

# Data+ and Data+ Lite

## Data Management Tool



Data<sup>+</sup>



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# 1 Preparation

## 1.1. Checking Requirements

For a successful installation, ensure that the hardware meets the requirements detailed in the table below. The installation program will check whether the necessary .NET version and SQL server are installed and install any missing component.

	<b>Data+ &amp; Data+ Lite</b>
<b>OS</b>	Windows 10 (Pro, Enterprise), 11 (Pro, Enterprise)
<b>RAM</b>	min: 4 GB, recommend 8 GB
<b>CPU</b>	min: 4 Cores, recommend: 8 Cores
<b>Hard Disk</b>	min: 2GB free
<b>Display</b>	recommend min: 1280 x 720
<b>SQL Express Server</b>	SQL Server Express 2014 or higher (SQL Server Express 2022 included with installation package)
<b>.NET</b>	Included with installation package
<b>MS Excel</b>	Optional, for .csv file edit
<b>Ethernet</b>	Recommend minimum – 100MB Ethernet wired or 802.11n WiFi
<b>Serial Ports</b>	Max 5x RS232 on local PC

## 1.2. Installation

From now on both **Data+** and **Data+ Lite** software are part of a single installation package. Proper version can be selected during installation wizard.

To start, log in to the local PC using an ADMIN account. Alternatively, select **Run as Administrator** option when executing each installation file.

**NOTICE**

**IT IS ESSENTIAL THAT THE PROCESSES OF INSTALLATION AND CONNECTING TO THE DATABASE FOR THE FIRST TIME ARE CARRIED OUT WITH LOCAL ADMINISTRATOR RIGHTS.**

1. Go to the downloaded setup files.
2. For a new installation of the full version, use **DataPlusPre-RequisiteInstaller.exe** and **DataPlusSetup.exe**, refer to Chapter 2.
3. For an upgrade of either version, refer to Chapter 3.
4. To activate the full version's license, refer to Chapter 4.

**NOTICE**

**DO NOT INSTALL AN OLDER VERSION OF DATA+ USING THE DB FROM A NEWER VERSION (EX V1.2 W/DB FROM V1.3). REMOVE THE OLD DB FROM THE SQL SERVER THEN INSTALL THE OLDER VERSION OF DATA+ CREATING A NEW EMPTY DB.**

## 1.3. Network Communication Configuration

During installation, PC firewall inbound and outbound exceptions are added for the following communication ports. These ports must also be allowed across the customer network infrastructure for communication between the Data+ PC and client terminals.

- Application server port: 56678
- Port for the Host data base article table: 4302
- Default terminal connection ports: 4305, 1701, 1702, 21

During installation, Data+ is granted write permission to following directories as the installation locations:

- C:\Program Files\Microsoft SQL Server
- C:\Users\Public\Mettler Toledo
- C:\Program Files (x86)\Mettler Toledo
- Drivers & DriverPackages
- Licensing
- Logging

## 1.4. Third-party components

Data+ depends on the following third-party components:

1. .NET Framework is a software framework developed by Microsoft that runs primarily on Microsoft Windows. Minimum version included in Pre-Requisite installation.

2. MS SQL Server is a database management system developed by Microsoft.
  - a. MSSQL 2022 Express is included in Pre-requisite installation if another compatible instance is not available. SQL 2022 supports only x64 machines, it is not applicable for x86 machines.
  - b. Installed with the credentials of the Network Service Account. The x64 version is deployed on 64bit Windows operating systems. Alternatively, an existing Standard or Enterprise edition of the SQL Server can host the Data+ database.
  - c. The database collation for Data+ is Latin1\_General\_CI\_AS. This configuration is not part of the installation program.
3. PDF Reader is required to access installation documents and view Data+ reports.

## **1.5. Installation Package**

1. Data+ Pre-requisite check and installation file with third-party components
2. Data+ and Data+ Lite installation file including upgrade
3. Installation Manual in 7 languages
4. User Manual in 8 languages

# 2 Data+ Installation

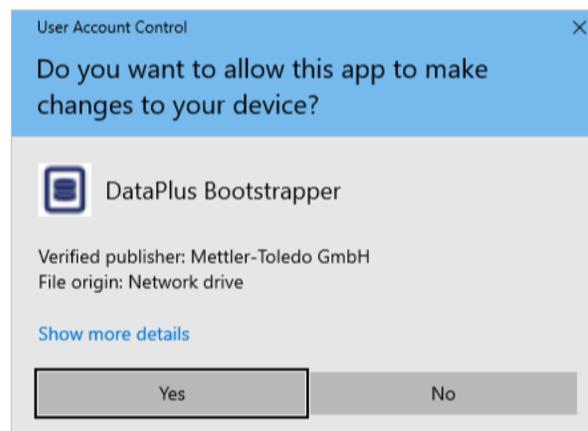
## ***NOTICE***

**IT IS ESSENTIAL THAT THIS PROCEDURE IS CARRIED OUT BY A USER WITH LOCAL ADMINISTRATOR RIGHTS.**

**DO NOT INSTALL AN EARLIER VERSION OF DATA+ ON A PC WHERE A NEWER VERSION IS ALREADY INSTALLED. OTHERWISE, THE DOWNGRADE INSTALLATION WILL CORRUPT THE SYSTEM AND PREVENT ANY VERSION OF DATA+ FROM RUNNING**

## 2.1. Installation Process - Prerequisite Installer

1. Start by running the **DataPlusPrerequisiteInstaller.exe**.
2. Authorize DataPlus installation to make changes to your device.



**Figure: Change Authorization Dialog**

3. **DataPlusPrerequisiteInstaller.exe** will extract to a temporary folder.
4. The prerequisite installer then indicates whether any of the required components are missing to successfully run Data+.

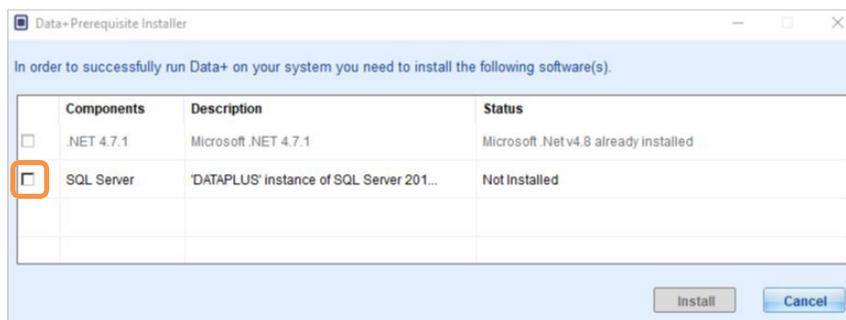


Figure: Selecting Components to Install

5. Use the checkboxes at left to select any component with the status **Not Installed**.

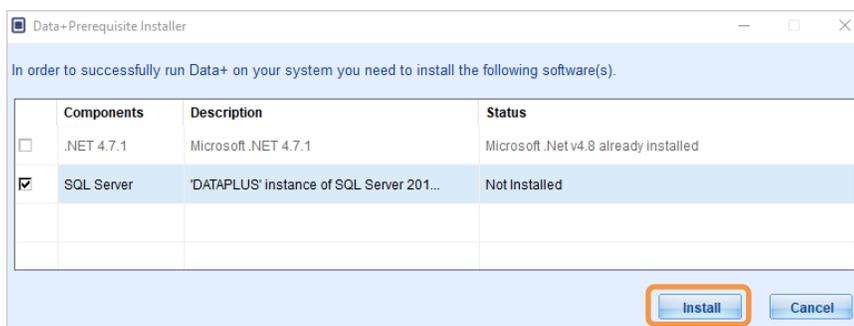


Figure: Uninstalled Component Selected

6. When all required components are selected, click **Install**.
- Note: The required components may already be installed (ex. Collect+ SQLx). If the status of all components is **already installed**, click the **Cancel** and continue **Installation Process - Data+ Installer** . Alternatively, to install the Data+ default SQL server in addition to an existing instance, select its checkbox and click **Install**.

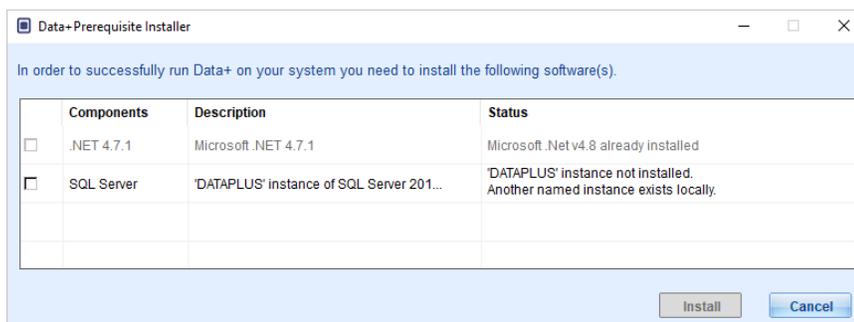
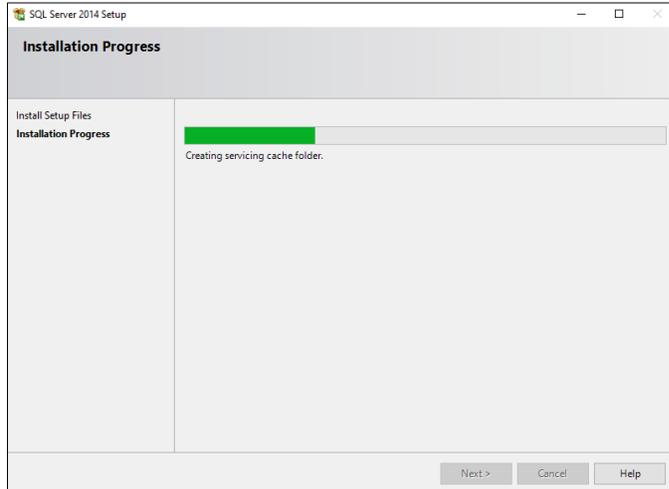


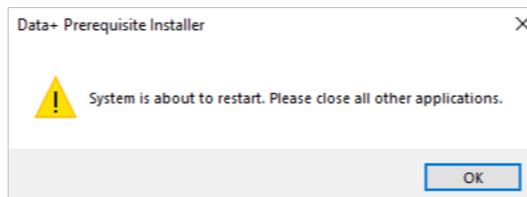
Figure: Previous SWL Instance Indicated

7. SQL Express will now be installed and a progress display will appear.



**Figure: Installation Progress Display**

- Once the installation is complete, Data+ may display a prompt indicating that it will restart the PC.



**Figure: Data+ PC Restart Prompt**

- Once the computer has restarted, the installer will display the component list with updated statuses.



**Figure: Updated Component List**

- Click **Close** and proceed to the Data+ Installation.

## 2.2. Installation Process - Data+ Installer

- To repair or add, remove, or modify components in Data+, refer to section 2.4.
1. Double-click the **DataPlusSetup.exe** file. The setup file will ask permission and then begin to extract to a temporary folder.

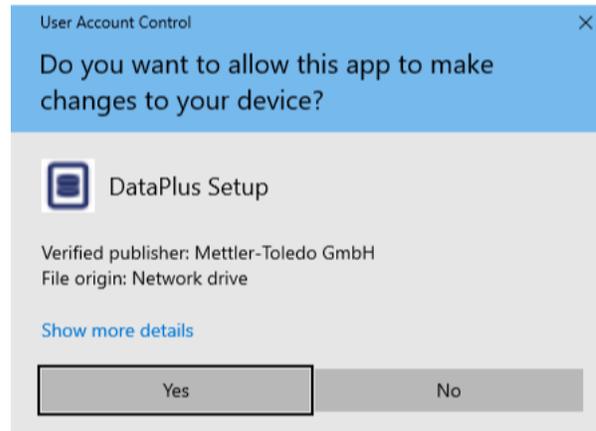


Figure: Change Permission Dialog



Figure: File Extraction Progress Display

2. When the installation dialog appears, click **Next>**.

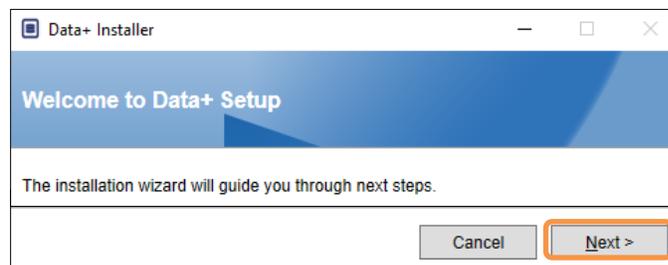


Figure: Data+ Installation Wizard Dialog

3. Accept the License Agreement.

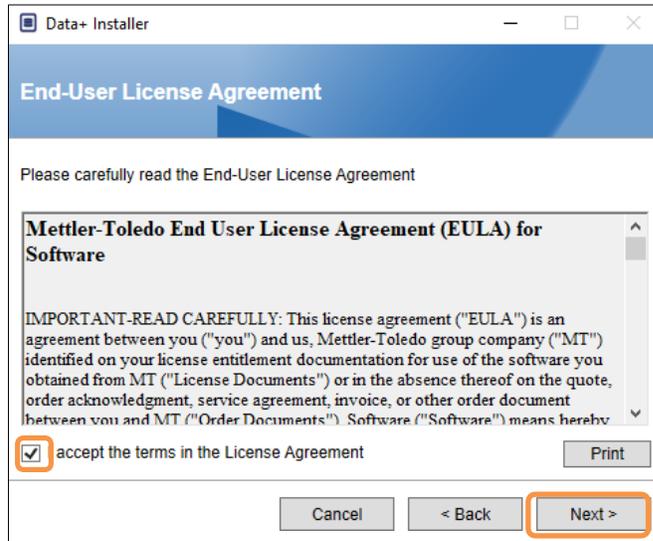


Figure: Data+ EULA Confirmation Dialog

4. Select the application to install.

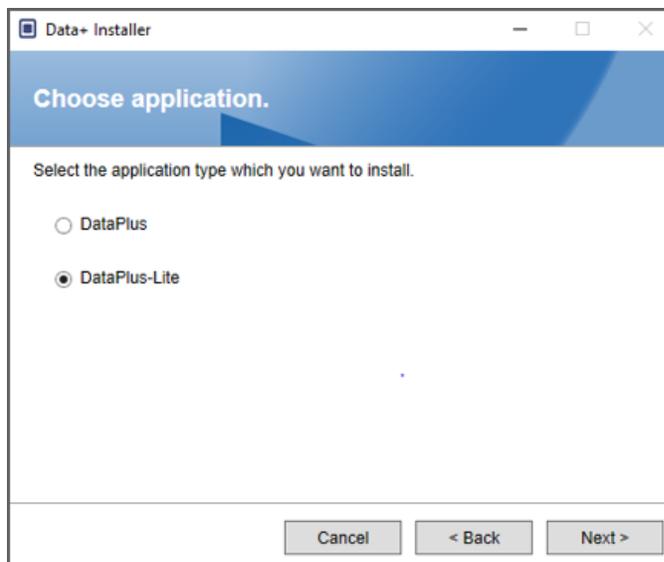
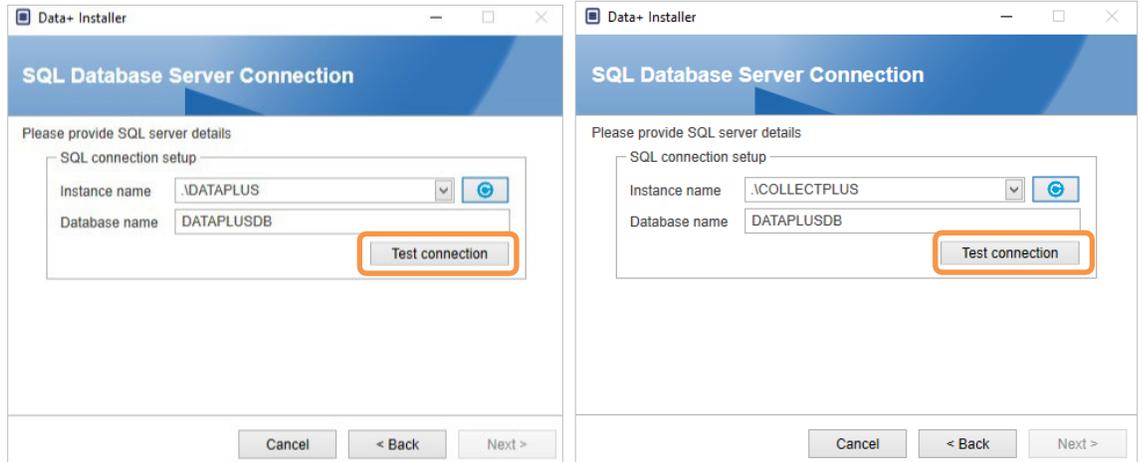


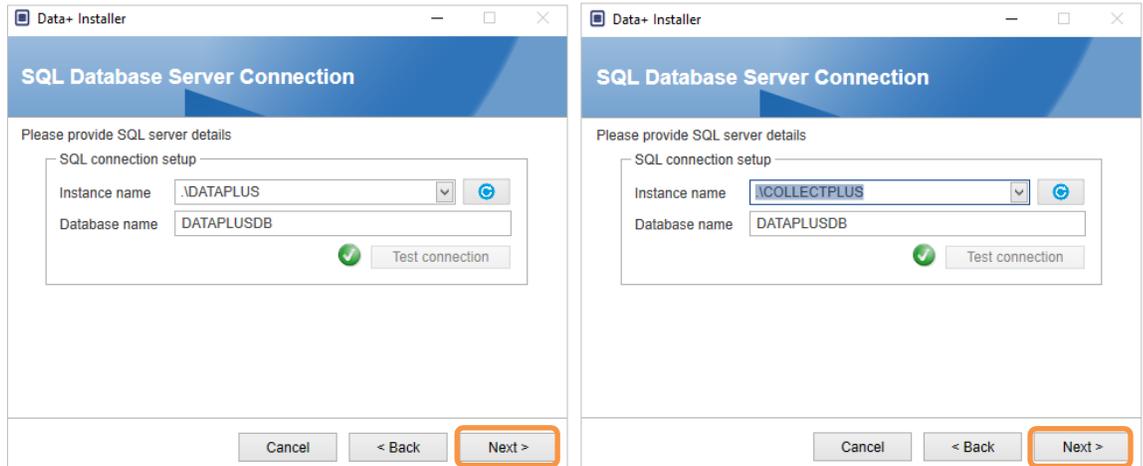
Figure: Data+ Installation Wizard Dialog

5. Select the SQL server Instance to refresh from the Instance drop down list: the default DATAPLUS instance, alternate Local SQL (ex.CollectPlus), or remote SQL server. Click **Test connection** to authenticate SQL server communication. Click  to the right of the instance to refresh the available server list.



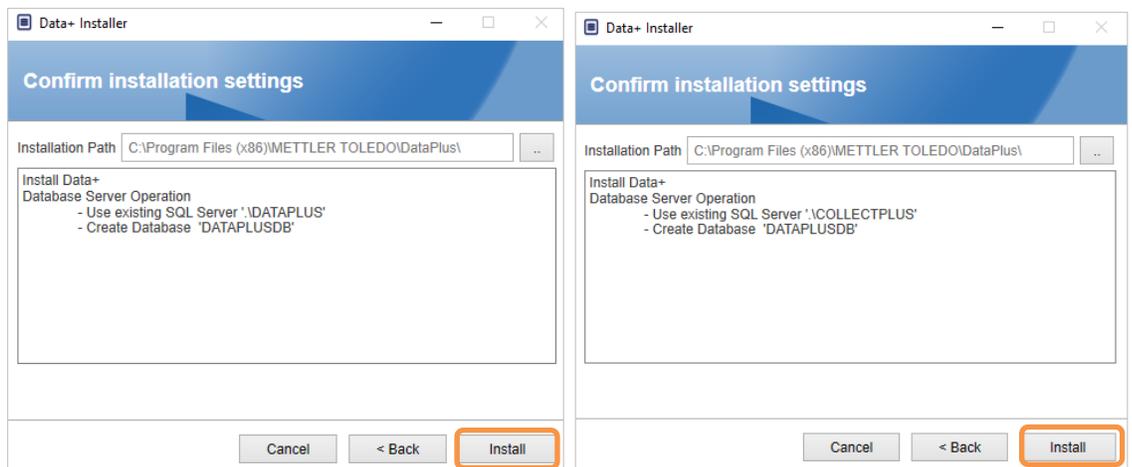
**Figure: Data+ and Collect+ Database Connection Tests**

- Once the connection test reports success, click **Next>** to continue with the Data+ installation.



**Figure: Data+ and Collect+ Database Connection Confirmations**

- Confirm the installation settings and click **Install**.



**Figure: Data+ and Collect+ Ready to Install**

8. If necessary, the setup application will prompt for a PC restart in order to complete the installation. Optionally, view the installation log by checking the box at lower left. To start using Data+ immediately, select **Yes, restart PC...** and click **Finish**. Alternatively, select **No, restart PC later** and click **Finish**.

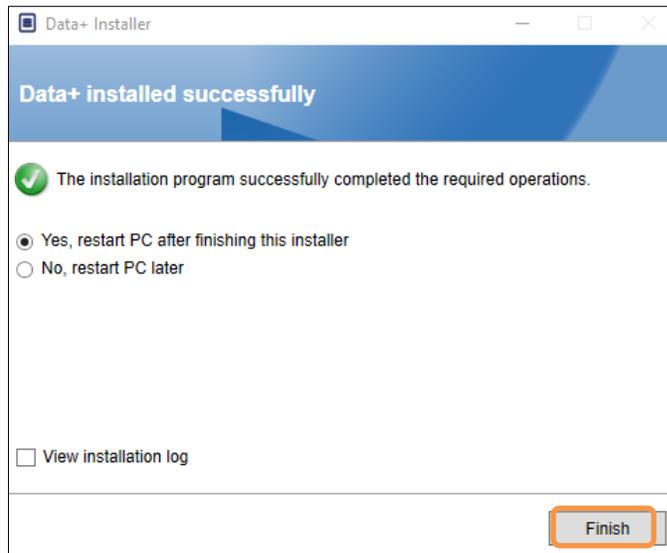


Figure: Confirmation of Successful Installation

## 2.3. Program Access

A **Data+** icon will appear on the desktop and in the Start menu.

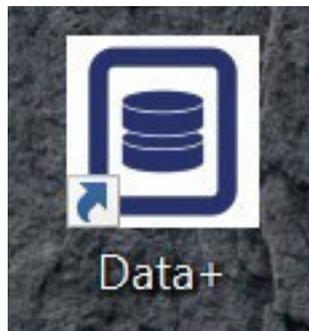


Figure: Desktop Data+ Icons

## 2.4. Data+ Repair, Modification, Removal

To maintain or remove a Data+ installation:

1. Double-click the **DataPlusSetup.exe** file. Be sure to run with local PC administrator permission.

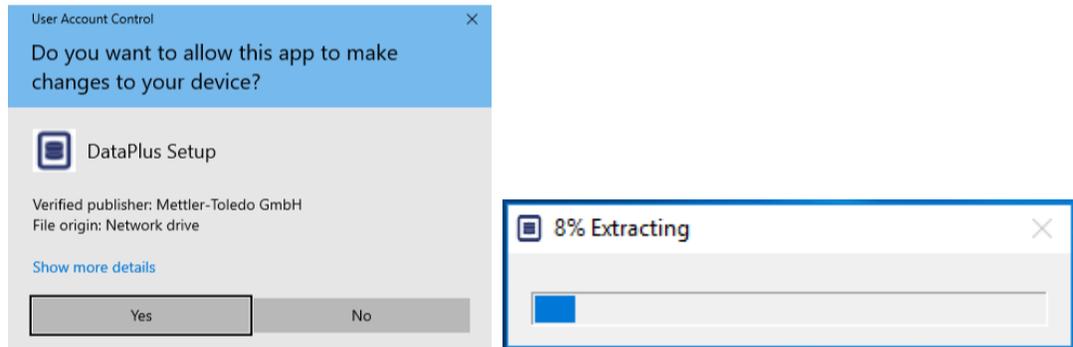


Figure: Running the Data+ Setup File

2. When the installation dialog appears, select the desired option:
  - **Modify:** Change SQL server, select a different or create a new Database – proceed to section 2.4.1.
  - **Repair:** Reinstall files that may have been corrupted or deleted – skip to section 2.4.2.
  - **Remove:** Remove the Data+ application from this PC – skip to section 2.4.3.

With the correct option selected, click **Next>**.

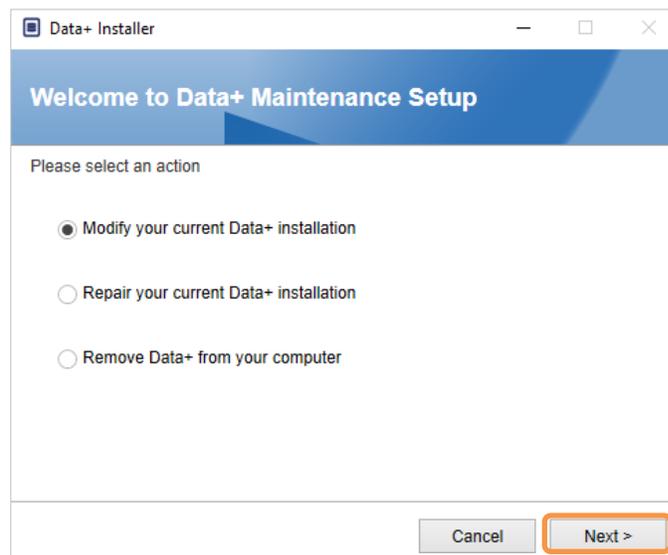


Figure: Data+ Maintenance Options

### 2.4.1. Modifying a Current Data+ Installation

1. Select the SQL server from the Instance drop down server list. It is recommended that the default database name be used, but a different database name can be entered. Select the default DATAPLUS instance, an alternate Local SQL (e.g. CollectPlus), or a remote SQL server. Click **Test connection** to authenticate SQL server communication. Click  to the right of the instance to refresh the available server list.

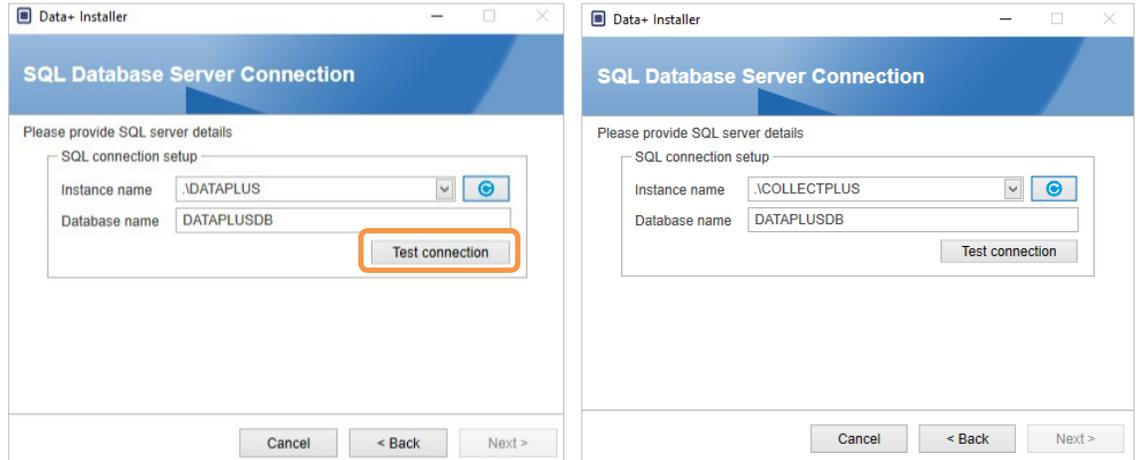


Figure: Data+ and Collect+ Database Connection Tests

2. Once the connection has been made, click **Next>** to continue with the Data+ installation.

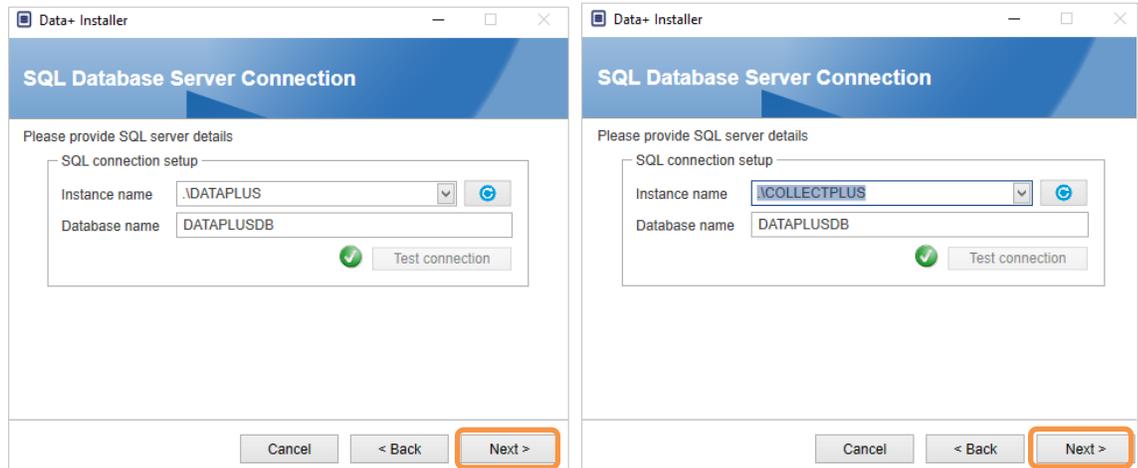


Figure: Data+ and Collect+ Database Connection Confirmations

3. Confirm the installation settings and click **Install**.

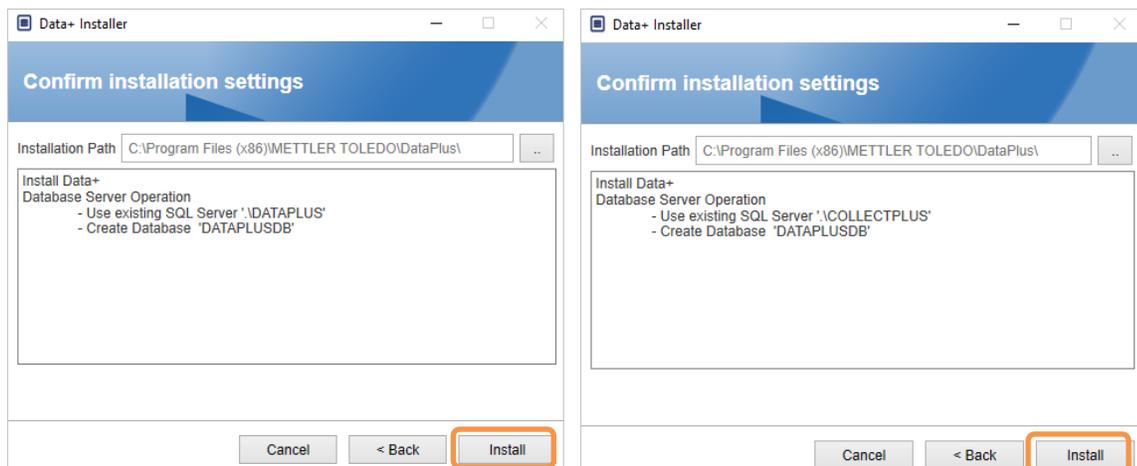


Figure: Data+ and Collect+ Ready to Install

## 2.4.2.

### Repairing a Current Data+ Installation

Click **Repair** to begin the repair procedure.

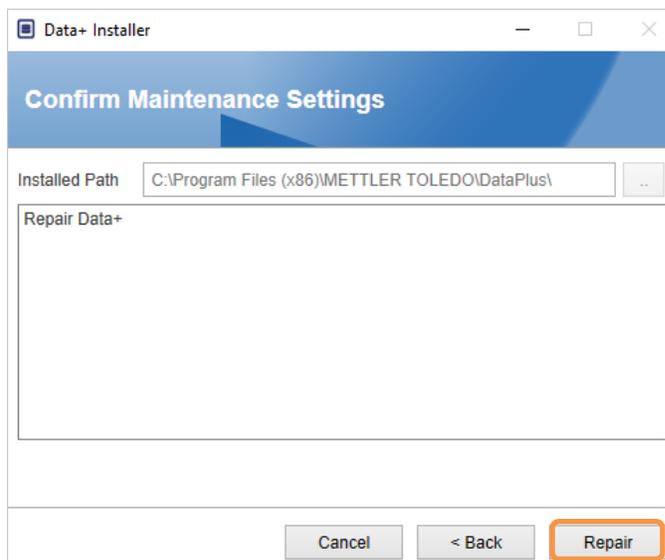


Figure: Data+ Repair Confirmation Dialog

### 2.4.3. Removing Data+ from a Computer

1. Click **Remove** to continue

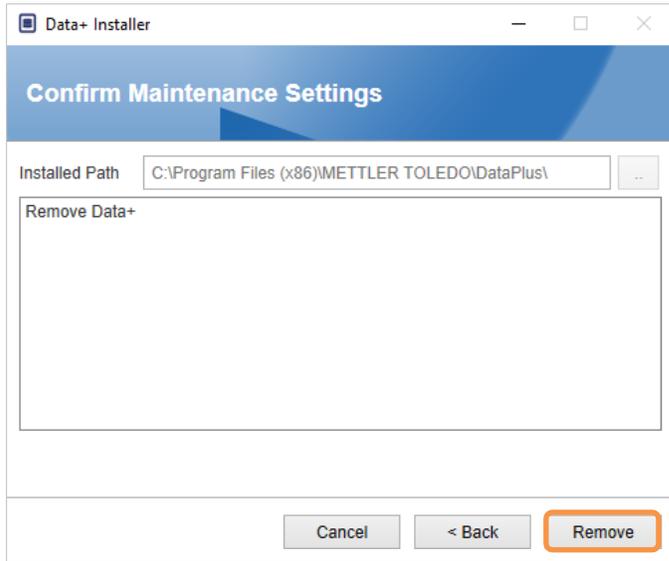


Figure: Data+ Removal – Confirmation Dialog

### 2.4.4. Completing the Maintenance or Removal Procedure

If necessary, the setup application will prompt for a PC restart in order to complete the installation. Optionally, view the installation log by checking the box at lower left. To start using Data+ immediately, select **Yes, restart PC...** and click **Finish**. Alternatively, select **No, restart PC later** and click **Finish**.

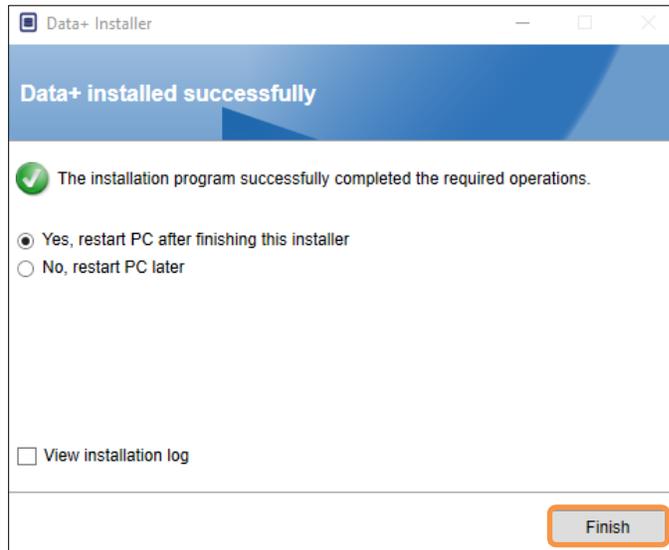


Figure: Data+ Successful Installation Dialog

## 2.4.5. SQL Server Migration: 2014 to 2022

This chapter outlines the steps required to migrate a SQL Server 2014 database to SQL Server 2022.

**Note** The default locations used in this document are specific to our setup. If your file paths differ, modify the query paths accordingly.

### UNINSTALL the DataPlus Application

- 1 Backup the SQL Server 2014 Database
  - ➔ Open SQL Server Management Studio (SSMS) connected to your SQL Server 2014 instance.
  - ➔ In the Object Explorer, right-click the database you want to migrate.
  - ➔ Navigate to Tasks > Back Up
  - ➔ Set the backup options. The backup will be saved to a file in the destination folder.
  - ➔ Click OK to start the backup.
- 2 Copy Backup File to SQL Server 2022
  - ➔ Transfer the backup file (.bak) to the server where SQL Server 2022 is installed.
- 3 Restore the Backup on SQL Server 2022
  - ➔ Open Microsoft SQL Server Management Studio (SSMS) connected to your SQL Server 2022 instance.
  - ➔ In the Object Explorer, right-click on the Databases node.
  - ➔ Choose Restore Database
  - ➔ Select Device and then browse to the backup file you transferred.
  - ➔ Configure any additional options and click OK to restore the database.
    - Note** If the restore process fails, follow these next steps to ensure success.
- 4 Set the Database to Single-User Mode (if the database already exists on the new server)
  - ➔ Open a new query window in SSMS and execute the following command:  
ALTER DATABASE [DATAPLUSDB] SET SINGLE\_USER WITH ROLLBACK IMMEDIATE;
- 5 Execute RESTORE FILELISTONLY
  - ➔ Execute the following command to obtain the logical names:  
RESTORE FILELISTONLY  
FROM DISK = 'C:\Program Files\Microsoft SQL  
Server\MSSQL16.DATAPLUSSQL2022\MSSQL\Backup\DATAPLUSDB.bak';
- 6 Use the Correct Logical Names in RESTORE DATABASE
  - ➔ Assuming the logical names from the RESTORE FILELISTONLY output are correct, your RESTORE DATABASE command would be:  
RESTORE DATABASE [DATAPLUSDB]  
FROM DISK = 'C:\Program Files\Microsoft SQL  
Server\MSSQL16.DATAPLUSSQL2022\MSSQL\Backup\DATAPLUSDB.bak'  
WITH REPLACE,  
MOVE 'DATAPLUSDB' TO 'C:\Program Files\Microsoft SQL  
Server\MSSQL16.DATAPLUSSQL2022\MSSQL\DATA\DATAPLUSDB.mdf',  
MOVE 'DATAPLUSDB\_log' TO 'C:\Program Files\Microsoft SQL  
Server\MSSQL16.DATAPLUSSQL2022\MSSQL\DATA\DATAPLUSDB\_log.ldf'; :
- 7 Update Database Compatibility Level
  - ➔ Check the current compatibility level:  
SELECT name, compatibility\_level  
FROM sys.databases  
WHERE name = 'DATAPLUSDB';
  - ➔ If the compatibility level is 120 (SQL Server 2014), update it to 160 (SQL Server 2022):  
ALTER DATABASE DATAPLUSDB  
SET COMPATIBILITY\_LEVEL = 160; -- 160 is the compatibility level for SQL Server 2022
- 8 Update Statistics
  - ➔ Updating statistics can help optimize query performance, especially after a restore:  
USE DATAPLUSDB;  
GO  
EXEC sp\_updatestats;
- 9 Rebuild Indexes

- ➔ Rebuilding indexes can further improve performance:

```
USE DATAPLUSDB;
GO
-- Script to rebuild all indexes in the database
DECLARE @TableName NVARCHAR(255);
DECLARE @SQL NVARCHAR(MAX);
DECLARE TableCursor CURSOR FOR
SELECT QUOTENAME(SCHEMA_NAME(schema_id)) + '.' + QUOTENAME(name)
FROM sys.tables;
OPEN TableCursor;
FETCH NEXT FROM TableCursor INTO @TableName;
WHILE @@FETCH_STATUS = 0
BEGIN
SET @SQL = 'ALTER INDEX ALL ON ' + @TableName + ' REBUILD;';
EXEC sp_executesql @SQL;
FETCH NEXT FROM TableCursor INTO @TableName;
END
CLOSE TableCursor;
DEALLOCATE TableCursor;
```

#### 10 Backup the Database

- ➔ Take a fresh backup to ensure you have a reliable restore point:

```
BACKUP DATABASE DATAPLUSDB
TO DISK = 'C:\Program Files\Microsoft SQL
Server\MSSQL16.DATAPLUSSQL2022\MSSQL\Backup\DATAPLUSDB_AfterRestore.bak'
WITH INIT;
```

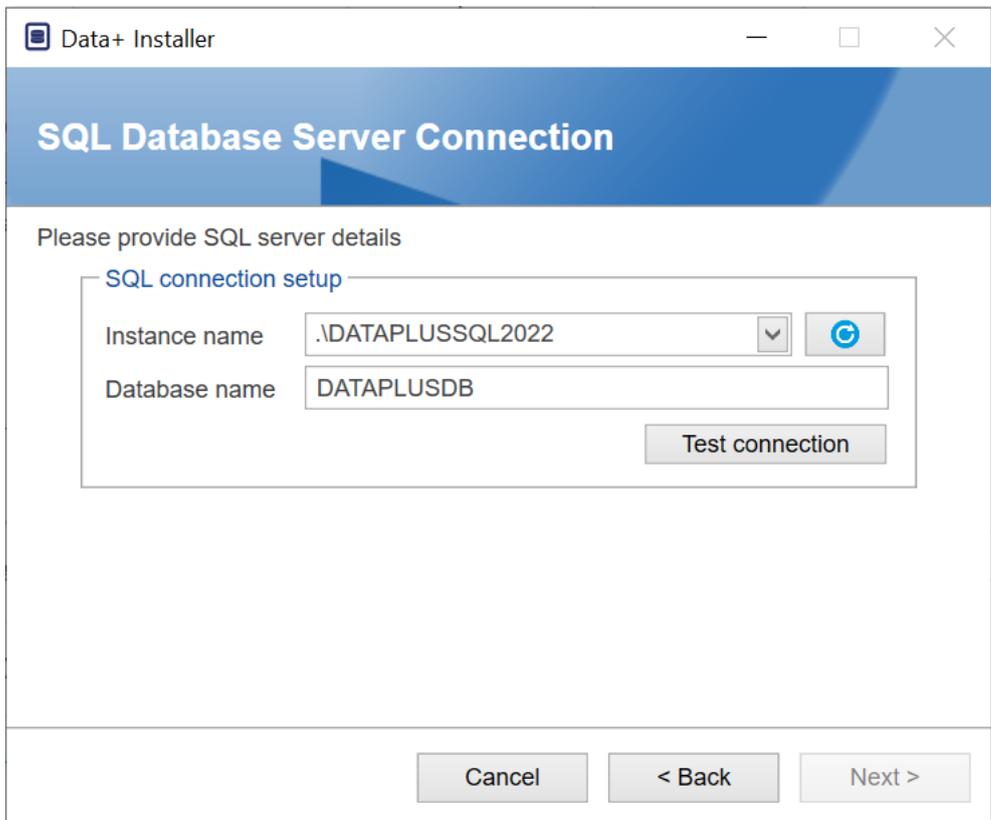
#### 11 Set the Database Back to Multi-User Mode

- ➔ Execute the following command to set the database back to multi-user mode:

```
ALTER DATABASE [DATAPLUSDB] SET MULTI_USER;
```

#### 12 Final Step

- ➔ Install the DataPlus Application
- ➔ Modify the Instance name .\DATAPLUSSQL2022. For this example, a reference image is used.



- ➔ Verify the data

# 3 Data+ and Data+ Lite Version Upgrade

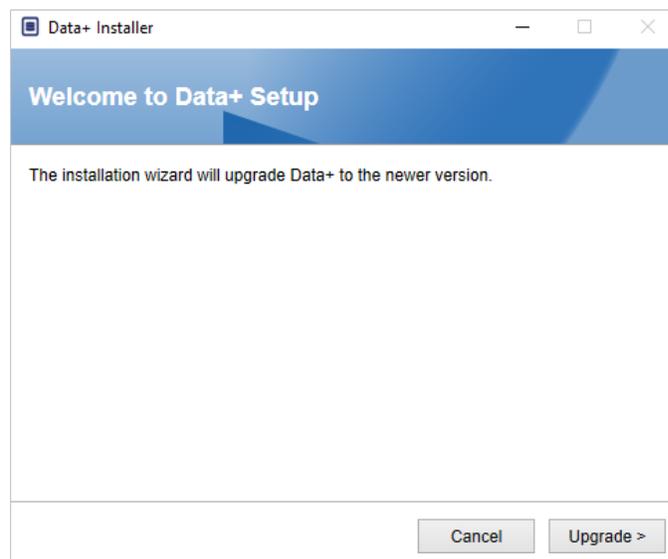
## **NOTICE**

**IT IS ESSENTIAL THAT THIS PROCEDURE IS CARRIED OUT BY A USER WITH LOCAL ADMINISTRATOR RIGHTS.**

When the **setup.exe** file is run, the installer will detect the current installation and install the appropriate upgrade.

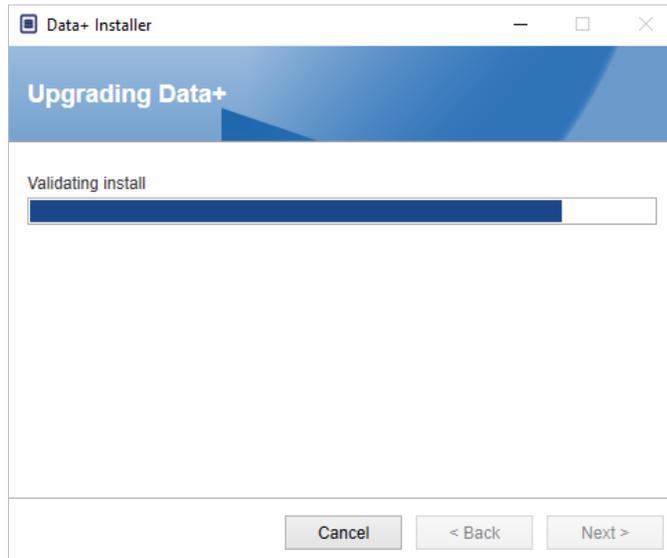
### 3.1. Upgrade Existing Data+ Version

1. Log in to the PC with a local admin user or 'run as administrator' to execute the Installation program.
2. The Data+ installer will prompt to upgrade the current version in place. Click **Upgrade>** to continue.



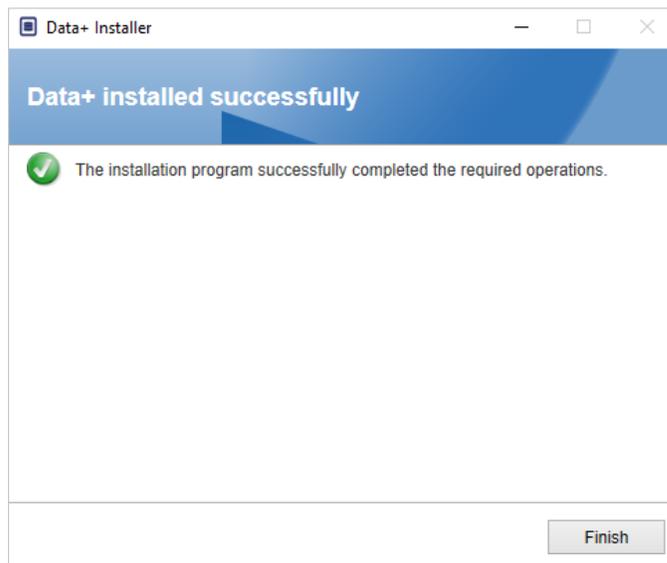
**Figure: Data+ Setup Wizard**

3. The installer continues the upgrade process, displaying a progress bar.



**Figure: Performing the Installation**

4. A confirmation dialog will indicate that the installation is complete. Click **Finish** to close the dialog.
5. Reboot the PC if prompted.



**Figure: Installation Success Dialog**

- An upgrade installation of the full Data+ program will use the existing SQL Database. The Data+ version upgrade will adjust the existing database as necessary. All table data and configured devices are maintained.
- Data+ Export and Config directories are not deleted and available for use after version upgrade.

# 4 Data+ License Activation

## NOTICE

THE DATA+ APPLICATION WILL REMAIN FULLY FUNCTIONAL FOR 45 DAYS. IF THE PRODUCT IS NOT ACTIVATED BEFORE THE 45 DAYS EXPIRE, WHEN THE PROGRAM IS RUN IT WILL STOP AT THE REGISTER POP-UP WINDOW. NO TABLE DATA OR CONFIGURED DEVICES ARE DELETED OR CHANGED – THIS DATA WILL BE AVAILABLE AFTER THE PRODUCT IS REGISTERED.

## 4.1. Activation Requirements

To activate the license for a full Data+ installation, the following are required:

- License Key (provided with purchased product).
- License Registration Information (LRI), displayed by the software.
- Activation Code is generated once the Key and LRI are entered at the activation site.

If you have selected **Data+ Lite** during installation, you are still able to activate full **Data+** version.

1. Click **Key**  and proceed to the Data+ activation procedure.

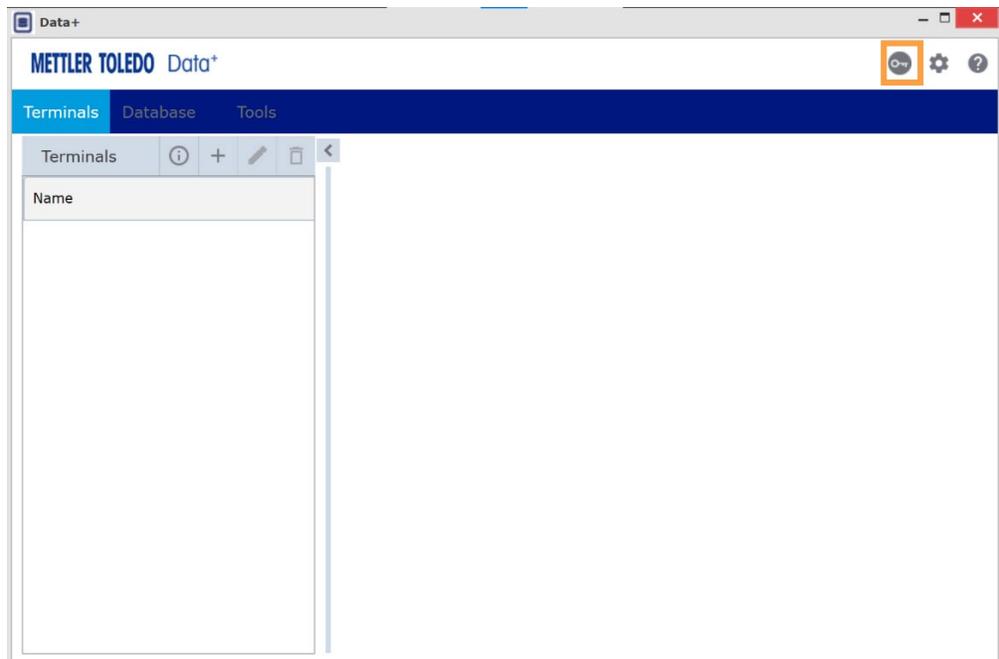


Figure: Full Data+ version activation in Data+ Lite

## 4.2. Activation Procedure

1. When Data+ is started, a pop-up window will indicate how many days are left in the 45 day trial period. Figure shows a pop-up for a non-activated product; this pop-up will no longer appear after activation.

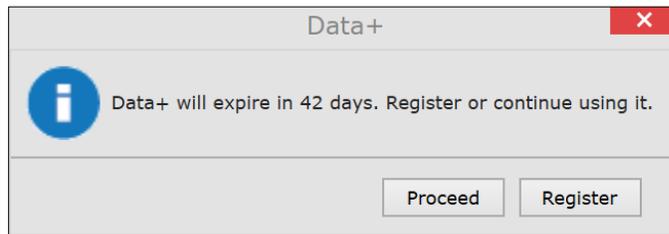


Figure: Registration Reminder Dialog

2. During the trial period, click **Proceed** to run the application and work with all features active. After the end of the trial period, only the **Register** button will be available.

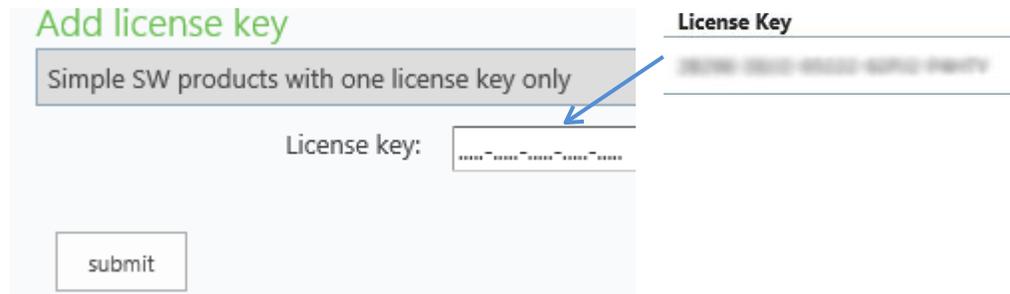


Figure: License Key Entry

3. When prompted, enter the LRI from Data+ at the bottom of the **Non- activated products** tab, then click **Activate**.

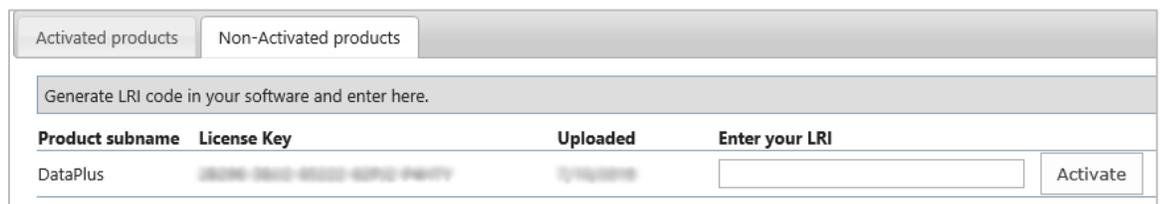


Figure: Non-Activated Products List

4. In the pop-up window type in the **System Name**, **Server Name** and **Server location** to provide a unique identification for this licensed Data+ PC. Click **OK**.

System name \*

Server name

Server location

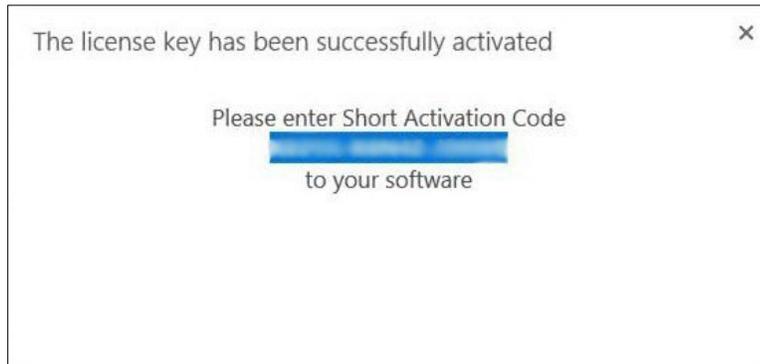
**Figure: Entering Unique Identifiers**

- The licensed Data+ PC will now appear in the **Activated products** tab list for this user account.

Activated products		Non-Activated products		
<p>The activation key file of the activation system can be downloaded by pressing the icon (📄)</p> <p>Please import the activation key file in the License manager of your product installation in order to activate the software necessary, but it provides an overview, especially with several or larger systems.</p> <p>The system informations can be changed by pressing the icon (✎) All license information can be viewed or edited with</p>				
Product Subname	System name	Server name	Server location	Hardware ID / LRI
DataPlus	000_000	000-000-0000	000-0000	0000-0000

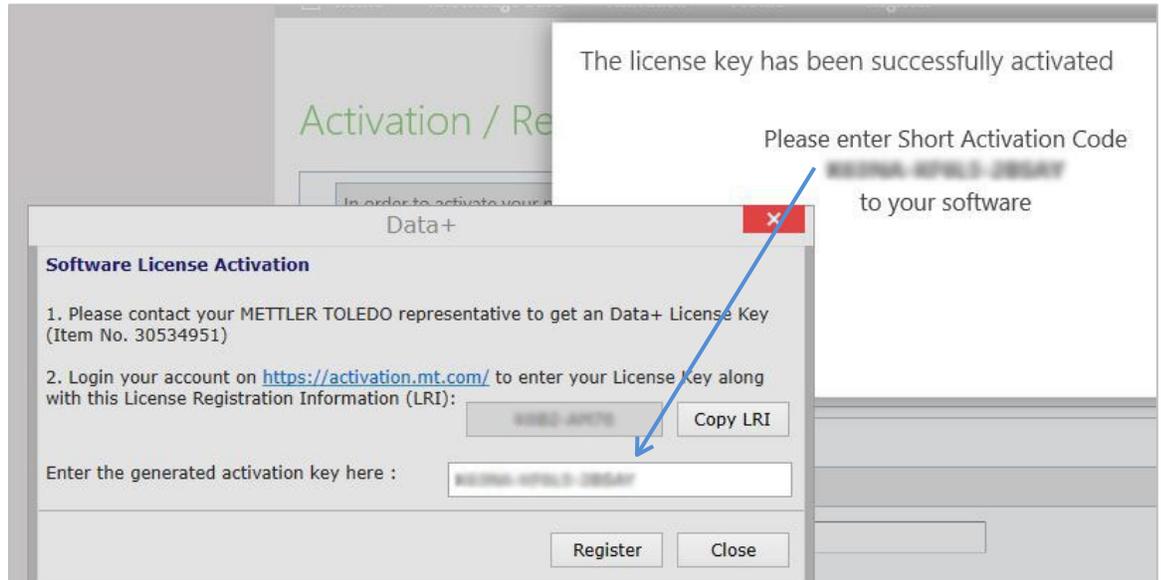
**Figure: Activated Products List**

- Copy the Activation Key displayed in the screen shown in Figure. The activation portal displays the activation code in a browser pop-up window. Copy/paste or type the number into the Data+ **generated activation key** field, then click **Register**.



**Figure: Short Activation Code Notification**

- The Data+ application is now unlocked for unlimited use on this specific hardware platform.



**Figure: Pasting the Activation Code into Data+**

# 5 Troubleshooting

## 5.1. SQL Installation Failure



Figure: SQL Failure Code example

If SQL installation fails:

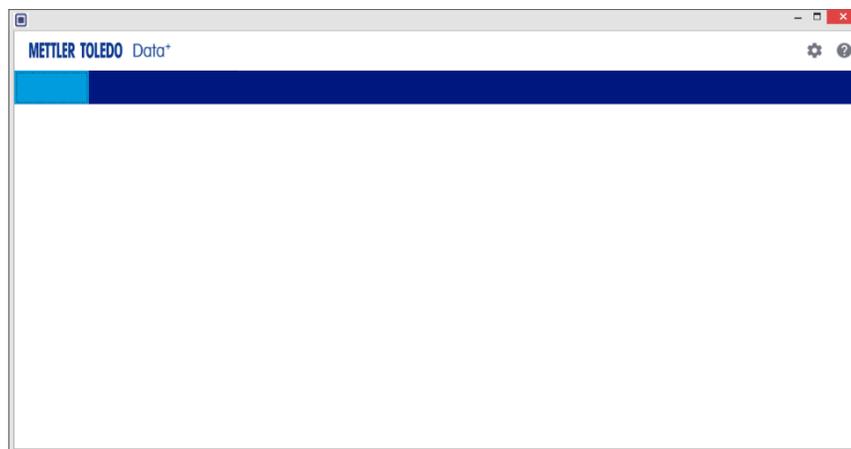
1. Ensure that the PC login is for a User in the local ADMIN group.
2. If the failure persists,
  - for SQL 2014 send the Log file **C:\Program Files\Microsoft SQL Server\120\Setup Bootstrap\Log\Summary.txt** to IND Support to open a Help Desk case
  - for SQL2022 send the Log file **C:\Program Files\Microsoft SQL Server\160\Setup Bootstrap\Log\Summary.txt** to IND Support to open a Help Desk case

## 5.2. Data+ Installation Failure

If Data+ installation fails, send the Log files found in **C:\Users\Public\Mettler Toledo\DataPlus\Logging** to IND support to open a Help Desk case.

## 5.3. Blank Data+ User Interface

The Data+ user interface will be blank when the Data+ service is stopped



Figur: Blank Data+ User Interface

To resolve this issue:

1. Close the Data+ window.
2. Restart the Data+ service.
3. Confirm the service is set to Automatic:



4. If the service regularly fails to start, try **Automatic Delayed Start**.
5. Open the Data+ application.

■ Note: The Windows service is called 'Data+' for full version and 'Data+Lite' for the free version

## 5.4. Spinning Icon on Data+ Start

If trying to start the Data+ application results in a spinning mouse icon, it is possible the DataPlusConfiguration.xml is corrupt. This could happen if Data+ was closed unexpectedly, or forced to close. Delete **DataPlusConfiguration.xml** in the **C:\Users\Public\Mettler Toledo\DataPlusLite\Config** folder.

## 5.5. Device Detection Problems

If serial automatic device detection does not succeed, or never times out, there may be a driver issue with the USB-to-Serial virtual COM port:

1. In Windows device manager, un-install the virtual COM device and driver.

2. Re-install the driver and plug in the USB serial adapter.

## 5.6. Data+ Service not Available after Installation

1. From Control Panel, start the SQL uninstallation, and look for the DATAPLUS dB instance in the SQL setup screen.
  2. Complete the SQL server 2014 uninstallation to remove the DATAPLUS instance.
  3. Reboot the PC.
  4. Verify that the logged in PC user is in the local admin group, and run Data+ setup again.
- NOTE: If a DATAPLUS instance is present in the SQL installer but not as a windows service: task manager -> services-> the SQL server (DATAPLUS) services, this may indicate that the installation has failed because it was interrupted, or the user did not have local PC administrative permission.

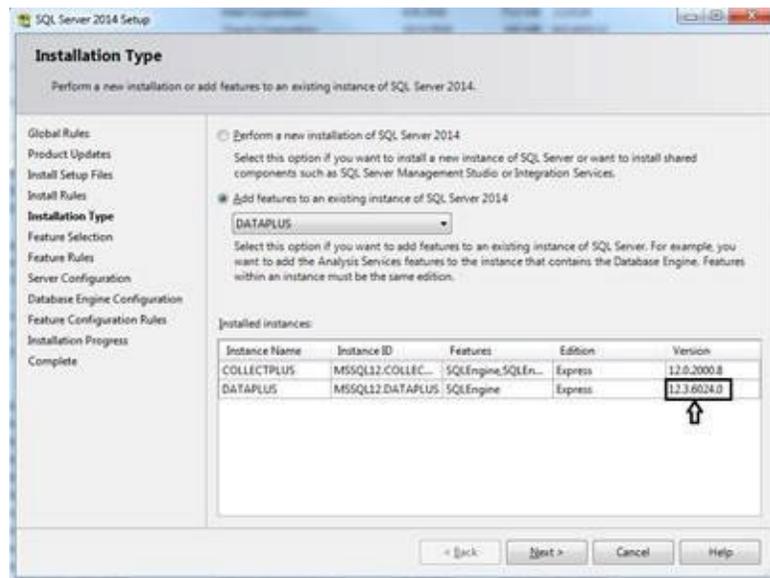


Figure: Data+ Instance Displayed

After a successful installation the service will appear in the Windows task manager.

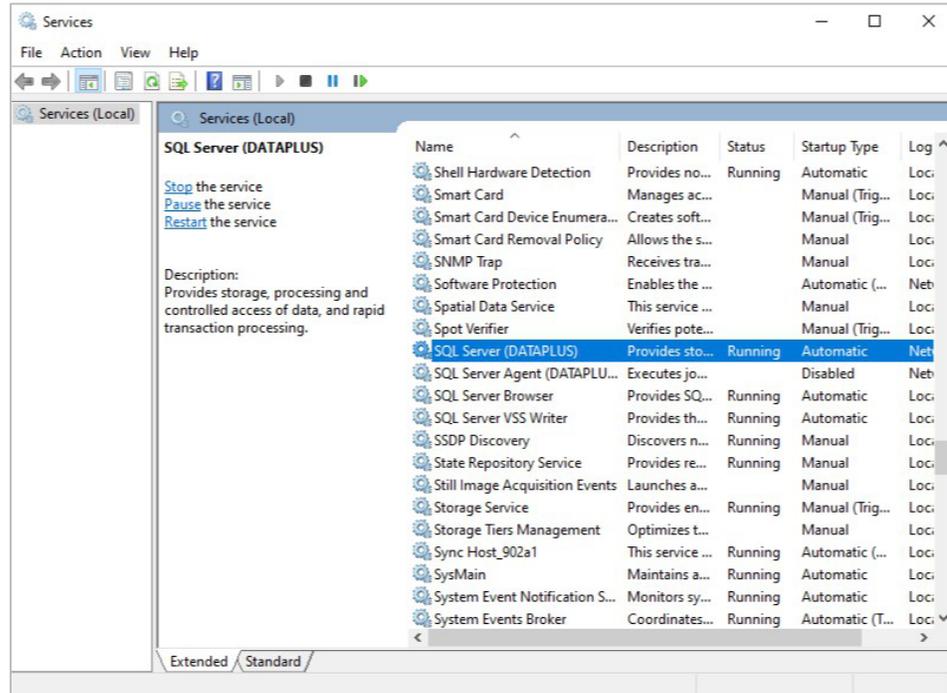


Figure: Data+ Service Showing in Windows Task Manager

- During Data+ installation, do not click the exe multiple times when the installation process has already started. Doing so will cause the installer to display an error prompt indicating **A serious error occurred during installation.**

## 5.7. File Overwrite Error

If a serious error occurs during installation, a prompt like the one shown in Figure could appear.

1. Wait for the operation to complete.
2. Cancel the installation when possible.
3. Restart the PC.
4. Restart the installation.

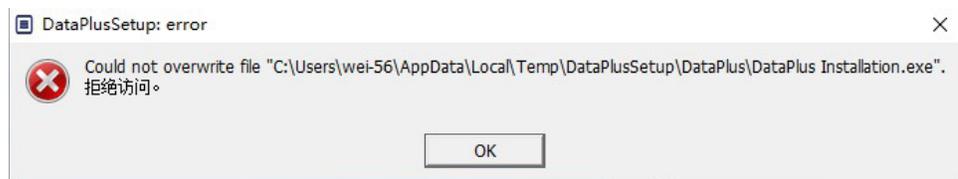


Figure: Data+ Setup Error

## 5.8. Windows Licensing Error After Installation

After completing an installation, it is possible that the following error will be displayed:



Figure: Licensing Error Dialog

This is a standard authentication and security check for Windows 10. The most probable cause is a difference between the time zone of the PC's current location and the time zone for which it is set. The error should clear automatically after 12 or 24 hours, or once the PC is returned to its normal location.

## 5.9. Installing an Older Version of Data+

### ***NOTICE***

**IF AN OLDER VERSION OF DATA+ IS INSTALLED IN ADDITION TO A CURRENT VERSION, THE OLDER VERSION MUST POINT TO A NEW SET OF DATABASE TABLES, NOT THE EXISTING DATABASE.**

If a user wishes to downgrade their Data+ installation (e.g. uninstall version 1.3 and install 1.2 instead) and the downgraded installation attempts to use **the existing Data+ database**, the operation will fail and corrupt the system, causing the SQLx service to stop and preventing any version of Data+ from running.

It is time-consuming and complex to remove all traces of a previous Data+ installation and SQLx database from the PC, and requires local PC administrator account credentials.

In general, the procedure is as follows:

5. Install the MS SQL Server Management Studio, for tools to remove the Data+ SQLx instance and database.
  - An alternative tool is the open source **dbforssql56exp**.
6. Reboot the PC.
7. Remove the remnants of the Data+ installation, by:
  - a. Using the Registry Editor, **Regedit**, to remove several key values associated with the application, and to remove Data+ from the Windows Add/Remove Apps list.
  - b. Deleting files in specific folders on the PC's C: drive.
  - c. Removing the service reference.

METTLER TOLEDO technical support can assist with this complex procedure.

## 5.10. ICS68\_ External dB article recall failure

Confirm firewall exceptions in PC for required ports and anti-virus protection is not blocking Data+ application from receiving remote terminal communication requests.

In general, the procedure is as follows:

1. Start button: Type '**Firewall**' and select '**Windows Defender Firewall with Advanced Security**'
2. Select 'Inbound rules' TCP from any address, remote port, any interface, any user, all LAN profiles
  - a. DataplusService\_IN on local port 56678
  - b. HostMode\_IN on local port 4302
3. Select 'Outbound rules' TCP to any address, local port, any interface, any user, all LAN profiles
  - a. DataplusService\_OUT on remote port 56678
  - b. HostMode\_OU on remote port 4302

An open source tool like **Wireshark** is useful to capture actual network packets to/from a terminal.

- Filter results based on terminal IP address: **ip.addr == xxx.xxx.xxx.xxx**
- All communication sessions should start by opening a socket: **Syn, Syn Ack** sequence
- Application command/response are in **PSH Ack** packets over the open socket
- Communication sessions should end with **FIN ACK** to close the socket

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