Firmware Upgrade Manual

Release R140
PREFACE

General

The features of the CIU 888 are enabled through the CIU 888 license. This license stipulates that the CIU 888, for example, can be used in a redundant system setup, supports a certain number of tanks, and can be sealed by a legal Weights and Measures authority (e.g. NMi). To expand the initial features of the CIU 888, the CIU 888 needs to be updated with a new license.

While license updates are usually customer-specific, firmware upgrades are intended for a wider audience. By releasing firmware upgrades, Honeywell continues to introduce new features and enhancements to further extend the capabilities of the CIU 888, and to increase performance, reliability and efficiency.

Purpose of this manual

The purpose of this manual is to provide information about:

- Installing firmware upgrades on the CIU 888
- Updating the CIU 888 with a new license

Target audience of this manual

This manual is primarily intended for service technicians who are responsible for commissioning and configuring the CIU 888, and for performing firmware upgrades and license updates.
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CHAPTER 1 FIRMWARE UPGRADES

Honeywell releases firmware upgrades to:

- Introduce new features and enhancements to further extend the capabilities of the CIU 888, and to increase performance, reliability and efficiency
- Update the operating system to address security vulnerabilities that have been discovered or not have been previously disclosed

1.1 Distribution of firmware upgrades

Firmware upgrades are distributed to customers by Honeywell. Customers receive a CD/DVD with the new firmware or can download the firmware from Honeywell’s service website.

1.2 Migration paths

Example: If CIU 888 R101.4 needs to be migrated to R120.1, then follow the path: R101.4 -> R101.6 -> R120.1

NOTE: 1. For CIU 888 releases till R101.6, Ensite Pro + Migration Tool needs to be used for configuration.

2. Starting with CIU 888 R103.1, CIU 888 Service Tool R101.1 can be used for configuration. However, when migrated to CIU 888 R103.1 or further releases, still Ensite Pro + Migration Tool needs to be used in case of CIU 880 migration unless a new configuration is done using CIU 888 Service Tool.

1.3 Preparing for the installation of a firmware upgrade

To install a firmware upgrade, either on a standalone or a redundant CIU 888 system setup, a PC/laptop with a browser (i.e. Internet Explorer 10 or 11 or Google Chrome (version 66 and later)) is needed. Furthermore, the following preparations must be made:

1. Copy the firmware upgrade to the root/base folder of a USB flash drive. The root/base folder can be accessed by inserting the USB
1. Insert the firmware upgrade flash drive in the PC/laptop, and then selecting the device in the navigation pane (left pane) of Windows Explorer.

2. Make sure you implement the required changes in the settings of Internet Explorer 10 and 11, and Google Chrome (version 66 and later). Refer to sections 1.4.1 or 1.4.2 as applicable in the Configuration Manual CIU 888 (Part No. 4417584) for more information.

For some upgrades, multiple upgrade steps may be involved, please follow the firmware upgrade paths mentioned in chapter 1.2 "Migration paths".
1.4 Installing a firmware upgrade on a standalone system setup

The installation of a firmware upgrade may be irreversible! Therefore, ensure that the correct firmware is selected for the firmware upgrade.

Perform the following steps to install a firmware upgrade on a standalone CIU 888 system setup:

1. Connect the PC/laptop to the Service port of the CIU 888 using a Cat. 5 Ethernet cable. The service port is located at the front of the CIU 888 (see FIGURE 1-2).

   ![FIGURE 1-2 CIU 888: Service port](image)

2. Unlock the CIU 888 to enable changes in the configuration using the key switches located at the front of the CIU 888 (see FIGURE 1-3).

   ![FIGURE 1-3 CIU 888: W&M lock key switch (left) and Configuration lock key switch (right)](image)

If the W&M lock key switch has been sealed, the hardware seal (wire) must be removed first in order to unlock the key switch. By breaking the hardware seal, the CIU 888 will no longer be W&M approved.

   a) Insert the key for unlocking in the key switch, and turn the key clockwise.
b) Remove the key from the key switch and store it. On the CIU 888 display, the status of the key switches changes from 'Locked' to 'Unlocked' (see FIGURE 1-4).

![CIU 888 display: Configuration settings are unlocked](image)

3. On the PC/laptop connected to the CIU 888, launch the browser.
4. Enter the IP address of the CIU 888 in the address bar of the browser. The IP address is **192.168.1.1**. Next, press the **Enter** key. The **CIU 888 Login** window is displayed (see FIGURE 1-5).

![CIU 888 Login window](image)

5. Enter the username and password to log into the CIU 888. The username is **ciuadmin**. Next, click **LOG IN**. After entering a valid username and password, the CIU 888 Web interface is displayed.
The Diagnostics window is displayed by default (see FIGURE 1-6).

6. From the CIU 888 menu in the CIU 888 Web interface, select Enter Safe Mode (see FIGURE 1-7).

7. Click Yes to restart the CIU 888 in Safe Mode.
8. After restarting CIU 888, perform steps 4 and 5 again to log in CIU888. The CIU 888 Safe Mode Web interface is displayed. (see FIGURE 1-8).

CIU is running in safe mode and CIU operations are disabled!!
To resume normal CIU operations, select Exit Safe Mode from the Main Menu.

9. From the CIU 888 menu, select Upgrade Firmware. (see FIGURE 1-9).
Firmware Upgrades

The *Upgrade firmware* window is displayed (see FIGURE 1-10).

<table>
<thead>
<tr>
<th>CIU</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Upgrade firmware</em></td>
</tr>
<tr>
<td>Connect the USB stick with the new firmware to the USB port located in front of CIU. Ensure that the WS&amp;M and Configuration switches are unlocked.</td>
</tr>
<tr>
<td>You will need to restart the CIU after the new firmware is loaded.</td>
</tr>
</tbody>
</table>

**FIGURE 1-10**  
*CIU 888 Web interface: Upgrade Firmware window*

For some upgrades, multiple upgrade steps may be involved, please refer chapter 1.2 "Migration paths" for details on the firmware upgrade paths before proceeding with the firmware upgrade.

10. Insert the USB flash drive with the firmware upgrade in the USB port located at the front of the CIU 888 (see FIGURE 1-11). Next, click **Search firmware**.

**FIGURE 1-11**  
*CIU 888: USB port located at the front*

The USB flash drive will be mounted onto the CIU 888. The *New firmware found* window is displayed showing a list of available firmware upgrades.

11. Select **CIU888_Upgrade-R140.1-4.0.7097.0.tar.gz** option and click **Install firmware**.
The selected firmware upgrade will be installed on the CIU 888.

NOTE: A progress bar is displayed to indicate the current status of the firmware upgrade. It typically takes less than a minute for the firmware upgrade to complete.

12. If the installation is successful, the **Firmware installation done** window is displayed. You will be prompted to restart your system.
13. Click **Restart** to restart the system for the firmware to become active.

NOTE: Signature alarms may be generated from Entis Pro after the firmware upgrade. Reload the .ini files after upgrade and acknowledge the alarms.

14. If the service tool is used to configure CIU888, then ignore this step and continue from step 15. If Migration tool + Ensite Pro is used to configure CIU88, following steps are required to be followed. If it is a standalone CIU, continue further. If it is a redundant CIU visit after upgrading both primary and secondary CIUs.
   a) After upgrading CIU firmware to R140, the new VPN port configuration will not be available under configuration pages of CIU Web interface. To get the VPN port configuration pages, update configuration using R140 Migration tool with the same Ensite pro project earlier used.
      - Launch R140 Migration tool and enter required details and select “Update Configuration”.
      - For more details refer section 4.4 in the **Ensite Pro to CIU 888 Migration Manual** (Part No. 118-4417593-D09).
   b) Click **Upload to CIU 888**.
      This update may or may not have changes in Ensite pro project. This configuration creates VPN port if not available.
   c) The CIU's will get restart successfully after sending the changes.
   d) Login into the web interface of CIU via 192.168.1.1.
e) In the configure page, under CIU element, select “VPN Port” to see the properties. It will have the default values.

f) Enter VPN configuration details and click Update. In case of a redundant configuration, the partner IP address should also be set via the active CIU. This data will be synced to partner. After restarting, partner CIU VPN port will have partner IP address assigned.

g) The CIU’s will get restart successfully after sending the changes.

h) After restarting, the CIU is accessible via VPN port.

15. If the CIU 888 includes the sealing option and is intended to be sealed, have it sealed by a representative of the W&M authorities or by a W&M accredited user. Refer to the Sealing Guide CIU 888 (Part No. 4417595) for more information.

16. Verify that the system setup is working properly. Refer to section 2.10 in the Configuration Manual CIU 888 (Part No. 4417584) for more information.

NOTE: Before migration, if ambient temperature was configured to be not scanned and not manually over written, after migration, the ambient temperature value is shown as 20 deg C. In this scenario please reset to the appropriate ambient temperature value. After restart, verify the latest release and build version on web.

1.5 Installing a firmware upgrade on a redundant system setup

The installation of a firmware upgrade may be irreversible! Therefore, ensure that the correct firmware is selected for the firmware upgrade.

In case of a fully commissioned redundant system setup, a firmware upgrade must be installed on both the primary CIU 888 and the secondary CIU 888.

REMARKS:
1. In the following procedure, it is assumed that the primary CIU 888 normally has the active role and the secondary CIU 888 the passive role.

2. The primary CIU 888 and the secondary CIU 888 must be fully synchronized before installing a firmware upgrade.
Perform the following steps to install a firmware upgrade on a redundant CIU 888 system setup:

1. Shut down every Entis Pro system connected to the CIU 888s in the redundant system setup. For example, if in the system setup each CIU 888 is connected to a separate Entis Pro system, both Entis Pro systems need to be shut down.

2. Shut down the primary CIU 888:
   a) Connect the PC/laptop to the Service port of the CIU 888 using a Cat. 5 Ethernet cable. The service port is located at the front of the CIU 888 (see FIGURE 1-12).

   ![FIGURE 1-12 CIU 888: Service port](image1)

   b) Unlock both the primary CIU 888 and secondary CIU 888 to enable changes in the configuration using the key switches located at the front of the CIU 888 (see FIGURE 1-3).

   ![FIGURE 1-13 CIU 888: W&M lock key switch (left) and Configuration lock key switch (right)](image2)

   If the W&M lock key switch has been sealed, the hardware seal (wire) must be removed first in order to unlock the key switch. By breaking the hardware seal, the CIU 888 will no longer be W&M approved.
- Insert the key for unlocking in the key switch, and turn the key clockwise.
- Remove the key from the key switch and store it.

On the CIU 888 display, the status of the key switches changes from 'Locked' to 'Unlocked' (see FIGURE 1-4).

FIGURE 1-14  CIU 888 display: Configuration settings are unlocked
c) Launch the browser.
d) Enter the IP address of the CIU 888 in the address bar of the browser. The IP address is 192.168.1.1. Next, press the Enter key.
The CIU 888 Login window is displayed (see FIGURE 1-15).

![CIU 888 Login window](image)

FIGURE 1-15 CIU 888 Login window
e) Enter the username and password to log into the CIU 888. The username is ciuadmin. Next, click LOG IN.
After entering a valid username and password, the CIU 888 Web...
interface is displayed. The *Diagnostics* window is displayed by default (see FIGURE 1-16).
f) From the CIU 888 menu in the CIU 888 Web interface, select **Shutdown CIU** (see FIGURE 1-17). The primary CIU 888 shuts down.

![CIU 888 Web interface: Shutdown CIU option in CIU 888 menu](image)

3. Install the firmware upgrade on the secondary CIU 888, see section 1.4 for more information.

   **NOTE:** Perform steps of the procedure described in section 1.4.

   After installation of the firmware upgrade, the secondary CIU 888 needs to be restarted (part of the procedure). Once the secondary CIU 888 is restarted, the new firmware will be effective.

4. Shut down the secondary CIU 888, see step 2.

5. Start the primary CIU 888 by switching the on/off switch to the ‘ON’ position.

   The primary CIU 888 will assume the active role.

6. Install the firmware upgrade on the primary CIU 888, see section 1.4 for more information.

7. Start the secondary CIU 888 by switching the on/off switch to the ‘ON’ position.

   Once the secondary CIU 888 is started, it assumes the passive role.

   **NOTE:** Signature alarms may be generated from Enlis Pro after the firmware upgrade. Reload the .ini files after upgrade and acknowledge the alarms.

8. If Migration tool + Ensit Pro is used to configure CIU88, perform step 14. in section 1.4. If Service tool is used to configure CIU88, then ignore this step and continue from next step.

9. If the CIU 888s include the sealing option and are intended to be sealed, have them sealed by a representative of the W&M authorities or by a W&M accredited user. Refer to the **Sealing Guide CIU 888** (Part No. 4417595) for more information.
10. Verify that the system setup is working properly. Refer to section 2.10 in the *Configuration Manual CIU 888* (Part No. 4417593) for more information.

1.6 **Troubleshooting during the installation of a firmware upgrade**

For more information about problems or errors that may be encountered during the installation of a firmware upgrade, refer to the *Troubleshooting & Maintenance Guide CIU 888* (Part No. 4417594).
CHAPTER 2  LICENSE UPDATES

The features of the CIU 888 are enabled through the CIU 888 license. This license is based on the site name and the CIU 888 configuration, and it is related to the purchased options as defined in the Model Selection Guide (see APPENDIX A). The features of the CIU 888 can be expanded by updating the CIU 888 with a new license.

NOTE: The initial license of the CIU 888 is installed in the factory. The procedure described in this chapter is primarily intended for updating the initial license in order to change the licensed features when required.

2.1 Distribution of a new CIU 888 license

A new CIU 888 license is distributed to customers by Honeywell. Customers receive a CD with the new license that enables the new ordered functionality, and a DVD with the latest version of the CIU 888 software. A CIU 888 license always consists of two files: the actual license file and a signature file.

2.2 Preparing for a CIU 888 license update

Starting from R120.1 release, there is a change in the Signature verification of License files. If CIU 888 is being upgraded from R103.2 or earlier releases to R120.1 or later releases, then the signature file associated with the License file is automatically updated within the CIU 888 box, so no action is explicitly required for CIU 888 license files. However, the stored offline License files for the CIU 888 releases prior to R120.1 will no longer work if you perform "Update License" on CIU 888 R120.1 or later with these files.

To update the CIU 888 license, either on a standalone or a redundant CIU 888 system setup, a PC/laptop with a browser (i.e. Internet Explorer 10 or 11) is needed. Furthermore, the following preparations must be made:

1. Copy the new license to the PC/laptop.
2.3 Updating the CIU 888 license on a standalone system setup

Perform the following steps to update the CIU 888 license on a standalone CIU 888 system setup:

1. Connect the PC/laptop to the Service port of the CIU 888 using a Cat. 5 Ethernet cable. The service port is located at the front of the CIU 888 (see FIGURE 2-1).

![FIGURE 2-1 CIU 888: Service port](image)

2. Unlock the CIU 888 to enable changes in the configuration using the key switches located at the front of the CIU 888 (see FIGURE 2-2).

![FIGURE 2-2 CIU 888: W&M lock key switch (left) and Configuration lock key switch (right)](image)

- If the W&M lock key switch has been sealed, the hardware seal (wire) must be removed first in order to unlock the key switch. By breaking the hardware seal, the CIU 888 will no longer be W&M approved.

  a) Insert the key for unlocking in the key switch, and turn the key clockwise.
  
  b) Remove the key from the key switch and store it.
On the CIU 888 display, the status of the key switches changes from 'Locked' to 'Unlocked' (see FIGURE 2-3).

![CIU 888 display: Configuration settings are unlocked](image)

3. On the PC/laptop connected to the CIU 888, launch the browser.
4. Enter the IP address of the CIU 888 in the address bar of the browser. The IP address is **192.168.1.1**. Next, press the **Enter** key. The **CIU 888 Login** window is displayed (see FIGURE 2-4).

![CIU 888 Login window](image)

5. Enter the username and password to log into the CIU 888. The username is **ciuadmin**. Next, click **LOG IN**.
After entering a valid username and password, the CIU 888 Web
interface is displayed. The *Diagnostics* window is displayed by default (see FIGURE 2-5).
6. Click **CONFIGURE** in the section menu bar. The **Configure** window is displayed (see FIGURE 2-6).
License Updates

7. If required, click **View License** to view the details of the license that is currently installed.

   The **View License** window is displayed (see FIGURE 2-7).

   ![View License window](image)

   FIGURE 2-7 CIU 888 Web interface - View License window

   The **View License** window provides the following information (see TABLE 2-1):

   **TABLE 2-1** Description of license details

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Name</td>
<td>Displays the name of the customer/company to whom the license was issued.</td>
</tr>
<tr>
<td>License creation date</td>
<td>Displays the date (year-month-day) and time (hours:minutes:seconds) when the license was created.</td>
</tr>
<tr>
<td>Site name</td>
<td>Displays the name of the site as configured during commissioning of the CIU 888. See the <em>CIU 888 Configuration Manual</em> (Part No. 4417593) for more information.</td>
</tr>
<tr>
<td>Software MSG</td>
<td>Displays the software license code as defined according to the <em>Model Selection Guide</em> for the CIU 888 (see APPENDIX A).</td>
</tr>
<tr>
<td>Hardware MSG</td>
<td>Displays the hardware license code as defined according to the <em>Model Selection Guide</em> for the CIU 888 (see APPENDIX A).</td>
</tr>
<tr>
<td>Calculations enabled</td>
<td>Displays whether the Volume Calculation module is enabled (true) or not (false).</td>
</tr>
<tr>
<td>Redundancy enabled</td>
<td>Displays whether redundancy is enabled (true) or not (false).</td>
</tr>
<tr>
<td>Number of tanks</td>
<td>Displays the maximum number of tanks supported by the CIU 888.</td>
</tr>
<tr>
<td>W&amp;M enabled</td>
<td>Displays whether the CIU 888 is Weights and Measures approved (true) or not (false).</td>
</tr>
</tbody>
</table>
8. Click **Close** to close the *View License* window. The *Configure* window is displayed again.

9. Click **Update License**. The *Update License* window is displayed (see FIGURE 2-8).

![FIGURE 2-8](image)

**CIU 888**

Update license

Current license number: XRSF888V1 ZZZZZZZ802U

Select the license file you want to apply:

Enter the name of the license file

Select the signature file:

Enter the name of the signature file

The CIU needs to restart before the new license becomes active.

10. Select the license file that must be installed on the CIU 888. Click **Browse**... to browse to the license file on the PC/laptop, and then select the file.

After the license file has been selected, the name of the license file is displayed in the text box.

11. Select the signature file corresponding to the license file. Click **Browse**... to browse to the signature file on the PC/laptop, and then select the file.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Modbus TCP/IP enabled</td>
<td>Displays whether Modbus TCP/IP is enabled (true) or not (false).</td>
</tr>
<tr>
<td>Temperature Profiles</td>
<td>Displays whether Temperature Profiles are enabled (true) or not (false).</td>
</tr>
<tr>
<td>Density Profiles</td>
<td>Displays whether Density Profiles are enabled (true) or not (false).</td>
</tr>
<tr>
<td>License status</td>
<td>Displays the status of the license:</td>
</tr>
<tr>
<td></td>
<td>- LICENSE_OK: A valid CIU 888 license has been installed.</td>
</tr>
<tr>
<td></td>
<td>- LICENSE_UNAVAILABLE: No CIU 888 license has been installed. Contact Honeywell.</td>
</tr>
<tr>
<td></td>
<td>- LICENSE_INVALID_FILE: Internal error. Contact Honeywell.</td>
</tr>
<tr>
<td></td>
<td>- LICENSE_STATUS NOT AVAILABLE: Internal error. Contact Honeywell.</td>
</tr>
</tbody>
</table>
License Updates

After the signature file has been selected, the name of the signature file is displayed in the text box.

12. Click **Apply**.

The CIU 888 is updated with the new license. If the update is successful, the following dialogue box is displayed (see FIGURE 2-9).

![CIU 888 Web interface: License information updated successfully dialogue box](image)

13. Click **Yes** to close the dialogue box and to restart the CIU 888.

The CIU 888 restarts. Once the CIU 888 is restarted, the new license will be effective. This can be confirmed using the **View License** option described in step 7.

14. If required, change the CIU 888 system setup. For example, if the new license, as opposed to the previous license, enables redundancy, the site configuration of the CIU 888 needs to be modified. Refer to the **Configuration Manual CIU 888** (Part No. 4417593) for more information.

15. If the CIU 888 includes the sealing option and is intended to be sealed, have it sealed by a representative of the W&M authorities or by a W&M accredited user. Refer to the **Sealing Guide CIU 888** (Part No. 4417595) for more information.

16. Verify that the system setup is working properly. Refer to Section 2.10 in the **Configuration Manual CIU 888** (Part No. 4417593) for more information.

### 2.4 Updating the CIU 888 license on a redundant system setup

In case of a fully commissioned redundant system setup, a new CIU 888 license must be installed on **both** the primary CIU 888 and the secondary CIU 888.

**REMARKS:**

1. In the following procedure, it is assumed that the primary CIU 888 normally has the active role and the secondary CIU 888 the passive role.

2. The primary CIU 888 and the secondary CIU 888 must be fully synchronized before updating the CIU 888 license.

Perform the following steps to update the CIU 888 license on a redundant CIU 888 system setup:
1. Shut down every Entis Pro system connected to the CIU 888s in the redundant system setup. For example, if in the system setup each CIU 888 is connected to a separate Entis Pro system, both Entis Pro systems need to be shut down.

2. Shut down the primary CIU 888:
   a) Connect the PC/laptop to the Service port of the CIU 888 using a Cat. 5 Ethernet cable. The service port is located at the front of the CIU 888 (see FIGURE 2-10).

   ![FIGURE 2-10 CIU 888: Service port](image)

   b) Unlock both the primary CIU 888 and secondary CIU 888 to enable changes in the configuration using the key switches located at the front of the CIU 888 (see FIGURE 2-2).

   ![FIGURE 2-11 CIU 888: W&M lock key switch (left) and Configuration lock key switch (right)](image)

If the W&M lock key switch has been sealed, the hardware seal (wire) must be removed first in order to unlock the key switch. By breaking the hardware seal, the CIU 888 will no longer be W&M approved.

- Insert the key for unlocking in the key switch, and turn the key clockwise.
- Remove the key from the key switch and store it.
On the CIU 888 display, the status of the key switches changes from 'Locked' to 'Unlocked' (see FIGURE 2-3).

![CIU 888 display: Configuration settings are unlocked](image)

FIGURE 2-12  CIU 888 display: Configuration settings are unlocked

c) Launch the browser.
d) Enter the IP address of the CIU 888 in the address bar of the browser. The IP address is 192.168.1.1. Next, press the Enter key.
   The CIU 888 Login window is displayed (see FIGURE 2-13).

![CIU 888 Login window](image)

FIGURE 2-13  CIU 888 Login window

e) Enter the username and password to log into the CIU 888. The username is ciuadmin. Next, click LOG IN.
   After entering a valid username and password, the CIU 888 Web
interface is displayed. The *Diagnostics* window is displayed by default (see FIGURE 2-14).

f) From the CIU 888 menu in the CIU 888 Web interface, select **Shutdown CIU** (see FIGURE 2-15). The primary CIU 888 shuts down.
3. Install the new CIU 888 license on the secondary CIU 888. See section 2.3 for more information.

**NOTE:** Perform steps 1 up to and including 13 of the procedure described in section 2.3.

After installation of the new CIU 888 license, the secondary CIU 888 needs to be restarted (part of the procedure). Once the secondary CIU 888 is restarted, the new license will be effective and the secondary CIU 888 assumes the active role.

4. Shut down the secondary CIU 888, see step 2.

5. Start the primary CIU 888 by switching the on/off switch to the ‘ON’ position.
   The primary CIU 888 will assume the active role.

6. Install the new CIU 888 license on the primary CIU 888, see section 2.3 for more information.

**NOTE:** Perform steps 1 up to and including 13 of the procedure described in section 2.3.

After installation of the new CIU 888 license, the primary CIU 888 needs to be restarted (part of the procedure). Once the primary CIU 888 is restarted, the new license will be effective and the primary CIU 888 will continue in the active role.

7. Start the secondary CIU 888 by switching the on/off switch to the ‘ON’ position.
   Once the secondary CIU 888 is started, it assumes the passive role.

8. If required, change the CIU 888 system setup. Refer to the *Configuration Manual CIU 888* (Part No. 4417593) for more information.

9. If the CIU 888s include the sealing option and are intended to be sealed, have them sealed by a representative of the W&M authorities or by a W&M accredited user. Refer to the *Sealing Guide CIU 888* (Part No. 4417595) for more information.

10. Verify that the system setup is working properly. Refer to section 2.10 in the *Configuration Manual CIU 888* (Part No. 4417593) for more information.

### 2.5 Troubleshooting during the installation of a new CIU 888 license

For more information about problems and errors that may be encountered during the installation of a new CIU 888 license, refer to the *Troubleshooting & Maintenance Guide CIU 888* (Part No. 4417594).
APPENDIX A  CIU 888 MODEL SELECTION GUIDE

A.1 Hardware

In FIGURE A-1 an example of the Model Selection Guide for the CIU 888 hardware configuration is displayed. The code is generated on the basis of the options presented in the table.
### A.2 Software

In FIGURE A-2 an example of the *Model Selection Guide* for the CIU 888 software functionality is displayed. The code is generated on the basis of the options presented in the table.

![FIGURE A-2](example.png)

**Example of the Model Selection Guide for the CIU 888 software functionality**
## APPENDIX B  LIST OF ABBREVIATIONS

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>CIU</td>
<td>Communication Interface Unit</td>
</tr>
<tr>
<td>MSG</td>
<td>Model Selection Guide</td>
</tr>
<tr>
<td>NMi</td>
<td>Nederlands Meetinstituut (Netherlands Measurement Institute)</td>
</tr>
<tr>
<td>TRL</td>
<td>Tank Radar Level</td>
</tr>
<tr>
<td>USB</td>
<td>Universal Serial Bus</td>
</tr>
<tr>
<td>W&amp;M</td>
<td>Weights and Measures</td>
</tr>
</tbody>
</table>
List of Abbreviations

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C.1 Clearing cache in Chrome

1. In the browser bar, type:
   chrome://settings/clearBrowserData
2. Select the **Cached images and files** option.
3. Select a time duration from the **Obliterate the following items from:** drop-down menu option. You can choose the time period for which you want to clear the cached information. To clear your entire cache, select the beginning of time.
4. Click **Clear browsing data**.
5. Exit/quit all browser windows and re-open the browser.

C.2 Clearing cache in Internet Explorer 9 or higher versions

1. Select **Tools** (Alt+X) > **Safety** > **Delete browsing history** from the browser.

   **NOTE:** _If the menu bar is hidden, press Alt to make it visible._

2. Deselect the **Preserve Favorites website data** option and select **Cookies and website data**.
3. Click **Delete**.
   You will see a confirmation at the bottom of the window when the process is complete.
4. Exit/quit all browser windows and re-open the browser.
For service-related questions, contact:

**Technical Assistance Centre**

Phone:
+1 800 423 9883 or
+1 215 641 3610

E-mail:
HFS-TAC-SUPPORT@honeywell.com