Windows[®] Server 2012 R2 Software Compatibility

Introduction

Following the release of Windows Server 2012 R2 operating system software by Microsoft Corporation, Thermo Fisher Scientific has conducted tests to determine compatibility of our Environmental Monitoring product's software with Windows Server 2012 R2. Please reference the chart in this document to determine system compatibility. For those exceptions (in red) it will be necessary to run the instrument software under a 32-bit version of Windows in a virtual machine.

Please Note: The software products mentioned in this document were not developed to run on Windows Server operating systems. However, this document includes some tips and recommendations to improve capability.

 To determine if your Windows operating system is 32-bit or 64-bit, go to Control Panel > System and Security > System to view system type.





Refer to the following chart for compatibility results:

SOFTWARE EVALUATED WITH WINDOWS SERVER 2012 R2	INSTRUMENT	RESULTS OF TESTING
Thermo iPort v1.4.2	i-Series, C-Series	2
ThermoMatch v1.2.0	MIRAN SapphIRe	
ThermoConnect v1.2.0	MIRAN SapphIRe, TVA-1000B	\checkmark
Innova View v0.72	Innova	\checkmark
Genesis View v1.05	Genesis	\checkmark
PDR Com v2.10	personal DataRAM (pDR)	\checkmark
PDR Port v2.0.2.5	pDR1500,ADR1500	\checkmark
DR4-COM v3.0.4.0	DataRAM4 (DR-4000)	X
RPComm v2.1.0	1400, 1405, 8500, 2000, 2025	1
RPLoader v2.001	1400, 1405, 8500, 2000, 2025	\checkmark
WinPDM v7.2	PDM3600	\checkmark
1400ab Installer (Sixnet & Muxview	1400, 8500	X
ePort v1.5.0	1405	3
1405 Installer (included in ePort	1405	
8500 Configuration Utility v5.0	8500	

KEY

This will work but could run into some issues, see notes below

Satisfactory operation observed

Incompatible, go to website listed below to download VMware Player for Windows 32-bit and install 32-bit version of Windows in a virtual machine.

https://my.vmware.com/web/vmware/free#desktop_end_user_computing/vmware_play er/5_0

NOTE: When running 1400ab installer in a 32-bit Windows virtual machine, the PC must have a physical serial port. A connection cannot be made using a USB to serial converter.



 When using typical Windows Server 2012 R2 display configurations, the <u>Station Setup</u> fields in RPComm are not visible because the fields are blacked out. The Station Setup is located in File > New Connection > Settings under AK Protocol Setup. In order to make these fields viewable, visual setup changes in Windows need to be made.

Go to Control Panel > Display > Change window colors, in Color scheme select High Contrast White. Run RPComm and go to Station Setup set to the desired Station and Channel fields. When complete, go back to Change window colors and under Color scheme select Windows Basic to restore back to the original settings.

2. After installing iPort software, when double clicking on the iPort icon message "iPort has stopped working" will appear.

₩	iPort 📃 🗖 🗙
	iPort has stopped working
	Windows can check online for a solution to the problem.
	 Check online for a solution and close the program
	Close the program
⊗ v	iew problem details

To resolve this issue:

- a. Go to Control Panel > System and click on Advanced system settings.
- b. In the System Properties window, select Advanced and in Performance click on Settings...
- c. In the **Performance Options** window click on **Data Execution Prevention** and select **Add**





d. Find iport32.exe in C:\Thermo\iPort and click Open

1	Ope	n .	x
Look in: 🌗	iPort		-
Name	*	Date modified	Т
iport32		3/27/2014 2:02	PM Aj
File <u>n</u> ame:	iport32	✓ <u>Q</u>	lpen
Files of type:	Executable Files	✓ Ca	ancel

e. Next click **Apply** and **OK** two times.

Performance Options		
Visual Effects Advanced Data Execution Prevention		
Data Execution Prevention (DEP) helps protect against damage from viruses and other security threats. <u>How does it work?</u>		
only		
 Turn on DEP for all programs and services except those I select: 		
⊘ iPort		
Add		
Add Remove		
Your computer's processor supports hardware-based DEP.		
OK Cancel Apply		

f. iPort will run properly after these steps are complete.



3. On Windows Server 2012 R2, when double clicking the ePort icon on your desktop the following message will appear:



To resolve this issue:

- a) Go to Control Panel > All Control Panel Items > Administrative Tools and click on **Server Manager**.
- b) Click and select Add roles and features



- c) In the **Add Roles and Features Wizard** click on **Next** until you reach the **Features** section.
- d) Check the box .NET Framework 3.5 Features (1 of 3 installed) and click Next, then Install in the following window.



	Add Roles and Features Wizard	
Select features		DESTINATION SERVER ThermoServer.THERMOJocal
Before You Begin Installation Type	Select one or more features to install on the selected services	rver. Description
Server Selection Server Roles	NET Framework 3.5 Features NET Framework 4.5 Features NET Framework 4.5 Features (4 of 7 installed)	.NET Framework 3.5 combines the power of the .NET Framework 2.0 APIs with new technologies for
Features Confirmation	Background Intelligent Transfer Service (BITS) BitLocker Drive Encryption	building applications that offer appealing user interfaces, protect your customers' personal identity
	BitLocker Network Unlock BranchCache (Installed) Client for NFS Data Center Bridging	information, enable seamless and secure communication, and provide the ability to model a range of business processes.

e) After the installation is successful, select Close to get out of wizard. At this point the ePort icon will now open with no issues.

b	Add Roles and Features Wizard	_ _ ×
Installation progre	SS	DESTINATION SERVER ThermoServer.THERMO.local
Before You Begin	View installation progress	
Installation Type	Feature installation	
Server Selection		
Server Roles	Installation succeeded on ThermoServer.THERMO.local.	
Features	.NET Framework 3.5 Features	
Confirmation	.NET Framework 3.5 (includes .NET 2.0 and 3.0)	
Results		

3.(b) ePort Firmware Update

When **Updating Instrument Firmware** in ePort, be sure to turn the Firewall temporarily off to allow firmware to update.

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