Installation Guide

iC IR™ 4.3

Real-Time Results with *In Situ* Spectroscopy

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iC IR™ Installation

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Introduction

iC IR installation is wizard-driven. As soon as you start the process from the installation welcome page (Figure 1 on page 5), the wizard guides you through the steps to install the iC IR software, starting with any prerequisite components.

NOTE: The wizards and dialog boxes shown in this guide are from a Windows XP installation. The corresponding wizards and dialog boxes displayed for Windows 7 or Vista will differ slightly in appearance, but the functionality is the same for each operating system.

In addition to the installation process, this guide also includes information on administering the software, activating licenses, and sharing data among multiple iC/iControl applications.

System Requirements

Below are the minimum system requirements for the computer where you install iC IR. Please note that these are the **minimum** specifications to run the software. Computers with faster processors will provide a better user experience. For more information on computer recommendations for iC software, please contact iC@mt.com to receive a copy of the latest specifications.

To verify the operating system and hardware configuration, right-click My Computer, select Properties, and review the General tab.

	Minimum Requirements	
	ONE iC/iControl Application	MULTIPLE iC/iControl Applications
CPU	Intel Core 2 Duo 2.2 GHz or better	Intel Core 2 Duo 2.8 GHz or better
Memory	2 GB	3 GB
Hard Drive	SATA 5400 rpm	SATA 7200 rpm
Graphics	SXGA 1280 x 1024 with 3D hardware acceleration	SXGA 1280 x 1024 with 3D hardware acceleration

NOTE: For optimal performance, especially for applications controlling multiple probes or using multiple iC/iControl applications, it is strongly recommended that iC IR be installed on a computer with a high-end CPU such as an Intel i5 or i7 2.5GHz or better.

Supported operating systems are:

Microsoft Windows 7 (32-bit and 64-bit)
Microsoft Windows Vista, SP1
Microsoft Windows XP, SP3

Additional software recommendations include Internet Explorer 8.0 Web browser, Microsoft Office 2003 or later, and Adobe Reader 10 (X) or higher for optimal viewing of the Documentation Portfolio.

NOTE: On a PC that will be controlling an instrument, you must adjust the power settings to ensure that the PC is set to **never go into sleep mode**. To check the setting in Windows 7 or Vista, search 'Power options.' On Windows XP, go to Control Panel > Power Options.

Set all to Off, Never, or Disabled.

Deployment Packages and Dependencies

The iC software installation program runs scripts that deploy packages as part of the installation process. Packages deployed by the installer include items such as device drivers, product licensing, and documentation. Dependencies include third-party prerequisites such as the Microsoft .NET framework (shown in table on page 5). Specific versions of each package and dependency are included, where applicable.

iC Software Deployments	Notes
Software and instrument drivers deployed to C:\Program Files\METTLER TOLEDO\iC IR 4.3	Installation path
Deployed with software: • iC IR Documentation Portfolio (PDF) • iC IR Release Notes (PDF)	Product documentation – Also available within software (Help menu)
Miscellaneous configuration files deployed to: • Windows XP—C:\Documents and Settings\All Users\Application Data\METTLER TOLEDO\iC IR\4.3 • Windows 7 or Windows Vista—C:\ProgramData\METTLER TOLEDO\iC IR\4.3	

| Third-Party Dependencies	Version	Notes	Third-Party
.Net Framework	4.0		Microsoft
DirectX	9.0c	Deployed on Windows XP machines only	
Visual C++ 9.0 CRT (x86)	WinSXS MSM 9.0.21022.8	Merge module	
Visual C++ 9.0 DebugCRT (x86)	WinSXS MSM 9.0.21022.8		
Visual C++ 9.0 MFC (x86)	WinSXS MSM 9.0.21022.8		
Visual C++ 9.0 DebugMFC (x86)	WinSXS MSM 9.0.21022.8		
Windows installer	3.1		

Installing iC IR for the First Time

Follow the steps below to install iC IR 4.3 on a PC that meets the minimum system requirements described on page 4.

1. Insert the installation CD or go to the downloaded installation folder.

   If you inserted the CD, the welcome dialog box appears.

Figure 1—Installation welcome dialog box

METTLER TOLEDO
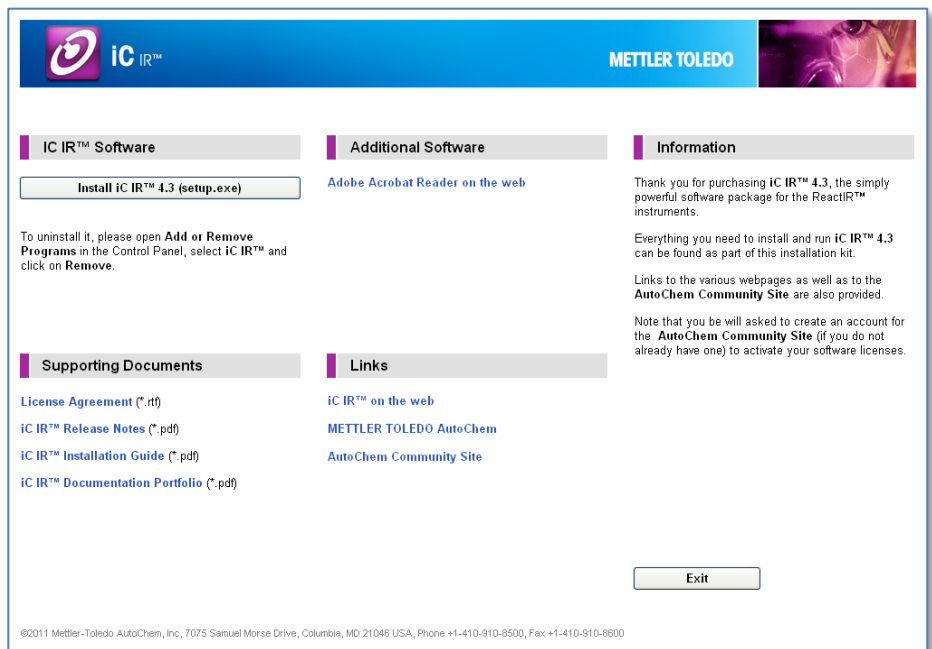
If the welcome dialog box does not appear because the PC does not have AutoRun enabled, or if you have downloaded the installation folder, open the CD or folder for browsing through Windows Explorer.

Files Currently on the CD

- AutoPlay
- Install
- VSIRegisterLogFile
- autorun.exe
- AutoRun.inf
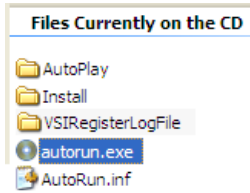
Then, click **autorun.exe** to display the welcome dialog box.

2. In the welcome dialog box, click **Install iC IR 4.3 (setup.exe)**.

3. Click through the wizards and accept the license agreements to install the .NET framework and/or the Direct X required component software.

> **Note**: This step only applies if the .NET and DirectX required components do not already exist on the computer where you are installing iC IR.
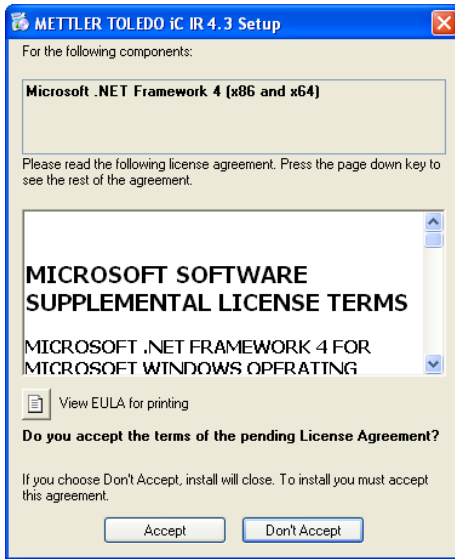
- **Microsoft .NET Framework**—The installation program prompts you to accept installation of the framework required for iC IR, if it does not already exist on the PC.
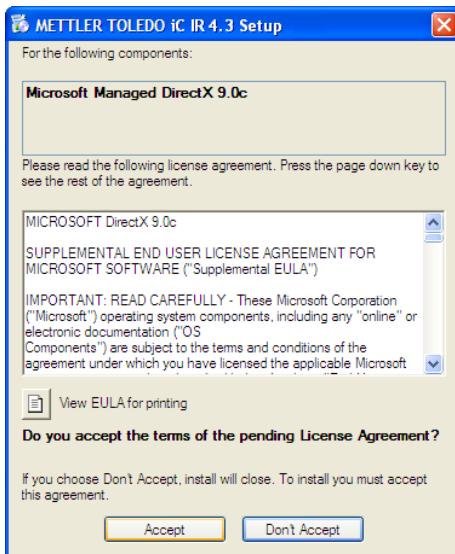
- **Microsoft DirectX9 software**—The installation program prompts you to accept installation of Direct X, if it is not already installed on the PC.

4. When the iC IR installation wizard appears, follow the prompts described in the next section.

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Following the iC IR Software Installation Wizard

Once the required prerequisites software installations are complete, the application installation wizard begins.
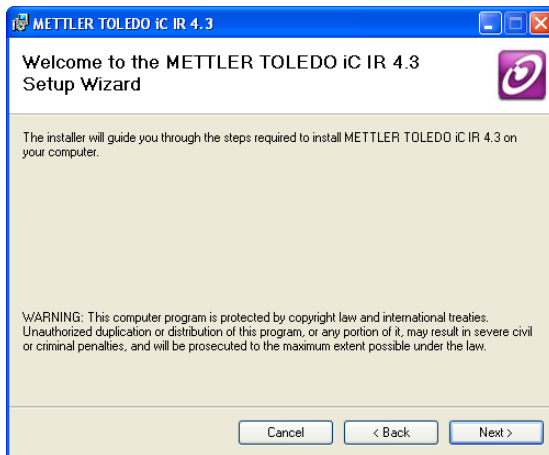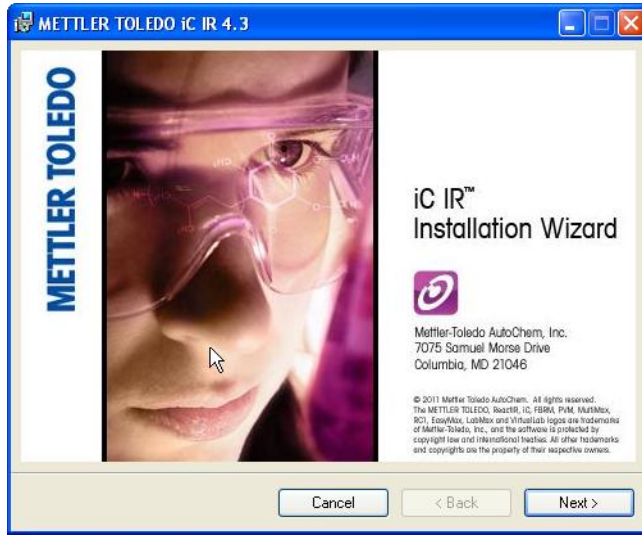
1. Click **Next** to move through the installation wizard steps.
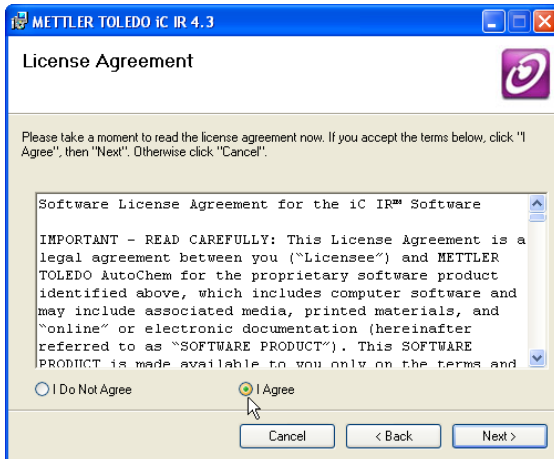
2. Review the license agreement and select **I Agree**.

3. Click **Next**.

METTLER TOLEDO
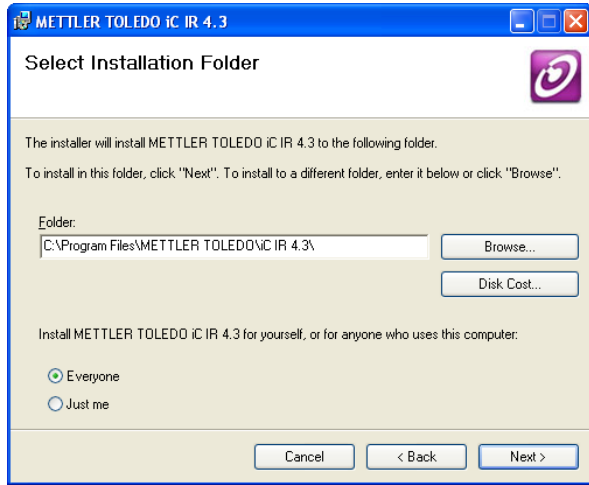
Folder:

4. Accept the default, if possible. If another location is required, click **Browse**.

Disk Cost:

5. Optional: Click **Disk Cost** to review available disk space for the installation. Then click **OK** to continue.
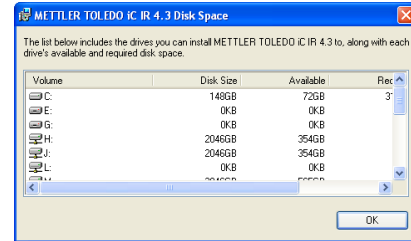
Install for yourself or for anyone...

6. Accept the default (**Everyone**) to allow any valid login to use iC IR on this computer. Otherwise, access to iC IR will be limited to login ID used during installation (**Just me**).
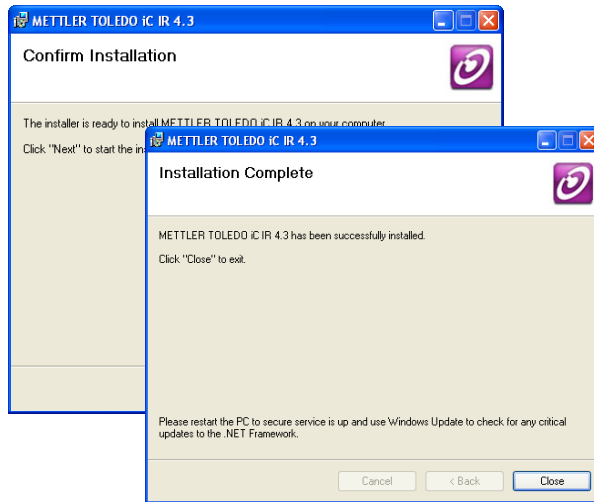
7. Click **Next** to confirm the installation.

   The installation processing wizard dialog box appears.
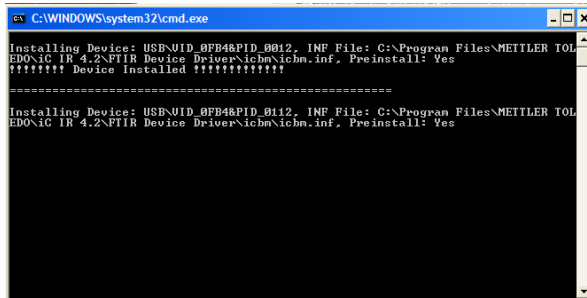
You may see a command window like the example on the left as the installation process installs the instrument communication drivers.

Wait until the Installation Complete window appears.
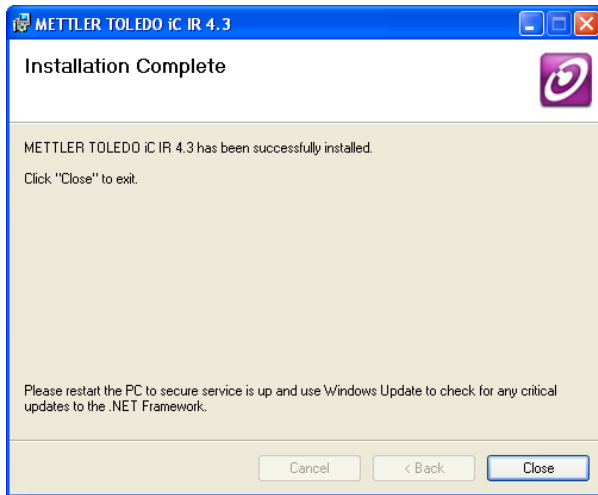
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8. Click **Close** after successful completion.

9. Proceed to Starting iC IR Software.

Starting iC IR Software

1. Start the iC IR software application by clicking the desktop icon or selecting iC IR 4.3 from the METTLER TOLEDO program menu in the Start menu.

2. The following message indicates the software is running on a trial license:

NOTE: If your iCare subscription is current, you will automatically be licensed and you will not be prompted to activate your software.
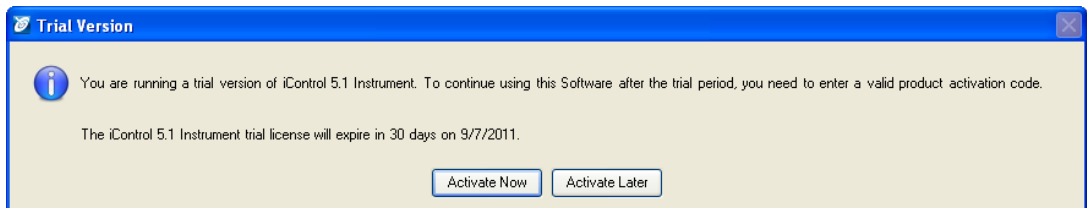
o If you have a License Key, click **Activate Now** to proceed with the registration process. Instructions begin under iC Licensing on page 12.

o If you prefer to remain on the 30-day trial license, click **Activate Later**.

Note: The 30-day trial provides access to all iC IR 4.3 features.

Configuring ReactIR Instrument (First Time)

1. Log on to the iC IR PC and open the iC IR software application.

2. From the Start Page, click **Configure Instrument** from the Instrument Maintenance section, and follow the on-screen instructions. If needed, refer to the instructions in the online Help for additional details.

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Checking for Updates

If you already have a release of iC IR 4.3 installed and want to see if you have the latest service pack, select "Check for Updates" from Help menu.

After login to the AutoChem Community Web site, you will see a message that indicates whether or not you are running the latest software. The next section describes how to apply a service pack.

Applying an iC IR 4.3 Service Pack

NOTE: Updating to a new service pack retains the 4.3 license and instrument configuration.

If you already have a release of iC IR 4.3 installed and want to apply the latest iC IR 4.3 service pack, run the service pack installer.

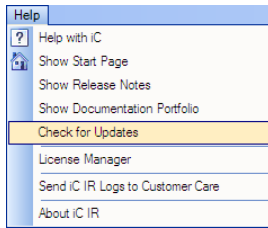1. Download the service pack installer for iC IR and follow the instructions provided to extract the contents. (options for accessing the service pack are in the next section)

    Access the kit on the METTLER TOLEDO AutoChem Community Web site.
    https://community.autochem.mt.com or from the Help menu (Check for Updates).

2. Locate the **.msi** file in the extracted contents.

3. Run the .msi file to launch the installation wizard, and use the instructions under Following the iC IR Software Installation Wizard that begin on page 7.

Accessing the Service Pack Installer

The service pack installer is available from the AutoChem Community Web site. You can use either of the following methods to access a service pack from the Downloads page:

- **Through iC IR software—Check for Updates**:

    iC IR Help menu → Check for Updates

    Log in to the AutoChem Community Web site. This method informs you whether you are using the latest release and service pack. If a service pack or new release is available, use the link to the Downloads page to access the installer.

- **From the METTLER TOLEDO AutoChem Community Web site:**

    Go to https://community.autochem.mt.com

    Log in and check the Service Packs section of the Downloads page to see if any service packs exist for your version of the software.

Setting iC IR Preferences

Before you begin to use the iC IR software, check the settings described in this section.

NOTE: In addition, if you are using multiple iC /iControl applications, refer to Connecting iC/iControl Applications on page 19.

Permissions for Default Document Locations

The location for documents such as experiment files and spectra libraries is set in the Preferences dialog box.

1. Select Tools > Preferences from the iC IR file menu.
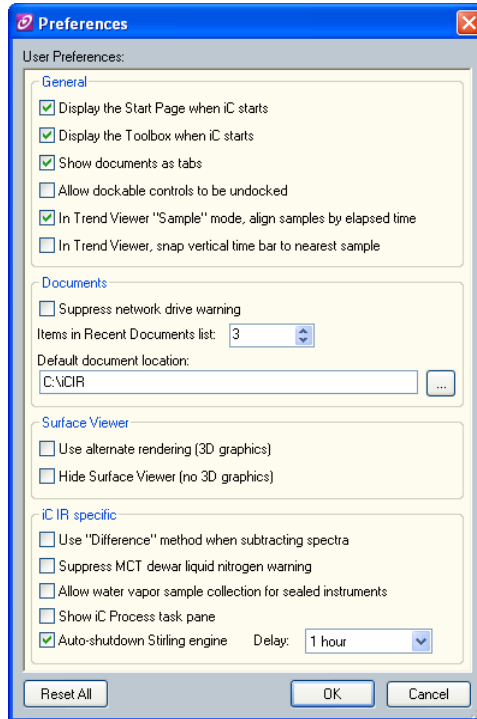
Figure 2—iC IR Preferences dialog box

2. Verify the **Default document location** for iC IR files.

The default location is: My Documents\iC xx Experiments

NOTE: It is important to ensure that the users have Full Control access to the default location. If the normal default does not have this access, change the location to one where the users have Full Control.

It is also important to locate this folder on a local drive. If you specify a network drive, the following prompt explains the recommendation:

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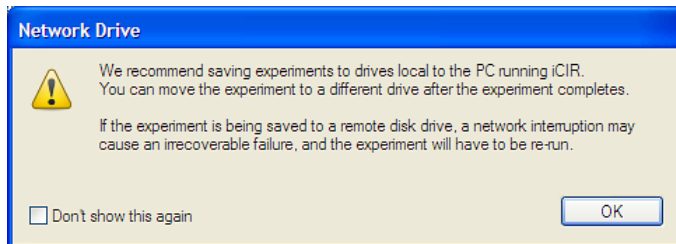
Display iC Process Task Pane in Toolbox

If you use iC Process to monitor a ReactIR production instrument, such as the ReactIR 247 or ReactIR 45P, follow the steps below to show the 'Process' task pane in the iC IR Toolbox.

o   Select Tools > Preferences from the iC IR file menu.

o   In the iC IR specific section, select the "Show iC Process task pane" option (refer to Figure 2 on page 11).

An authorized user can view real-time or post-processing data from the iC Process task pane. For details on how to make the connection, refer to the "iC Process Software User Guide" or the "iC Process 4.x Installation Guide."

iC Licensing

iC applications use a licensing scheme to control distribution and use of the software. Below are the types of licenses.

- **Instrument version**—Enables the application to connect to a live instrument and run experiments.
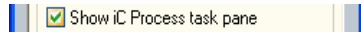
- **Office version**—Enables the user to run the application without a connection to an instrument. With this version, experiment data obtained from a computer with an Instrument license can be viewed and analyzed.

- **Trial version**—A trial version is equivalent to an Instrument license with a 30-day time limit.

- **Module licenses**—Optional add-on modules, such as iC Quant™ and ConcIRT Pro™, allow access to additional features that are purchased and licensed separately.

- **iCare subscription**—A special annual subscription that entitles you to all major and minor upgrades and service packs for the Instrument or Office versions of your iC and iControl Software as well as priority telephone and email support. Please refer to Activating an iCare Subscription on page 16.

- **Site license**—Specific companies that have large software agreements with METTLER TOLEDO may also have a Site License for a particular product or products. Please refer to Installing a Site License on page 17.

Using the License Manager to Activate a Single-User License

Note: Although you need to activate your software on a Web site, the PC where you are installing the iC IR software does **not** require an internet connection. You can activate the software license using any internet-enabled PC.

The following information applies to users installing a single-user Instrument, Office, or Module license. The first time the iC application starts, the system displays the Trial License dialog. Choose 'Activate Now' or Activate Later.'

METTLER TOLEDO
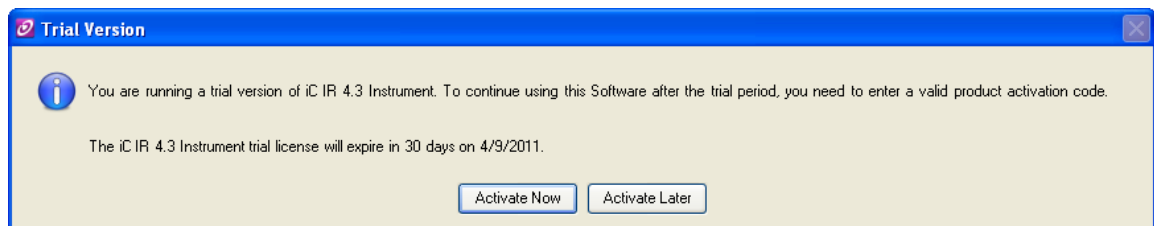
Activate Later—Continue under a 30-day trial license

Click Activate Later in the Trial Version dialog box to defer license activation. You can activate the license at any time by selecting License Manager from the iC IR software Help menu. A reminder link appears on the iC IR Start Page to keep you apprised of the trial period.
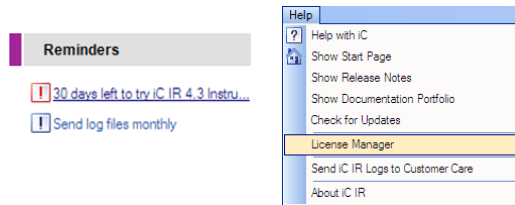
Activate Now—Open License Manager and Obtain an Activation Code

When you click **Activate Now,** the License Manager dialog box opens. The License Manager contains an 8-digit Machine ID and an area to input a 25-digit Activation Code field in 5-digit segments. Follow the steps below to obtain the code from the AutoChem Customer Community Web site. The process starts in the License Manager and links to the AutoChem Web site to obtain an activation code. Then, you return to the License Manager.

Note: If you purchased iCare at the same time as iC IR 4.3, activate your 4.3 license first. Then, follow the steps on page 16 to activate the iCare subscription.
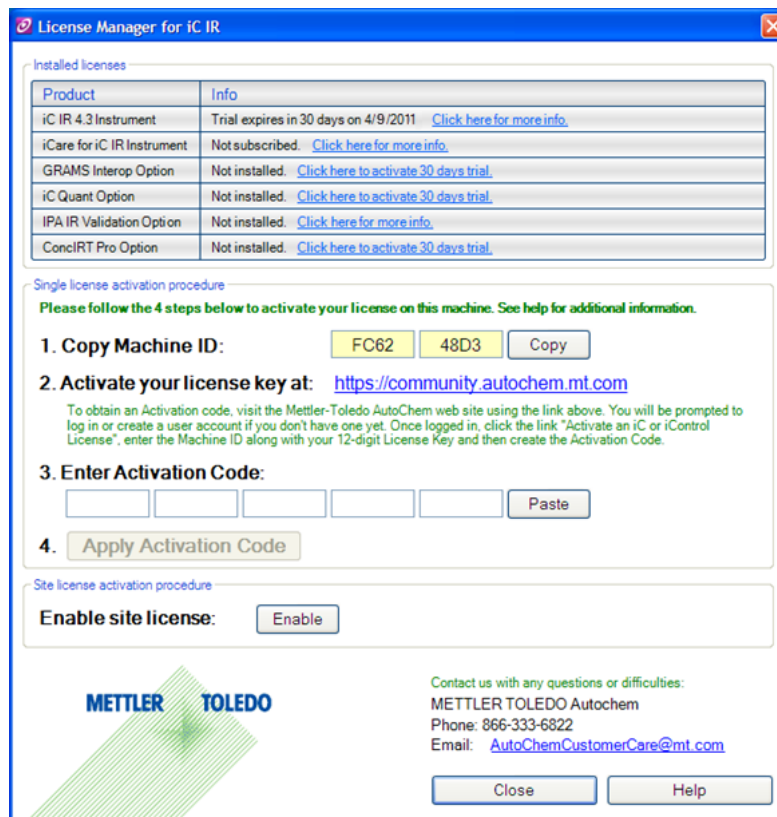
Figure 3—License Manager dialog box

1. Have your License Key sheet ready.
   The sheet is usually a letter-size paper certificate delivered with the software.

2. In the License Manager dialog box (**Figure 3**), click **Copy** after step 1 to copy the machine ID to your clipboard.

3. Click the link (https://community.autochem.mt.com) after step 2.

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4. Obtain your Activation Code from the AutoChem Community Web site by following the instructions in the section entitled, "Obtaining an Activation Code from the MT Web Site." The Machine ID that you copied to the clipboard will be used, along with your License Key, to generate an activation code.

Once you have copied the activation code from the AutoChem Community Web site (see page 15), return to the License Manager and complete the following two steps:

5. In the License Manager dialog box, click **Paste**.
The activation code from your clipboard appears in the text boxes.

6. Click **Apply Activation Code** to complete the registration process.

Obtaining an Activation Code from the MT Web Site

Your activation code is generated through the METTLER TOLEDO AutoChem Community Web site. To obtain the activation code, you must have the Machine ID from the License Manager dialog box in the iC software and the License Key provided on a letter-size certificate with the software. (Refer to the previous section on Using the License Manager to Activate a Single-User License.)

Note: Access the MT Web Site from any internet-enabled PC—This step does not necessarily need to be performed on the PC where the iC IR software is installed.
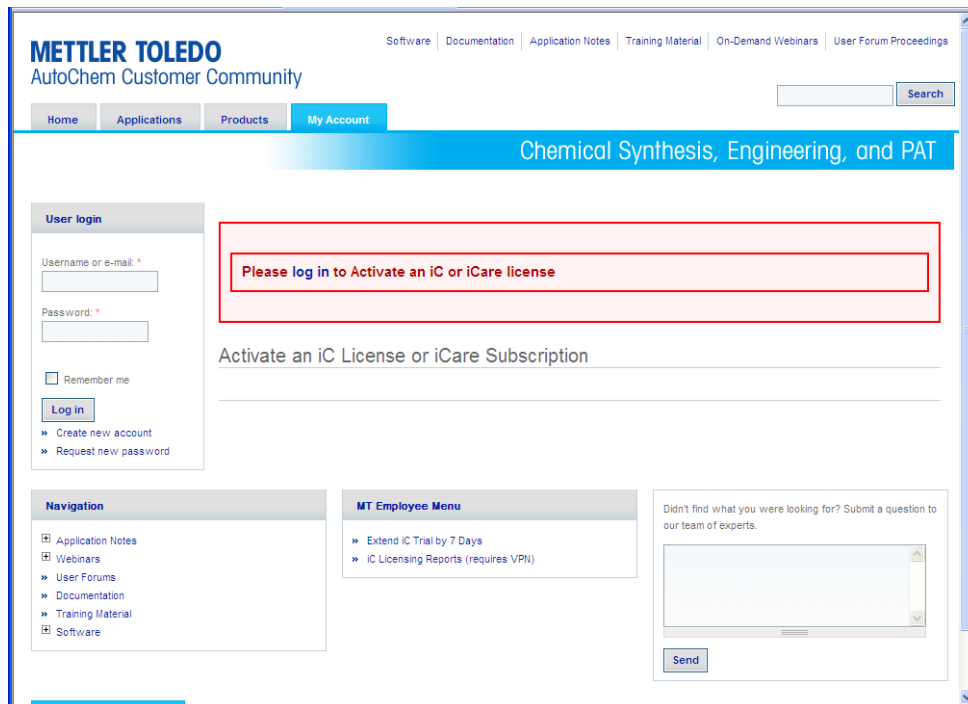

Figure 4—AutoChem Customer Community site

1. Depending on whether or not you have an account, start with one of the following steps:

- If you are a new user, begin by setting up a user account (see page 16).

- If you already have an account, enter your username and password and click **Log in** under User login or click **log in** from the red prompt box.

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1. Enter the required information and click **Log in**.
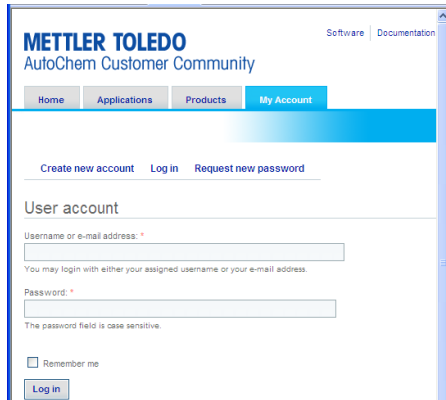
2. Click **Activate an iC or iControl License** from the My Account tab.
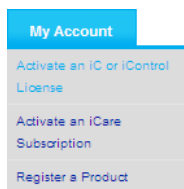
3. Enter the Machine ID and License Key or use the **Paste** buttons (highlighted below).
   The Machine ID can be copied from the License Manager window. The License Key is provided on a license certificate sheet delivered with your software.

Figure 5—Activate License dialog box

4. Click **Generate Activation Code** to produce the code in the text box. Then, click **Copy** to save the code to the clipboard.

5. Return to the License Manager in the iC IR software (see 12), and click **Paste** or type in the activation code in step **3. Enter Activation Code**.

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2. **Activate your license key at:**   https://community.autochem.mt.com
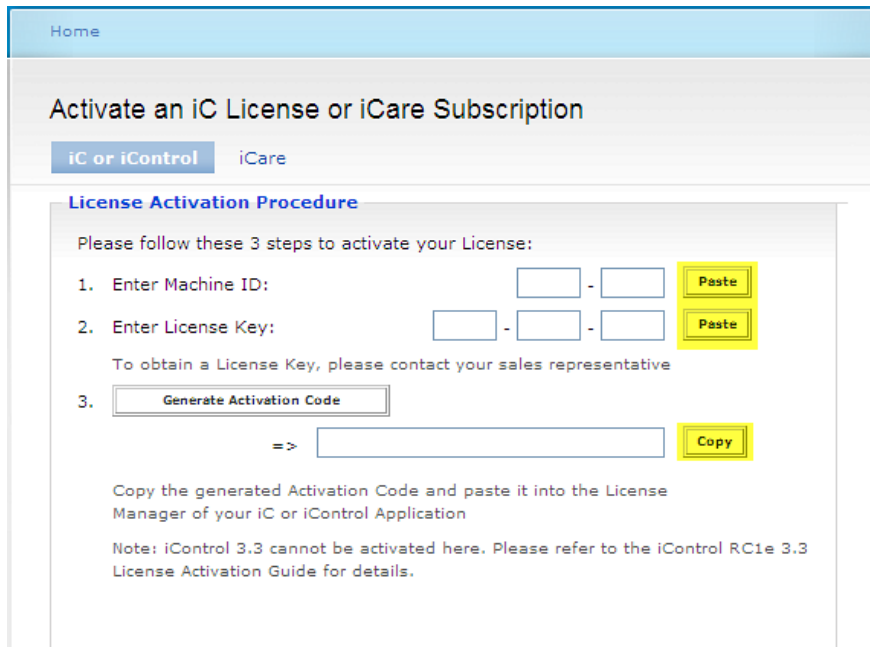
To obtain an Activation code, visit the Mettler-Toledo AutoChem web site using the link above. You will be prompted to log in or create a user account if you don't have one yet. Once logged in, click the link "Activate an iC or iControl License", enter the Machine ID along with your 12-digit License Key and then create the Activation Code.

3. **Enter Activation Code:**

| | | | | | Paste |

4. Apply Activation Code

6. Click **Apply Activation Code** to complete the activation. You should see a dialog box that confirms the activation is complete.

7. Repeat the process to activate any module licenses on the PC.

Setting Up a New User Account

If you do not already have a user account on the METTLER TOLEDO AutoChem Community Web site, you will need to create one before your licenses can be activated.

1. From the METTLER TOLEDO AutoChem Community Web site, click the **Create new account** link.

2. Enter the required information and accept the terms.

3. Click **Create new account** at the bottom of the registration form.

   The AutoChem Community web site confirms that an email is being sent:

   Your password and further instructions have been sent to your e-mail address.

   You will receive an email with instructions and a link to confirm your email address and complete the new account registration.

   NOTE: Your Web site registration will be pending until confirmed by METTLER TOLEDO AutoChem; however, you can activate the software by following the link provided in the email.

   Val Customer,

   Thank you for registering at METTLER TOLEDO AutoChem Customer Community. Your account is pending approval. In the meantime, please confirm your email address by following this link and creating a password:

   https://community.autochem.mt.com/index.php?q=user/validate/2377/1272317564/18022cb491995c42e28b6225e3da44c8

   Until we approve your account for unlimited access to all content (usually within 2 business days), you still have full access to the following functionality:
   - activate your iC or iControl software https://community.autochem.mt.com/index.php?q=node/422
   - register your instrument(s) for warranty
   - update your profile (e.g. change your password)

   If you have questions, please don't hesitate to contact us at autochem.community@mt.com

   Thank you
   -- METTLER TOLEDO AutoChem Customer Community team

4. Click the first link to confirm your email. You will go to a one-time login where you create a password.

5. After you change and confirm the password, click **Save** at the bottom of the page.

6. From the Home page, select **Activate an iC or iControl License** under the My Account tab.

7. Follow the instructions under Obtaining an Activation Code from the MT Web Site on page 14.

Activating an iCare Subscription

The procedure to activate an iCare subscription is similar to that for obtaining an activation code from the MT Web site for a single-user license, as described beginning on page 14. The 12-character iCare Subscription Number will be provided on an iCare Subscription Certificate sheet that shipped with your order.

1. Login to the METTLER TOLEDO AutoChem Community Web site.

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2. Click **Activate an iCare Subscription** from the My Account tab.
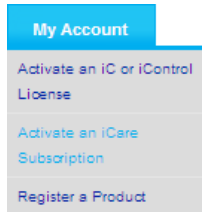
An Activation iC License or iCare Subscription window appears with the iCare Subscription selected.

3. In the iCare activation window (Figure 6), enter the Machine ID as directed in the Note, or use the **Paste** button (highlighted below). The Machine ID can be copied from the License Manager dialog box.

Figure 6—Activate an iCare Subscription window

4. Enter or paste the Subscription Number, provided on a certificate sheet delivered with your software.

5. Click the **Activate Subscription** button. You should receive a confirmation email message in a few minutes that provides some additional information about the program.

6. The email will also include an iCare Subscription Activation Code that can be entered or pasted back into the License Manager dialog box of the iC IR software.

   Activating the iCare subscription in the software itself is not required, but if you perform this step, then you will not need to update any licensing information if a new iC IR version is released before the iCare subscription expires.
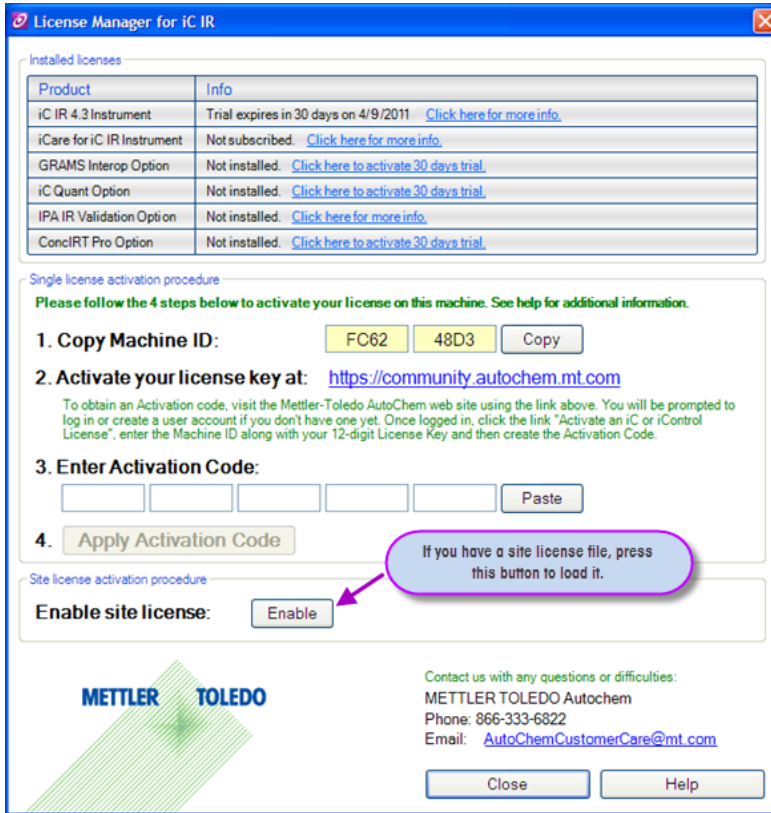
Installing a Site License

NOTE: Most companies do NOT have a site license, so only follow this procedure if specifically directed by your organization.

o   A Site License is supplied as a file and must be loaded into each copy of the iC software in use. (Please refer to iC Licensing on page 12 for an explanation of site licenses.)

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1. To install the Site License, open the License Manager by selecting it from the from the Help menu.
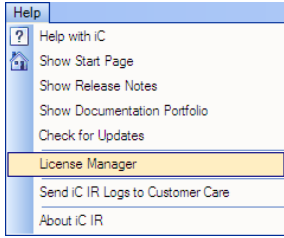
2. In the License Manager, click **Enable**.

3. Click **Browse** to navigate to the Site License file location. Then, click **OK**.

The license loads and the software is ready to use.

4. Repeat on the other computers with iC IR installed.

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Sharing Data between iC/iControl Applications

Data can be shared between iC and iControl applications that are running on a network. To connect two PCs that run iC or iControl products, you must have an Ethernet connection between them. The two common situations are:

- **Both PCs are on the same network**—either the main company network or a lab network.

- **Each PC is standalone with an Ethernet cross-over cable that connects them**. (Cross-over cables are available at almost any computer supply store.)

Before You Begin

1. Ensure that the iC and iControl applications are installed and operating properly on each PC, meaning a user can successfully execute an experiment with a ReactIR instrument.

2. Verify that the release versions of the products are the same. For example, check that the iC and iControl software is all version 4.0 or higher and that you have the latest service pack for each product installed to ensure compatibility (see Checking for Updates on page 10 for details).

3. Ensure that the two PCs are connected by one of the methods described at the beginning of this section.

NOTE: Any PCs that will be coordinating live experiments should have the same regional settings and be in the same time zone.
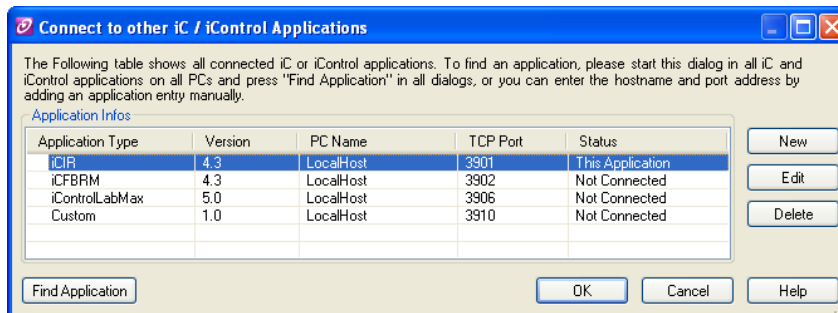
Connecting iC/iControl Applications

For iC/iControl applications running on different PCs on the same network, the applications must first connect to each another. Below are the steps to get the iC/iControl applications on the separate PCs to connect.

1. Start the iC or iControl application on each PC.

2. On one PC, connect to the iC or iControl software that is running on the other PC.

   - **For iC applications**—Go to the main Tools menu and select "Connect to other iC/iControl applications…"
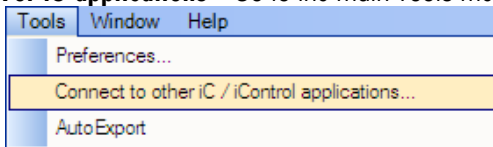

   - **For iControl**—Go to Manage Equipment and add a new device of the appropriate type. For example, iC IR, and click the **Find Mettler-Toledo applications** button on the device configuration screen.

3. Find applications using the "Connect to other iC/iControl applications" dialog box.

   a.   On each PC, click the **Find Application** button to begin a network scan for the other applications.

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Once this initial scan is performed, the Application Type list displays all iC/iControl applications currently running the Find Application process on the network. On each PC, the corresponding applications should appear on the list and the Status column should show **Connected** (as shown for iC Raman in the sample below).
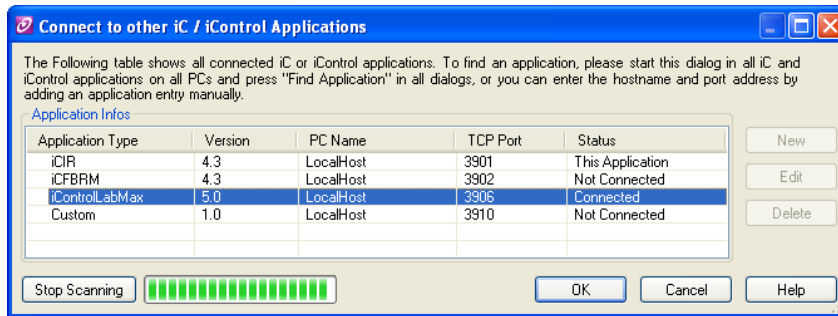
NOTE: If an application connection cannot be made, the Application Type column entry is "Unknown." Please refer to Getting PCs to Communicate (TCP/IP) on page 21.

There is no need to rescan the network PCs in the future unless a new iC/iControl application or PC running an application is added to the network. In this case, a scan must be run on all PCs to update the Application Type list.

Once communications between the iC/iControl applications has been established, trend data for the applications display in the Result List Add Trends list.

b.   Close the connection list dialog box and test the connections.

In iControl, click the **Test Connection** button on the iC device configuration dialog box.

NOTE: There is no corresponding test in iC—Use the checks below for testing.

4.   To verify that the connection is working for all aspects of the software application, perform the following checks:

iControl-to-iC connection

a.   In iControl, start a new experiment and include the iC device in the equipment setup.

b.   Execute the run and verify that you can start a new iC experiment from the iControl wizard.

c.   Verify that the iC experiment starts when the iControl experiment starts.

d.   Check that the iC operations can be used in the iControl procedure (for example, Change Sample Interval, Pause, etc.).

e.   Add iC trends to the iControl Trend Viewer.

f.   Try another iControl experiment that specifies a template file for the iC IR experiment that iControl will start. When starting an iC experiment from the iControl experiment Start wizard, the template should be automatically selected for the iC experiment.

NOTE: The path for the template file should be from the iC application point of view.

iC-to-iC connection

a.   Add trends from an open experiment in one application to the other iC application's live or completed experiment.

b.   Verify that live trends from one iC application are correctly updated in a live experiment in the other iC application.

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iC-to-iControl connection

a.   Add iControl trends to the iC Trend Viewer.

b.   Verify that live trends from iControl are correctly updated in a live iC experiment.

If you have trouble getting the applications to talk, then you can execute the procedure described next under Getting PCs to Communicate (TCP/IP).

## Getting PCs to Communicate (TCP/IP)

Follow the steps below to establish communications between the two PCs:

1.   Find out each PC's name.

a.   Right-click on the **My Computer** icon (on the Desktop) or from the Start menu, and select **Properties.**

b.   Select the **Computer Name** tab in the System Properties dialog box and note the "Full computer name."

> **NOTE:**   Make sure each PC has a unique name or they will not be able to communicate.
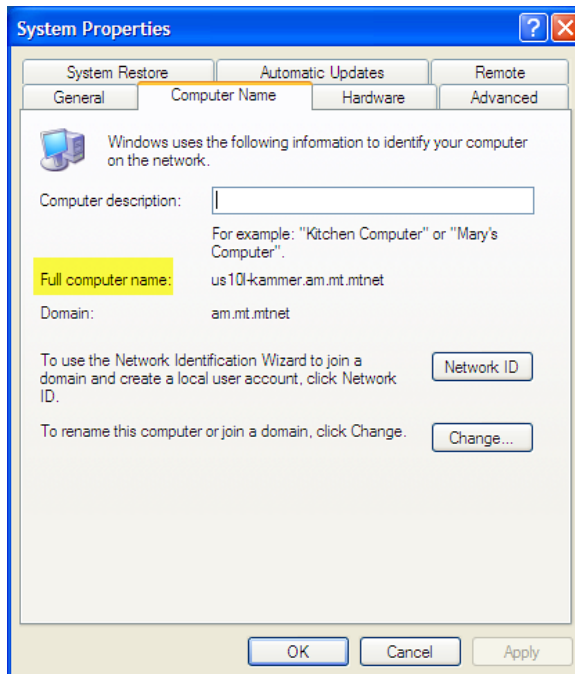
2.   Find out the IP address for each PC.

a.   Open a Command prompt (Start > Run > Type **cmd** in the Run dialog box > Click **OK**).
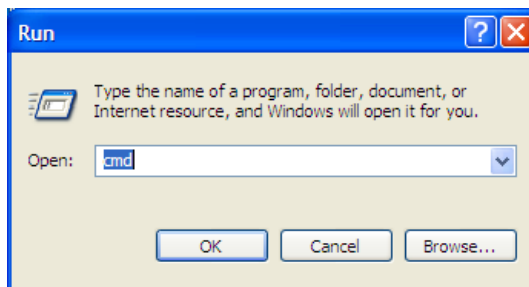
b.   Type **ipconfig** and press Enter.

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```
C:\WINDOWS\system32\cmd.exe                              _ □ ×
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\kammer-1>ipconfig

Windows IP Configuration


Ethernet adapter Local Area Connection 2:

        Connection-specific DNS Suffix  . : am.mt.mtnet
        IP Address. . . . . . . . . . . . : 172.18.145.198
        Subnet Mask . . . . . . . . . . . : 255.255.254.0
        Default Gateway . . . . . . . . . :

Ethernet adapter Wireless Network Connection:

        Connection-specific DNS Suffix  . : am.mt.mtnet
        IP Address. . . . . . . . . . . . : 172.18.145.103
        Subnet Mask . . . . . . . . . . . : 255.255.254.0
        Default Gateway . . . . . . . . . : 172.18.144.5

Ethernet adapter Local Area Connection:

        Media State . . . . . . . . . . . : Media disconnected

C:\Documents and Settings\kammer-1>_
```

3. If there is no IP address specified (or the address is 0.0.0.0), specify one using the instructions in the Troubleshooting the Connections section on page 22 before continuing to the next step.

4. Ping the other PC.

   a. Open the Command prompt window again.

   b. Type **ping** followed by a space and the name of the other PC.

   c. You should get a series of replies from the other PC—If you see 'Request timed out,' the other PC cannot be reached via TCP/IP.

```
C:\WINDOWS\system32\cmd.exe                              _ □ ×
        Connection-specific DNS Suffix  . : am.mt.mtnet
        IP Address. . . . . . . . . . . . : 172.18.145.103
        Subnet Mask . . . . . . . . . . . : 255.255.254.0
        Default Gateway . . . . . . . . . : 172.18.144.5

Ethernet adapter Local Area Connection:

        Media State . . . . . . . . . . . : Media disconnected

C:\Documents and Settings\kammer-1>ping us10l-vanorder.am.mt.mtnet

Pinging us10l-vanorder.am.mt.mtnet [172.18.145.17] with 32 bytes of data:

Reply from 172.18.145.17: bytes=32 time<1ms TTL=128
Reply from 172.18.145.17: bytes=32 time<1ms TTL=128
Reply from 172.18.145.17: bytes=32 time<1ms TTL=128
Reply from 172.18.145.17: bytes=32 time<1ms TTL=128

Ping statistics for 172.18.145.17:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
    Minimum = 0ms, Maximum = 0ms, Average = 0ms

C:\Documents and Settings\kammer-1>
```

5. If the PCs can ping each other by name, go to Connecting iC/iControl Applications on page 19.

   If the PCs cannot ping, follow the steps in the Troubleshooting the Connections section.

Troubleshooting the Connections

If you are still having trouble getting the PCs to communicate or getting the iC/iControl applications to successfully communicate, try one of the following suggestions:

- Diagnose Firewall Issues (procedures begin on page 23)
  Start here if you can ping the target PC by name.

- Update the HOSTS File on Host PC (procedures begin on page 23)
  Start here if you can ping the target PC by IP, but NOT by name.

- Specify a Particular IP Address for Host and Target PC (procedures begin on page 24)
  Start here if you cannot ping by IP address.

Host PC
iC IR

Target PC
- iC FBRM
- iControl
- iC Data Share

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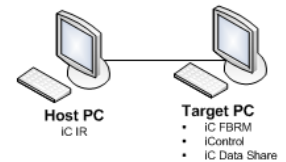
NOTE: You should always stop and restart the iC or iControl applications (including their services) after changing any of the networking information described below. Rebooting the PC is the easiest way to do this.

Diagnose Firewall Issues

If permitted, the best way to check whether firewall issues are causing communication issues is to disable the service.

1. Open the Services view (Control Panel > Administrative Tools > Services).

2. Double-click on the **Windows Firewall** service to display the properties.
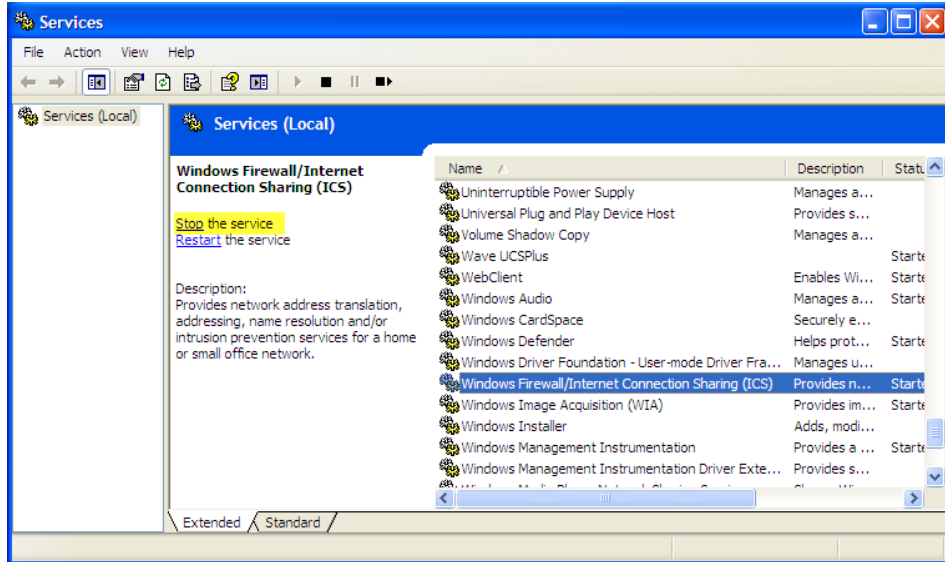
3. Click **Stop** the service. Then, select **Disabled** from the **Startup type** drop-down list.

4. Click **OK** to save changes.

If disabling the firewall solves the communication issues, investigate setting up exceptions within your firewall to enable iC/iControl communications along with firewall protection.

NOTE: Firewall issues can exist between Windows7 and XP PCs and the issues can be complicated by the fact there are different types of networks—Public, Domain, and Private. A Private network is displayed as Home or Work. Each type of network has its own firewall rules.

Update the HOSTS File on Host PC

This method "hard codes" the IP address in the HOSTS file on the PC.

1. Open Windows Explorer and drill down to the C:\Windows\System32\Drivers\etc folder.

   NOTE: The directory may be C:\WIN\System32, or some other name like 'windows.' If the directory has a **System32** subdirectory, then you are in the right place.

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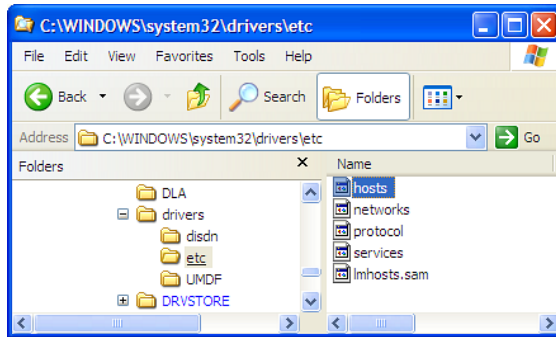
2. Locate the **HOSTS** file and open it with **Notepad.**

3. Add two new entries—one for the other PC and one for this PC—with the appropriate IP address.
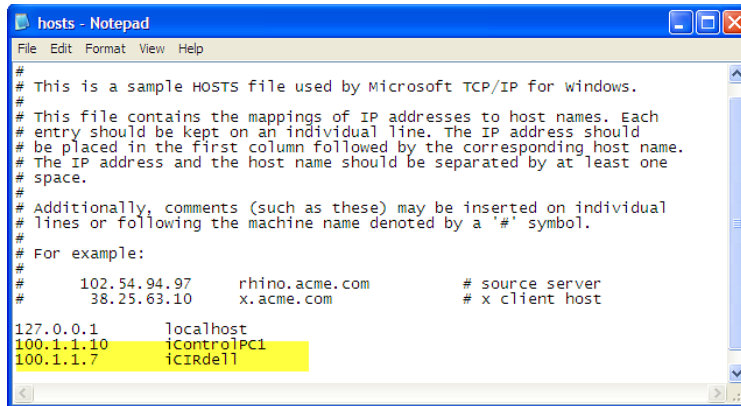
4. Save the file.

> **NOTE:** Make sure you do not inadvertently add a .txt file extension—This HOSTS file should have NO extension.

**5.** Repeat this procedure on the other PC.

Specify a Particular IP Address for Host and Target PC

> **NOTE**: Using a static address will cause the network to be considered a public network in Windows 7 which affects network discovery (the ability to have PCs find each other) and firewall settings. Public networks set network discovery to OFF.

1. Under the Control Panel, find and open the **Network Connections** dialog box.

2. Right-click on the appropriate connection (usually 'Local Area Connection') and select **Properties**.

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3. Scroll through the list box until you find Internet Protocol (TCP/IP), select it, and click the **Properties** button.
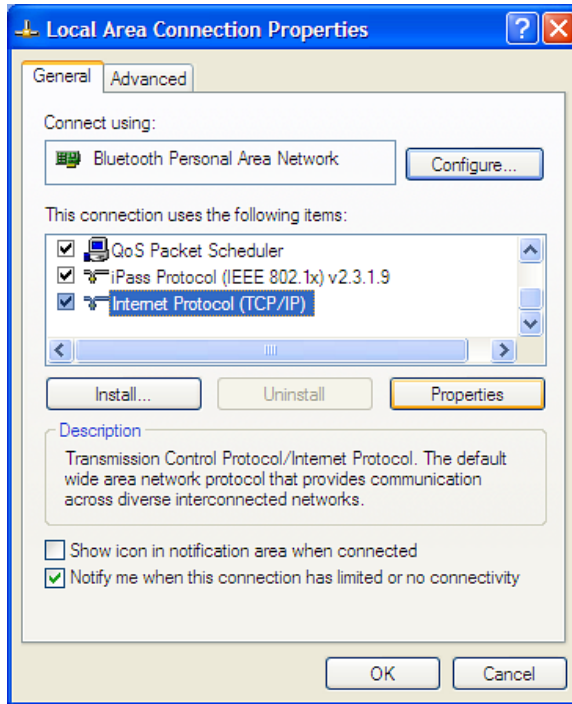
4. Select the **Use the following IP address** radio button.
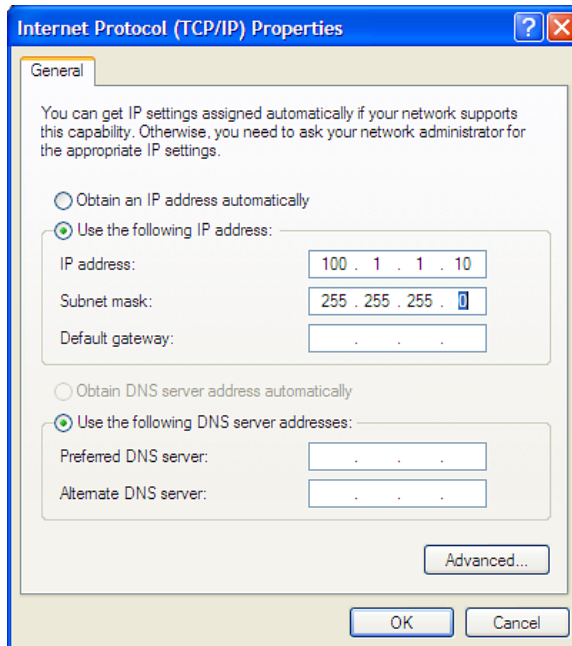
5. Enter an **IP address** (ideally, the addresses for the two PCs should differ only by the 4TH number).

6. Enter a **Subnet mask** of 255.255.255.0 and click **OK**.

If you continue to have issues connecting to other iC/iControl applications, send an email to iCIR@mt.com for assistance.

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