

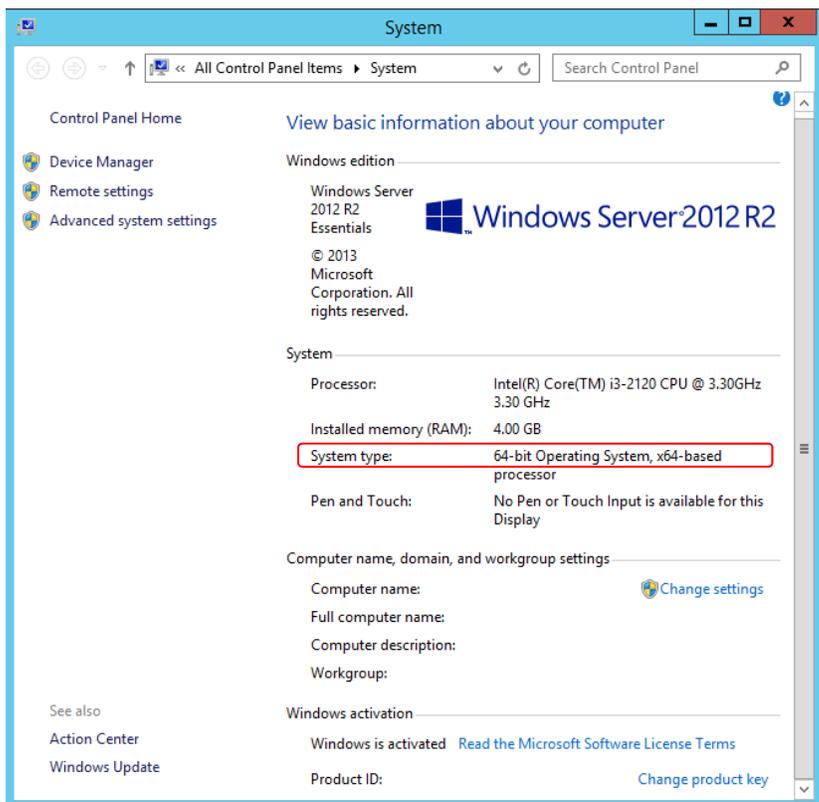
# Windows® Server 2012 R2 Software Compatibility

## Introduction

Following the release of Windows Server 2012 R2 operating system software by Microsoft Corporation, Thermo Fisher Scientific has conducted tests to determine compatibility of our Environmental Monitoring product's software with Windows Server 2012 R2. Please reference the chart in this document to determine system compatibility. For those exceptions (in red) it will be necessary to run the instrument software under a 32-bit version of Windows in a virtual machine.

**Please Note:** The software products mentioned in this document were not developed to run on Windows Server operating systems. However, this document includes some tips and recommendations to improve capability.

1. To determine if your Windows operating system is 32-bit or 64-bit, go to **Control Panel > System and Security > System** to view system type.



Refer to the following chart for compatibility results:

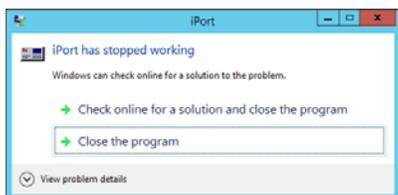
SOFTWARE EVALUATED WITH WINDOWS SERVER 2012 R2	INSTRUMENT	RESULTS OF TESTING
Thermo iPort v1.4.2	i-Series, C-Series	2
ThermoMatch v1.2.0	MIRAN SapphiRe	√
ThermoConnect v1.2.0	MIRAN SapphiRe, TVA-1000B	√
Innova View v0.72	Innova	√
Genesis View v1.05	Genesis	√
PDR Com v2.10	personal DataRAM (pDR)	√
PDR Port v2.0.2.5	pDR1500,ADR1500	√
DR4-COM v3.0.4.0	DataRAM4 (DR-4000)	X
RPComm v2.1.0	1400, 1405, 8500, 2000, 2025	1
RPLoader v2.001	1400, 1405, 8500, 2000, 2025	√
WinPDM v7.2	PDM3600	√
1400ab Installer (Sixnet & Muxview	1400, 8500	X
ePort v1.5.0	1405	3
1405 Installer (included in ePort	1405	√
8500 Configuration Utility v5.0	8500	√

KEY
# This will work but could run into some issues, see notes below
√ Satisfactory operation observed
X Incompatible, go to website listed below to download <b>VMware Player for Windows 32-bit and 64-bit</b> and install 32-bit version of Windows in a virtual machine.  <a href="https://my.vmware.com/web/vmware/free#desktop_end_user_computing/vmware_player/5_0">https://my.vmware.com/web/vmware/free#desktop_end_user_computing/vmware_player/5_0</a>
<b>NOTE:</b> When running 1400ab installer in a 32-bit Windows virtual machine, the PC must have a physical serial port. A connection cannot be made using a USB to serial converter.

1. When using typical Windows Server 2012 R2 display configurations, the Station Setup fields in RPComm are not visible because the fields are blacked out. The Station Setup is located in **File > New Connection > Settings** under **AK Protocol Setup**. In order to make these fields viewable, visual setup changes in Windows need to be made.

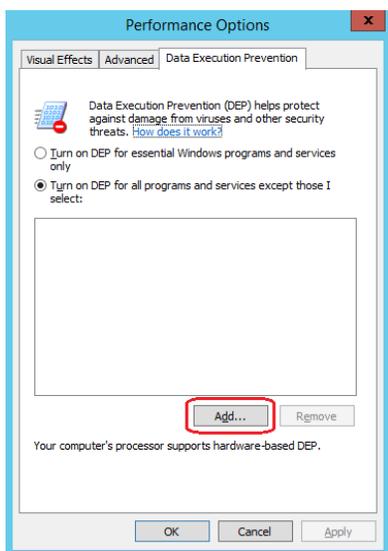
Go to **Control Panel > Display > Change window colors**, in **Color scheme** select **High Contrast White**. Run RPComm and go to **Station Setup** set to the desired Station and Channel fields. When complete, go back to **Change window colors** and under **Color scheme** select **Windows Basic** to restore back to the original settings.

2. After installing iPort software, when double clicking on the iPort icon message "iPort has stopped working" will appear.

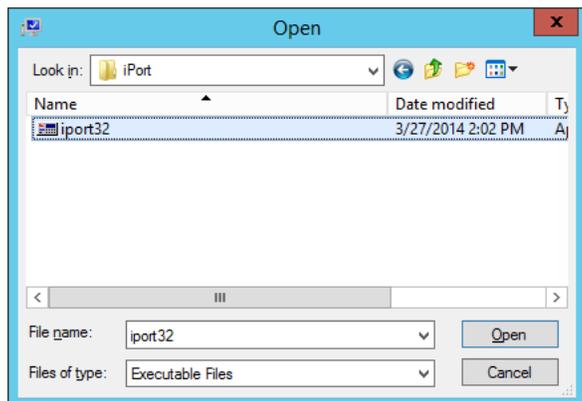


To resolve this issue:

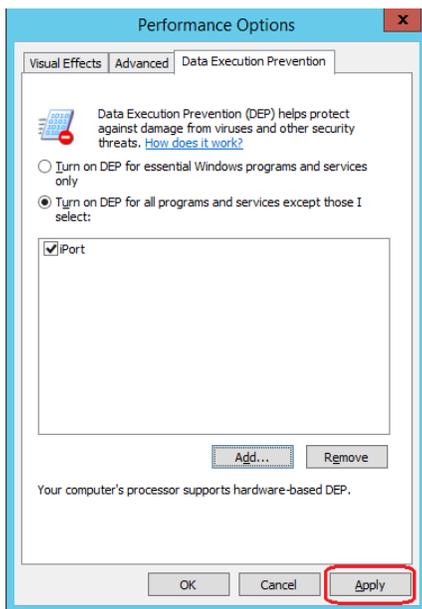
- a. Go to **Control Panel > System** and click on **Advanced system settings**.
- b. In the **System Properties** window, select **Advanced** and in **Performance** click on **Settings...**
- c. In the **Performance Options** window click on **Data Execution Prevention** and select **Add**



d. Find **iport32.exe** in C:\Thermo\iPort and click **Open**

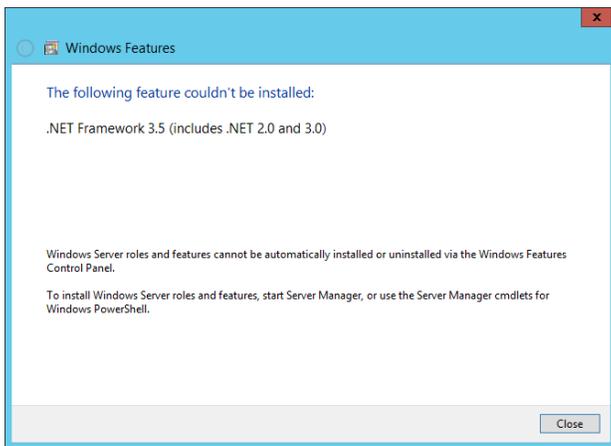


e. Next click **Apply** and **OK** two times.



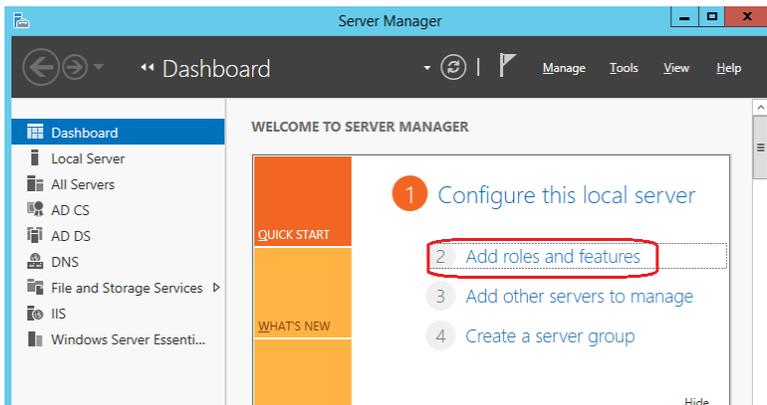
f. iPort will run properly after these steps are complete.

3. On Windows Server 2012 R2, when double clicking the ePort icon on your desktop the following message will appear:



To resolve this issue:

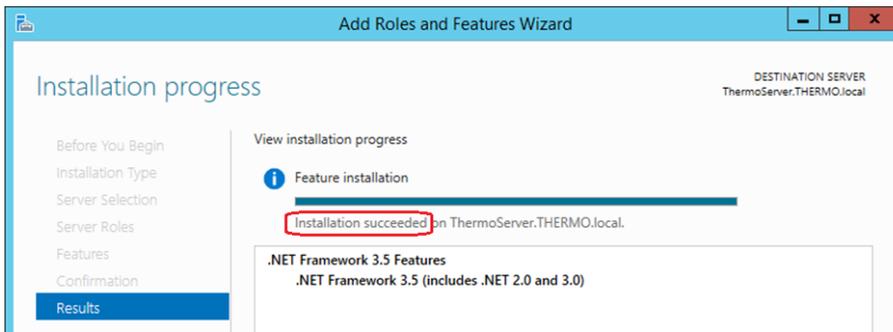
- a) Go to Control Panel > All Control Panel Items > Administrative Tools and click on **Server Manager**.
- b) Click and select **Add roles and features**



- c) In the **Add Roles and Features Wizard** click on **Next** until you reach the **Features** section.
- d) Check the box **.NET Framework 3.5 Features (1 of 3 installed)** and click **Next**, then **Install** in the following window.



e) After the installation is successful, select Close to get out of wizard. At this point the ePort icon will now open with no issues.



### 3.(b) ePort Firmware Update

When **Updating Instrument Firmware** in ePort, be sure to turn the Firewall temporarily off to allow firmware to update.

*Windows is a registered trademark of Microsoft Corporation in the United States and other countries.*

#### USA

27 Forge Parkway  
Franklin, MA 02038  
Ph: (508) 520-0430  
Toll Free: (866) 282-0430  
orders.aqi@thermofisher.com

Find out more at [thermofisher.com](http://thermofisher.com)