



InfoViewer

1. General information

InfoViewer.exe is a PC program which reads out and stores the present state of the history data in a Huber unit. In the case of service and maintenance, it is thus possible to find helpful information concerning the state of the machine in various situations. The time frame of the history data can range from a few days to a few weeks (or even months) prior to the present time. In the case of a service or a complaint, this automatically collected data can considerably support the manual description of the fault. A timely read out of the data will prevent the interesting earlier data from being over-written. The data read-out only takes a minute. Multiple reading out of the data does not cause any loss of data.

If the *.INF file produced is sent to Huber, the data can be analysed by the Huber experts. The “*” stands for the machine serial number, which, with newer versions of the program, is automatically read out, and used for the file name.

2. Data Transmission to the PC

This is dependent on the data cable used.

The “Flash Cable” (part number #16337 and #16338) and the general “Pilot-PC” data transmission cable (part number #6146) are suitable.

The Info Viewer can be used with all Huber units using which have a colour TFT display.

3. Connecting the cables

Connection using the Pilot-PC cable part number #6146

The data transfer cable works together with a 9 pin RS232 interface. This is present as a programmable interface on units having a ComG@te or WebG@te. If necessary, check the settings of the RS232 interface in the appropriate menu.

With CC machines, even without the gates, there is also a simple 9 pin RS232 connector available for use.

Connection using the Flash Cables #16337 or #16338

A flash cable is always only used in conjunction with the 15 pin “service connector”.

Please note:

Units using the CC-Pilot require the #16337 cable to be used.

Units using the UNISTAT-Control require the #16338 cable to be used.

In each case, the unit must be turned on, and only then should the flash cable be connected to the service connector. If the unit is accidentally turned on with the cable already connected, there will not be any data loss within the unit. The unit must only be turned off, the plug removed and then turned on again. The plug can be re-inserted after the boot-up is complete.

4. Unpacking the software

Unpack the compressed software and store it in the selected folder. Use the normal Windows tool for this. You require the **INFOVIEWER.exe** program to read the machine log. If the computer is only to be used for this data retrieval, then the **INFOVIEWER.exe** program can be started direct from a normal USB stick.

5. Starting InfoViewer

Make the electrical connection to the machine, and then start the **INFOVIEWER.exe** program.

1. In the SETUP menu choose **ComPort**. The Baudrate should be set to 9600. This is always correct for the service connector (Flash cable) and also most WebG@te or ComG@tes are run at that speed.
2. In the „**FILE**“ menu choose **Read**. A dialogue window is opened to name the file which should contain the history file. The offered 'SNR'.inf can of course also be used.
3. The program reads out the data in 2 blocks. The progress can be seen in the window bottom left. The program closes automatically. The history file is then available in the chosen directory. The file can then be sent by E-mail.

6. Trouble

In order to minimise problems, you should only use the latest version of InfoViewer. The program is available on the Huber homepage under:

www.huber-online.com -> Download \ Huber Software \ Software latest \ InfoViewer

The history data is not completely independent of the machine firmware development. In the case where the firmware is from 2007 or before, then it is possible that the data is not completely read out. The machine data is read, but the X-Info is not. In this case, a firmware update could be helpful so that at least this problem will not occur in the future.

In general, a different cable can be tried to see if the problem can be solved in that way.

Please take care to only have the InfoViewer open once at any time. If the software is opened more than once simultaneously problems with the allocation of the com ports could result.

An error message -70 during the reading out of the data is OK, and can be ignored. Then however, a new start of the machine will be required.