

DewesoftX® software installation



SOFTWARE USER MANUAL

V24-1



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2. About this document

In this manual, you will learn about the DewesoftX installation process.

Legend

The following symbols and formats will be used throughout the document.



Important

It gives you important information about the subject.
Please read carefully!



Hint

It gives you a hint or provides additional information about a subject.



Example

Gives you an example of a specific subject.

3. DewesoftX® installation

This chapter includes information about installing DewesoftX® on your computer in order to use your Dewesoft DAQ system.

The software installation procedures and screen-shots in chapter [3.1 Installing DewesoftX version](#) refer to Windows® 10 unless otherwise noted.

It is recommended to always use the latest DewesoftX® version, which is DewesoftX® version 2024.1 at the time of writing.

The DewesoftX installer can be found on the provided USB stick or on our download section [webpage](#). To start the DewesoftX® installer, double-click on the full installer executable file.

If there is a DewesoftX® already installed it can be easily updated. Please see Chapter [4. Updating DewesoftX®](#).



Important

Do not connect your DAQ system to the PC before the software installation is finished.

3.1. Difference between offline and online installer

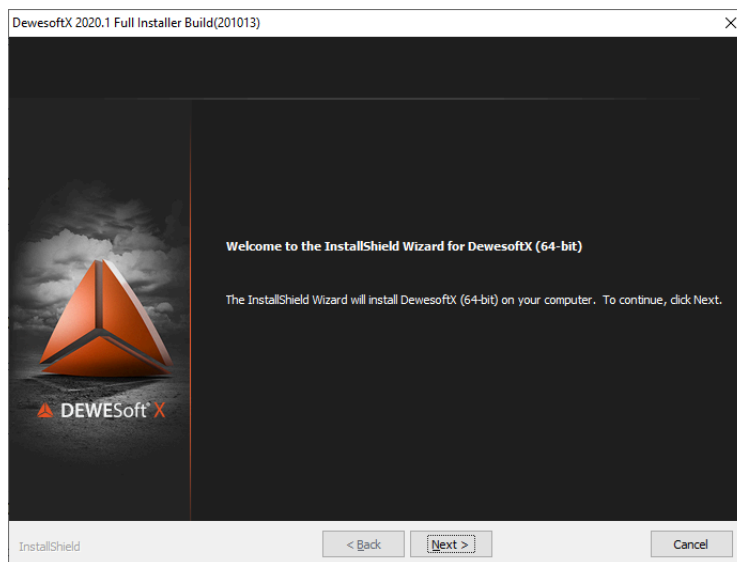
The online installer will download all installed files during installation. Installing DewesoftX through an online installer will require an active internet connection, for the installer to download all the required files. This is also the reason that the online installation EXE file is smaller in size.

The offline installer already includes all files in the downloaded package. In difference from the online installer, this one does not require an internet connection, therefore, the EXE file is larger.

3.2. Installing DewesoftX® version

3.2.1. The first screen

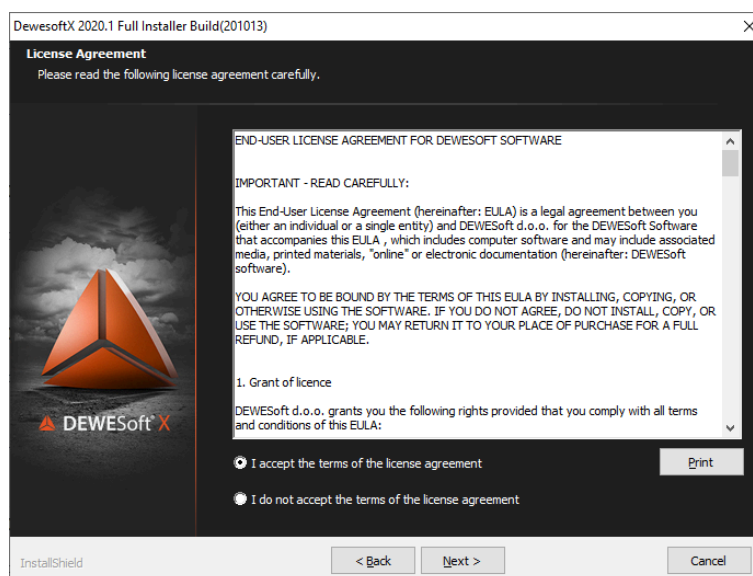
The first screen you see is the Welcome Screen: click Next > to continue.



Installer: Welcome Screen

3.2.2. License Agreement screen

In the License Agreement screen, read the license conditions carefully.

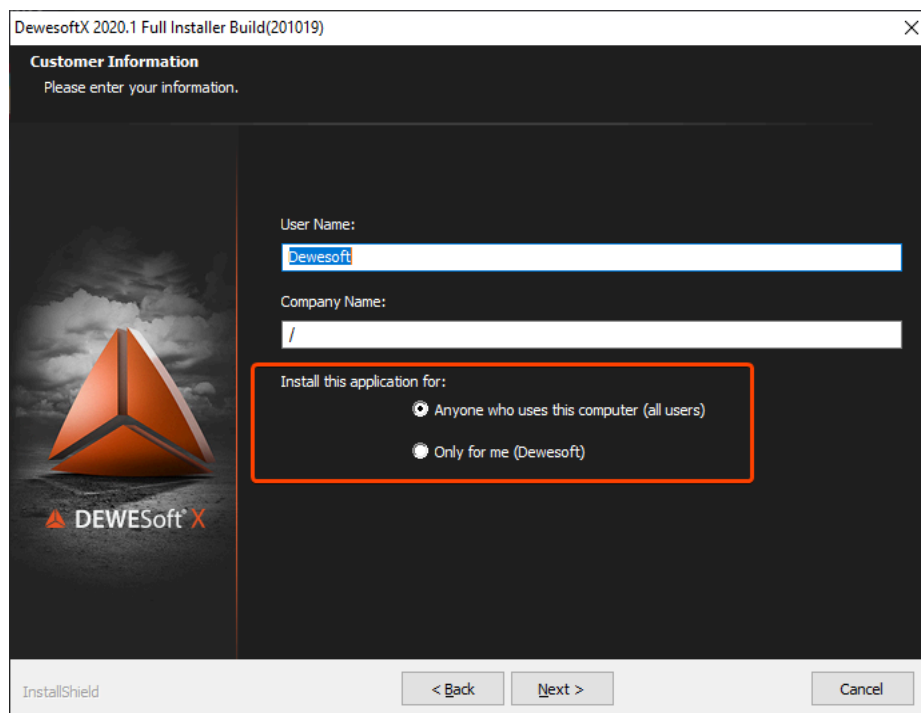


Installer: License Agreement

If you agree, select the *I accept the terms of the license agreement* box and continue.

3.2.3. Customer information

In the screen below enter your customer information, and choose for which user will the application be installed.



Installer: Access options

Anyone who uses this computer (all users)

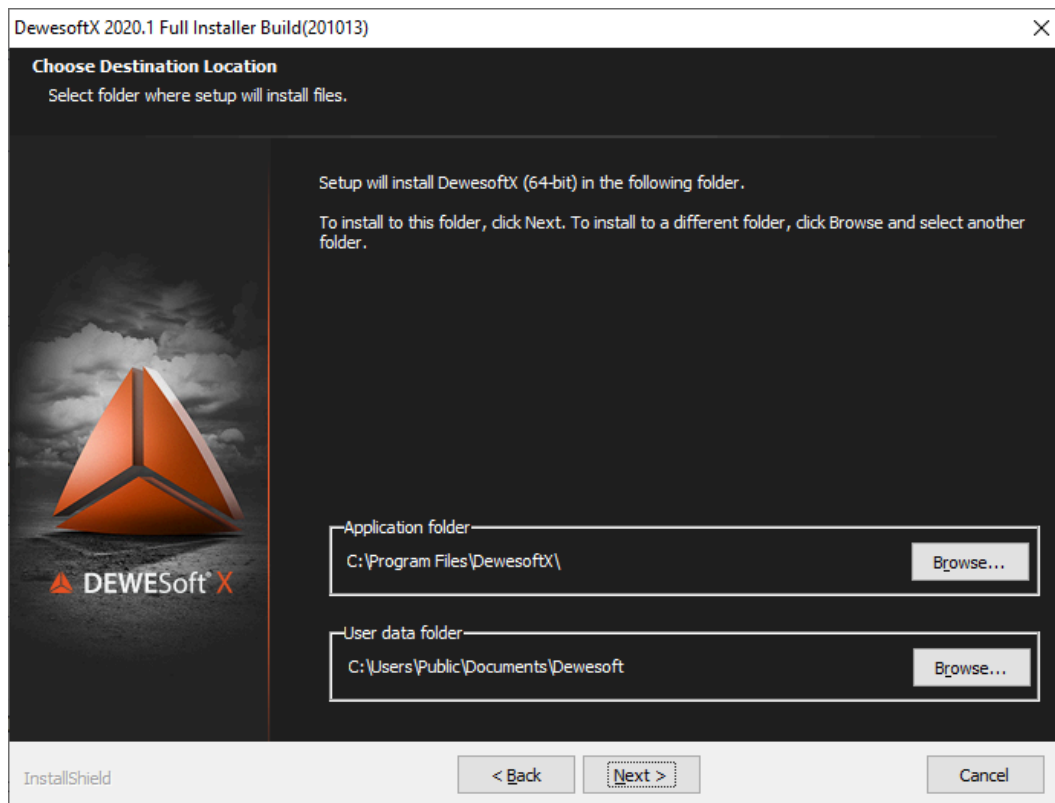
The first option installs the users folders under the public documents (for example C:\Users\Public\Documents). This means that anyone who has an account on the computer can view and use the files.

Only for me (customers name)

The second option installs the user folders under the location that only the current user has access to.

3.2.4. Destination Location for the installation

The installer now lets you choose the Destination Location for the installation:



Installer: Destination Location

The default installation path is set as a Windows standard. If you do not have the administrator rights on the PC, we recommend using the default path. Otherwise it is still possible to adjust the file location to a custom folder. If the user data folder will be placed in the program files destination, the user will need both write and read rights.



Hint

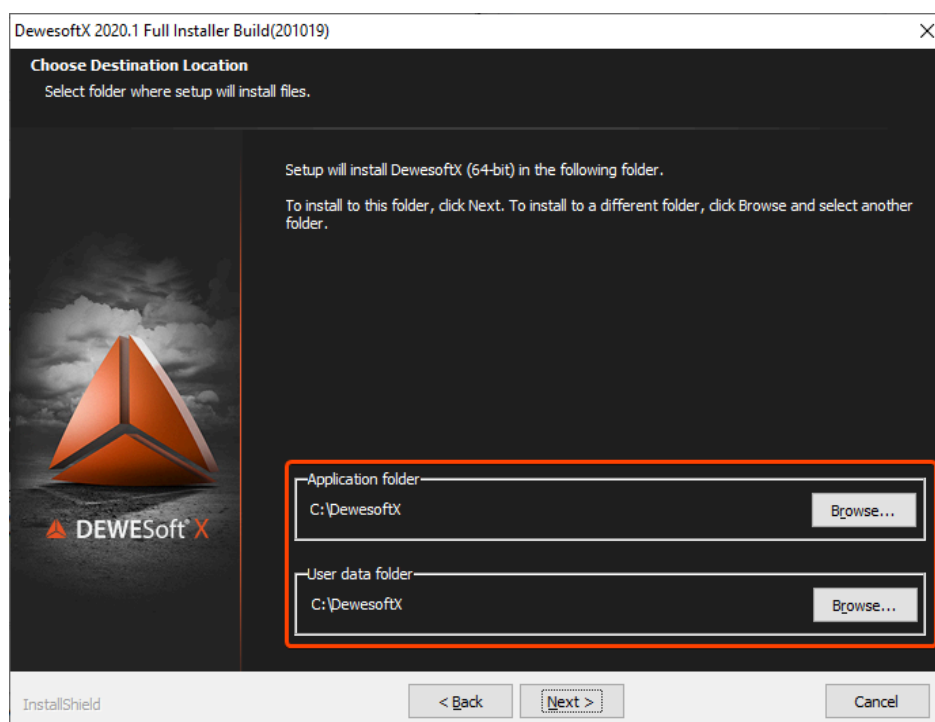
The path of the DewesoftX® installation may vary depending on the path that you chose and on the number of hard-disk-partitions that are available on your system.

If there are 2 or more hard-disk-partitions on the PC, then we recommend having all the data on the second partition (or even second hard disk or array of disks) which are separated from the system partition. When using an HDD disk, the System partition gets fragmented over time and then the writing performance dramatically drops. Nowadays many customers are using SSD disks, so this issue does not occur anymore.

In the table below is an example of default installation paths and when the DewesoftX® 64-bit version is installed for all users:

Directory	Explanation	Default path
Bin64	contains Dewesoft.exe	C:\Program Files\DewesoftX\Bin64
Addons64	.dll files for AddOns must be copied into this directory	C:\Program Files\DewesoftX\Bin64\Addons64
Data	this is where DewesoftX® will store your measurement data	C:\Users\Public\Documents\Dewesoft\Data
Setups	this is where your DewesoftX® setup files will be stored	C:\Users\Public\Documents\Dewesoft\Setups
System	this is where DewesoftX® project files are stored	C:\Users\Public\Documents\Dewesoft\System
Log	this is where DewesoftX® will store log files	C:\Users\Public\Documents\Dewesoft\System\Logs

It is also possible to custom choose the destination location. The destination path can be the same for the Application folder and User data folder.



Installer: Same destination location

In this case, the User data will be located like in previous versions of the Dewesoft installer.

In the table below is an example of the custom installation paths and the DewesoftX® 64bit version is installed for all users:

Directory	Explanation	Custom path
Bin64	contains DEWSoft.exe	C:\DewesoftX\Bin64
Addons64	.dll files for AddOns must be copied into this directory	C:\DewesoftX\Bin64\Addons64
Data	this is where DewesoftX® will store your measurement data	C:\DewesoftX\Data
Setups	this is where your DewesoftX® setup files will be stored	C:\DewesoftX\Setups
System	this is where DewesoftX® project files are stored	C:\DewesoftX\System
Log	this is where DewesoftX® will store log files	C:\DewesoftX\System\Logs



Example

If this type of installation path is chosen we recommend installing directly on the hard drive (for example C:\DewesoftX).



Important

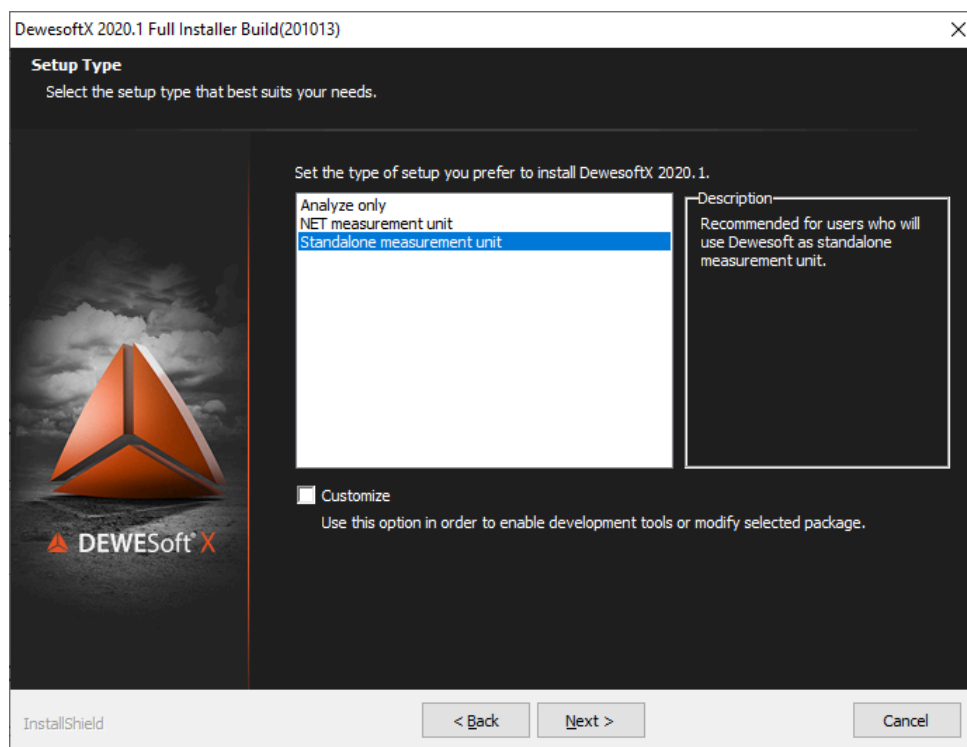
If the "C:\ProgramFiles\ destination for the User data Files is chosen, the user needs the administrator rights for the DewesoftX® to access all the user data files.



Installer: Program Files destination

3.2.5. Installation type selection

In the Setup Type page, you can either select the type of installation or customize one of the predefined options.



Installer: Setup Type

The default and recommended setup type is Standalone Measurement Unit.



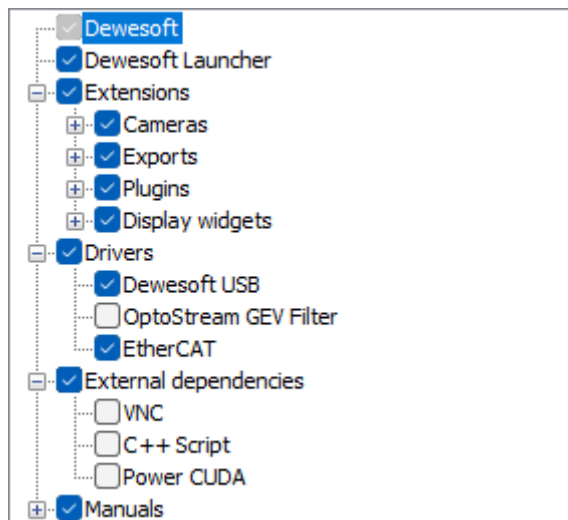
Hint

All three optional packages are installed in the directory specified at the previous step in installer. The difference between the optional packages is only the installed options.

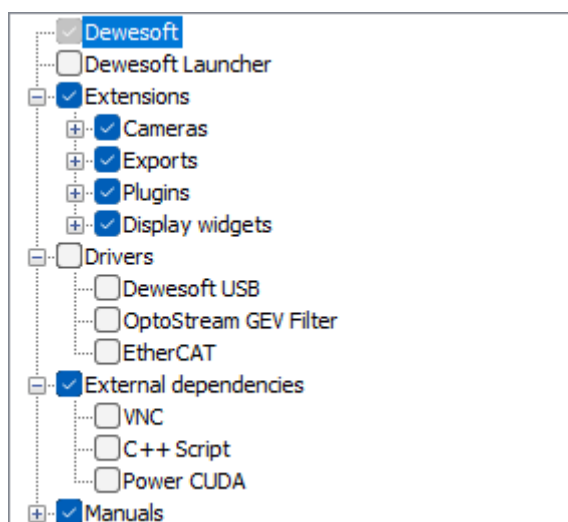
Dewesoft standalone measurement unit:

The setup type Standalone Measurement Unit will install DewesoftX® equipped with a wide array of features ranging from standard mathematical analysis, visualization, sequencing, and exporting data to many different formats.

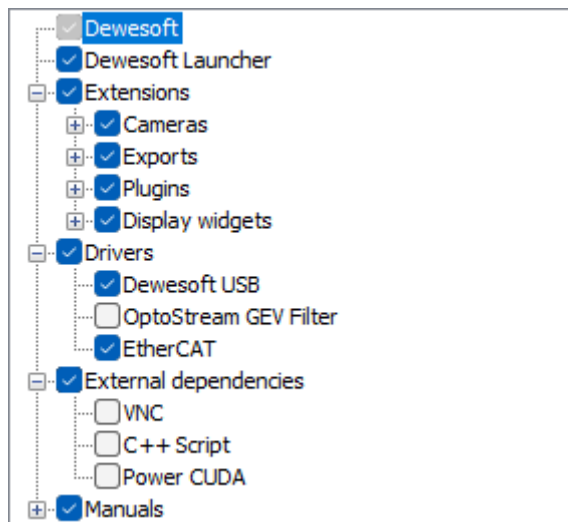
In the default settings, only the External dependencies are excluded.

*Standalone measurement unit***Analyze only:**

In this mode, the USB, EtherCAT and OptoStream drivers, External dependencies, and Dewesoft Launcher are not included in the installation:

*Analyze only***NET measurement unit:**

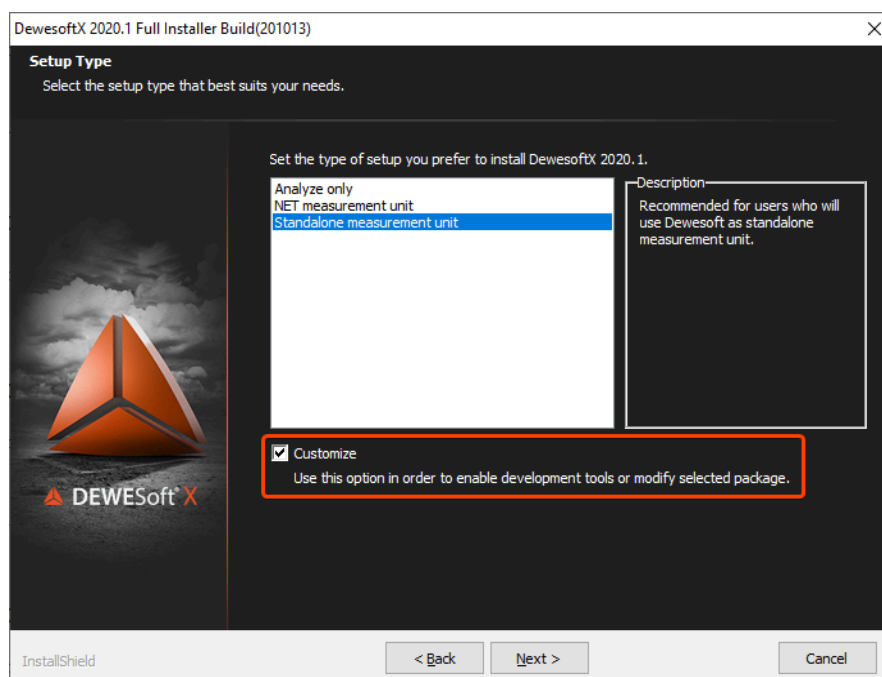
In the NET measurement unit default settings contain all the options except the OptoStream GEV filter drivers and the C++Script compiler.

*NET measurement unit***Important**

When this option is selected you need to take into account that the VNC program will be installed, which may lower the security on your PC.

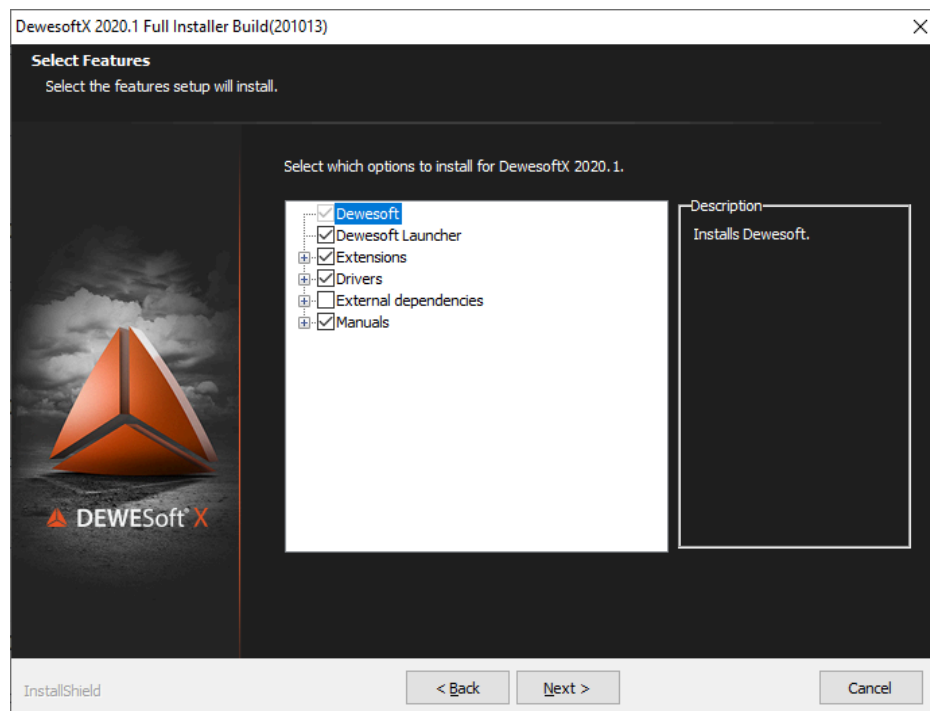
3.2.6. Customizing the features

If you want to customize the installed features the Customize option marked on the following picture needs to be enabled

*Modifying the selected package*

3.2.7. Selecting the optional features

Select the optional features that you want to install from the drop-down list. Take note that Extensions can be also added manually after the installation. On production PCs, it is recommended to only install the features that are really needed.



Installer: Select Features



Important

To create solutions with the C++ script math, you must enable the DSMinGW compiler manually because this option is not included in any predefined installation package.

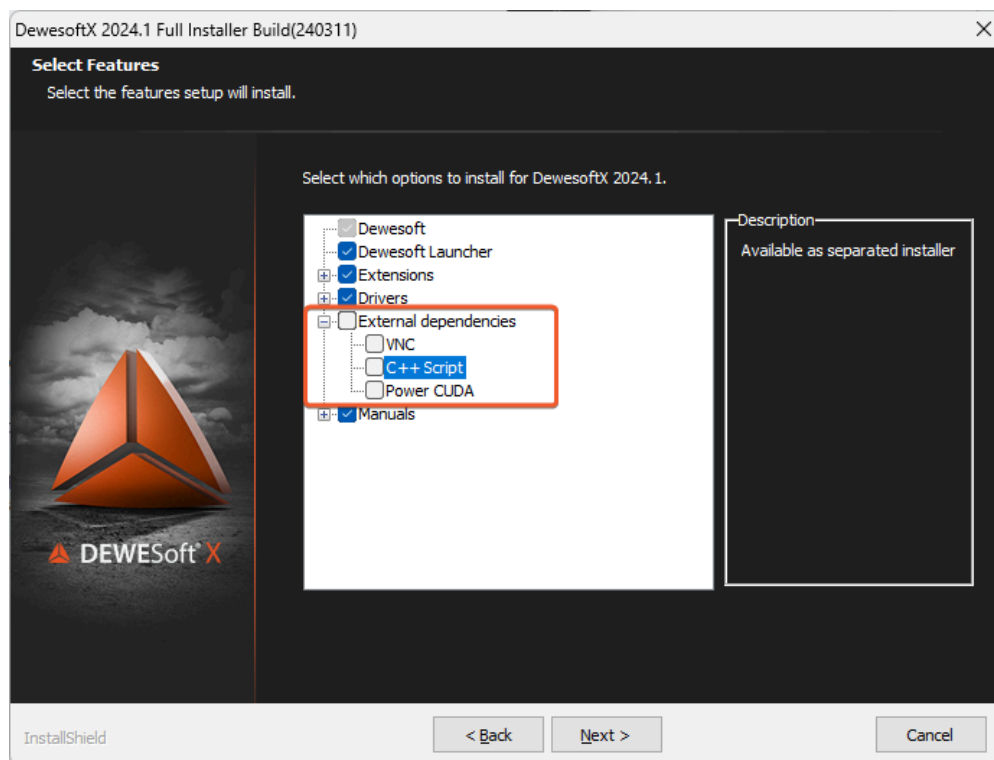
3.2.8. Excluded options from the offline installer

3.2.8.1. External dependencies

From the offline installer, the External dependencies are not included due to their large size. But you can install them separately:

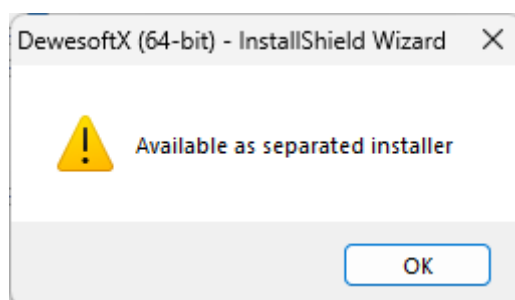
The removed external dependencies are:

- DSMinGW (C++ script compiler)
- C++ examples
- CUDA installer (Power analysis calculations on GPU)



Installer: Unavailable features in offline mode

When selecting one of them a warning message pops up which explains that a separate installer is needed.



Installer: Warning message

3.2.8.2. The H.264 encoder

The video installer for the H.264 encoder is not included in any of the installer options and can be now found on our web page under the "Other software" download section:

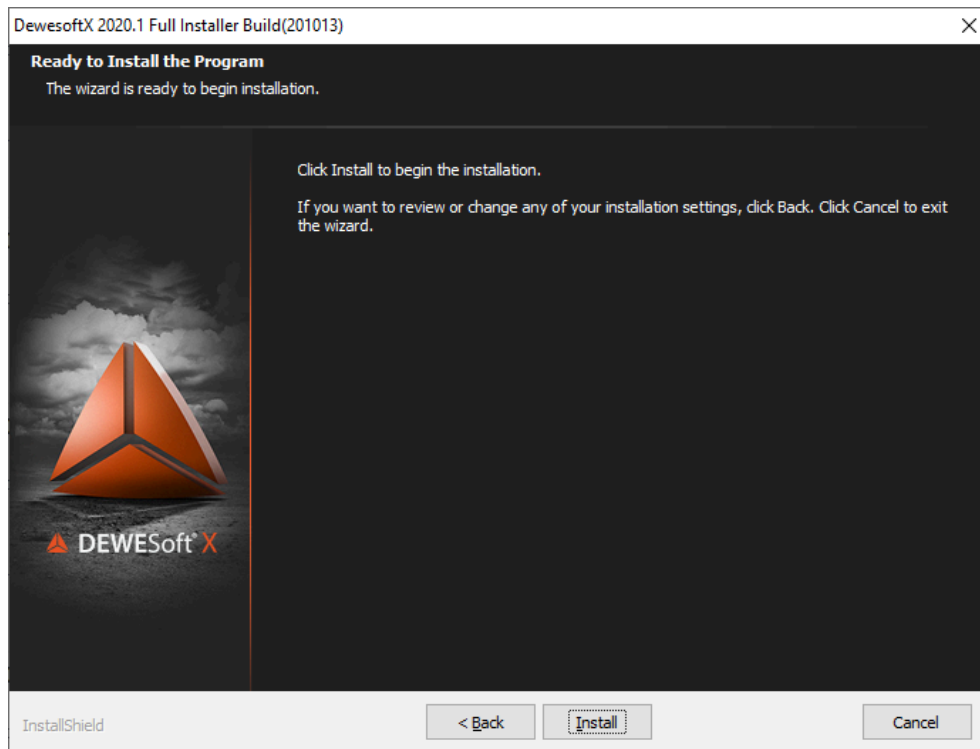
<https://dewesoft.com/download/other-software>

DewesoftX video library	Video library with H.264 encoder support for DewesoftX data acquisition software.	1.0	pdf	9/20/2023	Download 64-bit Download 32-bit
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Webpage download section

3.2.9. Activating the installation process

Now the installer has all the information that is required to start the installation: Press **Install** to start the installation.

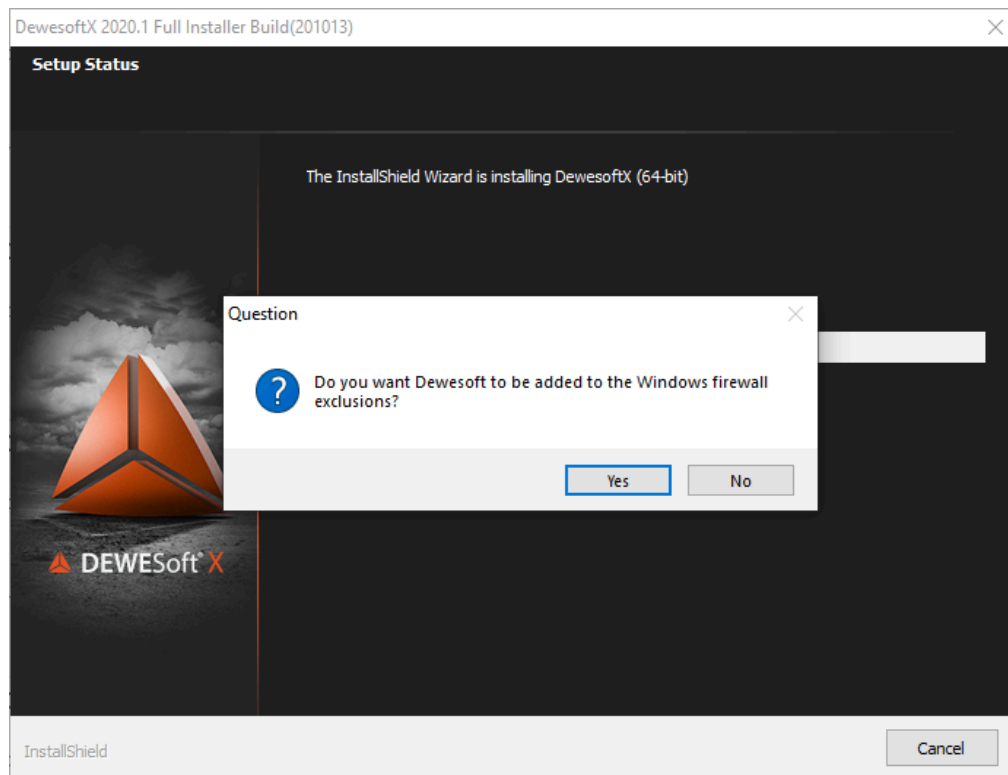


Installer: Ready To Install

3.2.10. Windows firewall exclusions

You may get a notification to add DewesoftX® to the Windows firewall exclusions. You can safely click on 'YES' and continue the installation.

For example, if DewesoftX® is not added to the firewall exclusion, some issues may occur in recognizing the GIGE cameras, using Dewesoft's NET, or having automatic detection of Dewesoft's network devices.



Firewall notification

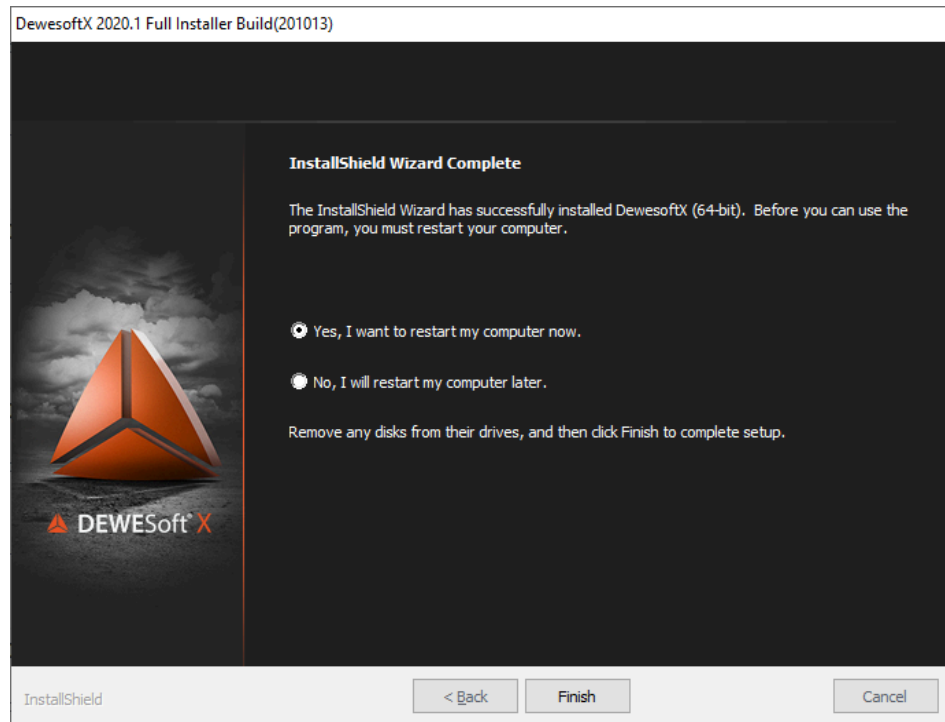


Hint

Depending on the features that you have selected, you may also see some other installer windows.

3.2.11. The final screen

When the DewesoftX® installation has been completed successfully, you will see the final screen:



Installer: Complete

We recommend that the user restart the computer after the finished installation.

3.3. Installing DewesoftX® with silent installer

DewesoftX® can also be installed in silent mode either with the “Installer_config.ini” file or with a prepared *.iss response file. The following procedure is compatible with Dewesoft X3 SP5 and newer.

3.3.1. Required files:

- Latest DewesoftX® installer
- Copy the attached “Installer_config.ini” file to a local drive (For example “C:\Installer_config.ini”)
- Run windows command prompt
- Choose either one of the two options below

3.3.2. Silent installer modes:

Silent install mode with default setup settings:

```
cmd>Installer.exe /z"/SILENT"
```

Silent install mode with custom settings:

```
cmd>Installer.exe /z"/SILENT 'C:\Installer_config.ini'"
```

*Installer_config.ini needs to be specified with absolute path and ' '.

*Make sure there is a space between SILENT and the path to the .ini file

3.3.3. Custom installation settings:

If custom settings are needed for the installation, they can be provided with an ASCII input file:

Installer_config.ini

[Folders]

DestDir=C:\DEWESoft

[Options]

InstallAllAddons=0

InstallNet=0

InstallType=0

InstallLauncher =0

AddToFirewall=0

DestDir	Installation folder
InstallAllAddons	0 - no addons
	1 - all addons
InstallNet	0 - without DewesoftX® NET addons
	1 - With DewesoftX® NET addons
InstallType*	0 - DewesoftX® Measurement Unit setup type
	1 - Windows Standard setup type
InstallLauncher **	0 – Install DewesoftX® Launcher
	1 – Without DewesoftX® Launcher
AddToFirewall**	0 – Don't add DewesoftX® to firewall exception list
	1 – Add DewesoftX® to firewall exception list

*(available with silent installer only from X2 SP9 onwards)

** (available with silent installer only from X3 SP3 onwards)

3.3.4. Custom silent installation using response file

The installer for Dewesoft X3 SP5 and newer versions allows the user to make a response file, which can be later used for silent installation of DewesoftX® with options that were selected in the "recorded" installation.

To do this you need to write the following command in the command prompt:

```
Setup.exe -r (e.g. cmd> "C:\Users\Downloads\DewesoftX_2020.1_201019_x64.exe" -r )
```

This command will launch the installer and "record" the steps that you selected in the installation (destination folder, setup type, selected features...).

After the installation, you can find a "Setup.iss" file in the Windows folder (C:\Windows\Setup.iss). You can move this file to a better location and rename it if you're going to have more than one custom installation type.

To use the .iss file with the silent installer you need to use this command:

```
Setup.exe /s /f1"path\filename.iss" (e.g.  
"C:\Users\Desktop\Installer\DewesoftX_2020.1_201019_x64.exe" /s  
/f1"C:\Users\Desktop\Installer\setup.iss")
```

This will install DewesoftX® in the background with the same options that were recorded before.

3.4. Automatically copy files with installation

It is possible to automatically copy system files, addons and preferences together with the installation. To do this, there needs to be one additional folder "Extended" together with the installer with following structure:

```
DewesoftX_2020.1_201019_x64.exe  
Extended  
  Bin  
    DEWESoftX.exe  
  Addons  
    addon1.dll  
  System  
    Project.dxp  
  Setups  
    Setup.dxs  
  exe  
    3rd_party_software_installer.exe
```

Extended folder can contain the following subfolders – Bin, System, Setups and exe. Bin folder will copy all files to the Bin folder of the installation. If Addons would like to be copied then an additional subfolder Addons needs to be created. The same is valid also for System and Setups folders. The Exe folder can contain other executables which would like to be run after DewesoftX® installer finishes (for installing other software or drivers). All files and folders above are optional. If only addons need to be copied then System and exe folders are not needed.



Important

If you're installing the 64-bit version of DewesoftX® make sure that the folder names are Bin64 and Addons64.

3.5. How to install different versions of DewesoftX®

The user can have different versions installed on the PC, e.g. release version, release candidate version and development version. Each of these versions come as 32 or 64-bit so in total you can have 6 different versions installed on the same computer.

When you are installing different versions each one has to be installed in its own folder.

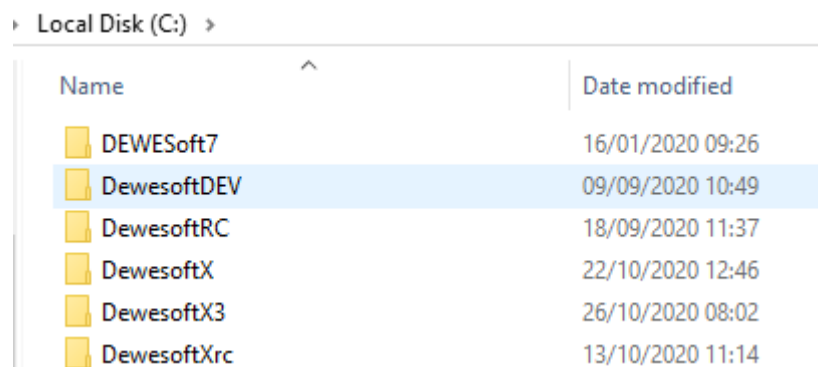
The difference between the versions:

Release: Official release version,

Release Candidate: Test version with only the most recent bug fixes in DewesoftX®,

Development: Unstable version with new implemented features

This procedure will still allow you to use the “Update” button for each version for every new updated version..



Name	Date modified
DEWESoft7	16/01/2020 09:26
DewesoftDEV	09/09/2020 10:49
DewesoftRC	18/09/2020 11:37
DewesoftX	22/10/2020 12:46
DewesoftX3	26/10/2020 08:02
DewesoftXrc	13/10/2020 11:14

Different installed versions



Important

You can only have one release/release-candidate/development version installed at once.

3.6. Upgrade from Dewesoft X2/X3 to DewesoftX

DewesoftX® version has a completely new folder structure than the previous versions, so an upgrade from versions X3 or X2 requires a clean installation. A clean installation must be performed in a new empty folder. This also means that direct software update is described in chapter [4. Updating DewesoftX®](#) is not possible.

If you try to upgrade the software in Dewesoft X3 you will receive this notification:



Check for updates notification



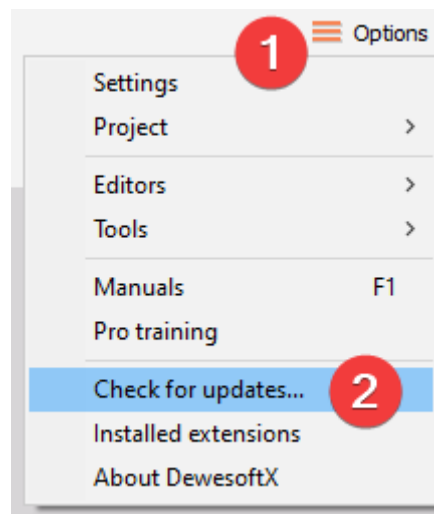
Hint

It is possible to have X2/X3/X2020.1 versions installed simultaneously, every version has to be installed in their own new empty folder. But we do not recommend mixing the versions.

4. Updating DewesoftX®

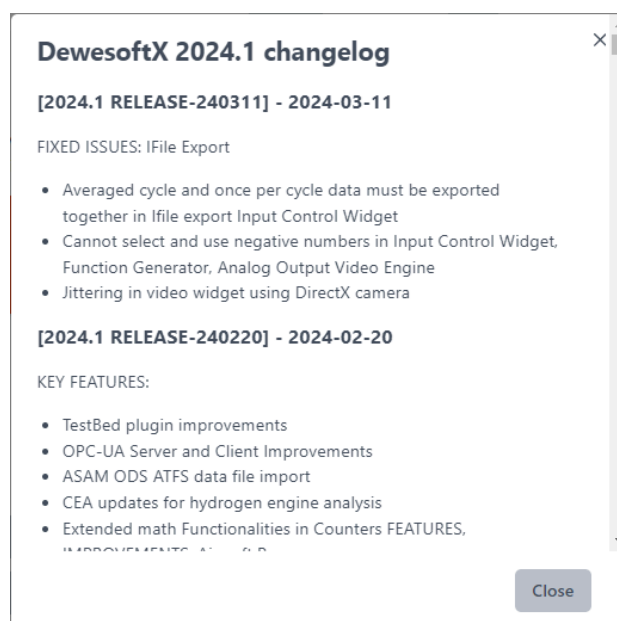
4.1. Updating in previous versions

If you already have DewesoftX® installed, you can check if a newer version is available directly in the software. You can either check on the website under the Support/Downloads/Dewesoft Downloads section or directly in the software under the Options/Check for updates. In both cases, the changelog is included.



Check for updates

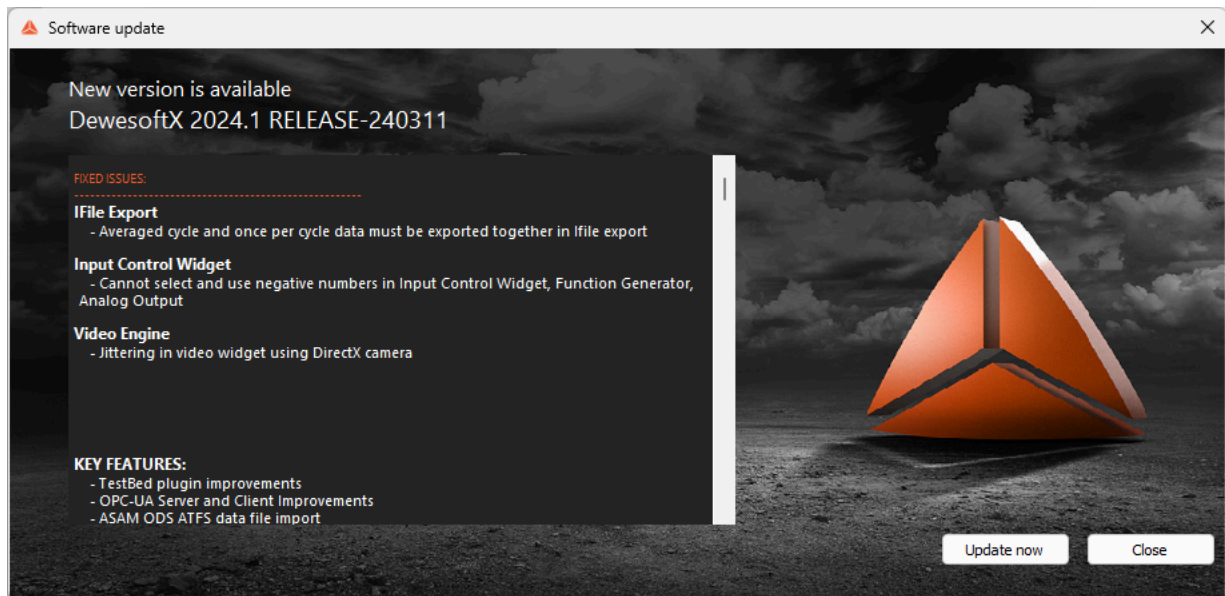
In the DewesoftX changelog, it is possible to check which changes, improvements and bug fixes were made and which features were added in the new version.



Changelog

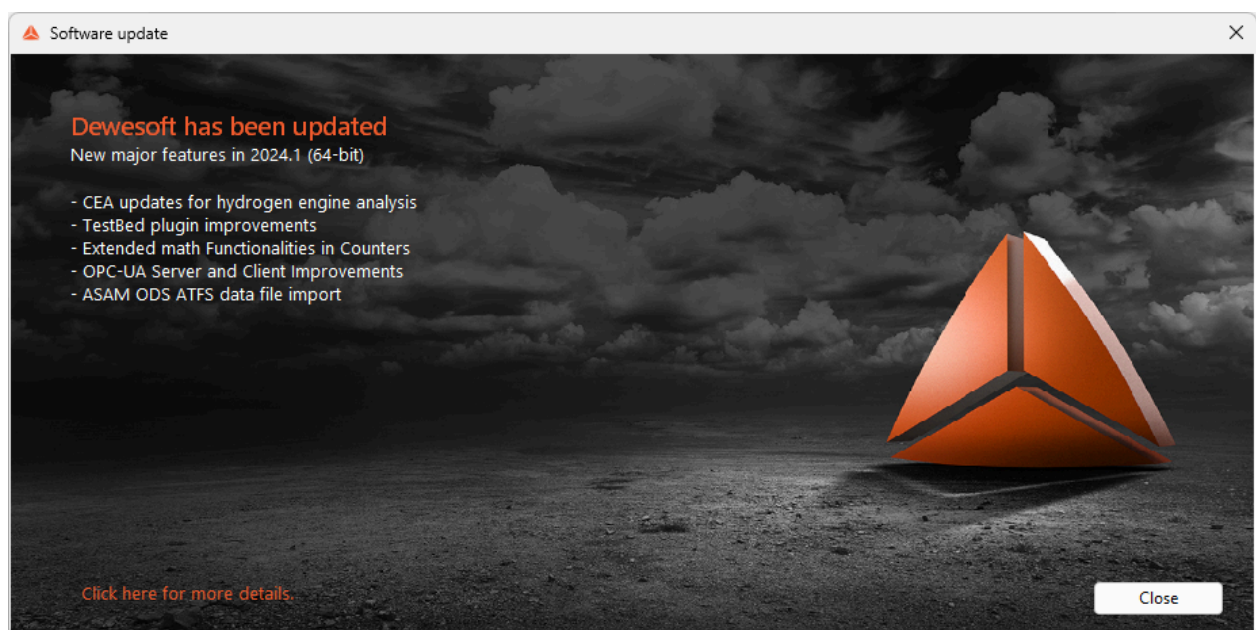
4.2. The new check for updates

From DewesoftX 2020.1 version and onward the update procedure was updated, but the main functionality stayed the same. When the check for updates functionality is selected a new window will be shown.



Features and improvements list

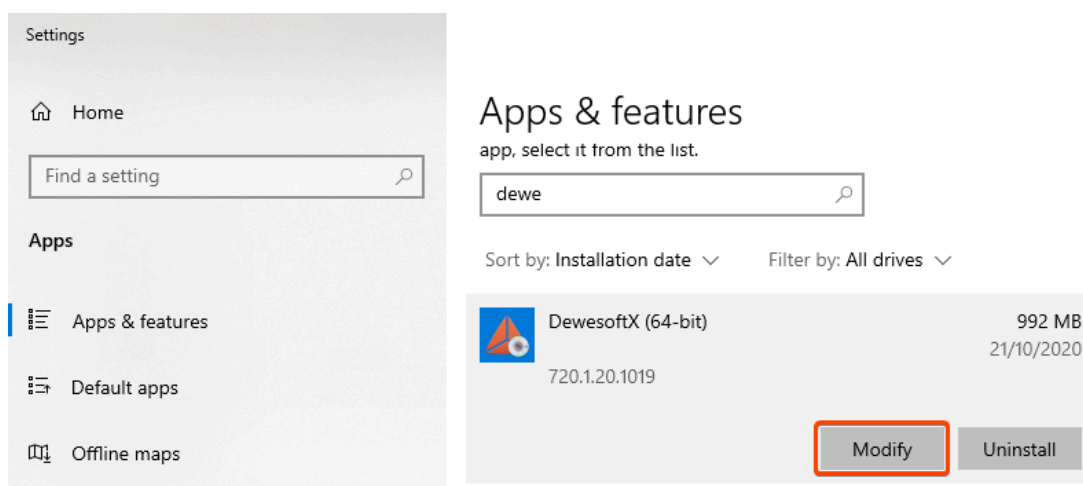
During the software update, DewesoftX will be closed so make sure everything is saved. DewesoftX will be automatically reopened when the update is completed. A new window will open describing the new major features:



List of added features

4.3. Adding the extensions

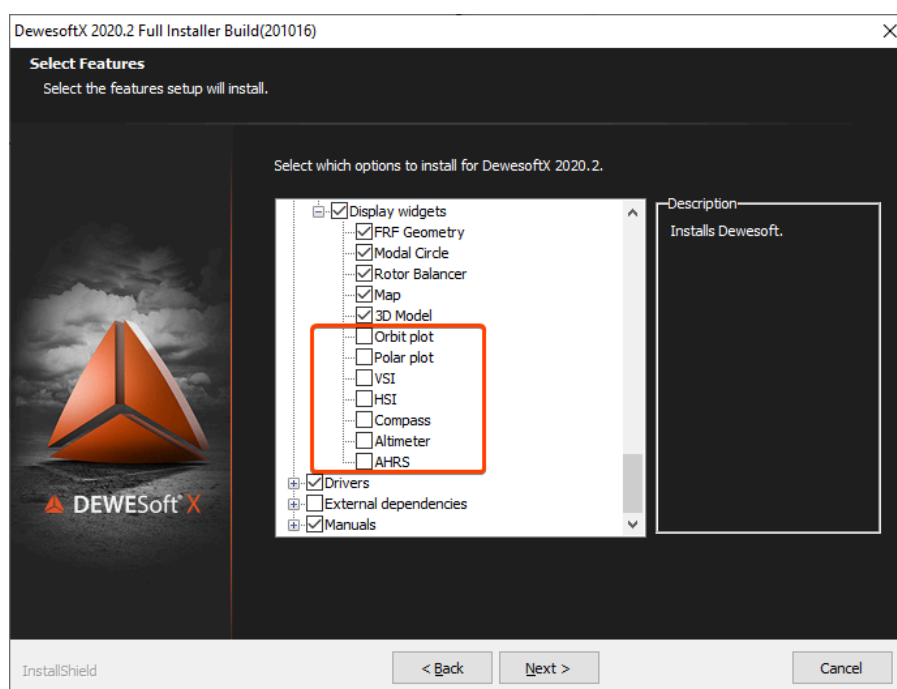
Choosing the options mentioned above only the existing extensions are updated, if you want to add the extensions that were implemented in the new version you need to go to Windows settings and click the modify button.



Modify option

The installation software opens and the user must manually enable the new options from the list.

For example on the picture below are marked some of the new extensions that could be added to the updated DewesoftX®.



The new features

5. Updating or adding the plugins

Plugins can be also manually added to the DewesoftX.

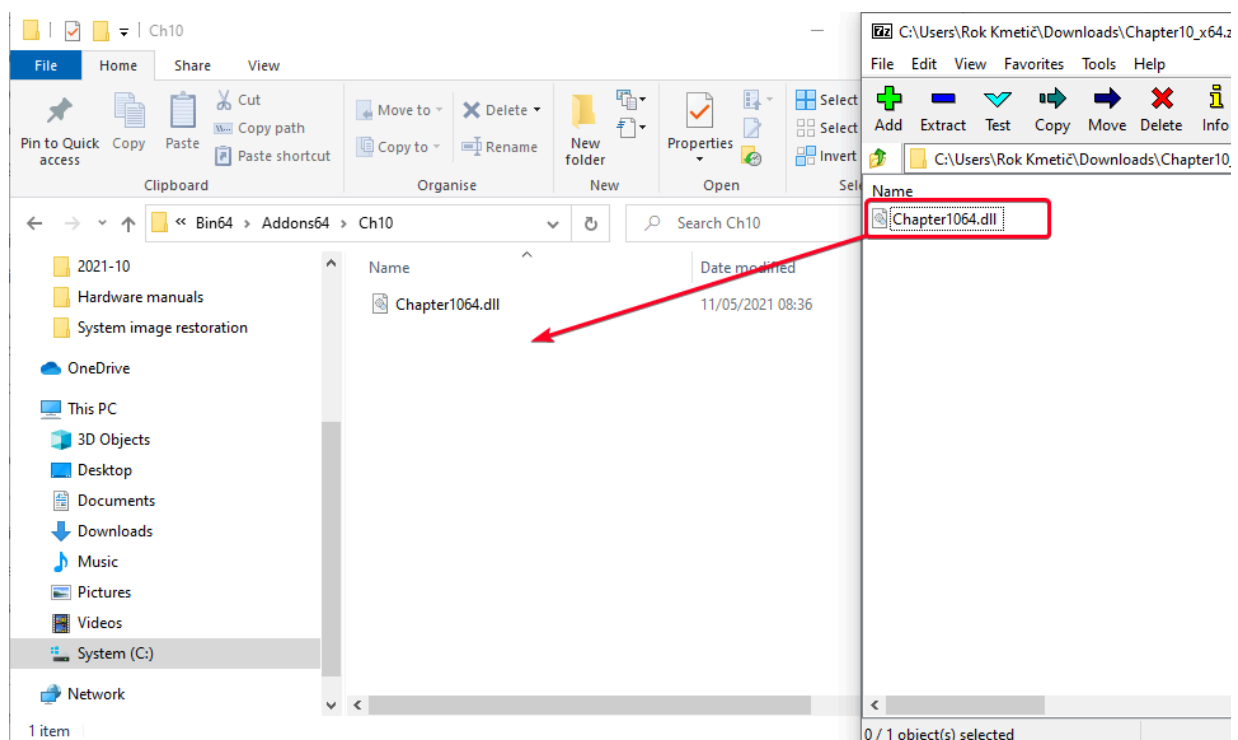
5.1. Download the plugin from our download web page

The plugin can be found and downloaded from our web page under the section Support/Downloads/DewesoftX plugins: <https://dewesoft.com/download/dewesoftx-plugins>

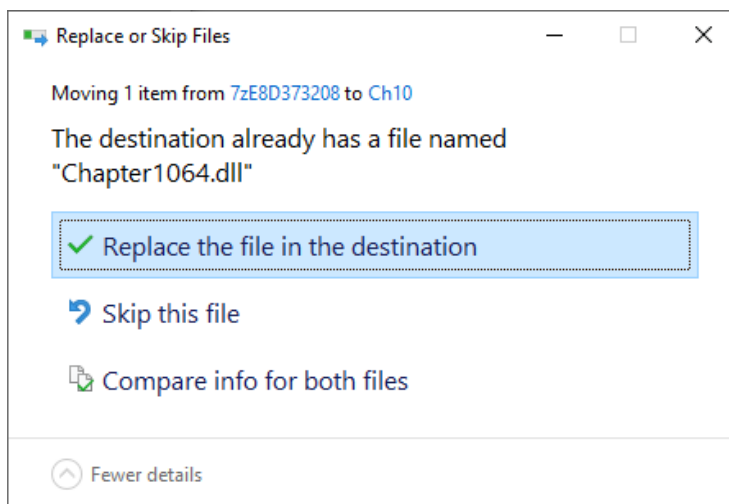
Most plugins are made specifically for the 64-bit version or 32-bit version so make sure you download the correct one.

5.2. Manually updating/adding the plugin

Open the downloaded .zip file and copy the contents into the Dewesoft Addons folder (for example C:\DewesoftX\Bin64\Addons64)



The old plugin files need to be replaced.



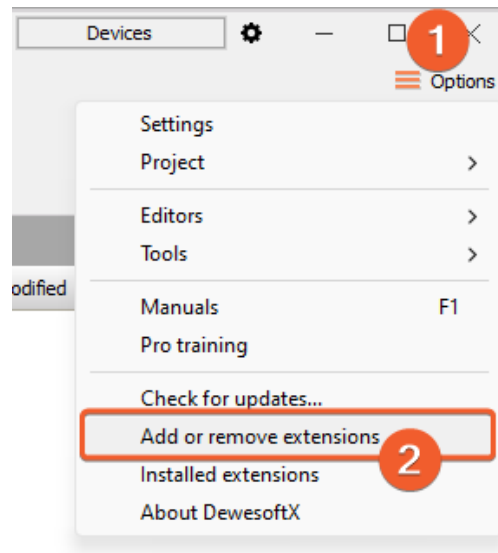
Caution

This manual procedure can be applied if the extension is not available in the installer (for example: an old or custom plugin).

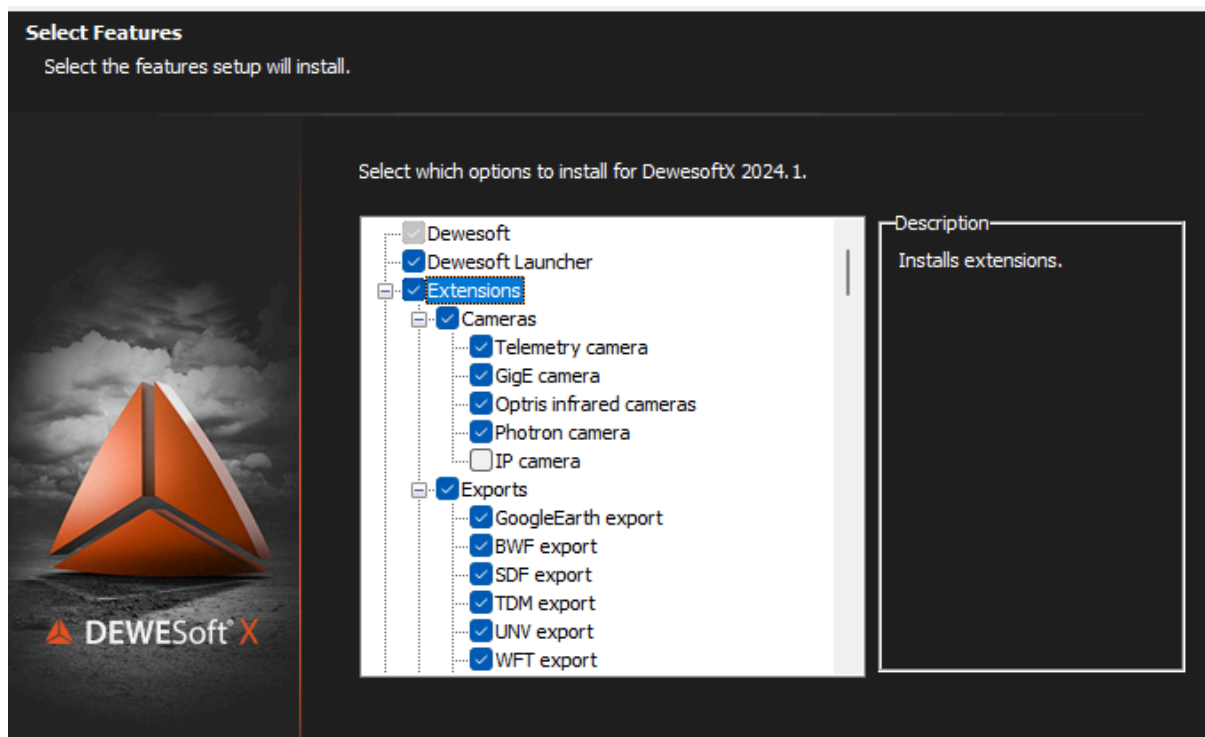
It is not recommended if the extension is available in the installer or under the “Add or remove extensions” option. Manipulating the extensions can result in “Duplicate extensions error” if the names don’t match. There can also there can be some issues if the “Add or remove extensions” feature is used later.

5.3. Updating the plugin from DewesoftX

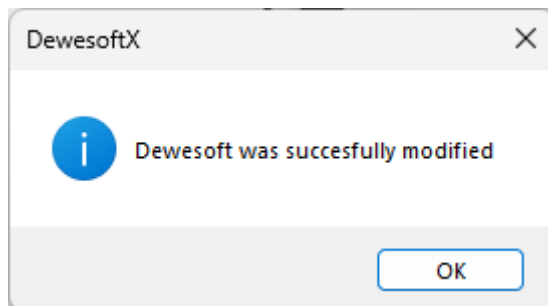
The plugin can be added or removed also from Dewesoft software by using the “Add or remove extensions” option:



This procedure will close DewesoftX and open the installer window where it is possible to choose the desired plugins and extensions:



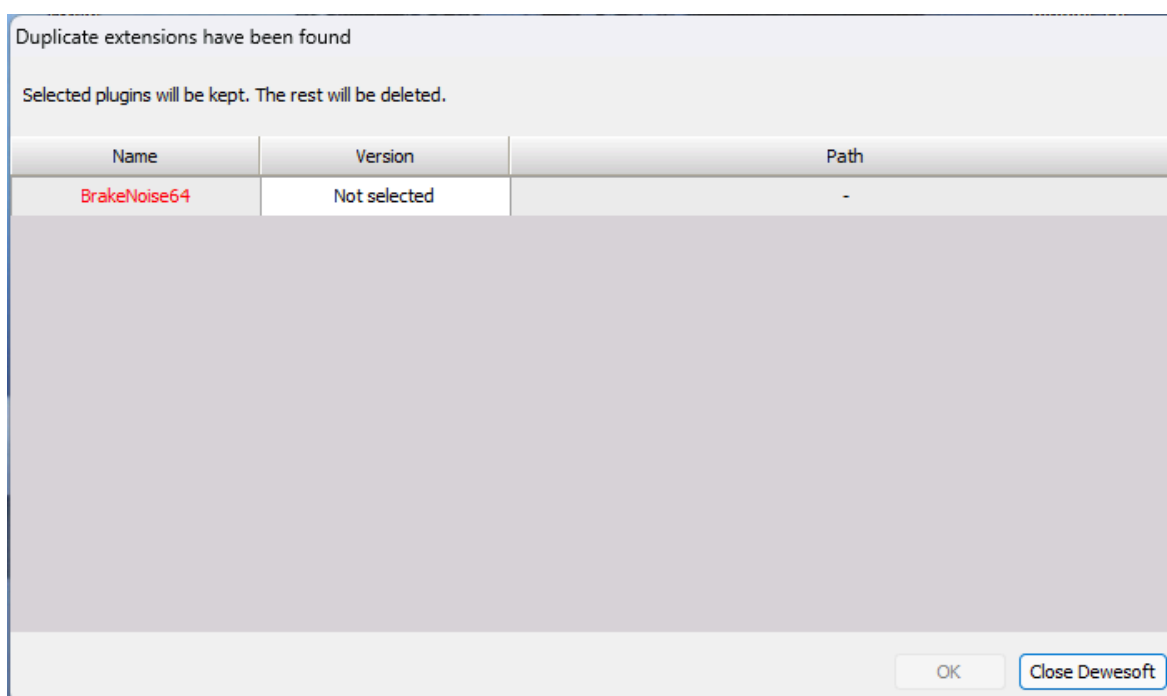
The installation is quickly finished and DewesoftX is automatically reopened with a note:



5.4. Duplicate extension resolver

In the upcoming 2024.2 release, a new feature will be available that checks if there are any extensions duplicated.

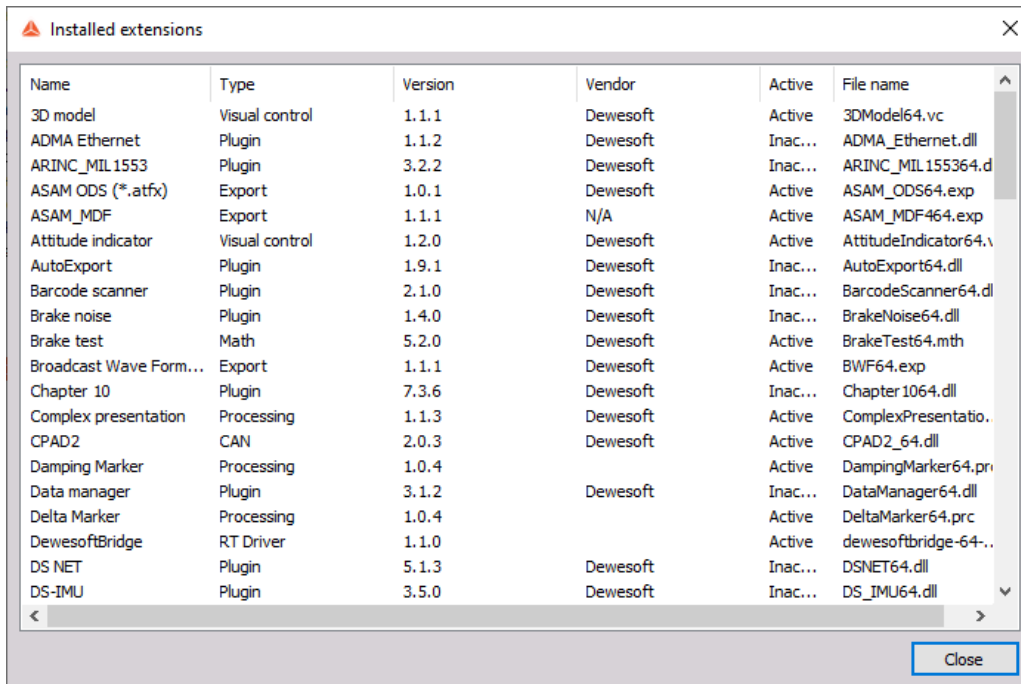
It will be activated automatically at the start of DewesoftX software and if there are any duplicated files found in the Addons folder the window will appear:



From the window, it will be possible to select which extensions you want to keep, other duplicated ones will then be deleted. When the procedure is done, DewesoftX will be opened normally.

5.5. Checking the installed plugins

Following the steps the plugin is updated/installed and you can check if it's properly installed if you click on options and select "Installed extensions".



Name	Type	Version	Vendor	Active	File name
3D model	Visual control	1.1.1	Dewesoft	Active	3DModel64.vc
ADMA Ethernet	Plugin	1.1.2	Dewesoft	Inac...	ADMA_Ethernet.dll
ARINC_MIL1553	Plugin	3.2.2	Dewesoft	Inac...	ARINC_MIL155364.d
ASAM ODS (*.atfx)	Export	1.0.1	Dewesoft	Active	ASAM_ODS64.exp
ASAM_MDF	Export	1.1.1	N/A	Active	ASAM_MDF464.exp
Attitude indicator	Visual control	1.2.0	Dewesoft	Active	AttitudeIndicator64.v
AutoExport	Plugin	1.9.1	Dewesoft	Inac...	AutoExport64.dll
Barcode scanner	Plugin	2.1.0	Dewesoft	Inac...	BarcodeScanner64.dl
Brake noise	Plugin	1.4.0	Dewesoft	Inac...	BrakeNoise64.dll
Brake test	Math	5.2.0	Dewesoft	Active	BrakeTest64.mth
Broadcast Wave Form...	Export	1.1.1	Dewesoft	Active	BWF64.exp
Chapter 10	Plugin	7.3.6	Dewesoft	Inac...	Chapter1064.dll
Complex presentation	Processing	1.1.3	Dewesoft	Active	ComplexPresentatio.
CPAD2	CAN	2.0.3	Dewesoft	Active	CPAD2_64.dll
Damping Marker	Processing	1.0.4		Active	DampingMarker64.pri
Data manager	Plugin	3.1.2	Dewesoft	Inac...	DataManager64.dll
Delta Marker	Processing	1.0.4		Active	DeltaMarker64.prc
DewesoftBridge	RT Driver	1.1.0		Active	dewesoftbridge-64-..
DS NET	Plugin	5.1.3	Dewesoft	Inac...	DSNET64.dll
DS-IMU	Plugin	3.5.0	Dewesoft	Inac...	DS_IMU64.dll

Close

6. Remote desktop connection options in Dewesoft NET systems

In DewesoftX the user can choose between three screen-sharing technologies for remote desktop connection to slave measurement units in a Dewesoft NET system: Windows Desktop Sharing, Remote Desktop Protocol (RDP), and VNC (Virtual Network Computing).

6.1. Windows Desktop Sharing

Windows Desktop Sharing option is set by default in Advanced NET settings due to its usefulness. With this option, a slave measurement unit desktop can be transmitted over an RDP connection without creating an additional session. The user on the slave measurement unit is not logged out and can still view the screen.

Pros of the connection with Windows Desktop Sharing:

- No login is necessary when connecting to the slave measurement unit,
- Use multiple-party screen-sharing technology - the user of the measurement slave unit stays logged in when the connection is established,
- no need for installing additional software,
- The connection is a lot smoother than in the VNC connection.

Cons of the connection with Windows Desktop Sharing:

- The slave measurement units need to have the "Allow remote connection to this computer" option enabled - by default, this option is usually disabled

6.2. Remote Desktop Protocol

Pros of the connection with Remote Desktop Protocol:

- The connection is a lot smoother than in the VNC connection,
- No need for installing additional software - every Windows PC has RDP (Remote Desktop Connection) installed.

Cons of the connection with Remote Desktop Protocol:

- By default, the slave measurement units need to have a set login password,
- The slave measurement units need to have the "Allow remote connection to this computer" option enabled - by default this option is usually disabled
- When connecting to the slave measurement units the current user on the slave unit is logged out (screen sharing isn't supported).

6.3. VNC

Pros of the connection with VNC:

- Easy setup - if the VNC option was selected with the Dewesoft installation on all measurement units, the connection is plug and play,
- The user on the slave measurement unit stays logged in when we connect using VNC.

Cons of the connection with VNC:

- The connection isn't very smooth - it can take a longer time to see the slave screen and there is some input delay.

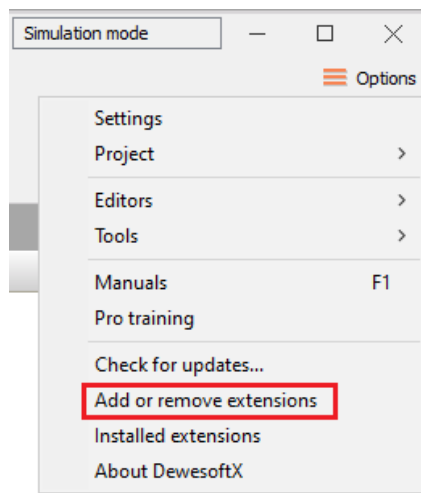
7. VNC installer

DewesoftX installer doesn't install VNC from 2021.3 RELEASE (210621) onward. The reason is that VNC policy prohibits running the setup.exe within an external installer. Alternatively, you still can use Remote Desktop Connection which is a built-in tool in Windows.

Nevertheless, we're able to include the VNC installer into the installation folder so the users can install it on their own whenever they need it.

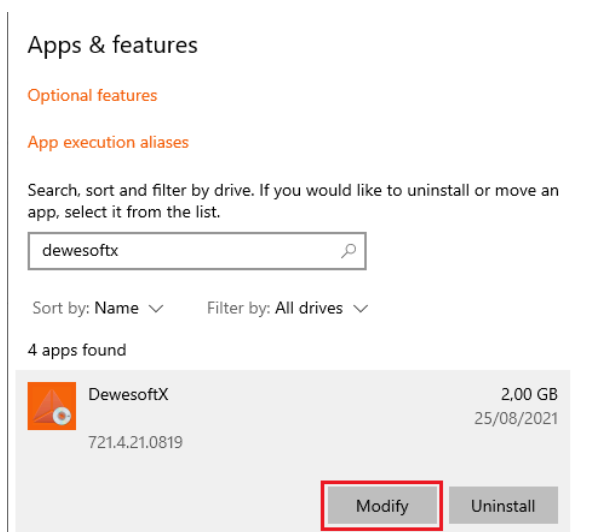
7.1. Enabling the VNC

1. Through DewesoftX

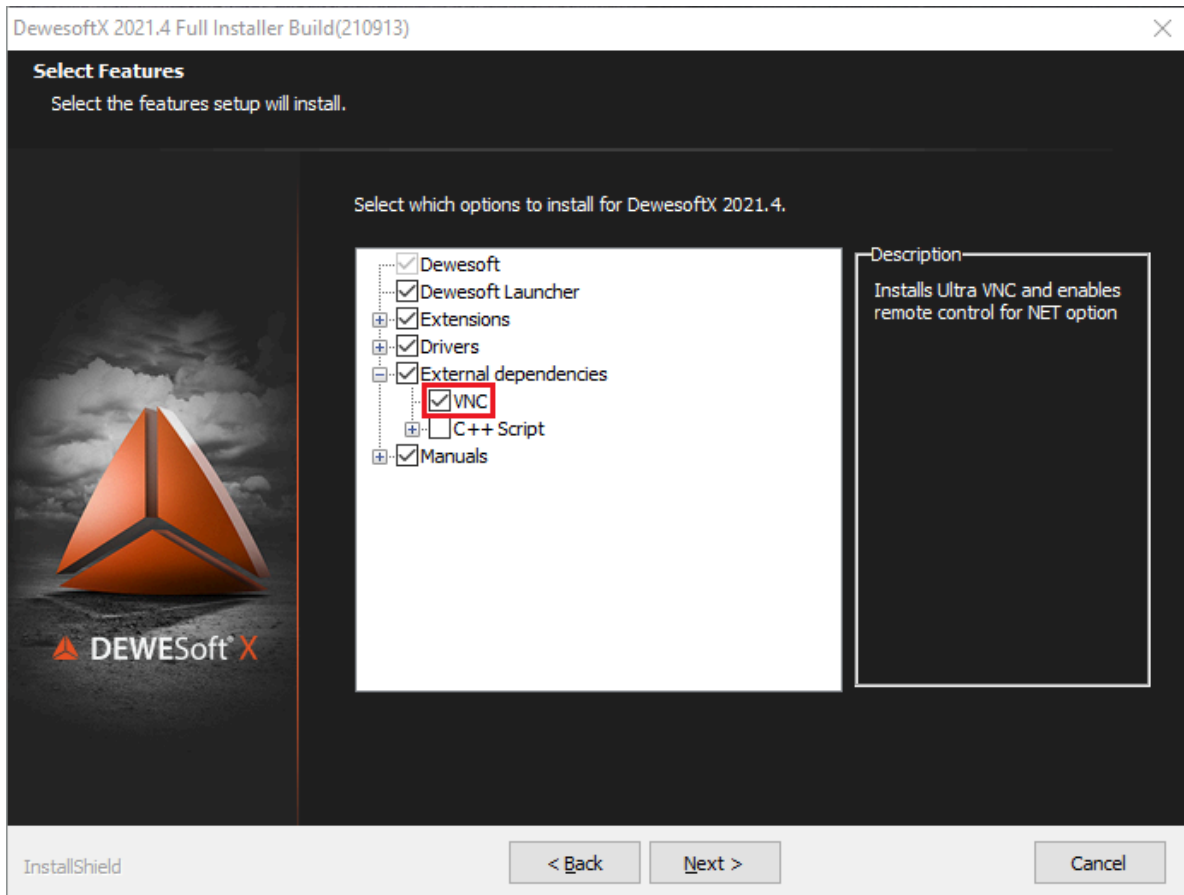


2. Manually within "Add or remove programs"

Under "Add or remove programs" find DewesoftX program, and choose the "Modify" option.

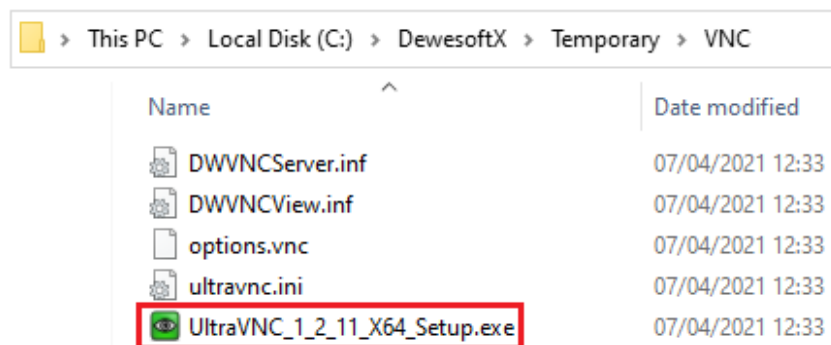


3. Either procedure opens the same DewesoftX installer where you enable VNC under the External dependencies.



7.2. Location of VNC setup.exe

After adding VNC in the installer you can find VNC setup.exe in the VNC folder in the installation folder of Dewesoft. Then you can manually install it.

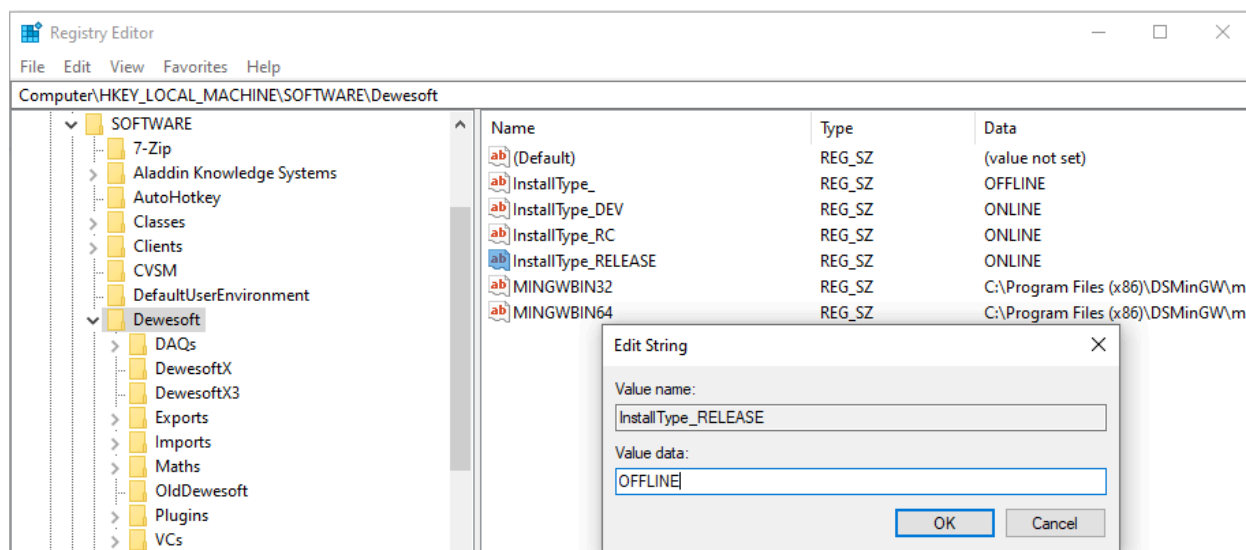


7.3. Troubleshooting

You may experience a Warning message when you will try Enabling the VNC through DewesoftX



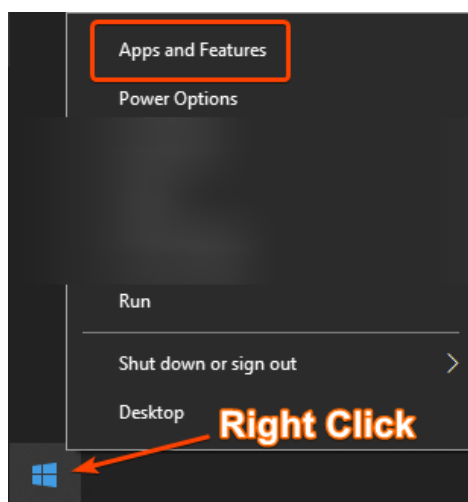
Change "InstallType_RELEASE" to OFFLINE



8. Uninstall DewesoftX®

DewesoftX® can be uninstalled like any other Windows program. You need to find the Windows console for adding or removing the applications.

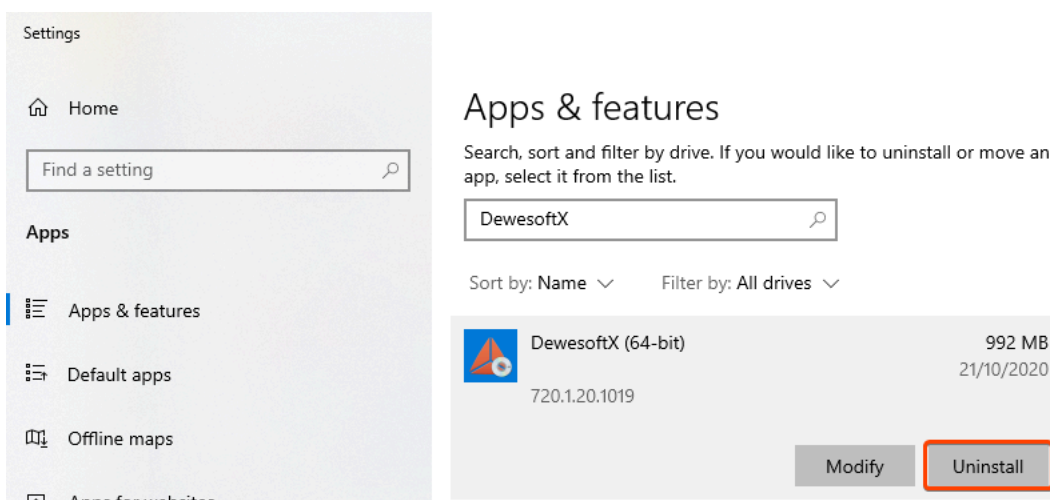
Right-click on the Windows® button in the Task Bar and then select Apps and Features from the pop-up menu.



Apps and Features

Find your old Dewesoft® installation in the list of installed programs, click on the desired item, select **Uninstall** from the pop-up menu and follow the instructions of the uninstall wizard.

It is recommended to reboot Windows® after the uninstallation has finished.



Uninstall DewesoftX®

9. Advanced Troubleshooting

9.1. Problem with incompatible version

If you already have an older incompatible version of DewesoftX® installed, the installer may show you this error dialogue:



Uninstall previous version message

As mentioned in the previous chapter [3.4. How to install different versions of DewesoftX®](#), there can only be one release/release-candidate/development version installed at once.

9.2. Trouble with uninstalling DewesoftX® versions

In some rare cases, when the Dewesoft® software is not properly removed, we may have trouble installing the new Dewesoft® software. The user will be alerted that the old version is still installed, although proper removal of this version is not possible.

This can occur in the following occasions:

- Not all files were removed during the uninstallation
- Dewesoft files have been manually or inadvertently removed without proper uninstallation

To resolve this issue you will have to go to Windows registry and delete some of the keys manually. Depending on a version of DewesoftX® that you are trying to install you will need to use a different search keyword. These registry keys listed below are for the new DewesoftX® 2020 version.

Here you can find the list of available DewesoftX® versions:

Official release version:

32-bit: 69353377-F673-4D69-A675-E009C29E99D6

64-bit: 161AF687-8B83-45B2-8B88-F92E31624655

Release candidate - test version:

32-bit: 478B0041-AE54-414E-BD21-47383B32559C

64-bit: 17080C0C-3262-451A-B01B-97D2CE782BCC

Unstable - development version

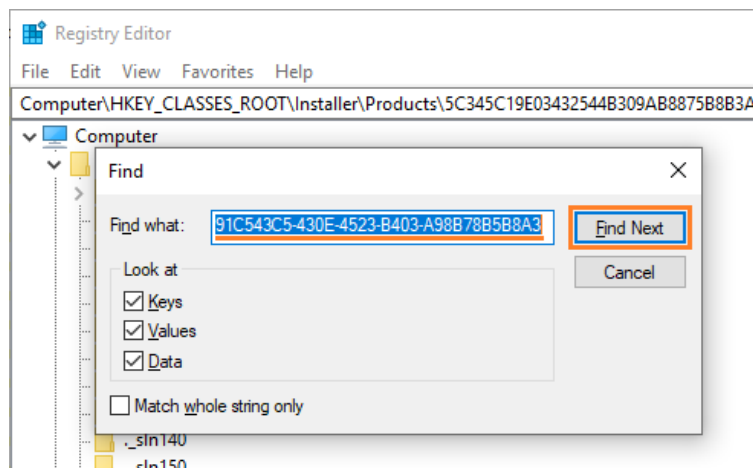
32-bit: 3A2BA31F-2B0F-4D07-BCF9-E42F65B7ECDE

64-bit: F2BC8F58-3888-4B8E-A73D-B0A4376A57F6

For example, we will use the 64-bit release version:

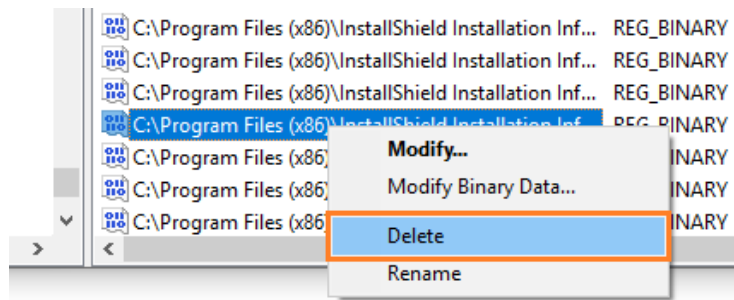
9.2.1. Option 1. Using Windows registry:

1. First go to the Window registry (open start menu and type in "regedit").
2. When the registry editor is opened press Ctrl+F buttons and the search window will open.
3. Copy the key of the correct DewesoftX® version in "Find what" window and click "Find Next".



Registry editor

4. When the registry editor finds a file with this name, delete it:



Deleting the file

5. Press F3 key on the keyboard to find the next file. Repeat the process until the Registry editor no longer finds the file with this name.

6. The installation of DewesoftX® should now work without any problems

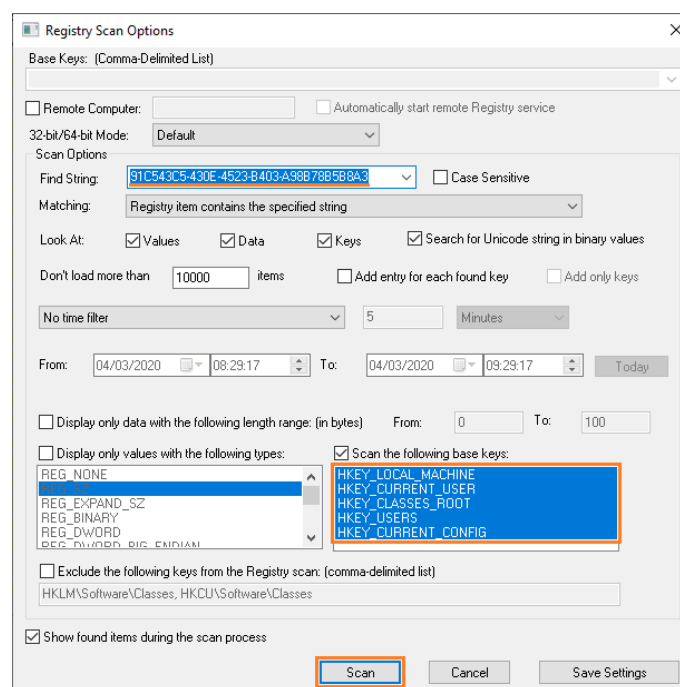
9.2.2. Option 2. Using a 3rd party tool Nirsoft RegScanner:

This is a faster solution but it requires the usage of 3rd party software.

1. Download and run the Nirsoft RegScanner from their web page:

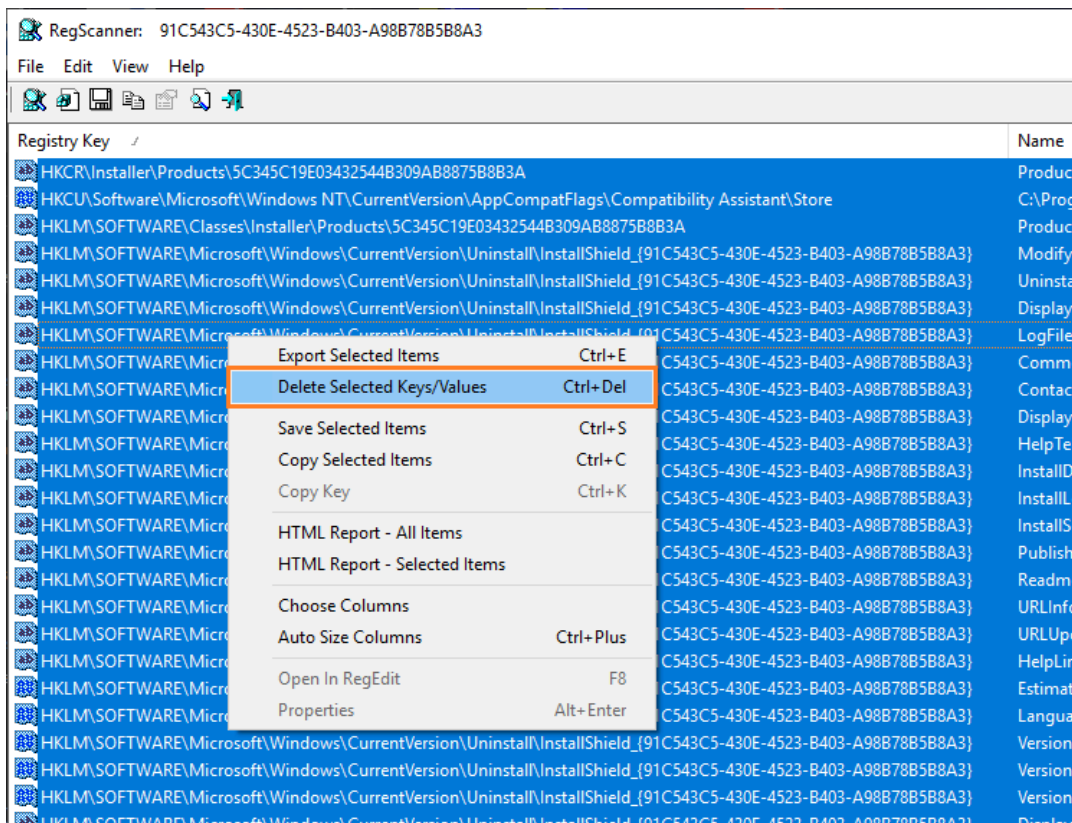
<https://www.nirsoft.net/utils/regscanner.html>

2. When the software launches copy the key to Find String field, select all options in "Scan the following base keys:" and click the Scan button:



3rd party software - Nirsoft RegScanner

3. Select all found files and delete them:



Deleting the selected files

4. The installation of DewesoftX® should now work without any problems.

10. Warranty information

Notice

The information contained in this document is subject to change without notice.

Note:

Dewesoft d.o.o. shall not be liable for any errors contained in this document. Dewesoft MAKES NO WARRANTIES OF ANY KIND WITH REGARD TO THIS DOCUMENT, WHETHER EXPRESS OR IMPLIED. DEWESOFT SPECIFICALLY DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Dewesoft shall not be liable for any direct, indirect, special, incidental, or consequential damages, whether based on contract, tort, or any other legal theory, in connection with the furnishing of this document or the use of the information in this document.

The copy of the specific warranty terms applicable to your Dewesoft product and replacement parts can be obtained from your local sales and service office. To find a local dealer for your country, please visit <https://dewesoft.com/support/distributors>.

10.1. Calibration

Every instrument needs to be calibrated at regular intervals. The standard norm across nearly every industry is annual calibration. Before your Dewesoft data acquisition system is delivered, it is calibrated. Detailed calibration reports for your Dewesoft system can be requested. We retain them for at least one year, after system delivery.

10.2. Support

Dewesoft has a team of people ready to assist you if you have any questions or any technical difficulties regarding the system. For any support please contact your local distributor first or Dewesoft directly.

Dewesoft d.o.o.

Gabrsko 11a

1420 Trbovlje Slovenia

Europe Tel.: +386 356 25 300

Web: <http://www.dewesoft.com>

Email: Support@dewesoft.com

The telephone hotline is available Monday to Friday from 07:00 to 16:00 CET (GMT +1:00)

10.3. Service/repair

The team of Dewesoft also performs any kinds of repairs to your system to assure a safe and proper operation in the future. For information regarding service and repairs please contact your local distributor first or Dewesoft directly on <https://dewesoft.com/support/rma-service>.

10.4. Restricted Rights

Use Slovenian law for duplication or disclosure. Dewesoft d.o.o. Gabrsko 11a, 1420 Trbovlje, Slovenia / Europe.

10.5. Printing History

Version 2.0.0, Revision 217 Released 2015 Last changed: 23. July 2018 at 16:54.

10.6. Copyright

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10.7. Trademarks

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11. Safety instructions

Your safety is our primary concern! Please be safe!

11.1. Safety symbols in the manual



Warning

Calls attention to a procedure, practice, or condition that could cause the body injury or death

**Caution**

Calls attention to a procedure, practice, or condition that could possibly cause damage to equipment or permanent loss of data.

11.2. General Safety Instructions

**Warning**

The following general safety precautions must be observed during all phases of operation, service, and repair of this product. Failure to comply with these precautions or with specific warnings elsewhere in this manual violates safety standards of design, manufacture, and intended use of the product. Dewesoft d.o.o. assumes no liability for the customer's failure to comply with these requirements.

All accessories shown in this document are available as an option and will not be shipped as standard parts.

11.2.1. Environmental Considerations

Information about the environmental impact of the product.

11.2.2. Product End-of-Life Handling

Observe the following guidelines when recycling a Dewesoft system:

11.2.3. System and Components Recycling

Production of these components required the extraction and use of natural resources. The substances contained in the system could be harmful to your health and to the environment if the system is improperly handled at its end of life! Please recycle this product in an appropriate way to avoid unnecessary pollution of the environment and to keep natural resources.



This symbol indicates that this system complies with the European Union's requirements according to Directive 2002/96/EC on waste electrical and electronic equipment (WEEE). Please find further information about recycling on the Dewesoft web site www.dewesoft.com

Restriction of Hazardous Substances

This product has been classified as Monitoring and Control equipment and is outside the scope of the 2002/95/EC RoHS Directive. However, we take care of our environment and the product is lead-free.

11.2.4. General safety and hazard warnings for all Dewesoft systems

Safety of the operator and the unit depend on following these rules.

- Use this system under the terms of the specifications only to avoid any possible danger.
- Read your manual before operating the system.
- Observe local laws when using the instrument.
- DO NOT touch internal wiring!
- DO NOT use higher supply voltage than specified!
- Use only original plugs and cables for harnessing.
- You may not connect higher voltages than rated to any connectors.
- The power cable and connector serve as Power-Breaker. The cable must not exceed 3 meters, the disconnect function must be possible without tools.
- Maintenance must be executed by qualified staff only.
- During the use of the system, it might be possible to access other parts of a more comprehensive system. Please read and follow the safety instructions provided in the manuals of all other components regarding warning and security advice for using the system.
- With this product, only use the power cable delivered or defined for the host country.
- DO NOT connect or disconnect sensors, probes or test leads, as these parts are connected to a voltage supply unit.
- Ground the equipment: For Safety Class 1 equipment (equipment having a protective earth terminal), a non-interruptible safety earth ground must be provided from the mains power source to the product input wiring terminals.
- Please note the characteristics and indicators on the system to avoid fire or electric shocks. Before connecting the system, please read the corresponding specifications in the product manual carefully.
- The inputs must not, unless otherwise noted (CATx identification), be connected to the main circuit of category II, III and IV.
- The power cord separates the system from the power supply. Do not block the power cord, since it has to be accessible for the users.
- DO NOT use the system if equipment covers or shields are removed.
- If you assume the system is damaged, get it examined by authorized personnel only.
- Adverse environmental conditions are Moisture or high humidity Dust, flammable gases, fumes or dissolver Thunderstorm or thunderstorm conditions (except assembly PNA) Electrostatic fields, etc.
- The measurement category can be adjusted depending on module configuration.
- Any other use than described above may damage your system and is attended with dangers like short-circuiting, fire or electric shocks.
- The whole system must not be changed, rebuilt or opened.

- DO NOT operate damaged equipment: Whenever it is possible that the safety protection features built into this product have been impaired, either through physical damage, excessive moisture, or any other reason, REMOVE POWER and do not use the product until the safe operation can be verified by service-trained personnel. If necessary, return the product to Dewesoft sales and service office for service and repair to ensure that safety features are maintained.
- If you assume a more riskless use is not provided anymore, the system has to be rendered inoperative and should be protected against inadvertent operation. It is assumed that a more riskless operation is not possible anymore if the system is damaged obviously or causes strange noises. The system does not work anymore. The system has been exposed to long storage in adverse environments. The system has been exposed to heavy shipment strain.
- Warranty void if damages caused by disregarding this manual. For consequential damages, NO liability will be assumed!
- Warranty void if damage to property or persons caused by improper use or disregarding the safety instructions.
- Unauthorized changing or rebuilding the system is prohibited due to safety and permission reasons (CE).
- Be careful with voltages >25 VAC or >35 VDC! These voltages are already high enough in order to get a perilous electric shock by touching the wiring.
- The product heats during operation. Make sure there is adequate ventilation. Ventilation slots must not be covered!
- Only fuses of the specified type and nominal current may be used. The use of patched fuses is prohibited.
- Prevent using metal bare wires! Risk of short circuit and fire hazard!
- DO NOT use the system before, during or shortly after a thunderstorm (risk of lightning and high energy over-voltage). An advanced range of application under certain conditions is allowed with therefore designed products only. For details please refer to the specifications.
- Make sure that your hands, shoes, clothes, the floor, the system or measuring leads, integrated circuits and so on, are dry.
- DO NOT use the system in rooms with flammable gases, fumes or dust or in adverse environmental conditions.
- Avoid operation in the immediate vicinity of high magnetic or electromagnetic fields, transmitting antennas or high-frequency generators, for exact values please refer to enclosed specifications.
- Use measurement leads or measurement accessories aligned with the specification of the system only. Fire hazard in case of overload!
- Do not switch on the system after transporting it from a cold into a warm room and vice versa. The thereby created condensation may damage your system. Acclimatise the system unpowered to room temperature.

- Do not disassemble the system! There is a high risk of getting a perilous electric shock. Capacitors still might be charged, even if the system has been removed from the power supply.
- The electrical installations and equipment in industrial facilities must be observed by the security regulations and insurance institutions.
- The use of the measuring system in schools and other training facilities must be observed by skilled personnel.
- The measuring systems are not designed for use in humans and animals.
- Please contact a professional if you have doubts about the method of operation, safety or the connection of the system.
- Please be careful with the product. Shocks, hits and dropping it from already- lower level may damage your system.
- Please also consider the detailed technical reference manual as well as the security advice of the connected systems.
- This product has left the factory in safety-related flawlessness and in proper condition. In order to maintain this condition and guarantee safety use, the user has to consider the security advice and warnings in this manual.

EN 61326-3-1:2008

IEC 61326-1 applies to this part of IEC 61326 but is limited to systems and equipment for industrial applications intended to perform safety functions as defined in IEC 61508 with SIL 1-3.

The electromagnetic environments encompassed by this product family standard are industrial, both indoor and outdoor, as described for industrial locations in IEC 61000-6-2 or defined in 3.7 of IEC 61326-1.

Equipment and systems intended for use in other electromagnetic environments, for example, in the process industry or in environments with potentially explosive atmospheres, are excluded from the scope of this product family standard, IEC 61326-3-1.

Devices and systems according to IEC 61508 or IEC 61511 which are considered as “operationally well-tried”, are excluded from the scope of IEC 61326-3-1.

Fire-alarm and safety-alarm systems, intended for the protection of buildings, are excluded from the scope of IEC 61326-3-1.

12. Documentation version history

Version	Date	Notes
V20-1	14.10.2020	Initial version and new template
V20-2	27.10.2020	Made fixes, silent installer, Update version from software
V20-3	25.11.2020	Made fixes, reorganized the chapters
V22-1	31.01.2020	<ul style="list-style-type: none">• Added chapter on updating the plugins• Added information about VNC installer• Added remote desktop connection options• Updated to the new DewesoftX-update procedure
V24-1	25.03.2024	<ul style="list-style-type: none">• Added difference between online and offline installer• Explained the removed options from the offline installer - Chapter 3.5.8.• Updated the pictures• Updated chapter 4. Updating Dewesoft• Updated chapter 5. Updating and adding the plugins• Fixed broken links• Added explanation for 5.4. Duplicate extension resolver