Product and Service Information
FTP Support Site Retirement

21 October 2021, Bulletin 6

Overview

The long-term IND780 Qi and Batch FTP Support Servers are being retired as Mettler Toledo takes steps to further secure its IT infrastructure. Up to this point, the FTP Support Server has provided access to the following:

- Marketing information, including brochures, data briefs, and configuration guidelines
- Training materials
- Product bulletins
- IND780 firmware updates
- Software tools
- PLC sample code

These items have been moved to MT.COM, improving access to all users. This change takes effect at the end of October 2021.
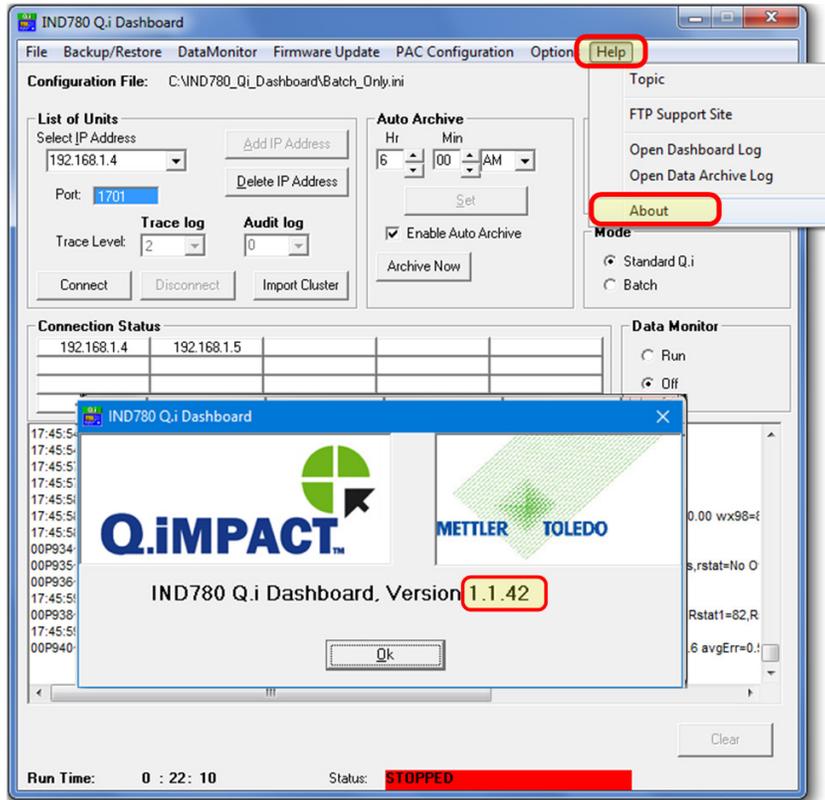
Recommended Action

Products affected by this change are listed below along with their new access links:

- IND780 Q.i link: IND780 Qi on mt.com
- IND780 Batch link: IND780 Batch on mt.com

Please take the time to update your browser bookmarks to the new locations.

This change in support tools does not impact many of the day to day functions of the IND780 Qi Dashboard such as the backup/restore utilities and the data collection functions. However, in order to keep firmware updates and links to on-line support active, Mettler Toledo recommends updating Dashboard installations that are currently running v 1.1.42 software and below.

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To determine if your copy of the IND780 Q.i Dashboard should be updated, you can check the Dashboard's version number as follows:
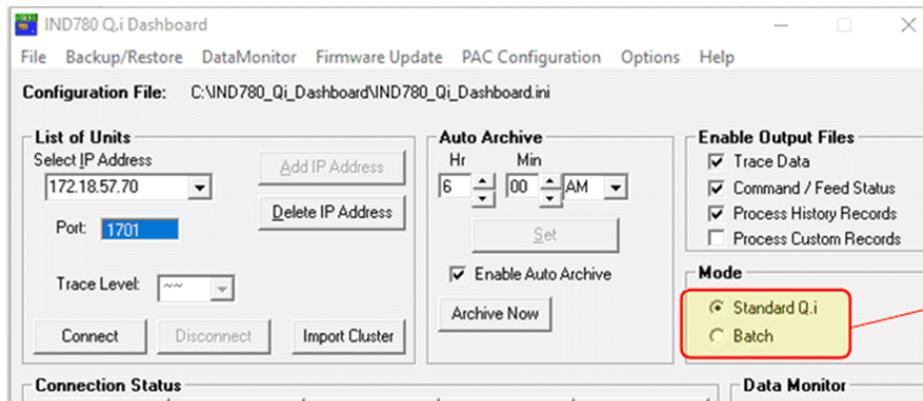

From the main form, click "Help" and then click "About."   If the version number is 1.1.42 or lower, then an immediate update is recommended.

Note: Updating the IND780 Q.i Dashboard PC application will not interrupt the operation of any Q.i or Batch IND780 terminals in production. However, no data will be collected during the update process.
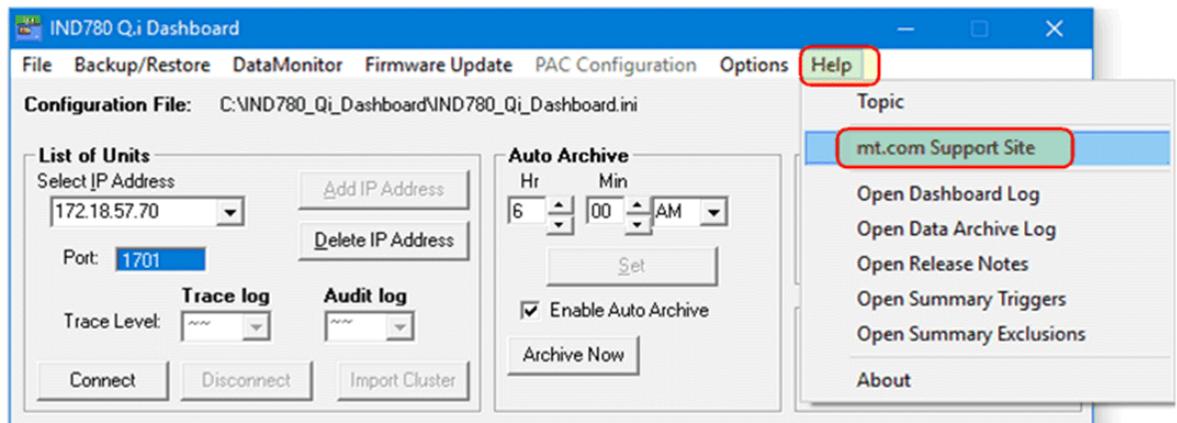
Execute the following steps to install version 1.1.43 of the IND780 Qi Dashboard from any computer with Internet access:

1.   Uninstalling previous versions is not necessary. However, it is important to make sure that the existing IND780 Qi Dashboard application is not running.

2.   Download 1.1.43 of the IND780 Qi Dashboard. Extract and, using administrative level rights, run the installation file contained in the .zip folder.

3.   To confirm proper operation, after starting the Dashboard make sure that the Radio Buttons are selected to the product that you need to support (Standard Q.i or Batch).

Radio buttons tell the Dashboard which mt.com site to select.

4. Go to the **Help** menu and select the **mt.com Support Site** option.

The Qi or Batch Download page will be opened in the PC's default browser on internet-enabled computers.

Important Notes about Firewall Access

The IND780 Qi Dashboard Installer attempts to register the following applications with the PC's firewall:

Application Name	Network Access Needed
IND780_Dashboard.exe	Uses FTP for the following: • Backup and Restore operations between IND780 and the PC • Firmware updates Uses TCP/IP communications between the IND780 and the PC to monitor the terminal during the process. Uses http communications to access the mt.com support download pages for the selected terminal type (Qi or Batch).
VB-URLXfer.exe	Uses the standard Windows WebClient service to download IND780 Firmware files from mt.com only **when requested to do so by the user**. These files are never executed by the PC, but they are made available to be transferred to the IND780 via the FTP operations described above.

If the registration with the firewall fails due to local IT restrictions or because the brand of firewall is created by a vendor so that it does not respond to the standard firewall registration requests, then messages may be generated by the PC during the Dashboard's operation reporting that access was blocked by the firewall.

Please consult with your local IT department on how to resolve these messages.

METTLER TOLEDO Sales and Service organizations are encouraged to share this information with their IND780 Batch and Qi customers.

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If you have any questions about the above information,
please contact the Q.i. Support Team at (614) 438-4322