

nCompass –LC i4.3 V1.1 to VX.XX Update Procedure

The nCompass-LC i4.3 V1.1 to VX.XX Update Procedure describes the steps for updating the nCompass V1.1 application on your FDC-450 HMI to VX.XX (current release version). This updater is for use with nCompass-LC V1.1 and later only. DO NOT use the updater for any other software version as this could render the HMI inoperable.

Note: Running the Updater will not affect the system configuration.

Updater Procedure Description

Updating the nCompass-LC is an easy process.

1. The updater files (there are two) within the Updater zip* file must be copied to the root directory on a USB Memory Device. Follow directions below “How to Copy the required Updater files to a USB Memory Device”.
2. The USB Memory Drive is inserted into the FDC-450 HMI USB port.
3. Navigate to the “Exit Application” and follow the directions described in the Update Procedure starting on page 2.

How to Copy the required Updater files to a USB Memory Device



Typically the Updater files will be provided in a zip file with the naming convention shown below; “nCompass-LC_Updater_VX.XX_xx-xx-xxxx.zip” with xx-xx-xxxx the file date.

There are two files within this zip file that are to be copied to the USB Memory Device root directory with “root” meaning not within another directory on the USB Memory Device. The file location is very important as when running the Updater the system looks for files in a specific location and if not found will fail the update.

The zip file contains the following:

- 2 pdf files and a sub-directory with the naming convention “nCompass-LC_Updater_VX.XX_I-stick_build”.
 - o The pdf files provide directions to run the updater (this document) and version release history.
 - o The sub-directory “nCompass-LC_Updater_VX.XX_I-stick_build” contains the two files, “nCompass Updater.exe” and a directory named “nk”.
 - **Copy the “nCompass updater.exe” file and “nk” directory to the USB Memory Device root directory**, ideally with no other files or directories on the device.

A graphic showing the USB drive is below; note that the “updater.exe” file and “nk” directory are the only two items on the USB Memory device. If the updater .exe file and nk directory are inadvertently copied into an existing directory or the “nCompass-LC_Updater_vx.xx_I-stick build” directory is copied to the USB Memory device, an error will occur when running the updater. If an error occurs refer to page 4 of this document.

Name	Date modified	Type	Size
 nk	5/28/2014 3:51 PM	File folder	
 nCompass Updater.exe	3/28/2014 9:11 AM	Application	25 KB

* What are “zip” files?

If you are not familiar “.zip” files, it is a utility for file compression, encryption and to combine multiple files and directories into a single compressed file. Windows XP and Windows 7 & 8 allow users to copy files and directories contained in a “.zip” file to another location. With Windows XP/7/8, highlight the zip file on the left side of Windows Explorer to show the content on the right side. With the zip file contents shown on the right side highlight the desired files to copy to the root directory of the USB Memory Device.

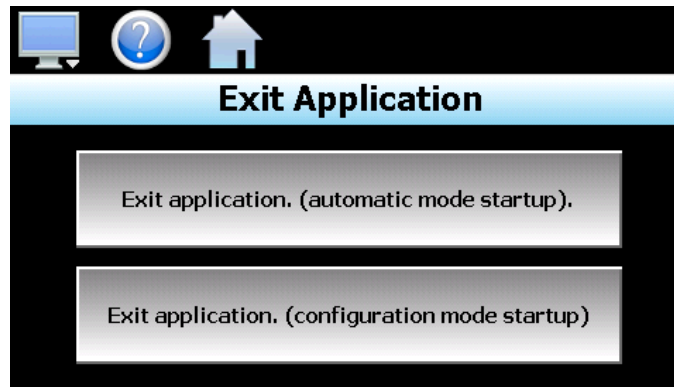
Regardless of operating system, 3rd party software is typically required to create a “zip” file.

For more information and support contact your companies IT department.

Updater Procedure

In order to perform the procedure, the user must have access to the “Exit Application” button on the Exit Application screen under the Offline setup of the *nCompass-LC* controller. If the *nCompass-LC* security is enabled and requires the user to log in to activate the button, the user must log in with the proper user name and password prior to beginning the procedure.

1. Insert the USB memory stick containing the VX.XX (current release version) updater into the USB port on the HMI.
2. Navigate to the “Exit Application” screen under Offline setup and press the “Exit application (automatic mode startup) button to exit the nCompass-LC application.



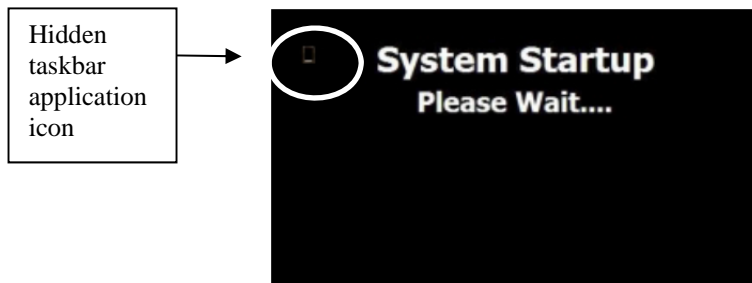
3. From the desktop, access the Windows taskbar and select “Programs\Windows Explorer” from the Start button. The taskbar can be accessed in one of the two following ways depending upon the current version of your controller.
 - a. If a thin gray bar is visible at the bottom of the screen, press the bar to show the Windows taskbar. If necessary, use a stylus to activate the task bar. DO NOT use any sharp or metal objects on the screen.



- a.1. Navigate to Windows Explorer as shown.



- b. If a small “dotted” box with a dash is visible at the top left of the screen, double tap the area just above the box to activate the taskbar application.



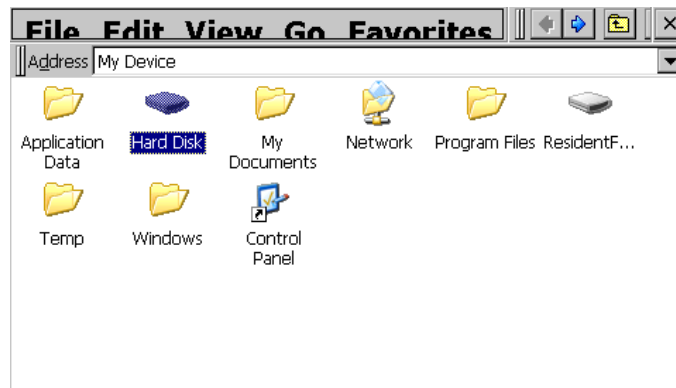
- b.1 When the Taskbar application menu is shown, press the “Show Taskbar” button in order to show the taskbar and then press the “Quit” button to exit the taskbar application.



- b.2. Navigate to Windows Explorer as shown under a1.

Note: With the Taskbar / Start shown, if the Taskbar Application menu is still shown indicates you tapped the original icon multiple times and the Taskbar application is still running. If this occurs depress “Quit” so that only one instance of the Taskbar application is running otherwise the updater will fail with dialog box stating an application was still running during the update process.

4. Double tap on the “Hard Disk” icon or touch it once to select it and then select “Open” from the “File” menu.



5. Double tap on the “nCompass Updater” icon or touch it once to select it and then select “Open” from the “File” menu to start the *nCompass Updater* application.

Note that the Hard Disk is the USB Memory Device. The “NK” directory and the “nCompass Updater.exe” are the only files shown in the Hard Disk root directory as shown by the Address bar “\Hard Disk”. If these files were inadvertently saved in a directory on the Hard Disk (USB Memory Device) where the Address bar shows “\Hard Disk\directory” (*directory* being the directory name) then the “nCompass Updater.exe” and “nk” directory, an error will occur when running the Updater.



6. Press the “Start” button to begin the update. A progress bar will be shown to indicate update progress. If a dialog box pops with “VNC Enabled” or an “Error code” refer to the notes on the next page.

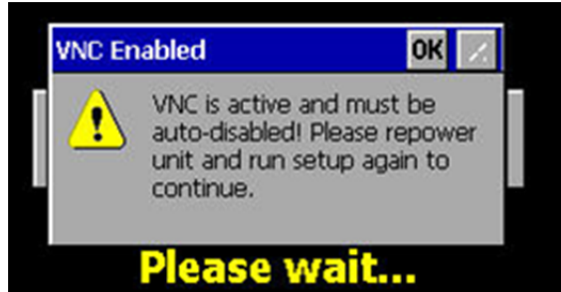


Once the update is complete, turn power off and then back on to the display to complete the procedure and return the unit to normal operation.

Dialog Box Error Codes when running Updater

VNC Enabled:

If VNC Remote Access is enabled when running the Updater the dialog box below will be shown. Hit OK and cycle the power.



Upon re-powering the system will have disabled VNC with the display stopping at the "System Startup, Please Wait..." view; see directly below.



Repeat steps 3 through 6.



Setup: Error during getFileNumInDirectories

This error message indicates that the "nCompass Updater.exe" file and "nk" directory are not accessible to the system on the USB Memory stick root directory. Check the USB Memory device to insure these items were not copied into another directory on the USB Memory device. Refer to first section of this document, **Copy Updater files to a USB memory stick** for direction to properly copy the subject files to the USB Memory device.

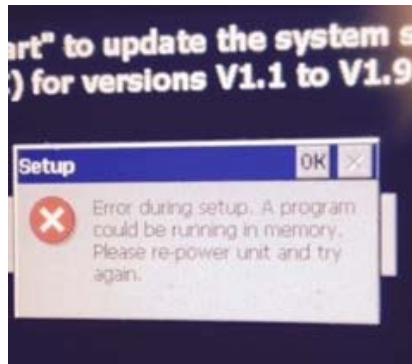
Repeat steps 1 through 6 once the files are correctly copied to the USB Memory Device.



The "nCompass.exe" file and "nk" directory should be in the USB Memory Device root directory as shown below. They should NOT be within a directory on the USB Memory Device.

Name	Date modified	Type	Size
 nk	5/28/2014 3:51 PM	File folder	
 nCompass Updater.exe	3/28/2014 9:11 AM	Application	25 KB

Setup: Error during setup. A program could be running in memory. Please re-power unit and try again.



If the Taskbar Application was used to enable the Taskbar it is likely that that the hidden Taskbar Icon was tapped more than once resulting in more than one version running; see graphic below depicting this. If this occurs depress "Quit" so that only one instance of the Taskbar application is running otherwise the updater will fail with dialog box Setup Error message shown above.

With the Taskbar / Start shown and the Taskbar Application menu, Select "Quit".



With the Taskbar Application Menu gone navigate to Start/Windows Explorer and proceed to step 4.