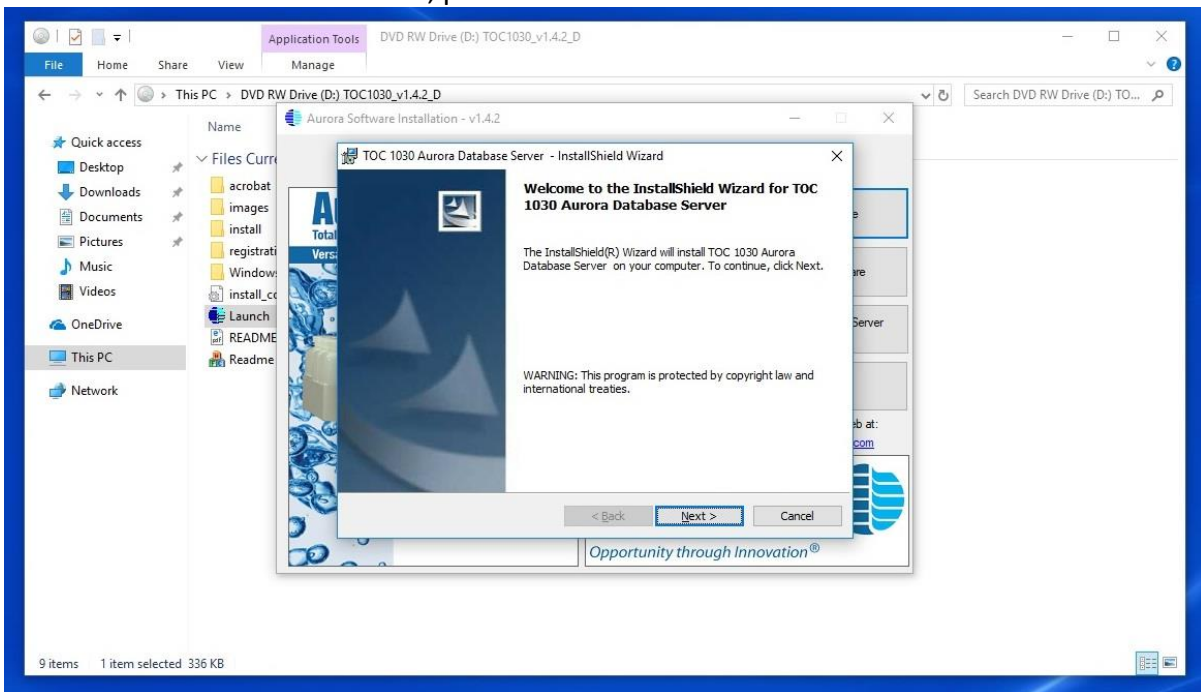
This is necessary because Windows 10 sometimes doesn’t come with .NET framework 3.5. This version of the framework is needed in order to run the installer and the software. If the above image doesn’t appear the PC likely has the correct version of the .NET framework.

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If this is the only PC where the data will be transferred from the 1030 select the option “**Install the Aurora Data Server V1.4.2 Software**”. If this is a second PC then select the option “**Install the Aurora PC Workstation V1.4.2 Software**”



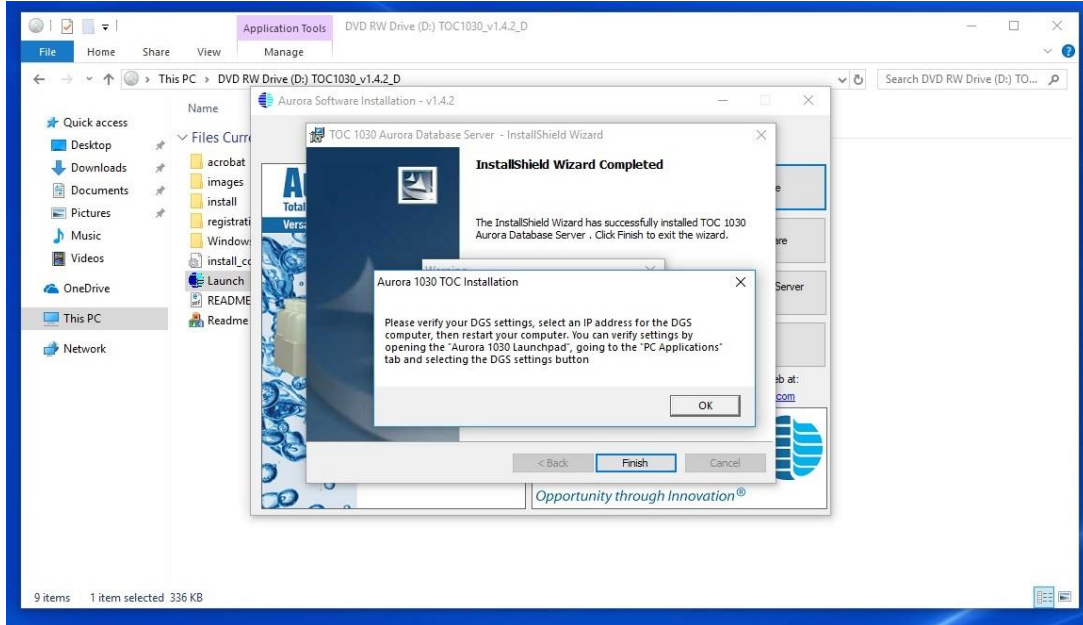
The software will start the installation, press “**Next**”:



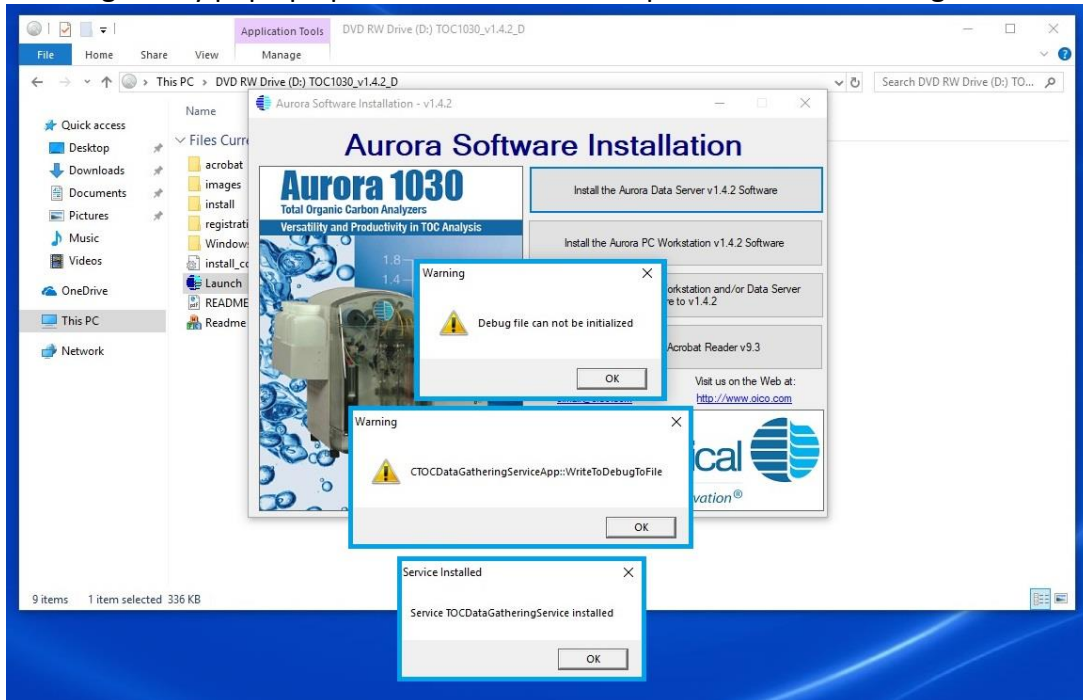
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Once the software installation is complete, a general message about the DGS and IP address will pop up. Press **OK** to finish:



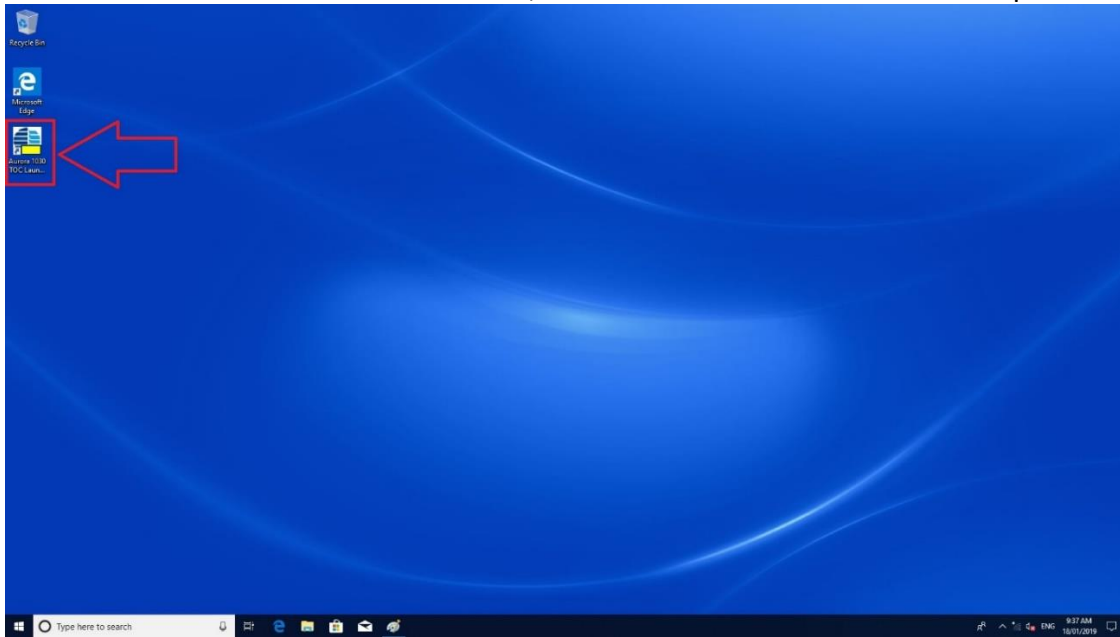
A series of messages may pop up upon the installation completion. Click **OK** and ignore them:



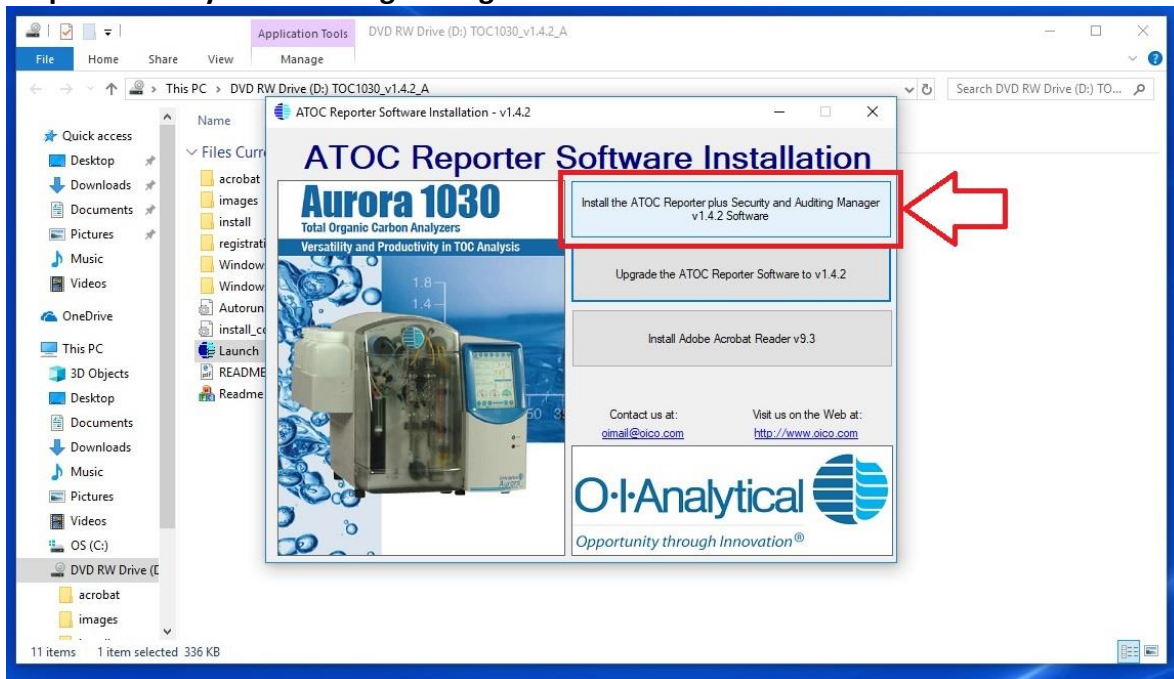
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Remove the CD from the PC and notice that now, there is a Launch icon on the desktop:



Insert the second CD, the TOC 1030-ATOC-V1.4.2, repeat same the process: right click the **launch exe** and select the option **“Run as administrator”**, then, from the menu, press the option **“Install the ATOC Reporter plus Security and Auditing Manager V1.4.2 Software”** to install the software:



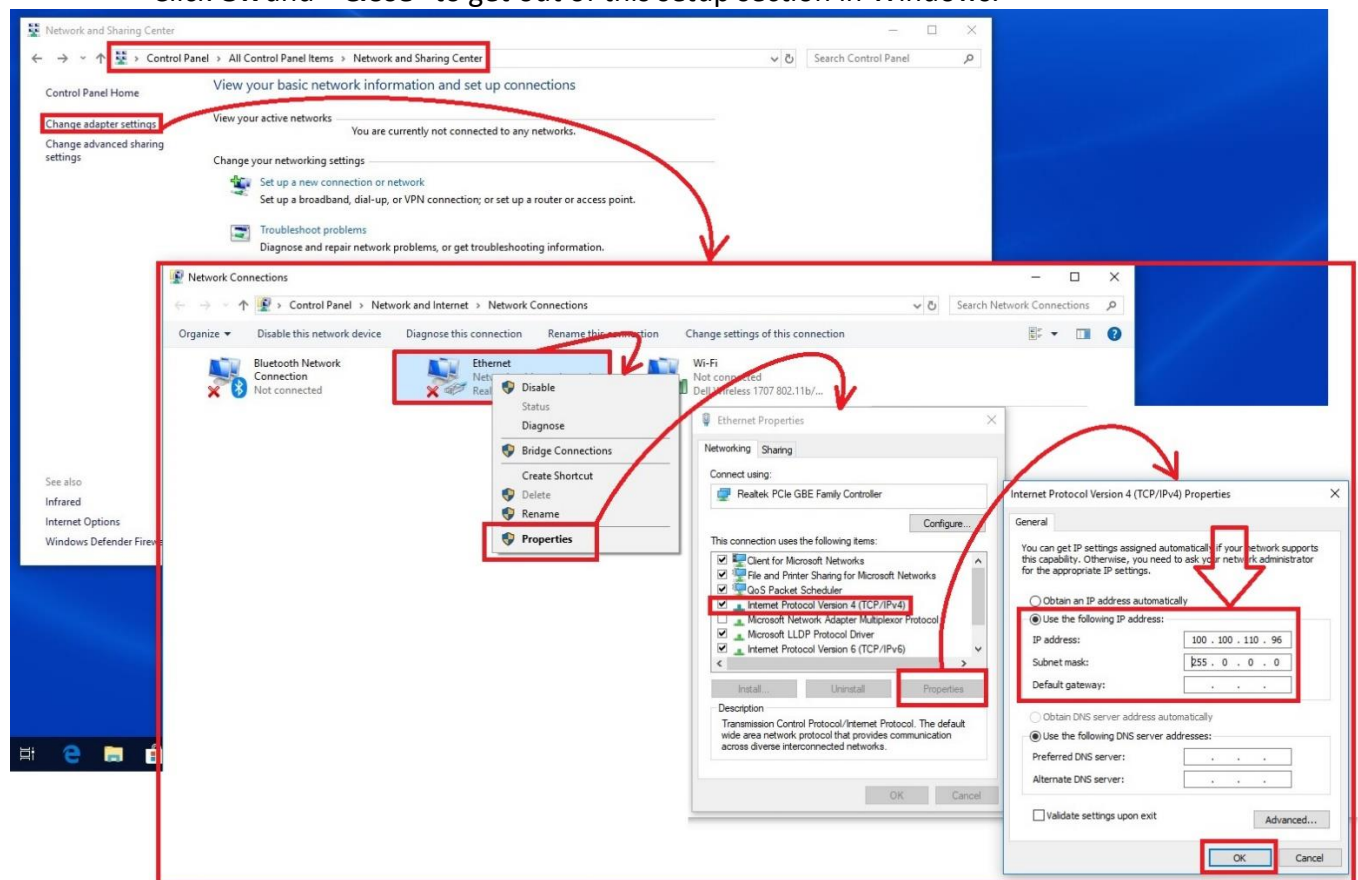
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2. Assigning the IP address to the Computer

To configure the network card and setup the IP address assigned to this PC:

- Go to **Control Panel**
- Go to the **Network and Sharing Center**
- Select **Change adapter settings**
- Select the right Ethernet icon in use (the PC it might have more than one network card)
- Click **Properties**
- TCP/IP4 and click **Properties**
- Define IP address (for example): 100.100.110.96, Subnet: 255.0.0.0, Default gateway-no setting needed.
- Click **OK** and **“Close”** to get out of this setup section in Windows.

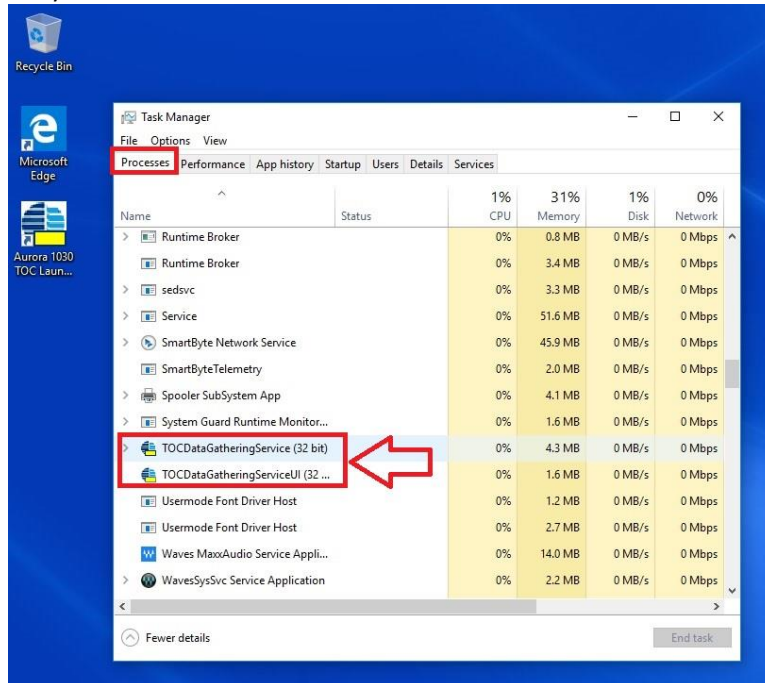


Turn off the PC, and make sure the 1030 is connected to the PC with the cross Ethernet cable (p/n: 321901) for direct connection before restarting it. If there is a network connection instead, a normal network cable should be used. Once the cable is verified to be connected power on the PC.

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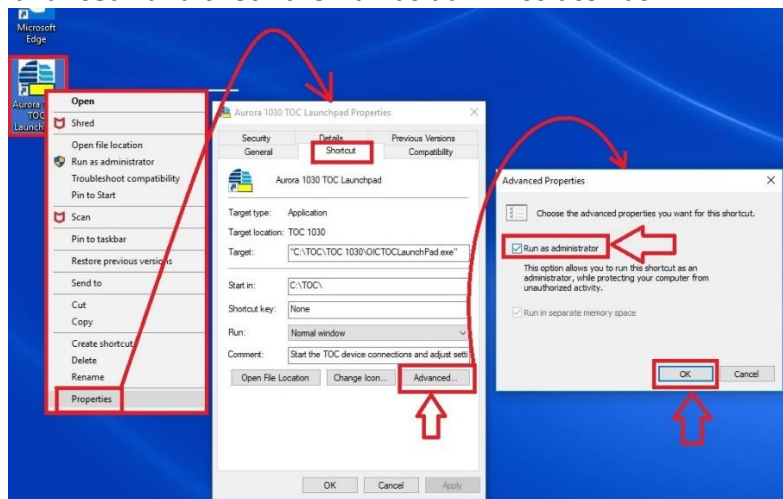
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Once the PC has completed the booting process, open **Task Manager**. Verify that both of the executable files are running. Confirm that the file **“TOCDataGatheringService.exe*32”** is running under Admin privileges (SYSTEM). If these are here it means the software was installed properly:



Configure the Launchpad shortcut as **“Run as administrator”**:

- Right Click the launcher shortcut and select **properties**
- Then select **“Advanced”** and check the **Run as administrator** box.



Do not open the software yet as the Firewall configurations still need to be made.

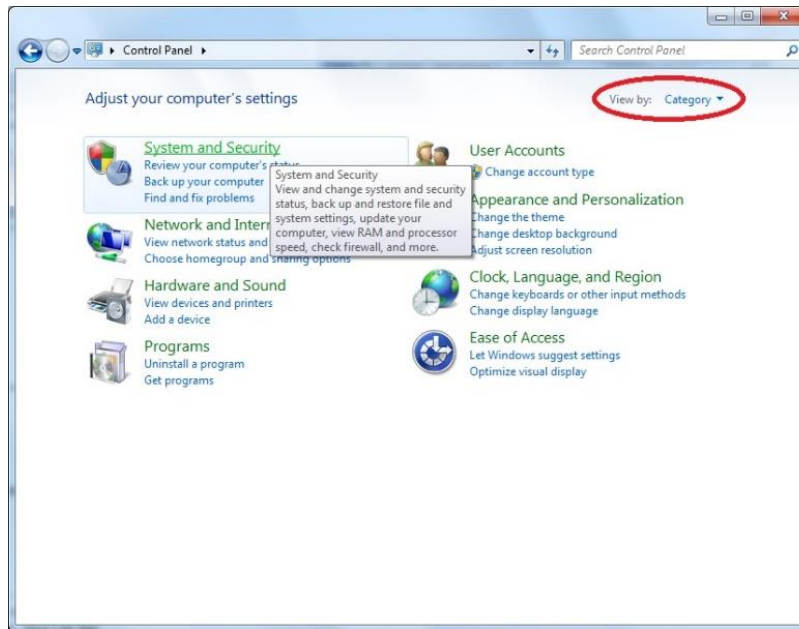
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3. Configuring the Firewall

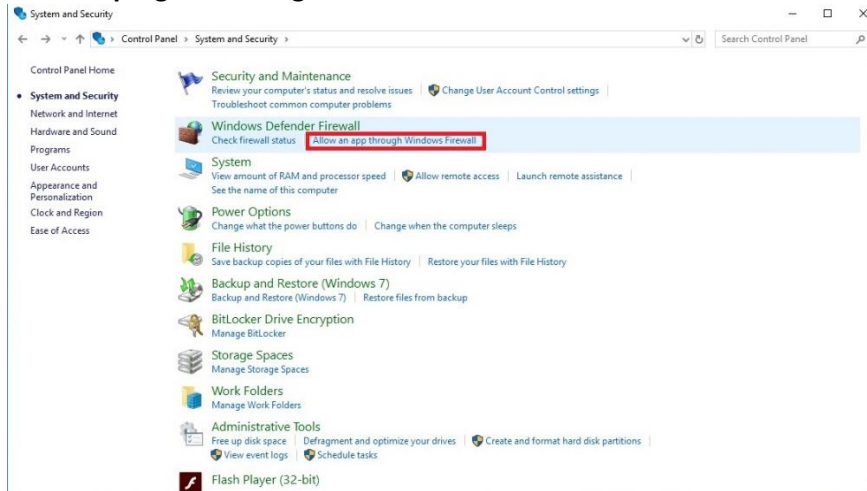
The firewall settings need to be configured before the TOC software can be used. By configuring the firewall settings the program will be recognized by Windows 10, and there shouldn't be blockages to the DGS program. Currently when the 1030 is connected to the PC the DGS icon should be a red color. Even though the Windows Firewall has been turned OFF in the settings, it may not allow the DGS service to have access through the firewall. The solution is to manually tell Windows Firewall to allow the DGS program access through the firewall by performing the following steps:

3.1 Go to Control Panel->System and Security. Switch to **View by: Category** if not already in this view.



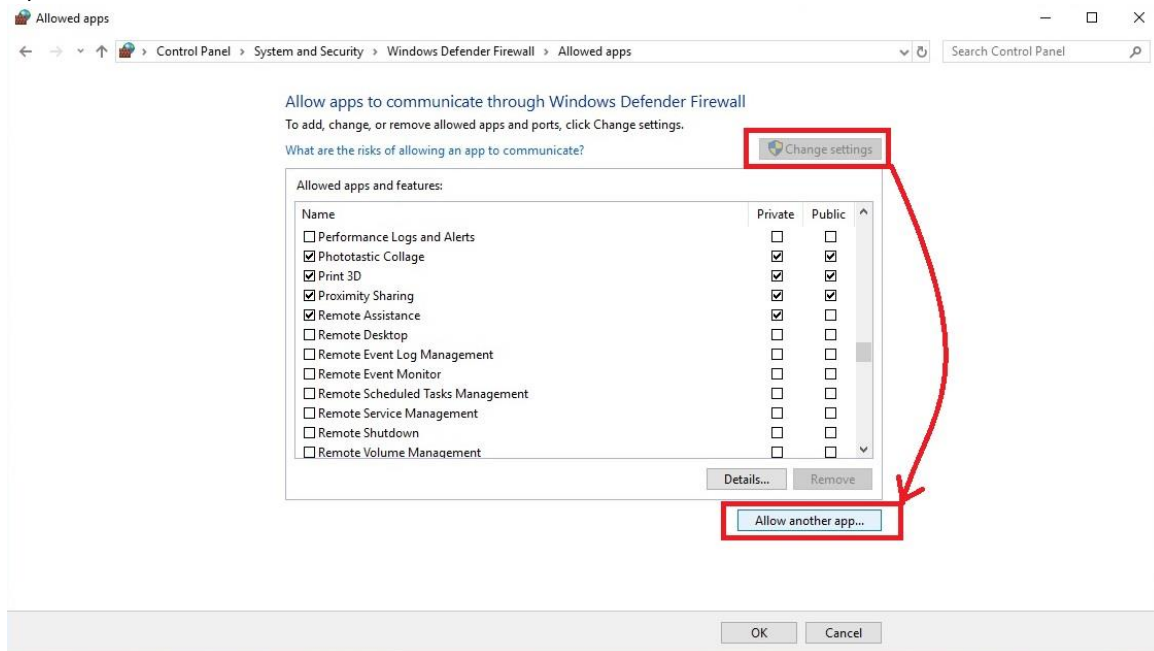
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3.2 Click on **Allow a program through Windows Firewall**



3.3 Click on **Allow another app...**

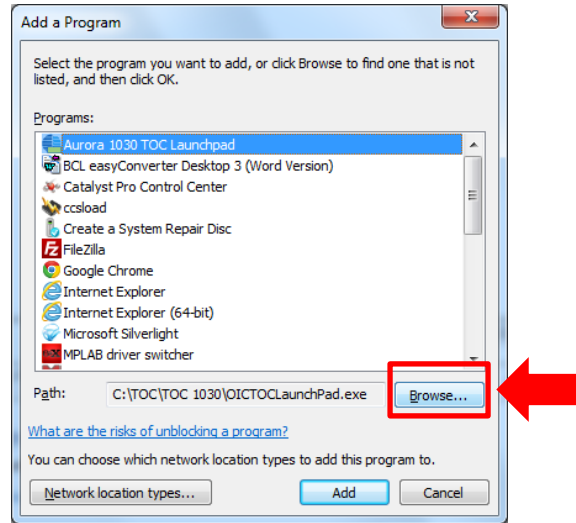
(NOTE: if that button is not available, click on the **Change Settings** button first, which should make it available.)



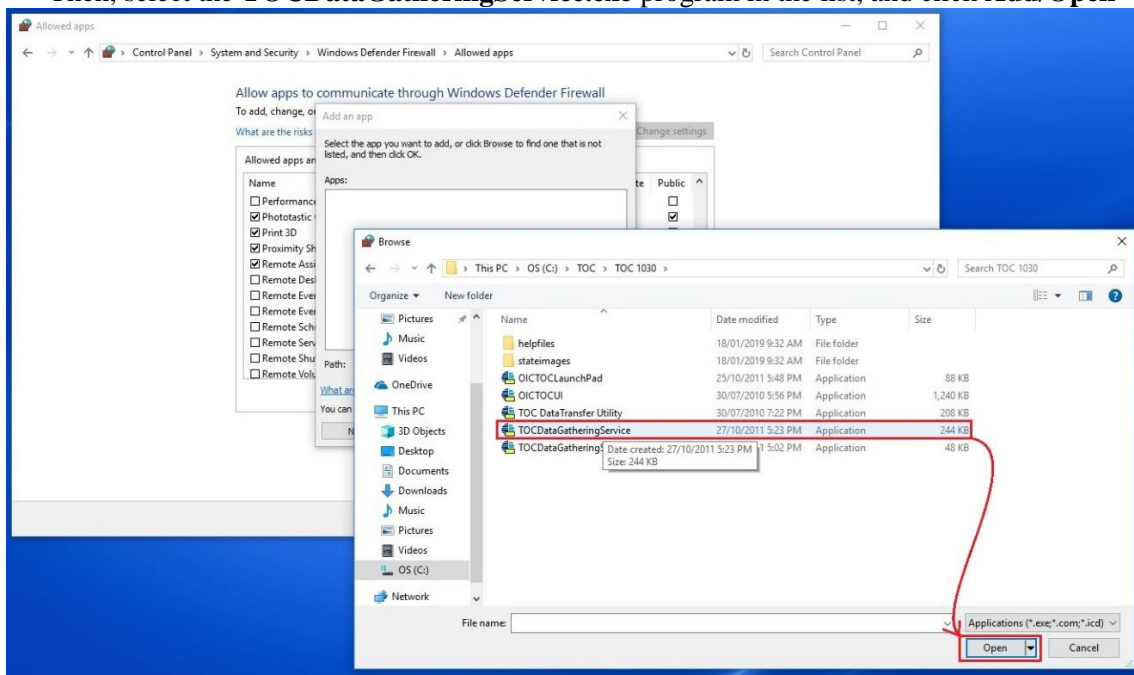
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3.4 Click on the **Browse... button**



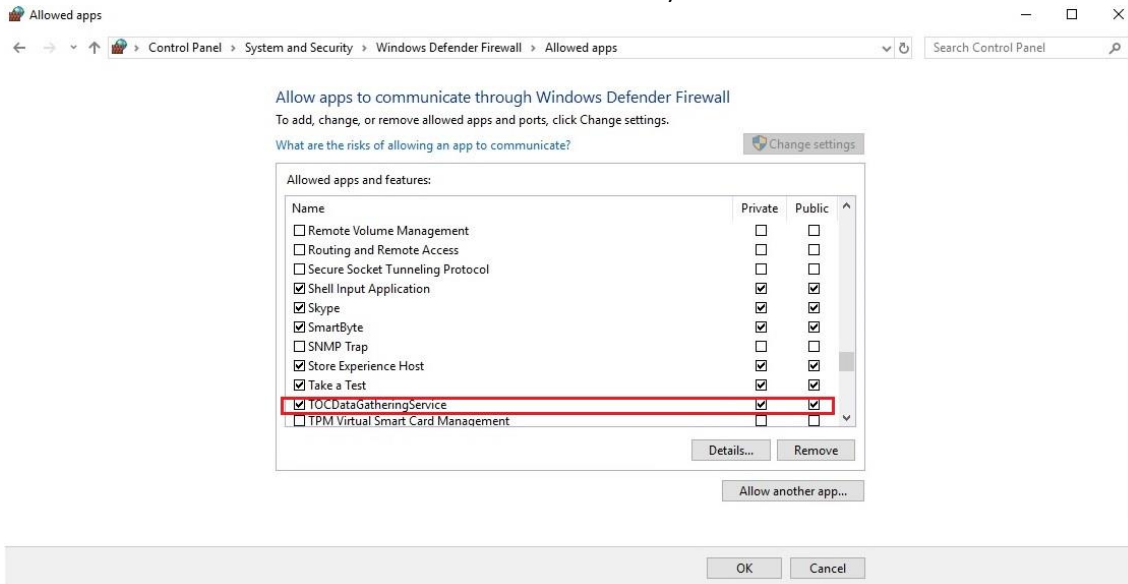
3.5 Navigate to the TOC installation directory at “C:\TOC\TOC1030”, select the **TOCDataGatheringService.exe program, and click **Open****
Then, select the **TOCDataGatheringService.exe** program in the list, and click **Add/Open**



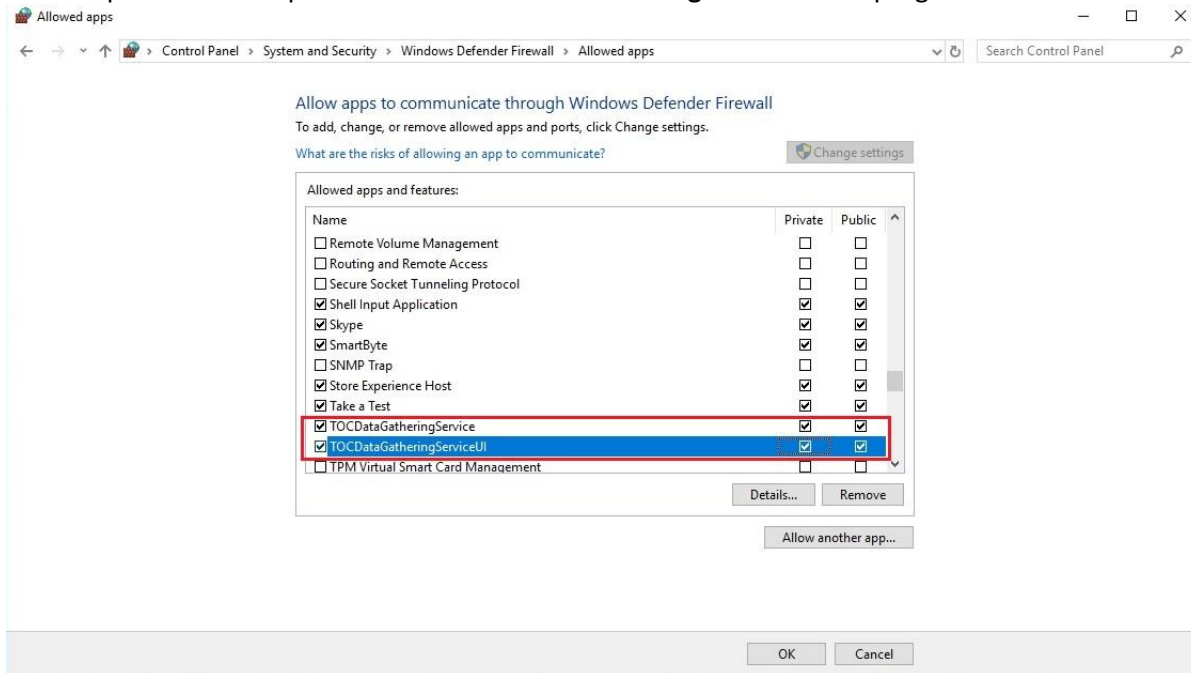
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This will add the TOC DGS service to the list of programs that have access through the Firewall.
(NOTE: Be sure the two boxes are checked for Private and Public.)



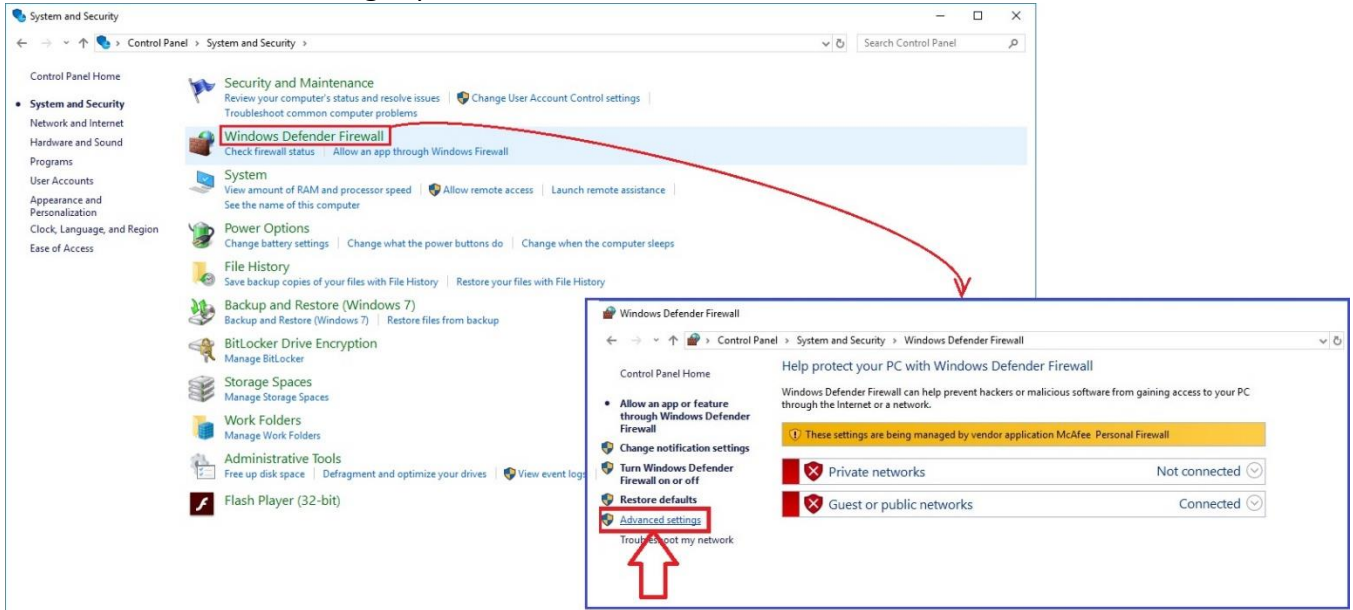
3.6 Repeat this same process for the TOCDataGatheringServiceUI.exe program.



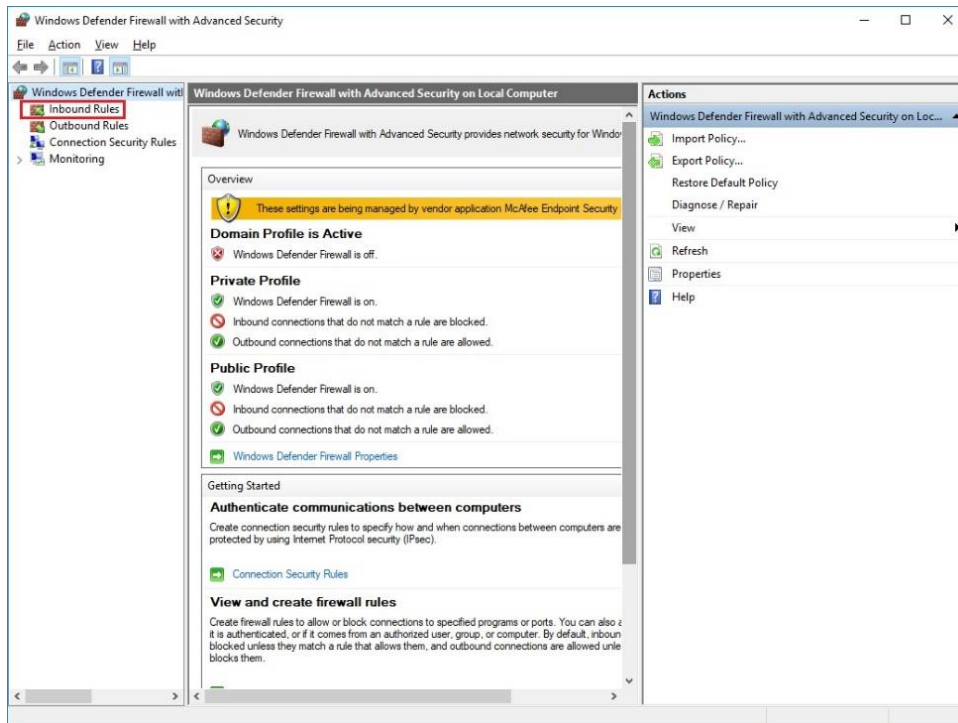
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3.7 Click OK to close this window, now, go back to Windows Defender Firewall and select the Advanced settings options:



3.8 Click on Inbound Rules...



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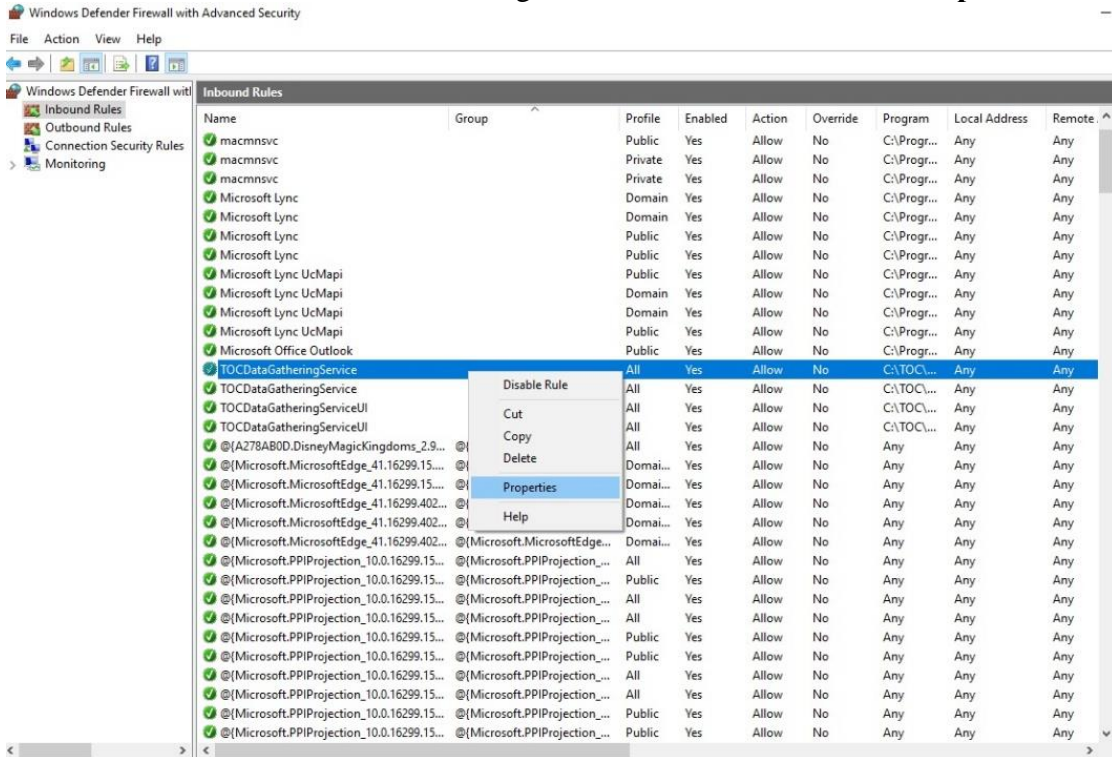
3.9 Find the four TOCDataGatheringService(UI) files, which are marked with the green check mark on the side. These will need to be modified one at the time, as follows:

Name	Group	Profile	Enabled	Action	Override	Program	Local Address	Remote Address	Protocol	Local Port	Remote Port	Authorized Users	Auth...
McAfee Management Service Host (664)		All	Yes	Allow	No	C:\Prog...	Any	Any	Any	Any	Any	Any	Any
McAfee Management Service Host (668)		All	Yes	Allow	No	C:\Prog...	Any	Any	Any	Any	Any	Any	Any
McAfee Shared Service Host		All	Yes	Allow	No	C:\Prog...	Any	Any	Any	Any	Any	Any	Any
TOCDataGatheringService		Domain	No	Allow	No	C:\TOC...	Any	Any	TCP	Any	Any	Any	Any
TOCDataGatheringService		Domain	No	Allow	No	C:\TOC...	Any	Any	UDP	Any	Any	Any	Any
TOCDataGatheringService(UI)		Domain	No	Allow	No	C:\TOC...	Any	Any	TCP	Any	Any	Any	Any
TOCDataGatheringService(UI)		Domain	No	Allow	No	C:\TOC...	Any	Any	TCP	Any	Any	Any	Any
TOCDataGatheringService(UI)		All	Yes	Allow	No	C:\TOC...	Any	Any	UDP	Any	Any	Any	Any
TOCDataGatheringService(UI)		All	Yes	Allow	No	C:\TOC...	Any	Any	TCP	Any	Any	Any	Any

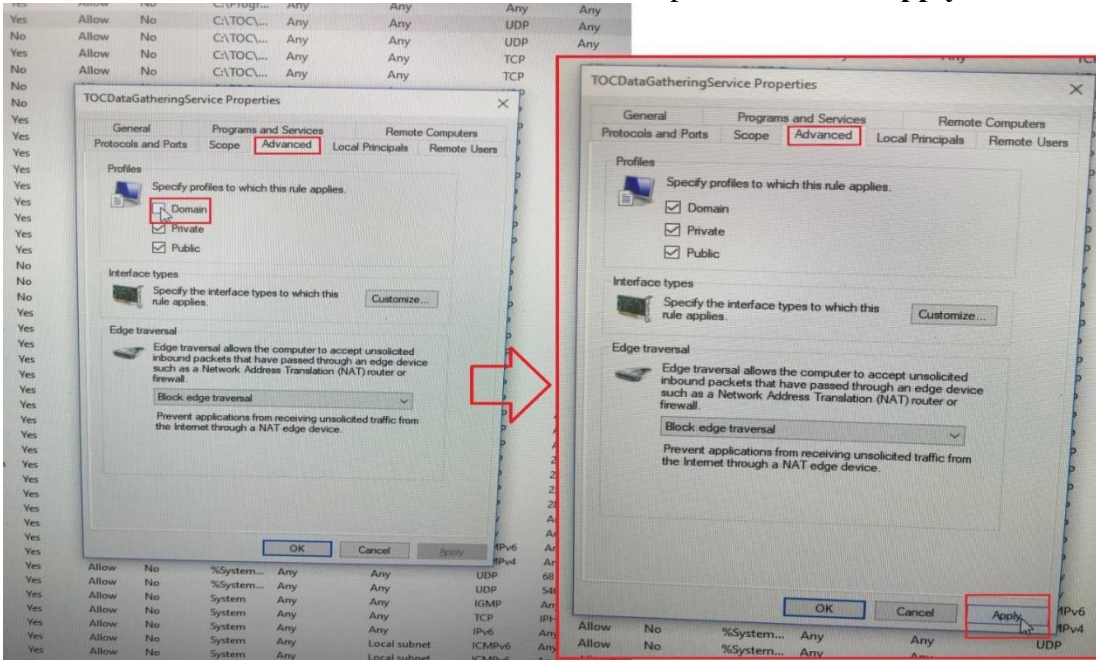
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3.10 Select the first file and click the right button and scroll down on Properties...



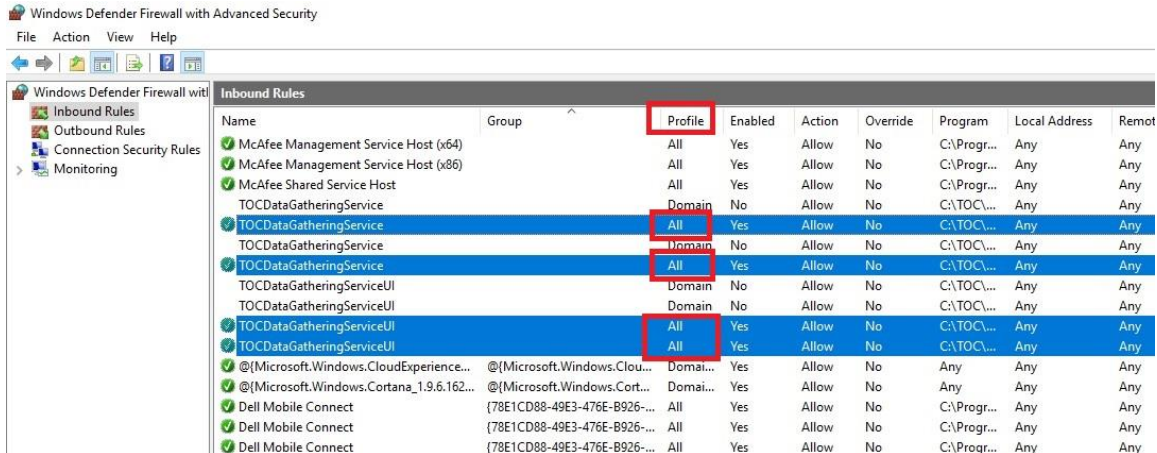
3.11 Go to Advanced tab and check the Domain option then click Apply...



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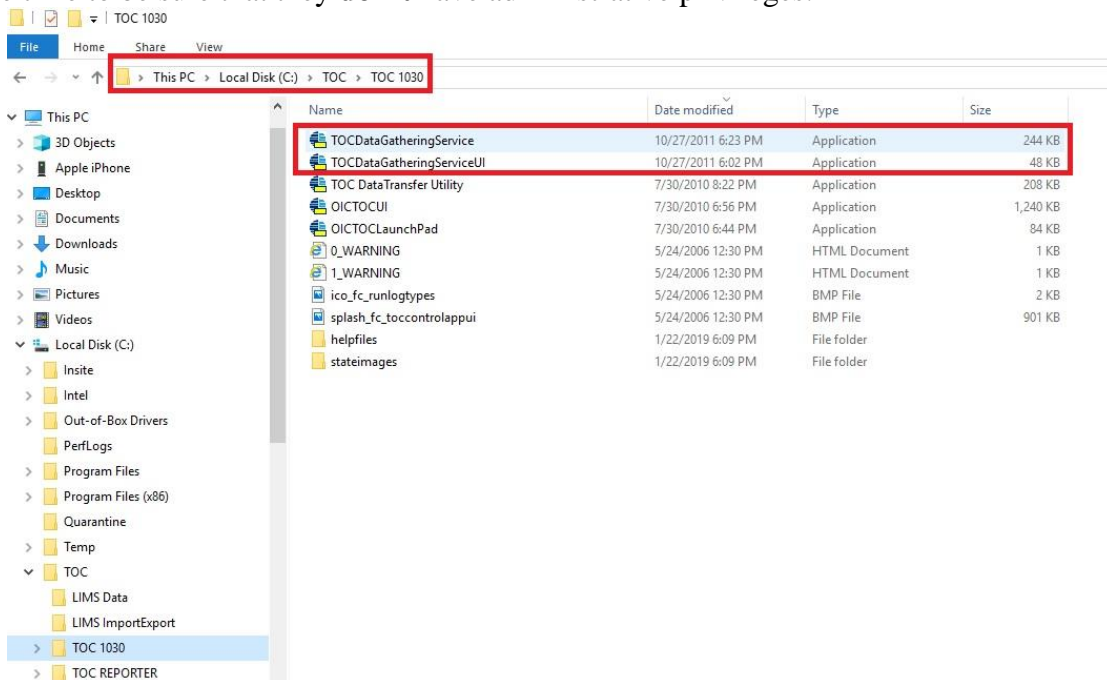
3.12 Now, repeat this same process for the other TOC Data Gathering Service files, the Profile should read as “All” on each of them...



Once finished, close this window.

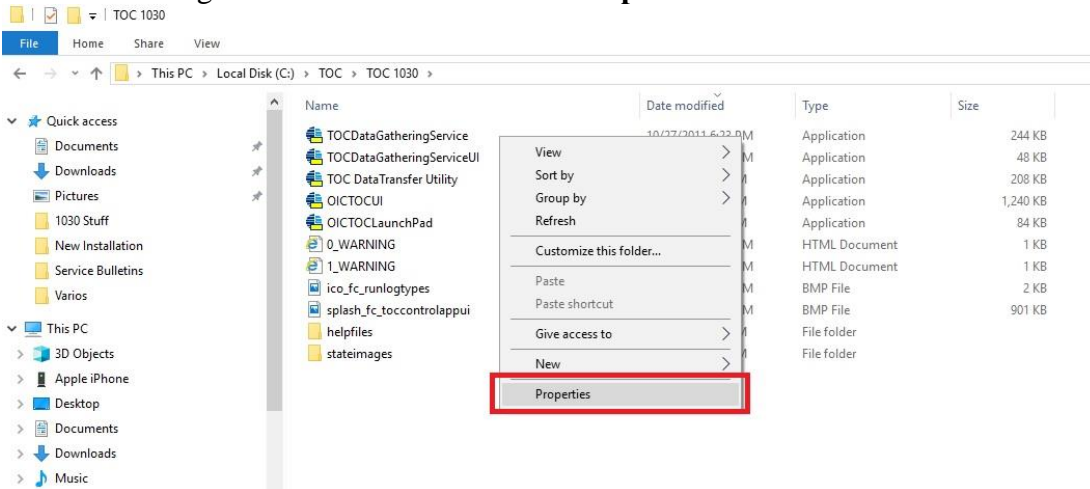
4. Configuring the EXE files

Open the **Windows Explorer** and go the **C: TOC\TOC 1030** directory. Located here are the two EXE files, **TOCDataGatheringData** and **TOCDataGatheringDataUI**. These two files need to be checked, one at the time to be sure that they **don't** have administrative privileges:

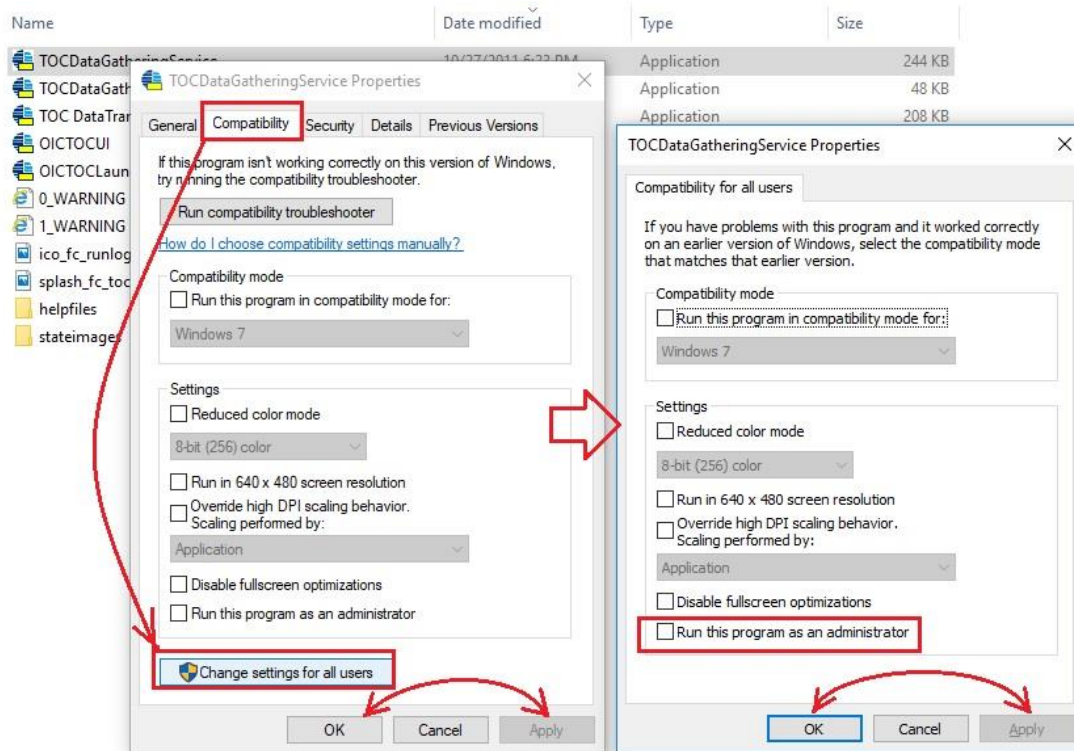


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Select the first file and right-click and scroll down on **Properties...**



Go to **Compatibility** tab and click **Change settings for all users**. Then, confirm that the option **“Run this program as an administrator”** is **UNCHECKED**. Then, click **Apply** and click **OK**. Then, click **Apply** and click **OK** on the first screen and the window will be closed.



Now, repeat this same process for the second TOC file, the **TOCDataGatheringDataUI**.

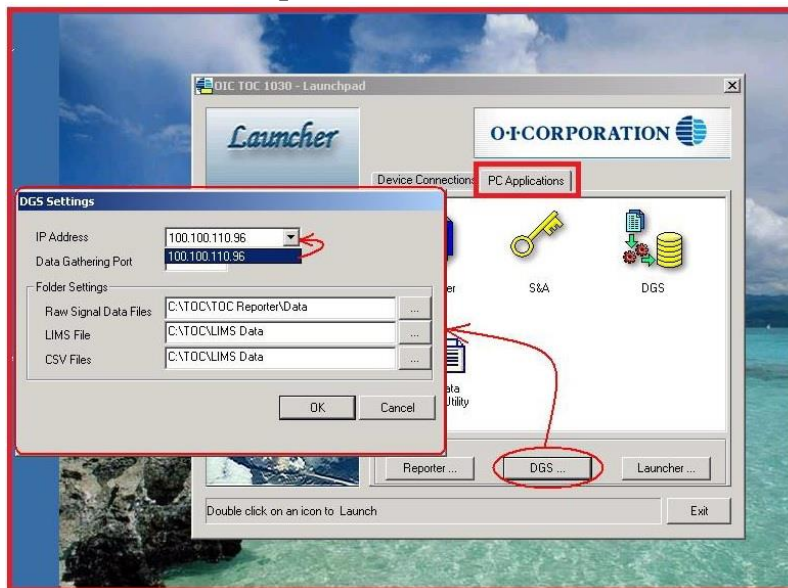
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5. Assigning the IP address to the 1030

Create and add a new 1030 in the Launchpad from the shortcut icon. Open the Launchpad, go to the **Device Connections** tab and press the **Add** button. The IP address here should be a **different** value than the PC one.



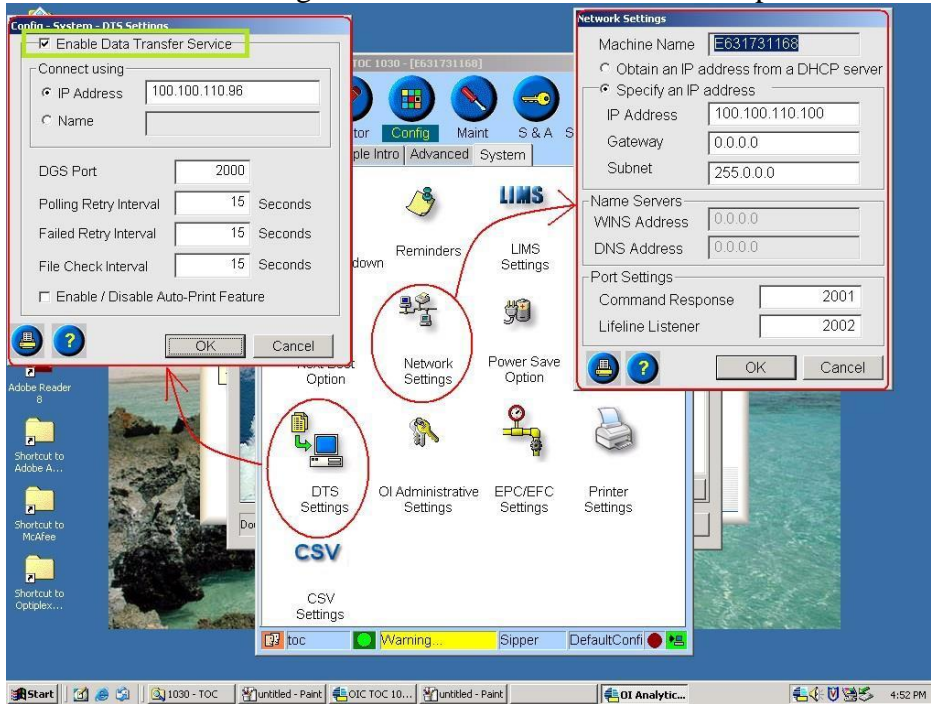
Go to the PC Applications tab, click the **DGS** button scroll down and verify that the selected the IP address is the **same** as the one found in **step # 2**:



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Now, from the 1030 display go to the **System** tab and click the **Network Settings** and **DTS Settings** icons as seen below. Check the “**Enable Data Transfer Service**” option in the **DTS Settings** as seen below. This option will have the 1030 generate data and send it to the computer.



6. Connecting the 1030 to the Computer

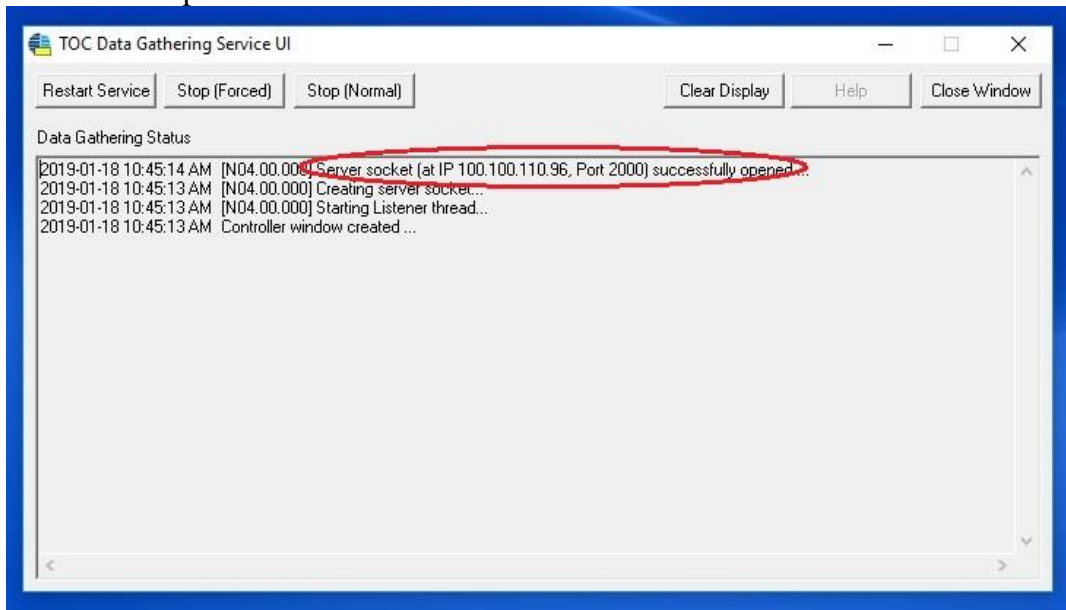
Shut down the 1030 and the PC. First power on the 1030 and wait until the login process is completed. Then, turn on the PC but do not open the TOC software yet. Initially the DGS icon will be in red color, but when the PC has been completed the booting process, the DGS icon should change to a green color, if not, shut down the **PC ONLY**, leave the 1030 on and reboot the PC. The DGS icon should now be green.

During the start up, the DGSUI icon pops up at the desktop:

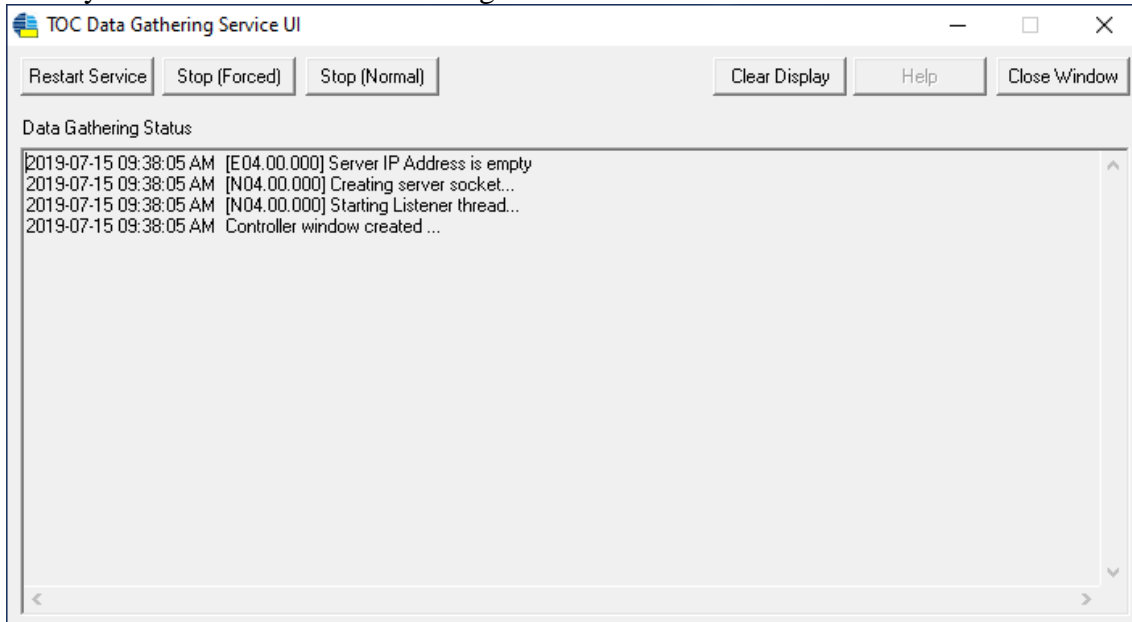


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Double click the **Show DGS Console** option. Check if the Server socket successfully opened and that there is communication between the 1030 and the PC. The IP address that should appear here is the one assigned to the PC in step # 2:



Note: You may see a screen like the following:



In this case you will want to change the **port settings**. The steps to do this are explained later in this document. Follow those steps and restart the 1030 and the PC.

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Identify the DGS status as shown below:

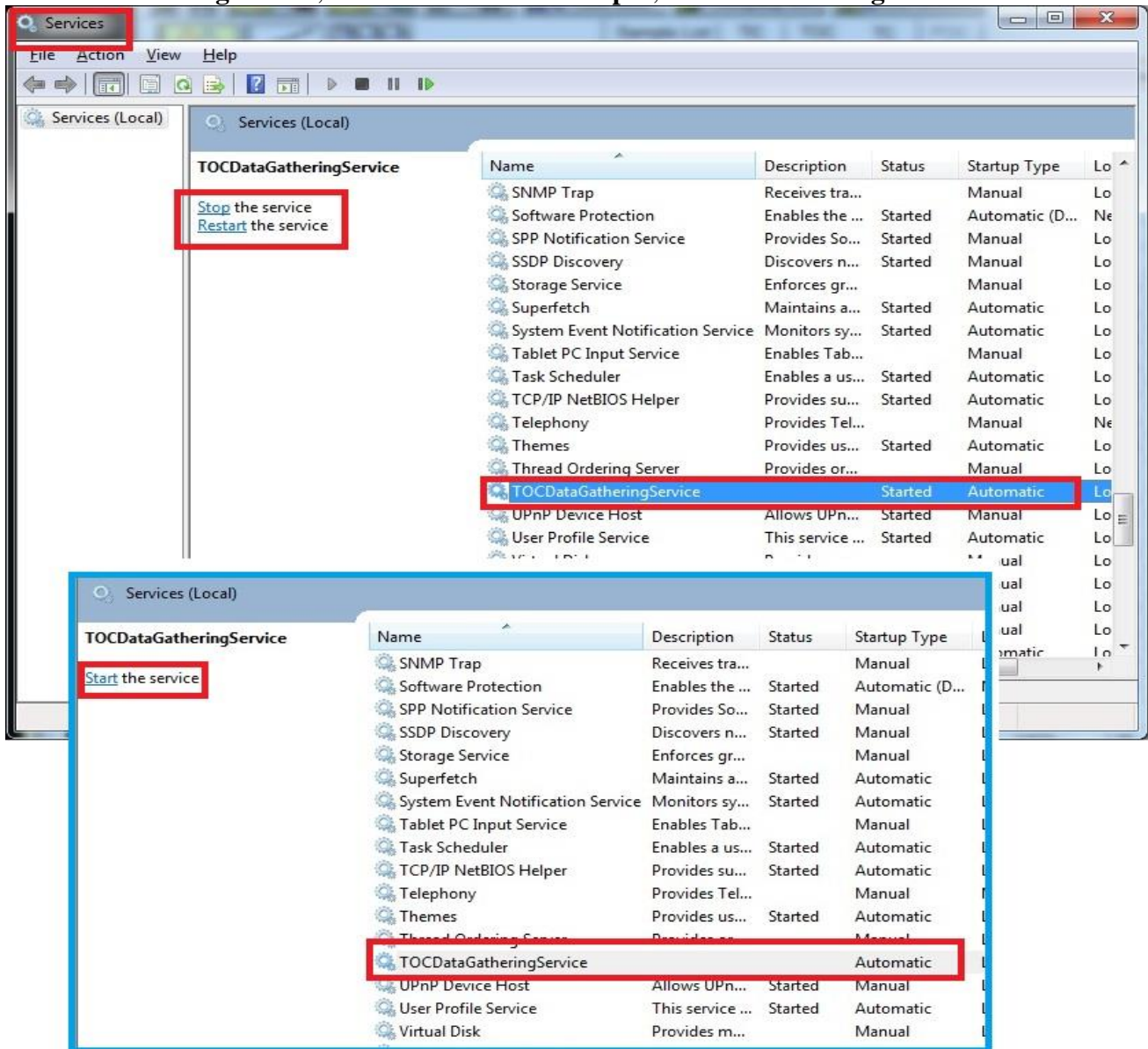
DGS status	Icon	Description
		Indicates the Data Gathering Service (DGS) is operational.
		Indicates the DGS is disabled.
		An "X" inside a red circle indicates the Aurora is not connected to a PC running the data gathering service.
		Indicates the DGS is enabled but not connected.

If the icon is green then you don't have to keep following the guide. If it is red then you will need to take a few more steps to set things up.

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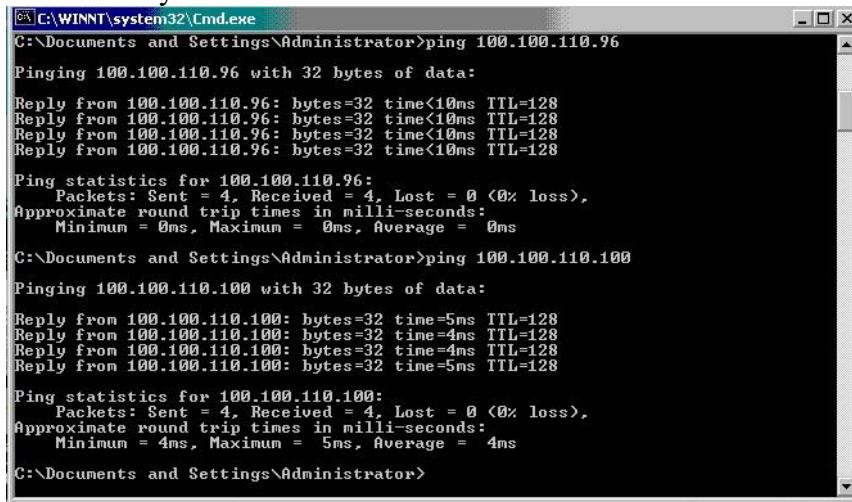
If the DGS icon is the red color a failure has occurred with the DGS. In this case the DTS may need to be reset, go to the Services screen in Control panel and scroll down to the file **DGSDataGatheringService**, select the service and **stop it**, and then **start it again** as seen below:



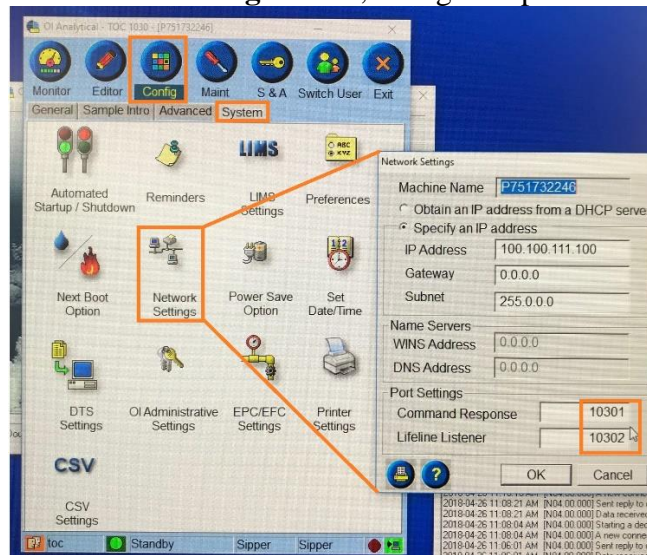
Once the service has been restarted, check if the DGS icon on the Display of the 1030 has become green. Also, check what is shown on the DGS screen. It might necessary power cycle the PC once again and check if this resets the DTS.

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Ping the 1030 IP address to make sure that a reply is received. Open command prompt and type **ping <1030 ip address>** and press enter. If successful a message similar to the one below should appear. If no reply was received it's likely that there's no connection between the 1030 and the research computer.

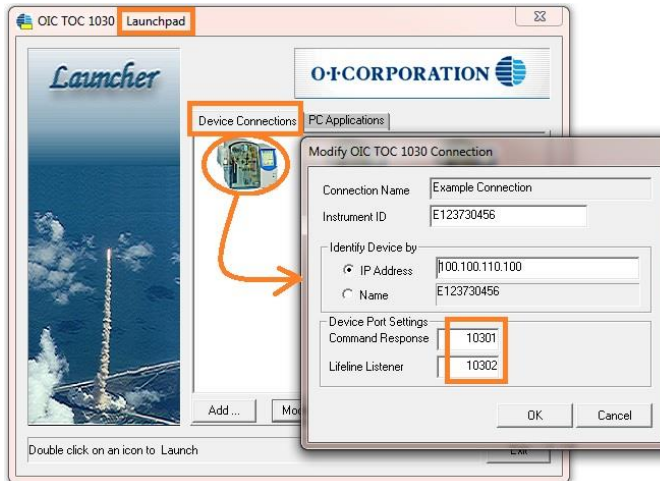


In the event that the DGS icon is still red, the default port values of **2000**, **2001**, and **2002** may need to be changed to something else. If the 1030 GUI is unable to connect to the 1030 unit then the port numbers may need to be changed to **10300**, **10301**, and **10302**. This can be done by going to the **Config** screen, **System** tab, and then **Network Settings**. Next, change the port values to those shown below.

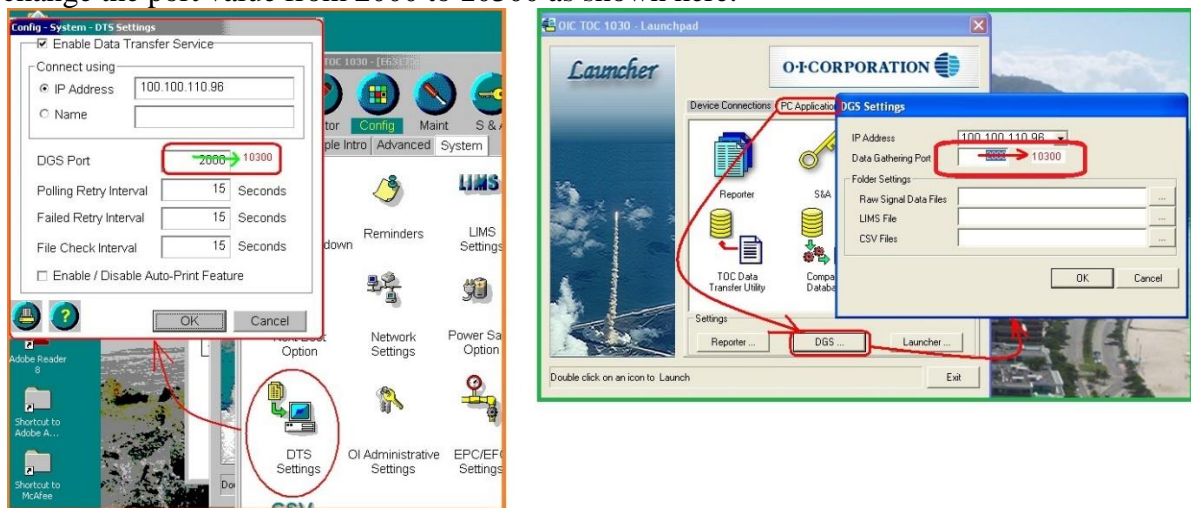


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Go to the **Launchpad**, **Device Connections**, then, select the **1030 icon** and change the port values to match the ones shown below.



Now change the port value from **2000** to **10300** as shown here:



Power off both the 1030 and the PC. Now power on the 1030 first and wait until it completes the login process. After the 1030 has completed the login process turn on the PC.

If the procedure was successful, the DGS icon should be green. If it is still red, the DTS may need to be reset again. Go to the Services screen in Control panel and manually stop and restart the DGSDatagatheringService file, as was mentioned before on page 20 of this document.

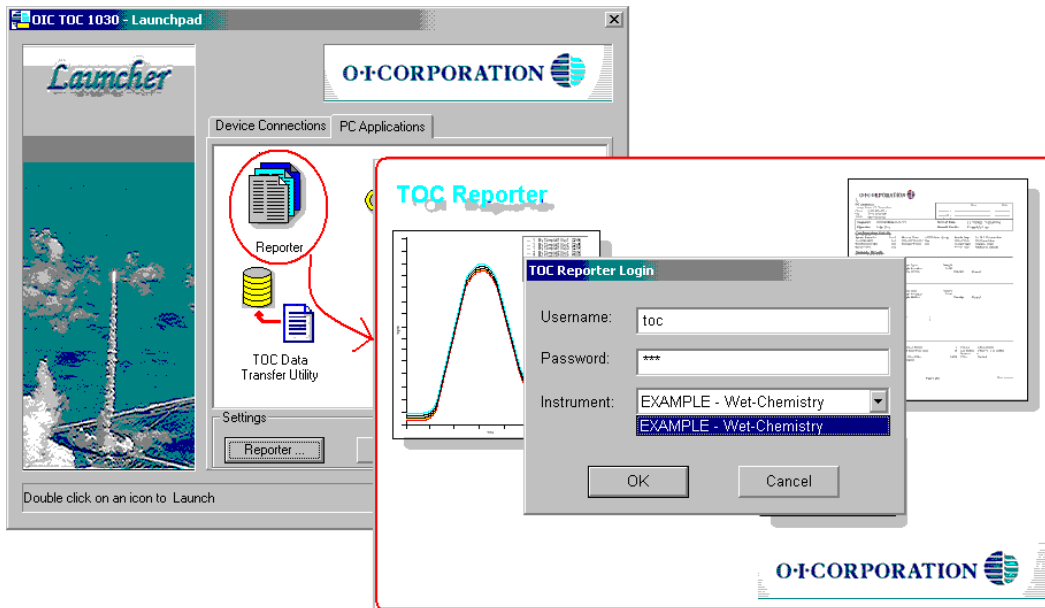
If the DGS icon is still red then you may want to try and restart the TOC 1030 while the PC remains on.

The DGS UI should show the TOC unit(s) have begun to establish connection, and should start sending any backed-up data from the TOC to the DGS.

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7. Setting up the instrument ID in the ATOC software.

1. Go to the Launchpad screen, click Reporter and select any of the “Examples” right there:



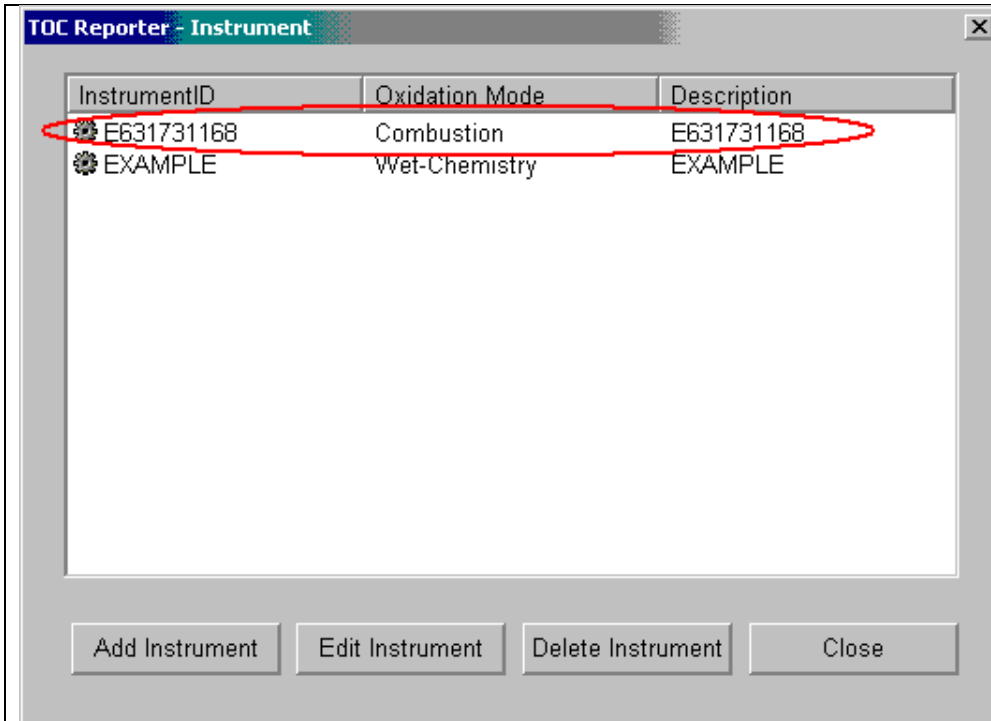
2. Once the ATOC Software pops up, go to Instrument, click on **Add Instrument** button, then, type down the **Instrument serial number** and it must match exactly what is in the TOC serial number but **do not** add the alpha character of E or P at the end. Make sure the letter at the beginning is a capital.

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3. Specify the mode Wet or Combustion and then enter a description if desired. Click **OK** to save changes and close the ATOC. Re open it from the Launchpad but now select the instrument added.

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4. Exit from the software, and again from the Launchpad login back “again” but now you can see the S/N of the unit you added to the list, select this S/N and you will open the software session for the 1030 you are looking for.

Latest revision 7-15-19.

Part Numbers Affected:	1030 TOC
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Bulletin #:		Author:	N. Bauman & G. Jimenez & G. Ballard
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