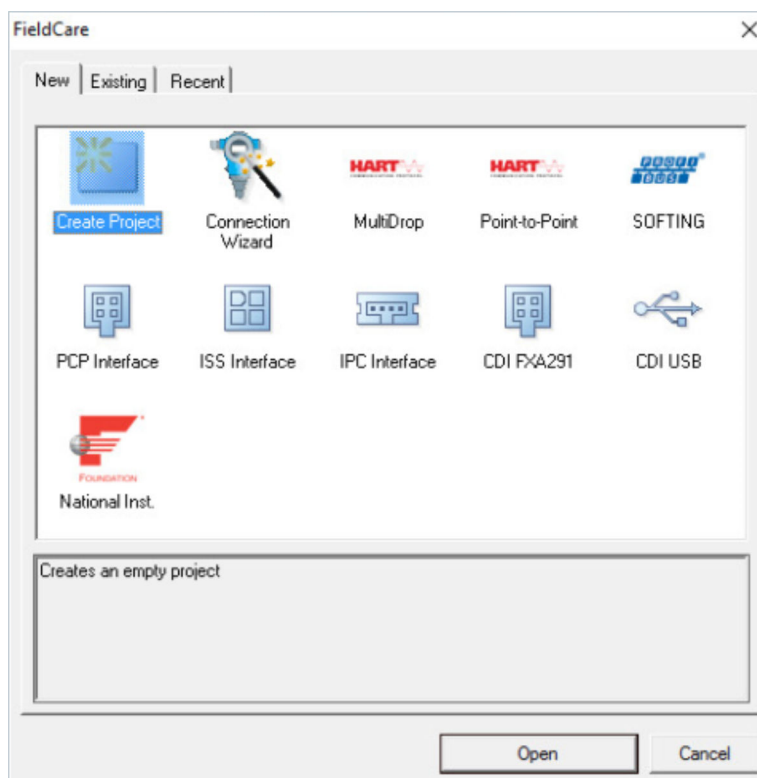


# Operating Instructions

## FieldCare SFE500

Universal field device configuration tool for HART, PROFIBUS, FOUNDATION Fieldbus, Modbus, IO-Link, EtherNet/IP and PROFINET



## Change history

Product version	Operating Instructions	Changes	Comments
2.09.xx	BA00065S/04/EN/01.12	–	Original Operating Instructions
2.09.xx	BA00065S/04/EN/02.13	New	WirelessHART, NI card, FFusb modem; MACTek bluetooth modem, installing DTM, updating DTM catalog, replacing iDTM
		Editorial	Procedure for installing USB in Windows 7
		Layout	New CD
2.10.xx	BA00065S/04/EN/03.15	Layout	New CMS
		New	HART via Rockwell Automation ControlLogix, PROFIBUS PA via Rockwell Automation ControlLogix section, user roles, checking the network
2.10.xx	BA00065S/04/EN/04.15	New chapters and changes	HART via RSG45, Fieldgate SFG500 and Siemens ET200M/iSP, PROFIBUS DP via PROFIBUS modem and WAGO Remote I/O, PROFIBUS DP via PROCENTEC ProfiCore, plant view, SFG500 error information
2.11.xx	BA00065S/04/EN/05.16	New chapters and changes	Introduction to FieldCare, Pepperl+Fuchs LB/FB Remote I/O, HIMA, PROFINET - PROFIBUS Gateway, PBI-PLUS, Heartbeat Verification, I/O Link networks, interface to W@M
2.11.xx	BA00065S/04/EN/06.17	Documentation separated into Operating Instructions and Special Documentation	Tutorial for FieldCare projects SD01928S/04/EN
2.12.xx	BA00065S/04/EN/07.17	New product version Changes to "Operation" section	-
2.13.xx	BA00065S/04/EN/08.18	New product version	-
2.13.xx	BA00065S/04/EN/09.18	Changes	Removed I/O-Link topic
2.14.xx	BA00065S/04/EN/10.19	New product version	IO-Link

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# 1 About this document

## 1.1 Document function













These Operating Instructions contain all the information that is required to use the software: from product description, installation and use to system integration, operation, diagnosis and troubleshooting through to software updates and disposal.

## 1.2 Symbols









### 1.2.1 Safety symbols







Symbol	Meaning
	<b>DANGER!</b> This symbol alerts you to a dangerous situation. Failure to avoid this situation will result in serious or fatal injury.
	<b>WARNING!</b> This symbol alerts you to a dangerous situation. Failure to avoid this situation can result in serious or fatal injury.
	<b>CAUTION!</b> This symbol alerts you to a dangerous situation. Failure to avoid this situation can result in minor or medium injury.
	<b>NOTE!</b> This symbol contains information on procedures and other facts which do not result in personal injury.

### 1.2.2 Symbols for certain types of information

Symbol	Meaning
	<b>Permitted</b> Procedures, processes or actions that are permitted.
	<b>Preferred</b> Procedures, processes or actions that are preferred.
	<b>Forbidden</b> Procedures, processes or actions that are forbidden.
	<b>Tip</b> Indicates additional information.
	Reference to documentation
	Reference to page
	Reference to graphic
	Notice or individual step to be observed
	Series of steps
	Result of a step
	Help in the event of a problem
	Visual inspection

### 1.2.3 FieldCare Symbols

Symbol	Meaning
	Start new project.
	Open existing project.
	Save open project.
	Print open project.
	Open clipboard.
	Displaying the DTM catalog.
	Open documentation for selected device or detailed device information.
	Open inventory.
	Activate protocol.
	Add new device to the network.
	Remove device from the network.
	Create new network topology using CommDTM and DeviceDTMs.
	Compares the network topology in the field with the actual physical network, and devices are added to the existing network.
	Scans the preconfigured topology and shows the report with the scanned device information.
	Indicates whether there is a connection with the device.
	Transfer information from the device to FieldCare.
	Transfer information from FieldCare to the device.
	Device-specific functions for the selected device.
	Add plant level.
	Add item.
	Remove plant level.
	Remove item.
	Open device checklist to show selected devices in the plant.
	Confirm replaced device.
	Disconnected. <sup>1)</sup>

Symbol	Meaning
	Set up communication, ready for communication. <sup>1)</sup>
	Communication channel occupied or communication action canceled. <sup>1)</sup>
	Connected. <sup>1)</sup>
	W@M symbol, appears in the start bar on the bottom right if a connection to W@M has been established.
	Switch on touch mode.
	Switch off touch mode.

1) Status indicator: online/offline status indication of devices in the plant and network view

## 1.3 Text emphasis

Emphasis	Meaning	Example
Bold	Keys, buttons, program icons, tabs, menus, commands	<b>Start → Programs → Endress+Hauser</b> In the <b>File</b> menu, select the <b>Print</b> option.
Angle brackets	Variables	<DVD drive>

## 1.4 Acronyms used

Acronyms	Meaning
CSV	Character Separated Value
DTM	Device Type Manager (driver for devices)
FDT	Field Device Tool
HART	Highway Addressable Remote Transducer
I/O	Input/Output
IO-Link	Brand name for a communication system comprising intelligent sensors and actuators
IODD	Electronic device description (IO Device Description)
IP	Internet Protocol
PROFIBUS	Process Field Bus
PROFINET	Process Field Network
TCP	Transmission Control Protocol
UDP	User Datagram Protocol
URL	Uniform Resource Locator
W@M	Web Enabled Asset Management

## 1.5 Documentation

### FieldCare SFE500

- Getting Started KA01303S/04/A2
- Tutorial for FieldCare Projects SD01928S/04/EN
- Technical Information TI00028S/04/EN

## 1.6 Registered trademarks

PROFINET® is a registered trademark of the PROFIBUS User Organization (PNO), Karlsruhe/Germany.

PROFIBUS® is a registered trademark of the PROFIBUS User Organization (PNO), Karlsruhe/Germany.

IO-Link® is a registered trademark of the IO-Link Consortium/IO-Link Community c/o PROFIBUS Nutzerorganisation e.V. (PNO) Karlsruhe/ Germany

FOUNDATION™ Fieldbus is the trademark of the FieldComm Group, Austin, TX 78759, USA.

HART®, WirelessHART® is the registered trademark of the FieldComm Group, Austin, TX 78759, USA.

Ethernet/IP is the registered trademark of ODVA, Michigan USA.

Modbus® is a registered trademark of the Modbus Organization, Hopkinton, USA

All other brand and product names are trademarks or registered trademarks of the companies and organizations in question.

## 2 Basic safety instructions

### 2.1 Requirements for personnel

Physical and electronic access to field devices, networks, computers and systems must be restricted to an authorized group of individuals. Therefore a role-based access system must be used. Establish detailed guidelines and processes to only allow authorized persons access to the PC or other equipment.

### 2.2 Designated use

FieldCare is an FDT-based (Field Device Tool) Plant Asset Management tool which, depending on the version, can be used for device configuration, instrument management or condition monitoring. By use of the appropriate Device Type Managers (DTMs), it is able to operate field devices and system components independent of communication protocol.

A properly configured firewall must be used, which blocks all data that do not meet the security specifications. To further increase security, ports that are not in use must be deactivated, and a demilitarized zone or intrusion detection system must be used. An organized and timely patch management process must be in place for all products, e.g. operating systems, internet browsers, programs, apps, databases and drivers. Similarly, anti-virus software must be used on the PC. Hardware, software, firmware and other electronic content should be used only if provided by trusted sources.

The use of safe passwords for electronic access to programs, e.g. for the PC, FieldCare, SQL Server and field devices, is recommended:

- Password must be at least 8 characters long
- Do not use a user name, name or company names
- It must not contain a complete word
- It must differ significantly from earlier passwords
- It must comprise upper-case letters, lower-case letters, a number and a symbol
- It must be changed regularly

### 2.3 Product safety

#### DEP - Data Execution Prevention

DEP is a security tool that helps keep viruses, damage and security threats away from your computer. By monitoring programs, DEP can help protect the computer and ensure that applications use system memory safely. As soon as an application attempts to access a program, DEP closes the program.

#### Configuring DEP

1. Click **Start → Computer → System properties → Advanced system settings**.
2. Enter administrator password when prompted to do so.
3. Select **Performance → Settings**.
4. Click the **Data Execution Prevention** tab and then select **Turn on DEP for All Programs and Services**. If the program is not in the list, click **Add**, select the program and click **Open**.
5. Click **OK**.
  - ↳ The "System properties" dialog box opens.
6. Click **OK**.
7. Restart the computer to activate the changes.



Number	Explanation	Status
0	Always Off	DEP is switched off for all the processes.
1	Always On	DEP is switched on for all the processes.
2	Opt In	DEP is switched on for the main Windows programs and services, default setting.
3	Opt Out	DEP is possible for all processes, apart from programs and services.

### Technical improvements

Endress+Hauser reserves the right to make technical improvements to the software and devices at any time and without prior notification. If such improvements have no effect on the operation of the software, they are not documented. If the improvements affect operation, a new version of the Operating Instructions is created and issued.

## 2.4 IT security

We only provide a warranty if the device is installed and used as described in the Operating Instructions. The device is equipped with security mechanisms to protect it against any inadvertent changes to the device settings.

IT security measures in line with operators' security standards and designed to provide additional protection for the device and device data transfer must be implemented by the operators themselves.

## 3 Product description


### 3.1 Software function

These Operating Instructions describe how FieldCare can be used to establish a connection to HART, PROFIBUS, FOUNDATION Fieldbus, Modbus, IO-Link and EtherNet/IP devices using modems, gateways and remote I/Os.


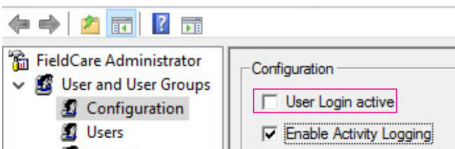
#### 3.1.1 Licensing model

 Detailed information on "Licensing model": Getting Started →  6

#### 3.1.2 User roles

 User login is initially disabled after installing FieldCare so that FieldCare can be started without having to log in.


##### Activating user login

1. Open FieldCare Administrator →  14.
2. 

Select **User and User Groups** → **Configuration** and click **User Login active**.

##### User roles

Various user roles are available. Every user can log in with a specific role he/she has been assigned. The user receives authorization for certain functions. This ensures that only authorized users have access to technical and operating features. Furthermore, the rights can be defined for a set period.

- 
  - Create any number of users
  - Assign optional settings to the user account
  - Change password following optional settings
  - Users can change a password
  - User password is valid for a specified period
  - Deactivate user account if necessary
  - Assign user a role in accordance with FDT standard

User role	Access rights
Administrator	Unrestricted access to carry out all functions, e.g. development, commissioning and runtime phases in FieldCare.
	Administrative tasks, e.g. allocate user accounts.
	Change or update DTM catalog.
Planning engineer	Unrestricted access to carry out all functions, e.g. development, commissioning and runtime phases in FieldCare.
Maintenance engineer	Carry out authorized commissioning and runtime phases.
	Replace, calibrate and adjust devices.
	Write parameters to devices, change or read parameters.
	Carry out device-specific operations in online mode.
User	Carry out authorized commissioning and runtime phases.

User role	Access rights
	Observe and manage current process.
	Check current status of a device.
	Change set points in order to ensure device is functioning correctly.
Observer	Observe and manage current process.
	Read device parameters and documents of connected devices.

## 3.2 Application

FieldCare is a universal tool for configuring and managing smart field devices. Easy device configuration, maintenance management, condition-based maintenance and life cycle management are all possible. It can be adapted to different needs depending on the license, and is therefore upgradeable at any time.

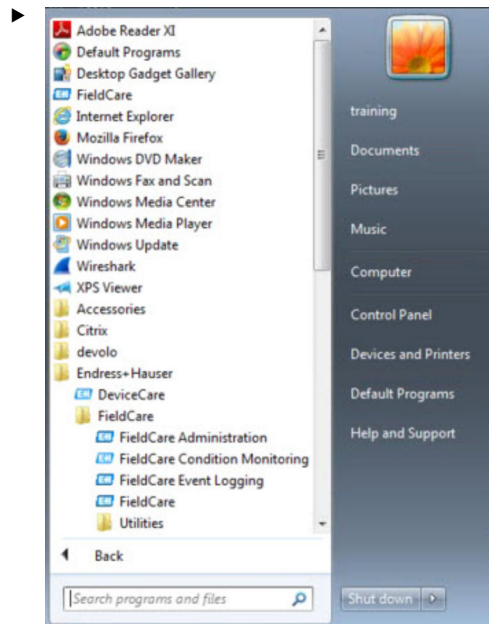
## 4 Installation



Detailed information on "Installation": Getting Started → 6

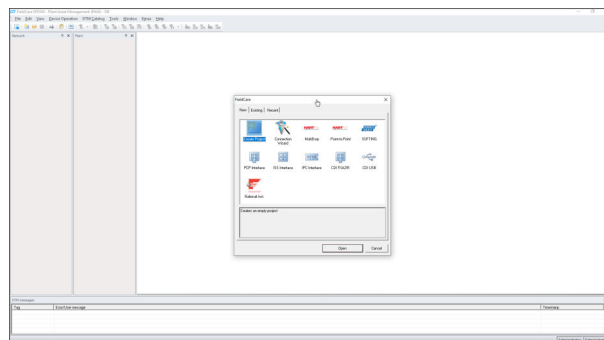
## 5 Software operation

### 5.1 Start FieldCare.



Open FieldCare.

↳ FieldCare opens.



### 5.2 Link FieldCare to W@M Portal.



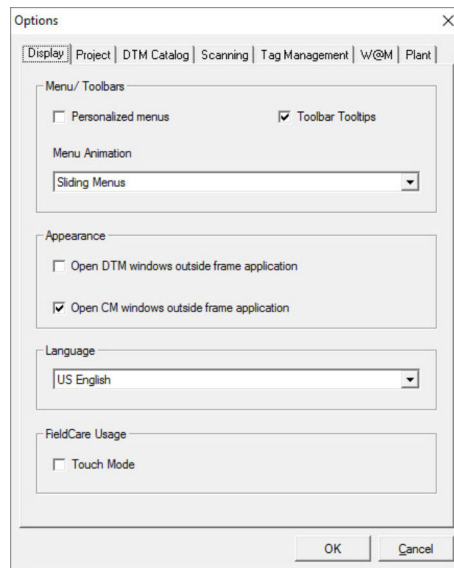
Requirements for FieldCare and W@M portal connection:

- FieldCare/FieldCare Administration and W@M must be installed
- W@M typically installed on a server
- FieldCare/FieldCare Administration typically installed on a PC
- Conclude a W@M Portal contract and have user accounts created
- Create user and password in W@M Portal

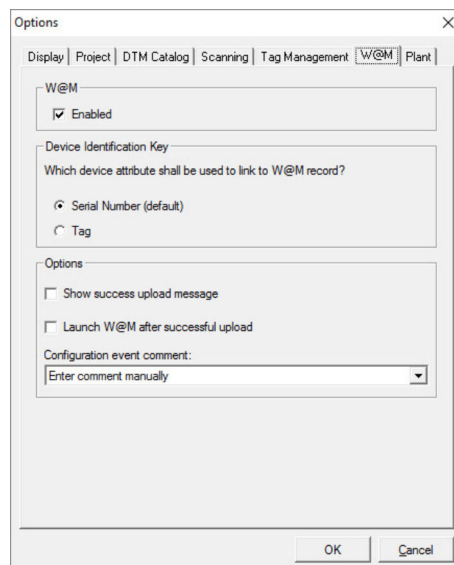
#### 5.2.1 Make settings in FieldCare.

1. Start FieldCare → 13.
2. Close the "FieldCare" dialog box.

3. Click **Extras → Options**.  
 ↳ The "Options" dialog box opens.



4. Click on the "W@M" tab.  
 ↳ The **W@M** tab is displayed.

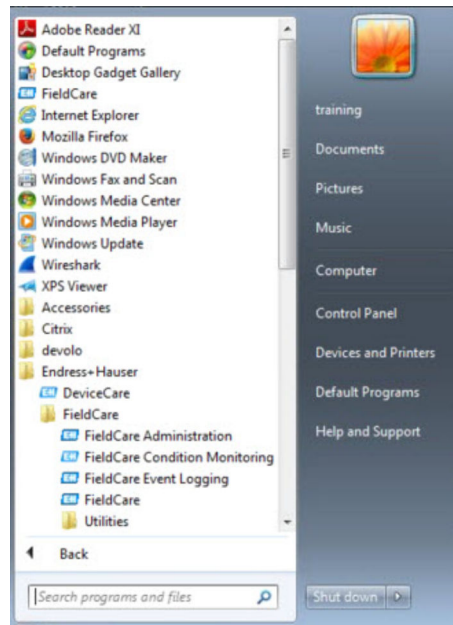


5. Tick the **Enabled** checkbox and select **Serial Number (default)**.  
 ↳ Devices are identified according to serial number between the W@M portal and FieldCare.

## 5.2.2 Make settings in FieldCare Administration.

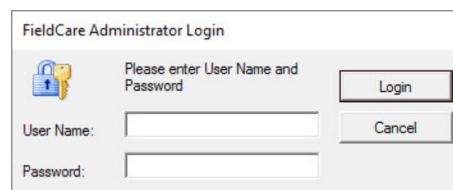
-  Close FieldCare before starting FieldCare Administration.

1.



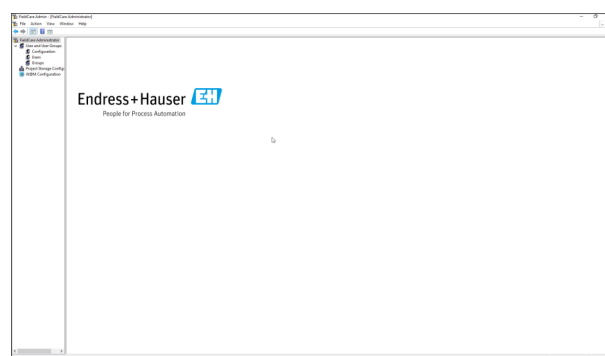
Open **FieldCare Administration**.

↳ The "FieldCare Administrator Login" dialog box opens.



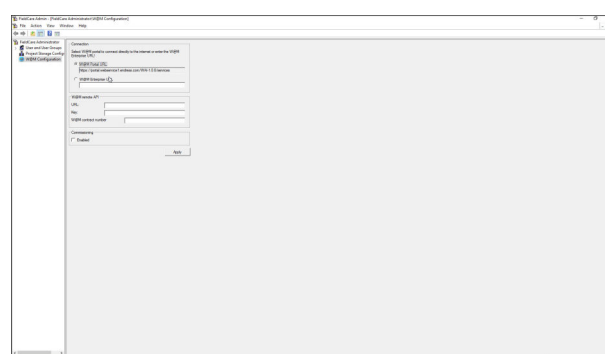
2. Enter **Administrator** as the user name and **Admin** as the password and click **Login**.

↳ The "FieldCare Admin" dialog box opens.

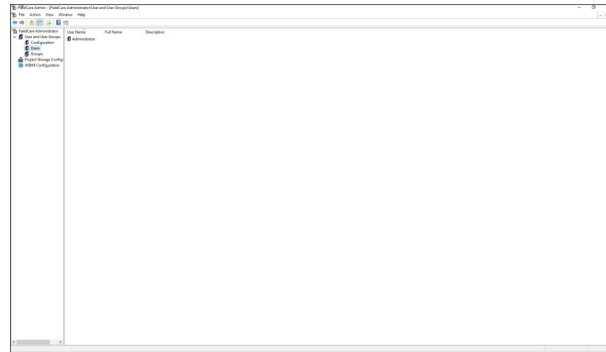


3. Select **W@M Configuration**.

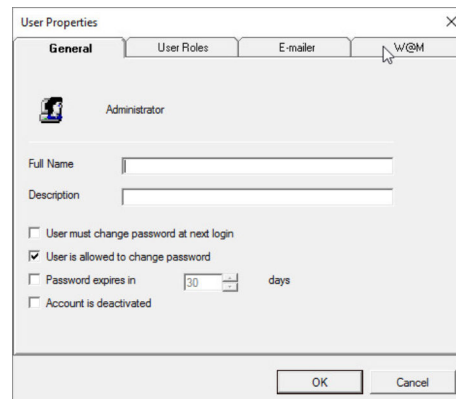
↳ The "W@M Configuration" view opens.



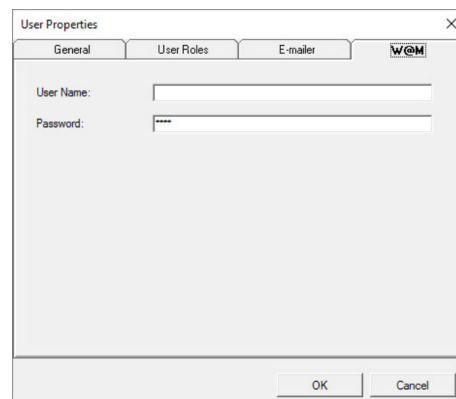
4. Select **W@M Portal URL** and click **Apply**.
5. Select the **user**.
  - ↳ The "User" view opens.



6. Right-click **Administrator** → **Properties**.
  - ↳ The "User Properties" dialog box opens.



7. Click on the **W@M** tab.
  - ↳ The "W@M" tab opens.



8. Enter **User Name** and **Password** and click **OK**.
  - ↳ The "User Properties" dialog box closes.
9. Close Windows Explorer.
  - ↳ The connection to FieldCare is established for the administrator.

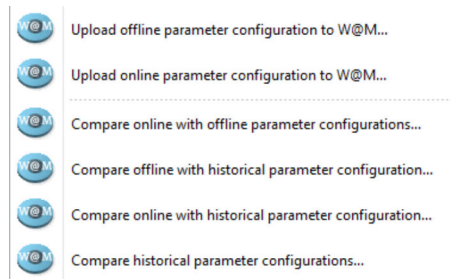
### W@M functions

1. Right-click on a device.





2. Click **Device in Web** → **Show device specific details**.  
↳ A connectivity test is carried with W@M.
3. Right-click on a device.
4. Click **Documentation**.  
↳ All available W@M functions are called up.

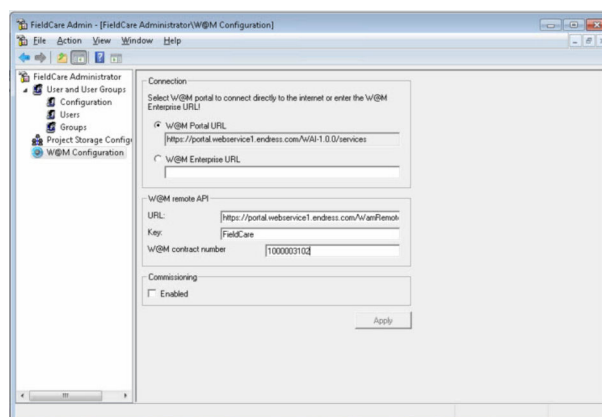


FieldCare provides several functions for the data synchronization of FieldCare with W@M Enterprise:

- Upload offline parameter configuration to W@M
- Upload online parameter configuration to W@M
- Compare online and offline parameter configurations
- Compare offline and historic parameter configuration
- Compare online and historic parameter configuration
- Compare historic parameter configurations

### 5.2.3 Integration of Heartbeat verification in W@M Portal

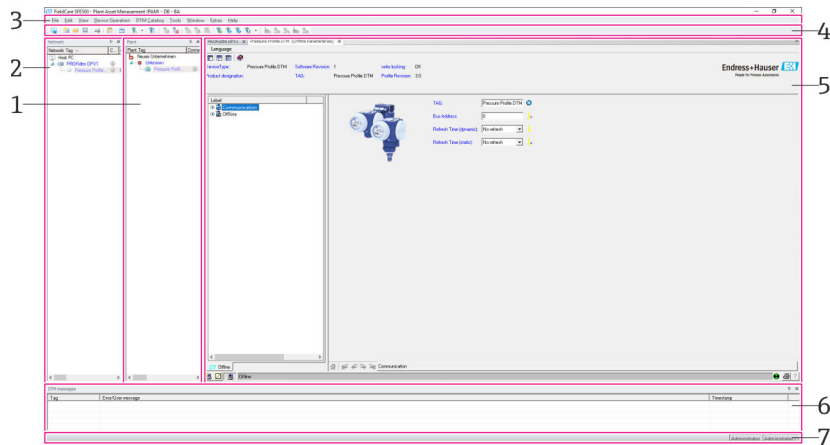
1. Make settings in FieldCare → 13.
2. Make settings in FieldCare Administration → 14.
3. Select W@M Configuration.  
↳ The "Connection" dialog window opens.



4. Enter W@M contract number and click **Apply**.

The user receives a W@M contract number by applying for one through the W@M Portal.

## 5.3 User interface



1 Main dialogFieldCare

- 1 Plant view
- 2 Network view
- 3 Menu bar
- 4 Toolbar
- 5 DTM/parameter view
- 6 Optional dialogs
- 7 Status bar

## 5.4 General settings

### 5.4.1 Project settings

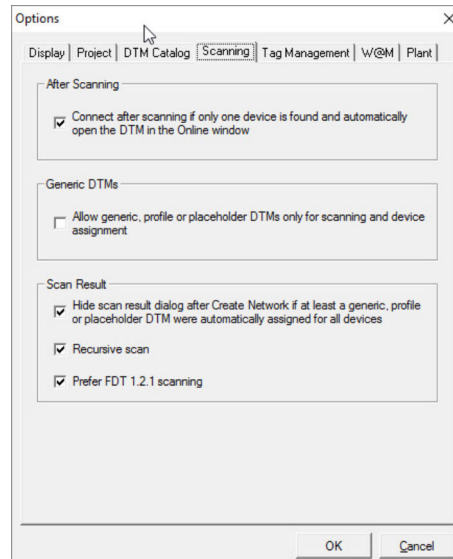
1. In FieldCare click **Extras** → **Options**.
2. Click on the **Project** tab.
  - ↳ The "Project" tab opens.



3. Select **Prompt for project at start-up** and click **OK**.
  - ↳ The project dialog is displayed each time the program is started.

### 5.4.2 Scan settings

1. In FieldCare click **Extras** → **Options**.
2. Click on the **Scanning** tab.
  - ↳ The "Scanning" tab opens.



3. Tick the checkbox beside **Connect after scanning if only one device is found and automatically open the DTM in the Online window** and click **OK**.

Once the network has been set up, the scanning result is displayed.

**i** After scanning, if FieldCare only finds one device, an automatic connection is established with the DTM and switched online. Where more than one device is found, each DTM must be connected separately. Depending upon the DTM, a double-click on an unconnected device will also prompt the connection. If this is not the case, the Connect option must be used. The configuration of individual devices is not described in these Operating Instructions. This information can be found in the Operating Instructions for the device in question.

**i** By default, FieldCare uses the FDT 1.2 interfaces to perform a scan. If the "Prefer FDT 1.2.1 scan" option is enabled, the FDT 1.2.1 scan options can be used as an alternative.

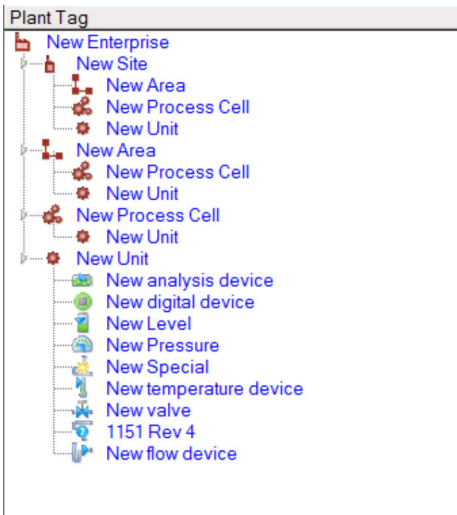
FDT 1.2.1 can offer advantages in terms of speed when scanning with own Comm/Gateway DTMs.

### 5.4.3 Plant view

**i** Changes to the network view are automatically synchronized with the plant view. Manual changes to the plant view do not affect the network view. It is thus possible to design a plant independently of the network topology.

#### Adding a new level

1. Right-click an item.
2. Click **Plant View** → **Add Plant Level**.
  - ↳ A new plant level can be selected.



2 Structure of the plant view

Plant level	Description
Enterprise	Only create one entry of this type in the top level 0.
Site Area Process cell Unit	Create on level 1.
Area Process cell Unit	Create under type "Site".
Process cell Unit	Create under type "Area".
Unit	Create under type "Process cell".
Analysis device Digital device Pressure Special Flow device Level Temperature device Valve Unknown device	Create under type "Unit".
Item	Change item subsequently with <b>Change software</b> .  <div> <i>i</i> This is no longer possible retrospectively for all other types. In this case, the type must be deleted and a new one created. </div>
<div> <i>i</i> An entry can be logically linked to a device in the network view with the <b>Assign</b> function. Delete the link using <b>Unassign Device</b>.  The caption texts for all the entries can be modified subsequently.  A note can be entered for every entry via the context menu, or every entry can be linked to a file or website URL. </div>	

The network view must first be created before the plant view can be created. The plant view corresponds to the actual plant topology; the technology view is a hierarchical representation of the production process. Any user with the role of "Planning engineer" or higher can create new plant views or modify existing ones.

The items can be shifted in the plant view. The elements in the plant view can be renamed, added or deleted.

Column	Use
Plant TAG	Plant tag for every plant position.
Connections	Symbol indicating online/offline status.
Status	Indicates the current diagnostic status.
Monitored	Option to enable monitoring of the current device via Condition Monitoring.
Critical	Option to specify if the device is a critical device.
Channel	Indicates the channel via which the device is connected.
Address	Indicates the address of the device that is assigned to this plant position.
Device type (DTM)	Indicates what type of device the device is.
Physical device	Identifies the physical device at the particular point in the network.

#### 5.4.4 Network view

The network view is a graphical representation of the device network belonging to a FieldCare project.

Column	Use
Network TAG	Network TAG of the device.
Connections	Symbol indicating the online/offline status.
Channel	Indicates the channel via which the device is connected.
Address	Unique network address of the device.
Device type (DTM)	Indicates the type of device for each of the individual devices.
Physical device	Identifies the physical device at the particular point in the network.

### 5.5 General functions

Plant/Network view

- Via the **Context menu** → **Customize Plant View**
- Display dialog
- Show/hide columns
- Adjust the order of the columns

List function

- Adjust so that lists are sorted according to column header
- Change the column width
- Change order of columns using "Copy" and "Paste"


### 5.6 Verifying the network

The network topology in FieldCare can be compared against the actual physical network. This is particularly useful if a device is added to an existing network. A project can be prepared offline and then uploaded via FieldCare. In this way it is possible to verify the current topology in the network and the physical topology to make any necessary changes.



Before verifying the network please note that only verified networks are verified for communication devices that have at least one DTM. Otherwise the **Verify Network** menu item is disabled.

**Verifying the network**

1. In the network view, select a device with at least one DTM.
2. Click **Verify network**  in the toolbar.
  - ↳ The "Communication channel" dialog box opens.
3. Select the desired channel and click **OK**.
  - ↳ FieldCare scans the desired channel.  
Once the network has been verified, the "Scanning Result" dialog opens.  
A Live list is displayed and the **Status** column indicates how well the devices in the pre-planned topology fit into the actual topology.  
**There are five different states in total:**  
The device types and serial numbers are identical.  
The device types are identical.  
The device types are different.  
A new device has been found.  
Unexpected device in the project.
4. Changes can be made in the context menu of the device in question. Read/write device data or replace device type.  
Click **OK** to confirm changes.
  - ↳ The changes are saved.

## 6 System integration

### 6.1 Setting up an IP address



- Administrator rights are required
- The description applies to Windows 7

All Endress+Hauser devices with an Ethernet interface are supplied with a default IP address, e.g. the IP address for Fieldgate FXA720 is 192.168.253.1. For the host computer to be able to communicate with the Fieldgate FXA720 Web server, it must be allocated an IP address in the same address domain, e.g. 192.168.253.99. For more information, please contact your network administrator.

#### Setting the computer IP address

1. Click **Start → Control Panel → Network and Internet → Network and Sharing Center**.  
↳ The "Network connections" dialog box opens.
2. Click **Manage Network Connections**.
3. Right-click the **connections** that are to be changed.
4. If required:  
Enter the **Administrator password or confirmation**.
5. Right-click the **Network** tab.
6. Click on **Internet Protocol Version 4 (TCP/IPv4)** in the "This connection uses the following items" entry.
7. Click **Properties**.
8. Note the original values of the IP address and subnet mask of the computer to restore them if necessary at end of the operation. A computer used in a company network will obtain its address automatically.  
Click **Use the following IP addresses**.
9. Enter the **IP address, subnet mask and default gateway** for "TCP/IPv4".  
↳ The settings for the IP address are accepted.
10. Click **OK**.  
↳ The procedure is completed.

### 6.2 Windows Firewall



If firewalls are in use on the computers on which the servers and clients reside, they must be programmed to allow mutual access. As firewall configuration is often a matter of company IT security policy, your system administrator should be consulted before proceeding. In addition, administration rights are required to perform this task.

*The ports available for Fieldgate SFG500 are listed in the table below:*

Port number	ID
TCP 60010	TCP_PCPS2_SFG500_PORT
UDP 60015	UDP_IDENTIFY_PORT
UDP 60020	UDP_ANNUNC_PORT

#### Managing the Windows firewall

1. Press **Start → Control Panel → Windows Firewall**.

2. In the left pane, click **Allow a program or feature through Windows Firewall**.
  3. If required:  
Enter **Administrator password**.
  4. Check the box beside the program that should be allowed and click **OK**.
  5. In the left pane, click **Advanced Settings**.
  6. If required:  
Enter **Administrator password**.
  7. In the "Windows Firewall with Advanced Security" dialog, click **Inbound Rules**.
  8. In the left pane, click **New Rule**.
  9. Follow the instructions in the New Inbound Rule Wizard.
  10. Switch to the **Exceptions tab**.
    - ↳ Two main levels open. Exceptions can be added on these levels.  
"Add Program" specifies which applications are able to respond to unsolicited requests.  
"Add Port" specifies that the firewall should allow TCP traffic at ports used by the servers.
  11. On the "General" tab, tick the **On (recommended)** check box.
- The firewall is now active.

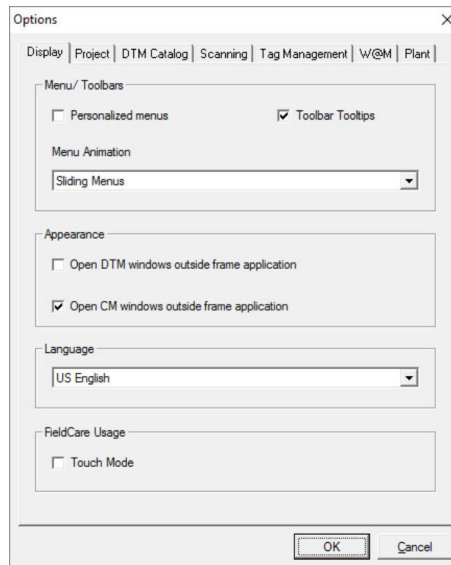


## 7 Operation

The project-related data are saved in a database or in files, depending on the project storage mode.

### 7.1 Setting the operating language

1. Open FieldCare.
2. Click **Extras** → **Options**.
  - ↳ The "Options" dialog box opens.



3. Select the required language in the "Display" tab and click **OK**.
  - ↳ The language is saved and available next time the program is started up.

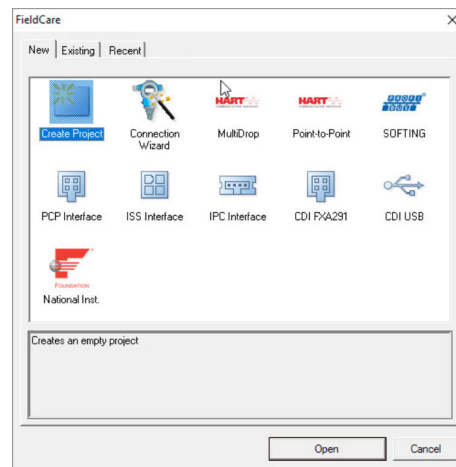
### 7.2 Creating a project

- i** The first steps in creating a project are always identical. The FieldCare dialog appears by default; this can be deactivated under **Extras** → **Options** → **Project**. The FieldCare dialog is no longer displayed if the **None** check box is checked.



### Creating a project

1. Open FieldCare.
  - ↳ The "FieldCare" dialog opens.



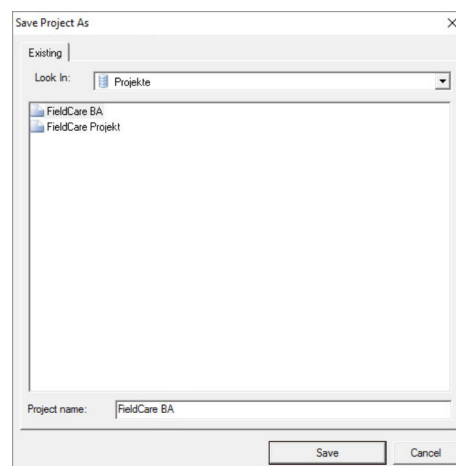
2. On the "New" tab, select the **Create Project** item and click **Open**.
  - ↳ FieldCare opens a new project with a host PC.

## 7.3 Saving a project

- i** FieldCare projects are stored in a database but are not accessible as files on the hard disk. It is possible to access these files by using FieldCare in file mode. All projects are saved in the same manner.

### Saving a project

1. Select **File → Save As**.
  - ↳ The **Save Project As** dialog opens.

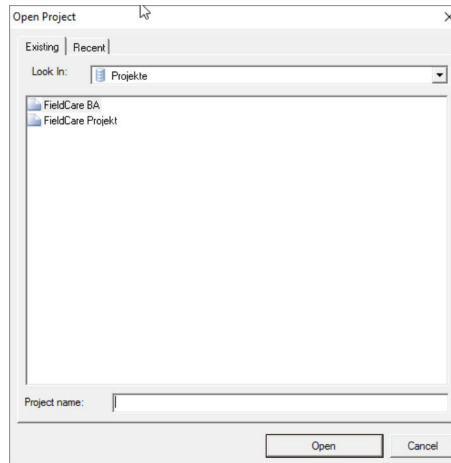


2. Enter a project name and click **Save**.
  - ↳ The project is saved.

## 7.4 Opening a saved project

### Opening a saved project

1. In the **FieldCare** dialog, click the **Existing** tab.
  - ↳ The "Open Project" dialog opens. The last projects to be opened are displayed.



2. Select **Project** and click **Open**.
  - ↳ The project is displayed.




If the project does not appear on the screen, click **View** → **Network**.

## 7.5 CSV export and import

The structural information of the plant and network view (plant/network topology) can be exported to a CSV file and imported from a CSV file to a FieldCare project.

### Importing CSV file

1. Create a project. →  25
2. Click **File** → **Import/Export** → **Import CSV file**.
  - ↳ The "Import CSV file" dialog box opens.
3. Select a file and click **Open**.
  - ↳ The data in the CSV file are imported in plant view and/or network view.

### Exporting CSV file

1. Select a project.
2. Click **File** → **Import/Export** → **Export CSV file**.
  - ↳ The "Exported topology" dialog box opens.
3. Click **Export**.
4. Select a storage location and a name and click **Save**.
  - ↳ The network view is exported to a CSV file.

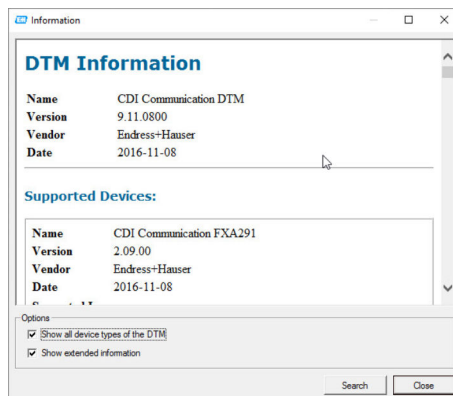
## 7.6 DTM information

The **Information** dialog contains a summary of all the relevant DTM information.

### Displaying DTM information

1. Click **DTM Catalog** on the menu bar.

2. Click **Display**.  
↳ The DTM catalog opens.
3. Right-click a DTM.
4. Click **DTM Information**.  
↳ The "Information" dialog box opens.



Possible options in the "Information" dialog

- Shows basic information of all device types DTM supports
- Displays DTM information:
  - Manufacturer ID
  - Device Type ID
  - SubdeviceType ID
  - Device Type Information

## 7.7 Displaying the DTM catalog

The "DTM Catalog" dialog contains the list of all the DTMs that are currently in the device management system. The DTMs can be grouped by category, manufacturer or protocol.

1. Click **DTM Catalog** on the menu bar.
2. Click **Display**.  
↳ The DTM catalog opens.

## 7.8 Updating DTM catalog



Detailed information on "Updating DTM catalog": Getting Started → 6

## 8 Diagnostics and troubleshooting

### 8.1 General troubleshooting

Fault	Troubleshooting
FieldCare SQL Server fails to start.	Start SQL Server manually: <ul style="list-style-type: none"> <li>Start <b>Windows</b> and enter <b>services.msc</b> in the search field.</li> <li>Select <b>SQL Server (SQLFIELD CARE)</b>.</li> <li>Click <b>Start</b>.</li> </ul>
Scanning macros missing.	Import macros: <ul style="list-style-type: none"> <li>In the folder "...\\Endress+Hauser\\FieldCare\\db" import the file <b>ImportScanningMacros.cmd</b>.</li> <li>Then restart FieldCare.</li> </ul>
Duplicate menu entries or windows missing.	Reset layout <ul style="list-style-type: none"> <li>Close FieldCare.</li> <li>In the "...\\Endress+Hauser\\FieldCare\\Profiles" folder, delete the file <b>profile.xml</b>.</li> </ul>
Errors in DTM catalog.	Reset FieldCare DTM catalog: <ul style="list-style-type: none"> <li>Close FieldCare.</li> <li>In the "...\\Endress+Hauser\\FieldCare\\Frame" folder, delete the file <b>FRMRepository.xml</b>.</li> <li>Restart FieldCare and update the DTM catalog.</li> </ul>



In the event of any other faults, please contact your Endress+Hauser sales center:  
[www.addresses.endress.com](http://www.addresses.endress.com)

## 9 Software updates



Detailed information on "Updating software": Getting Started →  6



[www.addresses.endress.com](http://www.addresses.endress.com)

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