

## Installation, Update and Upgrade Information

### How to **install** the Mobile Control software?

1. Download the Mobile Control folder from the KNAUER website:  
<https://www.knauer.net/mobile-control-downloads>.
2. Consider the Window settings in the appendix below.
3. Run the Mobile Control installer and follow the instructions. The software Mobile Control and Data Viewer are selected for installation. If the display license A9610 was purchased, deselect the Data Viewer as this functionality is not supported.
4. Start Mobile Control.
5. **A.** In case of the display license A9610 press the start button to enter the display operation mode.  
**B.** For all other licenses copy the device code by clicking on (copy). Send the **device code** and the **serial number (starts with FSA...)** of the purchased Mobile Control license to [mobilecontrol@knauer.net](mailto:mobilecontrol@knauer.net). You will find the serial number on the Mobile Control Certificate.



**Note:** The device code does not include 0 and 1, but O and I. The device code is linked to the network adapter which should not be deactivated. The device code will change every time the software is started. This does not influence the validity of the activation code. The activation code is hardware-bound and cannot be transferred to another tablet, laptop, or desktop PC. The maximum number of additional activation codes per license is one.

6. Use the trial mode with full features until you will receive the activation code. In the Demo Mode, you can familiarize yourself with the software using simulated devices.
7. Enter the activation code and create the main user. Note the credentials for the main user.
8. If you face any problems, please refer to the troubleshooting hints in the appendix below.
9. If you use the USB-LAN adapter A96181, you will find the driver, instructions for installation and the manual on our website <https://www.knauer.net>.

### How to **update** the Mobile Control software?

**Update:** The Mobile Control version 6 and earlier versions are not compatible. The previous version must be completely removed from the computer before the new version can be installed. Please follow these instructions.

1. Download the Mobile Control folder from the KNAUER website:  
<https://www.knauer.net/mobile-control-downloads>.
2. Note the activation code of your Mobile Control license in Settings – About. Alternatively, the activation code is on the Mobile Control certificate.
3. Uninstall Mobile Control and/or Data Viewer via Windows settings – Apps & Features.

4. Copy or move your existing data to a save place.  
For version 5.5.0 and higher, the folder C:\Mobile Control contains all data.  
For version 5.3.0, the folder C:\KNAUER contains all data.  
Up to version 4.0.X the data is stored in the subfolder of C: - Users - "user" - AppData - Local - AZURA. If the AppData folder is not visible you will need to activate "hidden objects" - view.
5. Delete the complete folder C:\Mobile Control (from version 5.5.0) or AZURA folder (up to version 4.0.X) or the KNAUER folder (version 5.3.0).
6. Install the new version Mobile Control as stated above. Use the noted activation code.

## How to **upgrade** the Mobile Control software?

**Upgrade:** It is possible to switch between the different licenses using the upgrade function. For example, a display license can be changed to a data license with data recording. A new activation code must be entered which is supplied with the purchased software upgrade.

1. Open the Upgrade link in the menu item Settings - About of Mobile Control.
2. After confirmation, the activation page opens. Enter the new activation code that will unlock the new functionality.

## Appendix

### Windows 10 settings

#### WINDOWS UPDATES

Settings/ Update & Security/ Windows update: Search for updates and install. Restart tablet and search for updates again. Repeat until no updates are available anymore.

#### PAUSE UPDATES (OPTIONAL)

Settings/ Update & Security/ Advanced options/ Pause updates

#### DEACTIVATE RESTART AFTER UPDATES

Windows search: View advanced system settings/ advanced system properties/ Startup & Recovery/ Deactivate "automatically restart".

#### DEFENDER SETTING / DEACTIVATE FIREWALL

Settings/ Update & Security/ Windows Security/ Open Windows Defender Security Center

#### VIRUS & THREAT PROTECTION

Deactivate Real-time protection, Cloud-delivered protection, Automatic sample submission. Deactivate all functions in „Notifications“ (below).

#### FIREWALL & NETWORK PROTECTION

Deactivate firewall of domain, private, public network.

#### APP & BROWSER CONTROL

Deactivate check apps and files, SmartScreen for Edge, SmartScreen for Store apps.

Uninstall any antivirus software.

## Troubleshooting hints

1. Restart of Mobile Control.
2. Restart of Tablet/Computer, Devices, Router or Switch and check LAN cable connections.
3. Check Windows settings (Firewall, Defender, overdue Windows Updates → check Windows settings above)
4. Remove system configuration and create a new one.
5. Delete C:\Mobile Control (or rename the directory to keep old data) and create a new user (new activation of Mobile Control, have activation code ready).
6. Uninstall Mobile Control and delete the directory C:\Mobile Control. Install Mobile Control again. Activate the software using the activation code.
7. Contact Customer Support [support@knauer.net](mailto:support@knauer.net) providing following information:
  - Versions of Mobile Control & device firmware
  - Screenshots of the software
  - Activate Mobile Control Communication Logs (refer to manual). Reproduce the Mobile Control issue and provide the log files.
  - Check Windows Event Viewer

## Activate extended Mobile Control Logs

Start the ConfigEditor.exe to set the communication logs. The separate tool is located in C:\Program Files (x86)\Mobile Control\ConfigEditor.exe. Select "Debug" and press apply. Activate Mobile Control before selecting the logs. Log files are saved in C:\Mobile Control\Logs. Mind the hard disk space if logs are activated.

## Check Windows Event Viewer

Windows search: Event Viewer → Windows Logs → Check time points of Mobile Control issue in "Application" and "System".