

Xcellerex™ XDR-50 to 2000 Bioreactor Systems

Frequently Asked Questions

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1 Introduction

Purpose and scope of this document

This document contains answers to frequently asked questions for all versions of Xcellerex™ XDR-50 to 2000 Bioreactor Systems.

Representative answers

The answers to the frequently asked questions in this document are representative and may vary between the different versions of Xcellerex XDR-50 to 2000 Bioreactor Systems. The version of your Xcellerex XDR-50 to 2000 Bioreactor System can be found on the **Platform Status** screen on the X-Station.

Notes and tips

Note: *A note is used to indicate information that is important for trouble-free and optimal use of the product.*

Tip: *A tip contains useful information that can improve or optimize your procedures.*

Typographical conventions

The text on a graphical user interface is identified in this document by **bold italic** text.

The text on the label of a hardware item is identified in this document by **bold** text.

Text that the user must either type exactly as shown in the document, or that the software displays as a response (not a regular part of the graphic user interface), is shown by a monospaced typeface (for example, `Recipe Information`).

Tip: *The text can include clickable hyperlinks to reference information.*

Abbreviations

The following terms and abbreviations are used in this document:

Term/Abbreviation	Definition
DCOM	distributed component object model
MFC	mass flow controller
PID	proportional integral derivative
PV	process variable
SP	set point

2 FAQs for all XDR versions

About this chapter

This chapter provides answers to frequently asked questions for all XDR versions.

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2.1 Can you change the interlock values?

No, you can not change the interlock values. The interlock values are set by the system and are designed to prevent damage to the product or equipment. Changing the interlock values could compromise the safety and functionality of the system.

If you are experiencing issues with the interlock values or wonder how interlocks work, contact the Cytiva customer support team.

2.2 Can you download patches for your Windows system?

Yes, you can download patches for your Windows system.

Before installing any Microsoft patches, make sure to do the following.

- Check the lists with compatible patches for Wonderware or AVEVA [here](#), and only install the approved patches.
- Disable the whitelist software.

Remember that these patches have not been tested specifically with your system so they may cause issues. For example, Microsoft has recently provided several patches that completely disable DCOM. DCOM is needed for Wonderware 2014 systems to function correctly, so do not install these patches.

2.3 Why are the signals erratic?

Erratic signals (e.g., signals that are unstable) can be caused by a variety of factors, including any of the following.

- **PID control:** This is a common method used in control systems to regulate a process variable such as temperature or pressure.
- **Integral windup:** This occurs when the integral term in a PID controller becomes too large, causing the output to exceed the designated SP.

If you are experiencing erratic signals, try addressing the issue by following any of the points below.

- **Check your controller settings:** Make sure your PID controller settings are appropriate for your specific application, and adjust the controller parameters as needed to achieve a stable response.
- **Check your sensor calibration:** Make sure your sensors are calibrated correctly and functioning properly. A faulty sensor can cause erratic readings and unstable control.
- **Check for integral windup:** If you suspect that integral windup is causing the issue, you can implement anti-windup measures such as resetting the integer term when the output saturates.
- **Check for external disturbances:** External disturbances such as vibrations or fluctuations in the power supply can also cause erratic signals. Make sure that your equipment is properly grounded and shielded, and consider installing filters or dampers to reduce external interference.

If you are still experiencing issues with erratic signals, contact the Cytiva customer support team for assistance.

2.4 What does PID stand for?

PID (proportional integral derivative) is a common control technique used in industrial processes to regulate to a designated SP (set point). PID controllers continuously monitor the process variable (e.g., temperature, pressure, flow rate) and adjust the control signal (e.g., valve position, motor speed) to maintain the designated SP.

Depending on their configuration, PID controls can be direct acting or reverse acting. Direct acting means that as the feedback increases, the control signal increases. Reverse acting means that as the feedback increases, the control signal decreases.

The three components of a PID controller are the following:

- **Proportional control:** The proportional term of the controller is directly proportional to the error between the PV (process variable) and the SP. The output of the proportional term increases or decreases as the error increases, helping to reduce the error.
- **Integral control:** The integral term of the controller considers the accumulated error overtime and helps to eliminate steady-state errors by gradually increasing or decreasing the output until the error is zero.
- **Derivative control:** The derivative term of the controller is proportional to the rate of change of the error. It helps to reduce overshoot and settle time by slowing down the response of the controller when the process variable is changing rapidly.

By tuning the parameters (proportional gain, integral time, and derivative time) of the PID controller, the PID controller can be optimized to achieve a stable and precise control over the PV.

2.5 Is it possible for you to export data to an Excel spreadsheet?

See the sections below to create custom reports or you can refer to *Xcellerex XDR-50 to 2000 Bioreactor Systems System Platform 2020 Operating Instructions (29698983)*.

Create full system report

Follow the steps below to create a report on all configured **.PV**, **.SP**, and **.CVEU** tags of the XDR bioreactor. You can create a report in only Excel spreadsheet format, or add a printable report in PDF format to the report in Excel format.

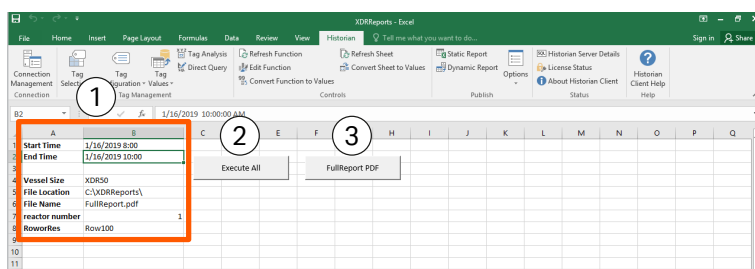
Step	Action
1	On the X-Station, in the C:\XDRReports\ folder, open the XDR Reports file.
2	Open the Config tab.
3	Fill in the required information in the spreadsheet cells in column B (1). See the illustration further down.

Information	Description
Start Time	Report start time. Use formatting m/d/yyyy h:mm.
End Time	Report end time. Use formatting m/d/yyyy h:mm.
Vessel Size	Use formatting XDR00, where 00 shows the vessel volume in liters.
File Location ¹	The default location is the C:\XDRReports\ folder. The user can specify another location. The file location must end with a \ sign.
File Name ¹	The default file name is FullReport.pdf. The user can specify another file name. The file name must end with .pdf extension.
reactor number	The reactor number corresponds to the bioreactor selected in WindowViewer from the header toolbar. Numbers 1 to 4 are allowed.

Step	Action
------	--------

Information	Description
RoworRes	Data sampling method for the report. The following options are available: - The data is presented on a defined number of rows that are equally spread between the start and end time. Type RowXXXX to specify the number of rows. - The data is presented with user-specified time interval. Type ResYYYY to specify the time between the consecutive data points. YYYY denotes the time in milliseconds.

¹ Only needed for a report in PDF format.



4 Click the applicable button to start the macro:

- Execute All** (2), if you want to generate a report in Excel worksheet format.
- FullReport PDF** (3), if you want to generate both a report in Excel worksheet format and a report in PDF format.

Result:

The contents of all **XXX Raw** and **XXX Chart** tabs in the **XDR Reports** file are updated. For **FullReport PDF** option also a report in PDF format is created and saved in the folder specified in step 3 above.

Create component report

The user can create a report on collected data points for a specific XDR bioreactor system component, for example vessel temperature. It is also possible to create reports on component groups, for example all pumps or all MFCs. You can create a report in only Excel spreadsheet format, or add a printable report in PDF format to the report in Excel format.

It is recommended to use this procedure to create reports on a limited number of components. For a large number of components create a full system report as described in [Create full system report, on page 9](#).

2.5 Is it possible for you to export data to an Excel spreadsheet?

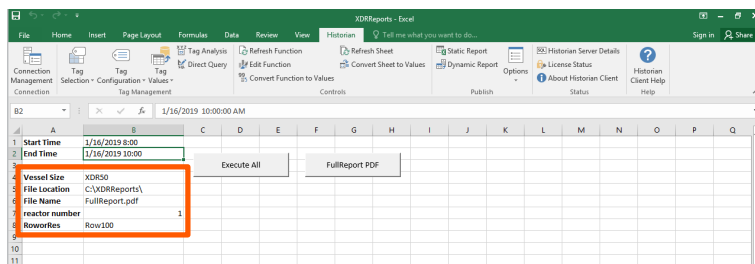
Follow the steps below to create a report on a specific component or a component group.

Step	Action
------	--------

- | | |
|---|---|
| 1 | On the X-Station, in the C:\XDRReports\ folder, open the XDR Reports file. |
| 2 | Open the Config tab. |
| 3 | Fill in the required information in the spreadsheet cells in column B. See the illustration further down. |

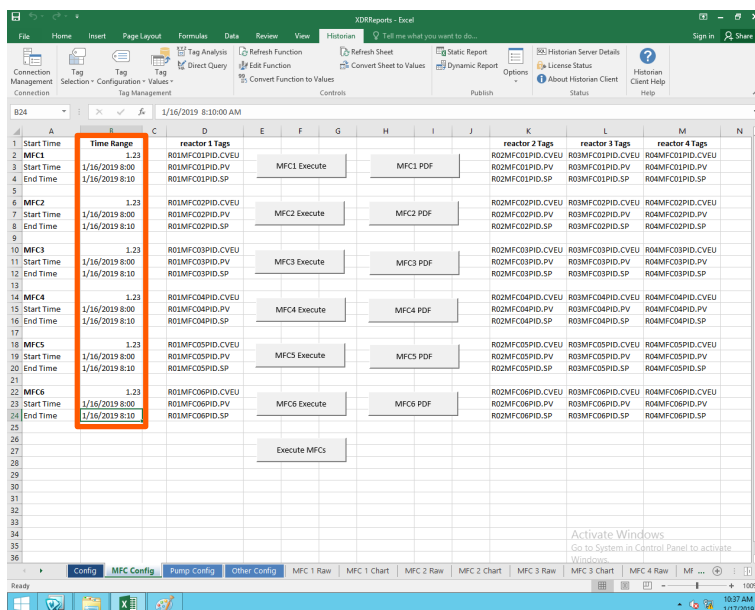
Information	Description
Vessel Size	Use formatting XDR00, where 00 shows the vessel volume in liters.
File Location ¹	The default location is the C:\XDRReports\ folder. The user can specify another location. The file location must end with a \ sign.
File Name ¹	The default file name is FullReport.pdf. The user can specify another file name. The file name must end with .pdf extension.
reactor number	The reactor number corresponds to the reactor selected in WindowViewer using the header toolbar. Numbers 1 to 4 are allowed.
RoworRes	Data sampling method for the report. The following options are available: - The data is presented on a defined number of rows that are equally spread between the start and end time. Type RowXXXX to specify the number of rows. - The data is presented with user-specified time interval. Type ResYYYY to specify the time between the consecutive data points. YYYY denotes the time in milliseconds.

¹ Only needed for report in PDF format.



Step Action

- 4 Open the applicable tab for the component:
 - **MFC Config** for report on mass flow controllers (individual or all MFCs)
 - **Pump Config** for report on pumps (individual or all pumps)
 - **Other Config** for report on other system components
- 5 Specify the report start time and the report end time for each component you want to create the report on. Use formatting m/d/yyyy h:mm.



2.5 Is it possible for you to export data to an Excel spreadsheet?

Step	Action
6	Specify the number of decimal places (in the spreadsheet shell B2 for MFC1, for example). This specifies the number format for the report results that are shown on the corresponding XXX Raw tab for the component.
7	Click the applicable button for the component to start the macro: • XXXXX Execute (1), if you want to generate a report in Excel worksheet format. • XXXXX PDF (2), if you want to generate both a report in Excel worksheet format and a report in PDF format.

6

Specify the number of decimal places (in the spreadsheet shell B2 for MFC1, for example). This specifies the number format for the report results that are shown on the corresponding **XXX Raw** tab for the component.

	A	B	C	D	E	F	G
1	Start Time	Time Range		reactor 1 Tags			
2	MFC1	1.23		R01MFC01PID.CVEU			
3	Start Time	1/16/2019 8:00		R01MFC01PID.PV		MFC1 Execute	
4	End Time	1/16/2019 8:10		R01MFC01PID.SP			
5							
6	MFC2	1.23		R01MFC02PID.CVEU			
7	Start Time	1/16/2019 8:00		R01MFC02PID.PV		MFC2 Execute	
8	End Time	1/16/2019 8:10		R01MFC02PID.SP			
9							
10	MFC3	1.23		R01MFC03PID.CVEU			
11	Start Time	1/16/2019 8:00		R01MFC03PID.PV		MFC3 Execute	
12	End Time	1/16/2019 8:10		R01MFC03PID.SP			
13							
14	MFC4	1.23		R01MFC04PID.CVEU			
15	Start Time	1/16/2019 8:00		R01MFC04PID.PV		MFC4 Execute	
16	End Time	1/16/2019 8:10		R01MFC04PID.SP			
17							
18	MFC5	1.23		R01MFC05PID.CVEU			
19	Start Time	1/16/2019 8:00		R01MFC05PID.PV		MFC5 Execute	
20	End Time	1/16/2019 8:10		R01MFC05PID.SP			
21							
22	MFC6	1.23		R01MFC06PID.CVEU			
23	Start Time	1/16/2019 8:00		R01MFC06PID.PV		MFC6 Execute	
24	End Time	1/16/2019 8:10		R01MFC06PID.SP			

7

Click the applicable button for the component to start the macro:

- **XXXXX Execute** (1), if you want to generate a report in Excel worksheet format.
- **XXXXX PDF** (2), if you want to generate both a report in Excel worksheet format and a report in PDF format.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Start Time	Time Range		reactor 1 Tags										
2	MFC1	1.23		R01MFC01PID.CVEU										
3	Start Time	1/16/2019 8:00		R01MFC01PID.PV										
4	End Time	1/16/2019 8:10		R01MFC01PID.SP										
5														
6	MFC2	1.23		R01MFC02PID.CVEU										
7	Start Time	1/16/2019 8:00		R01MFC02PID.PV										
8	End Time	1/16/2019 8:10		R01MFC02PID.SP										
9														
10	MFC3	1.23		R01MFC03PID.CVEU										
11	Start Time	1/16/2019 8:00		R01MFC03PID.PV										
12	End Time	1/16/2019 8:10		R01MFC03PID.SP										
13														
14	MFC4	1.23		R01MFC04PID.CVEU										
15	Start Time	1/16/2019 8:00		R01MFC04PID.PV										
16	End Time	1/16/2019 8:10		R01MFC04PID.SP										
17														
18	MFC5	1.23		R01MFC05PID.CVEU										
19	Start Time	1/16/2019 8:00		R01MFC05PID.PV										
20	End Time	1/16/2019 8:10		R01MFC05PID.SP										
21														
22	MFC6	1.23		R01MFC06PID.CVEU										
23	Start Time	1/16/2019 8:00		R01MFC06PID.PV										
24	End Time	1/16/2019 8:10		R01MFC06PID.SP										
25														
26														
27														
28														
29														

Step	Action
------	--------

	<i>Result:</i> The contents of XXX Raw and XXX Chart tabs applicable for the selected component are updated. For XXX PDF option also a report in PDF format is created for the selected component. The report is saved in the folder specified in step 3 above.
--	--

- | | |
|---|---|
| 8 | <p>Click the button at the bottom of the spreadsheet (for example Execute MFCs (3) on the MFC Config tab), if you want to generate both a report in Excel worksheet format and a report in PDF format for all components shown on this tab.</p> |
|---|---|

	<i>Result:</i> The contents of all applicable XXX Raw and XXX Chart tabs are updated. A report in PDF format is created and saved in the specified folder.
--	--

Alarm and event reports

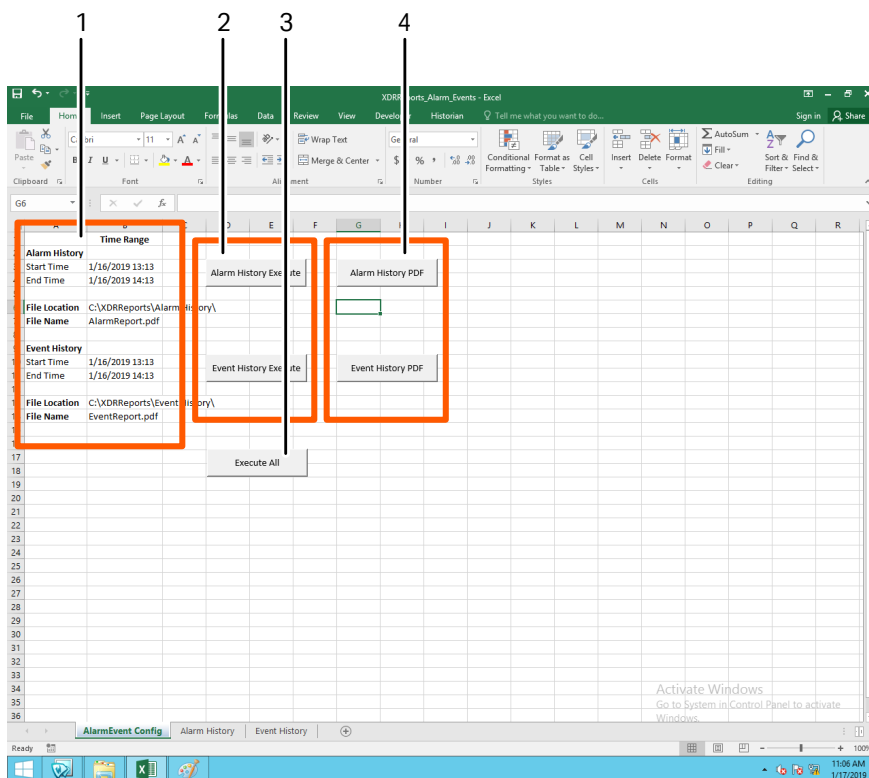
The Excel file **XDRReports_Alarm_Events** is used to create reports on the recorded alarms and events of XDR bioreactor systems. It is possible to create a report on either the alarm history or the event history separately, or on the complete alarm and event history.

The report generator file (**XDRReports_Alarm_Events**) is available in C:\XDRReports\ folder on the X-Station.

The Excel file contains the following three tabs:

- The **AlarmEvent Config** tab is an active tab with built-in macros for report generation. It is the start tab for alarm report and event report generation. The user defines the necessary parameters and starts a macro to create a report.
- The other two tabs in the file, **Alarm History** and **Event History**, show the report results and are updated when a macro is started. It is also possible to create an additional report in PDF format.

Illustration of *AlarmEvent Config* tab



Part	Function
1	Information defining the scope and the output of the report
2	Buttons (Alarm History Execute and Event History Execute) to update information on Alarm History or Event History tabs
3	Button (Execute All) to update information on both Alarm History and Event History tabs
4	Buttons (Alarm History PDF and Event History PDF) to update information on Alarm History or Event History tabs, and to create a report in PDF format on alarm history or event history

Create specific or full report

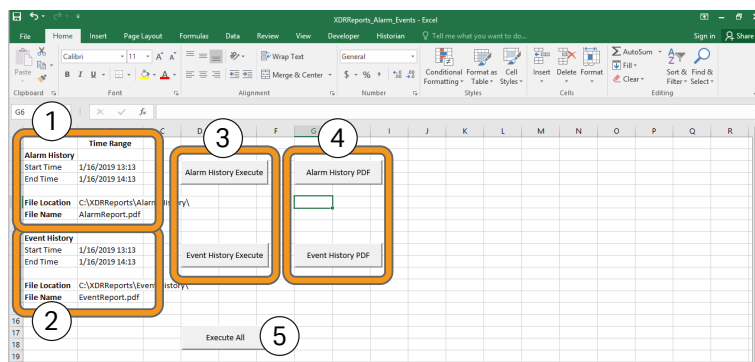
Follow the steps below to create a report on alarm and event history. You can create a report in only Excel spreadsheet format, or add a printable report in PDF format to the report in Excel format.

Step	Action
------	--------

- | | |
|---|---|
| 1 | On the X-Station, in the C:\XDRReports\ folder, open the XDRReports_Alarm_Events file. |
| 2 | Open the AlarmEvent Config tab. |
| 3 | Fill in the required information in the spreadsheet cells in column B. See the illustration further down. |

Information	Description
Start Time	Report start time for Alarm History (1) or Event History (2). Use formatting m/d/yyyy h:mm.
End Time	Report end time time for Alarm History (1) or Event History (2). Use formatting m/d/yyyy h:mm.
File Location ¹	- For Alarm History (1): The default location is the C:\XDRRe-ports\Alarm History folder. - For Event History (2): The default location is the C:\XDRRe-ports\Event History folder. The user can specify another location. The file location must end with a \ sign.
File Name ¹	- For Alarm History (1): The default file name is AlarmReport.pdf. - For Event History (2): The default file name is EventReport.pdf. The user can specify another file name. The file name must end with .pdf extension.

¹ Only needed for report in PDF format.

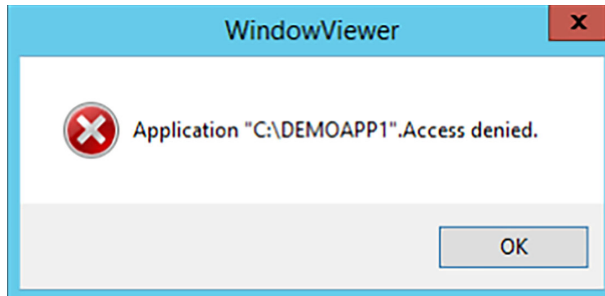


Step	Action
4	Click the applicable button to start the macro: • Alarm History Execute or Event History Execute (3), if you want to generate a report in Excel worksheet format. • Alarm History PDF or Event History PDF (4), if you want to generate both a report in Excel worksheet format and a report in PDF format. <i>Result:</i> The contents of Alarm History or Event History tabs are updated. For Alarm History PDF and Event History PDF options also a report in PDF format is created and saved in the folder specified in step 3 above.
5	Click Execute All (5) if you want to generate a report in Excel worksheet format on both alarm history and event history. <i>Result:</i> The contents of Alarm History or Event History tabs are updated.

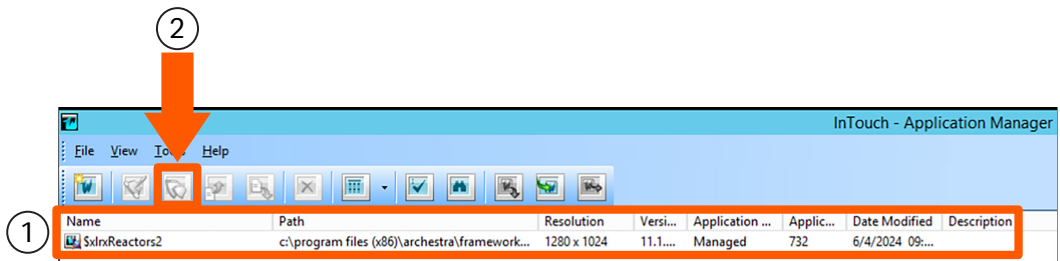
2.6 What should you do when you receive an error message that says **Application "C:\DEMOAPP1". Access denied** when you open **WindowViewer**?

2.6 What should you do when you receive an error message that says **Application "C:\DEMOAPP1". Access denied** when you open **WindowViewer**?

The error appears as shown in the image below.



When you receive the error, open the **InTouch - Application Manager**¹ screen, select the correct application (1), and then click the **WindowViewer** icon (2) to open **WindowViewer**.

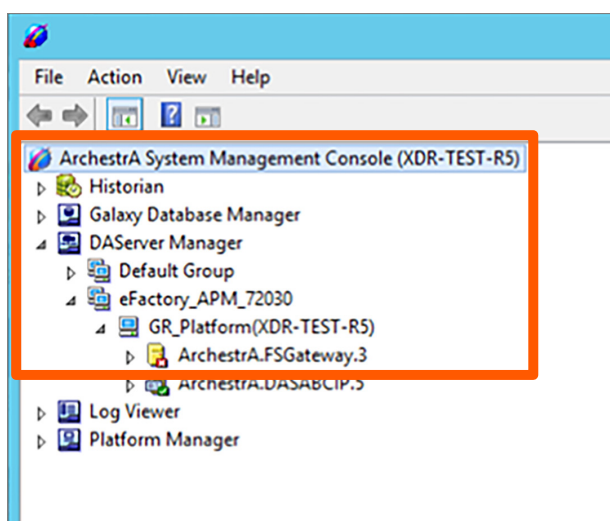


¹ InTouch is a registered trademark of AVEVA Group Plc.

2.7 How do you connect the XDR bioreactor system to the OPC server?

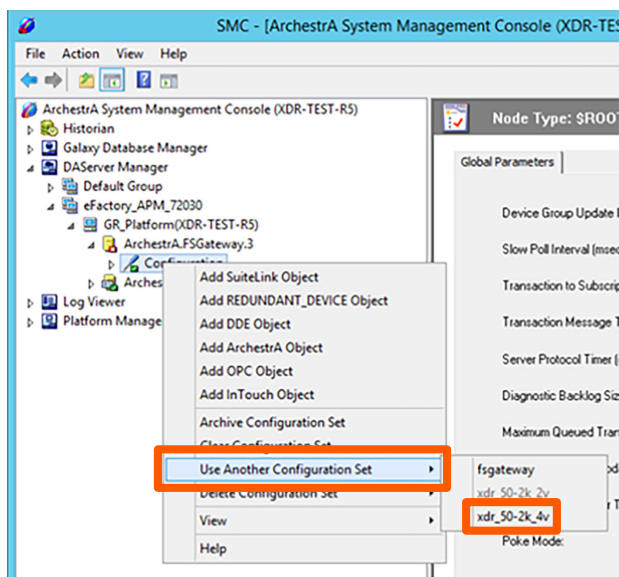
Follow the instructions below to connect the XDR bioreactor system to the OPC server.

Step	Action
1	Log on to the X-Station as Windows Administrator, and then open the System Management Console (SMC) application.
2	In the left-hand pane of the SMC screen, open Archestra System Management Console → DAServer Manager → eFactory_APM_72030 → GR_Platform → Archestra.FSGateway.3 .



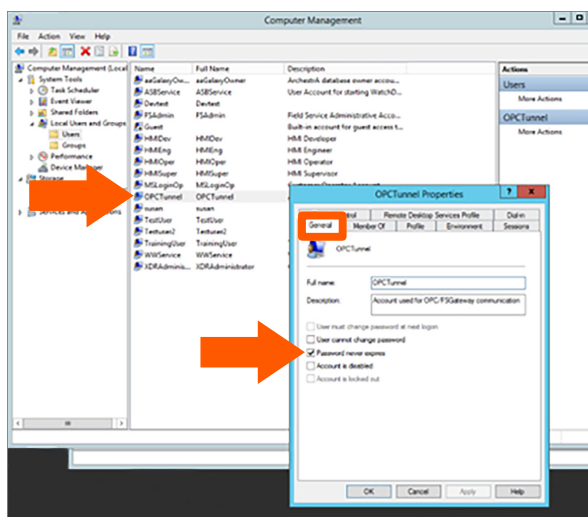
Step	Action
------	--------

- | | |
|---|--|
| 3 | Expand Archestra.FSGateway.3 , right-click Configuration , select Use Another Configuration Set , and then select xdr_50-2k_4v . |
|---|--|



Note:

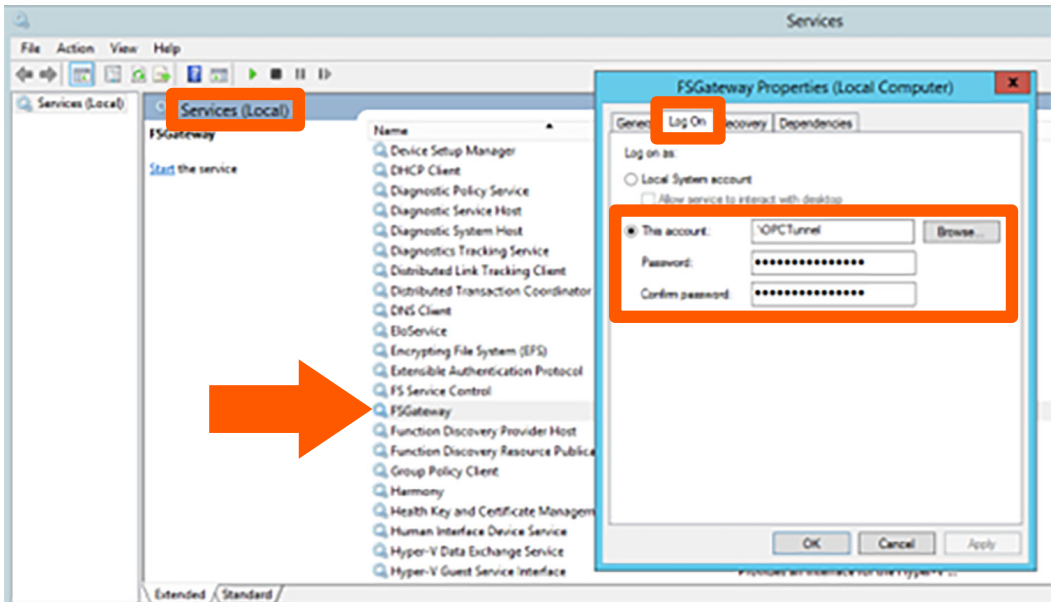
If you connect using the **OPCTunnel**, make sure that the user name is set up correctly in the center pane of the **Computer Management** screen and the password never expires in the **General** tab.



Step	Action
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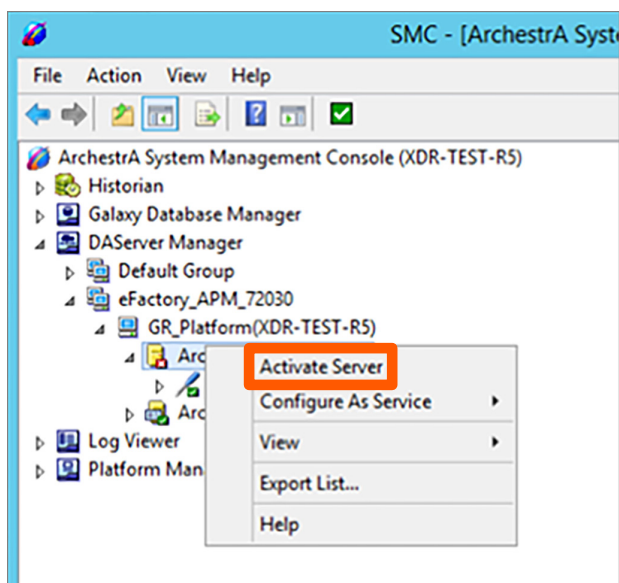
Note:

If the **OPCTunnel** password has been changed then it also needs to be set up in the **Services** screen.



Step	Action
------	--------

- | | |
|---|---|
| 4 | Right-click Archestra.FSGateway.3 , and then select Activate Server . |
|---|---|

**Note:**

When **Archestra.FSGateway.3** is activated, any remote OPC client should be able to connect. The port for connection is at the bottom left of the back of the X-Station. This Ethernet connection should be connected to the customer Network Interface Card that can be set up as needed for the customer network.

Step	Action
------	--------

Note:

Tags that can be monitored are found under **Device Items**.

SMC - [ArchestrA System Management Console (XDR-XXXX-01)\Operations Integration Server Manager\XDR7314_test\GR_Platform(XDR-XXXX-01)\Operations Integration Su]

File Action View Help

ArchestrA System Management Console (XDR-XXXX-01)

- Historian
 - Historian Group
 - XDR-XXXX-01
 - Management Console
 - Status
 - Data Acquisition
 - Replication
 - Clients
 - History Blocks
 - Configuration Editor
- Galaxy Database Manager
 - XDR7314_test
- Operations Integration Server Manager
 - Default Group
 - XDR7314_test
 - GR_Platform(XDR-XXXX-01)
 - Operations Integration Supervisory Servers
 - Allen-Bradley - ABCIP
 - Ol.ABCIP.2
 - Internal - SIM
 - Standards - Gateway
 - Ol.GATEWAY.3
 - Configuration
 - OPC
 - DeviceGroup
 - OPCUA
 - Log Viewer
 - Platform Manager

Node Type: OPCGroup Delimiter: .

DeviceGroup Parameters **Device Items** MQTT Publish Items

| Name | Item Reference |
|---|---|
| Reactor 01 - Agitator Direction | Reactor01.Agitators[0].Direction |
| Reactor 01 - Agitator Hi Alarm Status | Reactor01.Agitators[0].Transmitter.Alarms.Hi... |
| Reactor 01 - Agitator HiHi Alarm Status | Reactor01.Agitators[0].Transmitter.Alarms.Hi... |
| Reactor 01 - Agitator Lo Alarm Status | Reactor01.Agitators[0].Transmitter.Alarms.Lo... |
| Reactor 01 - Agitator LoLo Alarm Status | Reactor01.Agitators[0].Transmitter.Alarms.Lo... |
| Reactor 01 - Agitator Process Value | Reactor01.Agitators[0].PID.PV |
| Reactor 01 - Agitator Setpoint | Reactor01.Agitators[0].PID.SP |
| Reactor 01 - Auxiliary Input 01 Process Value | Reactor01.Transmitters[4].PID.PV |
| Reactor 01 - Auxiliary Input 01 Setpoint | Reactor01.Transmitters[4].PID.SP |
| Reactor 01 - Auxiliary Input 02 Process Value | Reactor01.Transmitters[5].PID.PV |
| Reactor 01 - Auxiliary Input 02 Setpoint | Reactor01.Transmitters[5].PID.SP |
| Reactor 01 - Bag Pressure | Reactor01.BagPressures[0].transmitter.PV |
| Reactor 01 - Bag Pressure Critical High Alarm | Reactor01.BagPressures[0].CriticalHighAlarm |
| Reactor 01 - Bag Pressure Critical Low Alarm | Reactor01.BagPressures[0].CriticalLowAlarm |
| Reactor 01 - Batch Aborted Time (Days) | Reactor01.BatchAbortedTime.Days |
| Reactor 01 - Batch Aborted Time (Hours) | Reactor01.BatchAbortedTime.Hours |
| Reactor 01 - Batch Aborted Time (Minutes) | Reactor01.BatchAbortedTime.Minutes |
| Reactor 01 - Batch Aborted Time (Seconds) | Reactor01.BatchAbortedTime.Seconds |
| Reactor 01 - Batch Done Time (Days) | Reactor01.BatchDoneTime.Days |
| Reactor 01 - Batch Done Time (Hours) | Reactor01.BatchDoneTime.Hours |
| Reactor 01 - Batch Done Time (Minutes) | Reactor01.BatchDoneTime.Minutes |
| Reactor 01 - Batch Done Time (Seconds) | Reactor01.BatchDoneTime.Seconds |
| Reactor 01 - Batch Held Time (Days) | Reactor01.BatchHeldTime.Days |
| Reactor 01 - Batch Held Time (Hours) | Reactor01.BatchHeldTime.Hours |
| Reactor 01 - Batch Held Time (Minutes) | Reactor01.BatchHeldTime.Minutes |
| Reactor 01 - Batch Held Time (Seconds) | Reactor01.BatchHeldTime.Seconds |
| Reactor 01 - Batch Run Time (Days) | Reactor01.BatchRunTime.Days |
| Reactor 01 - Batch Run Time (Hours) | Reactor01.BatchRunTime.Hours |
| Reactor 01 - Batch Run Time (Minutes) | Reactor01.BatchRunTime.Minutes |
| Reactor 01 - Batch Run Time (Seconds) | Reactor01.BatchRunTime.Seconds |
| Reactor 01 - Condenser Temperature Process V... | Reactor01.Transmitters[7].PID.PV |

2.8 How do you disable, solidify or enable the whitelist to modify remote access?

Whitelist software prevents unauthorized programs from running on a system. Only software that are included in the whitelist can be run on a system. Follow the instructions below to disable, solidify, or enable the whitelist.

Disable whitelist

Before establishing a secure remote connection (e.g., using Beyond Trust Remote Support) for remote support, the McAfee Application Control whitelist (if this software is installed on your computer) may need to be disabled. Follow the instructions below to disable the whitelist.

| Step | Action |
|------|--------|
|------|--------|

| | |
|---|---|
| 1 | Log on to the X-Station as Windows Administrator. |
|---|---|

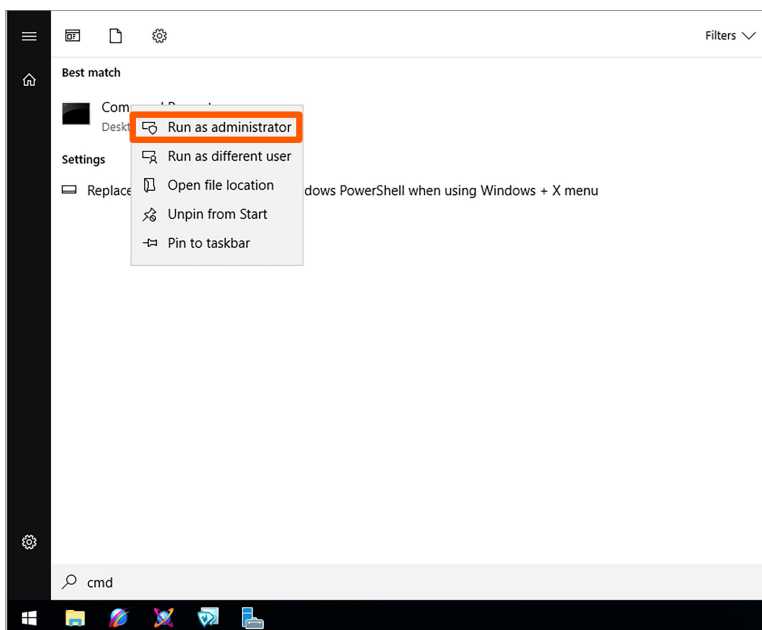
Note:

If you do not have an administrator account, contact OptiRun™ to request an on-site service engineering visit.

2.8 How do you disable, solidify or enable the whitelist to modify remote access?

Step Action

- 2 In the bottom left corner of the taskbar, click the Windows button and search for `cmd`, right-click the **Command Prompt** icon, and then select **Run as administrator**.



- 3 Type `sadmin disable`.
- 4 Reboot the computer.

| Step | Action |
|------|--------|
|------|--------|

- | | |
|---|---|
| 5 | To confirm that the whitelist is disabled, type and run the command <code>sadmin status</code> as an administrator within command prompt. |
|---|---|

```

Administrator: Command Prompt
Microsoft Windows [Version 10.0.17763.1823]
(c) 2018 Microsoft Corporation. All rights reserved.

C:\Users\Administrator>sadmin status
McAfee Solidifier:           Disabled
McAfee Solidifier on reboot: Disabled

ePO Managed:                No
Local CLI access:           Recovered

[fstype]    [status]    [driver status] [volume]
* NTFS      Unsolidified Unattached      C:\

C:\Users\Administrator>
  
```

If you require further assistance with disabling the whitelist, contact your local Cytiva representative.

Solidify whitelist

Follow the instructions below to solidify the whitelist.

Note: *Solidifying the whitelist means that any future changes made to it require administrative-level permissions. This helps to prevent unauthorized changes to the whitelist and enhances the security of your system.*

| Step | Action |
|------|--------|
|------|--------|

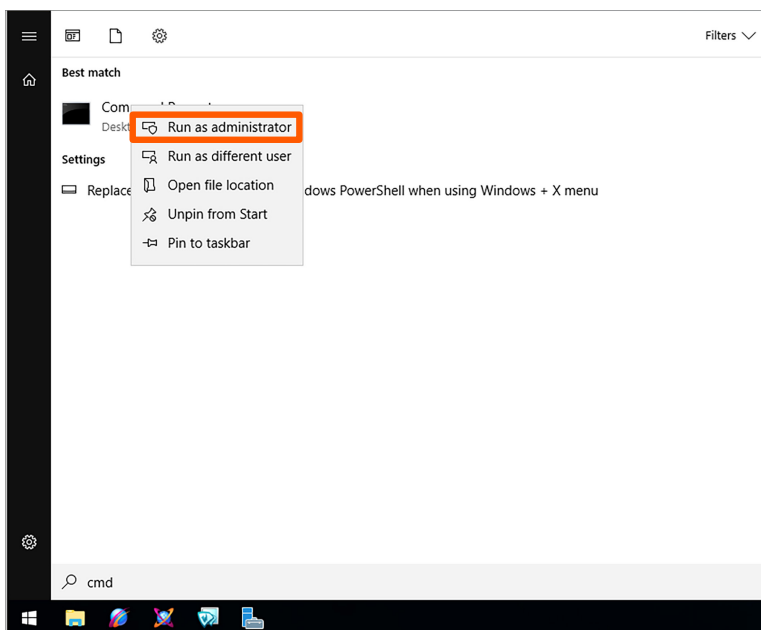
- | | |
|---|---|
| 1 | Log on to the X-Station as Windows Administrator. |
|---|---|

Note:

If you do not have an administrator account, contact OptiRun to request an on-site service engineering visit.

| Step | Action |
|------|--------|
|------|--------|

- | | |
|---|--|
| 2 | In the bottom left corner of the taskbar, click the Windows button and search for <code>cmd</code> , right-click the Command Prompt icon, and then select Run as administrator . |
|---|--|



2.8 How do you disable, solidify or enable the whitelist to modify remote access?

| Step | Action |
|------|--------|
|------|--------|

| | |
|---|-------------------------------------|
| 3 | Type <code>sadmin solidify</code> . |
|---|-------------------------------------|

```

Administrator: Command Prompt
Microsoft Windows [Version 10.0.17763.1823]
(c) 2018 Microsoft Corporation. All rights reserved.

C:\Users\Administrator>sadmin status
McAfee Solidifier:                Disabled
McAfee Solidifier on reboot:      Disabled

ePO Managed:                      No
Local CLI access:                 Recovered

[fstype]    [status]    [driver status] [volume]
* NTFS      Unsolidified Unattached    C:\

C:\Users\Administrator>sadmin solidify
  
```

Note:

Solidification can take up to 40 minutes.

| | |
|---|---|
| 4 | After solidification is complete, continue to enabling the whitelist (see below). |
|---|---|

If you require further assistance with solidifying the whitelist, contact your local Cytiva representative.

Enable whitelist

Follow the instructions below to enable the whitelist.

| Step | Action |
|------|--------|
|------|--------|

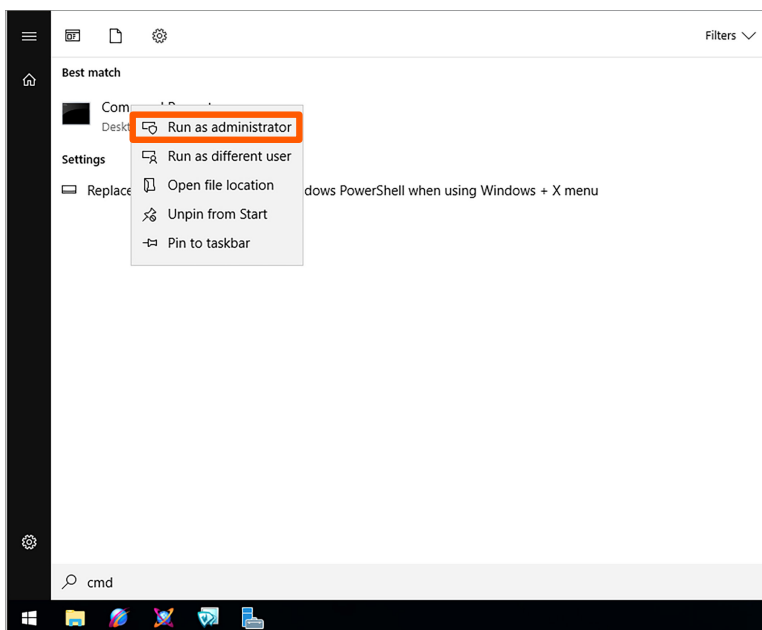
| | |
|---|---|
| 1 | Log on to the X-Station as Windows Administrator. |
|---|---|

Note:

If you do not have an administrator account, contact OptiRun to request an on-site service engineering visit.

| Step | Action |
|------|--------|
|------|--------|

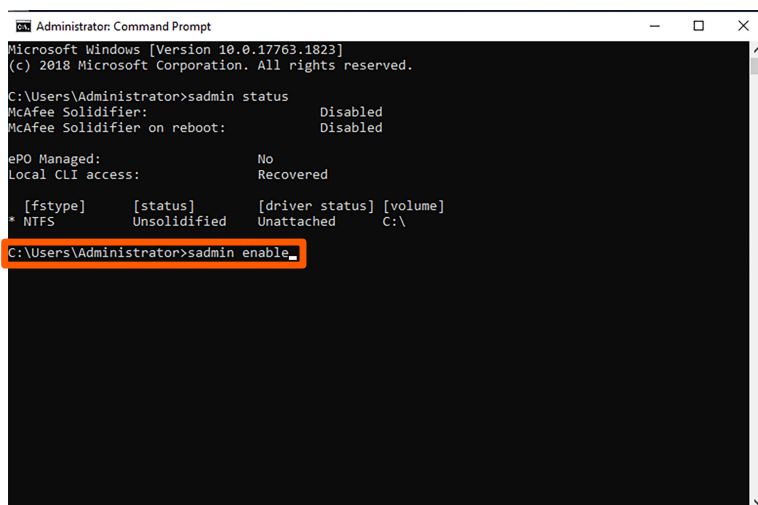
- | | |
|---|--|
| 2 | In the bottom left corner of the taskbar, click the Windows button and search for <code>cmd</code> , right-click the Command Prompt icon, and then select Run as administrator . |
|---|--|



2.8 How do you disable, solidify or enable the whitelist to modify remote access?

| Step | Action |
|------|--------|
|------|--------|

| | |
|---|-----------------------------------|
| 3 | Type <code>sadmin enable</code> . |
|---|-----------------------------------|



```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.17763.1823]
(c) 2018 Microsoft Corporation. All rights reserved.

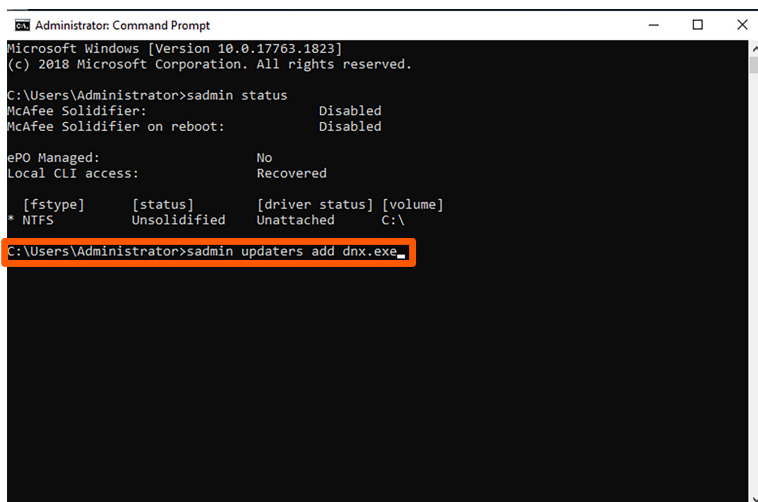
C:\Users\Administrator>sadmin status
McAfee Solidifier:           Disabled
McAfee Solidifier on reboot: Disabled

ePO Managed:                No
Local CLI access:           Recovered

   [fstype]   [status]   [driver status] [volume]
* NTFS       Unsolidified Unattached     C:\

C:\Users\Administrator>sadmin enable
```

| | |
|---|--|
| 4 | Type <code>sadmin updaters add dnx.exe</code> to enable the whitelist. |
|---|--|



```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.17763.1823]
(c) 2018 Microsoft Corporation. All rights reserved.

C:\Users\Administrator>sadmin status
McAfee Solidifier:           Disabled
McAfee Solidifier on reboot: Disabled

ePO Managed:                No
Local CLI access:           Recovered

   [fstype]   [status]   [driver status] [volume]
* NTFS       Unsolidified Unattached     C:\

C:\Users\Administrator>sadmin updaters add dnx.exe
```

| | |
|---|----------------------|
| 5 | Reboot the computer. |
|---|----------------------|

| Step | Action |
|------|--------|
|------|--------|

- | | |
|---|--|
| 6 | To confirm that the whitelist is enabled, type and run the command <code>sadmin status</code> as an administrator within command prompt. |
|---|--|

```

Administrator: Command Prompt
Microsoft Windows [Version 6.3.9600]
(c) 2013 Microsoft Corporation. All rights reserved.

C:\Users\Administrator>sadmin status
McAfee Solidifier: Enabled
McAfee Solidifier on reboot: Enabled

ePO Managed: No
Local CLI access: Recovered

[fstype] [status] [driver status] [volume]
* NTFS Solidified Attached C:\

C:\Users\Administrator>
  
```

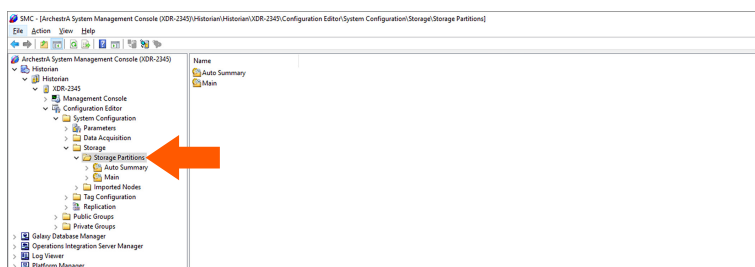
If you require further assistance with enabling the whitelist, contact your local Cytiva representative.

2.9 How do you find the storage location to back up your data?

Follow the instructions below to find the location where your data is stored.

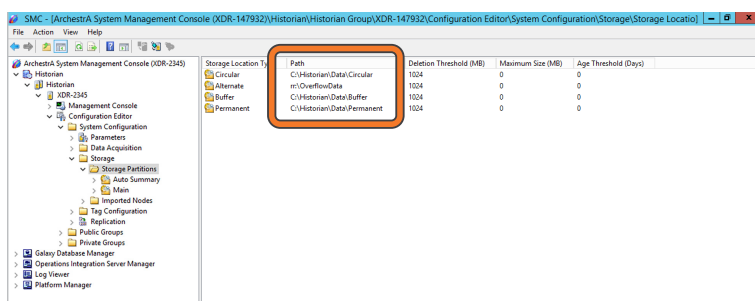
| Step | Action |
|------|---|
| 1 | Log on to the X-Station as Windows Administrator, and then open the System Management Console (SMC) application. |
| 2 | In the left-hand pane of the SMC screen, open the Archestra System Management Console → Historian → Historian Group → [Your server name] → Configuration Editor → System Configuration → Storage → Storage Partitions folder. |
| 3 | Record the paths shown in the right-hand pane: |
| 4 | Refer to <i>Xcellerex XDR-50 to 2000 Bioreactor Systems System Platform 2020 Operating Instructions (29698983)</i> for instructions to back up your data. |

- Log on to the X-Station as Windows Administrator, and then open the **System Management Console (SMC)** application.
- In the left-hand pane of the **SMC** screen, open the **Archestra System Management Console → Historian → Historian Group → [Your server name] → Configuration Editor → System Configuration → Storage → Storage Partitions** folder.



- Record the paths shown in the right-hand pane:

- Circular
- Alternate
- Permanent



- Refer to *Xcellerex XDR-50 to 2000 Bioreactor Systems System Platform 2020 Operating Instructions (29698983)* for instructions to back up your data.

3 FAQs for versions of XDR with Wonderware 2014

About this chapter

This chapter provides answers to frequently asked questions for Wonderware 2014 versions of XDR (v7.1 and older).

In this chapter

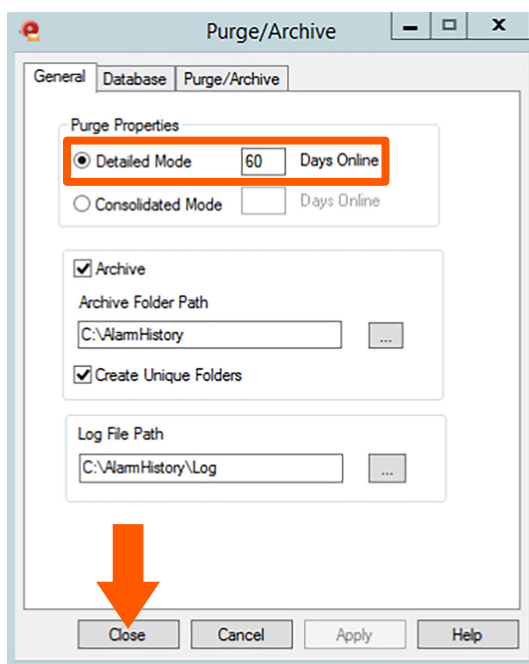
| Section | | See page |
|---------|--|----------|
| 3.1 | How do you restore archived alarms and events? | 34 |
| 3.2 | How do you create an SQL administration account? | 38 |

3.1 How do you restore archived alarms and events?

The **Alarm DB Purge-Archive** utility creates a weekly backup of alarms and events that are older than 60 days. The default value in the **Alarm DB Purge-Archive** utility is 60 days, but this value can be changed. This means that alarms and events that are older than 60 days are not visible in the alarm or event history screens. It is not recommended that this value is changed to greater than 365 days to prevent overfilling the hard drive.

To view older alarms and events, those items need to be restored using the **Alarm DB Restore** utility by following the instructions below.

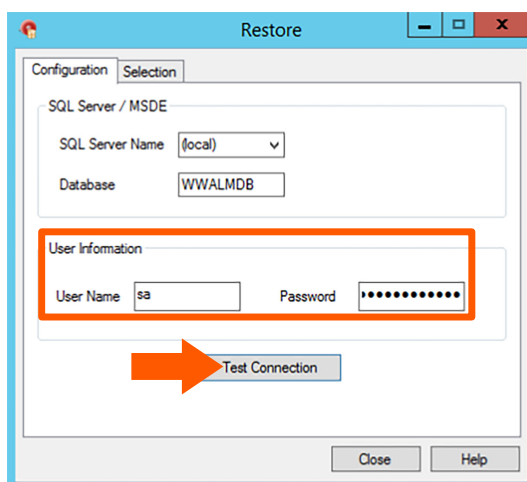
- | Step | Action |
|------|--|
| 1 | Log on to the X-Station as Windows Administrator, and then open the Alarm DB Purge-Archive utility. |
| 2 | From the General tab in the Purge/Archive dialog box, record the Days Online default value, and then click Close . |



- 3 Open the **Alarm DB Restore** utility.

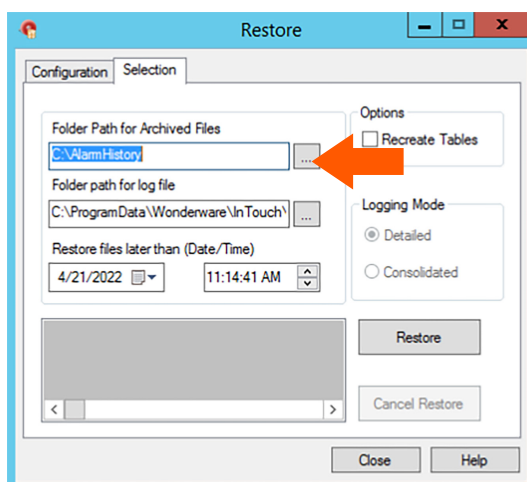
| Step | Action |
|------|--------|
|------|--------|

- | | |
|---|---|
| 4 | In the Configuration tab in the Restore dialog box, type the credentials of an SQL administrator account, and then click Test Connection . |
|---|---|

**Note:**

If a customer SQL administrator account needs to be set up, see [Section 3.2 How do you create an SQL administration account?](#), on page 38.

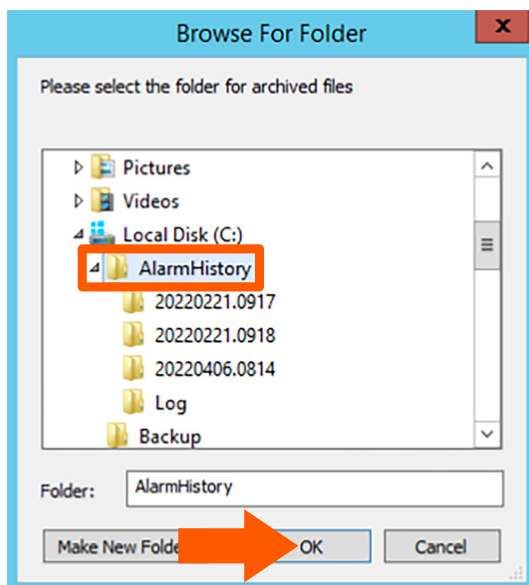
- | | |
|---|---|
| 5 | Go to the Selection tab in the Restore dialog box, and then click the ellipsis next to the Folder Path for Archived Files field. |
|---|---|

**Result:**

The **Browse For Folder** dialog box opens.

| Step | Action |
|------|--------|
|------|--------|

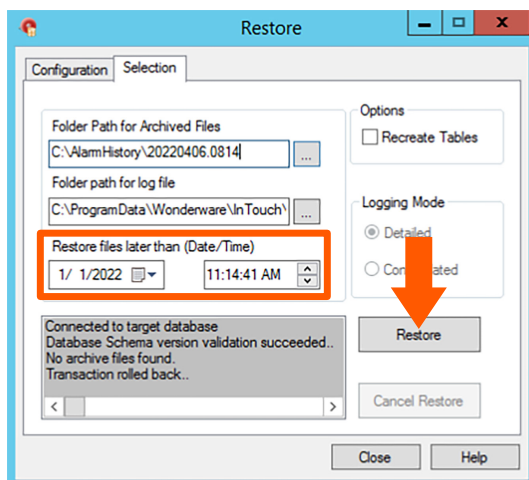
- | | |
|---|---|
| 6 | In the Browse For Folder dialog box, browse to the correct folder under the AlarmHistory folder, and then click OK . |
|---|---|

**Note:**

The folders created at the time of archiving have the name format YYYYMMDD.HHMM. This means that if **Days Online** has a value of 60 days, then a folder that is named 20220314.0100 was created on March 14, 2022 at 1:00AM and contains data from January 13, 2022 (60 days prior). To find the correct folder, you need to determine the date of the data that is required.

| Step | Action |
|------|--------|
|------|--------|

- | | |
|---|---|
| 7 | In the Selection tab in the Restore dialog box, change the date under Restore files later than (Date/Time) to the beginning of the time period required, and then click Restore (e.g., if the data being restored is from January 2022, the date is set to 1/1/2022). |
|---|---|

**Note:**

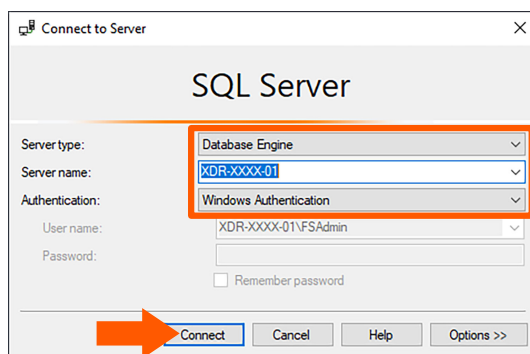
If everything is selected correctly, the system restores the data. If there is a problem with the dates and the data selected, the system can not restore the data. In this case, contact the Cytiva customer support team for assistance.

3.2 How do you create an SQL administration account?

To use the **Alarm DB Restore** utility and generate Excel reports, follow the instructions below to create an SQL administration account.

| Step | Action |
|------|--------|
|------|--------|

- | | |
|---|--|
| 1 | Log on to the X-Station as Windows Administrator, and then open the Microsoft SQL Server Management Studio application.
<i>Result:</i>
The Connect to Server dialog box opens. |
| 2 | In the Connect to Server dialog box, do the following: <ol style="list-style-type: none">Select Database Engine from the Server type drop-down menu.Select the serial number of your XDR from the Server name drop-down menu.Select Windows Authentication from the Authentication drop-down menu.Click Connect. |

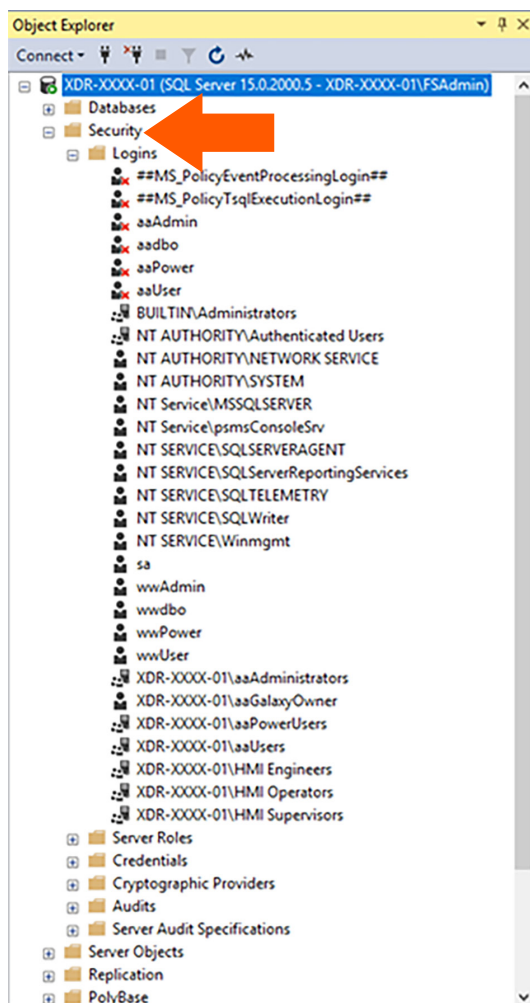


Result:

The **Microsoft SQL Server Management Studio** application opens.

| Step | Action |
|------|--------|
|------|--------|

- | | |
|---|---|
| 3 | In the Object Explorer pane, right-click the Security folder, select New , and then click login . |
|---|---|



Result:

The **Login - New** dialog box opens.

- | | |
|---|---|
| 4 | <p>In the Select a page pane, click the General tab, and then do the following:</p> <ol style="list-style-type: none"> Type a name in the Login name text box. Select SQL Server Authentication and type a password. Uncheck the check boxes for Enforce password policy, Enforce password expiration, and User must change password at next login. |
|---|---|

| Step | Action |
|------|--------|
|------|--------|

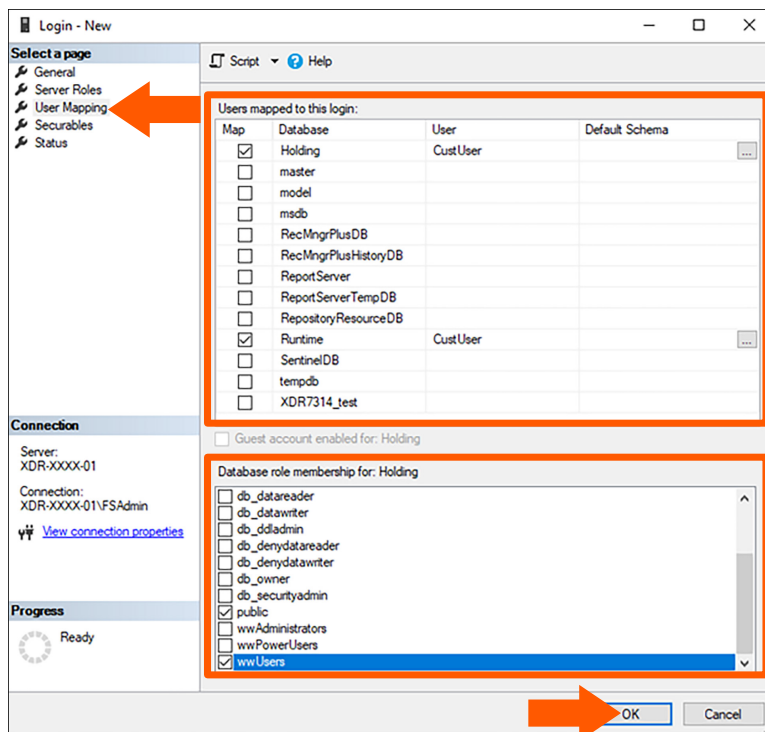
- | | |
|----|--|
| d. | In the Default database field, select the database you want to associate with the SQL administration account. |
|----|--|

The screenshot shows the 'Login - New' dialog box. On the left, the 'Select a page' pane has 'General' selected, with an orange arrow pointing to it. The main area shows 'Login name: CustUser'. Under 'Authentication', 'SQL Server authentication' is selected. The 'Password' and 'Confirm password' fields are highlighted with an orange box. Below them, the 'Enforce password policy' checkbox is highlighted with an orange box. Under 'Mapped to', 'Mapped to certificate' is selected. At the bottom, the 'Default database' dropdown is set to 'Runtime' and is highlighted with an orange box. The 'Default language' is set to 'English - us_english'. The 'Connection' section shows 'Server: XDR-XXXX-01' and 'Connection: XDR-XXXX-01\FSAAdmin'. The 'Progress' section shows 'Ready'.

- 5 In the **Select a page** pane, click the **User Mapping** tab, and then do the following:
- Under **Users mapped to this login**, select the databases you want to access with the SQL administration account.
 - Under **Database role membership for**, select only **db-owner** to give the SQL administration account complete control over the selected databases.

| Step | Action |
|------|--------|
|------|--------|

- | | |
|----|---|
| c. | Click OK to create the SQL administration account. |
|----|---|



4 FAQs for versions of XDR with AVEVA System Platform 2020

About this chapter

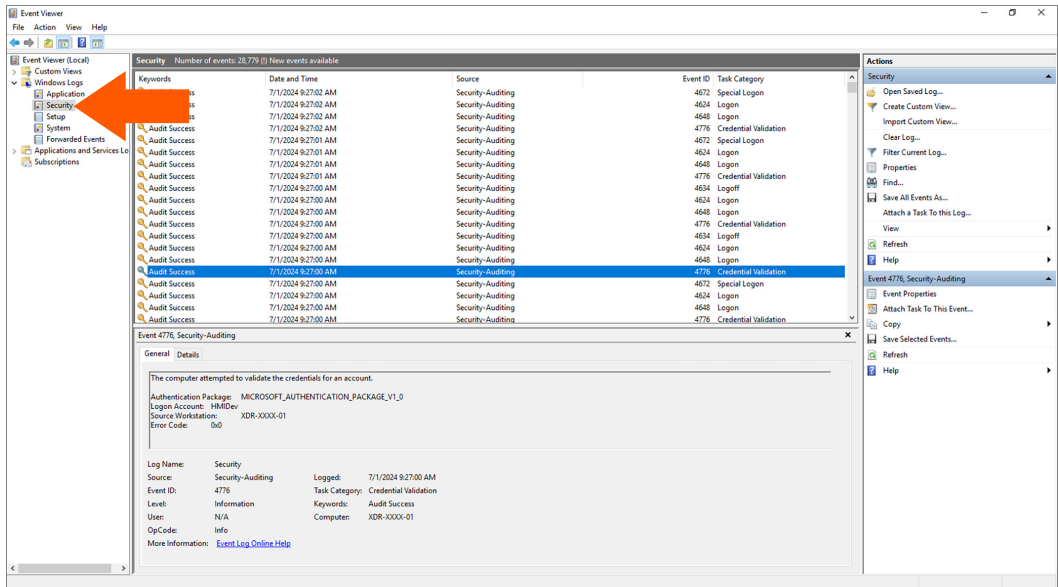
This chapter provides answers to frequently asked questions for versions of XDR with AVEVA System Platform 2020 (v7.2 and newer).

In this chapter

| Section | | See page |
|---------|--|----------|
| 4.1 | How do you see the login and logout information if it is no longer included in EVENTS ? | 43 |

4.1 How do you see the login and logout information if it is no longer included in **EVENTS**?

In the left-hand pane of the **Event Viewer** screen, open **Windows Logs → Security** to see the login and logout information (see image below). The user can filter the event logs for a specific username or to check credential validations to see which accounts were logged in at the time of an event.



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