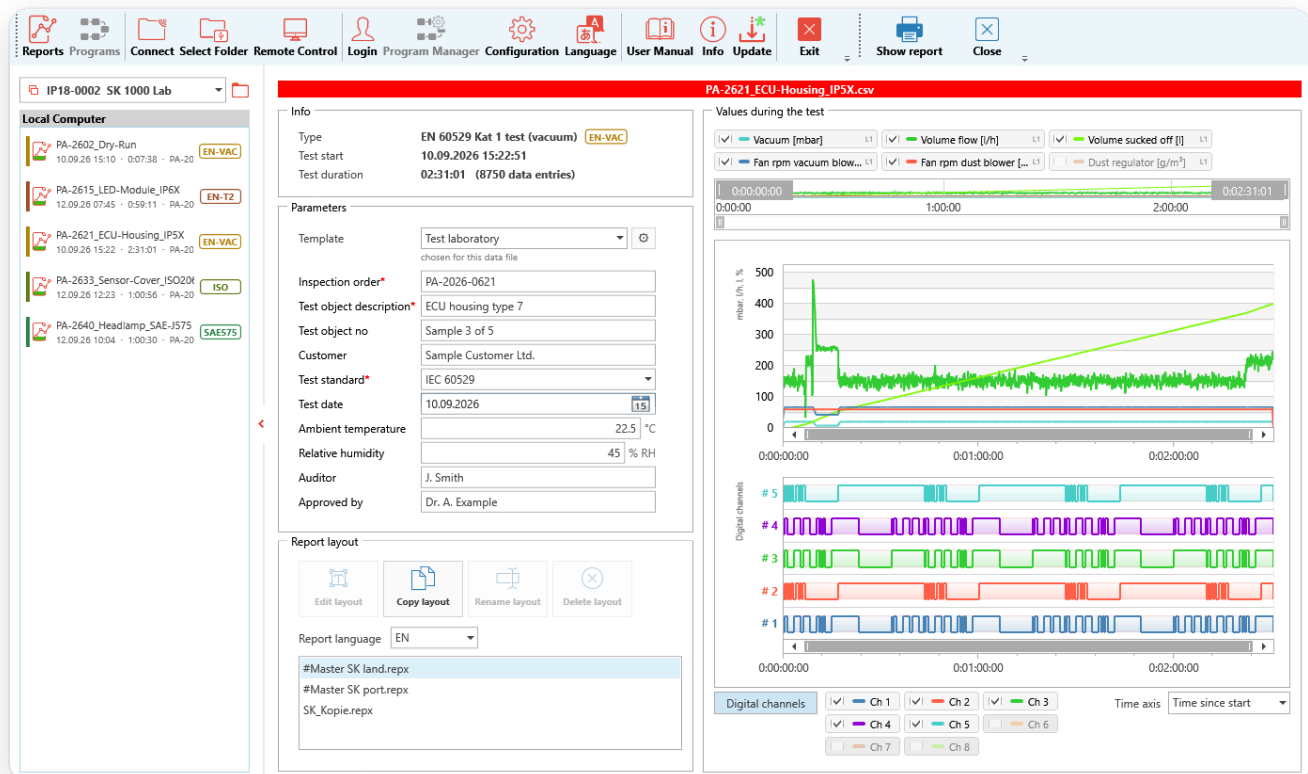


INSTALLATION

iTS Companion

Installation and first start from version 4.0



INSTALLATION

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**INFO**

All further functions – setting up, reports, remote control and programs – are described in the manual. Open it in Companion with the **User Manual** button.

CHAPTER 1

Overview of functions

iTS Companion is an add-on application for the office workstation. It provides various functions for the following machine types (series) of iTS GmbH:

- **SPK** – spray water chamber
- **SRA** – oscillating tube systems and room solutions
- **SK** – dust chamber (from summer 2020)
- **SWK** – surge water chamber (from summer 2020)
- **DWT** – pressure water jet chamber, similar to SPK
- **TK** – dripping chamber, IPX1/IPX2
- **TT / WVM** – immersion tank and water supply module

Which parts of the program are available depends on the license.

1.1 Demo version

Without a valid license, Companion runs as a demo version. The basic functions can be tried out with the sample data supplied.

1.2 Basic license

Report generator for recorded tests (offline). The data recorded during a test is copied to a USB stick at the machine. On the PC, a test report is created from it with all available test parameters; the recorded actual values are shown as curves.

1.3 Pro license

- **Report generator (offline and online)** – via a network interface, Companion fetches the data directly from the machine and creates the test report with one click. The route via the USB stick remains possible.
- **Program editor** – prepare test programs (recipes) with all parameters on the PC and transfer them directly to the machine control. As of V4.0 for SPK, SRA and DWT.
- **Remote control** – watch the machine from the office workstation and operate it fully by remote control.

1.4 Pro Plus license

Everything in the Pro license plus the **report designer**: with it you adapt the supplied layouts to your company – cover page and company logo, selection and arrangement of the test parameters, chart pages, headers and footers. Individual fields can be shown or hidden depending on the equipment of the machine and the type of test.

The Pro Plus license comes with its own instructions for the report designer. If you are interested, please contact us: support@its-gmbh.de

CHAPTER 2

Requirements

2.1 At the machine

- The machine must be equipped with **data recording** (option OP200). This is usually an option at extra cost that can be retrofitted.
- For the connection via the network (Pro license), the operating panel also needs **its own network interface** (option OP210).
- Data recording must be **switched on before the test**. Tests without recording cannot be evaluated because no data was stored.

2.2 On the PC

- Windows 10 or 11 (at least Windows 7).
- Microsoft .NET Framework 4.7.2. It is loaded automatically during installation; an internet connection may be needed for this. Without internet, you can also download the .NET Framework from Microsoft beforehand and install it by hand.
- For the data transfer either a USB stick or a network connection to the machine (Pro versions only).

2.3 Machine software

- Spray water chambers SPK and room solutions SRA need at least software version 5.x; older machines may not yet supply all the information required.
- Dust chambers SK should have firmware V6.1 or higher. Earlier versions (before 2020) are not compatible.
- Machines with the new control generation (CDS, partly from 2026) are connected via an encrypted SFTP connection. The machine search recognises the control system automatically and enters the matching connection data.
- Machines built before 2020 should first be checked with sample data; in most cases they can be upgraded (iTS service).

Please contact us if you are not sure whether your machine meets the requirements.

CHAPTER 3

Installation

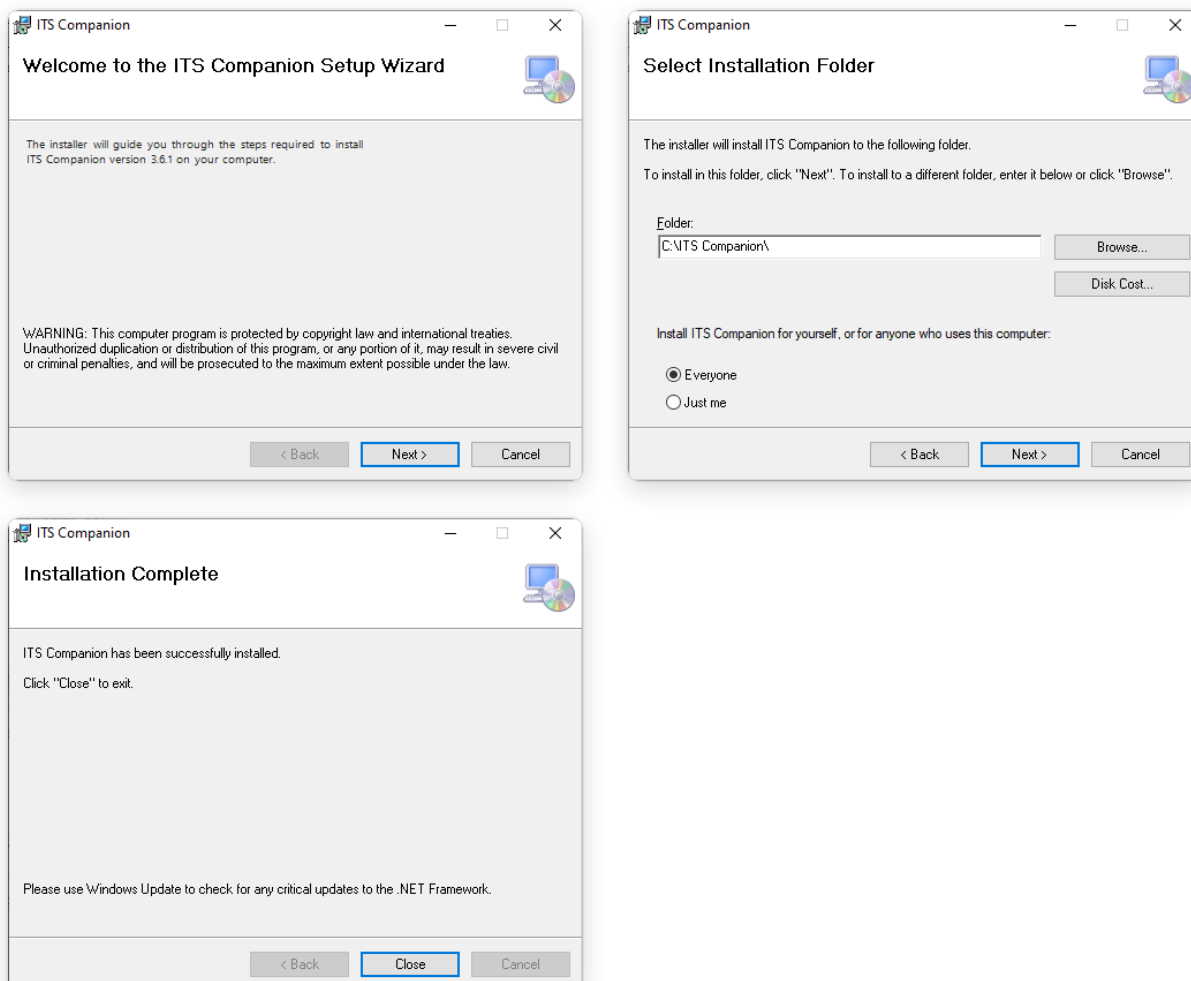
There are two ways to put Companion on a PC: with the installation package or as a copy of an existing program folder.

3.1 Installation package (setup)

You can also find the current version at this link:

<https://its-gmbh.de/wp-content/companion-app/ITS-Companion-v4-Install.zip>

1. Unpack the ZIP file into a folder: right-click › **Extract All**.
2. Double-click `Setup.exe` to start the installation. It sets up the application with all required components. The installation runs in English; you switch Companion itself to your language later.
3. Under **Browse** you choose the installation folder and whether all users of the PC get access. We recommend the suggested path `C:\ITS Companion\`.
4. The installation then runs by itself and may ask for the administrator password.



**INFO**

The later user needs write access to the installation folder, because Companion also stores its data there: next to the program files, a subfolder is created for each machine with all files and settings of that machine. Therefore choose a drive on which you have unrestricted write access.

3.2 Program copy (ZIP archive)

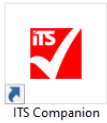
An existing program folder – from another PC, as a copy or as a backup – can be copied to any location or to another PC and runs there without installation, as long as the whole folder was transferred. Missing Windows or .NET components are normally loaded automatically at the first start if there is an internet connection.

**CAUTION**

The license file is assigned to one particular PC and is not valid on another. Each PC needs its own license, see *chapter 4*.

CHAPTER 4

First start and license

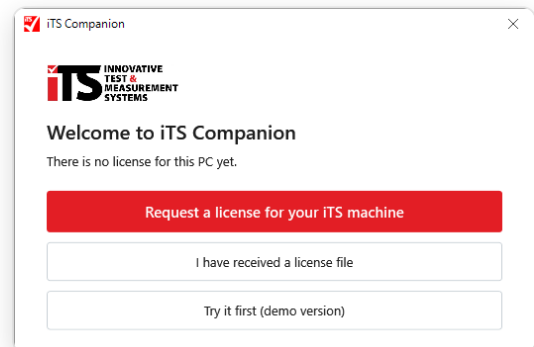


After the installation, start the application as usual via the icon in the Start menu, on the desktop or in the installation folder (ITS Companion.exe).

4.1 Splash screen and license check

While the program starts, a splash screen shows the version number, the licensed edition, the licensee, the expiry date and the hardware ID of your computer. Without a valid license it shows DEMO. If a license file is present but not valid for this computer, the details appear in red. The splash screen closes by itself after a few seconds; a click into the picture, the space bar or Escape makes it faster.

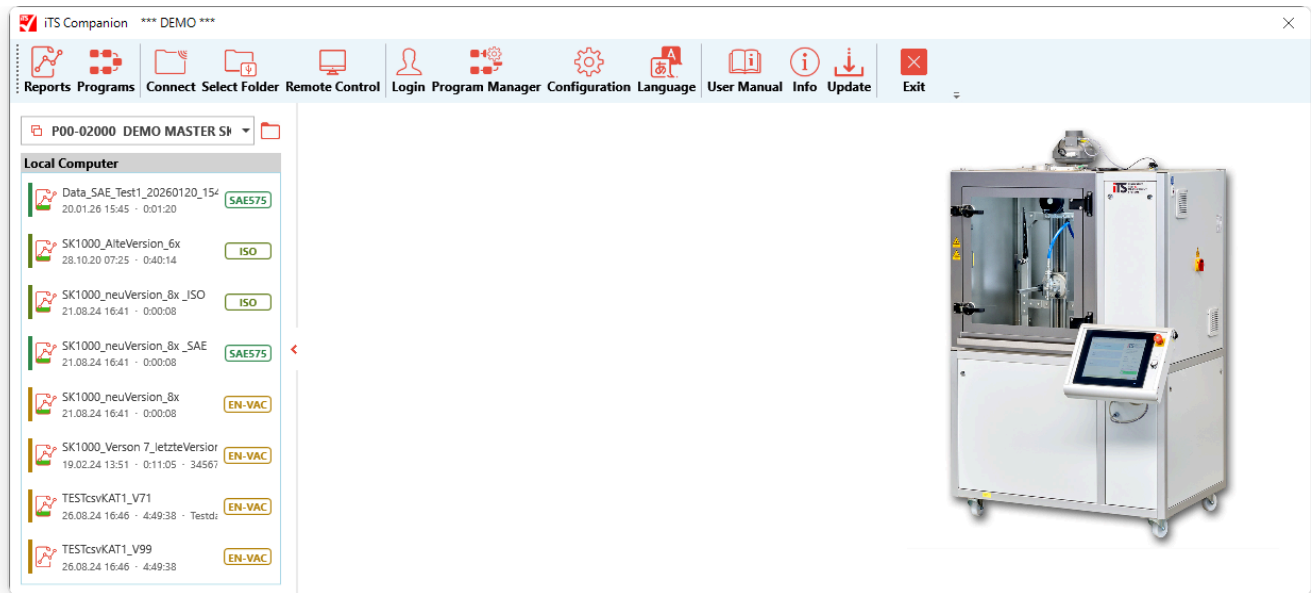
If Companion finds no valid license, the window **Welcome to iTS Companion** opens with three ways: **Request a license for your iTS machine**, **I have received a license file** or **Try it first (demo version)**. If you close the window with the cross, Companion is closed.



4.2 Demo version

The demo version is marked *****DEMO*****. It contains machines with data recordings whose reports can be generated; they carry the watermark "Demo". **A connection to a machine is not possible**; remote control only shows a sample picture.

From within the demo version, the **Configuration** button opens the three ways to a license again at any time.



4.3 Requesting a license

The license is issued for your iTS machine. After **Request a license for your iTS machine**, Companion therefore first asks for the serial number of the machine. There are three ways to do this, all leading to the same result:

- **Search the network** – if the machine is switched on and in the same network as your PC, Companion finds it, sets it up as a machine straight away and takes over the serial number.
- **Read from USB stick** – for machines without a network connection. Plug a USB stick into the machine; it copies its measurement files and settings onto it by itself. Then plug the stick into the PC, and Companion reads the serial number from the files.
- **Enter serial number by hand** – the serial number is on the type plate of the machine under “Machine-no.” and begins with P, e.g. P25-02004. It is also given in the order confirmation and on the delivery note.

Request a license

Your iTS machine

For the license, Companion needs the serial number of your machine. Choose one of the three ways – they all lead to the same result.

Search the network

For machines with a network connection – Companion finds the machine and sets it up straight away.

- The machine is switched on and has finished starting up.
- Machine and PC are on the same network (company cable or Wi-Fi, not guest Wi-Fi).
- Machines with a Basic license have no network connection – please use the USB stick instead.
- If Companion finds nothing, a firewall may be blocking the search – ask your IT department or choose another way.

Read from USB stick

For machines without a network connection (e.g. with a Basic license):

1. Insert the USB stick into the machine – the machine copies its measurement files and settings onto it automatically. Wait until copying has finished.
2. Remove the stick and insert it into this PC.
3. Click "Read from USB stick" – Companion looks for the serial number in the files. Nothing on the stick is changed.

Older machines do not write the serial number – then please enter it by hand.

[Choose stick or folder yourself ...](#)

Enter serial number by hand

 CE	
Product name:	Dust chamber SK2000-Q
Machine-no.:	P25-02004
Supply voltage:	230/400V 3~ 50Hz
Year of construction:	05 / 2025

The serial number is on the machine's rating plate under "Machine-no." (on German plates "Maschinen-Nr.") and starts with P, e.g. P25-02004. It is also on the order confirmation and the delivery note.

I don't have a machine

Only for iTS employees, representatives and service: an installation without its own machine, e.g. for demonstrations, training or on a service laptop. As a customer, please choose one of the ways above.

Cancel

Then fill in four fields: **Your name**, **Company**, **E-mail** and **Serial number of the iTS machine**. With + **another machine** you add further machines. Everything else, e.g. the hardware ID of your PC, is entered by Companion itself.

Create request creates a request file and opens a message to support@its-gmbh.de in your e-mail program with the file attached. You only have to send it.

If no e-mail program can be opened, Companion shows where the request file is; then send it from any computer to support@its-gmbh.de. Until the license arrives, you can continue working with the demo version.

Request a license

Request a license

Please fill in the four fields. Companion adds everything else itself.

Your name *

John Smith

Company *

Example Test Lab Ltd.

E-mail *

j.smith@example.com

Serial number of the iTS machine *

P25-01234

Shown on the machine's rating plate under "Machine-no.", e.g. P25-02004 – also on the order confirmation and the delivery note.

[+ another machine](#) [Search network for machine](#)

Details: what is sent

iTS uses your details only for your license. [Privacy](#)

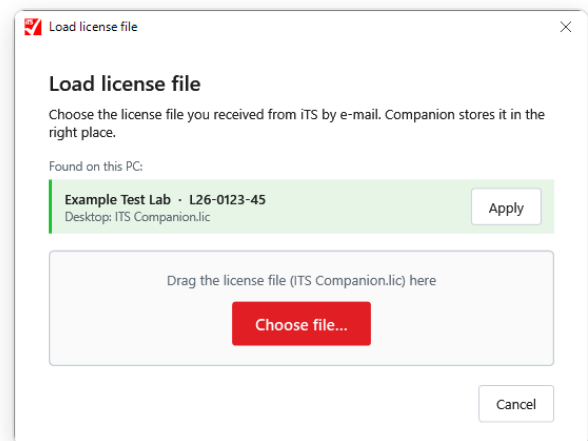
Cancel

Create request

4.4 Loading the license

You receive the license by e-mail as the file `ITS Companion.lic`. Save the attachment, e.g. on the desktop or in the Downloads folder, and choose **Load license file...** in the configuration window or **I have received a license file** when the program starts.

Companion looks for the license itself on the desktop, in the Downloads folder and in the clipboard. You can also select the file with **Choose file...** or drag it into the window.



With **Apply**, Companion places the license in the right location in the installation folder; an existing license file is backed up. If a license does not match this PC, Companion states the reason. If you received the license as a long string of characters, copy it to the clipboard – Companion finds it there as well.



CAUTION

The license is assigned to your computer. If you replace central components of your PC, its hardware ID changes and the license becomes invalid. In that case request a new license as described above.

4.5 Extending the license

If you extend your license, e.g. from the Basic to the Pro version, you receive a new license file from us. Load it in the configuration window with **Load license file...**; Companion then restarts by itself so that it takes effect.



INFO

The license guide describes all license windows step by step, in eight languages. Open it in the configuration window via **Info** in the **License** area.

CHAPTER 5

Update

If the PC is connected to the internet and an update is available, a green star on the **Update** button indicates this. A click on it shows which version is installed and which is available.



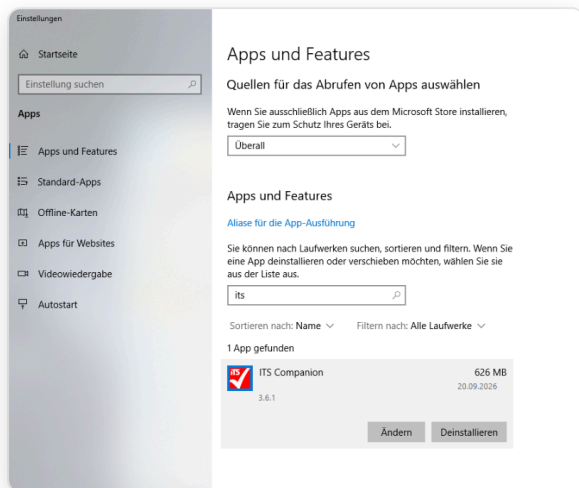
If you confirm, Companion is closed and a temporary folder with `setup.exe` and `ITS Companion Setup.msi` opens. Start the update via `setup.exe` like a normal installation. Settings and data of the previous version are not overwritten, your license remains valid.

- From version 3.5.4, the setup removes the previous version automatically during the update; uninstalling by hand is no longer necessary.
- Make sure you choose the existing installation folder. From V3.6 the setup suggests it itself – check it nevertheless.
- From version 4.0, Companion takes over your personal settings from the previous version at the first start of a new version, e.g. language, window position and the machine selected last.

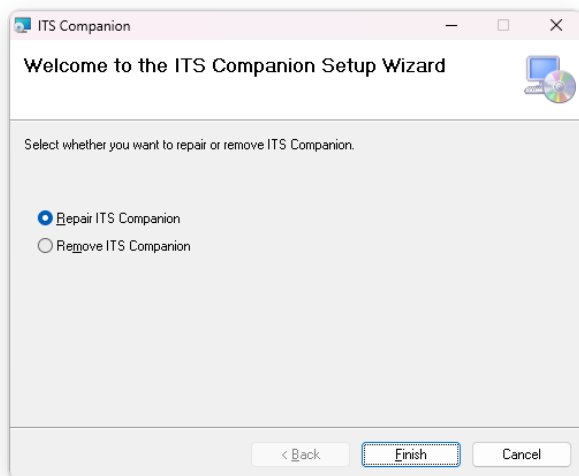
CHAPTER 6

Uninstalling

To uninstall, use **Apps > Installed apps** (or **Add or remove programs**) in the Windows settings. Older versions of Companion that are no longer used may also be listed there and can be removed. This only applies to installations before version 3.5.4; newer setups remove their previous versions themselves.



If you still have the setup program, you can also start it and choose **Remove iTS Companion**.

**INFO**

Machines you have set up, their measurement files and reports remain in the installation folder, as does the license – until you delete the folder yourself. If you only delete the folder `C:\ITS Companion\`, the entry in the Windows apps remains until you uninstall Companion there.