Natural Gas Chromatograph
NGC8200 Series
Local USB Communications Port Failure

9/28/2018

1   Introduction

Some ABB Totalflow customers have received NGC 8200 NGC's with WinCE OS software version 2102141-014 instead of the newer revision 2102141-015.

2   Description

NGC's with WinCE OS 2102141-014 will produce a local USB communications port failure. This will result in local USB connectivity being lost. The only resolution at that time was to power cycle the NGC to reset the connection. Upgrading the WinCE OS to newer version 2102141-015 will resolve the USB connection issue.

3   Is your product impacted?

This bulletin applies only to customers who have NGC's currently running the WinCE OS version 2102141-014. Earlier versions of the WinCE OS (-011, -012 & -013) are not affected by this issue.

3.1   Locate the Windows CE OS number

To determine if your product is impacted, verify the WinCE OS of your unit(s):

1.   Log in to the NGC with PCCU software.
2.   Change to Expert view.
3.   Turn on tree view.
4.   Click on the top of the tree view, name of NGC.
5.   Locate the Registry tab on the right of the screen and click on it.
6.   Locate line item WinCE OS and part number.

> **IMPORTANT NOTE:** Before starting new software loading process please use the Save & Restore function in PCCU to update the TfCold in the NGC and save a copy of the current configuration to the laptop.

4   Resolution

If it is determined that your product is impacted the newer version of WinCE OS (2102141-015) will need to be loaded. This will be done with the use of PCCU software via an Ethernet connection to the NGC.

> **IMPORTANT NOTE:** For PCCU software and the new WinCE OS please see link below for software download;
>
> https://app.box.com/v/ABBUS

4.1   Software Upgrade Procedure

Upgrading the WinCE OS will require PCCU software and an Ethernet cable.

1. Connect laptop to NGC via Ethernet cable.

2. Ethernet connection is located on rear of NGC, rear cap will need to be removed.

3. Lan/Link LED lights for the Ethernet port should be on, if they are not press the reset button on lower left of rear term board.

4. Open PCCU software and locate 32bit loader button on PCCU toolbar.

5. Click on 32bit loader button to open software.

6. In 32bit loader screen select "NGC", "Reload" on left of screen.

7. Use search button on right of "Windows CE" dropdown to locate new 2102141-015 software on laptop.

8. Once new WinCE OS is selected the check boxes on left of screen will auto populate.

9. After new WinCE OS is in dropdown menu and boxes are checked click Start button on bottom right of 32bit loader screen.

10. "Operation Complete" will appear on 32bit loader screen if software download is successful.

11. A power restart (warm start) is required for the NGC to recognize the new WinCE OS software.

i **IMPORTANT NOTE:** During the power restart process do not remove the Ethernet cable from the NGC.

4.2   Contingency

In the event this procedure does not resolve your issue please contact Totalflow Support.

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