

thermoscientific

Release Notes

Chromeleon 7 Chromatography Data System

Hotfix 130592 for Chromeleon 7.2.10 • Dec. 2020

Copyright

Copyright © 2009-2020 Thermo Fisher Scientific Inc. All rights reserved.

Trademarks

Trademarks are property of Thermo Fisher Scientific Inc. and its subsidiaries.

Thermo Fisher Scientific Inc. provides this document to its customers with a product purchase to use in the product operation. The document is copyright protected; any reproduction of the whole or any part of this document is strictly prohibited, except with the written authorization of Thermo Fisher Scientific Inc.

This document is provided “as is”. The contents of this document are subject to being changed, without notice, in future revisions.

Thermo Fisher Scientific Inc. makes no representations that this document is complete, accurate, or error-free. Thermo Fisher Scientific Inc. assumes no responsibility and will not be liable for any errors, omissions, damage, or loss that might result from any use of this document, even if the information in the document is followed properly.

This document is not part of any sales contract between Thermo Fisher Scientific Inc. and a purchaser. This document shall in no way govern or modify any Terms and Conditions of Sale. The Terms and Conditions of Sale shall govern all conflicting information between the two documents.

For Research Use Only. Not for use in diagnostic procedures.

Table of Contents

1	Introduction.....	4
2	Resolved Issues.....	5
3	Installation.....	6
3.1	Compatibility.....	6
3.2	Installation Instructions for PCs and Servers	6
3.3	Installation Instructions for Thermo Scientific 247 Instrument Controller	8

1 Introduction

This document describes the installation and compatibility of **Hotfix 130592 for Chromeleon 7.2.10**, which resolves an issue in large enterprise deployments, where it could happen that even though the client was connected to the license server, clients would report either that the NFP license period had been exceeded and would terminate, or would report a "License Server Unavailable" error message. The license server log file would report several 'heartbeat'-related error messages.

2 Resolved Issues

ID	Description
130592	Licensing: In large enterprise deployments, it could happen that clients would report that the NFP license period had been exceeded and would terminate, even though the client was connected to the license server. The license server log file would report several 'heartbeat'-related error messages.

3 Installation

3.1 Compatibility

Hotfix 130592 for Chromeleon 7.2.10 is compatible with Chromeleon 7.2.10 only. Support is included for installations on both PCs and 247 Instrument Controllers (running Win 10).

3.2 Installation Instructions for PCs and Servers

This section describes the process for installing this hotfix on a **Chromeleon Domain Controller, Chromeleon Data Vault Server, Chromeleon Client, Chromeleon IPC or Chromeleon Workstation**. Refer to section 3.3 for installation of this hotfix on a **Thermo Scientific 247 Instrument Controller**.

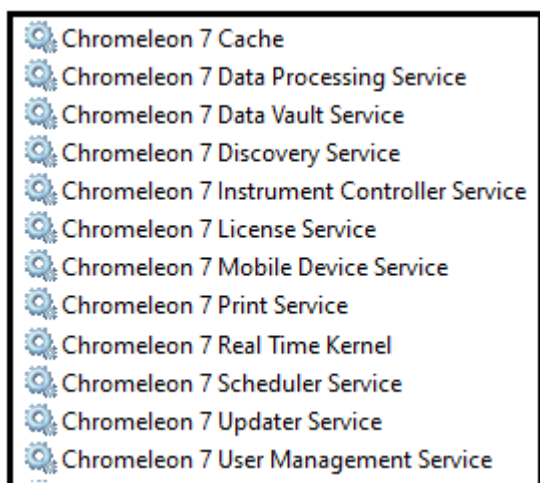
3.2.1 Prerequisites

Prior to installation, make sure you have the following:

- Chromeleon 7.2.10 installed
- Local administrative privileges
- Hotfix 130592 for Chromeleon 7.2.10.zip

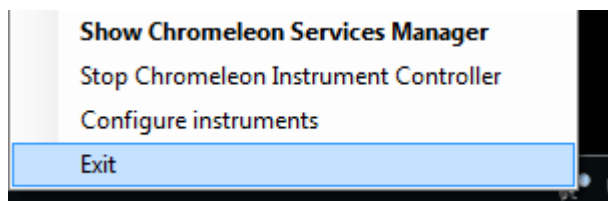
3.2.2 Installation Instructions

1. Ensure that Chromeleon is closed.
2. Open Services.msc and stop all the following Chromeleon services



(Note that, depending on your system, some services may not be installed)

3. Right click on the Charlie icon in the task tray and select **Exit**



4. Create a folder on the Windows Desktop and unzip the contents of **Hotfix 130592 for Chromeleon 7.2.10.zip** into that folder.
5. Copy the following files from the desktop folder into C:\Program Files (x86)\Thermo\Chromeleon\bin, overwriting the existing files:
 - Dionex.AdminServices.dll
 - Dionex.Chromeleon.Common.dll
 - ServiceHost.exe
6. If you are installing the hotfix on a Windows 10 based computer, right click on the file **UnblockHotfix.bat** and select **Run as Administrator**.
7. Restart the PC.

3.2.3 Verification

1. Perform a Chromeleon Station IQ:
(Start Menu) > All Programs > Thermo Chromeleon 7 > Station IQ > Station IQ
2. The report will show 3 Errors and no Warnings for the replaced files. Please verify that the 'actual' fingerprints match the values below:

Errors
C:\Program Files (x86)\Thermo\Chromeleon\bin\Dionex.AdminServices.dll: The expected value of 'Fingerprint' is '4CB2FD530305A306' but actually is '32074EF6B53D2B21'.
C:\Program Files (x86)\Thermo\Chromeleon\bin\Dionex.Chromeleon.Common.dll: The expected value of 'Fingerprint' is 'A4864C59B0F45AEF' but actually is 'A07A6C77DDD5C524'.
C:\Program Files (x86)\Thermo\Chromeleon\bin\ServiceHost.exe: The expected value of 'Fingerprint' is '75E31B9CC9AF7F7B' but actually is 'A4568C214639745C'.

3.3 Installation Instructions for Thermo Scientific 247 Instrument Controller

This section describes the process for installing this hotfix on a **Thermo Scientific 247 Instrument Controller** running Windows 10 firmware. For installation instructions for a **Chromeleon Domain Controller, Chromeleon Data Vault Server, Chromeleon Client, Chromeleon IPC or Chromeleon Workstation** refer to section 3.2.

3.3.1 Windows 10 firmware (TDS5.50)

The security model of the Windows 10 firmware prevents unauthorised software installation on the 247 Instrument Controller. In order to install this hotfix onto a Windows 10 247 Instrument Controller, a catalog (.cat) file is required.

3.3.1.1 Prerequisites for Win10 247 IC

Prior to installation, make sure you have the following:

- Windows 10 firmware TDS 5.50 with Chromeleon 7.2.10 installed
- Local administrative privileges
- Hotfix 130592 for Chromeleon 7.2.10.zip
- Hotfix 130592 for Chromeleon 7.2.10.cat

3.3.1.2 Hotfix Installation for Win10 247 IC

The following steps can be performed remotely using Windows Remote Desktop, or directly on the 247 IC by connecting a monitor, mouse and keyboard. If using Remote Desktop, you will need to reconnect the Remote Desktop session to the 247 IC following each reboot.

1. Ensure the prerequisites have been met.
2. Log into the 247 Instrument Controller using an account with local Administrator privileges.
3. Browse to the catalog folder **C:\Windows\System32\catroot\ {F750E6C3-38EE-11D1-85E5-00C04FC295EE}**.
4. Copy **Hotfix 130592 for Chromeleon 7.2.10.cat** to the C:\Windows\System32\catroot\{F750....} folder.
5. Follow steps 1 to 5 in section 3.2.2 above to install the hotfix files.
6. Restart the 247 IC.

3.3.1.3 Verification for Win10 247 IC

1. Log into the 247 Instrument Controller.
2. Perform a Chromeleon Station IQ:
(Start Menu) > All Programs > Thermo Chromeleon 7 > Station IQ > Station IQ
3. The report will show 3 Errors for the files replaced by this hotfix. Confirm in the IQ Report that the 'actual' fingerprints are consistent with the information provided in Section 3.2.3.

www.thermofisher.com

© 2009-2020 Thermo Fisher Scientific Inc. All rights reserved.

Thermo Fisher Scientific Inc.
168 Third Avenue
Waltham, MA 02451
USA

ThermoFisher
S C I E N T I F I C