

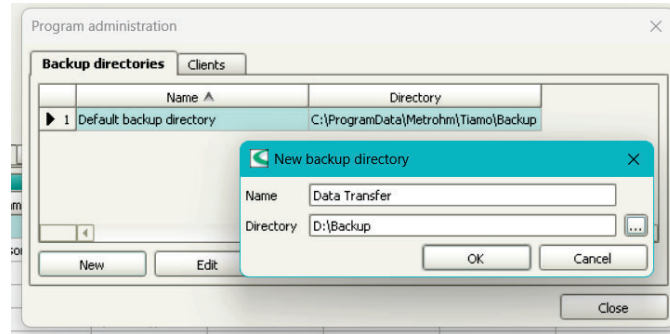
tiamo Software Backup/Restore, Upgrade and/or Installation

How to backup, restore, install and/or upgrade tiamo software.

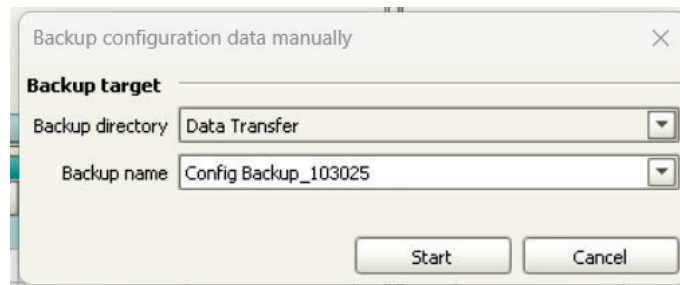
Technology: Titration

Backup in Preparation of Transfer to New PC

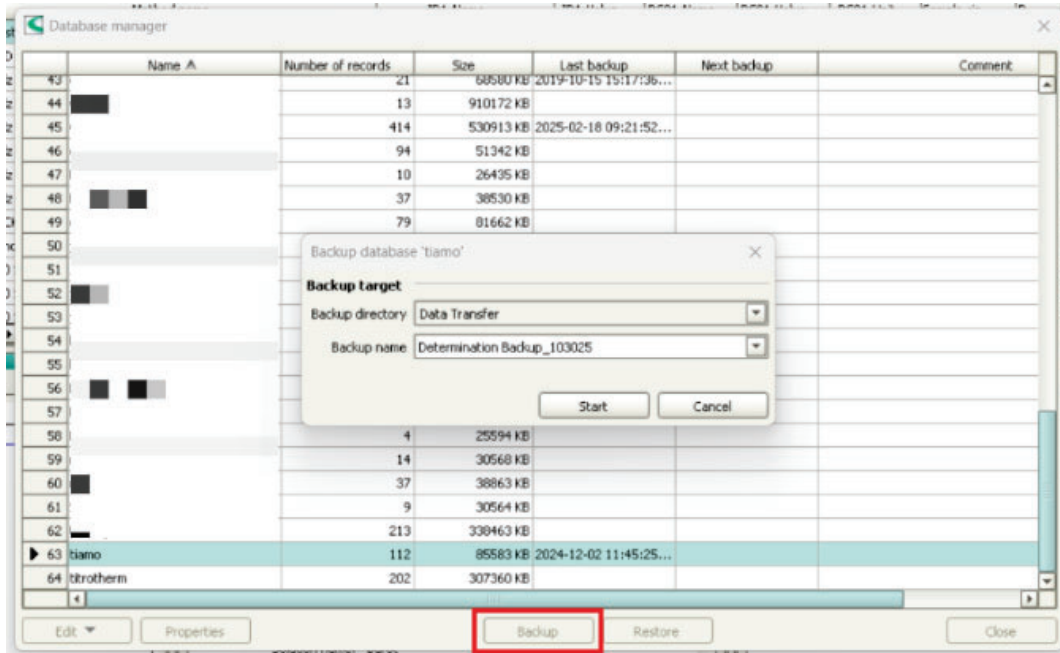
1. Export Methods
 - Click Method tab > File > Method manager > select all methods > Edit > Export
 - Export to directory which can be accessed on new PC, i.e. network or external drive
2. Export Configuration
 - Click Configuration tab > File > Export
 - Export to directory which can be accessed on new PC, i.e. network or external drive
 - Confirm .mcfg file created in newly created Backup directory
3. Print Audit Trail (if applicable)
 - Click Configuration tab > Tools > Print > 'All records' > select Portrait or Landscape – PDF will be created for your records
4. Archive Audit Trail (if applicable)
 - Click Configuration tab > Tools > Archive > select Target directory > All records – txt file of Audit trail entries will be created for your records
5. Create Backup Directory for Determination and Configuration Databases Transfer to New PC
 - Click Configuration tab > Tools > Program Administration > New
 - Enter name, i.e. Data Transfer
 - Select directory which can be accessed on new PC, i.e. network or external drive



- Click OK > Close
6. Backup Configuration
- Click Configuration tab > File > Backup > Manually
 - Select newly created Backup directory
 - Enter backup name, i.e. Config Backup_MMDDYY
 - Click Start



7. Backup Determination Database(s)
- Click Database tab > File > Database manager > select database > Backup
 - Select newly created Backup directory
 - Enter backup name, i.e. Determination backup_MMDDYY



- Click Start
- Confirm Determination folder created in newly created Backup directory

Upgrade tiamo on Current PC

If upgrading from tiamo 1.x > tiamo 2.x/3.0 or tiamo 2.x > tiamo 3.0 – an upgrade license will first need to be purchased.

1. See Appendix I for recommended PC specifications
2. Download tiamo from Metrohm website: [tiamo | Metrohm](#)
3. Ensure full administrator rights on PC (read, write, delete) – confirm with IT
4. Disconnect Metrohm USB devices from PC
5. Extract files from zipped download files onto the desktop of the PC
6. Locate tiamo exe (installation file) > double click to start install
7. Follow prompts in installation wizard, selecting Upgrade/Repair option
8. Enter upgrade license to complete installation

Install tiamo on New PC

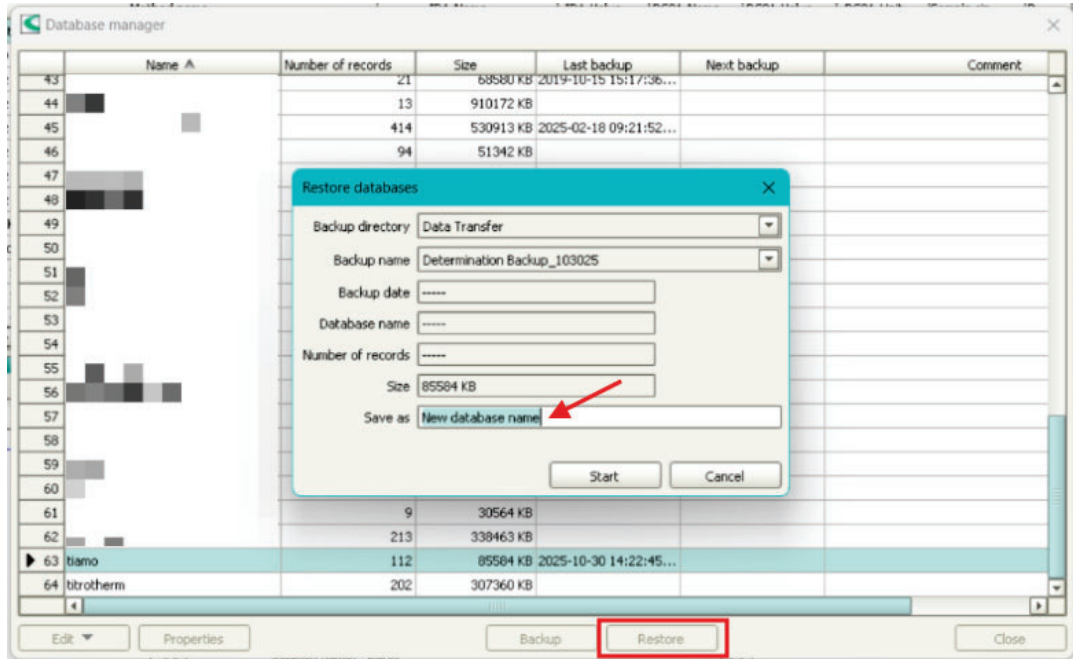
If moving from old PC to new PC, obtain current license in tiamo under Help > About.

1. See Appendix I for recommended PC specifications
2. Download tiamo from Metrohm website: [tiamo | Metrohm](#)

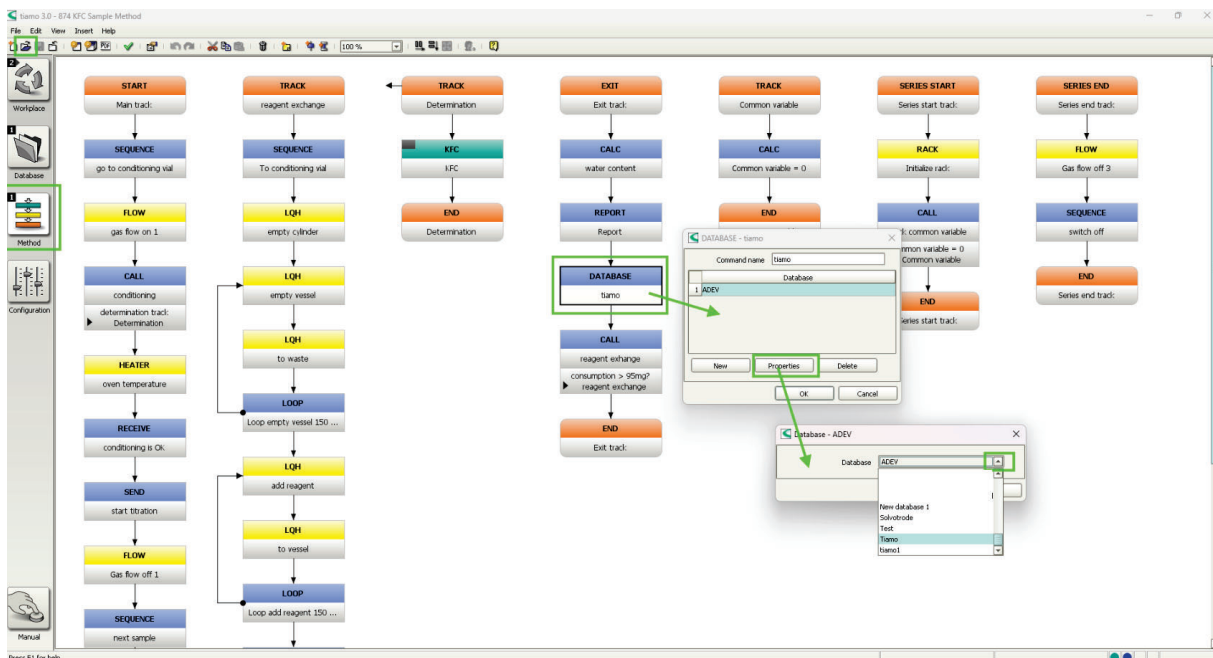
3. Ensure full administrator rights on PC (read, write, delete) – confirm with IT
4. DO NOT CONNECT METROHM USB DEVICES TO PC
5. Extract files from zipped download files onto the desktop of the PC
6. Locate tiamo exe (installation file) > double click to start install
7. Follow prompts in installation wizard
8. Enter license from old PC when prompted
9. Once installed, launch software and click through all tabs (Workplace, Database, Method, Configuration) to ensure tiamo installed correctly

Restore Data on New PC

1. Create Backup Directory on New PC – must match that which was created on old PC
 - Launch tiamo software
 - Click Configuration tab > Tools > Program Administration > New
 - Enter name, i.e. Data Transfer
 - Select directory, i.e. network or external drive
 - Click OK > Close
2. Restore Determination Database(s)
 - Click Database tab > File > Database manager > Restore
 - Use drop down menu to select newly created Backup directory
 - Use drop down menu to select Backup name, i.e. Determination backup_MMDDYY
 - Enter new database name in ‘Save as’

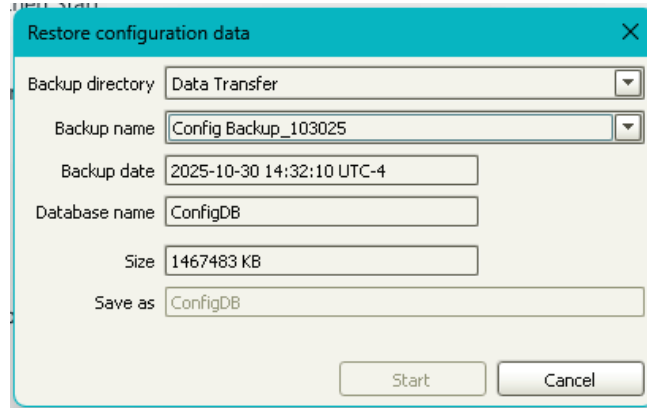


- Click Start
 - Repeat for all Determination databases requiring restoration
3. Update newly saved database in Methods.
- Go to Method Tab > File > Open > Select the desired method
 - Locate the blue 'DATABASE' command and double-click
 - Highlight current method > Properties > Use the drop-down menu to select the correct database.
 - File > Save
 - Repeat for all other methods



4. Restore Configuration database (ConfigDB)

- Exit tiamo software
- On PC, navigate to C:\Program Files (x86)\Metrohm\tiamo\bin
- Launch ConfigRestore
- Use drop down menu to select newly created Backup directory
- Use drop down menu to select backup name, i.e. Config Backup_MMDDYY



- Click Start

5. Import Configuration file (.mcf)

- Launch tiamo software
- Click Configuration tab > File > Import
- Select directory to which the export file was saved, i.e. network or external drive
- Click Open
- Follow prompts to complete import

Appendix I

Recommended PC Specifications:

- RAM – at least 4GB, preferred 8GB
- Hard drive – at least 60GB
- Processor – i5 or better
- USB port – one per device, plus one extra for every two devices

Appendix II

Compatibility of tiamo versions with Windows operating systems:

64-bit operating systems are supported for tiamo 2.3 and higher.

	<i>tiamo</i> 1.0–1.3	<i>tiamo</i> 2.0–2.1	<i>tiamo</i> 2.2–2.3	<i>tiamo</i> 2.4	<i>tiamo</i> 2.5	<i>tiamo</i> 3.0
Windows 2000	Yes	Yes	Yes	–	–	–
Windows XP (SP1, SP2, SP3)	Yes	Yes	Yes	Yes	Yes	–
Windows Vista	–	Yes	Yes	Yes	Yes	–
Windows 7	–	–	Yes	Yes	Yes	–
Windows 8	–	–	–	Yes	Yes	–
Windows 8.1	–	–	–	–	Yes	–
Windows 10	–	–	–	–	Yes	Yes
Windows 11	–	–	–	–	–	–

NOTE: The tiamo software platform is not officially compatible with Windows 11.

Other ideas

‘Submit a request’ for further assistance from Metrohm Technical Support at support.metrohmusa.com.