

FieldCare, DeviceCare

Getting Started



1 Revision history






Product version	Document	Changes/comments
<ul style="list-style-type: none">FieldCare: 2.13.xxDeviceCare: 1.05.xx	KA01303S/04/A2/0 4.18	New product version DeviceCare: new product version
<ul style="list-style-type: none">FieldCare: 2.14.xxDeviceCare: 1.06.xx	KA01303S/04/A2/0 5.19	New product version
<ul style="list-style-type: none">FieldCare: 2.14.xxDeviceCare: 1.07.xx	KA01303S/04/A2/0 6.20	New setups (new components) DeviceCare: new product version
<ul style="list-style-type: none">FieldCare: 2.15.xxDeviceCare: 1.07.xx	KA01303S/04/A2/0 7.20	New FieldCare product version <ul style="list-style-type: none">Software license managementUSB stick replaces DVD
<ul style="list-style-type: none">FieldCare: 2.16.xxDeviceCare: 1.07.xx	KA01303S/04/EN/ 08.22-00	Section 4.3: Note on software update service





2 Document information

2.1 Document function

These instructions contain all the information needed to install and update the software.

2.2 Symbols used

Symbol	Meaning
	Open the start page of the Installation Manager.
	Open the language setting.
	Additional information about the software.
	Close the application.
	Jump back to the last page opened.

Symbol	Meaning
	Information about FieldCare, modem, Fieldgate, Field Xpert.
	Open the keyboard.
	Full screen.
	Exit full screen.

3 Product description

3.1 Software function


The Installation Manager guides the user through the installation of all the FieldCare components which are delivered within the FieldCare package (frame application, driver, CommDTM-files, DeviceDTM-files, tools). Administrator rights are needed to perform the installation.

3.2 Software License Management (SLM)

3.2.1 FieldCare SFE500 licensing model

FieldCare is delivered as a free trial version with a time limit. The license agreement (EULA) is valid for use. If FieldCare is to be used permanently, it is required to purchase FieldCare and activate the license using the Software ID provided.

The FieldCare licensing model consists of a basic module called "Plant Asset Management" (PAM) and an extension called "Condition Monitoring". A license comprises a combination of the PAM module plus further extensions.

 It is required to activate the license using the Software ID provided to use the latest version of FieldCare. The license key of the previous version is no longer usable for the latest version. For more information visit www.endress.com/sfe500 or contact your local Endress+Hauser sales partner.

The software license management offers the following functions:

- Use of the software in trial mode for 60 days
- Activation of the software permanently (with or without Internet connectivity)
- Renewing the license
- Returning the license

Activating the software permanently

Prerequisites:

- The software is installed on the computer
- The license agreement (EULA) was accepted

Activating the software permanently with internet connectivity

Prerequisites:

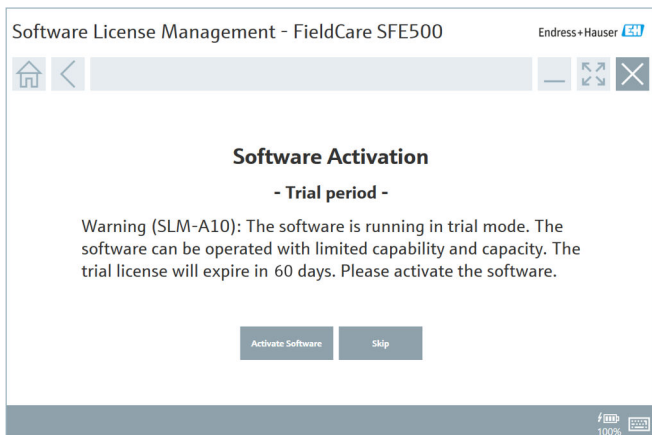
The Software ID is available



The Software ID is located on the type plate of the USB box with the FieldCare USB stick or in the e-mail that has been sent by Endress+Hauser on delivery.

1. Start the software.

↳ The window **Software Activation** is displayed:



2. Click **Activate Software**.

- ↳ The window **Software License Management** for the Software ID entry is displayed.

Software License Management - FieldCare SFE500 Endress+Hauser

Please enter the Software ID. The Software ID can be found on a label in the software package.

- - - -

Continue Cancel

3. Enter the Software ID.

- ↳ A symbol confirms a correct Software ID.

4. Click **Continue**.

- ↳

Software License Management - FieldCare SFE500 Endress+Hauser

To activate the software you need access to the Software Portal. Please fill in your credentials or register to get a new account.

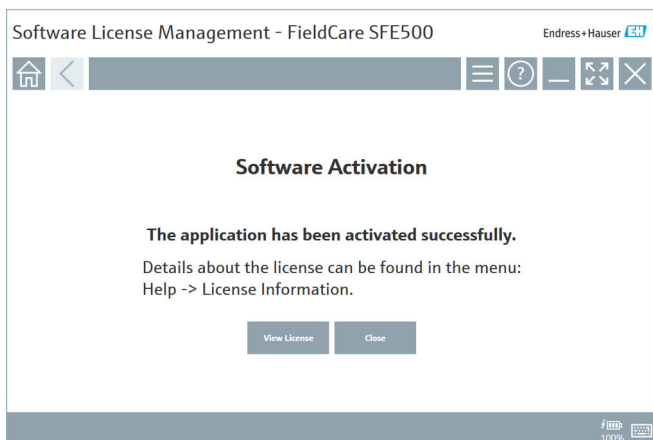
E-mail address

Password

[I have forgotten my password](#)

Activate Create Account Cancel

5. If you already have a user account for the Endress+Hauser Software Portal: Enter your e-mail address and password, then click **Activate**.
- ↳ If the activation was carried out successfully, the following window is displayed:




6. If you do not yet have a user account for the Endress+Hauser Software Portal, return to step 4 and click **Create Account**.

After activation, the license information can be displayed:

1. Click **Close**.



The window displays all relevant information concerning License, Serial Number, Licensee and more.

2. Click the cross symbol  in the upper right corner to close the window.



The application **FieldCare** starts subsequently.



The **Software License Management** function can be opened via the FieldCare menu **Help** and **License information**, if needed.

Activating the software permanently without internet connectivity

If there is no internet connectivity for the computer, the license can also be activated manually.

Prerequisites:

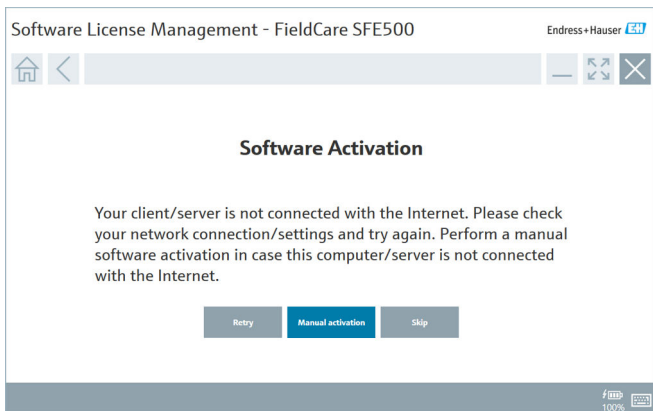
- A portable storage device, e.g. a USB stick
- A second computer with internet connectivity

Overview of the manual activation process

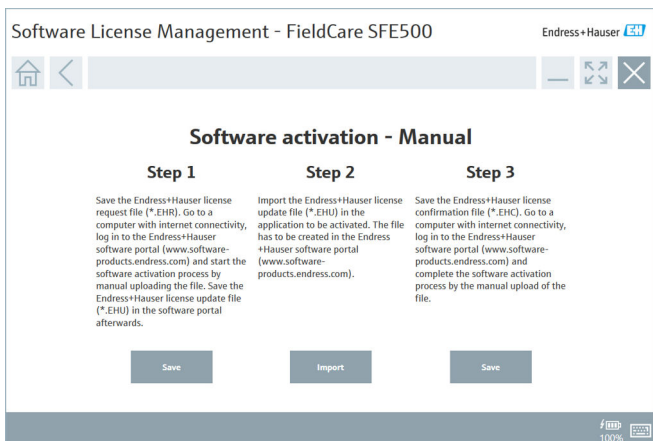
Computer with FieldCare, but without internet connectivity	USB stick	Computer with internet connectivity
Window Software activation - Manual		In Endress+Hauser Software Portal
Step 1		
To do: Store License request file (*.EHR) on USB stick.	=>	1. Activation request
		To do: Upload license request file (*.EHR) from USB stick.
		2. License activation/-update
Step 2	<=	To do: Store license update file (*.EHU) on USB stick.
To do: Import license update file (*.EHU) from USB stick.		
Step 3		
To do: Store license confirmation file (*.EHC) on USB stick.	=>	3. Confirmation of license activation
		To do: Upload license confirmation file (*.EHC) from USB stick.

Detailed description

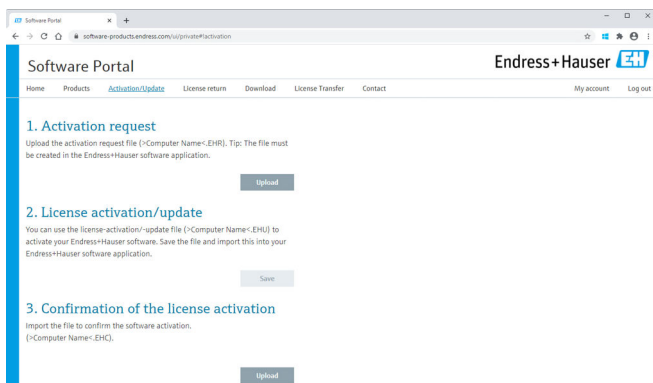
1. Carry out steps 1 to 4 as described in the chapter **Activating the software permanently with internet connectivity**.
 - ↳ The **Software Activation** window is displayed with the message **Your client/server is not connected with the Internet**.



2. Click **Manual activation**.
 - ↳ The window **Software activation - Manual** is displayed.



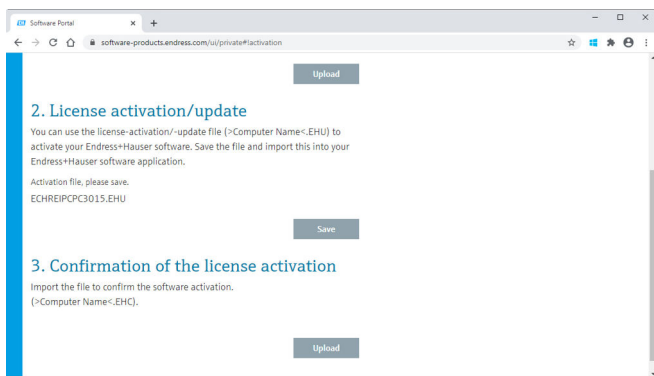
3. Click **Save** below **Step 1**.
 - ↳ The Windows-dialog **Save as ...** opens up.
4. Save the license request file (*.EHR) on a USB stick.
5. Take the USB stick to a computer with internet connectivity.
6. On this computer with internet connectivity, go to the Endress+Hauser Software Portal: <https://software-products.endress.com>
7. Log in at the Endress+Hauser Software Portal.
8. Select the **Activation/Update** menu.
 - ↳ The following screen is displayed:



9. At **1. Activation request** click **Upload**.
10. Upload the license request file (*.EHR) from the USB stick.
 - ↳ If the upload was successful, the following message is displayed: **The license request file has been successfully processed.** Continue with **Step 2** in the **Software activation - Manual** window.

11. Confirm the message with **OK**.

↳ The name of the activation file „*.EHU“ is displayed:



12. Click **Save**.

13. Save the license update file (*.EHU) on the USB stick.

14. Take the USB stick to the computer which has the FieldCare application installed without internet connectivity. Please note: Do not log out of the Endress+Hauser Software Portal yet. On the computer without internet connectivity, the **Software activation - Manual** window is still on display.


15. Below **Step 2** click **Import**.

16. Upload the previously saved license update file (*.EHU) from the USB stick.

17. Below **Step 3** click **Save**.

↳ The Windows-dialog **Save as ...** opens up.

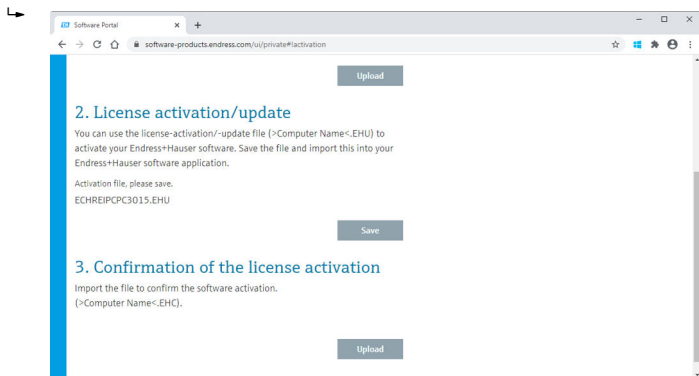
18. Save the license confirmation file (*.EHC) on the USB stick.

19. Click the cross symbol  in the upper right corner to close the window.

↳ The application **FieldCare** starts subsequently.

20. Take the USB stick to the computer with internet connectivity. The Endress+Hauser Software Portal log in is still active.

21. Scroll to **3. Confirmation of the license activation.**



22. Click **Upload**.

23. Upload the saved license confirmation file (*.EHC) from the USB stick.

↳ If the upload was successful, the following message is displayed: **The software activation has been successfully confirmed.**

24. Confirm the message with **OK**.

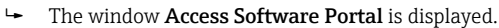
FieldCare is now permanently activated. The license status and license details can be checked on the Endress+Hauser Software Portal at **Products**.

Updating the software license

Prerequisites:

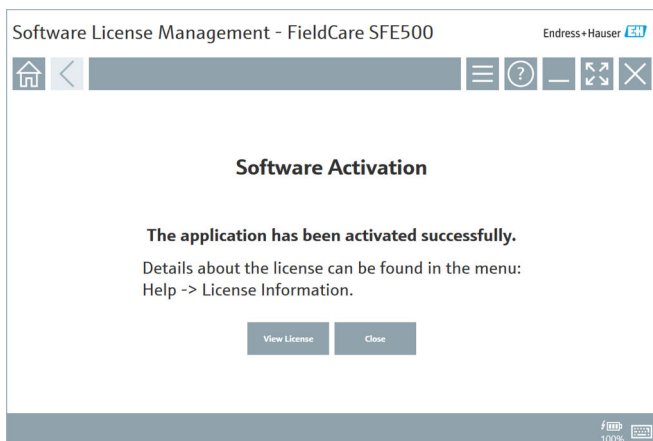
- The software is installed on the computer
- The software is licensed

- ↳ The following window is displayed:



3. Enter your E-mail address and password, then click **Renew License**.

↳ If the activation was successful, the following window appears:



4. If you do not yet have a user account for the Endress+Hauser Software Portal, go back to step 2 and click **Create Account**.

Return the software license

Prerequisites:

- The software is installed on the computer
- The software is licensed

4 Installation



Some components take a long time to install. To avoid problems, do not cancel the installation unless requested to do so.

4.1 System requirements



Prior to installation, install the necessary software, e.g. Microsoft.NET 3.5/4.x and PDF Reader.

In the database mode, FieldCare versions up to 2.10.xx use SQL Server 2008 for data archiving. FieldCare versions from 2.11.xx are compatible with Windows 10, provided that the database is updated at least to SQL Server 2014.

Installation and update scenarios supported by version 2.15.xx:

Installed operating system	Installed SQL Server	FieldCare database ¹⁾	FieldCare	Procedure
Windows 10	No	No	Not installed	<ul style="list-style-type: none">■ Install FieldCare 2.15.xx incl. SQL Server 2014■ Install FieldCare database.
Windows 10	SQL Server 2014 or SQL Server 2016	No	Not installed	<ul style="list-style-type: none">■ Install FieldCare 2.15.xx.■ Use existing SQL Server.■ Install FieldCare database.

Installed operating system	Installed SQL Server	FieldCare database ¹⁾	FieldCare	Procedure
Windows 8.1 - 10	<ul style="list-style-type: none"> ■ No ■ SQL Server 2008 	No	Not installed	<ul style="list-style-type: none"> ■ Install SQL Server 2014. ■ Install FieldCare 2.15.xx. ■ Install FieldCare database.
Windows 8.1 - 10	SQL Server 2008	Yes	<ul style="list-style-type: none"> ■ Not installed ■ Older version of FieldCare 	<ul style="list-style-type: none"> ■ Install FieldCare 2.15.xx. ■ Use existing SQL Server. ■ Use existing FieldCare database.

1) The SQL Server contains a database that can be used by FieldCare for data archiving.



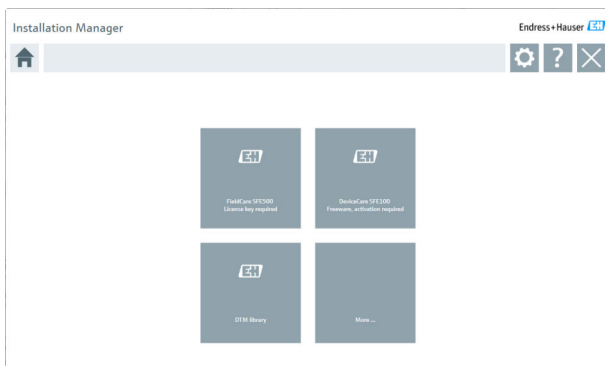
The FieldCare setup does not support an installation that involves upgrading the Windows version.

A pre-installed SQL Server is not updated automatically during a Windows upgrade. If SQL Server 2012 or older is installed, it will no longer work following the upgrade and neither will any pre-installed applications that require an SQL Server.

1. Make a backup of the FieldCare database in the SQL Server, the DB backup and the user files.
2. Upgrade installed Windows version to Windows 10.
3. Install FieldCare with SQL Server 2014.
4. Restore the data that were backed up previously.

4.2 Installing the software

1. Insert the FieldCare USB stick into a USB port and navigate with the Windows File Explorer to the root folder.
2. Start the FieldCare installation program (InstallationManager.exe).



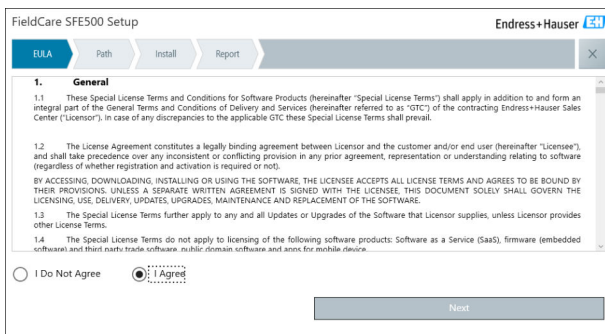
Options on the Installation Manager start page:

- FieldCare SFE500 installation → 18
- DeviceCare SFE100 installation → 21
- DTM library installation → 22
- More → 25

4.2.1 Installing FieldCare SFE500

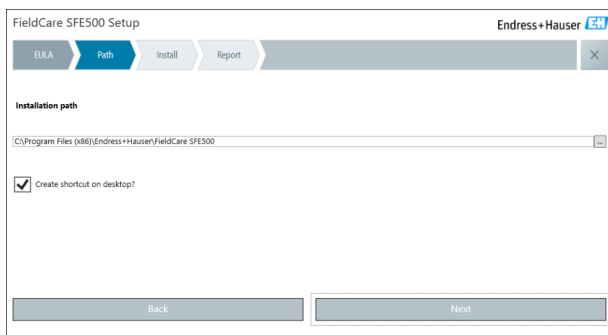
1. Click **FieldCare SFE500** on the Installation Manager start page.

↳ The "EULA" tab opens.

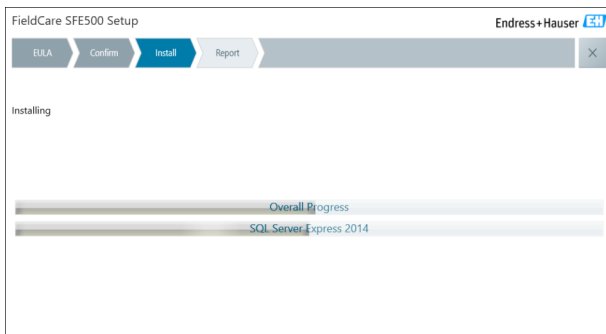


2. Select **I agree** to accept the license agreement and click **Next**.

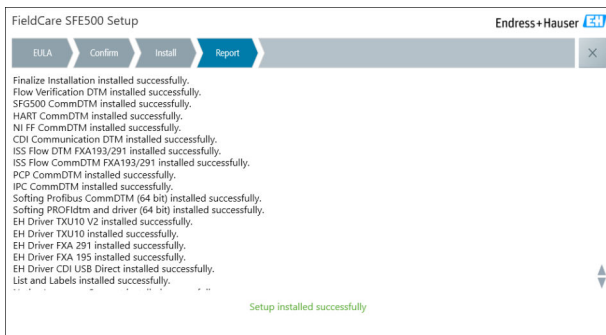
↳ The "Path" tab opens.



3. Select the installation path and click **Next**.
↳ The "Install" tab opens and **FieldCare** is installed.



Following installation, the "Report" tab opens.



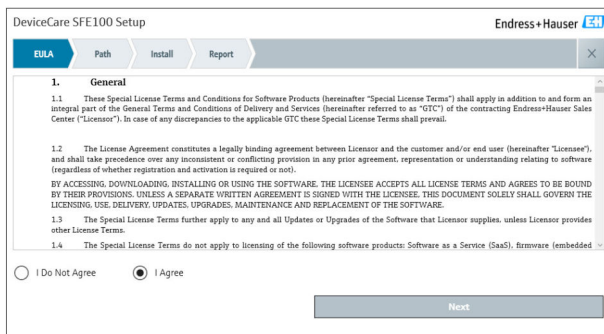
4. Close the dialog box.



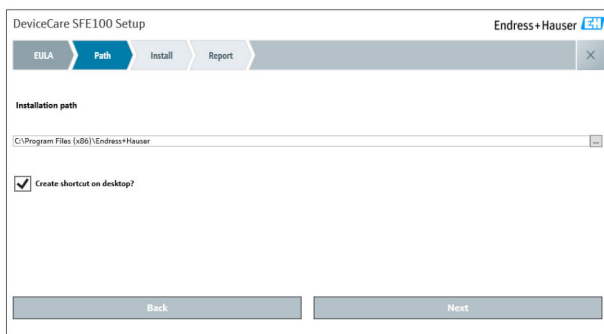
The database password must be changed following successful installation of FieldCare. It is not allowed to use the standard database password.

4.2.2 Installing DeviceCare SFE100

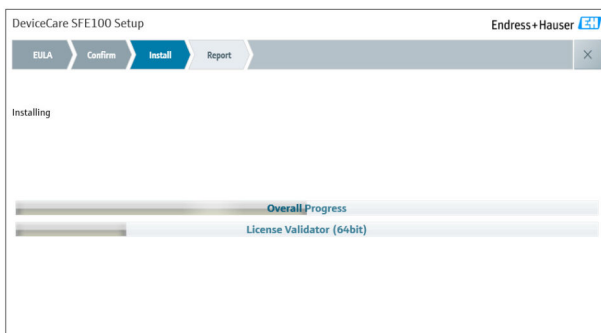
1. On the Installation Manager start page, click **DeviceCare SFE100**.
 - ↳ The "EULA" tab opens.



2. Select **I agree** to accept the license agreement and click **Next**.
 - ↳ The "Path" tab opens.



3. Select the installation path and click **Next**.
 - ↳ The "Install" tab opens and **DeviceCare** starts to install.



Following installation, the "Report" tab opens.



4. Close the dialog box.

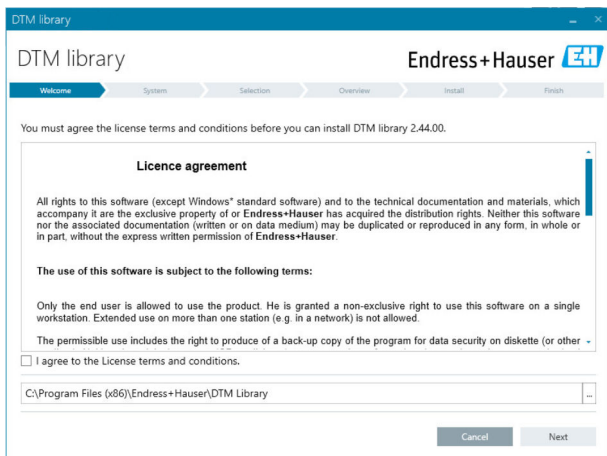
4.2.3 DTM library



To be able to access the devices, the required DTMs and DTM libraries must be selected and installed.

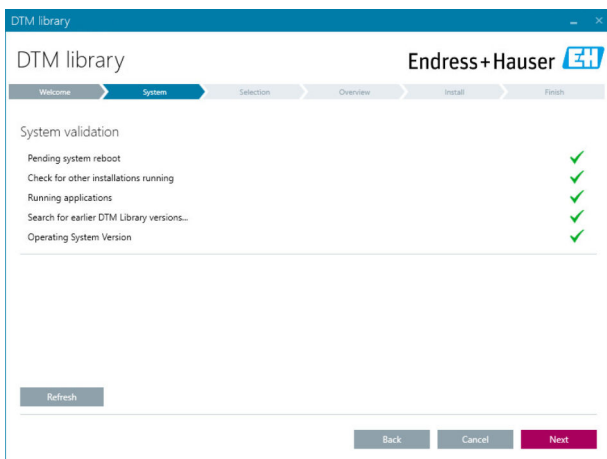
1. Click **DTM library** on the Installation Manager start page.

↳ The "Welcome" tab opens.

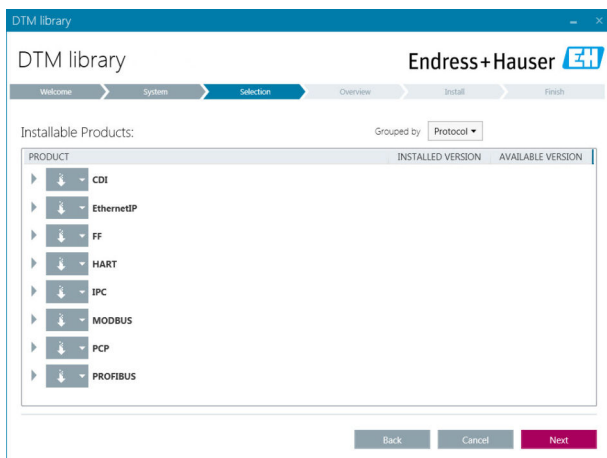


2. Accept the license conditions and click **Next**.

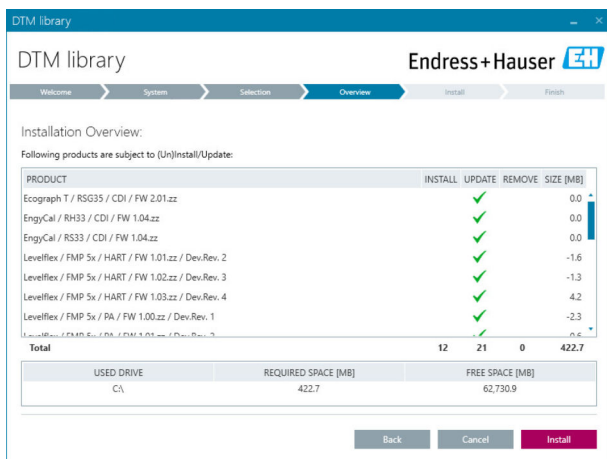
↳ The "System" tab opens.



3. Click **Next**.
 ↳ The "Selection" tab opens.



4. Select the products that need to be installed and click **Next**.
 ↳ The "Overview" tab opens.



5. Click **Install**.

- ↳ The DTM library starts to install and displays a message to confirm that installation was successful.

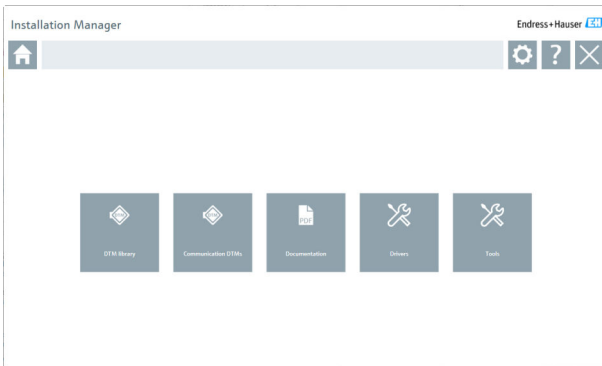
6. Click **Close**.

- ↳ The start page of the Installation Manager opens.

4.2.4 More

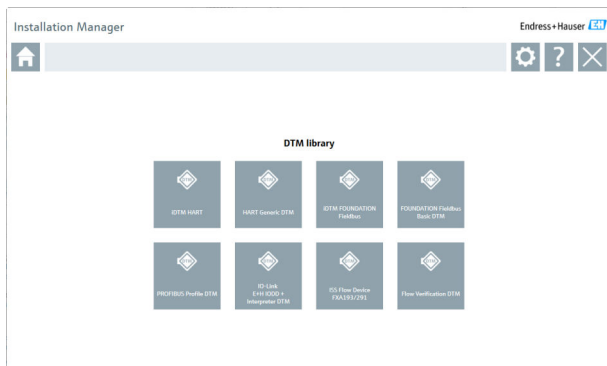
► Click **More** on the Installation Manager start page.

- ↳ The dialog box with the selection options opens.



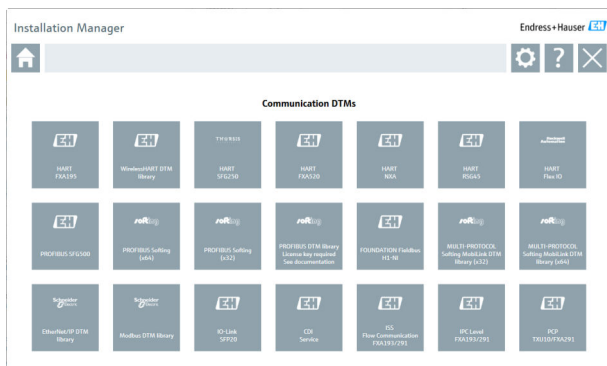
DTM library

- ▶ Click **DTM library**.
 - ↳ All available DTMs are displayed.



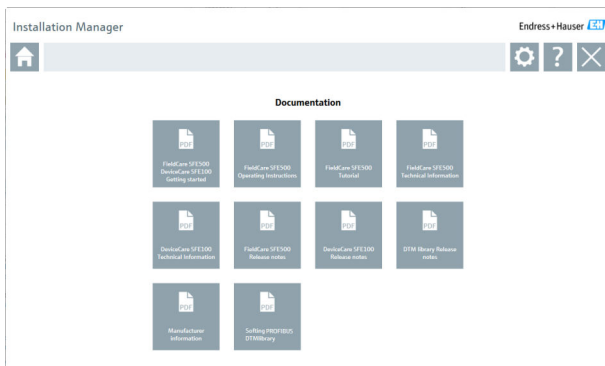
Communication DTMs

- ▶ Click **Communication DTMs**.
 - ↳ All available Communication DTMs are displayed.



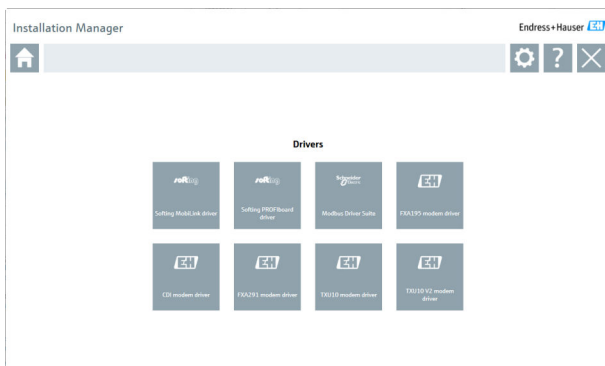
Documentation

- Click **Documentation**.
 - ↳ All documents are displayed as PDFs.



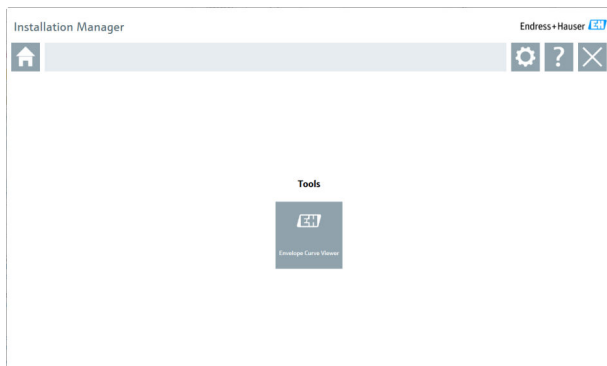
Drivers

- Click **Drivers**.
 - ↳ All available drivers are displayed.




Tools

- Click **Tools**.
 - ↳ The installation process for the Envelope Curve Viewer starts.



4.3 Updating the software

-  Endress+Hauser offers an update contract for FieldCare.
Contact your Endress+Hauser sales partner for further information.

Software update service

The inclusive maintenance period starts with the creation of the license and ends automatically after one year (expiry date). Regardless of when the software update service is purchased, any additional software update service purchased will continue without interruption from the last expiry date. If purchased after the expiry date, the new maintenance period will initially cover the gap in service created between the expiry date and the creation of the purchased software update service.

It should also be noted that software updates can also be activated at a later point in time, provided that the software release was issued within a valid, active maintenance period.

Subscribing to product information

1. Enter <https://software-products.endress.com> in the web browser.
2. Log onto the Software Portal.



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