

# VisuNet RM Shell 5 2019 LTSC

## Upgrade-Package

Manual



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With regard to the supply of products, the current issue of the following document is applicable:  
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## 1 History of the Manual

The following editions of the manual have been released:

Version	Comments
06/2021	First edition
09/2021	Revision of chapter <b>Pre-Conditions - Compatible Device and Image List</b>

## 2 Upgrade Instructions

Thank you for choosing the Pepperl+Fuchs upgrade kit to VisuNet RM Shell 5 (2019 LTSC). With this upgrade package you receive the right to upgrade your Pepperl+Fuchs HMI devices from VisuNet RM Shell 4 (based on Microsoft® Windows® Embedded Standard 7) or VisuNet RM Shell 5 (based on Microsoft® Windows® 10 IoT Enterprise 2016 LTSC) to VisuNet RM Shell 5 (based on Microsoft® Windows® 10 IoT Enterprise 2019 LTSC).

Attached to this Quick install guide you received a "Certificate of Authenticity" (CoA). This CoA grants you the right to install the VisuNet RM Shell 5 image on as much VisuNet Remote Monitors and BTCs as you have received Microsoft® License adhesive labels.

To ensure a proper assignment of licenses to devices, document to which device a license is assigned by writing the devices serial number on the CoA sheet in the respective field.



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### Note

For detailed information how to upgrade devices with preinstalled VisuNet RM Shell 4 refer to the Quick installation guide Upgrade VisuNet RM Shell 4 to 5. Since multiple steps differ from this manual.

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### DISCLAIMER

This software is subject to the terms and conditions of the accompanying End-User License Terms. This software is provided only for use with, and for licensed End User of, the Pepperl+Fuchs VisuNet Remote Monitors and Box Thin Clients. Any other use of this software is strictly prohibited and may subject you to legal action. You are only eligible to install the images on Pepperl+Fuchs devices for which you have bought a corresponding upgrade license from Pepperl+Fuchs.

The software upgrade is non-returnable and non-refundable. Contact your local Pepperl+Fuchs sales representative if you have open questions.

### 3 Pre-Conditions

#### Compatible Device and Image List

The Pepperl+Fuchs VisuNet RM Shell 5 (based on Microsoft® Windows® 10 IoT Enterprise 2019 LTSC) upgrade package is qualified and compatible with following devices that come with preinstalled **VisuNet RM Shell 5**:

		Installed on device		After performing the upgrade	
Device Family	Description	OS	LTSC Image	LTSC Upgrade Kit	OS
<b>VisuNet Remote Monitors</b>					
VisuNet GXP (BayTrail Processor)	RM-GXP1200-*T2-* RM-GXP1100-*T2-*	Windows® 10 2016 LTSC	18- 33416	18- 34309	Windows® 10 2019 LTSC
Computing Unit TCU (BayTrail Processor)	TCU1100-* TCU1200-*	Windows® 10 2016 LTSC	18- 33416	18- 34309	Windows® 10 2019 LTSC
VisuNet GMP	RM219*-*T6-* RM221*-*T6-* RM222*-*T6-*	Windows® 10 2016 LTSC	118- 0244	18- 34261	Windows® 10 2019 LTSC
	RM3719*-*T6-* RM3721*-*T6-* RM3722*-*T6-*	Windows® 10 2016 LTSC	118- 0249	18- 34262	Windows® 10 2019 LTSC
	GMP GP RM2xxC-*T6-*	Windows® 10 2016 LTSC	118- 0274	18- 34263	Windows® 10 2019 LTSC
	RM221*-*T6-* RM222*-*T6-*	Windows® 10 2016 LTSC	118- 0281	18- 34264	Windows® 10 2019 LTSC
	RM3721*-*T6-* RM3722*-*T6-*	Windows® 10 2016 LTSC	118- 0281	18- 34264	Windows® 10 2019 LTSC
VisuNet IND	RM8215*-*T61-* RM8219*-*T61-* RM8221*-*T61-* RM8222*-*T61-*	Windows® 10 2016 LTSC	118- 0243	18- 34298	Windows® 10 2019 LTSC
	RM915*-*T61-* RM919*-*T61-* RM921*-*T61-* RM922*-*T61-*	Windows® 10 2016 LTSC	118- 0243	18- 34298	Windows® 10 2019 LTSC
<b>Industrial Box Thin Clients</b>					
BTC01	BTC01-*TS2	Windows® 10 2016 LTSC	118- 0242	18- 34308	Windows® 10 2019 LTSC
BTC12	BTC12-*TS2	Windows® 10 2016 LTSC	18- 33582	18- 34076	Windows® 10 2019 LTSC
BTC14	BTC14-*TS2	Windows® 10 2016 LTSC	18- 33834	18- 34191	Windows® 10 2019 LTSC

Furthermore the Pepperl+Fuchs VisuNet RM Shell 5 (based on Microsoft® Windows® 10 IoT Enterprise 2019 LTSC) upgrade package is qualified and compatible with following devices that come with preinstalled **VisuNet RM Shell 4**:

		Installed on device		After performing the upgrade	
Device Family	Description	OS	LTSB Image	LTSC Upgrade Kit	OS
<b>VisuNet Remote Monitors</b>					
VisuNet GXP (BayTrail Processor)	RM-GXP1200-*T2-* RM-GXP1100-*T2-*	Windows® 7	18-33058	18-34309	Windows® 10 2019 LTSC
Computing Unit TCU (BayTrail Processor)	TCU1100-* TCU1200-*	Windows® 7	18-33058	18-34309	Windows® 10 2019 LTSC
VisuNet GMP	RM219*-*T5-* RM221*-*T5-* RM222*-*T5-*	Windows® 7	118-0144	18-34261	Windows® 10 2019 LTSC
	RM3719*-*T5-* RM3721*-*T5-* RM3722*-*T5-*	Windows® 7	118-0153	18-34262	Windows® 10 2019 LTSC
VisuNet IND	RM8215*-*T51-* RM8219*-*T51-* RM8221*-*T51-* RM8222*-*T51-*	Windows® 7	118-0150	18-34298	Windows® 10 2019 LTSC
	RM915*-*T51-* RM919*-*T51-* RM921*-*T51-* RM922*-*T51-*	Windows® 7	118-0150	18-34298	Windows® 10 2019 LTSC
<b>Industrial Box Thin Clients</b>					
BTC01	BTC01-*TS2	Windows® 7	118-0152	18-34308	Windows® 10 2019 LTSC



**Note**

If you have a device or image that is not listed, contact your local Pepperl+Fuchs sales representative to check for individual device compatibility.

## 4 Factory Reset 6

The provided images are packaged in an encrypted container format that can be read out with Pepperl+Fuchs Factory Reset 6.



### Warning!

Please check if you have Factory Reset  $\geq 6.x$  installed on your device (See either Software Information in "About App" (1) or "Device Info" in your factory reset menu (2)).



### Procedure

Click "About App".

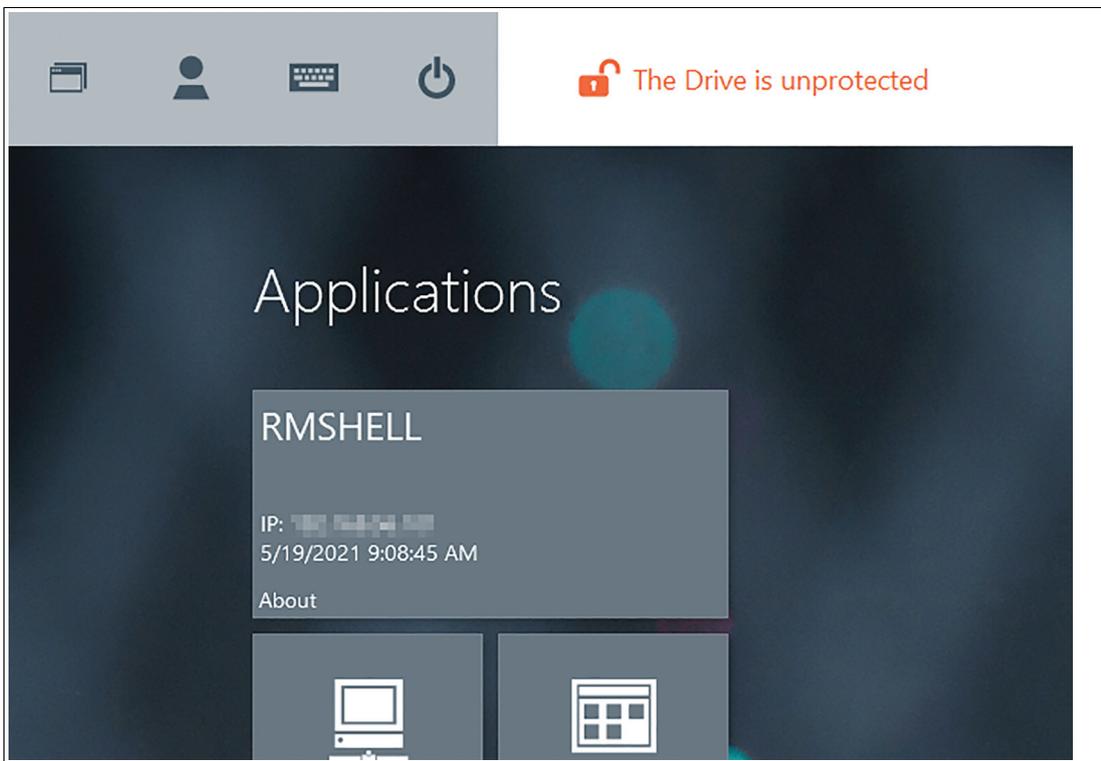


Figure 4.1 Open the About App.

↳ In the Software Information you find the installed Factory Reset version.

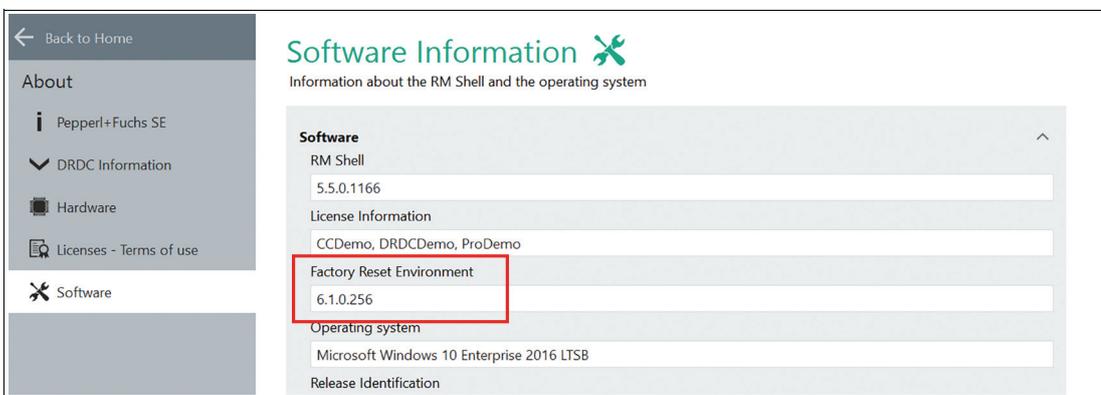


Figure 4.2 In the Software Information you find the installed Factory Reset version.

## 5 Device Info

This submenu provides information on the Factory Reset Version, Device Description, Installed Image, Compatible Images, the Partitions and the Licenses.

The information is useful when updating the firmware or may be necessary for technical support.

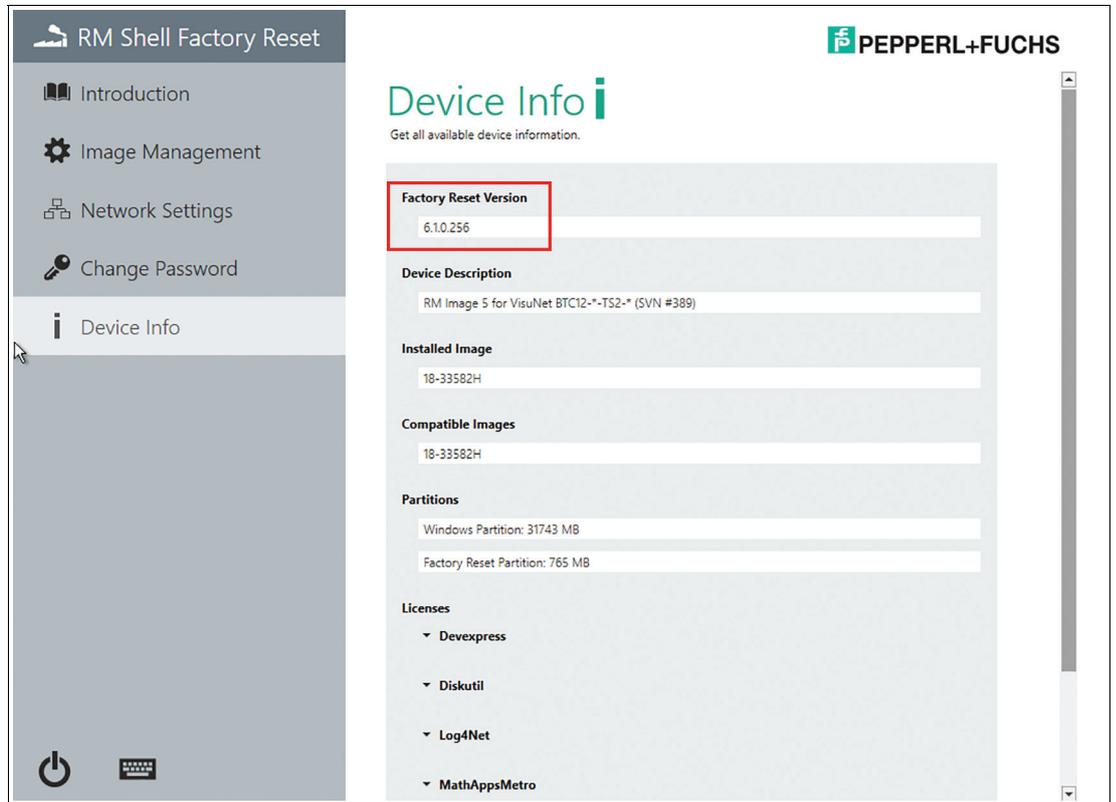


Figure 5.1 In the Device Info tab you can also find information regarding the installed Factory Reset version.



### Note

If you must update your Factory Reset, refer to the following website [https://www.pepperl-fuchs.com/global/en/classid\\_8256.htm?view=productdetails&prodid=106896#software](https://www.pepperl-fuchs.com/global/en/classid_8256.htm?view=productdetails&prodid=106896#software).

## 6 Access RM Shell 5 Upgrade Images

The VisuNet RM Shell 5 upgrade images are provided as download via the Pepperl+Fuchs file sharing platform "pffiler". This platform can be accessed under the URL: <https://pffiler.pepperl-fuchs.com/>

To access the platform, you need a user account.

### Create User Account (Optional)

If you do not have a user account for Pepperl+Fuchs pffiler service, request a new user account.

Visit following website and enter your contact details: <https://pffiler.pepperl-fuchs.com/page/register>

Following details are needed:
<b>First Name:</b> e.g. John
<b>Last Name:</b> e.g. Doe
<b>Email Address:</b> e.g. john@doe.com
<b>Email of your contact person:</b> (See below)
Depending on your region, choose: <b>North / South America:</b> asevera@us.pepperl-fuchs.com <b>Europe:</b> gts_pa@de.pepperl-fuchs.com <b>Asia / Pacific:</b> zphuah@sg.pepperl-fuchs.com

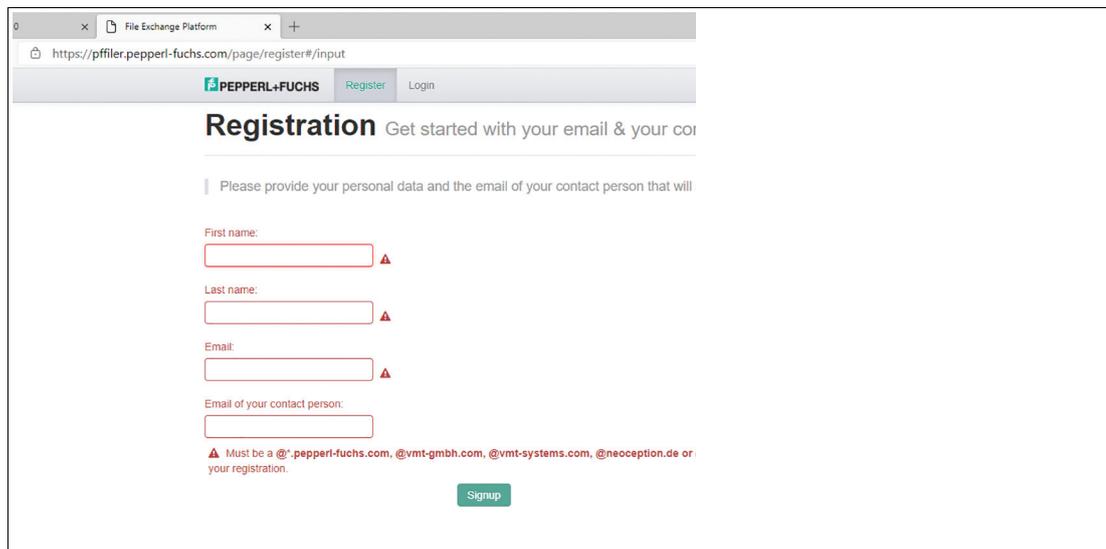


Figure 6.1 Provide your personal data on the registration page.

You are automatically informed via email, when your user account is created and you have the permissions to access the files. When you log in for the first time, change your personal account password.

### Get Access to Images

If you already have a Pepperl+Fuchs pffiler account, you can request access to the images.

Use the contact form online and provide the following information to receive access to the pffiler and images:

The form contains the following fields and sections:

- Title\* (dropdown)
- First Name\*
- Last Name\*
- Email Address\*
- Company
- Department
- Function
- Telephone\* (dropdown) Telephone\*
- Street/PO Box\*
- Zip/Postal Code\*
- City\*
- Country\* (dropdown)
- Comments
- Device Information \*** (collapse icon)
- Product Type Code\*
- Current Device Image\*
- Serial Number\*
- Order Number VisuNet RM Shell 5 2019 LTSC Upgrade-Package\*
- I consent to having my personal data (email address, gender, first and last name) stored and processed according to the [data protection notice](#).\*
- Submit button

\* mandatory fields  
\* If you have multiple devices installed with different images, please copy the device information fields and fill them out for each individual image.

Figure 6.2

The contact form is forwarded to the sales support depending on your region.

1. Europe: gts\_pa@de.pepperl-fuchs.com
2. North & South America: asevera@us.pepperl-fuchs.com
3. Asia Pacific: zphuah@sg.pepperl-fuchs.com



**Note**

If you want to execute multiple upgrades on different type of devices (e.g. BTC12 and VisuNet GXP), provide the device information of each device type to get access to the compatible images.

Use the "Add Entry" function to add further devices.

**Device Information \*** -

+

I consent to having my personal data (email address, gender, first and last name) stored and processed according to the [data protection notice](#) \*.

Submit

Figure 6.3

**Where to Find the Relevant Data:**

**Product Type Code:**

Either check your order of your device or get the product type code from the product label.



Figure 6.4 Label sample

**Current Device Image:**

Refer to the Introduction VisuNet RM Shell Factory Reset to get all your relevant information:

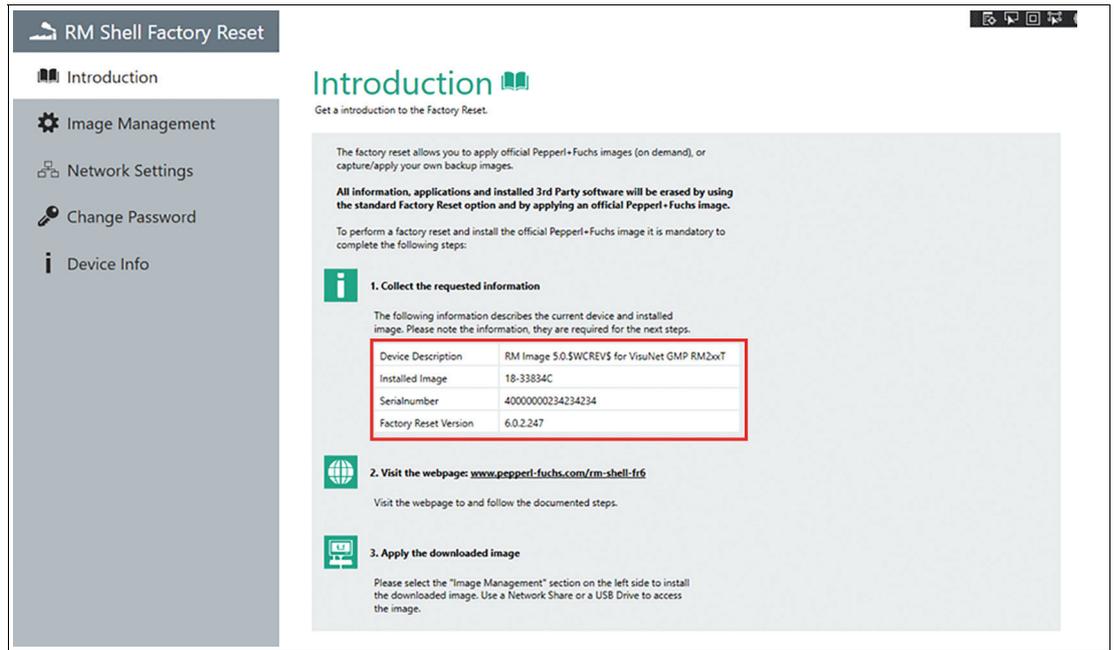


Figure 6.5

### Order Number 2019 LTSC Upgrade-Package:

Add your Pepperl+Fuchs order number of the purchased VisuNet RM Shell 5 2019 LTSC Upgrade-Packages you have bought. You find the order number on your invoice. It is mandatory to enter your order number to get access to the Pepperl+Fuchs images.

## 7 Downloading and Unpackaging the RM Shell Image



### Download

1. Log in with your user account credentials into your pffiler account.

← → ↻ pffiler.pepperl-fuchs.com/page/

**PEPPERL+FUCHS** Register Login

### Login

 Login to file exchange platform

Username:

Password:

Login

No Account? Register here Password forgotten? Reset here

To have your account deleted from this platform, please send an email to revoke@de.pepperl-fuchs.com

Figure 7.1 Log in to file exchange platform

2. After you are logged into your user account you find under the "My File Collections" page the folder with the **VisuNet RM Shell 5 2019 LTSC Upgrade-Package** image which you requested for your Pepperl+Fuchs hardware (e.g. BTC12, VisuNet GXP). Enter the folder.
3. If you have requested images for multiple hardware devices, you will find sub folders within the folder for each individual hardware platform. Enter the respective subfolder to access the split image files.

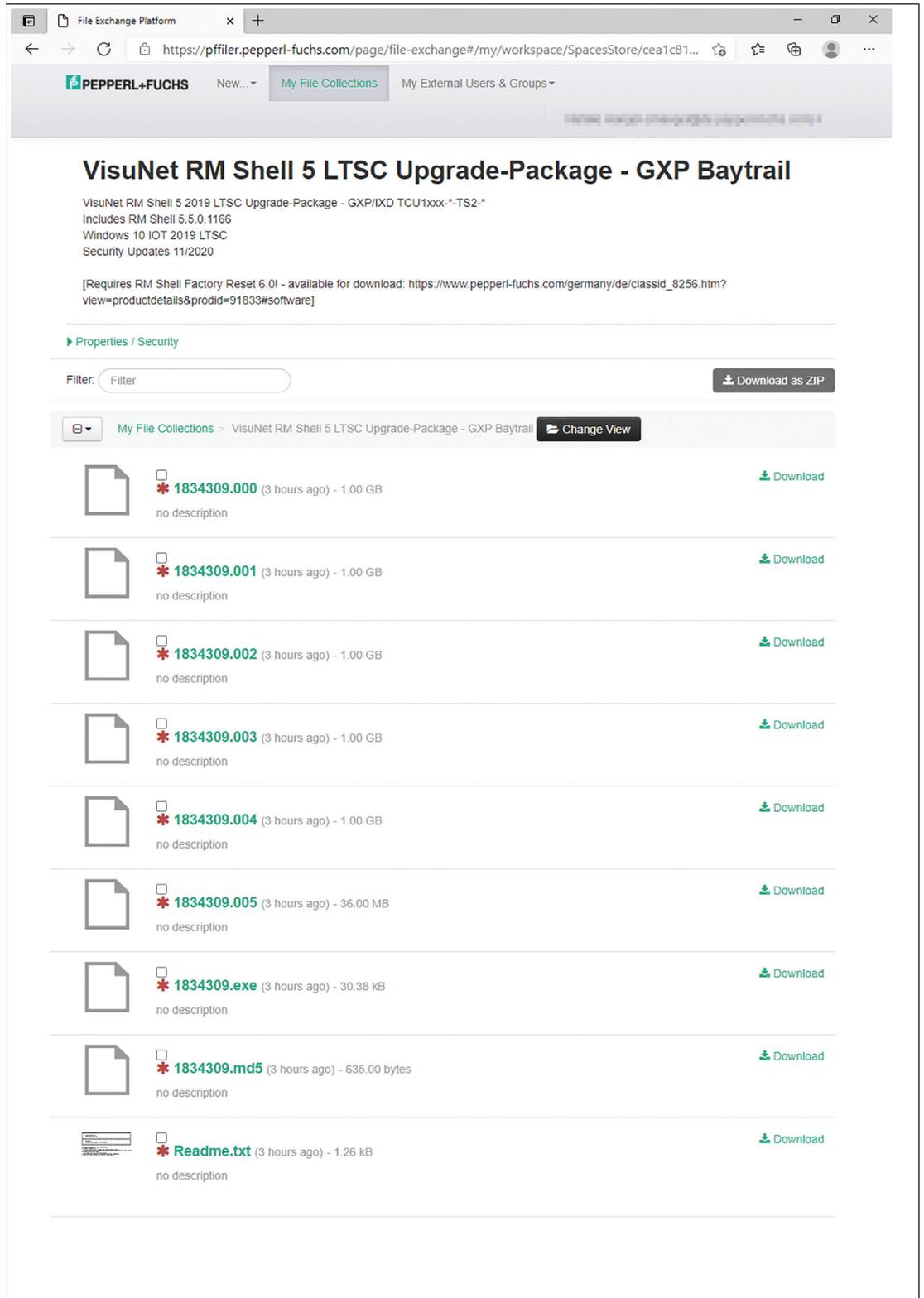


Figure 7.2 Sample of an VisuNet RM Shell 5 LTSC Upgrade Package

4. When you have entered the sub folder, you find a list of files. Those files represent a self-extracting split ZIP file that comprises the RM image (\*.pfimage) for the individual device.

5. Find detailed information on the individual images by opening the Readme txt data.

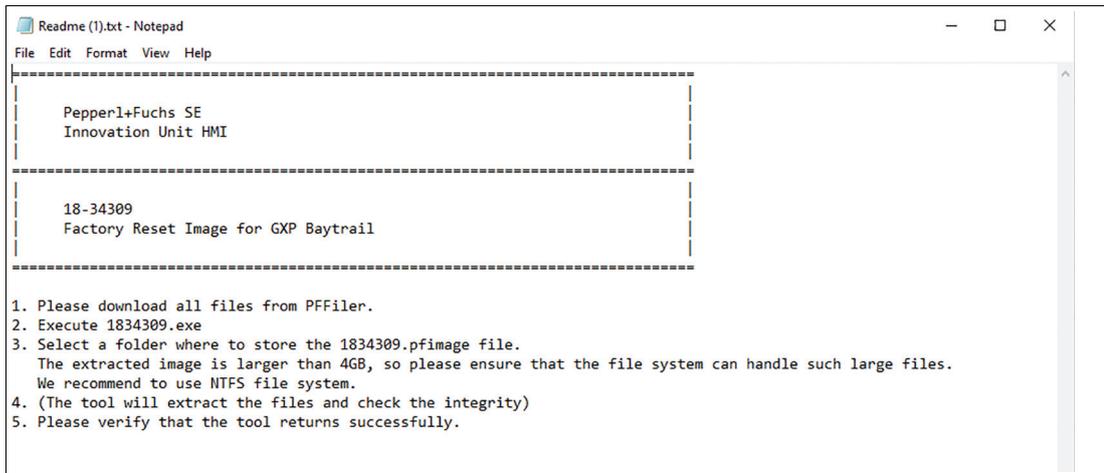


Figure 7.3 Get further information in the Readme text.

6. Download all files by clicking on "Download" for each file.



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**Note**

Due to large file size of the image (> 4 GB), the files are split in smaller files for the download process. The exe re-assembles individual packages then into one image again.

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**Note**

By downloading the images, you accept the Pepperl+Fuchs and Microsoft® license agreement that you find in the appendix of this document.

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## Unpacking Files

1. When all files are downloaded, start the Pepperl+Fuchs Image Merger by clicking the .exe file. Make sure that the names of the saved files are identical to the individual file names within the pffiler.
2. The Pepperl+Fuchs Imager Merger extracts the correct image file (\*.pfimage) and verifies that the files are not corrupted.
3. This file can now be installed onto a VisuNet Remote Monitor / Box Thin Client by using a USB memory stick or via shared network folder. The respective steps are described in the next chapter.



### Note

Download from pffiler/Intranet can quickly lead to corrupted files, in this case a corresponding message would pop up. Then download the corrupted file again.

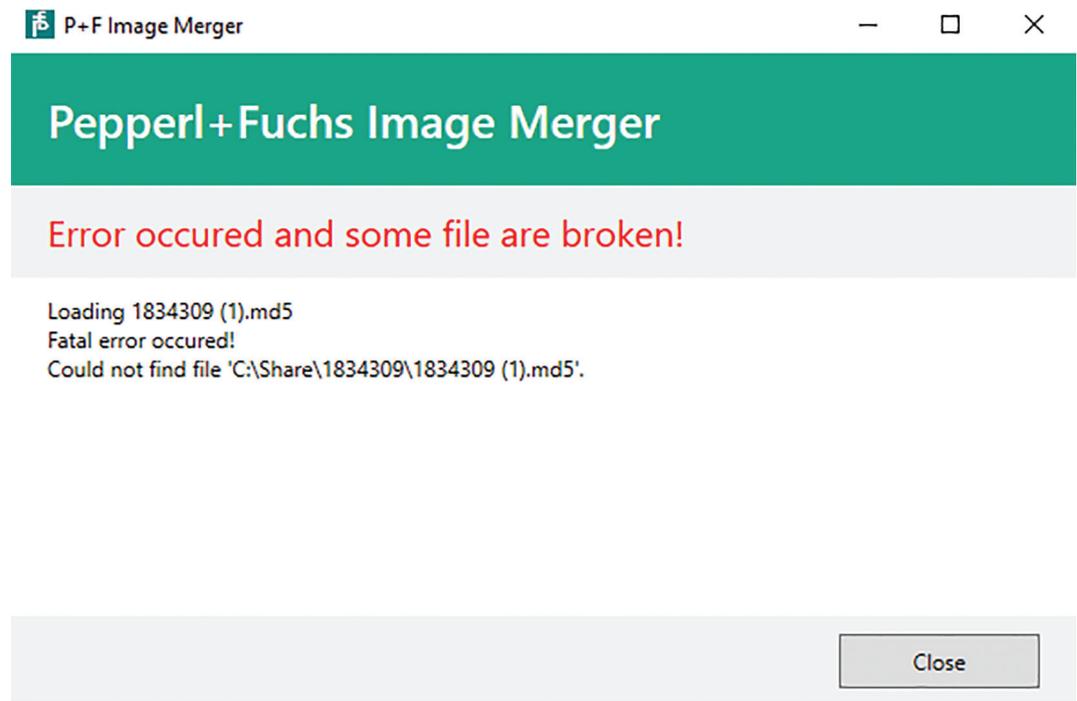


Figure 7.4 Sample Pepperl+Fuchs Image Merger Error Message.

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## 8 Installing the Update



### Note

It is mandatory that Factory Reset 6 is installed on your device to be able to perform the Upgrade to VisuNet RM Shell 5 based on Microsoft® Windows® 2019 LTSC. Refer to chapter **Factory Reset 6** for detailed information on how to figure out which Factory Reset is installed on your device.

With Factory Reset Version No. 6.0 and newer, the image is no longer available locally on Partition D which increases the storage and speed.



### Caution!

After applying the Pepperl+Fuchs image, the setup of the device must be performed locally!

The VisuNet RM Shell first start wizard guides you through the most important initial configuration steps. Refer to the First Start Wizard Chapter in the VisuNet RM Shell manual for further information.



## Entering Factory Reset

Enter the Factory Reset via VisuNet RM Shell.

1. From the main screen, change users to administrator..
2. Click "System Settings".
3. Navigate to the "General" tab.
4. Expand the "Factory Reset" section.

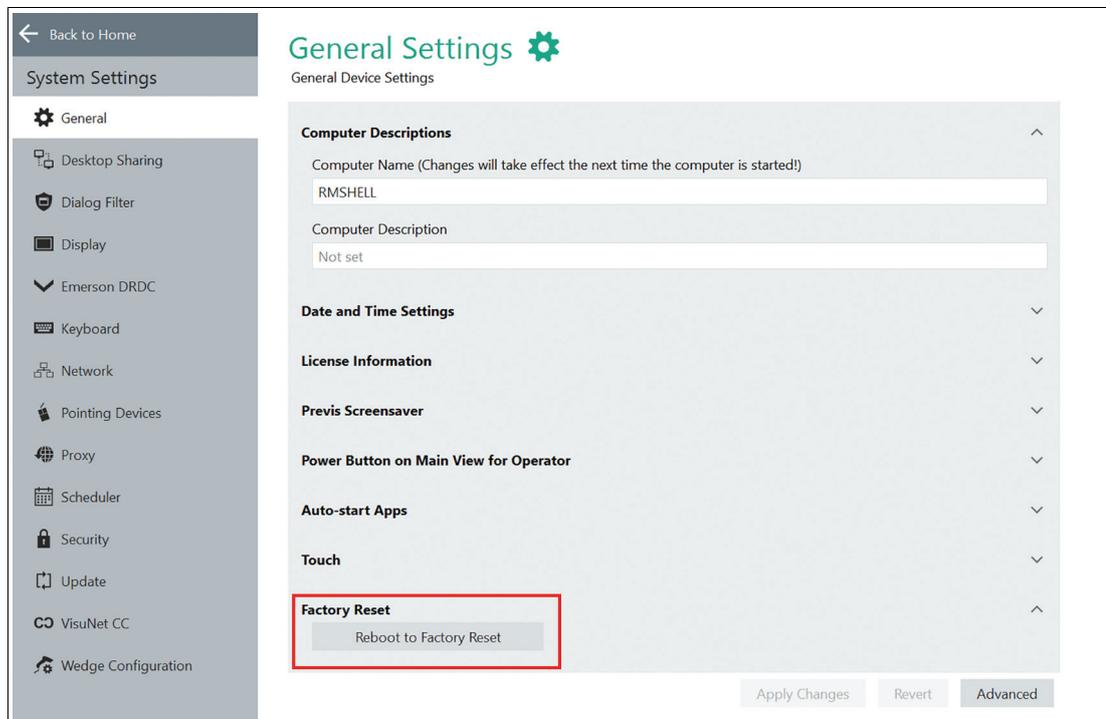


Figure 8.1 Open General Settings to boot into the Factory Reset.



**Note**

Feature available since Shell 4.2\*; If you use an older VisuNet RM Shell version 4.x, enter the factory reset of your device during the boot process, by pressing key "F9" on keyboard.

↳ After a restart, the system will now boot into the Factory Reset.

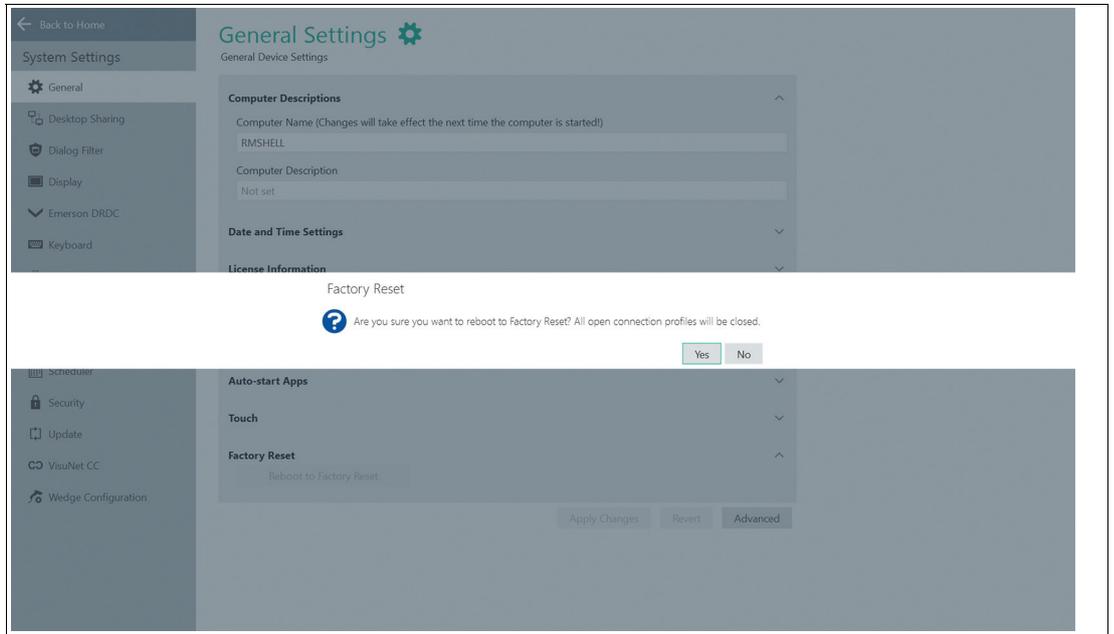


Figure 8.2 Factory Reset warning



**Note**

When you boot into the factory reset, all open profiles are closed.

## 9 Image Management

In this submenu you can manage the available upgrade packages for the VisuNet RM Shell 5.

### Option 1: USB Memory Stick



**Note**

If you want to use a USB memory stick for the update procedure, ensure that the USB stick is formatted with "NTFS" file system and has a minimum size of 16 GB.



**Procedure**

1. Rescan for new drives to search for connected USB flash drives. USB flash-drives can directly be used to transfer images.

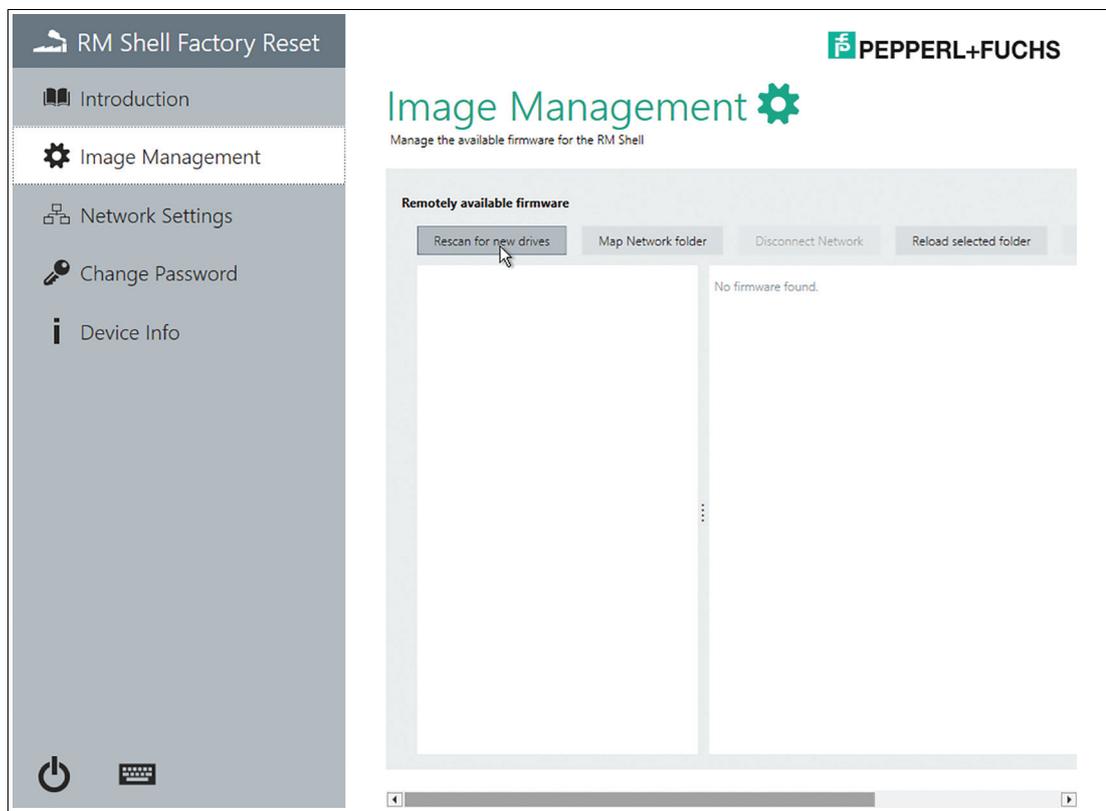


Figure 9.1 Manage the available Images in the "Image Management" tab.

2. Now you can import the VisuNet RM Shell 5 "\*pfimage"-file from your USB-device.

### Option B: Network Shared Folder

To apply an image, select the network folder first. The image is applied on the RM/BTC from which the network is connected to.



#### Create a Network Shared Folder

1. For updating via Network you need a shared folder on a local PC from which you can then download the image. To do so, create a new folder on your PC. Then right click the folder and go to "Properties". In the "Properties" go to "Sharing" and click "Advanced Sharing".

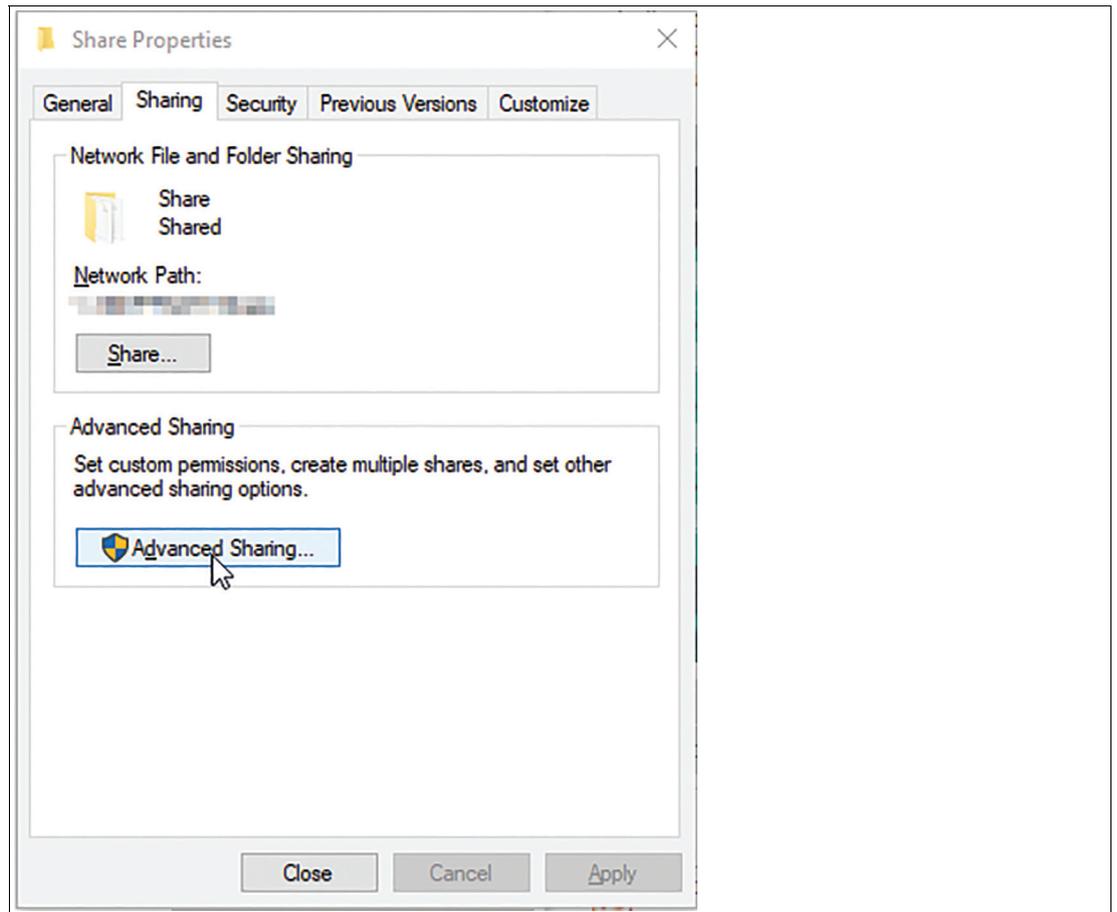


Figure 9.2 Share Properties

2. In the "Advanced Sharing" options activate the "Share this folder" checkbox. You can select another name if you want to. Then click "Permissions" and select all checkboxes in the "Allow cloumn".

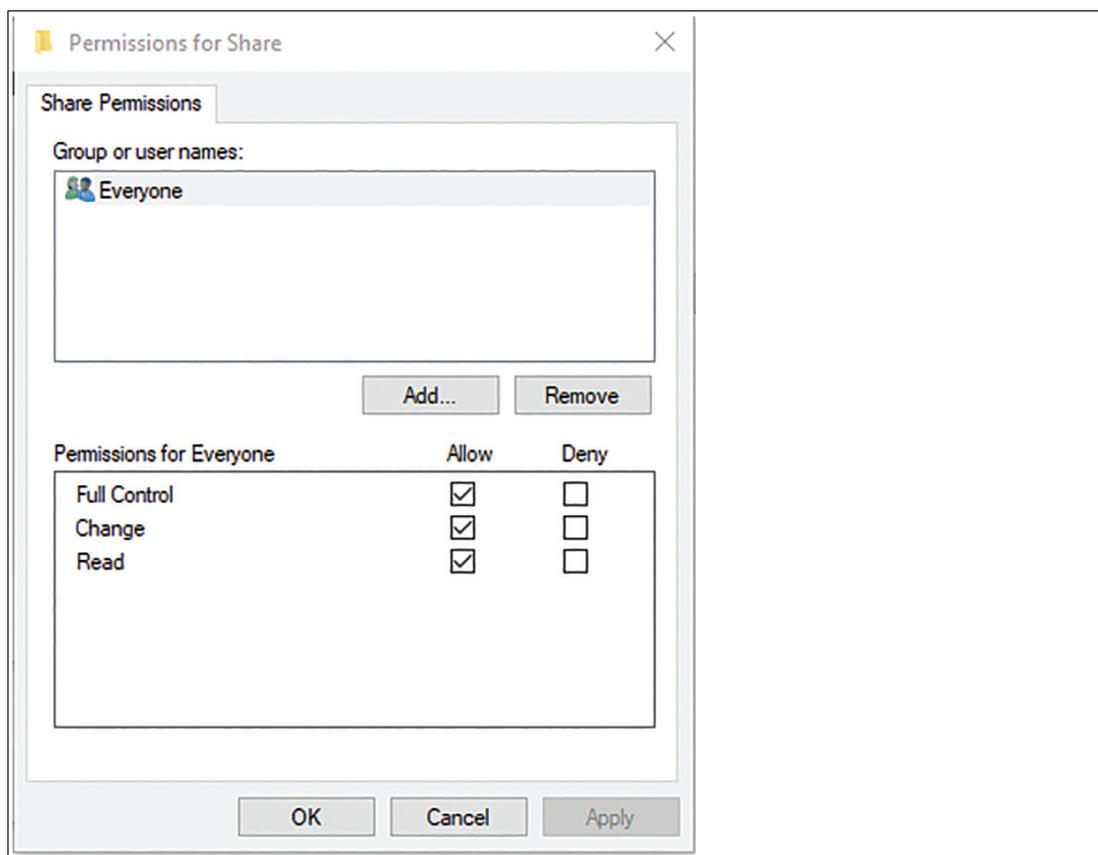


Figure 9.3 Allow permission

3. As last step copy the ".\*pfimage" image into the shared folder.



### Apply the Image via Network

1. To apply the ".\*pfimage" image via network to a Pepperl+Fuchs Remote Monitor or BTC, boot into the factory reset and open the Image Management.
2. Select the Network Share, which will be used to transfer the Images.

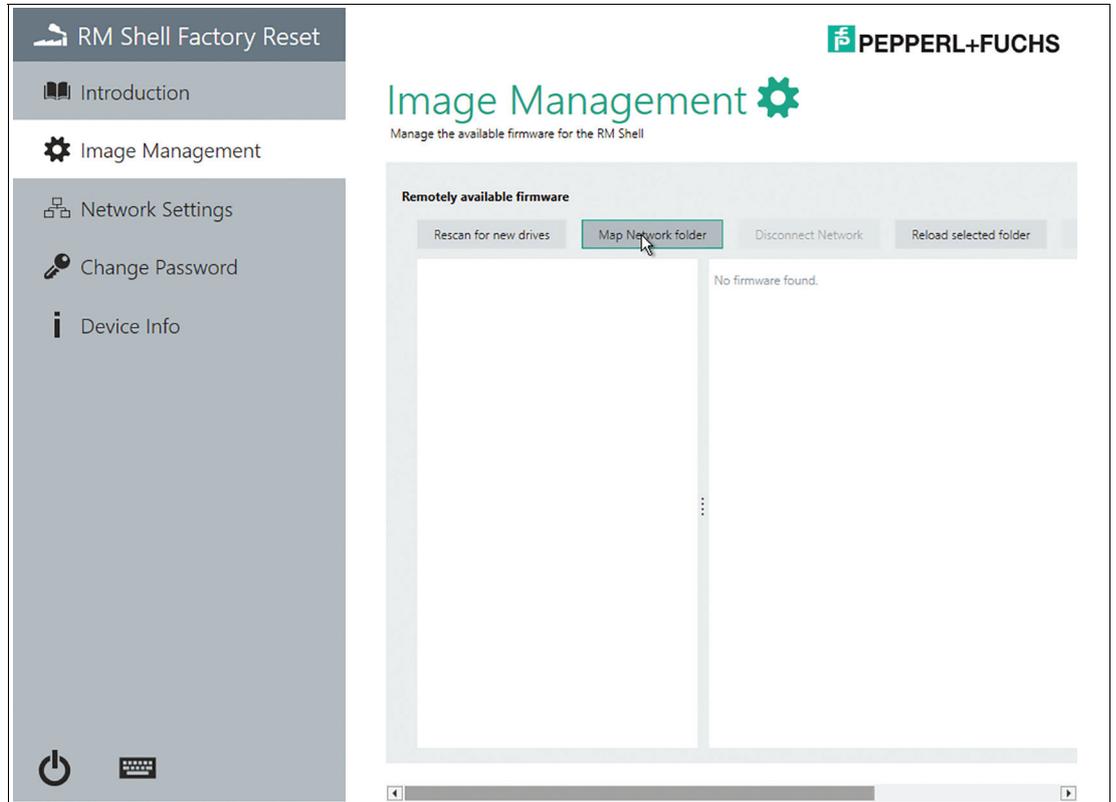
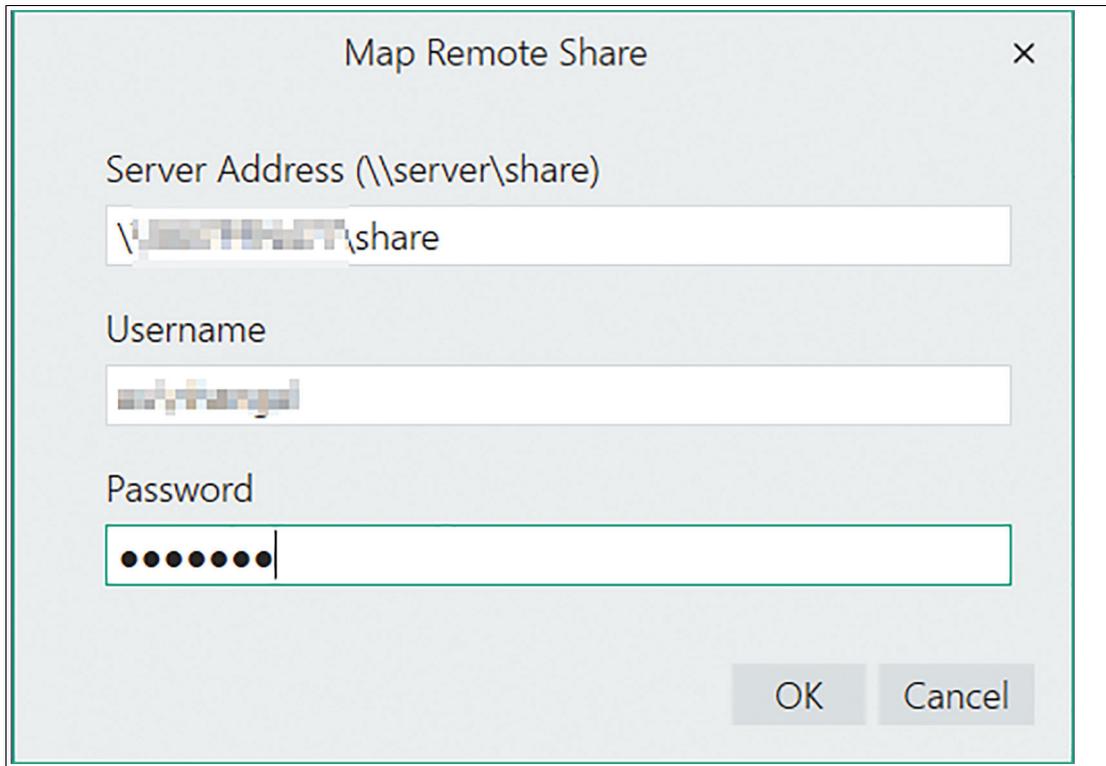


Figure 9.4 Map your network folder here

3. Now enter the network path to your PC with the shared folder. The Path consists of the server address of the device you created the shared folder on and the name of the shared folder. You may must enter the local Username and Password that you use for login on the PC as well.



The screenshot shows a 'Map Remote Share' dialog box. The title bar contains the text 'Map Remote Share' and a close button (X). The dialog has three input fields: 'Server Address (\\server\share)' with the value '\\[redacted]\share', 'Username' with a redacted value, and 'Password' with a masked value of seven dots. At the bottom right are 'OK' and 'Cancel' buttons.

Figure 9.5

4. After pressing "OK", the VisuNet RM Shell 5 Upgrade file will be displayed.

- 5. If you have multiple images listed, choose the official Upgrade package image provided by your local Pepperl+Fuchs sales support.

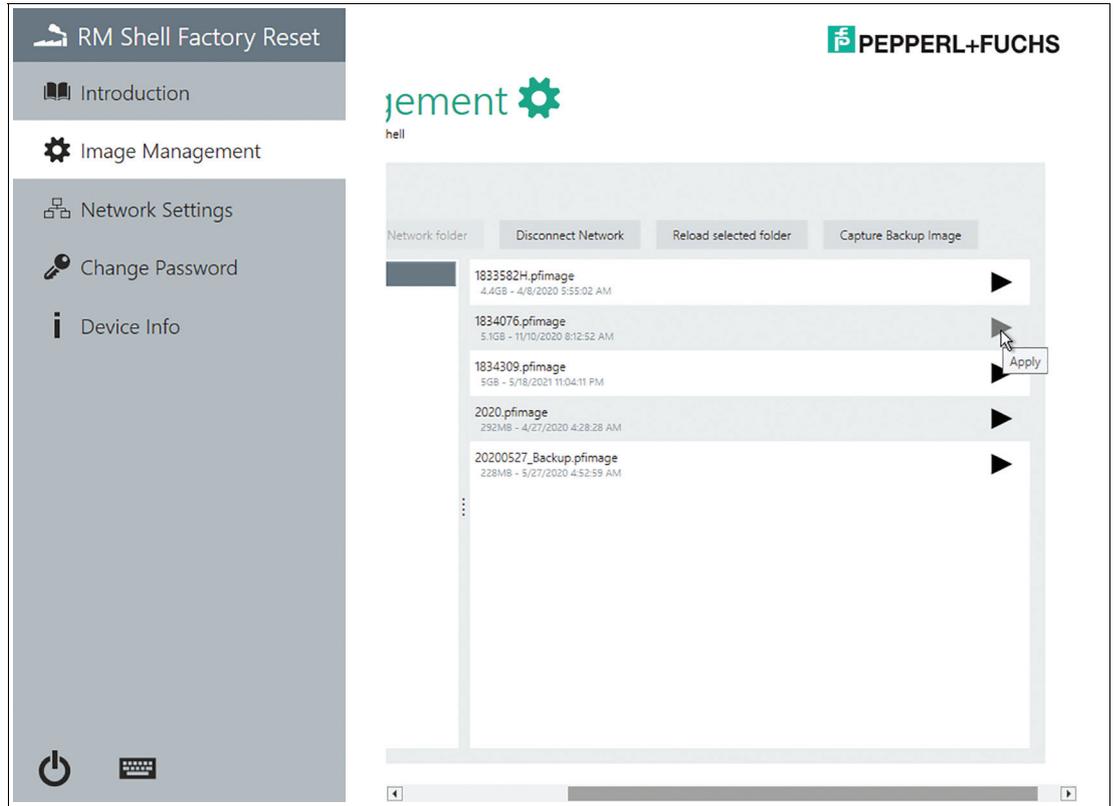


Figure 9.6 Select the right image and click "apply"

- 6. Click "Apply" to apply the selected firmware.



Figure 9.7 Apply firmware

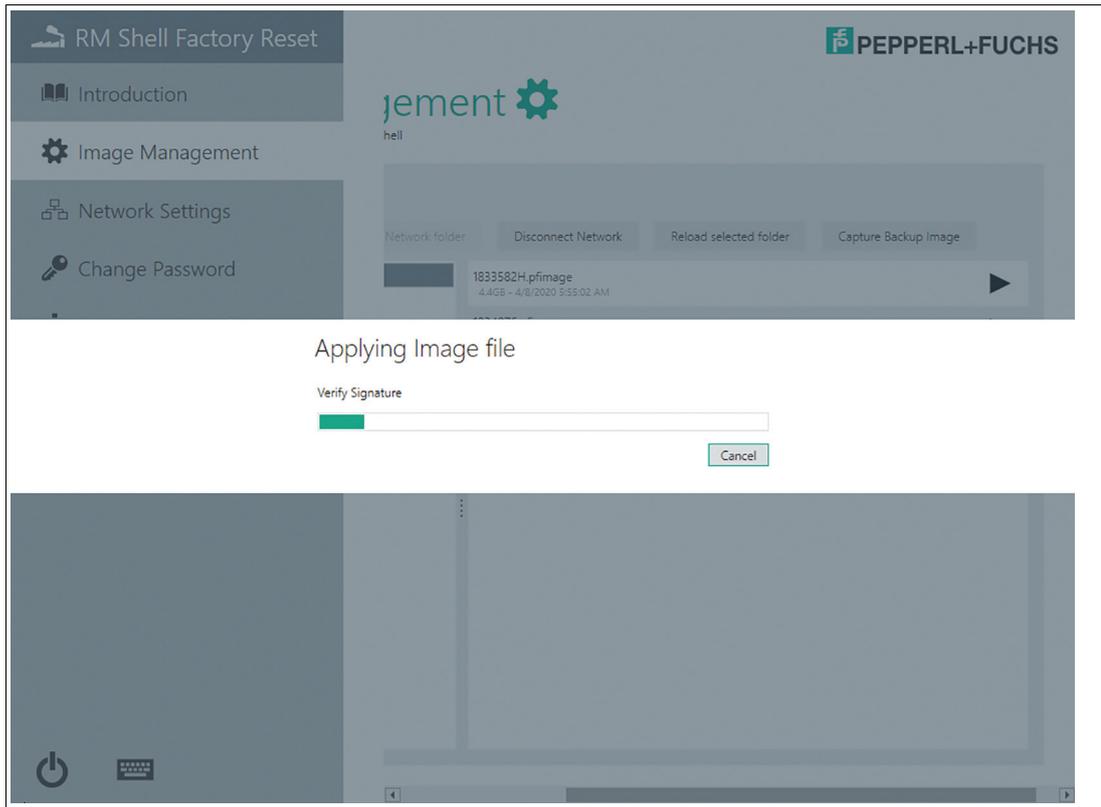


Figure 9.8 Applying Image file

7. The Signature checks if file was really issued by Pepperl+Fuchs.
8. Furthermore the meta-information of the encrypted \*.pfimage include descriptions and provide information about compatibility regarding the hardware devices.

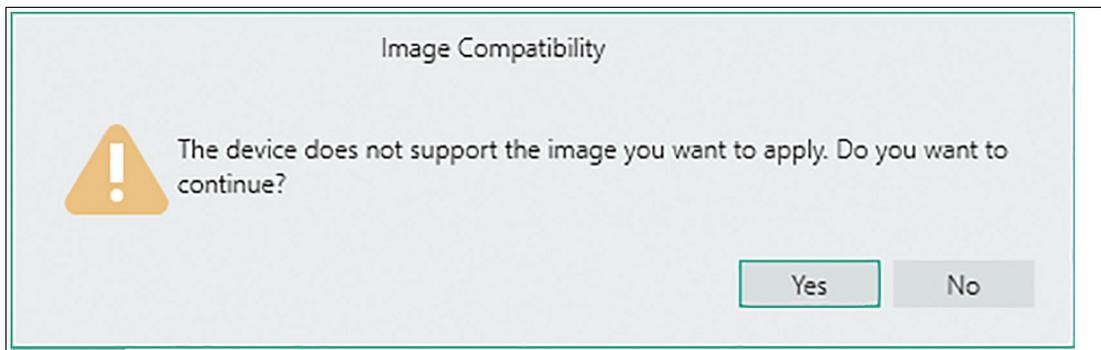


Figure 9.9 Image Compatibility



**Note**

If the warning Image Compatibility appears, it is most likely that the wrong image is chosen. Double check your image selection. Refer to the Compatible device & image list.

The installation of the Upgrade can take up to 30 minutes.

## 10 Appendix

### 10.1 Pepperl+Fuchs SE End User License Agreement (EULA)

#### IMPORTANT NOTE - READ CAREFULLY

THIS END-USER SOFTWARE LICENSE AGREEMENT IS A LEGALLY BINDING AGREEMENT BETWEEN YOU, AS A DESIGNATED USER OR AS A REPRESENTATIVE IN THE NAME OF A COMPANY OR AN ORGANIZATION, CALLED IN THE FOLLOWING THE "LICENSEE" AND THE PEPPERL+FUCHS SE, MANNHEIM, GERMANY CALLED IN THE FOLLOWING THE "LICENSER".

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IN CASE THE LICENSEE DOES NOT AGREE TO BE BOUND BY THE TERMS OF THIS AGREEMENT, THE LICENSEE SHALL NOT USE THE SOFTWARE AND SHALL RETURN THE DEVICE AT HIS OWN EXPENSE TO THE LICENSER.

#### 1 - Definitions

Licenser	Pepperl+Fuchs SE, Lilienthalstr. 200, 68307 Mannheim, Germany
Software	Means the Licenser software program(-s) including Microsoft Software, in each case, supplied by Licenser herewith, and the related information called "VisuNet RM Shell 5" which are delivered by Licenser together with and already installed on one Device. Any updates to such Software which the Licensee is entitled to receive and that has been provided to him by the Licenser shall also mean Software for purposes of this Agreement.
Microsoft Software	Means the MICROSOFT SOFTWARE LICENSE TERMS - WINDOWS 10, which is subject to additional terms and conditions referenced in the About screen of the "VisuNet RM Shell 5". By using the Software, the Licensee is also bound by the additional terms and conditions of the Microsoft Software.
Device	Means each product of the Licenser incorporating the Software.
License	By granting a License the Licenser grants to the Licensee the right to use the Software under the terms and conditions defined in this EULA.

#### 2 - Subject Matter of the EULA

2.1 The Licenser provides the Software which is subject to the following terms and conditions of use "VisuNet RM Shell 5".

2.2 A Service Contract for the Software is not available.

#### 3 Grant of License

3.1 Subject to the terms and conditions set forth in this EULA, the Licenser grants the Licensee a personal, non-exclusive and timely not limited License to use the Software according to the following provisions:

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## 11 - Governing Law and Place of Jurisdiction

11.1 The validity, interpretation and legal effect of this EULA shall be governed by, and construed in accordance with, the laws of the Federal Republic of Germany under the exclusion of German conflict law.

11.2 The courts of Landgericht Mannheim, Germany, shall have sole jurisdiction of any controversies regarding this EULA. Any action or other proceeding which involves such a controversy shall be brought in those courts in Mannheim and not elsewhere.

## 12 - Severability and Inconsistencies

12.1 Should any provision of this EULA be determined to be overly broad, ambiguous or otherwise unenforceable, such provision shall be redrafted in order to narrow its scope to the extent necessary to make the provision reasonable and enforceable. If the scope of the provision cannot be narrowed to such an extent that the provision will become enforceable, such provision shall be severed from this EULA.

12.2 In all cases the remainder of the EULA shall continue in full force and effect.

12.3 In case the terms of this EULA are in conflict with the terms of Microsoft Software License terms, the terms of the latter shall prevail with regard to the Microsoft Software.

## 13 - Alterations

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- Photoelectric Sensors
- Industrial Vision
- Ultrasonic Sensors
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