

General

This document details how to backup, install and restore Metrohm tiamo software.

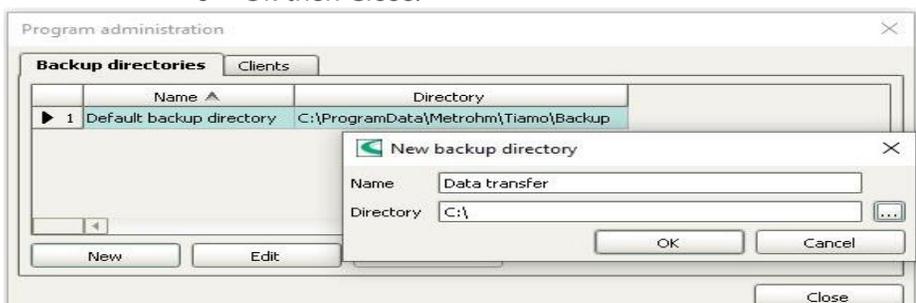
Procedure

Current computer: How to backup current software

1. In tiamo, navigate to Help > About – record the license code.
2. Export all methods:
In Method tab, navigate to File > method manager > select all - Edit - export
3. Export configuration:
 - In Configuration tab, navigate to File > export -- if login usernames and passwords aren't known, then uncheck security settings.
4. Archive Audit trail, if applicable
 - We recommend informing your QA/QC department.
 - In Configuration tab, navigate to Tools > audit trail >file > print.
 - Next File > archive and select location.



5. Create Backup directory:
 - In Configuration tab, navigate to Tools > Program administration > new.
 - enter name Data transfer.
 - for directory navigate to computer C drive as directory.
 - Ok then Close.



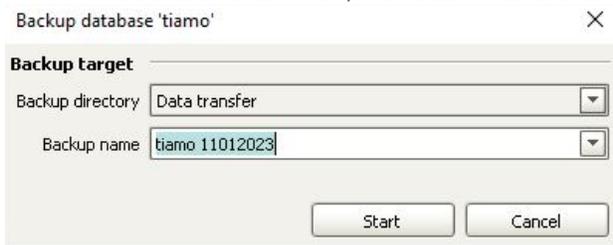
6. Archive configuration database
 - In Configuration tab, navigate to File > Backup> Manually.

- select Backup directory, Data Transfer.
- enter Backup name.
- On computer, C drive, confirm **Config** folder was created.



7. Archive database(s)

- In Database tab, navigate to File > Database manager > select database to Backup then select Backup.
 - Select Backup directory, Data Transfer.
 - Enter Backup name then Start.
 - On computer, C drive, confirm **Determination** folder was created.
- If Database size is >2GB, we recommend archiving and opening a new database.



Current computer: How to upgrade software version. Review Appendix II for guidance.

- When software version is compatible, we recommend upgrading tiamo version on current computer operating system instead of new computer. Go to Metrohm website, Software Center – tiamo for windows compatibility table.
- If error message 009-119 Old device program appears, DO NOT UPDATE the Autosampler with tiamo Net. Contact Technical Support and provide Instrument model number, serial number and program version.

1. Perform upgrade.

- Download tiamo version from Metrohm website.
- Admin rights are required on the computer [read, write and delete]. Verify with your IT.
- See Appendix I for recommended computer specifications.
- Disconnect instruments from computer.
- Extract files from a download zipped tiamo version file.
 - Locate tiamo exe file then double click to start installation procedure.
 - Follow the installation prompts.

2. Follow previous section “How to backup current software” for this new version.

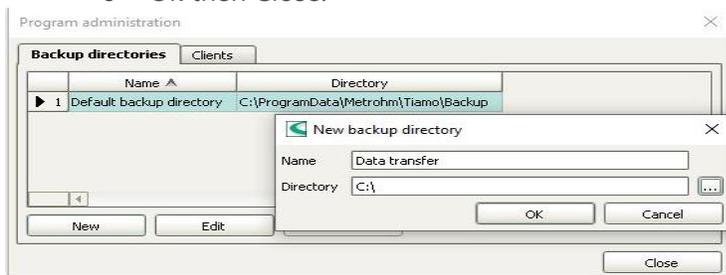
New Computer: How to install and restore tiamo. If updating tiamo version, then review Appendix II.

1. Install tiamo software.

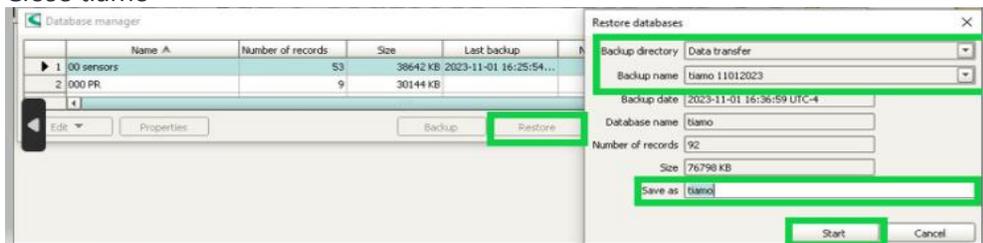
- Admin rights are required on the computer [read, write and delete]. Verify with your IT.
- See Appendix I for recommended computer specifications.
- **Do not connect instruments to computer until step 6.**
- Download tiamo version from Metrohm website.

Visit: www.metrohmusa.com

- Extract files from a download zipped tiamo version file.
 - Locate tiamo exe file then double click to start installation procedure.
 - Follow the installation prompts.
 - Open tiamo, navigate and access all tabs – if there is an error in installation, then a message will appear or software won't open.
 - Close tiamo.
- 2. From the previous computer, navigate to C drive, copy both **Determination** folder and **Config** folder to an **external drive**
 - From the **external drive**, copy both **Determination** folder and **Config** folder to New computer - C drive
- 3. Open tiamo.
- 4. Create Backup directory.
 - In Configuration tab, navigate to Tools > Program administration > New.
 - enter name Data Transfer
 - for directory navigate to computer C drive as directory.
 - Ok then Close.



5. Restore Databases
 - In Database tab, navigate to File > Database manager.
 - If previous database name was tiamo, then select tiamo > Edit and Delete
 - Select Restore
 - Select Backup directory, Data Transfer
 - Select Backup name.
 - Enter database previous name for Save as, then select Start.
 - Ok then Close.
- Close tiamo



6. Connect instruments to computer.
 - Navigate to Control panel > Device manager > Navigate to USB Metrohm folder then double click to open.
 - Is all instrument listed?
7. Restore Configuration database [ConfigDB]
 - On computer, navigate to **C:\Program Files (x86)\Metrohm\tiamo\bin**
 - launch **ConfigRestore**
 - Select Backup directory Data Transfer which was just created.

- Select Backup name then Start.
- Open tiamo.

<Insert image: Restore configuration data tiamo: highlight Backup directory IC Data and Backup name>

8. Import Configuration file, [.mcfg].
 - In Configuration, navigate to File > Import then select directory and file.
 - Select Open then OK.
 - Follow messages.
9. Follow previous section “How to backup current software”.

Appendix I

We recommend the following PC specs:

- RAM: at least 4GB and preferred 8 GB
- Hard drive: at least 60GB
- processor: i5 or better
- USB port: one per instrument plus 1 extra per every 2 instruments

Appendix I

- For Windows operating system 7 and if current version is 2.2, then recommend this upgrade plan.2.5
 - On current computer upgrade to 2.5, then follow section “How to Backup current version”.
 - On new computer Windows operating system 10, follow section How to install and restore software.
- Tiamo versions 2.5 and higher are compatible with Windows operating system 10.
- Tiamo is currently not officially compatible with Windows operating system 11.

If error message 009-119 Old device program appears, DO NOT UPDATE the Autosampler. Contact Technical Support and provide Instrument model number, serial number and program version.

Troubleshooting

- The following ports must be in listening status: 5645, 5646, 6001, 6002.

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