
MasterflexLive[®] Network Installation Update

Dear MasterflexLive account holder,

To facilitate initial installation of pumps/devices and to alleviate issues related to internal network connection at user sites, the MasterflexLive apps are being updated to default to encrypted https TCP port 443. Port 443 is the port typically used for secure web traffic.

Some users have experienced issues where a firewall (initially) prevented the pump from communicating to the outside network. In these cases users have had to work with their IT department or network administrator to modify the security settings in the network gateway or router, and/or to open up these ports: 1883, 8883, and 31768. In some cases these network firewall issues have prevented adoption and full implementation of the MasterflexLive technology and its many benefits.

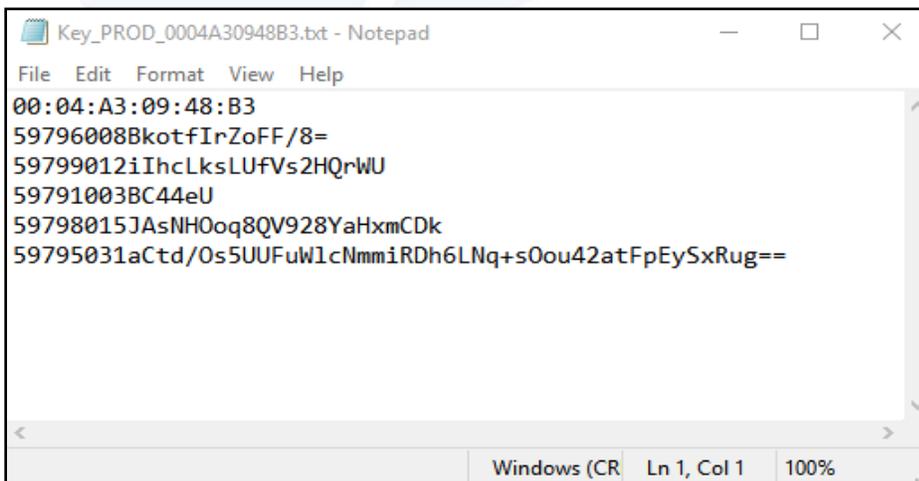
The switch to port 443 will prevent users from having to open normally unused ports.

Existing customers / MasterflexLive users with established accounts with drives manufactured prior to January of 2020 will need to update their drives using the Network installation tool. Instructions for this update follow:

Steps for updating drives:

Contact Cole-Parmer with drive model and MAC address (required); serial number is optional but will help us to verify that your drive does need to be updated. Contact options are at the end of this document.

A Cole-Parmer representative will reply with a text file similar to this:



```
Key_PROD_0004A30948B3.txt - Notepad
File Edit Format View Help
00:04:A3:09:48:B3
597960088BkotfIrZoFF/8=
59799012iIhcLksLUfVs2HQrWU
59791003BC44eU
59798015JAsNH0oq8QV928YaHxmCDk
59795031aCtd/Os5UUFuW1cNmmiRDh6LNq+sOou42atFpEySxRug==
Windows (CR) Ln 1, Col 1 100%
```

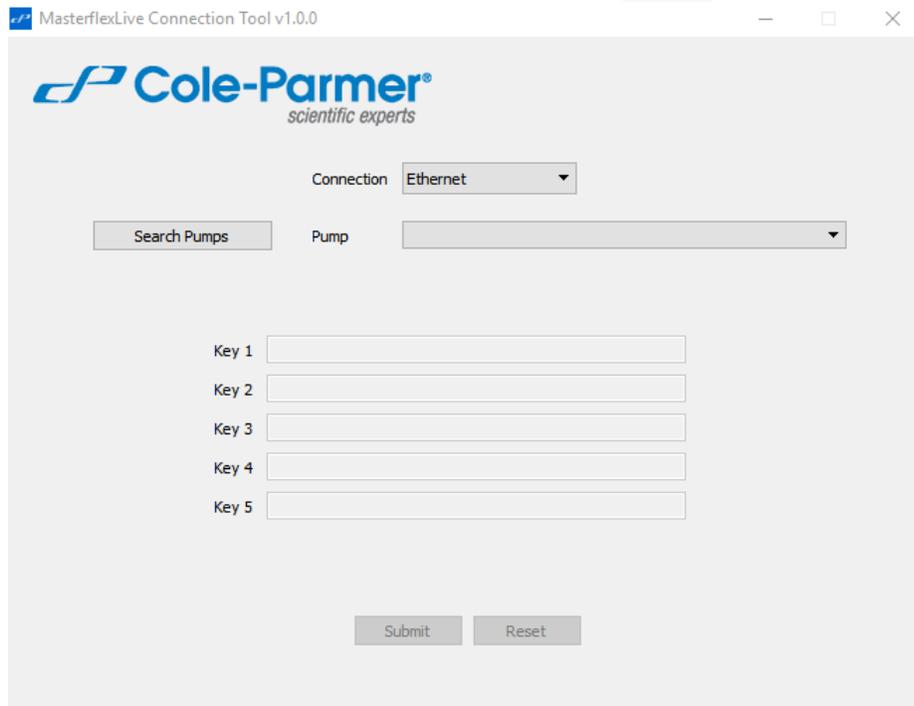
Note that the text file includes the drive MAC address (top line) and five alphanumeric keys. These keys are unique to each drive.

Once the text file is in hand you will need the Masterflex Network Connection tool installed and running (requires a PC running Windows 7 or 10).

The Network Connection Tool is included on the flash drive originally supplied with the drive, or it can be downloaded from www.coleparmer.com/masterflexlive

Your drive(s) should be powered on and have internet access via your network.

The Network Connection Tool window looks like this:



MasterflexLive Connection Tool v1.0.0

 scientific experts

Connection

Pump

Key 1

Key 2

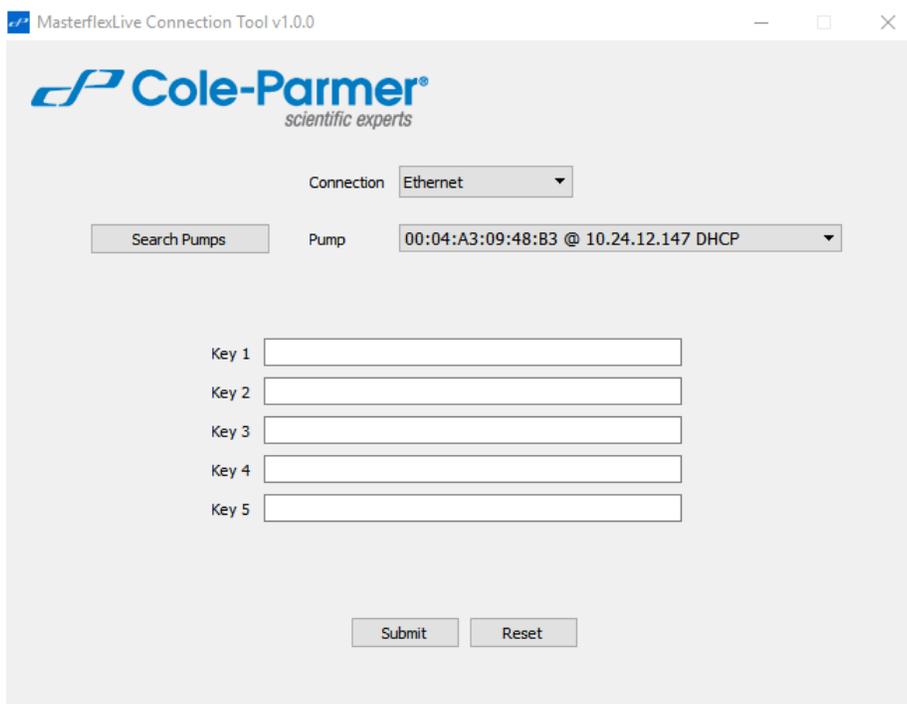
Key 3

Key 4

Key 5

In the tool window *Connection* should be Ethernet (recommended).

Click “search pumps” and select the MAC address matching the drive to be converted – this MAC address should also match the MAC address at the top of the text file.



Copy and paste the five alphanumeric keys in order into the five numbered *Key* boxes

Click “Submit”

Repeat this process for any additional drives, taking care to accurately cross-reference the drive MAC address to that in the corresponding text file.

For any additional assistance or questions please contact Masterflex technical support at the following:

800-637-3739 and select Option 2

techinfo@masterflex.com

applications.fluidhandling@coleparmer.com