

# Technical Bulletin

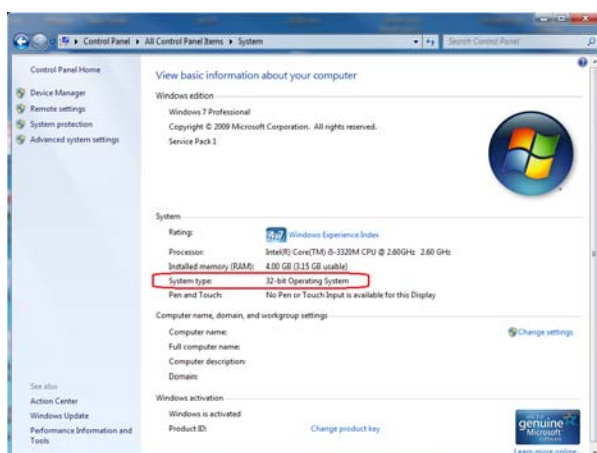
## Windows® 7 and Windows® 8 Software Compatibility

Bulletin # 09132013

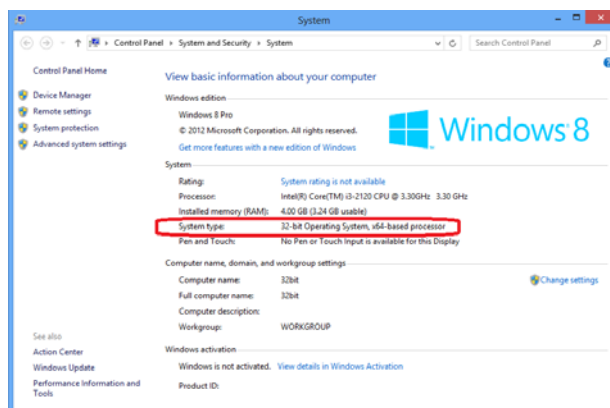
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Following the release of Windows 7 and Windows 8 operating system software by Microsoft Corporation, Thermo Fisher Scientific has conducted tests to determine compatibility of our Environmental Monitoring product's software with Windows 7 and Windows 8. Please reference the chart in this document to determine system compatibility. With few exceptions as noted in the chart, most programs are compatible with Windows 7 and Windows 8 operating systems. For those exceptions (in red) it will be necessary to run the instrument software under Windows XP in a virtual machine.

1. For Windows 7 to determine if your operating system is 32-bit or 64-bit, go to **Control Panel > System** to view system type.



2. For Windows 8 to determine if your 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 7 AND WINDOWS 8	INSTRUMENT	RESULTS OF 32 Bit Testing	RESULTS OF 64 Bit Testing
Thermo Scientific iPort v1.4.1	i-Series, C-Series	4	4
ThermoMatch v1.2.0	MIRAN SappHRe	√	√
ThermoConnect v1.2.0	MIRAN SappHRe, TVA-1000B	√	√
Innova View v0.72	Innova	√	√
Genesis View v1.05	Genesis	√	√
GT View v2.22	GT Series	2	X
PDR Com v2.10	personal DataRAM (pDR)	√	√
PDR Port v2.0.1.7	pDR1500,ADR1500	√	√
DR4-COM v3.0.4.0	DataRAM4 (DR-4000)	√	X
RPComm v2.1.0	1400, 1405, 8500, 2000, 2025	1	1
RPLoader v2.001	1400, 1405, 8500, 2000, 2025	√	√
WinPDM v7.1	PDM3600	√	√
1400ab Installer (Sixnet & Muxview)	1400, 8500	2	X
ePort v1.5.0	1405	3	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 Windows XP 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>

1. (a) In Windows 7 and Windows 8, Microsoft made a change which prevents software from writing into the C:\Program Files folder, which is the default location where RPComm would write its files. Prior to installing RPComm software, create new folders called **Thermo\RPComm** on your local C: drive. During the install of RPComm software a message box comes up saying unable to save to Drive C, Select OK, choose **C:\Thermo\RPComm**, and select OK. In the **Destination Folder**, also change the path to **C:\Thermo\RPComm**.

(b) When using typical Windows 7 and Windows 8 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.

For **Windows 7** go to **Start > Control Panel > Personalization**, under **Basic and High Contrast Themes**, choose **Windows Classic**. Go back to the application and run it again.

For **Windows 8** go to **Control Panel > Appearance and Personalization > Personalization**, under **High Contrast Themes**, select **High Contrast White**. Run RPComm and go to **Station Setup** set to the desired Station and Channel fields. When complete, go back to **Personalization** and under **Windows Default Themes** select **Windows** to restore back to the original settings.

2. PC must have a physical serial port, a connection cannot be made using a USB to serial converter.
3. In Windows 7 and Windows 8 Microsoft made a change which prevents software from writing into the C:\Program Files folder, which is the default location where ePort would write its files. To change ePort folder location, run ePort and go to **Instrument > Download Setup**. In Download Setup Wizard select **Browse** and find the local C: drive on your PC. Select **Make New Folder** and make new folders called **Thermo\Port**.

**Note:** If there is an issue installing ePort, install ePort as administrator and also run as administrator. This will cause the UAC message to show up every time you run ePort, but it will allow ePort to write to protected folders.

4. In Windows 7 and Windows 8 Microsoft made a change which prevents software from writing into the C:\Program Files folder, which is the default location where iPort would write its files. To change iPort folder location, during the installation of iPort, in the **Destination Folder** select **Change** and **Create New Folder** called **C:\Thermo\iPort**

If you have any questions or require technical assistance, please contact your local distributor or our Technical Support team at (508) 520-0430 or by e-mail at [AQService@thermofisher.com](mailto:AQService@thermofisher.com).

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