

SupplyCare Enterprise

Inventory data management and
visualization

- Getting Started -



1 Change history

Software version 3.0.xx

- Changes/comments: linearization tool removed. 32-bit installer removed. Software License Management introduced.
- Document: BA00054S/00/A2/18.16

Software version 3.1.xx

- Changes/comments: Tank Freeze extended and Tank Holdup implemented. User Preferences extended: level can now be displayed in millimeters. Reconciliation Report implemented.
- Document: BA00054S/00/A2/19.16

Software version 3.2.xx

- Changes/comments: Change Software ID function implemented. New Gateway HG1plus added to list. Data storage also in PostgreSQL database.
- Document: BA00054S/00/A2/20.17

Software version 3.3.xx

- Changes/comments: update for registered trademarks. General Troubleshooting section added.
- Document: BA00054S/00/A2/21.19

Software version 3.4.xx

- Changes/comments: supplementary note on uninstalling the software.
- Document: BA00054S/00/A2/22.20

Software version 3.5.xx

- Changes/comments: system requirements updated.
- Document: KA01579S/00/01.22 as successor to BA00054S

2 About this document

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3 Product description

3.1 Scope of delivery

- KA01579S (DE/EN) - these Installation Instructions
- DVD-ROM - contains all the necessary software components and additional documentation:
 - SupplyCare Enterprise software
 - KA01579S (SupplyCare Enterprise Getting Started)
 - BA00055S/00/EN (SupplyCare Enterprise Operating Instructions)
 - OPC Libraries
 - OPC Bridge
 - README text file with information about release notations (release notes, readme.txt)
 - Text file with information about the licensing agreements (license_en.txt)

3.2 Licensing agreement

The software components needed for the installation are either freely available or subject to the licensing conditions of their manufacturer.

By installing the software on your computer, you declare that you accept the conditions of the licensing agreement in question.

4 Installation

4.1 System requirements

4.1.1 Internet browser



These are the browsers that we recommend for this application. The use of any other browser version or technology may lead to limited functionality and visualization.

- Microsoft® Edge 93 (or higher)
- Mozilla Firefox 92 (or higher)
- Google Chrome™ 93 (or higher)

Mobile devices

- Apple® iPhone® with Safari® on iOS 15 (or higher)
- Apple® iPad® with Safari® on iOS 15 (or higher)

Browser configuration

- Active Scripting enabled
- JavaScript enabled
- Allow cookies

4.1.2 Operating systems

- Microsoft® Windows® 10 (Enterprise)
- Microsoft® Windows® 11 (Enterprise)
- Microsoft® Windows Server® 2016 (Standard)
- Microsoft® Windows Server® 2019 (Standard)
- Microsoft® Windows Server® 2022 (Standard)

SupplyCare Enterprise runs by default in an Apache Tomcat environment on an application server as a service under Microsoft Windows. Operators and administrators operate the application via web browser from their desks.



Automatic rebooting after a Windows update may fail to start the Windows service SupplyCareEnterprise. As a consequence, SupplyCare Enterprise does not start.

Remedy: Start Windows Services app, select the Windows service SupplyCareEnterprise, start service.

Recommendation: Change the maintenance settings of the computer. Control updates of the operation system manually instead of executing them automatically.

4.1.3 Hardware



If a version of SupplyCare is already installed and activated, the license must first be returned before changes are made to the computer hardware (**Help > License Information > Return License**). Activate the software again once the changes to the computer hardware are completed (**Help > License Information > Activate Software**).

- Processor type: 4 cores, 3 GHz or better
- Main memory (RAM): 8 GB (free memory)
- Hard-disk (HDD) capacity: 50 GB for full-version installation, depending on database size
- Monitor resolution, display: 1280 x 800



The minimum requirements do not take into account the requirements for the server operating system or other applications (e.g. anti-virus software) installed on the server. The actual requirements and product functions can depend on the system configuration and operating system. The requirements for the hardware will depend greatly on the desired number of users, failsafe performance etc.

4.1.4 Database

PostgreSQL (included in delivery)

4.2 Software installation

4.2.1 Requirements for installation

- Administrator rights on the computer
- All other applications are closed
- The computer meets the system requirements, at the very minimum

4.2.2 Preliminaries

1. Insert the SupplyCare Enterprise CD-ROM into the CD/DVD drive.
 - ↳ The SupplyCare Enterprise Installation Manager starts automatically. Note: If autostart is not active, double-click the **setup.exe** file to start the Installation Manager. Then follow the installation instructions.

2.



Select the language for the installation.

4.2.3 Installing SupplyCare Enterprise software



The installation can be easily aborted at several points in the installation process. Exceptions are marked accordingly. To cancel the installation, click **Cancel**.

1.



Click **Software** to get an overview of the available software. Note: Under **Documentation**, you can find all the documents that are available on the CD (Getting Started, Operating Instructions, Release Notes and Licensing Agreement).



Click **SupplyCare Enterprise (64 bit)** to initiate the software installation process.

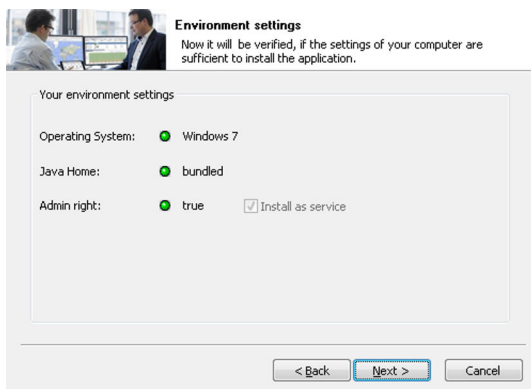
- ↳ Setup prepares the SupplyCare Setup Wizard, which guides you through the program setup process. The SupplyCare Setup Wizard opens.

3.



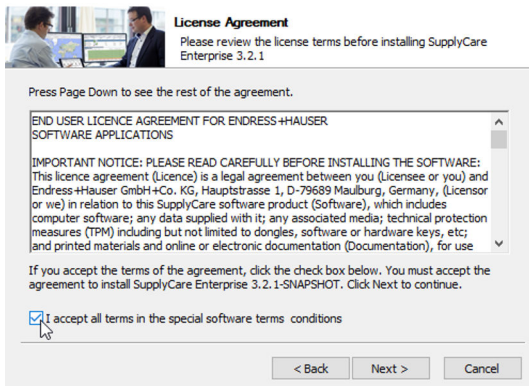
Click **Next** to continue.

- The SupplyCare Setup Wizard now checks whether the system requirements are satisfied. For example, it verifies whether the system environment variable is set correctly.



4. Click **Next** to continue.

5.



In the **License Agreement** dialog box, read through the licensing agreement thoroughly before continuing with the installation.

6. If you agree to all the terms of the agreement, tick the check box: ☒ **I accept all terms in the special software terms and conditions.** Click **Next** to continue.
7. If you do not agree to the terms of the agreement, click **Cancel** to cancel the installation.

8.

Choose Install Location

Choose the folder in which to install SupplyCare Enterprise 3.2.1-SNAPSHOT.

Setup will install SupplyCare Enterprise 3.2.1-SNAPSHOT in the following folder. To install in a different folder, click Browse and select another folder. Click Next to continue.

Destination Folder

C:\Program Files (x86)\Endress+Hauser\ Browse...

Space required: 1.0GB
Space available: 390.5GB

< Back Next > Cancel

The SupplyCare Setup Wizard suggests a default **Destination Folder** where the SupplyCare Enterprise software will be installed. If you want to choose another destination folder, click **Browse**. Note: The installation path including the drive name can have a maximum of 50 characters. Click **Next** to continue.

9.

Specify your communication port

You only have to modify the default setting if another application uses these ports.

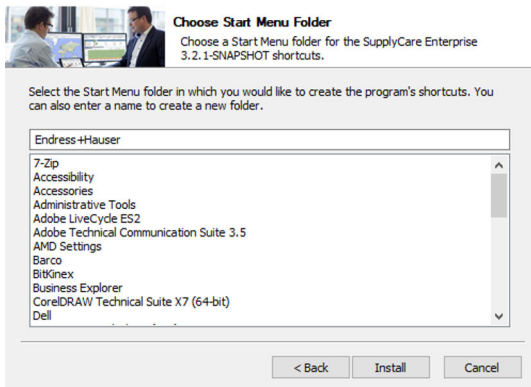
HTTP Port 8080

HTTPS Port 8443

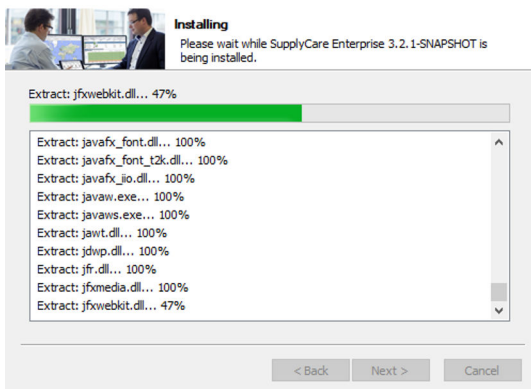
< Back Next > Cancel

Specify the web server port. Click **Next** to continue.

10.

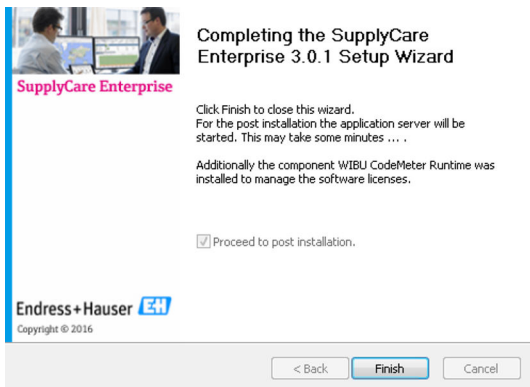


Choose a Start Menu Folder for the program's shortcuts. You can also enter a name to create a new folder. Click **Install** to continue.



SupplyCare Enterprise is now installed in the folder indicated under **Destination Folder**. Please wait while SupplyCare Enterprise Software is installed. Once the software is fully installed, the **Next** button becomes active.

11. Click **Next** to continue.




Click **Finish** to close the Setup Wizard.

4.2.4 Initial configuration

To complete the installation, some information is required.

1. Specify an administrator for the SupplyCare Enterprise application. This user is needed to perform basic administrative tasks, such as the creation of additional users.
2. Specify a valid e-mail address.
3. Provide a login name and password which the administrator will use to log in later.
4. Enter the name of the company in which SupplyCare will be used later. The company name will be used later in the application.

5. Enter the software ID. The serial number and the software ID can be found on a separate label in the DVD cover.

Click the  button to save your entries.

The database is now initialized and the application is started.

Perform the following steps if the database cannot be initialized:

1. Specify an administrator for the SupplyCare Enterprise application. This user is needed to perform basic administrative tasks, such as the creation of additional users.
2. Start the Windows Services app.
3. Select the Windows service **SupplyCareEnterprise** and stop the service.
4. Delete the ...\\SupplyCareEnterprise\\data\\database\\supplycare folder from the file system.
5. Restart the Windows service **SupplyCareEnterprise** using the Windows Services app.
6. Start a web browser and enter the address of the page for the initial configuration in the browser's address line to reload the page:
<http://localhost:8080/SupplyCareEnterpriseGUI/page/dbinit/InitializeDB>
7. Fill in the fields and save your entries.

4.2.5 Installing the OPC Bridge



You only need to install the **OPC Bridge** if an OPC connection is to be used. Before installing the **OPC Bridge**, make sure that the right versions of .NET framework are installed and enabled on the computer (.NET 3.5 and .NET 4.0).

The Operating Instructions of the **OPC Bridge** are on the DVD and contain information about the system requirements and installation.



Click **OPC Bridge** to initiate the software installation process.

5 Updating the software

Before you can update the SupplyCare Enterprise software from an older version 3.x to a newer version 3.x, the software license must first be updated.

1. Update the license → 27.
2. Perform steps 1 to 4 in the section "Installing SupplyCare Enterprise software" → 6.

i If a software update is to be performed from an older version of SupplyCareEnterprise, the software must be updated on a step-by-step basis for all the versions that have been released since the old version.

Example: Version 3.0 is installed. You would like to upgrade the software to version 3.2. Version 3.1 was released between versions 3.0 and 3.2. Proceed as follows: First update the software from version 3.0 to 3.1, and then from version 3.1 to 3.2.

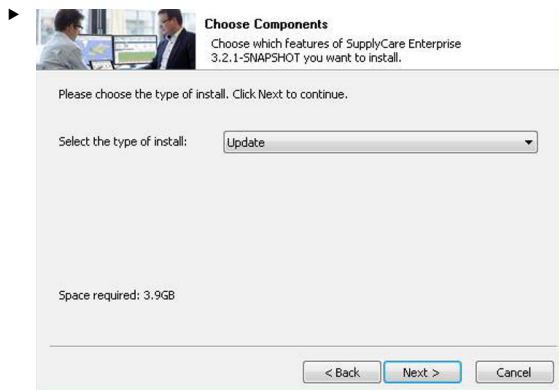
i The installation can be easily aborted at several points in the installation process. Exceptions are marked accordingly. To cancel the installation, click **Cancel**.



The type of installation must be selected. The **Update** type of installation is correct in order to update an existing SupplyCare Enterprise installation.

i If **Installation** is selected as the type of installation, the following message appears: "An existing installation was found. Therefore only an update is possible. For a clean install, please uninstall the old version first."

In this case, uninstall the old version. The software can then be re-installed.



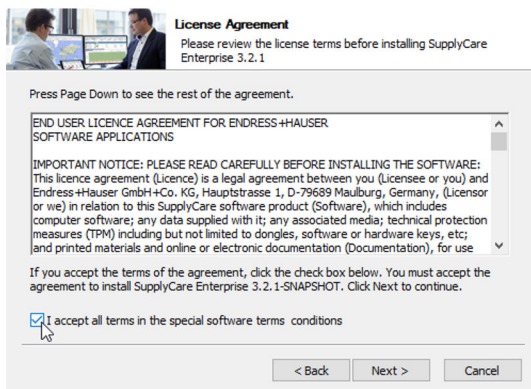
Select the **Update** type of installation. Click **Next** to continue.

The following message may appear: "The service has to be stopped while updating the software. Please stop the **SupplyCareEnterprise** service and restart the update again".

- Stop the **SupplyCareEnterprise** service under: **Control Panel > Administrative Tools > Services**.

You can then continue the update.

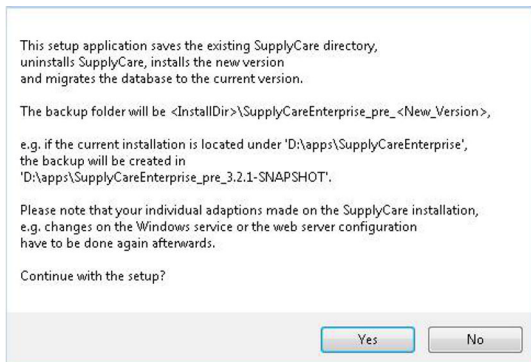
1.



In the **License Agreement** window, read through the licensing agreement thoroughly before continuing with the installation.

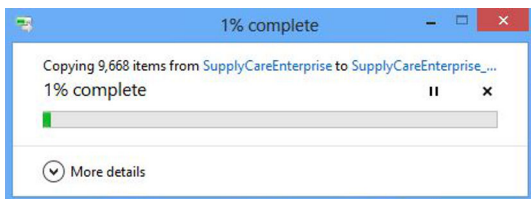
- 2. If you agree to all the terms of the agreement, tick the check box: ☒ **I accept all terms in the special software terms and conditions**. Click **Next** to continue.
- 3. If you do not agree to the terms of the agreement, click **Cancel** to cancel the installation.

During the software update, information about the update process is displayed:

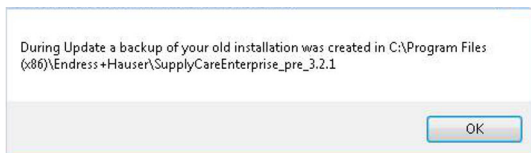


1. Click **Yes** to continue.

- A backup copy of the database and all components of the SupplyCare Enterprise installation is created in the relevant folder. The duration of the process depends on the size of the database and the computer hardware on which SupplyCare Enterprise is being installed.

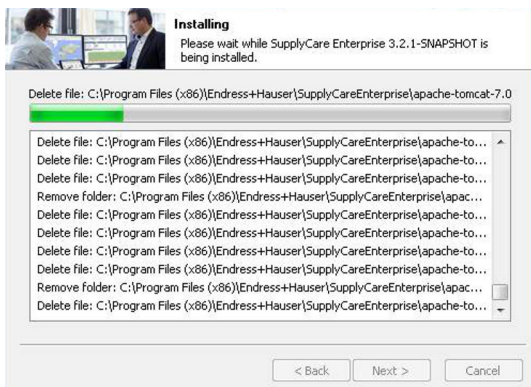


Please wait until the process is finished.

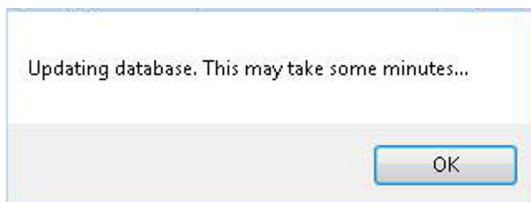


The backup copy is created.

2. Click **OK** to continue.

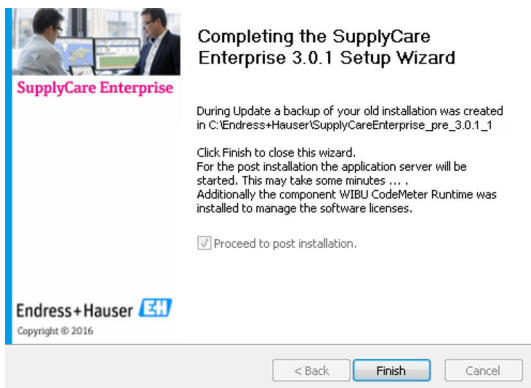


The software is updated. Please wait until the process is finished.



The database is updated.

3. Click **OK** to continue. The process can take several minutes.



The software update is finished.

4. Click **Finish** to close the Setup Wizard.

↳ The following window appears:



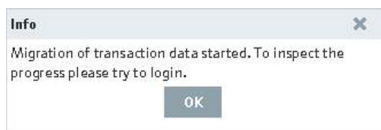
5. Click **Start Migration of Transaction Data** to start the migration process.

↳ The process is started in the background and user access is restricted until the migration is completed.

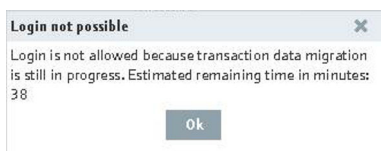


The **migration of transaction data is essential** if you want to carry on working with SupplyCare Enterprise where you left off in the previous version. The time needed to migrate the transaction data depends on the size of the database. The migration process can take several hours! It is essential that you allow the migration process to run through to the end and do not interrupt it to ensure that the initial configuration is correct.

The progress can be checked during the migration.



1. Click **OK** to check the progress.
 - ↳ If the migration has not yet finished, another dialog box is displayed. The dialog box contains information about the estimated remaining time until the migration is completed.



2. Click **OK** to close the window.
3. When the specified time has elapsed and the migration of the saved measured data is finished, the system is ready and users can log in.

6 Starting the application

6.1 Login



SupplyCare Enterprise uses the language settings of the Internet browser.

The following dialog box appears after successful installation:

A login screen for 'SupplyCare Enterprise'. The title 'SupplyCare Enterprise' is at the top in blue. Below it are two input fields: 'Login name' and 'Password'. Below the password field is a red button with the text 'Login' in white.

1. Enter the login name and password.
2. Click the **Login** button to confirm the entries.
 - ↳ The **Configuration** menu is opened in the browser window and the **User** menu item is displayed. The user interface view depends on the user role that the administrator assigned to the user who is logged in.

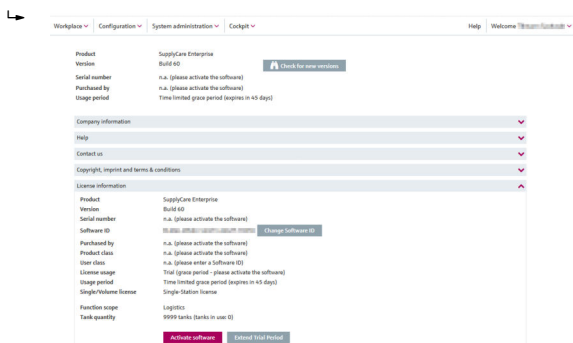
- If possible, activate the software directly after login. Software that is not activated has a limited range of functions and can only be used for 60 days.
- The functions of the software are described in detail in the Operating Instructions. The Operating Instructions are on the DVD supplied.

6.2 Activating the software (with Internet connection)

- To perform this activity, you need the access data of the user account in the Endress+Hauser software portal. Link to the software portal: <https://software-products.endress.com>. Licenses of Endress+Hauser products can be managed in the software portal. If the access data for logging onto the software portal are not known, contact the License Administrator in your company or select the **Create Account** option after the **Activate Software** step.

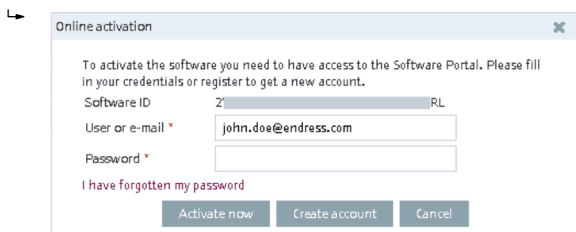
Activating the software

1. Click the **Help** menu item.



2. Click **License Information**.

3. Click **Activate Software**.



4. Click **Activate Now**.

↳ A message confirms that the activation was successful.

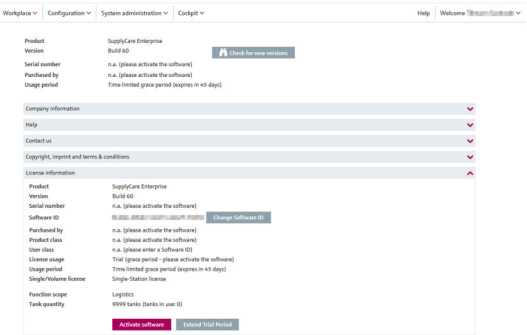
6.3 Activating the software (without Internet connection)



To perform this activity, you need the access data of the user account in the Endress+Hauser software portal. If the access data for logging onto the software portal are not known, contact the License Administrator in your company.

Activating the software without an Internet connection

1. Click the **Help** menu item.



2. Click **License Information**.

3. Click **Activate Software**.

- ↳ If there is no Internet connection, the program recognizes that online activation is not possible. A dialog for manual activation opens.

The screenshot shows a dialog box titled "Offline activation" with a close button (X) in the top right corner. It contains three steps for manual activation:


- Step 1:** "To activate the software, please save the Endress+Hauser license request file (*.EHR) by clicking the following button. Please transfer this file to a computer connected to the internet afterwards. Please log in or create an account in the Endress+Hauser Software Portal (<https://www.software-products.endress.com>) and activate the software." Below the text is a button with a download icon and the label "Save".
- Step 2:** "Please import the Endress+Hauser license update file (*.EHU) created and saved in the Endress+Hauser Software Portal." Below the text, there is an "Import" label followed by a "Browse..." button, the text "No file selected.", and an "Upload" button.
- Step 3:** "To complete the software activation, please save the Endress+Hauser license confirmation file (*.EHC) by clicking the following button. Please transfer this file to a computer connected to the internet afterwards. Please log in in the Endress+Hauser Software Portal (<https://www.software-products.endress.com>) and upload the *.EHC file." Below the text is a button with a download icon and the label "Save".


At the bottom of the dialog box is a large button labeled "Complete activation".

4. Follow the instructions on the screen.

6.4 Returning the license (with Internet connection)

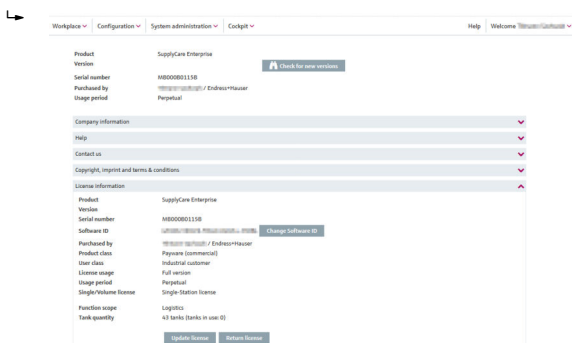
If SupplyCare Enterprise is to be installed on a new computer, the license that is already used must be returned to the Endress+Hauser software portal. The license can then be used again following re-installation.

 Note the following when returning the license: Once the license has been returned, the software cannot be used any more until it has been reactivated.

 To perform this activity, you need the access data of the user account in the Endress+Hauser software portal. If the access data for logging onto the software portal are not known, contact the License Administrator in your company.

Returning the license

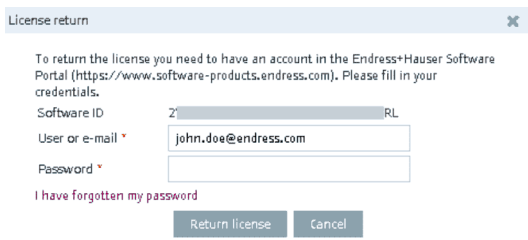
1. Click the **Help** menu item.



2. Click **License Information**.

3. Click **Return License**.

↳ A dialog box opens.



4. Enter the access data and confirm the login information by clicking **Return License** again.

↳ A message confirms that the license has been returned successfully.

6.5 Returning the license (without Internet connection)



To perform this activity, you need the access data of the user account in the Endress+Hauser software portal. If the access data for logging onto the software portal are not known, contact the License Administrator in your company.



Note the following when returning the license: Once the license has been returned, the software cannot be used any more until it has been reactivated.

Returning the license without an Internet connection

1. Click the **Help** menu item.
2. Click **License Information**.
3. Click **Return License**.

↳ If there is no Internet connection, the program recognizes that it is not possible to return the license online. A dialog for returning the license manually opens.

Return license manually

Step 1

To return the license please save the Endress+Hauser license confirmation file (*.EHR) by clicking the following button. Please transfer this file to a computer connected to the internet afterwards. Please log in in the Endress+Hauser Software Portal (<https://www.software-products.endress.com>) and return license.

Save

Step 2

Please import the Endress+Hauser license update file (*.EHU) created and saved in the Endress+Hauser Software Portal.

Import

Browse...

No file selected.

Upload

Step 3

To complete the license return, please save the Endress+Hauser license confirmation file (*.EHC) by clicking the following button. Please transfer this file to a computer connected to the internet afterwards. Please log in in the Endress+Hauser Software Portal (<https://www.software-products.endress.com>) and upload the *.EHC file.


Save


Complete license return

4. Follow the instructions on the screen.

6.6 Updating the license (with Internet connection)

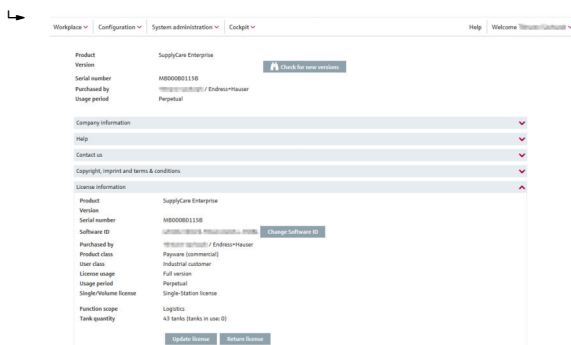
In a license update, you have updated your contract with the Endress+Hauser sales office and increased the number of tanks, e.g. from 80 to 200. To activate the new components of the contract, you simply need to update the license.

 To perform this activity, you need the access data of the user account in the Endress+Hauser software portal. If the access data for logging onto the software portal are not known, contact the License Administrator in your company.

 The software does not need to be reinstalled to update the license.

Updating the license upgrade in the software

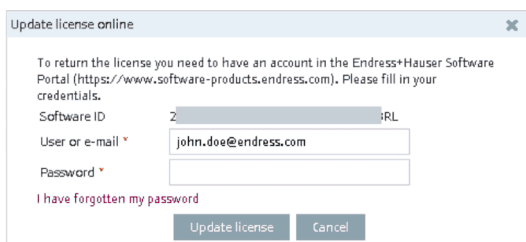
1. Click the **Help** menu item.



2. Click **License Information**.

3. Click **Update license**.


↳ A dialog box opens.


The dialog box is titled 'Update license online' and contains the following text: 'To return the license you need to have an account in the Endress+Hauser Software Portal (https://www.software-products.endress.com). Please fill in your credentials.' Below this text are three input fields: 'Software ID' with a dropdown arrow, 'User or e-mail' with a dropdown arrow, and 'Password' with a dropdown arrow. The 'Software ID' field contains the value '2' and the 'User or e-mail' field contains the value 'john.doe@endress.com'. Below the input fields is a link that says 'I have forgotten my password'. At the bottom of the dialog box are two buttons: 'Update license' and 'Cancel'.

4. Enter the access data and confirm the login information by clicking **Update License** again.

↳ A message confirms that the license has been updated successfully.

6.7 Updating the license manually (without Internet connection)

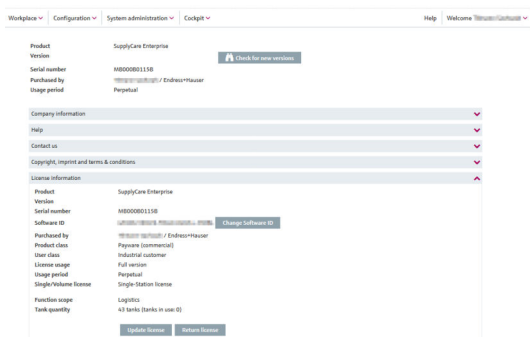
 To perform this activity, you need the access data of the user account in the Endress+Hauser software portal. If the access data for logging onto the software portal are not known, contact the License Administrator in your company.

 The software does not need to be reinstalled to update the license.

Updating the license upgrade in the software

1. Click the **Help** menu item.

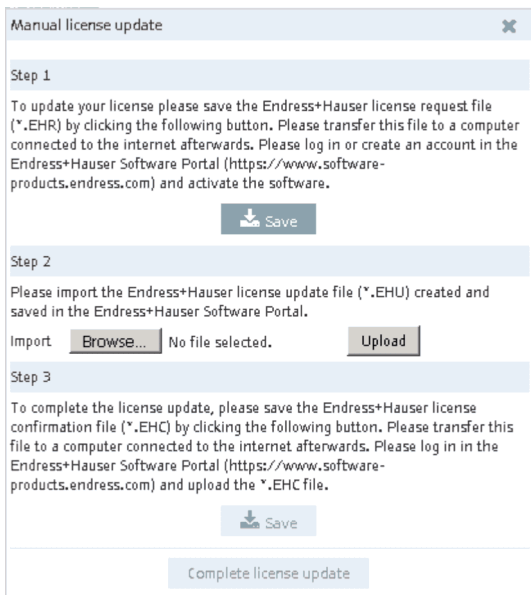
↳



2. Click **License Information**.

3. Click **Update license**.


- ↳ If there is no Internet connection, the program recognizes that it is not possible to update the license online. A dialog for updating the license manually opens.



The dialog box is titled "Manual license update" and contains three steps:



Step 1

To update your license please save the Endress+Hauser license request file (*.EHR) by clicking the following button. Please transfer this file to a computer connected to the internet afterwards. Please log in or create an account in the Endress+Hauser Software Portal (<https://www.software-products.endress.com>) and activate the software.




Step 2

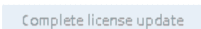
Please import the Endress+Hauser license update file (*.EHU) created and saved in the Endress+Hauser Software Portal.

Import  No file selected. 

Step 3


To complete the license update, please save the Endress+Hauser license confirmation file (*.EHC) by clicking the following button. Please transfer this file to a computer connected to the internet afterwards. Please log in in the Endress+Hauser Software Portal (<https://www.software-products.endress.com>) and upload the *.EHC file.






4. Follow the instructions on the screen.

6.8 Changing the software ID

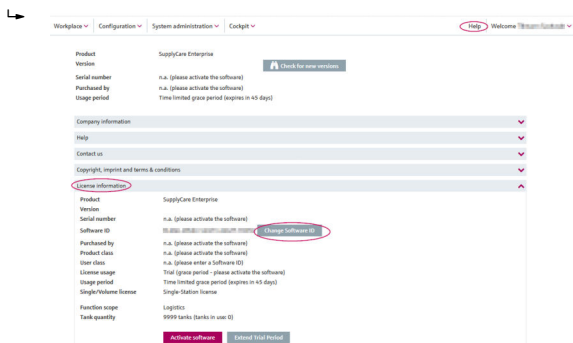
 The software ID can only be changed on licenses that are inactive, e.g. during a trial period. If the license in question is already activated, it must be returned before the software ID is changed. To return the license, click the **Return License** button (**Help** > **License Information** > **Return License**).

 The software does not need to be reinstalled to update the license.

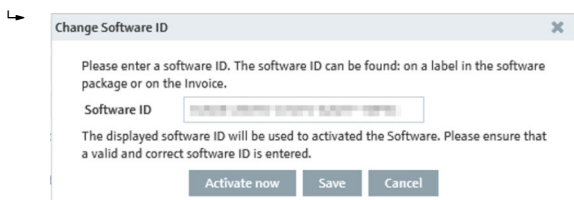
Changing the software ID

1. Click the **Help** menu item.

2. Click **License Information**.



3. Click **Change Software ID**.



4. Enter the valid and correct software ID.

5. Click **Activate** to activate the software with the new software ID and to save the new software ID.

6. Click **Save** to save the new software ID without activating the software. Click **Cancel** to cancel the process.

7 Removing the software

Perform the following steps if SupplyCare Enterprise is to be uninstalled:

1. Return the license.
2. Stop the SupplyCare Enterprise service manually if necessary.
3. Run the executable file **uninstall.exe**.
4. Follow the instructions for the uninstall routine.

If the **uninstall.exe** file is executed, not all SupplyCare files are deleted automatically. Files such as backups or copies of SupplyCare that were automatically created before a software update are retained. If SupplyCare is really to be uninstalled completely, these files must be manually deleted from the installation folder.



If the backups and copies of SupplyCare are manually deleted from the installation folder, then data from the deleted SupplyCare installation is no longer available, i.e. a subsequent, new installation of SupplyCare can no longer access this data!

8 Diagnostics and troubleshooting

Not possible to initialize the database during the installation.

- Possible cause: installation process has been disrupted or interrupted.
- Remedial action:
 - Start the Windows Services app.
 - Select the SupplyCareEnterprise Windows service and stop the service.
 - Delete the ...\\SupplyCareEnterprise\\data\\database**supplycare** folder from the file system.
 - Restart the SupplyCareEnterprise Windows service using the Windows Services app.
 - Start a web browser and enter the address of the page for the initial configuration in the browser's address line to reload the page:
<http://localhost:8080/SupplyCareEnterpriseGUI/page/dbinit/InitializeDB>
 - Fill in the fields and save your entries.



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