

Procedure for updating the DISOCONT Tersus, INTECONT Tersus and INTECONT Satus software

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1. Introduction

This document simplifies the software update needed to solve a bug in several controllers brand Schenck Process. It addresses the technical support and maintenance on the side of the user. Basic IT knowledge is compulsory, experience from updates performed previously is helpful. This document combines information out of different product manuals, especially BVH2185, but cannot completely replace these manual.

2. Reviewing the need for and urgency of an update

Identify the current software version of the controls. There are three ways to do this:

2.1. Device with control panel

Call up the display of the software version:

DISOCONT Tersus (if there is a VHM control panel): Button "*Values*" and then "*Version*"

INTECONT Tersus:

Press the  button, then arrow left and arrow down to select the function "*Display Check*". Then press the  button. The device then displays the software version in a sequence.

INTECONT Satus:

Press the  button, then arrow left and arrow down to select the function "*Display Check*". Then press the  button. The device then displays the software version in a sequence.

2.2. By browser

Connect a PC to the controls via an Ethernet patch cable. Ensure that both devices are in the same IP subnetwork but must have different IP addresses. If necessary, the PC's IP address must be changed.

If the contracts were not previously connected via the Ethernet to a network, they usually have the IP address 192.168.240.1. Otherwise, the address has to be determined from the system configuration.

In the browser's address line, enter the IP address of the controls, e.g. 192.168.240.1. If access is possible, the browser displays the controls' homepage. In the left-hand column, press the skip mark "Identification& Maintenance". In the right-hand pane, the browser then displays the version number.

```

MAC-ID BT: No Bluetooth Adapter
Software version: VLW20172-006 3378
Software date: 03.12.18-44455
Hardware-ID: 6
  
```

In the example, the software version is VLW20172-006.

2.3. By service software EasyServe

Connect the PC to the controls via an Ethernet Patch cable and call up the program EasyServe. In the menu, select the function "Connection" and then "Ethernet (Scanner)". EasyServe shows you all the available devices.

You can see the controls' software in the scan list:

```

DISOCONT Tersus... 192.168.240.1 DISOCONT Tersus VMC20172-003 3418 E1005216
VLW 20172-002 192.168.240.01 DISOCONT MULTICOR VMC20172-003 3418 00000013
  
```

In the example, the software version is VMC20172-003.

2.4. Affected software versions

Only the following software versions are affected by the error:

Affected software	Controlled device	Corrected software
DISOCONT Tersus:		
VLW 20172-002 to VLW 20172-005	Differential weighfeeder	VLW 20172-006
VWF 20172-001	Weighfeeder	VWF 20172-002
VMC 20172-001 and VMC 20172-002	MULTICOR	VMC 20172-003
VIO 20170-006	Input/Output expansion	VIO 20170-007
INTECONT Tersus:		
VMC 20650-002	MULTICOR	VMC 20650-003
INTECONT Satus:		
VBW 20790 -013	Belt weigher	VBW 20790 -013

If your software is not affected you can disregard the rest of the document. An update to the new version should then **not** be carried out.

2.5. Urgency of the update

If the software's device is affected, check the urgency of the software update. To do this, connect the PC with the browser to the controls as per section 2.2.

In the left column open the recorded log file using the skip mark "Commands". Search through the displayed list for entries *Power Failure*

```

2018-12-20 12:10:42 EasyServe deactivate
2018-12-20 12:10:36 Event: Power Failure
2018-12-19 09:24:48 EasyServe deactivate
  
```

A restart of the device is documented by the entry "Event: Power Failure". After a restart, the problem cannot not occur again until after 200 days. This means it is possible to schedule the software update into your work.

3. Update procedure

3.1. Access to the new software

The corrected software is available on the internet under the following portal address:

<http://support.schenckprocess.com/>

Look for the required type of software on the page and download the corresponding file. You can find the allocation of the software types to the devices in section 2.4. Unzip the file on drive of your choice. The software to be loaded to the controls has the file extension .spi.

3.2. Loading the new software

3.2.1. Preparation

The software EasyServe is required on a Windows PC for transferring the software. First check the version of your EasyServe installation via the menu function *Help > About EasyServe*. You need at least version VPC20150-29.

If a previous version of EasyServe is installed, copy the existing help files, which can be found in the directory ...*Schenck\Help* on your PC, to a temporary directory.

If not already in place, install the version VPC20150-29, which is available via the above mentioned portal, onto your PC. For the installation administrator rights might be required on your computer. Now copy the help files previously saved to the temporary directory back to the directory ...*Schenck\Help*.

Switch off all drives controlled from the controls.

Connect the PC using an Ethernet Patch cable directly to the controls. Disconnect other network connections from the controls.

Start EasyServe and in the menu select the function "*Connection*" and then "*Ethernet (Scanner)*". EasyServe shows you a list of the controls you can access.

Note the IP address displayed in the scanner, e.g. 192.168.240.1.

Initiate the data communication by double click on the related line. If the PC cannot establish the connection within 30 s, the IP-address of your PC is probably not located in the IP-subnet of the controls. More information about the PC's settings is available via the "LAN" button. Set up a free IP address for the PC in the controls' subnetwork.

3.2.2. Save the settings

For all systems except VIO 20170-006, save the active parameters in the controls using the menu function *File > Save as...* in a file so that you can restore the settings after the software update.

Then disconnect the data connection via the menu function *Connection > Disconnect*.

3.2.3. Carry out software update

Start the update routine via the menu function *Tools > Flash > Flash SPI...* and continue with the button *Continue*.

Enter the IP address for the controls and press the *Continue* button. EasyServe then displays the software currently running in the controls. Press the *Continue* button.

Now select the software downloaded previously from the portal as per chapter 3.1 and press the *Continue* button.

EasyServe now displays an overview of your entries.

Using the *Continue* button, start the preparations for the software update on the controls. EasyServe asks you to briefly switch off the power to the controls. After switching on the power again, the new software is loaded to the controls. The procedure lasts approx. 5 minutes. Ensure that **the power supply does not fail** during the update.

In case the software download does not start within 30 s, the firewall active in your computer probably denies access by the controls. In that case stop the firewall temporarily.

3.2.4. Restoring previous settings

After concluding the update, restore a data connection to the controls, as described in chapter 3.2.12.3. The scanner displays the controls with their IP address. If this address does not match the address noted in chapter 3.2.1, restore the previous address via the button *Configure*. Connect to the controls.

Load the parameter file saved as per chapter 3.2.2 via the menu function *File>Open...*
Transfer these settings to the controls via the menu function *File>Transfer...*

Confirm that the parameters of the previous software version are to be transferred to the new version.

3.3. Final work

After the successful update, disconnect the cable between the PC and controls, and if necessary connect to the system controls as previously connected. A re-adjustment is not required.