

SupportNet™ Technical Services

Help is Just a Mouse Click Away



Flow Computer Division



Introducing SupportNet™ Technical Services

Now you can supplement your local technical support for ROC, FloBoss™, and other Flow Computer Division products directly from the Internet with SupportNet™ Technical Services. Whether you need software or firmware updates, or just have a technical question, SupportNet can make your job easier. And best of all, SupportNet is available to you 24 hours a day, seven days a week, anywhere in the world.

SupportNet gives you an easy and convenient means to get answers to technical questions or solutions to product problems. You have access to our extensive knowledge base of information, as well as to our factory-trained technical support team.

You can enjoy even more benefits with SupportNet Plus, a subscription service that lets you download software and firmware updates, among other advantages. SupportNet Plus gives you valuable on-line tools designed to meet your technical support needs.

SupportNet™ Features and Benefits

SupportNet gives you a standard set of support tools at no cost. Just sign up for the service and you can start using it immediately.

Search Our Knowledge Base of Frequently Asked Questions

By simply searching our knowledge base of frequently asked questions (FAQs), you may find the answer you're looking for. The database is maintained by our technical support staff and contains problems and solutions we've addressed over many years.

Submit Questions or Problems to Our Technical Support Staff

Using an on-line form called a ticket, you can submit your question or problem to our technical support staff for follow-up. You can also use a ticket to give us feedback. Tickets let you enter a description of the issue or problem, attach files, and specify the product affected.

Receive E-mail Responses to Tickets

After you submit a ticket, you will receive status reports of its progress by e-mail. In some cases, you may be requested to provide additional

information. After your ticket has been thoroughly reviewed, you'll receive an e-mail that either answers your question or recommends a further course of action.

The Home Page Gives You Access to the Powerful Features of SupportNet

EMERSON
Process Management

SupportNet

Flow Computer Division

Home | Search FAQs | New Ticket | My Tickets | Downloads | My Profile | Logout

SupportNet Home

This site provides technical support for ROC and FloBoss products manufactured by the Flow Computer Division. Some features are restricted to **SupportNet Plus** subscribers. Click on one of the tabs (described below) to navigate within SupportNet.

Search FAQs

Search the Flow Computer Division technical support knowledgebase of Frequently Asked Questions. Users may search by topic, narrow your search with keywords, or use the Power Search utility.

New Ticket

Submit a new technical support ticket and receive a reply by email from our staff.

My Tickets

Check the status of a technical support ticket or update tickets with additional information. **SupportNet Plus** subscribers are also able to view technical support tickets submitted by other people in their company.

Downloads

This feature is exclusive to **SupportNet Plus** subscribers. From this tab you may download the latest firmware/software revisions, release notes, and product literature. **SupportNet Plus** subscribers are able to configure email-based product update notification messages on the My Profile tab.

My Profile

Change your password, contact information, and other account details. **SupportNet Plus** subscribers may configure email notifications by product and view ROCLINK zip file passwords.

Logout

Click on this tab to log out of SupportNet.



View Your Ticket Database

You can view any ticket that you have created, regardless of its status. This can be invaluable if you want to look up the solution to a problem that you previously submitted. In addition to viewing tickets, you can add or edit information on the tickets as required before they are closed out.

SupportNet currently supports these products:

- FloBoss 100-series
- FloBoss 407
- FloBoss 500-series
- ROC300-series
- ROC800-series
- ROCLINK-series
- Daniel FloBoss S600
- Daniel 2500-series
- Daniel Presets

Modify Your User Profile

Change your password and edit your contact information as needed. Your User Profile gives us important information that

helps us to better serve you. Information is held in strict confidence and will not be made available for unauthorized use.

Search Our Knowledgebase for Answers to Common Questions and Problems

The screenshot shows the Emerson SupportNet interface. At the top, there is a navigation bar with the Emerson logo, the text 'SupportNet', and 'Flow Computer Division'. Below this is a search bar with the text 'Search FAQs' and a 'Power Search' button. The main content area is titled 'Search FAQs' and includes a sub-header: 'This view is displayed in a new window. To return to the main screen, close this window.' The search results are displayed in a list format, with each result showing a status number, a title, and a brief description. The results shown are:

- 10077** **Auto Adjust Turbo Meter - HiHi Alarm**
In the Auto Adjust Turbo Meter template, it is showing a "HiHi Alarm" in status #1. All values appear to be correct.
- 10009** **Offsite Orifice Plate Change**
Is there a way to use a host program to "freeze" the meter inputs for a plate change so that my on-site technician doesn't have to do this with ROCLINK for Windows?
- 9382** **ROC809 - AGA7 Config**
How do you configure a ROC809 for AGA??
- 8979** **PID - Setpoint Ramp Rate**
Is the PID Setpoint Ramp Rate measured in minutes?



SupportNet™ Plus Features and Benefits

SupportNet Plus lets you take full advantage of the world-class performance of our products for a modest annual fee. Our commitment to continuous product improvement results in periodic upgrades to product software and firmware. SupportNet Plus keeps you aware of updates and gives you easy access for downloading them. SupportNet Plus includes all the standard features of SupportNet and important additional benefits.

Receive E-mail Notification of Software and Firmware Updates

You'll receive e-mail notification of the latest software and firmware updates for your products. You only receive notifications for the products you have identified in your User Profile, so you won't be bothered with unnecessary e-mail.

Submit Questions or Problems to Our Technical Support Staff Using Tickets

The screenshot shows the 'SupportNet' web interface for the 'Flow Computer Division'. The header includes the Emerson logo and navigation links: Home, Search FAQs, New Ticket, My Tickets, Downloads, My Profile, and Logout. Below the header is a 'Question' form with the following fields:

- Summary:** How to connect a 4-wire RTD to the FloBoss 103
- Description:** I'm trying to connect a 4-wire RTD to a FloBoss 103 and I'm not sure where to connect each wire. Please help me out.
- Attachments:** Three 'Attach file' fields with 'Browse...' buttons. The first field contains 'RTD.jpg'.
- Flow Computer:** FB103
- Firmware Version:** 1.20
- Configuration Software:** ROCLINK (800)
- Conf SW Version:** 1.23
- Legacy Products:** n/a

Buttons for 'OK' and 'Cancel' are located at the bottom of the form.



Download the Latest Software or Firmware Updates

Now it's easier than ever to keep your products up to date with the latest software or firmware.

When you receive notification of an update, simply log on to SupportNet™ and proceed to the Downloads page. There, you'll find a listing of updates for your products. You can view the readme file (if available) for any listed update to help you determine if it is appropriate for your application. Then, just download the desired update file to your PC.

Download Software and Firmware Updates as Well as Documentation with SupportNet Plus

The screenshot shows the Emerson SupportNet Plus website. At the top, there is a navigation bar with the Emerson logo, the 'SupportNet' logo, and the 'Flow Computer Division' name. Below the navigation bar are links for Home, Search FAQs, New Ticket, My Tickets, Downloads, My Profile, and Logout. The main content area displays a table of updates with columns for Summary, Release Notes, Latest Version, Manual, and Spec Sheet. The table lists various updates for products like ROCLINK, ROC800, ROC300, FloBoss, and Daniel.

Summary	Release Notes	Latest Version	Manual	Spec Sheet
ROCLINK for Windows v1.21	Readme v1.21	RL4Wv121.zip	A6091	4:RLFW
ROCLINK for DOS v2.23	Readme v2.23	RL4Dv223.zip	A6051	4:RL101
ROCLINK 800 v1.30	Readme v1.30	RL800v130.zip	A6121	4:RL800
ROC800-Series Firmware v1.32	Readme v1.32	ROC809E_1-32.zip	A6116	6.1:FW1
ROC300-Series FlashPAC Firmware v2.23	Readme v2.23	FP_v223.zip	A4630 A4193	2.1:FW1
FloBoss 500-Series Firmware v2.43	Readme v2.43	FB500_v243.zip	A6050	3:FB5FW
FloBoss 407 AGA92 Firmware v1.12	Readme v1.12	407_92_v112.zip	A6013	2.1:FW10
FloBoss 100-Series Boot Firmware v1.10	Readme v1.10	FB103_boot_v110.zip	n/a	n/a
FloBoss 100-Series App Firmware v2.10	Readme v2.10	FB100_v210.zip	A6114	5.1:FW1
Daniel Setup 6000 v5	n/a	Setup6000_Danload.zip	3-9000-670	n/a
Daniel RMS/SMS Com Program	n/a	Petrocount_com_program.zip	ag-sms-rms	n/a
Daniel IPL 25 v6.03	n/a	IPL25_Turbo.zip	3-9000-591	n/a
Daniel FloBoss S600 Firmware v4.xx	n/a	S600v4xxSeries.zip	A6115	n/a
Daniel Config25 v6.03	Readme v6.03	Config25_603.zip	3-9000-592	n/a
Daniel Config 600 v1.4	n/a	Config600_14c.zip	n/a	n/a



Download Manuals and Specification Sheets

You can download Manuals and Specification Sheets for products receiving updates without going to another website. Manuals provide information on how to configure and use the product, and Specification Sheets describe the product and list its specifications.

View Your Company's Ticket Database

SupportNet™ Plus gives you the capability to view tickets created by other SupportNet Plus users in your company. This is an especially useful tool when a company has operations at several locations.

Receive Comprehensive Responses to Your Ticket Requests

ID: 6702	
User Information	
Full Name:	Roc User
Question	
Summary:	HOWTO: External Modem to ROC/FloBoss
Description:	How do you wire an external modem that has a 25-pin connector to a ROC/FloBoss?
Attach file # 1:	00003R1.pdf
Attach file # 2:	NONE
Attach file # 3:	NONE
Flow Computer:	ROC364 FlashPAC Firmware Version: n/a
Configuration Software:	Other Conf SW Version: n/a
Legacy Products:	n/a
Answer	
This procedure requires a 6-wire conversion to physically connect the 25-pin connector on the MODEM to the 9-pin COM port on the ROC.	
ROC: 2 --> 3: Modem ROC: 3 --> 2: Modem ROC: 5 --> 7: Modem ROC: 7 --> 4: Modem ROC: 6 --> 8: Modem ROC: 4 --> 20: Modem	
This procedure may require special, or extra, initialization commands to be entered into the COM port setting of the RS-232 card. The following initialization command has been tested for 33.6 and 56k U.S. Robotics external MODEMS at 9600 baud: AT&A0&D0&O0&M0&R1&S050=1&N6&U6	
Note: If the ROC/FloBoss COM port is currently being used for another device, and the only available port is the LOI (Local Operator Interface), the external MODEM can be connected to the LOI port. The recommend procedure would be to initially connect the MODEM to a COM port with an RS-232 card installed and then move the MODEM over to the LOI port. If the ROC does not have an available COM port to set up the MODEM, use HyperTerminal (Start > Programs > Accessories > Communications) to configure the MODEM. Consult Windows Help for directions on how to use HyperTerminal.	
For a printer friendly version of this solution, please see the attached PDF (requires Acrobat Reader http://www.adaba.com/products/acrobat/readstep2.html).	
Ticket Status	
State:	Closed
Opened:	10 Oct 2002 15:29:09 Closed: 10 Mar 2003 08:38:00
Modification date:	12 Mar 2004 13:51:57

SupportNet™ is available free of charge. SupportNet Plus is available for a modest annual fee.

SupportNet SupportNet Plus

Feature

- Search Our Knowledge Base of Frequently Asked Questions
- Submit Questions or Problems to Our Technical Support Staff
- Receive e-mail Responses to Your Tickets
- View Your Ticket Database
- Receive e-mail Notification of Software/Firmware Updates
- Download Software and Firmware Updates
- Download Manuals and Specification Sheets
- View Your Company's Ticket Database

Let SupportNet Work for You

Using SupportNet is easy. To sign up for either standard SupportNet or SupportNet Plus, contact your Emerson Process Management Local Business Partner (Representative) or Sales Office.

Once you've signed up, you can start enjoying the benefits of SupportNet immediately. And you can upgrade from standard SupportNet to SupportNet Plus at any time.

SupportNet Plus Lets You View Tickets Submitted by Anyone in Your Company

The screenshot shows the SupportNet Plus web interface. At the top, there is a navigation bar with the Emerson Process Management logo, the SupportNet logo, and the Flow Computer Division name. Below the navigation bar are links for Home, Search FAQs, New Ticket, My Tickets, Downloads, My Profile, and Logout. The main content area displays a table of tickets. The table has columns for Full Name, Summary, Flow Computer, Configuration, State, and Modification date. The table shows 14 tickets, with the last one being submitted by Dino Smith on 8 Mar 2004.

Full Name	Summary	Flow Computer	Configuration	State	Modification date
6702 Roc User	HOWTO: External Modem to ROC/FloBoss	ROC364 FlashPAC	Other	Closed	12 Mar 2004 13:51:57
6709 Roc User	MODBUS Master Serial I/O Module and REGFLO setup	RegFlo	RegLink	Closed	15 Mar 2004 12:15:14
6713 Roc User	MODBUS Serial I/O to ROC communications.	RegFlo	RegLink	Closed	11 Mar 2004 10:06:29
6728 Roc User	ROC to REGFLO MODBUS Communication	Other	ROCLINK (Win)	Closed	11 Mar 2004 10:06:29
6737 Roc User	Connecting an external MODEM to a COM port of a ROC	ROC364 FlashPAC	ROCLINK (Win)	Closed	11 Mar 2004 10:06:30
6932 Roc User	White Paper:: 020011r0 - Standard / Meter History	Other	Other	Closed	11 Mar 2004 10:06:30
6933 Roc User	White Paper:: 020010r0 - Serial Devices	Other	Other	Closed	11 Mar 2004 10:06:31
9104 Roc User	MVS sensor range using a FB407?	FB407	ROCLINK (Win)	Updated by Customer	15 Mar 2004 12:14:20
9998 Roc User	Auto Adjust Turbo Meter / No Values	FB407	ROCLINK (Win)	Need more info	15 Mar 2004 12:13:34
10212 Roc Subscriber	Test Ticket #01 for Subscriber Level	ROC306 ROCPAC	ROCLINK (Win)	Updated by Customer	12 Mar 2004 08:32:57
10503 Dino Smith	ROC364 Modbus configuration parameters	ROC364 FlashPAC	ROCLINK (Win)	Closed	8 Mar 2004 13:29:25

Count on Emerson

Doing business with Emerson Process Management gives you the confidence that the products, services and solutions you buy are backed by our unmatched global support. And, Emerson's industry expertise will help you achieve the performance and profitability goals you are measured by.

The information and support you need can be as close as your telephone or web browser, or right around the corner. With over 600 locations in more than 85 countries, chances are we have an office near you.

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