

Product Documentation

I18 RT-Win4 Installation

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1. Abstract

1.1. Purpose of this Document

This document describes how to install RT-Win 4 as Host and/or Client. It also describes the most important settings to connect to the DCS.

1.2. Intended Readership

This manual is intended for technicians and IT staff.

1.3. History

Date	Version	Revision Author(s)	Revision Notes
20.11.2018	0.01	Gh	Initial Version
16.01.2019	1.01	Gh	Released Version
04.11.2019	1.02	Gh	Draft
08.07.2020	1.03	Gh	New: 4.3.4 Thekla Connections
21.01.2021	1.04	Gh	Installation of MariaDB
19.03.2021	1.05	Gh	Licenseing
31.05.2022	1.06	Gh	Options for UHF-RFID-Tags
21.06.2023	1.07	Gh	2 Network-Cards recommended
29.06.2023	1.08	Gh	IP-address of FCCs in Host-Config

1.4. Document References

Ref.	Document Name	Version	
[1]	Hörtig-U10 "RT-Win4 User Manual"		
[2]			

1.5. Abbreviation

CC	Central Control Unit
IP	Internet Protocol, IP-Address
TCP/IP	Transmission Control Protocol / Internet Protocol
DCS	Distributed Control System
RTC	Real Time Clock
TAN	Transaction- or Transport Number
SMTP	Simple Mail Transfer Protocol
LIMS	Laboratory Information Management System
DDC	DCS Domain Controller
F&G	Fire & Gas
CSSS	CAL-Station-Status-Screen
Thekla	RT-Win4 Host

2. Before you start

Thank you for choosing RT-Win 4 for Windows. We continuously extend and improve this software.

RT-Win 4 is designed to monitor HÖRTIG rohrpost systems "H61F". The software is intended to run on a dedicated computer for tube-system use only.

Do not run any health-, production-, safety- or security- relevant software on same PC with RT-Win 4!

3. Hard- and Software Requirements

3.1. Hardware

3.1.1. RT-Win4 Host

Minimum Specification:

Processor: Intel Core i5 latest Generation

RAM: 16 Gbyte

Harddisk: 1000 GB

Mouse: Wheel-Mouse

Keyboard: Standard

Network: 2 x 1000 Mbit

Option:

UPS

3.1.2. RT-Win4 Client

Minimum Specification:

Processor: Intel Core i3 latest Generation

RAM: 8 Gbyte

Harddisk: 80 GB

Mouse: Wheel-Mouse

Keyboard: Standard

Graphics-Card: 2 GB, OpenGL

Network: 1000 Mbit

Note:

The 3D-Graphics of RT-Win4 will use OpenGL. Some onboard graphic cards have problems to display everything correctly. In case of using the graphics feature we strongly recommend to use a dedicated, OpenGL-certified graphics card.

Note:

We recommend the use of two dedicated network cards in the RT-Win4 host system. One for the connection to the FCCs, the second for the connection to the customer network for remote maintenance and RT-Win4 clients.

If an RT-Win4 client is located on a PC that is intended exclusively for use as an RT-Win4 client, it can also be operated in the first network in parallel with the FCCs.

3.2. Other 3rd-Party Software

Operating System:

Windows 10

Remote maintenance:

TeamViewer (www.teamviewer.com). Host installation is for free.

Security:

We strongly recommend to install a malware-protection-software.

Others:

PDF-Reader (e.g. Acrobat Reader)

Note:

RT-Win is designed for working on a dedicated PC. In case of remote maintenance, usage of other programs is not possible.

There is NO WARRANTY if there are troubles, while other programs are running!

4. Installation

4.1. Installation Files

For installing RT-Win4 we provide several installers for Host and Client.
The standard set of installation files contains the following files:

- RT-Win4_Host_4_x_x_xxxx.exe
- RT-Win4_Client_4_x_x_xxxx.exe
- mariadb-10.5.6-winx64.msi
- MariaDBSettings.txt

4.2. Host or Client?

4.2.1. General Information

There are two installation-types: Host and Client.
The difference between host and client is as follows:

A host connects to all CCs of the DCS. The incoming data is stored and processed on the local machine. All files to monitor the system are created by (and on) the host computer. All RT-Win applications use these files to display transports, graphics, etc.. If the use of the "Scan App" is intended, the "MariaDB" database must also be installed on the host system.
Therefore a RT-Win4 host needs a more powerful hardware (see 3.1.1).

A client does not connect to any CC. It uses TCP/IP-connection to the host computer in order to display all data.

To install RT-Win4 Host or Client successfully you have to be logged in with administrator rights.

Note: RT-Win4 Host is also called "Thekla".

4.3. Installation of RT-Win4 Host

4.3.1. Prepare Host for Installation

When installing RT-Win4 Host for the first time on a PC no preparation is needed.
Please continue with 4.3.2.

If RT-Win4 Host is in use please process the following steps.

1. Start "RT-Win Host Config"



2. Click on "Prepare Update".

RT-Win4 - Host Config V 4.14.1.440 beta13/6/28/856

Language / Others

Language: English Alt. Language: English Host-Password: *****

☐ Technician-Mode

Connection-Settings

☒ Host-Connection

RT-Win4-Port: 6162 CC-Port: 6161

UDP-Port: 6160 RT-Nr.: 42

IP for Subnet (My IP): 0 0 0 0

UDP-Mask: 0 0 0 0

☒ Connect to System

Options **Email-Settings**

☒ Set CC-Clock

☒ Set TAN-Count

☐ Purge on no UHF-Read

☐ UHF-Read ends transport

White-List:

Slave	IP
☐ CC105	Slave auto
☐ CC106	Slave auto
☐ CC107	Slave auto
☐ CC108	Slave auto
☐ CC109	Slave auto
☒ CC110	Slave 10.1.16.110
☐ CC111	Slave auto
☐ CC112	Slave auto
☐ CC113	Slave auto

Database-Settings

DataBase-Directory: C:\Firmenwartung\RT4x-Test\

Customer: default ☐ Customer active

Memo 1
Connection available

Thekla Connections

Con-ID	IP-Address	Port	Connection-Type
1	127.0.0.1	51052	Thekla Settings - Host
2	127.0.0.1	51053	Prog - Host
3	127.0.0.1	51054	PMA App - Host
4	127.0.0.1	51057	Device State - Host
5	127.0.0.1	51056	ICE - Host
7	127.0.0.1	51059	Desk App - Host
8	127.0.0.1	51060	Shift Lead App - Host
9	127.0.0.1	51061	Users&Roles - Host
10	127.0.0.1	51062	Alarm Manager - Host
11	127.0.0.1	51063	R-Tube - Host
12	127.0.0.1	51064	Firmware-Updater - Host
13	127.0.0.1	51065	ScanApp - Host
14	127.0.0.1	51069	Scheduler - Host
15	127.0.0.1	51070	Common Data - Host

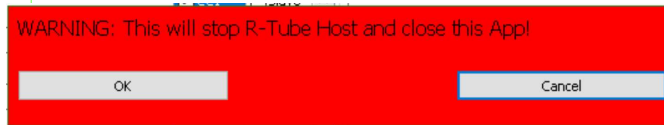
RT-Win4 - License

ID-6000 D9F0 BF86 43AA 2220 8D0A F8C4 240A

Key-82F0 277F 40FA BCFB DD0E 42DA 07F4 DB0F

CAN-Serv-Con: 0 RT-Serv-Con: 18

3. A Warning will appear:



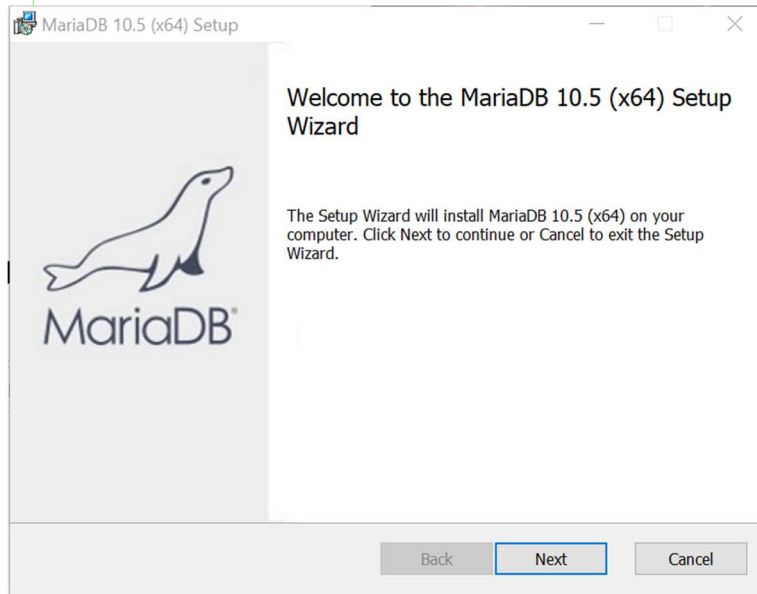
Confirm with "OK". RT-Win Host Config will stop all host-processes and services. Then it will close.

4. The PC is now ready for installation. Continue with 4.3.2.

4.3.2. Installation of MariaDB

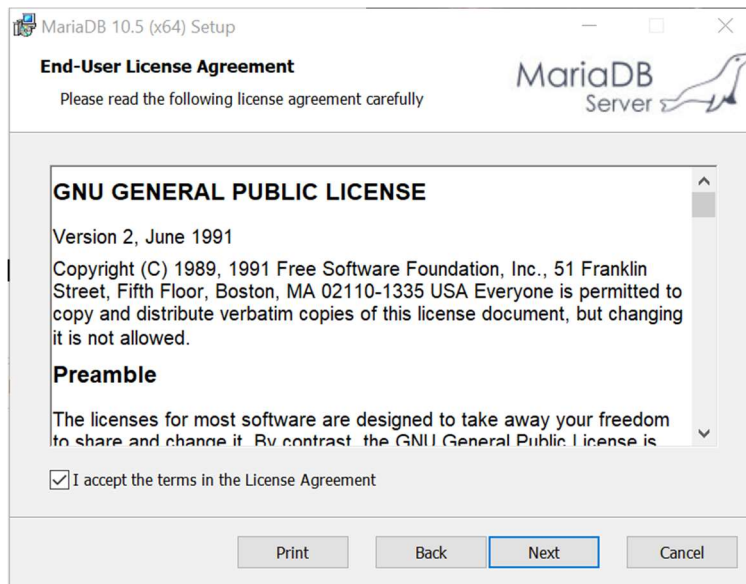
If MariaDB is already installed and functional from a previous installation please continue with 4.3.3.

1. Run “mariadb-10.5.6-winx64.msi”



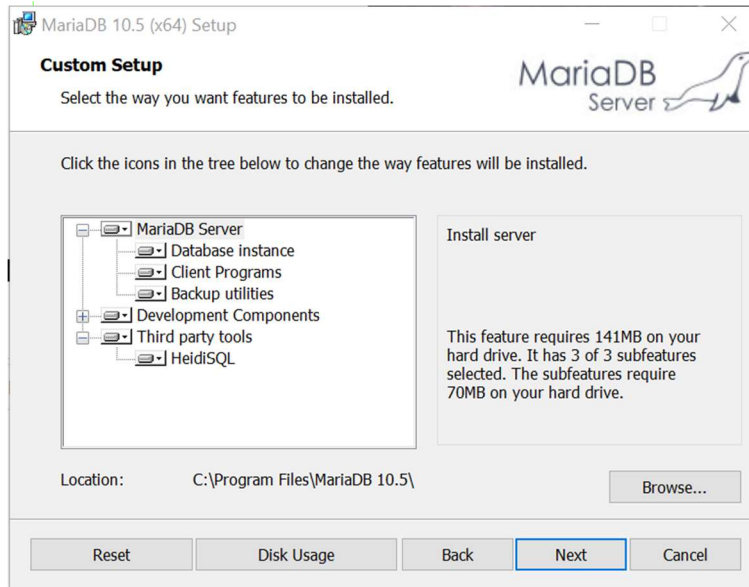
Click on “Next”.

2. Accept the License Agreement



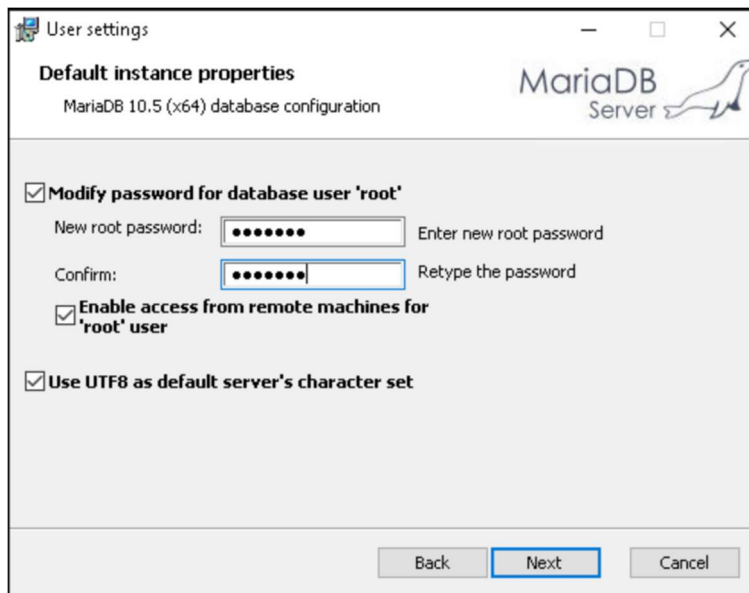
Click on “Next”.

3. Use the standard “Custom Setup”



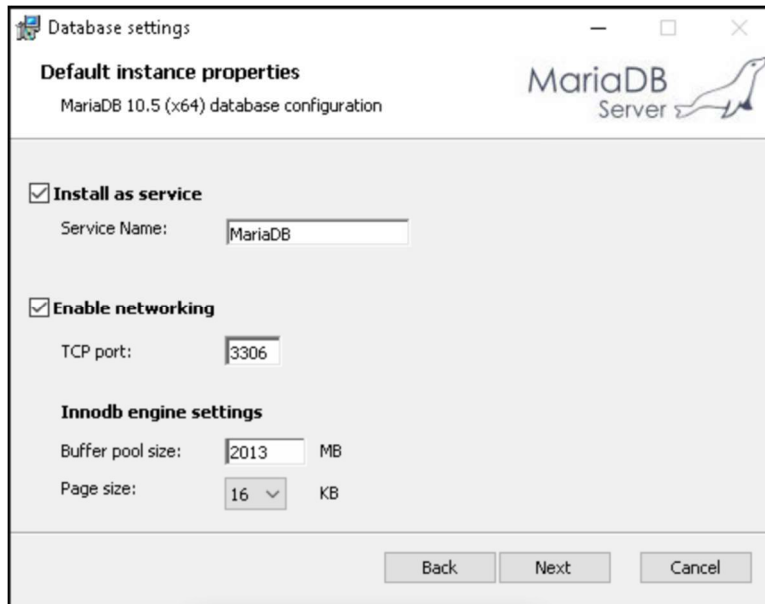
Click on “Next”.

4. Set “Default instance properties”
use as password “mdbroot”.



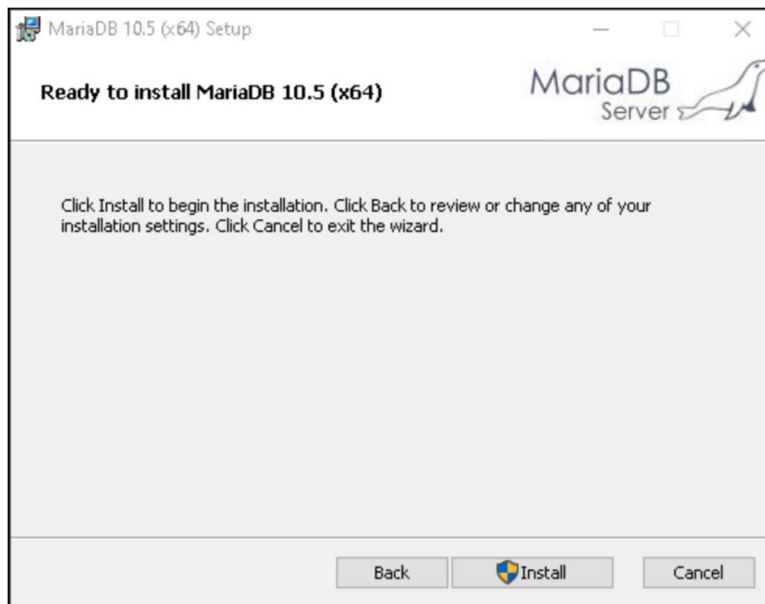
Click on “Next”.

5. Set “Default instance properties”
use default settings.

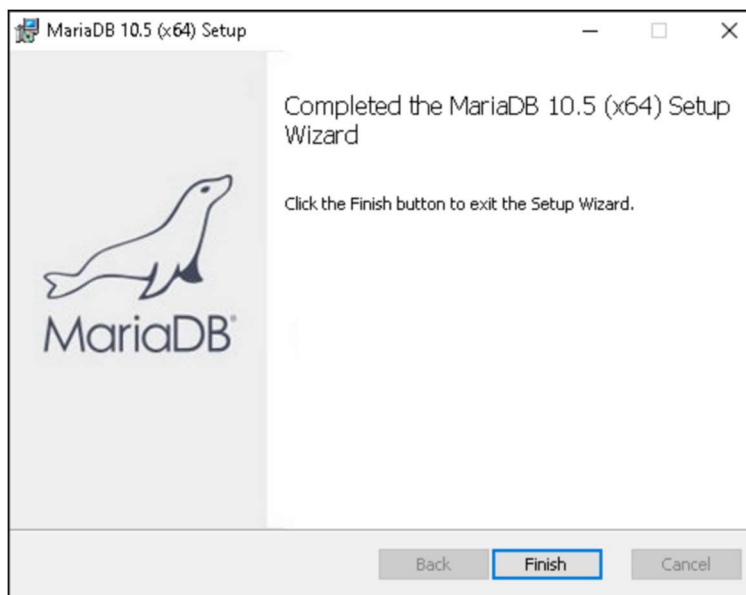
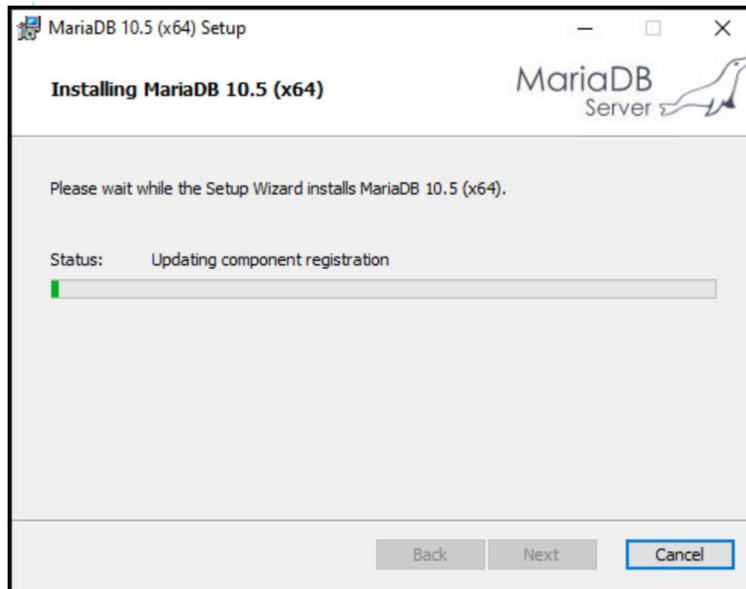


Click on “Next”.

6. Start installation with clicking on “Install”



7. Wait until installation is complete.

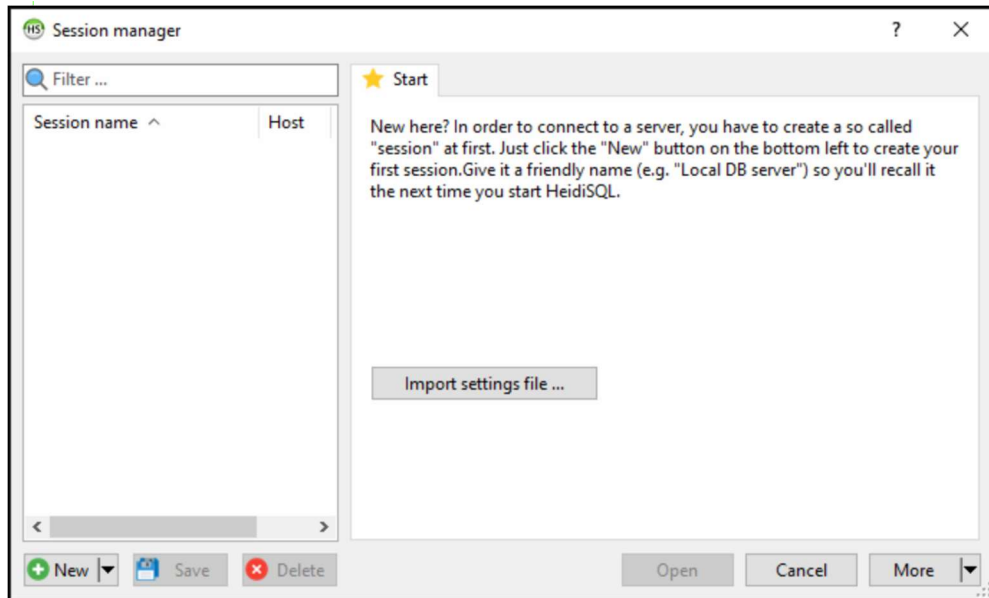


Click on "Finish".

An Icon named "HeidiSQL" should now be found on the desktop.

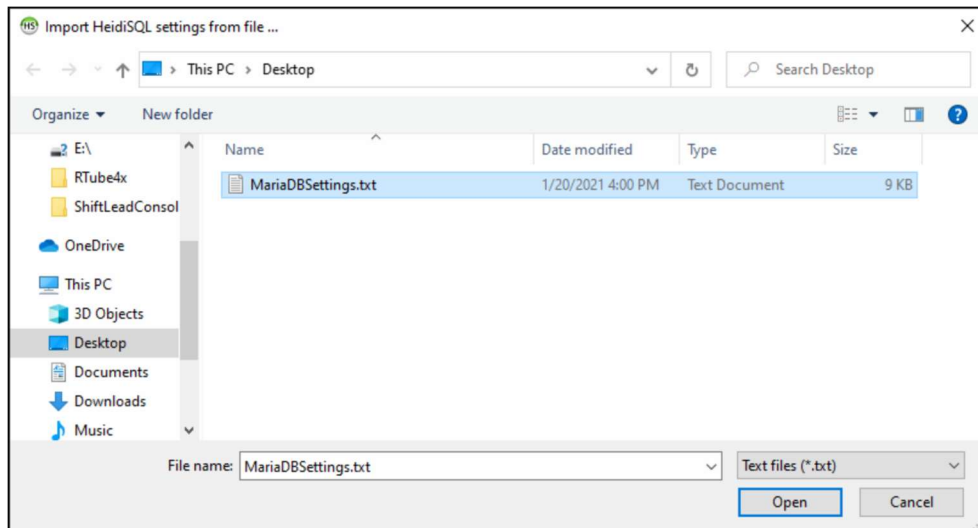


8. Start "HeidiSQL"



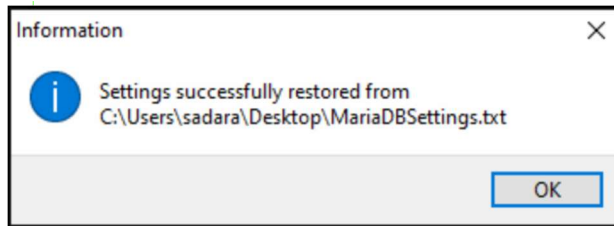
Click on "Import settings file..." Button to import settings.

9. Select "MariaDBSettings.txt" from the installation-folder.



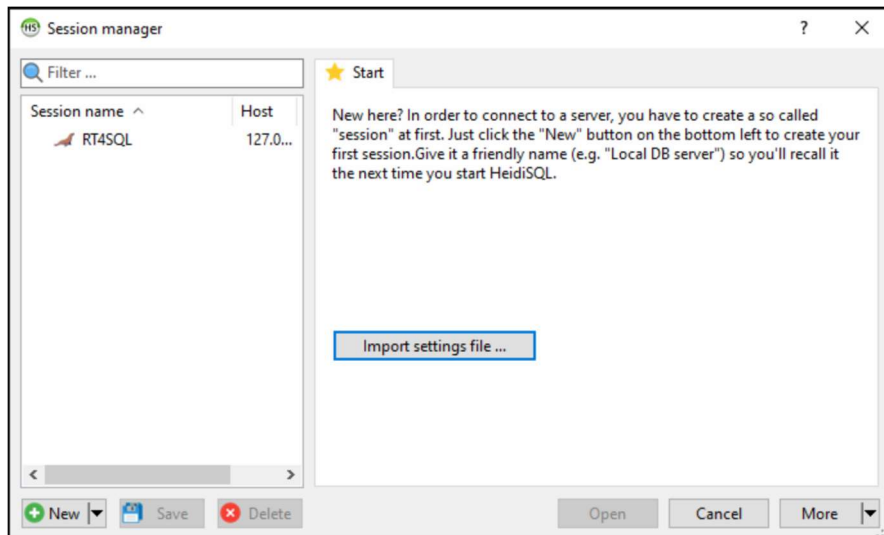
Click on "Open".

10. An Information appears that the import of settings was successful.

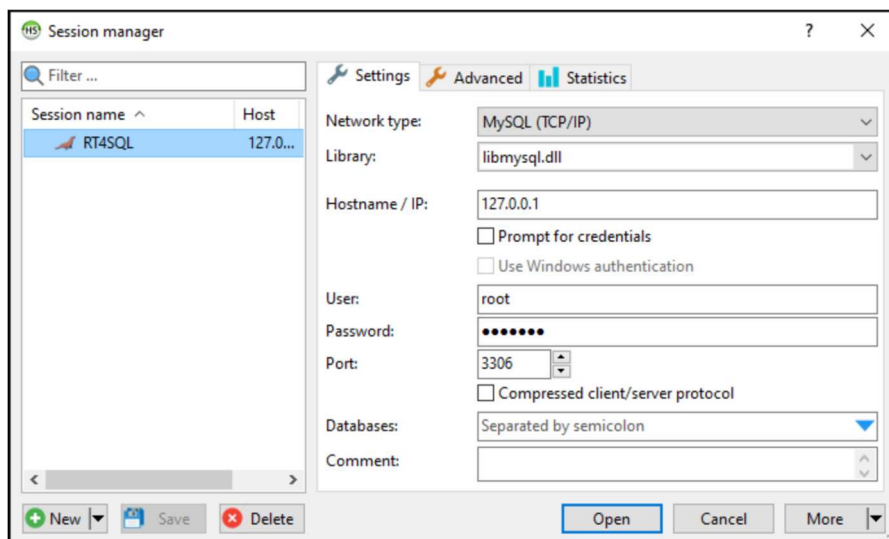


Click on "OK".

11. Verify Settings.



Select "RT4SQL".



12. MariaDB is now ready to use – Close the connection manager.

4.3.3. Installing RT-Win4 Host

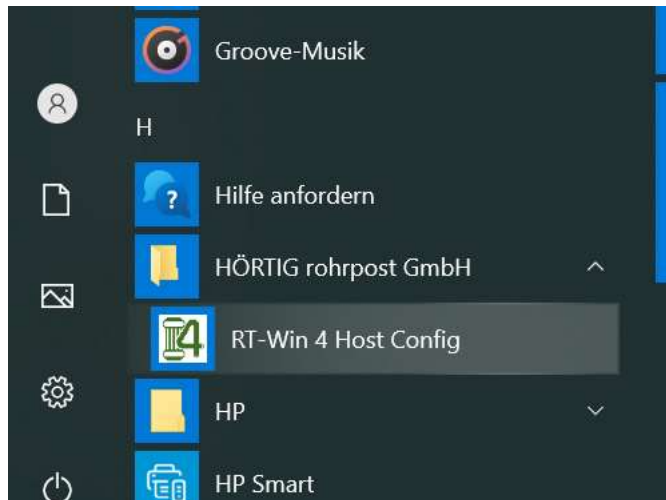
1. Please run "RT-Win4_Host_4_x_x_xxxx.exe" and follow the instructions.
2. During installation there will be some Messages that the Host-Service has been uninstalled and installed again. Confirm with "ok".
3. The installer will finally ask for restarting the computer. Do this to get the Host-Service started.
4. After rebooting start "RT-Win Host Config" from the desktop and wait until the host connection is established.
5. If installation was run in order to update the host check the settings and confirm with "Apply". RT-Win4 Host is now ready to use.
6. When doing a new installation continue with 4.3.4.

Note:

After a restart of the RT-Win Host it could happen that some Clients do not reconnect immediately. Check all client Applications and restart them if necessary.

4.3.4. Adjust Host-Settings with “RT-Win4 Host Config”

1. Start “RT-Win4 Host Config” to configure the basic settings of RT-Win4 Host



RT-Win4 - Host Config V 4.14.1440 beta13/6/28/856

Language / Others

Language: English Alt. Language: English Host-Password: *****

☐ Technician-Mode Change Password

Database-Settings

DataBase-Directory: C:\Fernwartung\RT4x-Test\

Customer: default ☐ Customer active

Memo1
Connection available

Connection-Settings

☒ Host-Connection

RT-Win4-Port: 6162 CC-Port: 6161

UDP-Port: 6160 RT-Nr.: 42

IP for Subnet (My IP): 0 0 0 0

UDP-Mask: 0 0 0 0

☒ Connect to System

Options **Email-Settings**

☒ Set CC-Clock

☒ Set TAN-Count

☐ Purge on no UHF-Read

☐ UHF-Read ends transport

White-List:

Slave	IP
☐ CC105	auto
☐ CC106	auto
☐ CC107	auto
☐ CC108	auto
☐ CC109	auto
☒ CC110	10.1.16.110
☐ CC111	auto
☐ CC112	auto
☐ CC113	auto

Thekla Connections

Con.-ID	IP-Address	Port	Connection-Type
1	127.0.0.1	51052	Thekla Settings - Host
2	127.0.0.1	51053	Prog - Host
3	127.0.0.1	51054	PMA App - Host
4	127.0.0.1	51057	Device State - Host
5	127.0.0.1	51056	ICE - Host
7	127.0.0.1	51059	Desk App - Host
8	127.0.0.1	51060	Shift Lead App - Host
9	127.0.0.1	51061	Users&Roles - Host
10	127.0.0.1	51062	Alarm Manager - Host
11	127.0.0.1	51063	R-Tube - Host
12	127.0.0.1	51064	Firmware-Updater - Host
13	127.0.0.1	51065	ScanApp - Host
14	127.0.0.1	51069	Scheduler - Host
15	127.0.0.1	51070	Common Data - Host

RT-Win4 - License

ID-6000 D9F0 BF86 43AA 2220 BDDA F8C4 240A

Key-82F0 277F 40FA BCFB DD0E 42DA 07F4 D80F

Enter License-Key

Refresh CAN-Serv-Con: 0 RT-Serv-Con: 18

Apply reconnect Prepare Update Close

2. Wait until Host Connection is established

Connection-Settings

☒ Host-Connection

3. Select your language and alternative language

Language / Others

Language: Alt. Language:

Choose languages from the menu.

4. Enter your License-Key

After the first installation a key for a demo version is placed. This key is valid for 30 days after installation.

To obtain a license key, please contact support. (see 9. Support Info)

RT-Win4 - License

ID-A700 AEF0 0F86 34AA 9220 7ADA 8FC4 240A
Key-4800 BF20 F103 3F60 3B8B D33A 0BD9 6C09

Enter License-Key

To enter the license key, click the "Enter License-Key" button.

RT-Win4 - License

System-ID
ID-A700 AEF0 0F86 34AA 9220 7ADA 8FC4 240A

	Key 1	Key 2	Key 3	Key 4	Key 5	Key 6	Key 7	Key 8
Key-								

Key-4800 BF20 F103 3F60 3B8B D33A 0BD9 6C09

OK Cancel

Copy your license key into the corresponding field or enter it via the eight key fields. If the key is valid, the "OK" button becomes active. Confirm with a click on "OK".

5. Enable the FCCs to be connected in the White-List

White-List:

Slave		IP
☐ CC105	☐ Slave	auto
☐ CC106	☐ Slave	auto
☐ CC107	☐ Slave	auto
☐ CC108	☐ Slave	auto
☐ CC109	☐ Slave	auto
☒ CC110	☐ Slave	auto
☐ CC111	☐ Slave	auto
☐ CC112	☐ Slave	auto
☐ CC113	☐ Slave	auto

The IP-address of the FCCs is automatically detected by a UDP-broadcast message. If UDP-broadcasts are blocked in the local network change the IP-setting from "auto" to the IP-address of the FCCs.

White-List:

Slave		IP
☐ CC105	☐ Slave	auto
☐ CC106	☐ Slave	auto
☐ CC107	☐ Slave	auto
☐ CC108	☐ Slave	auto
☐ CC109	☐ Slave	auto
☒ CC110	☐ Slave	10.1.16.110
☐ CC111	☐ Slave	auto
☐ CC112	☐ Slave	auto
☐ CC113	☐ Slave	auto

Note:

We strongly recommend to use a second network-card in the host-system to create a dedicated second network for the FCCs which allows UDP-broadcasts. This will make the reconnect between RT-Win4 and FCC faster.

Note:

The maximum allowed number of connections to FCCs and/or clients may be limited by the license key.

6. In case of need change Database-Directory

Database-Settings

DataBase-Directory:

C:\Users\Public\R-Tube\RTube4x\RTube4x-Data\ 

This feature is usefull if several haddisks are installed in the host-PC in order to select a disk with enough free space.

7. Ports and Subnet

RT-Win4-Port: 6162 CC-Port: 6161

UDP-Port: 6160 RT-Nr.: 42

IP for Subnet (My IP): 0 0 0 0

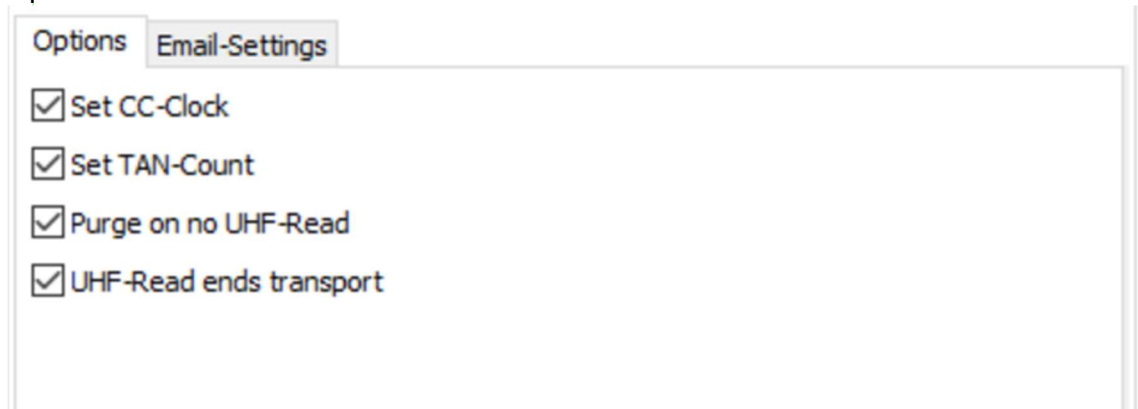
UDP-Mask: 0 0 0 0

☒ Connect to System

Change these settings only if the defaults are not available in the local network.

- a. RT-Win-Port:
TCP/IP-Port for connections between RT-Win4 Host and Client.
(Default=6162)
- b. CC-Port:
TCP/IP-Port for connections to the DCS. (Default=6161). When changing this value "Host.ini" in FCC must be changed, too.
- c. UDP-Port:
UDP-Port for connections to the DCS. (Default=6160). When changing this value "Host.ini" in FCC must be changed, too.
- d. RT-Nr.:
This value is used to identify multible RT-Win-Hosts in the CAN-Protocol. (Default=0). Do not use two or more RT-Win-Hosts with the same RT-Number.
- e. Subnet and UDP-Mask:
In case of using several DCS-systems and RT-Win-Hosts enter Subnet (e.g. 192.168.16.0) and Net-Mask (e.g. 255.255.255.0) here.
- f. "Connect to System":
If RT-Win Host should not connect automatically (e.g. in case of historic data-analysis) disable this value.

8. Options



Options Email-Settings

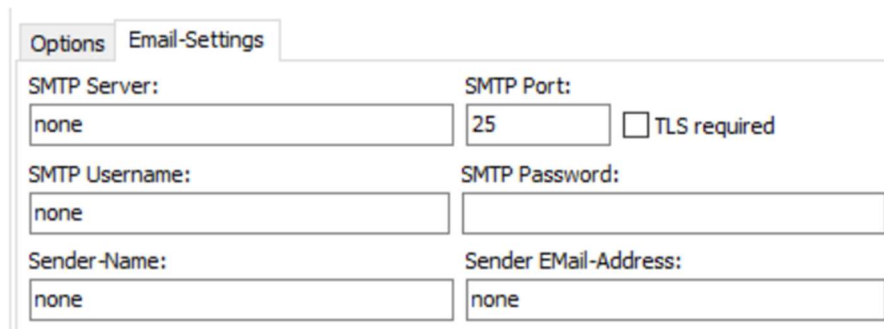
- ☒ Set CC-Clock
- ☒ Set TAN-Count
- ☒ Purge on no UHF-Read
- ☒ UHF-Read ends transport

RT-Win4 can make automatic settings on the running pneumatic tube system.
The following services can be activated or deactivated here:

- a. Set CC-Clock
This setting synchronizes the FCC's system clock with the host PC's clock.
- b. Set TAN-Count
This setting sets the transport counter of the FCC to the last known state after a reboot.
- c. Purge on no UHF-Read
If this setting is active, an automatic purge is performed in the event of a missing receive read. This function is currently only available for UHF tags.
- d. UHF-Read ends transport
If this setting is active, a UHF receive reading will terminate any open transports with this tag. This function is currently only available for UHF tags.

Note: If several RT-Win4 hosts are operated on one system, these functions should only be active on one host.

9. Email Settings



Options Email-Settings

SMTP Server: none SMTP Port: 25 ☐ TLS required

SMTP Username: none SMTP Password:

Sender-Name: none Sender EMail-Address: none

If the Email-Messaging of RT-Win should be used enter the SMTP-settings here.

10. Technician-Mode:

Select this mode to connect a mobile PC to different customers. The connection-settings and recorded data are stored separately for each customer.

11. Host Password:

Set a password to avoid unallowed access to the host-settings.

4.3.5. Thekla Connections

Thekla Connections				
Con.-ID	IP-Address	Port	Connection-Type	
1	127.0.0.1	50258	Thekla Settings - Host	
2	127.0.0.1	50259	Prog - Host	
3	127.0.0.1	50338	PMA App - Host	
4	127.0.0.1	50339	Users&Roles - Host	
5	127.0.0.1	50343	Device State - Host	
6	127.0.0.1	50344	ICE - Host	
7	127.0.0.1	50345	Alarm Manager - Host	
8	127.0.0.1	50265	Desk App - Host	
9	127.0.0.1	50266	Shift Lead App - Host	
10	127.0.0.1	50346	Graphics - Host	
Refresh				

Thekla Connections shows a list of all active TCP/IP-connections which are established to RT-Win4 Host (Thekla). The list shows the Connection-ID, IP-Address, Port and Connection-Type of the connections.

Every RT-Win app that is connected to Thekla creates an entry here. Each app has a corresponding host process, which appears in the list with the addition "Host". There is only one host per app type.

The list is read only and updated every 10 seconds. To force an update, click on "Refresh".

4.4. Installation of RT-Win4 Client

This installation-type is intended for all computers who are intended to display data.

4.4.1. Prepare PC for Installation

In case of an update: Stop RT-Win4 and all its applications on the PC which should be updated.

4.4.2. Install RT-Win4 Client

Run "RT-Win4_Client_4_x_x_xxxx.exe" and follow the instructions.

Note: If RT-Win4 client and host are installed on the same PC, the error message "Could not extract file! libmysql.dll" may occur during installation.



This message must be ignored.

4.4.3. First Start

When starting RT-Win4 for the first time the main application will search for the RT-Win Host (Thekla). If RT-Win Host cannot be connected with default settings (Port 6162) on the local PC, RT-Win will ask if a (local) RT-Win Host should be started.



In case of using RT-Win4 on a mobile PC click on "OK" and wait until the RT-Win4-Host is running and the connection is established.

If there is no RT-Win4-Host on this PC click on "Change Host-IP". An enter the host name or IP-address of the RT-Win4-Host-PC.



Then enter the RT-Win-Port which is set in the Host Config (default = 6162).



This procedure will be repeated until RT-Win4-Client is able to connect to a Host. If RT-Win4-Host is available and connection is established the boot-screen will disappear and the standard sidebar will appear.



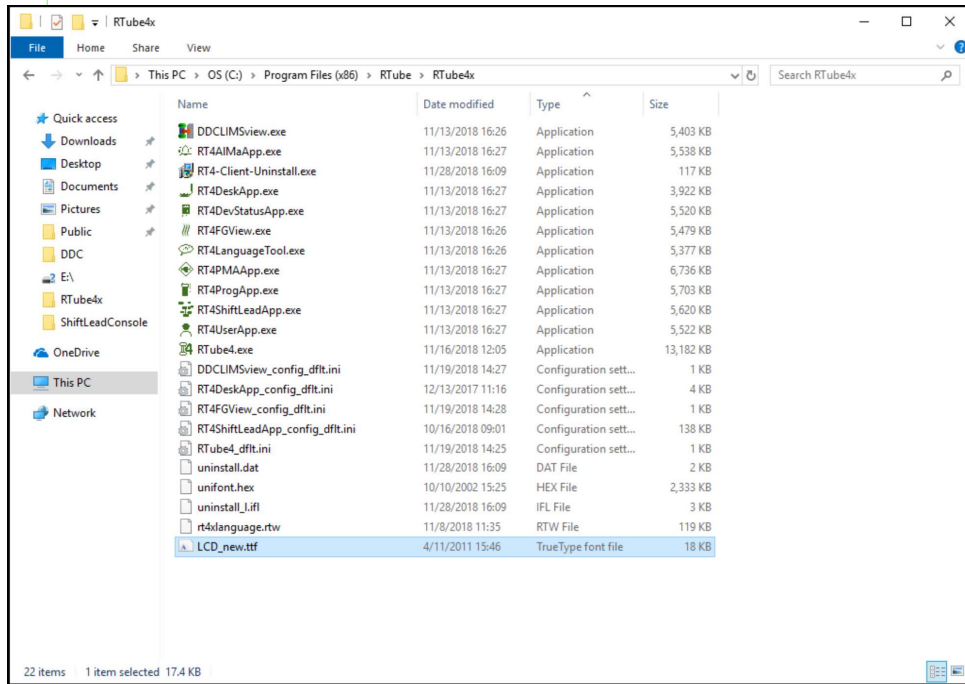
Now RT-Win4-Client is ready to use.
For further details please refer to "U10 RT-Win4 User Manual" [1].

Note:

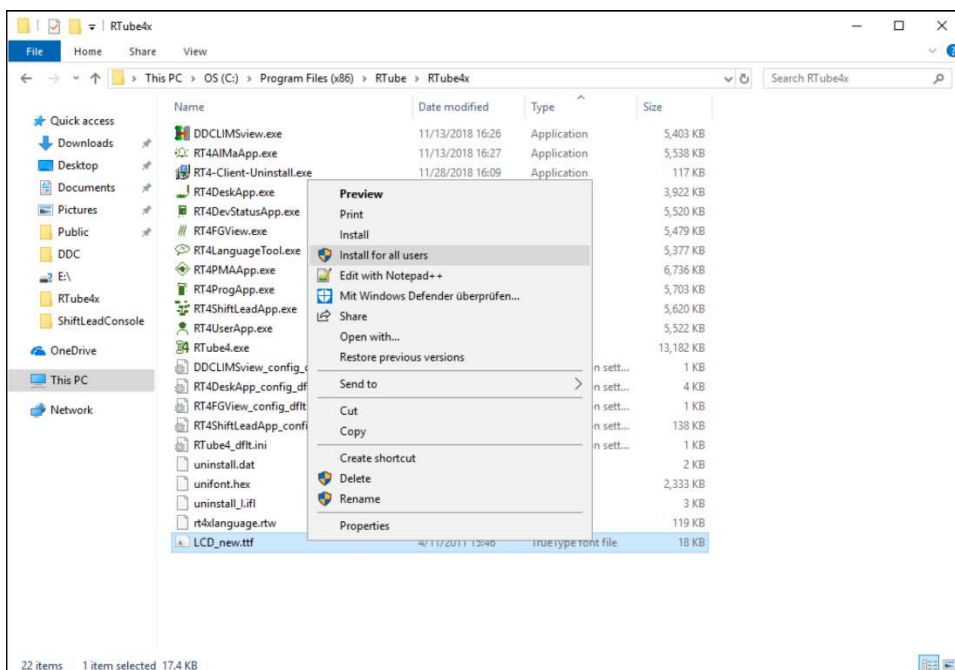
When installing RT-Win4 for the first time on a PC please proceed with "5. Installation of Fonts".

5. Installation of Fonts on RT-Win4 Client Installations

RT-Win uses a special font to display the LCD-characters on the programmer.
The font-file is located in the installation folder:
C:\Program Files (x86)\RTube\RTube4x\LCD_new.ttf



Do a right-click on "LCD_new.ttf" and select "Install for all users" from the popup-menu. Then follow the instructions.



Note:

- If "LCD_new.ttf" is not installed, display of programmer will use a default-font. It could happen that some characters are not available or do not match.
- If "LCD_new.ttf" is not installed correctly it could happen that the programmer-display stays blank. Try to reinstall font and reboot computer.

6. Licensing

In RT-Win4, licensing is performed centralized in the RT-Win4 host. A license key is stored there that defines the maximum number of possible connections to the pneumatic tube system and the maximum number of active RT-Win4 clients. The license is bound to the hardware of the particular host PC. Replacing the host hardware requires a new license key.

The license key is entered in the program "RT-Win4 Host Config". (see 4.3.4)
To obtain a license key, please contact the support. (see 9. Support Info)

RT-Win4 - Host Config V 4.12.1.411 Rel12/5/31/565

Language / Others

Language: English Alt. Language: Deutsch Host-Password:

☒ Technician-Mode Change Password

Database-Settings

DataBase-Directory: C:\Fernwartung\RT4x-Test\

Customer: Entwicklung ☐ Customer active

Memo1
Connection available

Connection-Settings

☒ Host-Connection

RT-Win4-Port: 6162 CC-Port: 6161

UDP-Port: 6160 RT-Nr.: 42

IP for Subnet (My IP): 10 1 16 0 ☒ Connect to System

UDP-Mask: 255 255 255 0

White-List:

☒ CC1	☐ Slave
☐ CC2	☐ Slave
☐ CC3	☐ Slave
☐ CC4	☐ Slave
☐ CC5	☐ Slave
☐ CC6	☐ Slave
☐ CC7	☐ Slave
☐ CC8	☐ Slave
☐ CC9	☐ Slave
☐ CC10	☐ Slave

Options

SMTP Server: none SMTP Port: 25 ☐ TLS required

SMTP Username: none SMTP Password:

Sender-Name: none Sender EMail-Address: none

RT-Win4 - License

ID-A700 AEF0 0F86 34AA 9220 7ADA 8FC4 240A
Key-64F0 CFFF C7FD BA7F 7E85 88DA DDF4 0B0F

Enter License-Key

Thekla Connections

Con.-ID	IP-Address	Port	Connection-Type
1	127.0.0.1	56924	Thekla Settings - Host
2	127.0.0.1	56925	Prog - Host
3	127.0.0.1	56926	PMA App - Host
4	127.0.0.1	56927	ICE - Host
5	127.0.0.1	56928	Graphics - Host
6	127.0.0.1	56929	R-Tube - Host
7	127.0.0.1	56930	Thekla Settings
8	127.0.0.1	56931	Device State - Host
9	127.0.0.1	56932	Desk App - Host
10	127.0.0.1	56933	Shift Lead App - Host
11	127.0.0.1	56934	Users&Roles - Host
12	127.0.0.1	56935	Alarm Manager - Host
13	127.0.0.1	56936	Scheduler - Host
14	127.0.0.1	56939	ScanApp - Host

Refresh CAN-Serv-Con: 0 RT-Serv-Con: 17

Apply reconnect Prepare Update Close

7. Starting RT-Win

7.1. RT-Win4 Host

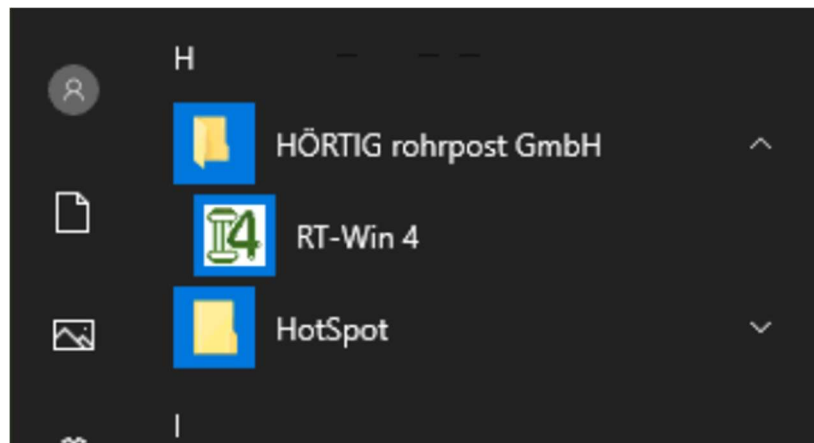
The RT-Win4 Host is started automatically by a Service after rebooting the system.

7.2. RT-Win4 Clients

The RT-Win4 Clients have to be started manually by clicking on the RT-Win4- Icon:



Or from the Start-Menu:



8. Hints for Using RT-Win

In order to avoid data loss or malfunctions, the following instructions should be observed.

8.1. RT-Win4 Host

Hörtig RT-Win-System H61F is designed as a Distributed Control System. It is able to transport carriers even though RT-Win is not active. To get a permanent recording of transports in the DCS please ensure that at least a RT-Win host is running permanently. If RT-Win host is shut down there will be no recording!
In order to prevent damage of database files, shut down RT-Win before rebooting the computer.

We strongly recommend the use of a UPS for the RT-Win4 host to avoid recording gaps or data loss.

8.2. RT-Win4 Clients

Due to not being connected to the DCS you may shut down and restart a RT-Win4 Client at any time.

In case of using the Scan Apps the following has to be considered:

The barcode scanner must be set up as a HID device (e.g. like a keyboard or mouse). At the end of the scan a "carriage return" (ASC-II code 13) must be sent.

Test:

Open a text program (e.g. Notepad) and scan a barcode. The barcode string should appear and the cursor should advance to the next line.

9. Support Info

For questions contact Technical Service:

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Sophian- Kolb- Straße 4
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Germany

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www.rohrpost.de
service@rohrpost.de

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