

# Solutions for FAQ's

[Frequently Asked COLORx® Questions](#)  
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Benjamin Moore COLORx System

Benjamin Moore Paints Rocky Mountains/ Texas Market

File Edit View Format Formula Maintenance Help Colors mixed on: 05/02/2013 2003-10 (Million Dollar Red)

**Quick Color Search**

Enter Color Number or Name:  
Million Dollar Red

Select Product Code:  
522

Select Company: ☐ Search All  
Benjamin Moore & Co.

Search Options:  
Color Name starts with...

Search

Customer: General Account  
Color: Million Dollar Red (2003-10)  
Company: Benjamin Moore & Co.

Colorant	522 - 4X (Gallon)
Y2	8x 5.0000
R2	6x 6.0000
R3	0x 21.0000

Cost:  
Revised: 10/6/2011  
Num of Cans: 1  
Labels to Print: 1

Save to Customer Reformulate Modify Formula Comments Print

## Hardware Vendor Contact Numbers

[Benjamin Moore Color Technology](#) ..... 1- 800-809-9213  
[Fluid Management](#)..... 1- 800-462-2466 ext 3  
[Corob™ \(CPS\)](#)..... 1- 800-728-8408 ext 52  
[Hero](#)..... 1- 800-494-4376 ext 1  
[Xrite \(MatchRite®\)](#)..... 1- 800-572-4626 ext 3  
[Dymo](#)..... 1- 877-724-8324

Benjamin Moore & Co.

Last updated

6/18/2016

This is a living document and will be updated as needed.  
Should you find mistakes or want a topic added or removed  
please contact Scott Eversole @ 1-800-809-9213  
[scott.eversole@benjaminmoore.com](mailto:scott.eversole@benjaminmoore.com).

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## **COLORx® FAQ's**

### **Adding\Removing Active products in COLORx®**

For ease of use, COLORx® can be configured to only show those products which you have in your location. This will make it simpler to and quicker to find the correct product by reduce the size of the list of products. If you want to REMOVE products from the list, reverse this steps.

1. **Left Click** File\Modify Store Options\Active Products

#### **Adding one or two products**

1. **Scroll down** the list to find the product and either check (to add) or uncheck (to remove) from the list of Active products.
2. **Left Click** OK to save changes

#### **Configuring products list a new installation of COLORx®**

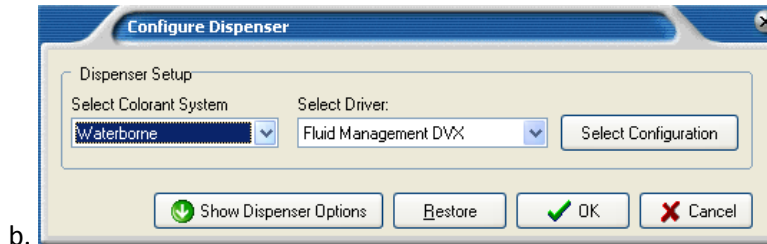
If you are configuring the list for the first time to reflect the products you have in stock

1. **Left Click** Select all button. All products are highlighted
2. **Left Click** on Deselect All
3. **Left Click** on white area to save changes
4. **Go** through the list and check the products you wish to show in COLORx®
5. **Left Click** OK to save the changes.

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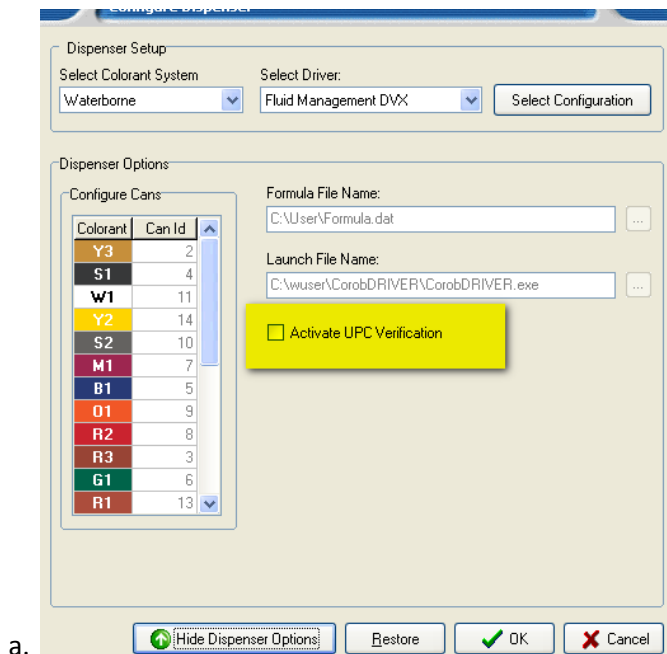
## **Activating the bar code function in COLORx® (FM Gennex®(IDD software) and Hero Direct Driver dispensers only)**

1. **Open COLORx®**
2. **Go to Maintenance\Dispenser\Configuration**
3. Be sure your Colorant systems say the following:
  - a. Waterborne colorant system – Driver Fluid Management DVX or Hero Direct Driver.



- c. Architectural colorant system – Driver says 'Not Installed'

4. **Left Click** on Show Dispenser options
5. **Check** Activate UPC verification



6. **Left Click** OK
7. Any problems call Color Technology at 1-800-809-9213.

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## How to save your a customer formulas in COLORx®

1. **Left Click** on **File\Backup** customer files
2. A dialogue box opens asking where you want to save it to.  
**Left Click** on the drive to a backup folder where to store your customer formulas. You could also back them up to a thumb drive, CD or any place you would like.
3. **(It is recommended that you make multiple copies every week and keep them in a safe, dry location away from excess heat, magnetism and static electricity.)**
4. **Left Click** OK.
5. Once the backup is complete a pop up message will let you know it was successful

## Install customer transactions into COLORx® (XP).

First copy the file to the desktop on the new computer.

1. **Open Control Panel, click on Folder Options and View**
2. **Uncheck** hide extensions for known file types. Also **check** Show hidden files, folders and drives.
3. **Right Click** on the customer transactions file and left click on rename.
4. Rename the file to **ColorTransactions.mdb**. Click Yes. Close to the desktop.
5. **Right Click** on your ColorTransactions.mdb file.
6. **Left click** Copy
7. **Left click** Start\ My Computer.
8. **Open** the C drive\Program Files folder\Benjamin Moore & Co folder\ColorTech folder\Data folder.
9. **Right** click in a **blank, white** area and click **paste**.
10. You should receive the following Warning
11. **'Warning this will remove and delete any records you have on this computer so be sure they are saved before doing this'**
12. **Left Click** OK.
13. If you do not get the message you either have the Benjamin Moore program open or did not rename the file correctly.

Once you have replaced the file close down to your desktop and open the Benjamin Moore program. Your files should now be there.

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## **Install customer transactions into COLORx®(W7).**

**First copy the file to the desktop on the new computer.**

**Open Control Panel, click on Folder Options and View**

**Uncheck** hide extensions for known file types. **Check** Show hidden files, folders and drives.

1. **Right click** on the customer transactions file and **left click on rename**.
2. Rename the file to **ColorTransactions.mdb**. Click Yes. Close to the desktop.
3. Right click on your ColorTransactions.mdb file.
4. Left click Copy
5. **Left click Start\ Computer**.
6. Open the **C drive\Program Data** folder\**Benjamin Moore & Co** folder\**ColorTech** folder\**Data** folder.
7. **Right click** in a **blank, white** area and left click **paste**.
8. You should receive the following Warning
9. **'Warning this will remove and delete any records you have on this computer so be sure they are saved before doing this'**
10. Left click **Copy and Replace**.
11. If you do not get the message you either have the Benjamin Moore program open or did not rename the file correctly. Double check both.

Once you have replaced the file close down to your desktop and open the Benjamin Moore program. Your files should now be there.

## **Windows 7 (64 bit computer)**



**First copy the file to the desktop on the new computer.**

**Open Control Panel, click on Folder Options and View**

1. Uncheck hide extensions for known file types. Check Show hidden files, folders and drives.
2. Right click on customers transaction file and left click on rename.
3. **Rename** the file to **ColorTransactions.mdb**. Click Yes. Close to desktop.
4. **Right click** on your ColorTransaction.mdb file
5. Left click on Copy.
6. **Left click Start\Computer**
7. **Left double click** on the C drive\**ProgramData (x86)** folder\**Benjamin Moore & Co** folder\**Color Tech** folder\**Data** folder
8. **Right click** on a blank, white area and **left click Paste**
9. You should receive the following warning
10. **'There is already a file with the same in this location'. Click the file you want to keep.**
11. Left click **Copy and Replace**.
12. If you do not get the message you either have the Benjamin Moore program open or did not rename the file correctly. Double check both.

Once you have replaced the file close down to your desktop and open the Benjamin Moore program. Your files should now be there.

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## How do I merge multiple ColorTransactions.mdb together?

COLORx® can only recognize one ColorTransactions.mdb file. If you have multiple files to be placed on one computer, the files must be merged together. That can be done by sending the files to your Color Technology representative who will merge them and return them to you.

**Important!!** If a Color listed under the General Account has **never had any changes made to it may be deleted** during the merge. If you **made ANY changes** (added colorant, removed, etc., the formula **will not be deleted**. If you are not clear ask Color Technology before continuing

1. [Make a back up copy of all ColorTransaction.mdb files as described above](#)
2. **Contact** Color Technology (973-252-2745) for email address and arrange for service
3. **Upload** the files to a web transfer service such as [www.WeTransfer.com](http://www.WeTransfer.com).
4. **Supply** your email address, store name and that you are requesting the files be merged together
5. Files will be merged into one ColorTransactions.mdb file
6. Merged file will be sent back you using WeTransfer.com
7. **Download** the file using the email you receive
8. [Install the merged ColorTransactions.mdb file as described above](#)

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## Access Database error after transferring Formula Database into COLORx®

After copying a ColorTransactions.mdb database from one computer into COLORx® on another computer, you receive an error upon opening the COLORx® program.

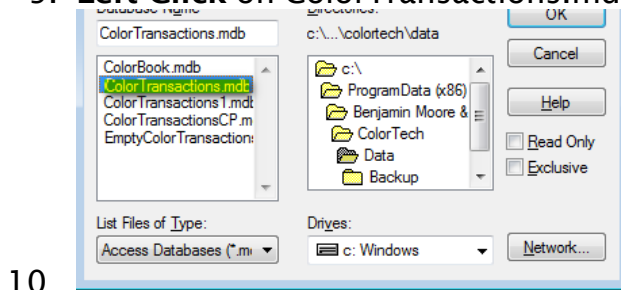
Try the following:

### ▲ Windows 7 64 bit computers:

Copy the corrupted ColorTransactions.mdb back into COLORx® Data folder at C:\Program Data (x86)\Benjamin Moore Co\ColorTech\Data

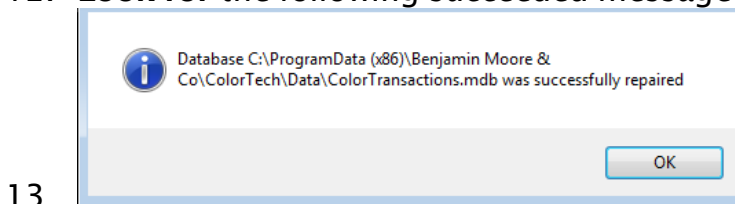
1. Start\Computer\Windows\System32
2. **Look** for the file odbcd32.exe
3. **Double Left Click** to open the file
4. **Left Click** on System DSM

- ▲ 5. **Look** for Color Transactions if not there **STOP** and call Color Technology – 1800-809-9213
6. **Left Click** on Color Transactions
7. **Left Click** on Configure
8. **Left Click** on Repair
9. **Left Click** on ColorTransactions.mdb



11. **Left Click** OK

### ▲ 12. **Look** for the following succeeded message



14. **Close** to your desktop and start COLORx®.

### ▲ 15. If it does not succeed call 1-800-809-9213 for help

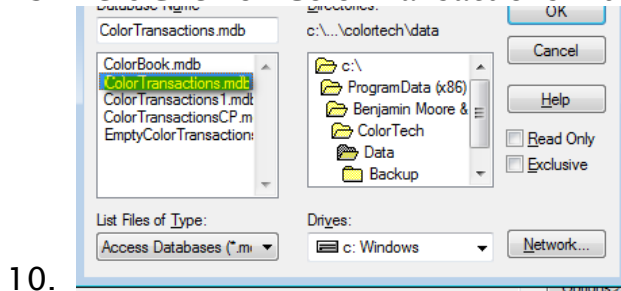
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▲ **Windows XP, Windows 7 32 bit, Windows 10**

Copy the corrupted ColorTransactions.mdb back into COLORx® Data folder at C:\Program Data\Benjamin Moore Co\ColorTech\Data

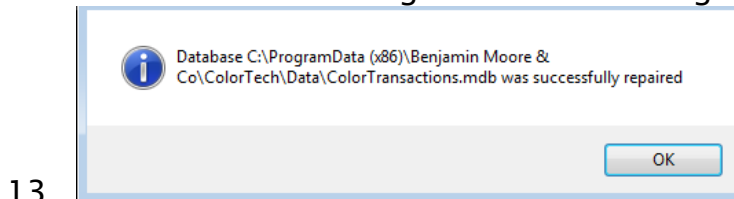
1. Start\Control Panel \ Administrative Tools (XP) or Security Options\Administrative Tools (W7, W10)
2. **Look** for the icon **ODBC** from the list
3. **Double left click** to open the file
4. **Left Click** on **System DSN**

- ▲ 5. **Look** for Color Transactions if not there **STOP** and call Color Technology – 1800-809-9213
6. **Left Click** on Color Transactions
  7. **Left Click** on Configure
  8. **Left Click** on Repair
  9. **Left Click** on ColorTransactions.mdb



11. **Left Click** OK

- ▲ 12. **Look** for the following succeeded message



14. **Close** to your desktop and start COLORx®.

- ▲ 15. If it does not succeed call 1-800-809-9213 for help.

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## Checking the installed version of COLORx®

1. Open the version of COLORx® on the customers computer
2. **Left Click** on 'Help'
3. **Left Click** on 'About'
4. The version installed on the computer should show. **Left Click** OK.
5. To obtain the most current version call your Technology Representative at 1-800-809-9213 or download it at [www.mybenjaminmoore.com](http://www.mybenjaminmoore.com).  
(see [Downloading COLORx® from the Portal](#) )

## COLORx® Version Number Doesn't Change After Update W7,W10

- ▲ Note: If the version number in COLORx® on a computer running Windows 7 or Windows Vista doesn't change after running an update, the most likely cause is the version number is being read from a file in a various locations on the machine. In order to fix the issue, we first have to [show hidden files, folders, and drives](#). There are three possible fixes

### Check for Windows XP compatibility mode issue.

1. **Right Click** on the Benjamin Moore COLORx® desktop icon
2. **Left Click** on Properties
3. **Left Click** on Compatibility tab
4. If the box 'Run this program in compatibility mode for XP' is checked  
**Uncheck it**
5. **Left Click** Apply
6. **Left Click** OK
7. **Open** the COLORx® program; if the version does not change try **the**

▲ **following steps**

### Show hidden files and folders in Windows 7, Windows 10:

1. **Left Click** Start
2. **Left Click** Computer in the second column
3. **Left Click** on the arrow next to Organize in the upper left corner
4. **Left Click** on Folder and Search Options
5. **Left Click** the View tab
6. **Left Click** in the indented circle next to Show Hidden Files, Folders, and Drives
7. **Left Click** Apply
8. **Left Click** OK

Continue to [Check where the version update file is located.](#)

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### **Check where the version update file is located (W7, W10)**

1. **Close** the COLORx® application on **all** networked computers
2. **Left Click** the Start button in the lower left corner
3. **Type** in Search box **ColoRx.ini**
4. **Place** your mouse on each ColoRx.ini file that shows. A pop up box will show the location of the file on your computer.
  - a. C:\**Program Data**\Benjamin Moore Co \ ColorTech \Common\Configs
  - b. C:\**Program Files**\Benjamin Moore Co \ ColorTech \ Common\Configs
  - c. C:\**Users**\(computer name) \App Data \ Local \ Virtual Store \ **Program Data** \Benjamin Moore Co \ ColorTech \ Common\Configs.
5. The correct location should be: C:\**Program Data**\Benjamin Moore Co\ColorTech\Common\Configs.
6. If only one **ColoRx.ini** file is in Search continue to number 8
7. If there is more than one location **Right Click** on each on **Left Click** on Properties. The one with the latest Date should be the current one. Continue to number 8
8. **Right Click** and **Left Click** on Cut
9. **Left Click** on Start
10. **Double- Left Click** Computer in the second column
11. **Double- Left Click** click the C:\ drive
12. **Double- Left Click Program Data**\Benjamin Moore & Co.\ColorTech\Common\Configs
13. Right Click a blank white area
14. **Left Click on Paste**
15. **Left Click** on **ColoRx.ini**
16. **Check** if the correct version is there
17. **Run** COLORx® to see if the version updated.
18. **If this fails**

**Continue to [Remove COLORx.ini from W7 virtual store:](#)**

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### **Remove COLORx.ini from W7 virtual store:**

▲ Note: Sometimes User Account Control (UAC) will install a older ColoRx.ini in Virtual Store. When COLORx® opens it will look there first for the version. If this is happening you must remove that file for COLORx® to find the correct version.

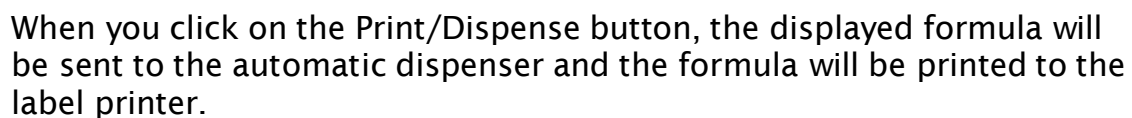
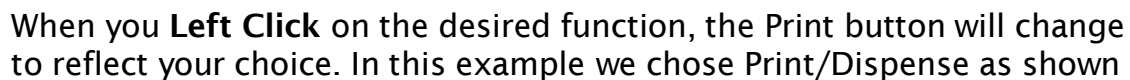
1. **Double- Left Click** the C:\ drive
2. **Double- Left Click** the Users folder
3. **Double- Left Click** the folder of the administrator account name you are using (varies from computer to computer)
4. **Double- Left Click** the App Data folder
5. **Double- Left Click** the Local folder
6. **Double- Left Click** the Virtual Store folder
7. **Double- Left Click** the Program Files folder
8. **If Program Files does not exist STOP !!!!**
9. **Double- Left Click** the Benjamin Moore & Co folder
10. **Double- Left Click** the folder Color Tech
11. **Double- Left Click** Common exists the folder
12. **Look** for the Configs folder and
13. **Open** Configs and **Look** for ColoRx.ini
14. If ColoRx.ini **is there** go to step 15, if ColoRx.ini **is not there**, go to [Version does not change after update.](#)
15. **Delete** ColoRx.ini.
16. **Left Click** "X" in the upper right corner to close the window
17. **Restart** the COLORx® application
18. **Check** the version number under 'Help' 'About'.

**If none of the above steps work**  
**Call Color Technology at 1-800-809-9213**

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You can reconfigure the Print button by following the next steps.

**Left Click** on the Edit dropdown on the main COLORx® screen. Next, **Left Click** on Set Default Button Action. You can now change the Print button to either Print only, Dispense only, or Print/Dispense.



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## Print \ Dispense\Commands\Level Buttons not active in COLORx®

**Cause 1:** Incorrect if no driver configured in COLORx®  
Configure COLORx® for a computer driving an automatic tint dispenser:

1. **Left Click** Edit from the menu bar
2. **Select** to Select Default Button Action
3. **Left Click** Dispense or Print / Dispense to configure button in lower right corner of COLORx®
4. **Go** to Maintenance>Dispenser>Configure
5. In the upper left hand corner, select the colorant system being dispensed
  - a. Architectural
  - b. Waterborne
6. **Select** the appropriate driver for the dispenser (call if questions)
  - a. Fluid (WB) – Fluid Management DVX
  - b. Corob™ (WB) – Corob (Flink)
  - c. Ultrablend (All)– Ultrablend
  - d. Generic – CP colorants
  - e. Hero – Hero Tint Wise Formula file
  - f. CEI – CEI
7. **Left Click** Select Configuration and choose your dispenser make.
8. **Left Click** on Show dispenser options.
  - a. **Fluid Management IDD DVX** – Click Activate UPC verification
  - b. **Corob™ (Flink)** – Under Launch file name type in or browse to C:\Program Files\wuser\CorobDriver\CorobDRIVER.exe. (click Open)
  - c. **Hero Tint Wise** – no changes
  - d. **Ultrablend** – no changes
  - e. **Generic** – no changes
  - f. **CEI** – Under Launch file name type in or browse to C:\Coloreng\Cdmcp8.exe.  
Questions please call CEI 603-880-0094
9. **Left Click** OK

**Cause 2:** Incorrect product typed into COLORx®

Be sure you type the correct product code as listed on the can into the COLORx® software. For instance 626 (CP) instead of W626 (WB). You cannot dispense if you use 626 on a Waterborne dispenser. You will also note the wrong colorants listed on the yellow formula note pad.

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## **Configure Dymo® Printer (320, 330, 400, 450) XP**

Configure a Dymo® Printer Windows 7 [Click Here](#)

Many of you will need to configure a Dymo® printer to work with MatchRite® computers in Ace or existing hardware stores. This paper addresses getting your Dymo® printer to work with the Benjamin Moore COLORx® software. This works best with 2000, XP. We assume you have already installed the driver from the CD or downloaded the driver from the Dymo® web site.

- ▲ 1. **Close all software packages to your desktop.**
2. **Left Click** on the start button and go to Start\Settings\Printers (this may be different depending on your PC)
3. **Look** for your Dymo® icon
4. **Right Click** on the icon and choose properties
5. Under the general tab **Left Click** on the 'Printing Preferences'
6. Next **Left Click** on the 'advanced' button
7. Change the paper size number to match your size label  
(2.12 x 2.75 (Diskette US watermark) is 30324 (2.35 x 4 is 30323 (Thermal), 2.25 x 3.13 (Rounded DT-318) is 30324.
8. **Left Click** on OK
9. **Left Click** on Apply
10. **Left Click** on OK
- ▲ 11. **For Dymo® 400 and 450 you can skip to steps 19 through 25.**
12. **Left Click** on the 'Advanced' tab
13. **Left Click** on 'Printing Defaults'
14. **Left Click** on 'Advanced'
15. **Change** the paper size number to match your size label (2.12 x 2.75 (Diskette US watermark) is 30324 (2.35 x 4 is 30323 (Thermal), 2.25 x 3.13 (Rounded DT-318) is 30324.
16. **Left Click** OK
17. **Left Click** Apply
18. **Left Click** OK
19. **Close** to desktop
20. **Open** Benjamin Moore COLORx®
21. **Left Click** File\Label Options
22. Under 'printer type' **Left Click** on the drop down and choose 'Thermal Printer' for 2.35 x 4, 'Diskette US Watermark' for 2.12 x 2.75 or Rounded DT318.
23. Note that with either of these printers under 'Select Items to Print' only 'Company Name' and 'Color Prescription' will be checked.
24. **Left Click** OK and try to print a formula.
25. **Any problems call the help desk at 1-800-809-9213**

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## **Configuring a Dymo® Printer (320, 330,400,450) W7,W10**

Configure a Dymo Printer Windows XP [Click Here](#)

Many of you will need to configure a Dymo® printer to work with MatchRite® computers in Ace or existing hardware stores. This paper addresses getting your Dymo® printer to work with the Benjamin Moore COLORx® software. We assume you have already installed the driver from the CD or downloaded the driver from the Dymo® web site.

- ▲1. **Close all software packages to your desktop.**
2. **Left Click** on the start button and type printers and faxes in the search box.
3. **Look** for your Dymo® icon
4. **Right Click** on the icon and choose Printer properties.
5. Under the general tab **Left Click** on the 'Preferences' button
6. Next **Left Click** on the 'advanced' button
7. **Change** the paper size number to match your size label  
2.12 x 2.75 (Diskette US watermark) is 30324, 2.35 x 4 is 30323 (Thermal), 2.25 x 3.13 (Rounded DT-318) is 30324.
8. **Left Click** on OK
9. **Left Click** on Apply
10. **Left Click** on OK
11. For **Dymo® 400 and 450** you can skip to steps 19 through 25
12. **Choose** the **Advance** tab from the top
13. **Left Click** on **Printing defaults** (bottom left)
14. **Left Click** on **'Advanced'** (bottom right)
15. **Change** the paper size number to match your size label (2.12 x 2.75 (Diskette US watermark) is 30324 (2.35 x 4 is 30323 (Thermal), 2.25 x 3.13 (Rounded DT-318) is 30324.
16. **Left Click** OK
17. **Left Click** Apply
18. **Left Click** OK
19. **Close** to desktop
20. **Open** Benjamin Moore COLORx®
21. **Left Click** File\Label Options  
Under 'Printer Type' click on the drop down and choose 'Thermal Printer' for 2.35 x 4 and 'Diskette US Watermark' for 2.12 x 2.75 and Rounded DT-318 for those labels
22. **Note** that with either of these printers under 'Select Items to Print' only 'Company Name' and 'Color Prescription' will be checked.
23. **Left Click** OK and try to print a formula.
24. Any problems call the help desk at 1-800-809-9213

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## **Downloading COLORx®**

### **Downloading COLORx® from the Retailer Portal**

Note: If the computer you are updating has a high speed internet connection or you plan on burning the update to a CD, you should first download the complete file to your hard drive. These instructions are written for using a USB flash drive.

1. **Insert** the USB flash drive into the computer with the internet connection so the operating system can assign a drive letter.
2. **Go** to [www.mybenjaminmoore.com](http://www.mybenjaminmoore.com).
3. **Log in** using your unique User ID and Password.
4. **Left Click** on Product, Color & Technology at the top of the screen.
5. **Left Click** on Moore's ColoRx® Information.

△ **Note:** Notification of a new North American release that all retailers should download will be published in The Independent newsletter.

6. **Left Click** on Download to display the File Download dialog box.
7. **Left Click** Save.
8. **Left Click** the down arrow of the Save in window.
9. **Select** the drive letter for the USB flash drive.
10. **Left Click** the Save button in the lower left corner.
11. **Left Click** Close after the download is complete.
12. **Safely Remove** USB flash drive.

### **Installing COLORx® update on XP Computer**

1. **Insert** the USB flash drive into computer to be updated.
- △ 2. **Close** COLORx®, if open.
3. **Left Click** Start.
4. **Double- Left Click** My Computer.
5. **Double- Left Click** the drive letter assigned to the USB flash drive.
6. **Double- Left Click** the file ColoRx\_63x.xxxx (the actual file will show the full version number, ex: ColoRx\_63x.0000).
7. **Follow** the on screen prompts.
8. **Safely Remove** USB flash drive when finished.
9. **Reopen** COLORx®.

**Note:** If COLORx needs to be updated on the computer that has the internet connection, double-click the file described above in Step 6 from the location it was saved to. If burning a CD, follow your software's specific procedure for burning a data file. These CD's will not auto run. To install from a CD, start with Step 3 above but double-click the letter for your CD-ROM drive.

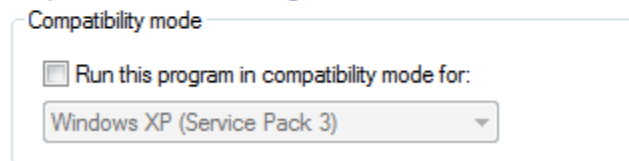
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## **Installing COLORx® update on W 7,W10 Computer**

1. **Insert** USB flash drive into computer to be updated.
- △ 2. **Close COLORx®, if open.**
3. **Left Click** Start.
4. **Double- Left Click** Computer.
5. **Left Click** on the drive letter assigned to open the USB flash drive
6. **Right click** on the COLORx.exe download and left click on Properties
7. **Left Click** on the Compatibility tab. If the Run this program in compatibility mode is checked you want to Uncheck that.

If you have problems with this program and it worked correctly on an earlier version of Windows, select the compatibility mode that matches that earlier version.

[Help me choose the settings](#)



- 8.
9. **Left Click** Apply and OK.
10. **Double-Right Click** the file **ColoRx\_63xxxxx** (the actual file will show the full version number, ex: ColoRx\_63x.0000) and **Left Click** on Run as administrator..
11. **Follow** the on screen prompts.
12. **Safely Remove** USB flash drive when finished.
13. **Reopen** COLORx®.
14. If this does not work call Color Technology at 1-800-809-9213.

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## Updating COLORx® on networked computers



- ▲ **IMPORTANT – You must close the COLORx® program on EVERY networked computer BEFORE beginning this procedure. This document assumes you are downloading COLORx® on the main (HOST) computer where the program is installed. You DO NOT need to install COLORx® on any of the other computers.**

**Be sure you Back Up your custom colors before beginning. You must be**

- ▲ **logged into an Administrator account on the computer you are downloading to, if you are not COLORx® may not install properly.**

1. **Close the COLORx® program on ALL computers.**
2. The Benjamin Moore portal is your source for the latest Benjamin Moore COLORx® updates. The site can be accessed from the internet at [www.mybenjaminmoore.com](http://www.mybenjaminmoore.com)
3. **Enter** the BM USER ID and PASSWORD (from your rep or 888-236-6667)
4. **Left Click** on Product, Color and Technology
5. **Left Click** Moore's COLORx® information
6. **Left Click** Download to begin retrieving the latest COLORx® version.
- ▲ 7. **Note** the size of the file you are about to download.
8. **Choose** 'Save' (to your computers download folder) or 'Save As' to download it to the desktop or flash drive.

## XP Host computers.

1. Be sure COLORx® is closed
2. **Right Click** on the file  and left click on properties.
3. **Verify** that the file size is the same as what you saw on the download screen
4. If it is close that screen, if not you will need to download the file again.
5. **Run** the update. If you are asked to Repair\Modify or Remove choose Repair.
6. **Left Click** Finished when the update completes.
7. **Left Click** on the COLORx® icon  to start the program. .
8. **Confirm** you can still transfer colors between the computers
9. **Confirm** version is updated under Help\About.

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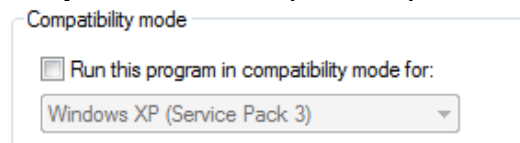
## Windows 7 Host Computer

1. Be sure **COLORx®** is closed

2. **Right Click** on the file  and left click on **properties**.

3. **Left Click** on the **Compatibility** tab

4. **Verify** that the Compatibility mode button **IS NOT** checked.



5. **Verify** that the file size is the same as what you saw on the download screen

Size: 291 MB (305,151,488 bytes)

Size on disk: 291 MB (305,152,000 bytes)


(example: your file will probably be larger)

6. *If the size is not the same you will need to download the file again.*

7. *Once file is downloaded and you have confirmed the size continue.*

8. **Double Left Click** on the file and run the update. If you are asked to Repair\Modify or Remove choose Repair.

8. **Left Click** Finished when the update completes.

9. To open the program after the update be sure to **Right Click** on the COLORx® icon  and **Left Click** on RUN AS ADMINISTRATOR.

10. If you get a pop up asking if you want to run the program **Left Click** on RUN.

11. You can now **Open** COLORx® on all of the other computers.

12. **Confirm** you can still transfer colors between the computers.

13. **Confirm** version is updated under Help\About.

14. If your version is not the correct one go to [Version Number Doesn't Change After Update .](#)

15. **Confirm** all normal functions are working as they should be.

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## **COLORx® Windows 7, W10 installation Issues**

This document addresses issues opening **COLORx®** on a Windows 7, Windows 10 computer after either a new installation or upgrade.



### **Read Before Proceeding**

We want to find out exactly where **COLORx®** installed the files to. In Windows 7 there is a security feature called **User Account Control (UAC)** which tries to control where programs installed so that malware and unwanted programs cannot be installed without permission. If your computer has this enabled, **UAC** may be the cause.

There are 3 yellow folders in Windows (File) Explorer we are interested in. They are located in Start\Computer\C: drive and are **Program Files, Program Data and Users**. The important files we are looking for are **ColorBook.mdb** and **ColorTransactions.mdb**. These files contain all the **COLORx®** formulas and customer formulas.



### **Check that the account being used has full administrative rights.**

If there are any doubts have them contact your system administrator. **COLORx®** must be installed on a computer will administrative privileges to run correctly

## **“R3 math engine did not load” error- (networked client computer)**

Note: If you receive a message that the “R3 Math Engine did not load” on a computer that is running **COLORx®** on a network, follow these instructions:

1. **Close** all applications and error messages to get to the Desktop.
2. **Left Click** Start in the lower left corner.
3. **Left Double Click** Computer (Windows 7, W10) or **Left Double Click** “My Computer” (Windows XP)
4. **Left Double Click** the networked on host computer (usually P:\computer name\BenMoore)
5. **Left Double Click** ColorTech.
6. **Left Double Click** **COLORx®**.
7. **Left Double Click** R3ME.
8. **Left Double Click** Register\_R3.bat.
9. **Left Click** Run
10. **Left Click** OK
11. Restart **COLORx®** network icon on your desktop.

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## **“Database Not found”-Access violation – Windows 7, W10**

*After installing the COLORx® update, you click on the short cut. The message ‘Database not found’ shows .*

### **Windows - Windows 7, W10- Windows compatibility mode issue.**

1. **Right Click** on the Benjamin Moore COLORx® desktop icon
2. **Left Click** on Properties
3. **Left Click** on Compatibility tab
4. If the box ‘Run this program in compatibility mode for XP is checked ‘Uncheck the box’. If you cannot uncheck the box click on ‘Change Settings for all Users’ and uncheck it there.
5. **Left Click** OK
6. **Right Click** on the COLORx® icon and **Left Click** on ‘Run as Administrator’. **Left Click** ‘Run’ at the security warning.
7. If this fails and you still get an ‘Access Violation’ message or a ‘Database not found’ message. Continue with the following steps.

### **Show hidden files and folders in Windows 7, W10:**

1. **Left Click** Start
2. **Left Click** Computer in the second column
3. **Left Click** on the arrow next to Organize in the upper left corner
4. **Left Click** on Folder and Search Options
5. **Left Click** the View tab
6. **Left Click** in the indented circle next to Show Hidden Files, Folders, and Drives
7. **Left Click** Apply
8. **Left Click** OK

### **Check location of Colorbook.mdb, ColorTransactions.mdb files.**

(Colorbook.mdb has the Benjamin Moore Co color formulas;  
ColorTransactions.mdb has the saved customer formulas)

1. **Close the COLORx® application** (including client computers if networked)
2. **Left Click** the Start button in the lower left corner
3. **Left Click** Computer in the second column
4. **Double-Left Click** the C:\ drive
5. **Double-Left Click** Program Data\Benjamin Moore & Co.\ColorTech\Data
6. **Look** for Colorbook.mdb and ColorTransactions.mdb
7. **If Colorbook.mdb and ColorTransactions.mdb are there continue, if they are not there go to step 8.**
  - **Close** to Desktop, **Right Click** on the Benjamin Moore COLORx® shortcut. **Left Click** on ‘Run as administrator’.
  - **Left Click** Run on the Security warning if it shows.



8. Go to C:\Program Files\Benjamin Moore Co\ColorTech\Data
9. If you see Colorbook.mdb and \or ColorTransactions.mdb there
  - Copy the files to C:\Program Data\Benjamin Moore & Co\ColorTech\Data
  - Paste the file in there (over write if needed). Close to desktop
10. Right Click on desktop COLORx® icon and left click on 'Run as administrator'.
11. The program should open.
12. If the files are not in either location continue to next step

**▲ Look for and Remove Colorbook.mdb, ColorTransactions.mdb W7 virtual store:**

Do this only if the Colorbook.mdb and or ColorTransactions.mdb do not exist in Program Files or Program Data as noted above.

1. Double-Left Click the C:\ drive
2. Double-Left Click the Users folder
3. Double-Left Click the folder of the computer name
4. Double-Left Click the AppData folder
5. Double-Left Click the Local folder
6. Double-Left Click the Virtual Store folder
7. Double-Left Click the Program Files folder (if there)
8. Open Benjamin Moore & Co folder(if there),then Open ColorTech and Open Data
9. Look for Colorbook.mdb and ColorTransactions.mdb.
10. Copy both files and Paste them into C:\Program Data\Benjamin Moore Co\ColorTech\Data.
11. Left Click the "X" in the upper right corner to close the window
12. Restart the COLORx® application
13. Check the version number (Left Click Help/About).
14. If all else fails call 1-800-809-9213

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## **Color Matching**

### **Best Practices Competitive Colors from COLORx®**

**The competitive colors in the COLORx® Formula Book are calculated matches.**

We have amassed an extensive collection of colors from our competitor's color merchandise over the years. This information is available in our Color Search option in COLORx®. To see if a color exists, simply follow the same procedure you would for a Benjamin Moore color. Enter a color number or name, along with a product, and either select an individual company or check the "Search All" box above the Select Company drop down list. Unlike a Benjamin Moore color which displays a prescription created and tested by our Color Prescribing Lab, we store just the measurement of the competitive color. That measurement is run in our color matching application to generate a color prescription the same as if you measured a custom color with a spectrophotometer and calculated a match. Therefore, when a customer requests a match to a competitive color, a retailer should follow this procedure.

First, look up the color in COLORx® and determine if we have it in our system. If it is, a prescription will be calculated and displayed. Click on the button "Closest BM Color", this will list the five closest Benjamin Moore colors. Suggest to the customer that they look at our closest colors and see if that meets their color requirements. This has two benefits, if the color is acceptable, then you have a tested Benjamin Moore prescription to make the color and you have changed a competitive color specification to a Benjamin Moore color specification.

Second, if you or the customer has a sample of the competitive color merchandise then match the color merchandise just as you would match a custom color. Since the customer will be judging the color to the merchandise sample that should be your target. Depending on the age and condition of the merchandise, it may not represent what we have stored in COLORx®.

Finally, if the customer does not like our closest color and no sample of the color is available then use the calculated match in COLORx®.

If you have any questions please contact a Color Technology Rep or call 800-809-9213.

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## **Best Practices for Retail Color Matching Color Preview Color System March 18, 2010**

It is important to use the proper mix of colorants to get the best performance for a particular color. The colorants selected for a specific color can make a significant difference in the following product properties:

- Appearance
- Color-match in different lighting
- Cost to produce
- Hide
- Durability
- Ease of reproducibility

When matching colors, there are a few important points to remember. The following guidelines will help save money and enhance durability in custom mixed colors:

- Use the Color Computer Matching System (CCMS) to develop color matches; it will select the best colorant combinations to achieve a given color.
- Follow the recommended maximum colorant addition for each base; over tinting will hurt performance.
- If you match by “eye,” start with a system color that is visually close and use the same colorants to adjust. Adjust the color only with the given colorants if possible.
- Most colors can be achieved with up to three colorants, plus White, if needed. While a mixture of many colorants can be used artistically to create interesting “full spectrum” colors, the risk of encountering problems is high. Using the minimum number of colorants to make a color can help avoid creating colors that appear too neutral or that are expensive and difficult to reproduce. White can be added to any prescription to lighten a color it is considered the same as adding more paint to the can.
- Because the pigments used to produce colorants have different performance characteristics and vary in cost, use the following guidelines to get the best combination of cost and performance:
  - a) First choice colorants
    - i. Oxide Yellow (OY)
    - ii. Oxide Red (RX)
    - iii. Black and Gray (BK and GY)
    - iv. White (WH)
    - v. Brown (BR)
  - b) To adjust tone or when the basic color requires it
    - i. Bright Blue (BB)
    - ii. Thalo Green (TG)
    - iii. Magenta (MA)
  - c) When needed to achieve color or tone
    - i. Yellow (YW)
    - ii. Red (RD)
    - iii. Orange (OG)
- Avoid opponent color matches that use YW, RD and OG colorants in combination with TG or BB in exterior products. Since these combinations result in gray, use BK or GY instead. Avoid using:
  - TG with OG, RD or YW
  - BB with OG, or YW

If you have additional questions about color matching, please contact your Color Technology Rep or call (800) 809-9213

## **Best Practices for Retail Color Matching with the Gennex® Waterborne Colorant System March 18, 2010**

The Benjamin Moore Gennex® Waterborne Color System is unique in the paint industry. The colorants and paint bases are specially formulated to work together. One of the most important rules with this system is to “fill the can”. The bases are short filled to receive colorant but each base is specially formulated to receive a precise amount of colorant in total. For this reason all Benjamin Moore color prescriptions and those generated by COLORx® software will always fill the container to a target volume of 128 fluid ounces per gallon.

In addition, the usual best practices regarding color formulation still apply. It is important to use the proper combination of colorants to get the best performance for a particular color. The colorants selected for a specific color can make a significant difference in the following product properties:

- Appearance
- Color-match in different lighting
- Cost to produce
- Hide
- Durability
- Ease of reproducibility

When mixing colors, there are a few important points to remember. The following guidelines will help enhance consistency and durability in custom mixed colors:

- Use the Color Computer Matching System (CCMS) to develop color matches; it will select the best colorant combinations and fill the container to achieve a given color.
- Follow the recommended minimum and maximum colorant addition for each base; over or under tinting will hurt performance.
- If you match by “eye,” start with a Benjamin Moore color that is visually close and use the same colorants to adjust. Adjust the color using only the colorants in the given prescription if possible.
- Most colors can be achieved with up to three colorants plus white, if needed. While a mixture of many colorants can be used artistically to create interesting “full spectrum” colors, the risk of encountering problems is high. Using the minimum number of colorants to make a color can help avoid creating colors that appear too neutral or that are difficult to reproduce. White can be added to any prescription to lighten a color, it is considered the same as adding more paint to the can.
- Because the pigments used to produce colorants have different performance characteristics, use the following guidelines to get the best performance:
  - a) First choice colorants
    - i. Oxide Yellow (Y3)
    - ii. Oxide Red or Red Toner (R3 or R1)
    - iii. Black and Gray (S1 and S2)
    - iv. White (W1)
  - b) To adjust tone or when the basic color requires it

- i. Thalo blue (B1)
    - ii. Thalo green (G1)
    - iii. Magenta (M1)
  - c) When needed to achieve color or tone; avoid or limit in exterior product custom prescriptions
    - i. Organic Yellow (Y1) (exterior)
    - ii. Organic Yellow (Y2) (interior)
    - iii. Organic Red (R2)
    - iv. Orange (O1)
- Avoid opponent color matches that use Y1, R2 and O1 colorants in combination with G1 or B1 in exterior products. Since these combinations result in gray, use S1 or S2 instead. Avoid using:
  - G1 with O1, R2 or Y1
  - B1 with O1 or Y1

If you have additional questions about color matching, please contact your Color Technology Rep or call (800) 809-9213

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## **Configuring to dispense in COLORx®**

The following document only identifies what the standard configuration settings are in the Benjamin Moore COLORx® software. It does not address any settings or configuration in the Dispensers proprietary software. If you need this information call Benjamin Moore or your Dispenser manufacturer. If your dispenser is not listed or you are unsure call the Help Desk.

### **Fluid Management IDD**

1. **Open** COLORx®
2. **Open** Maintenance\Dispenser\Configuration
3. **Choose** the colorant system of your dispenser
4. **Choose** driver Fluid Management Dvx
5. **Left Click** on 'Show Dispenser Options'.
6. **Check** 'Activate UPC verification' to enable bar coding.
7. **Left Click** OK
8. **Confirm** the settings by going to Maintenance\Dispenser\Commands.
9. You should be able to purge. If not
10. Confirm the settings

### **Corob DRIVER**

1. **Open** COLORx®
2. **Left Click** Maintenance\Dispenser\Configuration
3. **Choose** the colorant system of your dispenser If COLORx® and Corob DRIVER are installed on this computer the driver will be Corob FLink.
4. **Left Click** on 'Show Dispenser Options'.
5. **Look** for the 'Launch file name box
6. **Left Click** on the button with 3 dots to the right go to the following location C:\Wuser\Corob Driver.
7. **Look** for a file called CorobDRIVER.exe
8. **Left Click** OPEN – puts the path in the launch file name.
9. **Left Click** on Select Configuration. Choose proper dispenser based upon what you have.
10. **Left Click** OK
11. **Open** Corob DRIVER, look up a color in COLORx® and dispense.

### **Hero dispenser**

1. **Open** COLORx®
2. **Left Click** Maintenance\Dispenser\Configuration
3. **Choose** the colorant system of your dispenser
4. **Choose** 'Hero Tint Wise Formula File' as the driver.
5. **Left Click** on 'Select configuration and be sure Corob™ D300 is chosen.
6. **Left Click** OK

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## **Active Fan Deck Prefix reference list**

US and Canada as of 4/26/2013

AF	Affinity
AC	Americas Colors
*****	Bennigans
CC	Canadian Colors
P-CC	Canadian Colors Primers
OR	Canadian Tire
CW	Colonial Williamsburg
CSP	Color Stories
COE	Concepts Exterior
CO	Concepts Interior
DC	Daryl Carter
XP	Details Color Collections
HC	Historical Collection
GN	Imagine
GNE	Imagine Exterior
CS	Interior finishes Masking Stain Custom colors
PM	Interior Ready Mix
*****	Exterior Ready Mix
	Latex Metallic Glaze Pearlescent Custom
PT	Colors
AJ	MOM II
BJ	MOM II
CB	MOM II
ET	MOM II
GB	MOM II
GN	MOM II
GR	MOM II
OP	MOM II
OT	MOM II
OW	MOM II
PR	MOM II
PV	MOM II
ST	MOM II
YL	MOM II
OC	Off White Colors
R-99XX	Regal Signature Colors
*****	Papa Murphy's
TC	Target
TH	Toronto Heritage Colors
VC	Vancouver Colors
WE	West Elm

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## Submitting Color Prescription Complaints

**Best Practice:** Use the **Prescription Complaint Process Form** which can be obtained by contacting Product Information via 1-888-236-6667 menu option #3. Form can be e-mailed, faxed, or mailed or you can down load it by clicking [mybenjaminmoore.com](http://mybenjaminmoore.com).

1. If the color is considered “off color”:

- Is it possible the colorant canisters being clogged or empty.
- If the canisters are fine, Is customer using the latest version of COLORx®
- Does the fill level appear abnormally low or high?
- Contact your Benjamin Moore representative to obtain the appropriate form or you can print your own copy at [mybenjaminmoore.com](http://mybenjaminmoore.com).
- Keep the affected product separate for the Benjamin Moore rep evaluation.
- Create a good paint sample of the off color for submission with the form.

2. If the prescription is considered to be incorrect, then a Prescription Complaint Form must be completely filled out by the retailer’s BDR and sent to Brent Smerak with appropriate documentation.

- The BDR will either complete or approve the form and should then mail it to Flanders. This is necessary because the color documentation should be with the form.
- **Prescription complaints submitted without documentation will be investigated as time permits but results will be limited by the information available.**
- A response to the supplied information within reasonable time period.

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## Color Prescription Complaint Reporting Form

CRM # \_\_\_\_\_ Date \_\_\_\_\_

Retailer Name and Customer # *	
Product Code *	
Batch Code *	
Color Number and Color Name *	
<u>Actual</u> Prescription Used *	
Container Size (Qt. , Gal., Five) *	
Version of COLORx® being used *	
NACIC REP or BenMoore Rep *	
Type of Tinting Machine Used/ Calibration Date ( if known)	
Nature of Complaint *  e.g. too light, too red, etc.	
Form Submitted by *	

**\*required**

All forms must include a draw down or paint out of the actual complaint and sent to Benjamin Moore Co., Product Information Attn: Color Complaint, 360 Route 206, Flanders NJ 07836

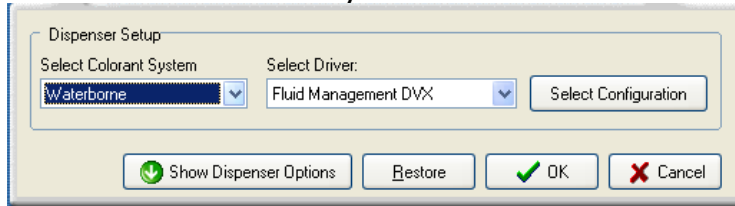
**If available include sample of merchandise (color strip, brochure, etc...)**

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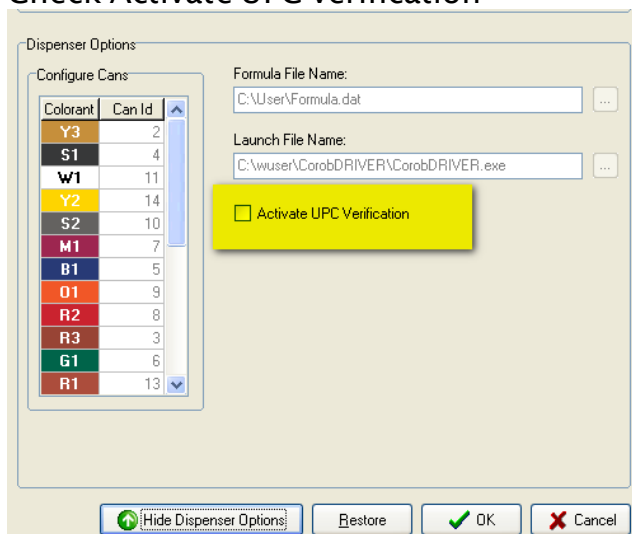
## **Dispenser FAQ's**

### **Activating the bar code function in COLORx® (FM Gennex® dispensers only)**

1. Open COLORx®
2. Go to Maintenance\Dispenser\Configuration
3. Be sure your Colorant systems say the following:
4. Waterborne colorant system – Driver Fluid Management DVX



- 5.
6. Architectural colorant system – Driver is Not Installer
7. Click on Show Dispenser options
8. Check Activate UPC verification




- 9.
10. Left Click OK
11. **Any problems call Color Technology at 1-800-809-9213.**

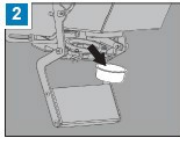
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## FM daily dispenser maintenance


### Daily Nozzle Maintenance Instructions




- Push the nozzle closer lever back to open position.



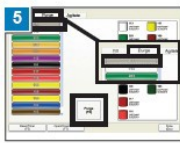
- Remove the cup from the nozzle closer by pushing up on the bottom of cup.
- Lift cup out of the bracket and place to the side.



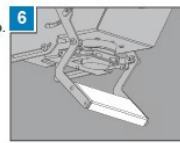
- Clean each opening with the included nozzle cleaning pick.
- Use a circular motion to make sure each opening is clear.




- Remove sponge insert.
- Clean the inside of the cup liner with water.
- Replace sponge insert and fill cup with water.
- Put the cup back into the bracket.



- Select Maintenance button (F11) then click on Purge tab.
- Select All button and then Purge button (F3).
- Place container underneath the nozzle with nozzle closer open.
- Click Dispense (F2). Colors will purge into container.



- Release the nozzle closer lever to the close position.



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### Updating Colorant levels in COLORx®

1. After adding colorant to canister, Open COLORx®
2. Select the colorant where you added
3. Choose quantity and size added
4. Click on Add

### Fluid Management Canister flushing procedures

1. **Obtain** 5 gallon bucket and place underneath dispense nozzle
2. **Navigate** to Formula Tab and Manual Dispense screen and enter 32X (32 ounces) of the colorant you will to flush out
3. **Repeat** until canister is no long dispensing colorant
4. **Add** 3 quarts of warm water and agitate for 30 seconds
5. In Service \Maintenance \Levels, **update canister** as full or add maximum quantity of quarts per canister.
  - a. AT 1500 – 3 quarts
  - b. AT 2000 – 2 quarts
  - c. AT 7000 – 6 quarts
  - d. AT 8000 – 6 quarts
6. **Repeat steps** # 2, 3 and 4 for each canister.
7. **Repeat steps 5 & 6 two more times (flushing with water until clear)**
8. **Refill** canister with new colorant
9. **Dispense** 20X (20 ounces) of colorant into 5 gallon bucket (this is to purge out residual water and bring colorant to nozzle tips)
10. **Remove** 5 gallon bucket and place a new, clean container under nozzle - preferably a quart.
11. **Manually dispense** 20X (20 ounces) of colorant into clean container and **Pour back into** canister
12. **Reset** fill levels and repeat step # 11 until air is purged out of the line and a solid stream of colorant is present.

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## **FM Dispenser Symbol scanner does not scan bar code in COLORx®**

### **No prompt for bar code (tint button is active) on COLORx® tint screen**

1. Be sure bar code function is activated in COLORx® (IDD driver only).
2. **Open** COLORx®
3. **Left Click** Maintenance\Dispenser\Configure
4. **Set** Colorant system should be 'Waterborne', Driver should be Fluid Management DVX
5. **Left Click** on show Dispenser Options
6. **Left Click** on the box beside 'Activate UPC verification'
7. **Left Click** OK

### **No bar code is generated when scanning can on COLORx® tint screen**

1. Make sure scanner is plugged in and is generating a red light
2. **Open** a notepad document (Start\All Programs\Accessories\Notepad)
3. **Scan** a bar code on a can of paint
4. Numbers of bar code on can should match what shows on the document

### **Get invalid bar code message when scanning can on COLORx® tint screen**

1. **Verify** you are using the correct size can
2. **Compare** the bar code listed after the scan to that listed on the back of the can
3. **Try typing** the bar code into the area where bar code is to be entered.

If code does not generate or you are experiencing multiple beeps when trying to scan call Benjamin Moore or Fluid Management to obtain Tech document 'FM 0007' to program the scanner.

**If that does not work replace the scanner.**

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## Corob™ daily dispenser maintenance

### Clean and moisten the nozzles

COROB™ D300 has a moisture system that keeps the nozzles moist and clean. The system consists of a water reservoir, hoses and a humidifier cap. A hose transfers moist air from the upper part of the canister to the nozzle. The water reservoir is in front of the machine. The minimum and maximum levels are marked on the side of the bottle.

The humidifier cap is under the nozzles and prevents colorants from drying out into the nozzles. The cap consists of a plastic frame and a plastic cap with a foam plastic sponge.

Open the nozzle. You can remove the cap by pulling it downwards.

You should **check every day** that

- the foam plastic sponge is damp and
- the cap and foam plastic are clean. Once clean, moisten the sponge and add water up to the top (but not covering) the sponge.

With the nozzle open examine the nozzles. Remove any dried or dripping colorant. Use a paper clip no more than 1 inch in length (Note: pushing any sharp object too far into the nozzle can puncture the colorant hose and nozzle apparatus resulting in leakage and a service visit).

### Corob™ Purging

When COROB™ D300 is not in use, the colorants may dry up at the end of the nozzles. The *Purging program* dispenses a small amount of each colourant to remove any dried or deposit colourant from the nozzle.

During purging, the nozzle is filled with fresh tinting colorant.

*NOTE: Place a waste container close under the nozzles before purging!*

*This way you avoid colorants splashing all around.*

- ▲ *CAUTION / IMPORTANT Perform purging every morning but at least when you have not used COROB™ D300 for couple of days.*

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## **Corob™ Check colorant levels - Filling the colorant canisters**

Before you pour colorant into the canisters, make sure that the machine is ready for this use:

**Physically look** at the levels of each colorant canister, add full quarts of colorant if necessary. Gennex® colorants can be hand shaken for 3 minutes or machine shaken for 30 seconds. Ideally canisters should be filled at night to avoid excess air in the colorant that can lead to mistints.

The canisters are filled in the following manner:

1. Carefully turn the monitor aside from the top of the machine.
2. **Lift** up the front of the protective cover and push it backwards.
3. **Open** the lid of the canister to be filled.
4. **Verify** that you are pouring the right colorant into the canister.
5. **Pour** mixed colorant into the canister.
6. When finished, **close** the canister lid.
- ▲ 7. When filling the canister, **do not** to pour colorant on the top of the impeller. Also, leave the upper paddle of the impeller free. The canisters must be filled often enough - **at least daily** - to the same level, so that the colorant does not dry on the canister's walls.
- ▲ 8. **Open** CorobDRIVER, **Left Click** on Levels. Be sure and add the amount of colorant you added to the canister levels.

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## **Corob™ Canister flushing procedures**

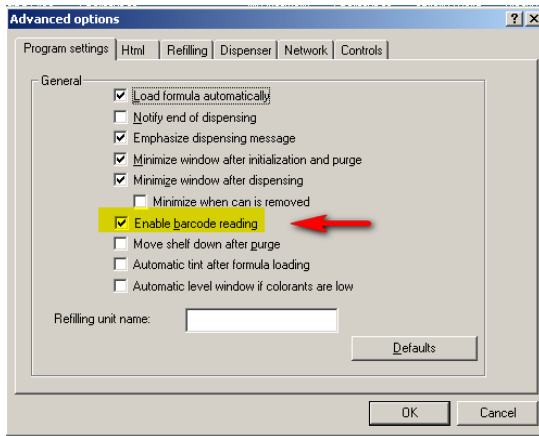
1. **Obtain** 5 gallon bucket and place underneath dispense nozzle
2. **Navigate** to Formula Tab and Manual Dispense screen and enter 32X (32 ounces) of the colorant you will flush out
3. **Repeat** until canister is no long dispensing colorant
4. **Add** 3 quarts of warm water and agitate for 30 seconds
5. In **Corob DRIVER \ Levels mark canister as full** or add maximum quantity of quarts per canister.  
D300 – 6 quarts
6. **Repeat** steps # 2, 3 and 4.
7. **Repeat steps** 5 & 6 two more times (flushing with water until clear)
8. **Refill** canister with new colorant
9. **Dispense** 20X (20 ounces) of colorant into 5 gallon bucket (this is to purge out residual water and bring colorant to nozzle tips)
10. **Remove** 5 gallon bucket and place a new, clean container under nozzle - preferably a quart.
11. **Manually dispense** 20X (20 ounces) of colorant into clean container and refill canister
12. **Reset** fill levels and **repeat step # 11** until air is purged out of the line and a solid stream of colorant is present.

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## Corob™ Dispenser scanner does not scan bar code CorobDRIVER

### You are not prompted to scan a bar code in CorobDRIVER

1. **Open** CorobDRIVER to the tint screen
2. **Type** Ctrl +Shift +F11 – Configure CorobDRIVER
3. **Enable** barcode scanning is checked



4. **Left Click** OK and restart CorobDRIVER

### No bar code is generated when scanning can on CorobDRIVER tint screen

- ▲ 1. **Make sure** scanner is plugged in and is generating a red light
2. **Open** a notepad document (Start\All Programs\Accessories\ Note Pad
3. **Scan** a bar code on a can of paint
4. Numbers of bar code on can should match what shows on the document. If they do not replace the scanner.

### Invalid bar code message when scanning can on CorobDRIVER tint screen

1. **Verify** are using the correct size can
2. **Compare** the bar code listed after the scan to that on the back of the can
3. **Type** the bar code into the area where bar code is to be entered.

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## **Hero scanner does not scan bar code in COLORx®**

### **No prompt for bar code (tint button is active) on COLORx® tint screen**

1. Be sure bar code function is activated in COLORx® (Hero Driver driver only).
2. **Open** COLORx®
3. **Left Click** Maintenance\Dispenser\Configure
4. **Set** Colorant system should be 'Waterborne', Driver should be Fluid Management DVX
5. **Left Click** on show Dispenser Options
6. **Left Click** on the box beside 'Activate UPC verification'
7. **Left Click** OK

### **No bar code is generated when scanning can on COLORx® tint screen**

1. Make sure scanner is plugged in and is generating a red light
2. **Open** a notepad document (Start\All Programs\Accessories\Notepad)
3. **Scan** a bar code on a can of paint
4. Numbers of bar code on can should match what shows on the document

### **Get invalid bar code message when scanning can on COLORx® tint screen**

1. **Verify** you are using the correct size can
2. **Compare** the bar code listed after the scan to that listed on the back of the can
3. **Try typing** the bar code into the area where bar code is to be entered.

If code does not generate or you are experiencing multiple beeps when trying to scan call Benjamin Moore or Hero to obtain Tech document to calibrate the scanner

**If that does not work replace the scanner.**

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## **Improving PC performance**

If you've had your PC for more than a few months, it's probably lousy with dust, dirt, and worse. It's time to do some spring cleaning on your PC—and I'm talking about the actual hardware here, not your operating system or data files.

Plenty of physical hardware problems crop up on computers after extended use. Dust, dirt, hair, and other debris can build up on fans and heat sinks. Components can come loose or become unseated. Thermal paste can break down and becomes ineffective.

With a little cleaning and basic maintenance—and perhaps a bit of elbow grease—getting your PC back in top condition is easy. Just don't be afraid to get your hands dirty. You may be surprised at the amount of gunk that accumulates in a PC whose hygiene has been neglected for a while.

### **Tools of the trade**

The first thing you need to do is assemble your gear.

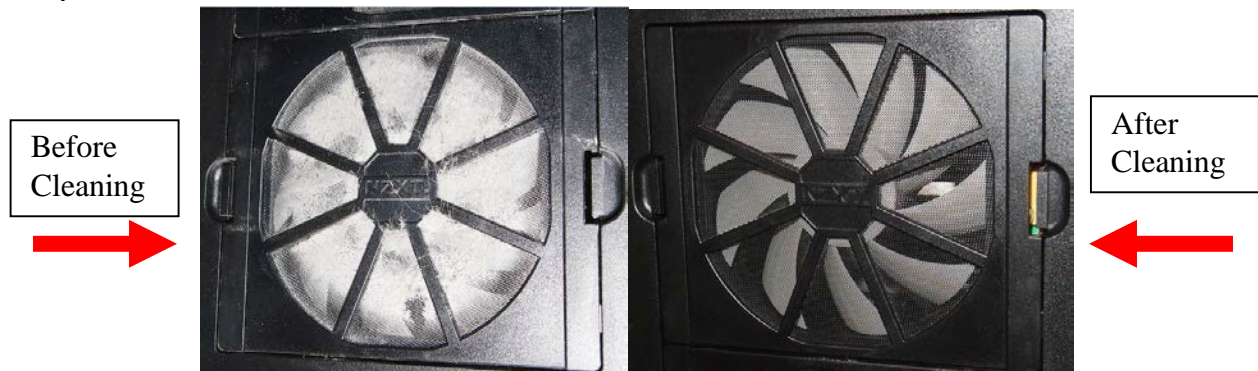
Keep canned air, a small (about 1-inch-wide) paintbrush, and a small vacuum on hand. In addition, some papers, towels and a bit of all-purpose spray cleaner (like Fantastik or Simple Green) are useful, as are a micro-fiber cloth, a tube of good thermal paste, and some isopropyl alcohol.

The canned air and brush are useful for dislodging hair, dust and other debris from all of your PC's surfaces—especially heat sinks and printed circuit boards (PCBs), which have a countless tiny nooks and crannies. The vacuum sucks up the various detritus. The paper towels, spray cleaner, and micro fiber cloth are for wiping down hard, non-electrical surfaces. An the thermal paste and isopropyl alcohol come into play if and when you need to reseat heat sinks.

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### **What to do**

If your dust filters look like this, you have some work to do.



This is what a clean, functional dust filter should look like.

Here are a few before and after photographs of the case, which had dust filters over all of its intake fans and a door on the front that hid the optical drive and front-mounted fans. Even a small amount of detritus can choke off your PC's air supply, resulting in higher temperatures that promote system instability and reduce the lifespan of your components. Clogged intake fans can cause negative air pressure within a system, too, forcing the system's exhaust fans to suck air into the case through any open crevice.

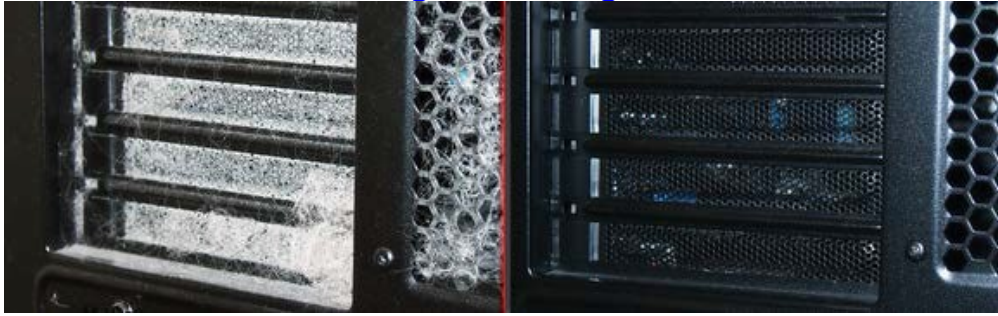
### **Brush and gently vacuum**

Before opening the system, it is recommended vacuuming the dust and debris from the fan filters and other vents. Next, quickly wipe down the external surfaces with paper towels lightly dampened with spray cleaner. Don't spray the cleaner directly onto any surface! The liquid could pool somewhere and cause a short.

Now open your PC and inspect its guts. The dust filters on a dirt-encrusted case did a nice job of keeping large debris out, but plenty of dust had still slipped in and built up on the heat sinks and on all of the flat surfaces. To clean the inside of the system, Start by vacuuming up all of the loose debris and ridding the flat surfaces of as much dust as possible but be careful: When vacuuming inside a system, don't use a big, high-powered vacuum and definitely don't drag the hose or nozzle along the surface of any circuit boards. The last thing you want to do is knock off a surface-mounted capacitor or resistor and suck it up into the vacuum. Use the vacuum sparingly, and focus on gobbling up the largest bits of debris inside the case and on fans, heat sinks, and the like.

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(Before (left) and After (right) cleaning)



When your intake vents get clogged up, negative air pressure generated by exhaust fans within the case will pull air through every hole in the case, eventually clogging them with dirt, too.

### **Regular cleaning pays off**

Cleaning all of the muck and dirt out of a system can be pretty gross, at least the first time around, but doing it regularly ensures optimal cooling performance and stability. There's really no downside other than the time spent, which won't be fun if you've neglected your rig for an extended period of time. So get in there and get your hands dirty—your PC deserves a little TLC.

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## ***Spectrophotometer FAQ's***

### **Cleaning the MatchRite® CounterTop 700 (CF57 / CF57U)**

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#### **Cleaning procedures for Spectrophotometers**

The spectrophotometer is a very sophisticated instrument and it's very important to keep it in a clean condition at all times. Although, the unit can become dirty with prolonged usage or in the dusty environments. These instructions will help you properly clean your instrument. Read them thoroughly and follow precisely.

- Daily check your WHITE calibration disk for any contamination. It must be shiny and clean of finger prints and other particles. If it is dirty, use a clean, lint-free, soft cloth and wipe the WHITE calibration disk with it gently, in circular motions, making sure you don't scratch it. You may use denatured alcohol only if there is excessive dirt.

- △ - Locate canned air (the type that is used to clean computer keyboards). **Only use canned air for this operation.** Air from a compressor, can contain moisture and/or oil which will contaminate your instrument. **DO NOT SHAKE THE CAN MORE AND DO NOT TURN IT UPSIDE DOWN.**

- Attach tube extension to the nose and gently insert it into the center of the opening called the aperture. **It's very important to insert the tube horizontally, about one inch forward.**
- △ Make 1-2 seconds short bursts of air by pressing on the button on the top of the air can about 3 times. Gently pull tube out of the aperture.

**ANY OTHER TECHNIQUE IS STRICTLY PROHIBITED. FAILURE TO FOLLOW THESE INSTRUCTIONS MAY DAMAGE INSTRUMENT AND CAN VOID YOUR WARRANTY.**

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## Cleaning the MatchRite® iVue™ Spectrophotometer

### Cleaning Procedures for iVue™

Your instrument requires very little maintenance to achieve years of reliable operation. However, to protect your investment and maintain measurement accuracy, a few simple cleaning procedures should be performed from time to time.

### General Cleaning

- △ The exterior of the instrument may be wiped clean with a cloth dampened in water or mild cleaner.

**Note:** DO NOT use any solvents to clean the instrument. This will cause damage to the cover.

### Cleaning the Instrument Lenses

Use clean, low-pressure air (or a soft lens brush) to remove any dust or debris on the lenses.

To remove dirt or finger prints, clean with a soft cotton cloth, rubbing in a circular motion.

- △ **Note:** Use of a coarse cloth or unnecessary rubbing may scratch the lens surface and eventually cause permanent damage.  
For a more thorough cleaning, photographic lens tissue and photographic-type lens cleaning fluid or isopropyl alcohol may be used.  
Always apply the fluid to the cleaning cloth - never directly on the lens.
- △ **Note:** If necessary for cleaning, the sample rail can be removed for easier access to the lenses.  
Slide the calibration reference to the center · of the sample rail.  
· Remove the four Allen screws and carefully remove the sample rail.  
· Reinstall the sample rail after cleaning is completed.

### Cleaning the White Calibration Reference

- △ **Caution** should be used when cleaning the calibration plaque. DO NOT touch the white reference tile. Use clean, low-pressure air to remove any dust or debris from the white reference.  
For a more thorough cleaning, clean with a cloth dampened in water.
- △ **Caution:** If the calibration plaque has been cleaned with a damp cloth, wait at least 2 hours before performing a new calibration.

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## Configuring MatchRite® USB - CF57 in COLORx®

Installing a CF57 with a Serial Cable? Click [Here](#)

**If your account already has an MatchRite® CF57U spectrophotometer and the customer is currently using it with MatchRite's Color Designer software, use the following steps to connect to COLORx®.**

- ▲ Examine the back of the spectrophotometer for the type of cable being used (USB). Examine on the back the model # which should be CF57U **(be sure it does not say CF557U)**.

If you are still unsure, open the port where the light comes out. The inside of the Benjamin Moore (CF57U) spectrophotometer is black where the MatchRite® CF557U spectrophotometer is white. **COLORx® DOES NOT work with the CF557U spectrophotometer.**

1. **Close** all programs running on the computer
2. **Open** Benjamin Moore & Co. COLORx® software.
3. **Left Click** on Maintenance\Spectrophotometer\Configure.
4. **Check** the Installed box.
5. **Look** for 'Connection Port' **Left Click** on the down arrow.  
**Note:** Some computers have multiple serial ports.
6. **Look** for a com port that says 'MatchRite USB'.
7. **Look** for Driver and choose 'MatchRite CF57' from the drop down.
8. **Left Click** 'OK'
9. If you still cannot connect call the help line 1-800-809-9213.

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## Configuring MatchRite® iVue™ in COLORx®

- ▲ 1. **Be sure the iVue™ is plugged in and the light is flashing.**
2. **Left Click** on Maintenance/Spectrophotometer/Configure in COLORx®
3. **Check** the Installed check box
4. **Leave** the Com Port blank
5. **Choose** MatchRite® iVue™ from the list of drivers.
6. **Left Click** OK to connect. The circle should be blinking.
7. **Calibrate** as usual

The iVue™ should only need to be calibrated every 7 days. The internal mechanisms, however, it is designed to check every day during use to ensure the calibration is within specification and it will prompt for calibration if necessary.

## MatchRite® CF57 Serial Cable Installation

To Install a CF57 with a USB cable [Click Here W7](#) or [Click Here XP](#)

1. **Begin** with the MatchRite® spectrophotometer connected and “off” or not connected.
2. **Install** COLORx® Software and reboot when prompted.
3. **Connect** and/or turn on the MatchRite® spectrophotometer to a serial port using a RS232 male\female cable.
4. **Start** the COLORx® System software.
5. **Open** Maintenance\Spectrophotometer and Configure.
6. **Check** the “Installed” check box.
7. **Left Click** on drop down arrow for connection port. (On most computers this is COM 1 or Com 2).
8. **Select** “MatchRite® CF57” from driver drop down list.
9. **Left Click** “OK”.
10. A Message will come up “Connecting” and will disappear.
11. **Left Click** on Maintenance\Spectrophotometer\Calibrate
12. **Remove** the black cap from the calibration tile
13. **Place** calibration tile at the port when prompted.
14. **Left Click** O to calibrate instrument.
15. Place the black cap back on the tile after calibration.

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## **Install MatchRite® CF57 USB driver Windows**

[CF57 Serial Cable Click Here](#)

[CF57 Windows 7 USB Click Here](#)

1. Begin with the MatchRite® spectrophotometer connected and “off” or not connected.
2. **Install** COLORx® Software (included) and reboot when prompted.
3. **Connect and/or turn on** the MatchRite spectrophotometer.
4. If you have already tried and failed to install **Left Click** Start. **Right click** on My Computer\left click on Manage\Choose Device Manager
5. You should see a yellow error with Unknown device.
6. **Right click** on it and choose Update Driver.
7. **Left Click** Install from a list or specific location (Advanced) **Left Click** “Next”.
8. **Left Click** on Browse. **Search** your computer for C:\Program Files\Benjamin Moore & Co\ColorTech\Common\Drivers\Spectros.
9. **Left Click once** on CF57\_USB for 32 bit operating systems and CF57\_USB 64 bit for 64 bit operating systems.
10. **Left Click** OK, then Next.
11. A message stating Microsoft has not tested the “Digitally Signed” driver.
12. **Left Click** “Continue Anyway”.
13. **Left Click** “Finish”.
14. **Repeat** steps 5-8 to install the USB Serial Port.
15. **Start** the COLORx® System software.
16. **Left Click** on Maintenance\Spectrophotometer\Configure.
17. **Select** COM port in list identified as “MatchRite CF57 USB”.
18. **Select** “MatchRite® CF57” from driver drop down list.
19. **Left Click** “OK”.
20. Message will say “Connecting” and disappear.
21. **Left Click** on Maintenance\Spectrophotometer\Calibrate.
22. **Remove** the black cap from the calibration tile
23. **Place** calibration tile at the port when it is requested.
24. **Left Click** OK to calibrate.
25. **Left Click** OK When “Calibration complete” message occurs
26. **Left Click** OK.
27. **Place** black cap back on the tile.

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## Install MatchRite® CF57 USB driver Windows

Using a CF57 [Serial Cable Click Here](#) CF57 Windows [XP USB click Here](#)

1. Begin with the MatchRite® spectrophotometer connected and “off” or not connected.
2. **Install** COLORx® Software (included) and reboot when prompted.
3. **Connect** and/or **turn on** the MatchRite® spectrophotometer. If you have already tried and failed to install **Left Click** Start. **Right click** on Computer\left click on Manage\Choose Device Manager
4. You should see a yellow error with Unknown device.
5. **Right click** on it and choose Update Driver.
6. **Left Click** “Browse my computer for driver software”.
7. **Left Click** on Browse. Search your computer for C:\Program Files\Benjamin Moore & Co\ColorTech\Common\Drivers\Spectros.
8. **Left Click once** on CF57\_USB for 32 bit operating systems and CF57\_USB 64 bit for 64 bit operating systems.
9. **Left Click** OK, then **Left Click** Next.
10. A screen stating “Digitally Signed” driver has not been approved by Microsoft will show.
11. **Left Click** “Continue Anyway”.
12. **Left Click** “Finish”.
13. **Repeat** steps 5-8 to install the USB Serial Port.
14. **Start** the COLORx® System software.
15. **Left Click** on Maintenance\Spectrophotometer\Configure.
16. **Select COM** port in list identified as “MatchRite CF57 USB”.
17. **Select** “MatchRite CF57” from driver drop down list.
18. **Left Click** “OK”.
19. A Message will say “Connecting” and disappear.
20. **Left Click** on Maintenance\Spectrophotometer\Calibrate.
21. **Remove** the **black cap** from the calibration tile
22. **Place** calibration tile at the port when it is requested.
23. Click **OK** to calibrate.
24. When “Calibration complete” message occurs **Left Click** OK.
25. **Place** black cap back on the tile.

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## Installing MatchRite® iVue™ driver XP

Installing MatchRite iVue™ driver – [Windows 7 Click Here](#)

This will help you install a MatchRite® iVue™ on a Windows XP computer. The connection will be a USB connection.

This is a local computer installation.

1. **Be sure the iVue™ is plugged in and the light is flashing.**
2. **If you have a found new hardware wizard screen up proceed to step 8 otherwise continue.**
3. **Left click** on start and right click on the My Computer icon in the start up list.
4. **Left click** on Manage
5. **Left click** on Device Manager
6. **Look** in Device Manager for any yellow circles with question marks with the words unknown device or MatchRite® iVue™ (or VS205).
7. **Right click** on the error, choose Update Driver. This will open the add hardware wizard
8. **Choose** 'Not at this time' on the add hardware wizard. (next)
9. **Choose** 'choose a location for the driver' – 'Advanced' (next)
10. **Uncheck** the CD option. Click on the Browse button using the following path. C:\Program Files\Benjamin Moore & Co\ColorTech\Common\Drivers\Spectros\iVue USB.
11. **Left click** Ok and next. **Left click** Finish when installation is complete.
12. **Open** COLORx®. **Go to** Maintenance\Spectrophotometer\Configure. Select the driver (iVue™). You do not need to check a port.
13. **Calibrate** as usual.

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## **Installing MatchRite® iVue™ driver W7 COLORx®**

Installing MatchRite iVue driver – [Windows XP Click Here](#)

This will help you install a MatchRite® iVue™ on a Windows 7 computer. They have COLORx® 6.26.xxxx installed on the computer. The connection will be a USB connection. This is a local computer installation.

1. **Be sure the iVue™ is plugged in and the light is flashing.**
2. **If you have a found new hardware wizard screen up proceed to step 8 otherwise continue.**
3. **Left click** on start and right click on the Computer icon in the start up list.
4. **Left click** on Manage
5. **Left click** on Device Manager
6. **Look** in Device Manager for any yellow circles with question marks with the words unknown device or MatchRite® iVue™ (or VS205) beside it. If there is...
7. **Right click** on the error, choose Update Driver. This will open the add hardware wizard
8. **Choose** 'Browse my computer for driver software'
9. **Left click** on the Browse button using the following path.  
C:\Program Files\Benjamin Moore & Co \ColorTech \Common  
\Drivers\Spectros\ iVue USB (If this is a 64bit computer you must choose iVueUSB-64).
10. **Left click** Ok and next. Click Finish when installation is complete.
11. **Open** COLORx®. **Go to** Maintenance\Spectrophotometer\Configure. Select the driver (iVue™). You do not need to check a port.
12. **Calibrate** as usual

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## Installing the MatchRite® iVue™ in COLORx® Windows 8

When trying to connect an iVue to COLORx® on a computer with Windows 8 installed on it you will get connection failures. COLORx® versions 6.27.5000 and earlier do not have this driver.

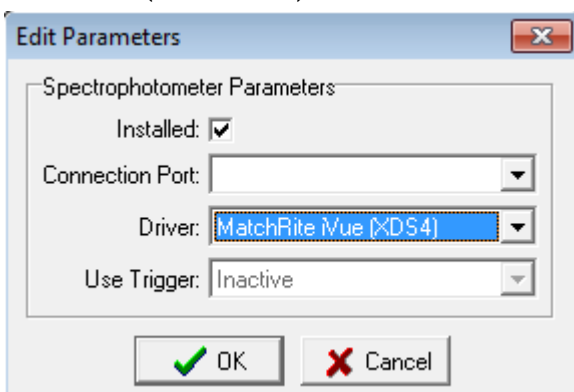
1. If this is the case, first call Benjamin Moore Co to see if you can either get the current version that includes the correct driver or you can be sent two files to add to your program.

This addresses both configuring COLORx® for the new driver after installing version 6.27.5100 or higher or manually adding the files needed.

Do the following if you have the version with the correct driver (6.27.5100 or higher) and have installed the program successfully.

### Case 1

1. **Be sure the iVue™ is plugged in and the light is flashing.**
2. **If you have a found new hardware wizard screen up proceed to step 8 otherwise continue.**
3. **Left click** on start and right click on the Computer icon in the start up list.
4. **Left click** on Manage
5. **Left click** on Device Manager
6. **Look** in Device Manager for any yellow circles with question marks with the words unknown device or MatchRite® iVue™ (or VS205) beside it. If there is...
7. **Right click** on the error, choose Update Driver. This will open the add hardware wizard
8. **Choose** 'Browse my computer for driver software'
9. **Left click** on the Browse button using the following path.  
C:\Program Files\Benjamin Moore & Co \ColorTech \Common  
\Drivers\Spectros\ iVue USB (If this is a 64bit computer you must choose iVueUSB-64).
10. **Left click** Ok and next. Click Finish when installation is complete.
11. **Open** COLORx®. **Go to** Maintenance\Spectrophotometer\Configure. Select the driver (iVue XDS4).



- 12.
13. You do not need to check a port.
14. **Calibrate** as usual

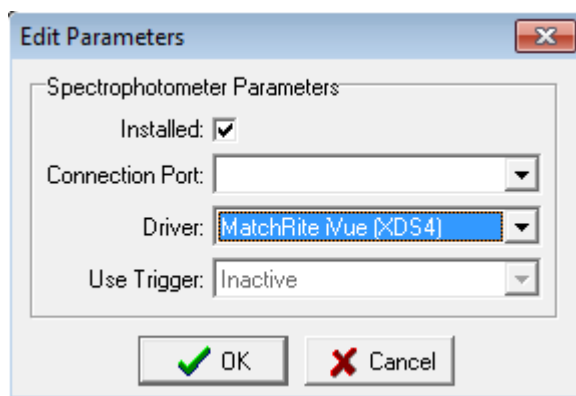
## Case 2

If you have received a zip file from Benjamin Moore with the 2 needed files do the following.

1. Download the file and unzip the two files spVS205.drv and VS205.dll on your computer.
2. Next copy those two files to C:\Program Files (X64 if 64 bit system)\Benjamin Moore Co\ColorTech\Common\Drivers\Spectros
3. Paste the files as shown below.
4. If needed install the drivers per the instructions above

CF57USB	11/13/2013 12:02 ...	File folder
CF57USB_64	11/13/2013 12:02 ...	File folder
II USB	10/10/2013 12:38 ...	File folder
iVueUSB	10/10/2013 12:38 ...	File folder
iVueUSB_64	11/13/2013 12:02 ...	File folder
CE2145.ini	11/11/2003 11:53 ...	Configuration
CMSINSTR.exe	6/18/2004 9:49 AM	Application
GMIManager.dll	4/25/2002 11:26 AM	Application ext
i1.dll	4/25/2002 12:28 PM	Application ext
i1wrapper.dll	1/22/2003 9:24 AM	Application ext
spCE2145.drv	7/2/2009 2:43 PM	Device driver
spCF57UB.drv	7/2/2009 2:43 PM	Device driver
spEyeOne.drv	7/2/2009 2:43 PM	Device driver
spGeneric.drv	7/2/2009 2:43 PM	Device driver
spLaunchPad.drv	7/2/2009 2:43 PM	Device driver
spVS205.drv	10/24/2013 3:21 PM	Device driver
sxldr308.dll	4/17/2002 5:48 PM	Application ext
VS205.dll	11/13/2012 11:46 ...	Application ext
XDSIII.dll	8/4/2008 11:34 AM	Application ext

5. **Open COLORx®. Go to Maintenance\Spectrophotometer\Configure.**  
Select the driver (iVue XDS4).



- 6.
7. You do not need to check a port.
8. **Calibrate** as usual

Any Questions call 1-800-809-9213

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## Installing the MatchRite® iVue™ in COLORx® with Color Designer 2.5

When trying to connect an iVue to COLORx® on a computer with Color Designer installed on it you will get connection failure. This has to do with the drivers changing with the introduction of X Rites Color Designer software version 2.5. The current driver in COLORx® versions 6.27.5000 and earlier do not have this driver.

**If this is the case, first call Benjamin Moore Co to see if you can either get the current version that includes the correct driver or you can be sent two files to add to your program.**

This addresses both configuring COLORx® for the new driver after manually adding the files needed.

If you have received a zip file from Benjamin Moore with the 2 needed files do the following.

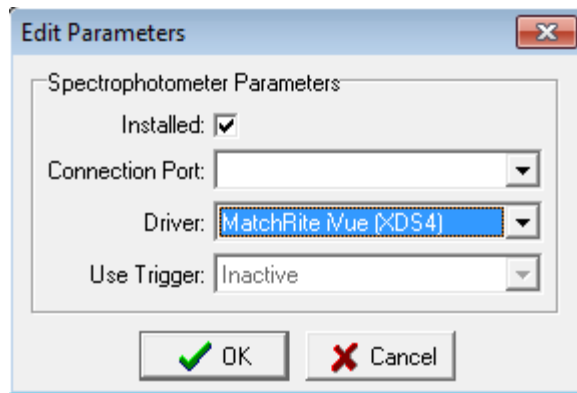
1. Download the file and unzip the two files **spVS205.drv** and **VS205.dll** on your computer.
2. Next copy those two files to C:\Program Files **OR** Program Files (X86) (if 64 bit computer)\Benjamin Moore Co\ColorTech\Common\Drivers\Spectros
3. Paste the files as shown below.
4. If needed install the drivers per the instructions above

CF57USB	11/13/2013 12:02 ...	File folder
CF57USB_64	11/13/2013 12:02 ...	File folder
IIUSB	10/10/2013 12:38 ...	File folder
iVueUSB	10/10/2013 12:38 ...	File folder
iVueUSB_64	11/13/2013 12:02 ...	File folder
CE2145.ini	11/11/2003 11:53 ...	Configuration
CMSINSTR.exe	6/18/2004 9:49 AM	Application
GMIManager.dll	4/25/2002 11:26 AM	Application ext
il.dll	4/25/2002 12:28 PM	Application ext
ilwrapper.dll	1/22/2003 9:24 AM	Application ext
spCE2145.drv	7/2/2009 2:43 PM	Device driver
spCF57UB.drv	7/2/2009 2:43 PM	Device driver
spEyeOne.drv	7/2/2009 2:43 PM	Device driver
spGeneric.drv	7/2/2009 2:43 PM	Device driver
spLaunchPad.drv	7/2/2009 2:43 PM	Device driver
spVS205.drv	10/24/2013 3:21 PM	Device driver
sxlr308.dll	4/17/2002 5:48 PM	Application ext
VS205.dll	11/13/2012 11:46 ...	Application ext
XDSIII.dll	8/4/2008 11:34 AM	Application ext

Do the following if you have the version with the correct driver (6.3.xxx

higher) and have installed the program successfully.

1. **Be sure the iVue is plugged in and the light is flashing.**
2. **Open COLORx®. Go to Maintenance\Spectrophotometer\Configure.** Select the driver (iVue XDS4).



- 3.
4. You do not need to check a port.
5. **Calibrate** as usual

Any Questions call 1-800-809-9213

### Calibrating the CF57 in COLORx®

1. Be sure the spectrophotometer is turned plugged in and turned on
2. The on switch is on the back of the instrument
3. There should be a red light showing the unit is on
4. In The Benjamin Moore & Co ColoRx® software **Left Click** on Maintenance\Spectrophotometer and Calibrate.
5. The software will ask you to place the white calibration tile at the port (If you get a spectrophotometer is not connected message [Left Click Here to configure your spectro](#)).
6. Remove the black cap from the tile. Place the white calibration tile at the port.
7. **Left Click** ok
8. **Move** the tile from the port
9. **Do not allow anything directly in from of the port**
10. **Left Click.** There will be 4 flashes
11. **Left Click** ok when you get the calibration succeeded message.
12. Put the black cap back on the calibration tile,
13. You are now ready to color match



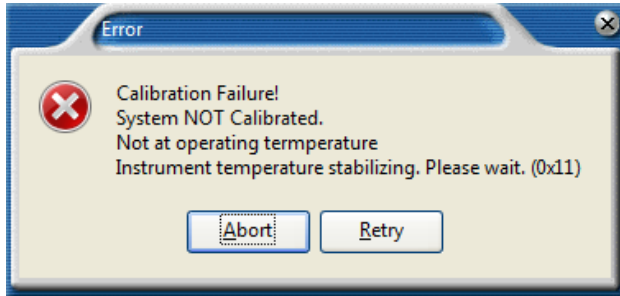
## **Calibrating the MatchRite® iVue™ in COLORx®**

1. In The Benjamin Moore & Co COLORx® software **Left Click** on
2. Maintenance\ Spectrophotometer and Calibrate.  
The software will ask you to place the tile at the port
3. The tile is located on the rails on the bottom of the spectrophotometer. Slide the tile as far forward as it will go until the flashing alignment circle is on the tile.
4. The software will ask you to place the white calibration tile at the port (If you get a spectrophotometer is not connected message [Left Click Here to configure your spectro.](#)
5. **Left Click** ok
6. **Left Click** ok when you get the calibration succeeded message.
7. Put the calibration tile back in its original place on the railing
8. You are now ready to color match

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## **MatchRite®/ COLORx® iVue™ calibration failure errors**

### **MatchRite®/ ColoRx® iVue™ calibration failure operating temperature error**



Steps – This error means the operating temperature of the spectrophotometer is out of the parameters for acceptable color matching. If you get this error there should be a blue light emanating from the bottom of the spectrophotometer. Wait 20 minutes for the spectrophotometer to warm up and try again. If you continue to get this temperature error contact Xrite for service.

### **MatchRite®/ COLORx® iVue™ calibration failure error or spectrophotometer not found**

- Confirm the error. If Color Designer is not installed close COLORx® unplug the iVue
- Open COLORx® and plug in iVue
- In COLORx® go to Maintenance\Spectrophotometer\Configure
- Be sure the installed box is checked.
- The port should be blank (or COM1)
- Make sure the driver is MatchRite® iVue™
- Click ok – if it fails
- Turn off your computer, unplug the spectrophotometer
- Reboot computer and plug spectro and turn it on
- Try again to connect
- If it fails call Benjamin Moore 1-800-809-9213

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**MatchRite® iVue™/ COLORx®/ Color Designer calibration failure  
or spectrophotometer not found**

- Confirm the error.
- If BM fails **and Color Designer succeeds** close Color Designer, turn off and unplug the iVue.
- Open COLORx® and plug in iVue
- In COLORx® go to Maintenance\Spectrophotometer\Configure
- Be sure the installed box is checked.
- The port should be blank (or COM1)
- Make sure the driver is MatchRite® iVue™
- Click ok – if it fails
- Turn off your computer, unplug the spectrophotometer
- Reboot computer and plug spectro and turn it on
- Try again to connect
- If it fails confirm it still works in Color Designer
- If it does work in either program call MatchRite® 1-800-572-4626

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## **Printers**

### **Configure Dymo® Printer (320, 330, 400, 450) XP**

Configure a Dymo® Printer Windows 7 [Click Here](#)

Many of you will need to configure a Dymo® printer to work with MatchRite® computers in Ace or existing hardware stores. This paper addresses getting your Dymo® printer to work with the Benjamin Moore COLORx® software. This works best with 2000, XP. We assume you have already installed the driver from the CD or downloaded the driver from the Dymo® web site.

1. **Close all software packages to your desktop.**
2. **Left Click** on the start button and go to Start\Settings\Printers (this may be different depending on your PC)
3. **Look** for your Dymo® icon
4. **Right Click** on the icon and choose properties
5. Under the general tab **Left Click** on the 'Printing Preferences'
6. Next **Left Click** on the 'advanced' button
7. **Change** the paper size number to match your size label  
(2.12 x 2.75 (Diskette US watermark) is 30324 (2.35 x 4 is 30323 (Thermal), 2.25 x 3.13 (Rounded DT-318) is 30324.
8. **Left Click** on OK
9. **Left Click** on Apply
10. **Left Click** on OK
11. **For Dymo® 400 and 450 you can skip to steps 19 through 25.**
12. **Left Click** on the 'Advanced' tab
13. **Left Click** on 'Printing Defaults'
14. **Left Click** on 'Advanced'
15. **Change** the paper size number to match your size label (2.12 x 2.75 (Diskette US watermark) is 30324 (2.35 x 4 is 30323 (Thermal), 2.25 x 3.13 (Rounded DT-318) is 30324.
16. **Left Click** OK
17. **Left Click** Apply
18. **Left Click** OK
19. **Close** to desktop
20. **Open** Benjamin Moore COLORx®
21. **Left Click** File\Label Options
22. Under 'printer type' **Left Click** on the drop down and choose 'Thermal Printer' for 2.35 x 4, 'Diskette US Watermark' for 2.12 x 2.75 or Rounded DT318.
23. **Note** that with either of these printers under 'Select Items to Print' only 'Company Name' and 'Color Prescription' will be checked.
24. **Left Click** OK and try to print a formula.
25. Any problems call the help desk at 1-800-809-9213

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## **Configuring a Dymo® Printer (320, 330, 400, 450) W7**

Configure a Dymo® Printer Windows XP [Click Here](#)

Many of you will need to configure a Dymo® printer to work with MatchRite® computers in Ace or existing hardware stores. This paper addresses getting your Dymo® printer to work with the Benjamin Moore COLORx® software. This works best with 2000, XP. We assume you have already installed the driver from the CD or downloaded the driver from the Dymo® web site.

1. **Close** all software packages to your desktop.
2. **Left Click** on the start button and type printers and faxes in the search box.
3. **Look** for your Dymo® icon
4. **Right Click** on the icon and choose Printer properties.
5. Under the general tab **Left Click** on the 'Preferences' button
6. Next **Left Click** on the 'advanced' button
7. **Change** the paper size number to match your label 2.12 x 2.75 (Diskette US watermark) is 30324, 2.35 x 4 is 30323 (Thermal), 2.25 x 3.13 (Rounded DT-318) is 30324
8. **Left Click** on OK
9. **Left Click** on Apply
10. **Left Click** on OK
11. **For Dymo® 400 and 450 you can skip to steps 19 through 25**
12. **Choose** the **Advance** tab from the top
13. **Left Click** on **Printing defaults** (bottom left)
14. **Left Click** on **'Advanced'** (bottom right)
15. **Change** the paper size number to match your size label (2.12 x 2.75 (Diskette US watermark) is 30324 (2.35 x 4 is 30323 (Thermal), 2.25 x 3.13 (Rounded DT-318) is 30324.
16. **Left Click** OK
17. **Left Click** Apply
18. **Left Click** OK
19. **Close** to desktop
20. **Open** Benjamin Moore COLORx®
21. **Choose** File\Label Options
22. Under 'Printer Type' click on the drop down and choose 'Thermal Printer' for 2.35 x 4 and 'Diskette US Watermark' for 2.12 x 2.75 and Rounded DT-318 for those label
23. **Note** that with either of these printers under 'Select Items to Print' only 'Company Name' and 'Color Prescription' will be checked.
24. **Left Click** OK and try to print a formula.
25. Any problems call the help desk at 1-800-809-9213

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# **Networking FAQ's**

## **Network and Configure a Windows 7 Professional 32 bit computer**

- ▲ **Note:** These instructions are to be used as a guideline for networking two or more computers together allowing them to share a common Color Transactions database.

The term **“host computer”** in these instructions refers to the computer where COLORx® is installed. The term **“client computer(s)”** refers to the computer(s) that are accessing the COLORx® program over a network. The host computer must be running Windows 7 Professional or higher. For computers connected to a store network you must contact the system administrator for setting up the computers on the network.


### **W7 - Information and Equipment needed for network**

- ▲
1. [Determine you computer operating system](#)
  2. [3 or more computers](#)
    - 1 Cat 5e cable for each segment (PC to router) on the network
    - Router or Switch (Switch if not connecting to internet)
  3. [2 computer network](#)
    - Crossover Cat 5e cable
  4. **Determine the ‘Host’ computer name.**
    - **Left Click** Start\Control Panel\System and Security\System
    - **Look** for Computer Name. Write it down
  5. **Determine the Administrator account name on the ‘Host’.** Write down.

### **W7 - Connect cables into the Ethernet ports of all computers**

### **W7 - Setting a static IP address**

If the computers are on the store's network you must get the store administrator to provide the IP address, otherwise the following static IP addresses should be used. The 'host' computer should be: 192.168.100.1 and the client(s) should be: 192.168.100.2, 192.168.100.3, etc.


1. **Left Click** on Start 
2. **Left Click** Control Panel\Network and Internet\Network and Sharing Center
3. **Left Click** Change adapter settings in the upper left corner
4. **Right-Click** on the Local Area Connection icon
5. **Left Click** on Properties
6. **Highlight** Internet Protocol Version 4 (TCP/IPv4) from the list
7. **Left Click** on Properties
8. **Left Click** the radio button next to Use the following IP address
9. **Enter** the appropriate address static IP
10. **Press** the Tab key to fill in the Subnet mask
11. **Left Click** OK
12. **Left Click** Close

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**Note:** Ping each client computer from the host computer and ping the host computer from each client computer to ensure that communication has been established. [W7 How do I Ping computers](#)


### **W7 - How do I Ping computers?**

1. Obtain IP address for all computers
2. **Left Click** on Start 
3. **Type** CMD in the Search all programs and files box
4. **Highlight** cmd.exe from the list
5. **Press** the Enter key
6. **Type** IPConfig and the IP address of the computer you are trying to reach at the blinking cursor (example: 192.168.100.2)
7. **Press** Enter
8. You should receive 4 'reply from 'IP address' messages
9. (If you do not confirm cable connections, IP addresses are not correctly created) see [W7 setting static IP addresses](#).

### **W7 - Host – How to show hidden files and folders and drives**

1. **Left Click** on Start . Type in Folder Options in Search box.
2. **Press** Enter
3. **Left Click** on Folder Options\View
4. **Left Click** on Show hidden files, folders or drives
5. **Uncheck** the Hide extensions for known file type's option.
6. **Uncheck** Use Sharing Wizard
7. **Left Click** Apply, and then OK

### **W7 – Host - Sharing Benjamin Moore folders ([Program Files](#))**


1. In update version 6.3x.xxxx two (2) folders must be shared. Program Files and Program Data.
2. **Left Click** Start  \Computer (My Computer)
3. **Open** the C Drive
4. **Open** [Program Files](#)
5. **Right-click** on the Benjamin Moore & Co folder.
6. **Left Click** on the Share with>Advanced Sharing.
7. **Left Click** the Advanced Sharing button.
8. **Check** the Share this folder checkbox.
9. **Modify** the Share name to BenMoore ([Program Files](#))

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### W7 – Host - Setting Folder permissions ([Program Files](#))

1. **Left Click** the Permissions button.
2. **Highlight** the **Everyone** account
3. **Left Click** Full Control.
4. **Left Click** Apply and then OK.
5. **Left Click** Apply and then OK again.
6. **Left Click** on the Security tab.
7. **Left Click** the Edit button.
8. **Left Click** the Add button.
9. **Type** Everyone into the white box
10. **Press** Enter
11. **Select** Everyone and **Left Click** OK.
12. Check **Allow** next to Modify.
13. **Left Click** Apply and OK.
14. **Left Click** OK.

### W7 – Host – Sharing Benjamin Moore folders ([Program Data](#))


1. In update version 6.3x.xxxx **two (2) folders** must be shared.  
[Program Files](#) and [Program Data](#).
2. **Left Click** Start  \ Control Panel
3. **Open** the C: Drive
4. **Open** [Program Data](#)
5. **Right-click** on the Benjamin Moore & Co folder.
6. **Left Click** on the Share with >Advanced Sharing.
7. **Left Click** the Advanced Sharing button.
8. **Check** the Share this folder checkbox.
9. **Modify** the Share name to BenMoore\_Data ([Program Data only](#)).

### W7 - Host - Setting Folder permissions ([Program Data](#))

1. **Left Click** the Permissions button.
2. **Highlight** the **Everyone** account
3. **Left Click** Full Control.
4. **Left Click** Apply and then OK.
5. **Left Click** Apply and then OK again.
6. **Left Click** on the Security tab.
7. **Left Click** the Edit button.
8. **Left Click** the Add button.
9. **Type** Everyone into the white box
10. **Press** Enter
11. **Select** Everyone and **Left Click** OK.
12. Check **Allow** next to Modify.
13. **Left Click** Apply and OK.
14. **Left Click** OK.      [Return to COLORx® Table of Contents](#)




## W7 – Host - Changing Local Security Policy Settings


1. Left Click Start 
2. **Left Click** Control Panel\System and Security\Administrative Tools>
3. **Left Click** on Local Security Policy
4. **Left Click** on Local Policies
5. **Left Click** on Security Options
6. **Left – Double Click** on ‘Accounts: Limit local account use of blank passwords to console logon only’ (3<sup>rd</sup> line down)
7. **Check** Disable.
8. **Left Click** Apply and OK.
9. **Scroll down to ‘Network access: Shares that can be accessed anonymously’.**
10. **Left Double Click** the file and add BenMoore and BenMoore\_Data to it one on top of the other.
11. **Left Click** OK.

## W7 - Set the Firewall

**Note:** A firewall protects your computer from unauthorized access or program **You will need to check the Windows firewall setting on both computers. If the firewall is on, you must allow File and Printer Sharing. If your network will not have Internet access and is separate from the store’s network, you may choose to turn the firewall off.**


***Note: A firewall protects your computer from unauthorized access and program installations. If you are not sure which option you should choose, contact your network administrator or COLORx technical support before starting.***

-  To allow “File and Printer Sharing” for all networks on a Windows 7 computer or turn off the firewall, perform the following steps:


1. **Left Click** Start  \ Control Panel
2. **Left Click** \ System and Security \ Windows Firewall \ Turn Windows Firewall on or off - **or**
3. **Left Click** Allow a program or feature through Windows Firewall in the upper left corner of the screen
4. **Check File and Printer Sharing**
5. **Check** the three checkboxes to the right of File and Printer **Sharing**
6. **Left Click** OK

## W7 - Setting Workgroup


**Note:** You will need to check the Windows workgroup or Domain setting on both computers. Both computers must be set to the same Workgroup. We recommend ‘WORKGROUP’

1. **Left Click** on Start 
2. **Type** ‘view advanced system settings’ in the search box
3. **Left Click** Computer Name Tab
4. **Left Click** on Change button
5. **Check** the Workgroup radial button
6. **Type** the name WORKGROUP in the box
7. **Left Click** OK \ Apply \ OK
8. **Reboot BOTH** computers

## W7 – Client - Mapping to a Host computer by IP address

1. **Left Click** Start  \ Computer
2. **Choose** Map network drive from the link at the top
3. Select Drive P:
4. In the Folder window, **Type** in the IP address of the host computer and the share name BenMoore following the format below the window.  
**Example:** If the IP address of the host computer is 192.168.100.1, then the Folder window entry should be: [\\192.168.100.1\BenMoore](#)
5. **Make sure** the Reconnect at logon is checked
6. **Left Click** Finish

## W7 – Client - Mapping to a Host computer by computer name

1. **Determine** the 'Host' computer name.
2. **Left Click** Start  \ Control Panel \ System and Security \ System
3. **Look** for Computer Name. Write it down
4. **Left Click** Start \ Computer
5. **Choose** Map network drive from the link at the top
6. Select a Drive letter (we prefer P):
7. In the Folder window, **Type** in the computer name of the host computer and the share name BenMoore following the format below the window.
8. **Example:** If the IP address of the host computer name is PC then the Folder window entry should be: [\\PC\BenMoore](#). Where PC is the name of the Host computer
9. **Make sure** the Reconnect at logon is checked

What network folder would you like to map?

Specify the drive letter for the connection and the folder that you want to connect to:

Drive:

Folder:

Example: \\server\share

☒ Reconnect at logon

☐ Connect using different credentials

[Connect to a Web site that you can use to store your documents and pictures.](#)

- 10.
11. **Left Click** Finish

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## **W7 - Client - Register and share COLORx® files on the network**

- ▲ If you are asked for a User Name it is the name of the Administrator Account on the Host computer. No Password is needed.
1. **Double- Left Click** the ColorTech folder.
  2. **Double- Left Click** the Common folder.
  3. **Double- Left Click** RegisterCommon.bat
  4. **Left Click** OK to register all four com objects.
  5. **Left Click** the 'Back' arrow once.
  6. **Open** the COLORx® folder
  7. **Scroll** down to the ColoRx.exe icon
  8. Double **Left Click** on it and 'Run' the program

## **W7 - Client computer Create a Network Shortcut**

1. On Client computer **Left Click** 'Computer'
2. **Left Click** on the 'Network Drive' (probably 'P' BenMoore)
3. **Open** ColorTech folder
4. **Open** COLORx® folder
5. **Look** for the COLORx.exe file
6. **Right Click** on COLORx.exe, hold the right button down and drag it to your desktop
7. Release the button
8. **Choose** 'Create a shortcut here'
9. **Open** the shortcut you just created to confirm it works

## **W7- Client computer Test the connection**

1. Open the COLORx® network shortcut
2. **Look up** a color in the COLORx® software
3. **Walk** to the 'Host' computer
4. **Open** COLORx®
5. **Look** in the top right. You will see a date. If it is not current date, click on the down arrow and change the date to the current date.
6. **Left Click** on the down arrow to the right of the date.
7. **Look** for the color you had looked up on the client



The **client** computer(s) must also be configured for the role they will serve in the network whether they are running a dispenser, a spectrophotometer or both. In most circumstances, the client computer(s) will be running the automatic tint dispenser(s).

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### **W7 - Client - Configure COLORx® driving an automatic tint dispenser:**

1. **Go to** Maintenance\Dispenser\Configure
2. In the upper left hand corner, **Select** the colorant system being dispensed
  - a. Architectural
  - b. Waterborne
3. **Select** the appropriate driver for the dispenser (call if questions)
  - a. Fluid IDD (WB) – Fluid Management DVX
  - b. Corob™ (WB) – Corob (FLink)
  - c. Generic
  - d. Hero Tint Wise Formula file
  - e. Corob (FLink Remote) (continued)
4. **Left Click** on Select colorant and choose your dispenser
5. **Left Click** on Show dispenser options.
6. **Follow** individual dispenser settings documents.
7. **Left Click** OK

### **W7 - Configure COLORx® to Print from Dymo® 330, 400, 450 printer**

- ▲ This step assumes the driver has been installed properly and a test page prints.  
\* You should determine the label being used based on the following parameters

**2 1/8 x 2 3/4 = 30324 Diskette label**

**2 1/2 x 4 = 30323 Shipping label 2.25**


**x3.13 = 30324 Diskette label**

### **W7 – Configuring printer in COLORx®**



1. **Left Click** File\Label options
2. **Left Click** Printer Type drop down
3. **Choose** proper label on name listed in above parameters\*
4. **Left Click** OK **Left Click** Edit from the menu bar
5. **Point** to Select Default Button Action
6. **Select** Dispense or Print / Dispense to configure button in lower right corner of COLORx®

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## **W 7 – Dymo® Driver settings**

1. **Left Click** on Start  \Control Panel\Hardware and Sound
2. **Left Click** View devices and printers
3. **Right** click on the icon if the Dymo® installed
4. **Left Click** on Printing preferences
5. **Left Click** on the Advanced button (bottom right)
6. **Change** paper size to appropriate label listed above
7. **Left Click** OK, Apply and OK
8. **Close**, open COLORx® and test the printing.

## **W7 - Final Housekeeping items**

1. **Rename** your new shortcut to COLORx® Network
2. **Delete** any other COLORx® icons on your desktop
3. **Left Click** on your start button  and remove any COLORx® shortcuts in the menu
4. **Left Click** on Start  \ All Programs. Look for any short cuts to COLORx® and delete them
5. **Empty** your recycle bin.

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## **Network and Configure a Windows 7 Professional 64 bit computer**

- ▲ **Note:** These instructions are to be used as a guideline for networking two or more computers together allowing them to share a common ColorTransactions database.

The term “**host computer**” in these instructions refers to the computer where COLORx® is installed. The term “**client computer(s)**” refers to the computer(s) that are accessing the COLORx® program over a network. The host computer must be running Windows 7 Professional or higher. For computers connected to a store network you must contact the system administrator for setting up the computers on the network.


### **W7 64 - Information and Equipment needed for network**

- ▲
1. [Determine you computer operating system](#)
  2. **3 or more computer** -1 Cat 5e cable for each segment (PC to router) on the network. Router or Switch (Switch if not connecting to internet)
  3. **2 computer network** Crossover Cat 5e cable
  4. **Determine the ‘Host’ computer name.**
    - **Left Click** Start\Control Panel\System and Security\System
    - **Look for** Computer Name. Write it down
  5. **Determine the Administrator account name on the ‘Host’.** Write this down.

### **W7 64 - Connect cables into the Ethernet ports of all computers**

### **W7 64 - Setting a static IP address**


If the computers are on the store’s network you must get the store administrator to provide the IP address, otherwise the following static IP addresses should be used. The ‘host’ computer should be: 192.168.100.1 and the client(s) should be: 192.168.100.2, 192.168.100.3, etc.

1. **Left Click** on Start 
  2. **Left Click** Control Panel\Network and Internet\Network and Sharing Center
  3. **Left Click** Change adapter settings in the upper left corner
  4. **Right-Click** on the Local Area Connection icon
  5. **Left Click** on Properties
  6. **Highlight** Internet Protocol Version 4 (TCP/IPv4) from the list
  7. **Left Click** on Properties
  8. **Left Click** the radio button next to Use the following IP address
  9. **Enter** the appropriate address static IP
  10. **Press** the Tab key to fill in the Subnet mask
  11. **Left Click** OK
  12. **Left Click** Close
- ▲ **Note:** Ping each client computer from the host computer and ping the host computer from each client computer to ensure that communication has been established.


[W7 How do I Ping computers](#)

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### **W7 64 - How do I Ping computers?**

1. Obtain IP address for all computers
2. **Left Click** on Start 
3. **Type** CMD in the Search all programs and files box
4. **Highlight** cmd.exe from the list
5. **Press** the Enter key
6. **Type** IPConfig and the IP address of the computer you are trying to reach at the blinking cursor (example: 192.168.100.2)
7. **Press** Enter
8. You should receive 4 'reply from 'IP address' messages
9. (If you do not confirm cable connections, IP addresses are correctly created) see [W7 setting static IP addresses](#).

### **W7 64 – Host - Showing hidden files and folders and drives**

1. **Left Click** on Start.  Type in Folder Options in Search box.
2. **Press** Enter
3. **Left Click** on Folder Options\View
4. **Left Click** on Show hidden files, folders or drives
5. **Uncheck** the Hide extensions for known file type's option.
6. **Uncheck** Use Sharing Wizard
7. **Left Click** Apply, and then OK

### **W7 64 – Host - Sharing Benjamin Moore folders ([Program Files x86](#))**

1. In update version 6.2x.xxxx two (2) folders must be shared. Program Files and Program Data.
2. **Left Click** Start  \Computer (My Computer)
3. **Open** the C Drive
4. **Open** [Program Files x86](#)
5. **Right-click** on the Benjamin Moore & Co folder.
6. **Left Click** on the Share with>Advanced Sharing.
7. **Left Click** the Advanced Sharing button.
8. **Check** the Share this folder checkbox.
9. **Modify** the Share name to BenMoore ([Program Files x86](#))

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#### **W7 64 – Host - Setting Folder permissions (Program Files x86)**

1. **Left Click** the Permissions button.
2. **Highlight** the **Everyone** account
3. **Left Click** Full Control.
4. **Left Click** Apply and then OK.
5. **Left Click** Apply and then OK again.
6. **Left Click** on the Security tab.
7. **Left Click** the Edit button.
8. **Left Click** the Add button.
9. **Type** Everyone into the white box
10. **Press** Enter
11. **Select** Everyone and **Left Click** OK.
12. Check **Allow** next to Modify.
13. **Left Click** Apply and OK.
14. **Left Click** OK.

#### **W7 64 – Host - Sharing Benjamin Moore folders (Program Data x86)**

1. In update version 6.2x.xxxx **two (2) folders** must be shared. **Program Files** and **Program Data x86**.
2. **Left Click** Start \ Control Panel
3. **Open** the C: Drive
4. **Open** **Program Data x86**
5. **Right-click** on the Benjamin Moore & Co folder.
6. **Left Click** on the Share with >Advanced Sharing.
7. **Left Click** the Advanced Sharing button.
8. **Check** the Share this folder checkbox.
9. **Modify** the Share name to BenMoore\_Data (**Program Data x86 only**).


#### **W7 64 – Host - Setting Folder permissions (Program Data x86)**

1. **Left Click** the Permissions button.
2. **Highlight** the **Everyone** account
3. **Left Click** Full Control.
4. **Left Click** Apply and then OK.
5. **Left Click** Apply and then OK again.
6. **Left Click** on the Security tab.
7. **Left Click** the Edit button.
8. **Left Click** the Add button.
9. **Type** Everyone into the white box
10. **Press** Enter
11. **Select** Everyone and **Left Click** OK.
12. Check **Allow** next to Modify.
13. **Left Click** Apply and OK.
14. **Left Click** OK.

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## W7 64 – Host - Changing Local Security Policy Settings


1. Left Click Start 
2. **Left Click** Control Panel\System and Security\Administrative Tools>
3. **Left Click** on Local Security Policy
4. **Left Click** on Local Policies
5. **Left Click** on Security Options
6. **Left – Double Click** on ‘Accounts: Limit local account use of blank passwords to console logon only’ (3<sup>rd</sup> line down)
7. **Check** Disable.
8. **Left Click** Apply and OK.
9. **Scroll down to ‘Network access: Shares that can be accessed anonymously’.**
10. **Left Double Click** the file and add BenMoore and BenMoore\_Data to it one on top of the other.
11. **Left Click** OK.

## W7 64 - Setting the Firewall

**You will need to check the Windows firewall setting on both computers. If the firewall is on, you must allow File and Printer Sharing. If your network will not have Internet access and is separate from the store’s network, you may choose to turn the firewall off.**


***Note: A firewall protects your computer from unauthorized access and program installations. If you are not sure which option you should choose, contact your network administrator or COLORx technical support before starting.***

 **For Windows 7, the firewall must be “off” or “File and Printer Sharing” must be allowed for your network. To allow “File and Printer Sharing” for all networks on a Windows 7 computer, perform the following steps:**

1. **Left Click** Start  \ Control Panel
2. **Left Click** \ System and Security \ Windows Firewall \ Turn Windows Firewall on or off – **or**
3. **Left Click** Allow a program or feature through Windows Firewall in the upper left corner of the screen
4. **Check File and Printer Sharing**
5. **Check** the three checkboxes to the right of File and Printer **Sharing**
6. **Left Click** OK


## W7 64 - Setting Workgroup

**Note: You will need to check the Windows workgroup or Domain setting on both computers. Both computers must be set to the same Workgroup. We recommend ‘WORKGROUP’**


1. **Left Click** on Start 
2. **Type** ‘view advanced system settings’ in the search box
3. **Left Click** Computer Name Tab
4. **Left Click** on Change button
5. **Check** the Workgroup radial button
6. **Type** the name WORKGROUP in the box
7. **Left Click** OK \ Apply \ OK
8. **Reboot BOTH computers**

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### **W7 64 – Client - Mapping to a Host computer by IP address**

1. **Left Click** Start  \ Computer
2. **Choose** Map network drive from the link at the top
3. Select Drive P:
4. In the Folder window, **Type** in the IP address of the host computer and the share name BenMoore following the format below the window.  
**Example:** If the IP address of the host computer is 192.168.100.1, then the Folder window entry should be: [\\192.168.100.1\BenMoore](#)
5. **Make sure** the Reconnect at logon is checked
6. **Left Click** Finish

### **W7 64 – Client - Mapping to a Host computer by computer name**

1. **Determine** the 'Host' computer name.
2. **Left Click** Start  \ Control Panel \ System and Security \ System
3. **Look** for Computer Name. Write it down
4. **Left Click** Start \ Computer
5. **Choose** Map network drive from the link at the top
6. Select Drive P:
7. In the Folder window, **Type** in the computer name of the host computer and the share name BenMoore following the format below the window.
8. **Example:** If the IP address of the host computer is 192.168.100.1, then the Folder window entry should be: [\\PC\BenMoore](#). Where PC is the name of the Host computer
9. **Make sure** the Reconnect at logon is checked
10. **Left Click** Finish

### **W7 64 - Client - Register and share COLORx® files on network**

- ▲
1. If you are asked for a User Name it is the name of the Administrator Account on the Host computer. No Password is needed.
  2. **Double- Left Click** the ColorTech folder.
  3. **Double- Left Click** the Common folder.
  4. **Double- Left Click** RegisterCommon.bat
  5. **Left Click** OK to register all four com objects.
  6. **Left Click** the 'Back' arrow once.
  7. **Open** the COLORx® folder
  8. **Scroll** down to the ColoRx.exe icon
  9. Double **Left Click** on it and 'Run' the program

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### **W7 64 - Client - Creating a Network Shortcut**

1. On Client computer **Left Click** 'Computer'
2. **Left Click** on the 'Network Drive' (probably 'P' BenMoore)
3. **Open** ColorTech folder
4. **Open** COLORx® folder
5. **Look** for the ColoRx.exe file
6. **Right Click** on COLORx.exe, hold the right button down and drag it to your desktop
7. **Release** the button
8. **Choose** 'Create a shortcut here'
9. **Open** the shortcut you just created to confirm it works

### **W7 64 - Client - Testing the connection**

1. Open the COLORx® network shortcut
2. **Look up** a color in the COLORx® software
3. **Walk** to the 'Host' computer
4. **Open** COLORx®
5. **Look** in the top right. You will see a date. If it is not current date, click on the down arrow and change the date to the current date.
6. **Left Click** on the down arrow to the right of the date.
7. **Look** for the color you had looked up on the client



The **client** computer(s) must also be configured for the role they will serve in the network whether they are running a dispenser, a spectrophotometer or both. In most circumstances, the client computer(s) will be running the automatic tint dispenser(s).

### **W7 64 - Client - Configure COLORx® driving automatic tint dispenser:**

1. **Go to** Maintenance\Dispenser\Configure
2. In the upper left hand corner, **Select** the colorant system being dispensed
  - c. Architectural
  - d. Waterborne
3. **Select** the appropriate driver for the dispenser (call if questions)
  - a. Fluid IDD (WB) – Fluid Management DVX
  - b. Corob (WB) – Corob (FLink)
  - c. Generic
  - d. Hero Tint Wise Formula file
  - e. Corob (FLink Remote) (continued)
4. **Left Click** on Select colorant and choose your dispenser
5. **Left Click** on Show dispenser options.
6. **Follow** individual dispenser settings documents.
7. **Left Click** OK

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## **W7 64 - Configure COLORx® to Print from Dymo® 330, 400, 450 printer**


- ▲ This step assumes the driver has been installed properly and a test page prints.  
\* You should determine the label being used based on the following parameters

2 1/8 x 2 3/4 = 30324 Diskette label  
2 1/2 x 4 = 30323 Shipping label 2.25  
x3.13 = 30324 Diskette label



## **W7 64 – Configuring printer in COLORx®**

1. **Left Click** File\Label options
2. **Left Click** Printer Type drop down
3. **Choose** proper label on name listed in above parameters\*
4. **Left Click** OK **Left Click** Edit from the menu bar
5. **Point** to Select Default Button Action
6. **Select** Dispense or Print / Dispense to configure button in lower right corner of COLORx®

## **W7 64 – Dymo® Driver settings**

1. **Left Click** on Start  \Control Panel\Hardware and Sound
2. **Left Click** View devices and printers
3. **Right** click on the icon if the Dymo® installed
4. **Left Click** on Printing preferences
5. **Left Click** on the Advanced button (bottom right)
6. **Change** paper size to appropriate label listed above
7. **Left Click** OK, Apply and OK
8. **Close**, open COLORx® and test the printing.

## **W7 64 - Final Housekeeping items**

1. **Rename** your new shortcut to COLORx® Network
2. **Delete** any other COLORx® icons on your desktop
3. **Left Click** on your start button  and remove any COLORx® shortcuts in the menu
4. **Left Click** on Start  \All Programs. Look for any short cuts to COLORx® and delete them
5. **Empty** your recycle bin.

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## Network and Configure a Windows XP Professional 32 bit - computer

- ▲ **Note:** These instructions are to be used as a guideline for networking two or more computers together allowing them to share a common ColorTransactions database

The term “**host computer**” in these instructions refers to the computer where COLORx® is installed. The term “**client computer(s)**” refers to the computer(s) that are accessing the COLORx® program over a network. The host computer must be running Windows XP Professional or higher. For computers connected to a store network you must contact the system administrator for setting up the computers on the network.


### XP - Information and Equipment needed to network

1. [Determine you computer operating system](#)
- ▲ 2. **3 or more computers**
  - 1 Cat 5e cable for each segment (PC to router) on the network
  - Router or Switch (Switch if not connecting to internet)
3. **2 computer network** - Crossover Cat 5e cable
4. **Determine the ‘Host’ computer name and ‘Host’ Administrator name.**
5. **‘Host’. Left Click Start\Control Panel\System**
6. **Look for Computer Name. Write it down**
7. **‘Host’. Left Click Start\Control Panel \ Users**
8. **Look for Administrator account name on the. Write it down.**

### XP - Connect cables into the Ethernet ports of all computers

#### XP - Setting a static IP address

If the computers are on the store’s network you must get the store administrator to provide the IP address, otherwise the following static IP addresses should be used. The ‘Host’ computer should be: 192.168.100.1 and the Client(s) should be: 192.168.100.2, 192.168.100.3, etc.


1. **Left Click** on Start 
2. **Left Click** Control Panel\Network
3. **Right-Click** on the Local Area Connection icon
4. **Highlight** Internet Protocol (TCP IP)
5. **Left Click** on Properties
6. **Highlight** Internet Protocol Version 4 (TCP/IPv4) from the list
7. **Left Click** on Properties
8. **Left Click** the radio button next to Use the following IP address
9. **Enter** the appropriate address static IP
10. **Press** the Tab key to fill in the Subnet mask
11. **Left Click** OK
12. **Left Click** Close

- ▲ **Note:** Ping each client computer from the host computer and ping the host computer from each client computer to ensure that communication has been established.


[W7 - How do I Ping computers](#)

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## **XP - How do I Ping computers?**

1. Obtain IP address for all computers
2. **Left Click** on Start 
3. **Left Click** on Run
4. **Type** CMD into the search box
5. **Left Click** OK
6. **Type** IPConfig and the IP address of the computer you are trying to reach at the blinking cursor (example: 192.168.100.2)
7. **Press** Enter
8. You should receive 4 'reply from 'IP address' messages
9. (If you do not confirm cable connections, IP addresses are correctly created) see [XP setting static IP addresses](#).

## **XP – Host - Show hidden files and folders and drives**

1. **Left Click** on Start 
2. **Left Click** My Computer
3. **Left Click** on 'Tools' (top of the screen)
4. **Left Click** on Folder Options\View
5. **Uncheck** the Hide extensions for known file type's option.
6. **Uncheck** 'Use simple file sharing'
7. **Left Click** OK

## **XP – Host - Sharing Benjamin Moore folder**


1. **The Benjamin Moore Co folder must be shared in Program Files**
2. **Left Click** Start  \My Computer
3. **left Double Click** the C: Drive
4. **Left Double Click** [Program Files](#)
5. **Right-click** on the Benjamin Moore & Co folder.
6. **Left Click** on the Share Tab
7. **Left Click** the Advanced Sharing button.
8. **Check** the 'Share this folder' checkbox.
9. **Modify** the Share name to BenMoore

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### **XP – Host - Setting Folder permissions**

1. **Left Click** the Permissions button.
2. **Highlight** the **Everyone** account
3. **Left Click** Full Control.
4. **Left Click** Apply and then OK.
5. **Left Click** Apply and then OK again.
6. **Left Click** on the Security tab.
7. **Left Click** the Edit button.
8. **Left Click** the Add button.
9. **Type** Everyone into the white box
10. **Press** Enter
11. **Select** Everyone and **Left Click** OK.
12. **Check Allow** next to Modify.
13. **Left Click** Apply and OK.
14. **Left Click** OK.

### **XP – Host - Change Local Security Policy Settings**


1. **Left Click** Start 
2. **Left Click** Control Panel\System and Security\Administrative Tools>
3. **Left Click** on Local Security Policy
4. **Left Click** on Local Policies
5. **Left Click** on Security Options
6. **Left – Double Click** on ‘Accounts: Limit local account use of blank passwords to console logon only’ (3<sup>rd</sup> line down)
7. **Check** Disable.
8. **Left Click** Apply and OK.
9. **Scroll down to** ‘Network access: Shares that can be accessed anonymously’.
10. **Left Double Click** the file and add BenMoore and BenMoore\_Data to it one on top of the other.
11. **Left Click** OK.

### **XP - Setting the Firewall**

**You will need to check the Windows firewall setting on both computers. If the firewall is on, you must allow File and Printer Sharing. If your network will not have Internet access and is separate from the store’s network, you may choose to turn the firewall off.**

***Note: A firewall protects your computer from unauthorized access and program installations. If you are not sure which option you should choose, contact your network administrator or COLORx technical support before starting.***


## **XP - Setting the Firewall**

1. **Left Click** Start  and Run
2. **Left Click** Control Panel\ Windows Firewall.
3. **Choose** 'Turn Windows Firewall' on or off
4. **OR**
5. **Left Click** 'Allow a program or feature through Windows Firewall' in the upper left corner of the screen (this keeps the firewall on but allows the network we are creating access).
6. **Check** 'File and Printer Sharing'.
7. **Save** the settings


## **XP - Setting Workgroup**



Note: You will need to check the Windows workgroup or Domain setting on both computers. Both computers must be set to the same Workgroup. We recommend 'WORKGROUP'

1. **Left Click** on Start 
2. **Left Click** Control Panel
3. **Left Click** System
4. **Left Click** Computer name Tab
5. **Left Click** Change
6. **Check** the Workgroup radial button (If needed)
7. **Type** the name WORKGROUP in the box (if needed)
8. **Left Click** OK \ Apply \ OK
9. **Reboot BOTH computers**

## **XP - Client - Mapping to Host computer using IP address)**

1. **Left Click** Start  \My Computer
2. **Left Click** on Tools\Map Network Drive.
3. **Select** Drive P:
4. In the Folder window, type in the IP address of the host computer and the share name BenMoore following the format below.


**Example:** If the IP address of the host computer is 192.168.100.1, then the Folder window entry should be: [\\192.168.100.1\BenMoore](#)

5. **Check** the Reconnect at logon box.
6. **Left Click** Finish.

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## **XP – Client - Mapping to Host by computer name**

1. **Determine** the 'Host' computer name.
2. **Left Click** Start  \ Control Panel \ System
3. **Look** for Computer Name. **Write it down**
4. **Left Click** Start \ My Computer
5. **Left Click** on Tools \ Map Network Drive.
6. **Select** Drive P:
7. **Left Click** Browse
8. **Left Click** My Network Places \ Entire Network \ look for Host PC name
9. Find the Host computer on the network.
10. **Left Click** to open the computer.
11. **Left Click** on BenMoore

**Example:** If the name of the of the host computer is PC, then the Folder window entry should be something like: **\\(computer name)\BenMoore**

12. **Check** the Reconnect at logon box.
13. **Left Click** Finish.

## **XP – Client - Registering COLORx® over network**

You should now see the ColorTech folder on the client computer.

1. If you are asked for a User Name it is the name of the Administrator Account on the Host computer.
2. No Password is needed.
3. **Double Left Click** the ColorTech folder.
4. **Double Left Click** the Common folder.
5. **Double Left Click** RegisterCommon.bat, **Left Click** on 'Run'
6. **Left Click** OK to register all four com objects (look for succeed message).
7. **Left Click** on the 'Back' arrow once
8. **Open** the COLORx® folder
9. **Open** the R3ME folder
10. **Double Left Click** on register\_R3.bat,
11. **Left Click** on 'Run'(succeeded)
12. **Left Click** on the 'Back' arrow once
13. **Scroll** down to the ColoRx.exe icon
14. **Double Left Click** on it and 'Run' the program

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### **XP - Client - Creating a Network Shortcut**

1. On Client computer **Left Click** 'Computer'
2. **Left Click** on the 'Network Drive' (probably 'P' BenMoore)
3. **Open** ColorTech folder
4. **Open** COLORx® folder
5. **Look** for the ColoRx.exe file
6. **Right Click** on COLORx.exe, hold the right button down and drag it to your desktop
7. **Release**
8. **Choose** 'Create a shortcut here'
9. **Open** the shortcut you just created to confirm it works

### **XP - Client - Testing the connection**

1. Open the COLORx® network shortcut
2. **Look up** a color in the COLORx® software
3. **Walk** to the 'Host' computer
4. **Open** COLORx®
5. **Look** in the top right. You will see a date. If it is not current date, click on the down arrow and change the date to the current date.
6. **Left Click** on the down arrow to the right of the date.
7. **Look** for the color you had looked up on the client



The **Client computer(s)** must also be configured for the role they will serve in the network whether they are running a dispenser, a spectrophotometer or both. In most circumstances, the client computer(s) will be running the automatic tint dispenser(s).

### **XP - Client - Configure COLORx® driving an automatic tint dispenser:**

1. **Go to** Maintenance\Dispenser\Configure
2. In the upper left hand corner, **Select** the colorant system being dispensed
  - a. Architectural
  - b. Waterborne
3. **Select** the appropriate driver for the dispenser (call if questions)
  - a. Fluid IDD (WB) – Fluid Management DVX
  - b. Corob (WB) – Corob (FLink)
  - c. Generic
  - d. Hero Tint Wise Formula file
  - e. Corob (FLink Remote) (continued)
4. **Left Click** on Select colorant and choose your dispenser
5. **Left Click** on Show dispenser options.
6. **Follow** individual dispenser settings documents.
7. **Left Click** OK

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## **XP - Configure COLORx® to Print – Dymo® 330, 400 and 450 printer**



This step assumes the driver has been installed properly and a test page prints.


**\* You should determine the label being used based on the following parameters**

$2\frac{1}{8} \times 2\frac{3}{4}$	=	30324	Diskette label
$2\frac{1}{2} \times 4$	=	30323	Shipping label
$2.25 \times 3.13$	=	30324	Diskette label



### **XP - Printing In COLORx®**

1. **Left Click** File\Label options
2. **Left Click** Printer Type drop down
3. **Choose** proper label on name listed in above parameters\*
4. **Left Click** OK
5. **Left Click** Edit from the menu bar
6. **Point** to Select Default Button Action
7. **Select** Dispense or Print / Dispense to configure button in lower right corner of COLORx®

### **XP – Dymo® Driver settings – models - 330,400, 450**

1. **Left Click** on Start  \Control Panel
2. **Left Click** Printer and Faxes
3. **Right click** on the icon if the Dymo® installed
4. **Left Click** on Properties
5. **For models 330, 400, 450**
6. **Left Click** on Printing Preferences
7. **Left Click** on Advanced button (bottom right)
8. **Change** paper size to appropriate label listed above
9. **Left Click** OK, Apply and OK
10. **For Models 330 also do the following**
11. **Left Click** on Advance Tab (top of screen)
12. **Left Click** on Printing Defaults
13. **Left Click** on Advance button (bottom right)
14. **Change** paper size to appropriate label listed above
15. **Close**, open COLORx® and print a label.

### **XP - Final Housekeeping items**

1. **Rename** your new shortcut to COLORx® Network
2. **Delete** any other COLORx® icons on your desktop
3. **Left Click** your start button  and remove COLORx® shortcuts in the menu
4. **Left Click** on Start  \ All Programs. Look for any short cuts to COLORx® and delete them
5. **Empty** your recycle bin.

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## **Network and Configure a Windows XP Professional 64 bit - computer**

- ▲ **Note:** These instructions are to be used as a guideline for networking two or more computers together allowing them to share a common ColorTransactions database.

The term “**host computer**” in these instructions refers to the computer where COLORx® is installed. The term “**client computer(s)**” refers to the computer(s) that are accessing the COLORx® program over a network. The host computer must be running Windows XP Professional or higher. For computers connected to a store network you must contact the system administrator for setting up the computers on the network.


### **XP 64 - Information and Equipment needed to network**

1. [Determine you computer operating system](#)
- ▲ 2. **3 or more computers**
  - 1 Cat 5e cable for each segment (PC to router) on the network
  - Router or Switch (Switch if not connecting to internet)
3. **2 computer network** - Crossover Cat 5e cable
4. **Determine the ‘Host’ computer name and ‘Host’ Administrator name.**
5. **‘Host’. Left Click Start\Control Panel\System**
6. **Look for Computer Name. Write it down**
7. **‘Host’. Left Click Start\Control Panel \ Users**
8. **Look for Administrator account name on the. Write it down.**

### **XP 64 - Connect cables into the network cards of all computers**

### **XP 64 - Setting a static IP address**

If the computers are on the store’s network you must get the store administrator to provide the IP address, otherwise the following static IP addresses should be used. The ‘Host’ computer should be: 192.168.100.1 and the Client(s) should be: 192.168.100.2, 192.168.100.3, etc.


1. **Left Click on Start** 
2. **Left Click Control Panel\Network**
3. **Right-Click on the Local Area Connection icon**
4. **Highlight Internet Protocol (TCP IP)**
5. **Left Click on Properties**
6. **Highlight Internet Protocol Version 4 (TCP/IPv4) from the list**
7. **Left Click on Properties**
8. **Left Click the radio button next to Use the following IP address**
9. **Enter the appropriate address static IP**
10. **Press the Tab key to fill in the Subnet mask**
11. **Left Click OK**
12. **Left Click Close**

- ▲ **Note:** Ping each client computer from the host computer and ping the host computer from each client computer to ensure that communication has been established.


[W7 How do I Ping computers](#)

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### **XP 64 - How do I Ping computers?**

1. Obtain IP address for all computers
2. **Left Click** on Start 
3. **Left Click** on Run
4. **Type** CMD into the search box
5. **Left Click** OK
6. **Type** IPConfig and the IP address of the computer you are trying to reach at the blinking cursor (example: 192.168.100.2)
7. **Press** Enter
8. You should receive 4 'reply from 'IP address' messages
9. (If you do not confirm cable connections, IP addresses are correctly created) see [XP setting static IP addresses](#).

### **XP 64 – Host -Show hidden files and folders and drives**

1. **Left Click** on Start 
2. **Left Click** My Computer
3. **Left Click** on 'Tools' (top of the screen)
4. **Left Click** on Folder Options\View
5. **Uncheck** the Hide extensions for known file type's option.
6. **Uncheck** 'Use simple file sharing'
7. **Left Click** OK

### **XP 64 – Host - Sharing Benjamin Moore folder**


1. The Benjamin Moore Co folder must be shared in Program Files
2. **Left Click** Start  \My Computer
3. **left Double Click** the C: Drive
4. **Left Double Click** **Program Files**
5. **Right-click** on the Benjamin Moore & Co folder.
6. **Left Click** on the Share Tab
7. **Left Click** the Advanced Sharing button.
8. **Check** the 'Share this folder' checkbox.
9. **Modify** the Share name to BenMoore

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### **XP 64 – Host - Setting Folder permissions**

1. **Left Click** the Permissions button.
2. **Highlight** the **Everyone** account
3. **Left Click** Full Control.
4. **Left Click** Apply and then OK.
5. **Left Click** Apply and then OK again.
6. **Left Click** on the Security tab.
7. **Left Click** the Edit button.
8. **Left Click** the Add button.
9. **Type** Everyone into the white box
10. **Press** Enter
11. **Select** Everyone and **Left Click** OK.
12. **Check Allow** next to Modify.
13. **Left Click** Apply and OK.
14. **Left Click** OK.

### **XP 64 – Host - Change Local Security Policy Settings**

1. **Left Click** Start 
2. **Left Click** Control Panel\System and Security\Administrative Tools>
3. **Left Click** on Local Security Policy
4. **Left Click** on Local Policies
5. **Left Click** on Security Options
6. **Left – Double Click** on 'Accounts: Limit local account use of blank passwords to console logon only' (3<sup>rd</sup> line down)
7. **Check** Disable.
8. **Left Click** Apply and OK.
9. **Scroll down to** 'Network access: Shares that can be accessed anonymously'.
10. **Left Double Click** the file and add BenMoore and BenMoore\_Data to it one on top of the other.
11. **Left Click** OK.




### **XP 64 - Setting the Firewall (All computers)**

**You will need to check the Windows firewall setting on both computers. If the firewall is on, you must allow File and Printer Sharing. If your network will not have Internet access and is separate from the store's network, you may choose to turn the firewall off.**

***Note: A firewall protects your computer from unauthorized access and program installations. If you are not sure which option you should choose, contact your network administrator or COLORx technical support before starting.***

## **XP 64 - Setting the Firewall (All computers)**

1. **Left Click** Start 
2. **Left Click** Control Panel\ Windows Firewall.
3. **Choose** 'Turn Windows Firewall' on or off
4. **OR**
5. **Left Click** 'Allow a program or feature through Windows Firewall' in the upper left corner of the screen (this keeps the firewall on but allows the network we are creating access).
6. **Check** 'File and Printer Sharing'.
7. **Save** the settings


## **XP 64 - Setting Workgroup (All computers)**



Note: You will need to check the Windows workgroup or Domain setting on both computers. Both computers must be set to the same Workgroup. We recommend 'WORKGROUP'

1. **Left Click** on Start
2. **Left Click** Control Panel
3. **Left Click** System
4. **Left Click** Computer name Tab
5. **Left Click** Change
6. **Check** the Workgroup radial button (If needed)
7. **Type** the name WORKGROUP in the box (if needed)
8. **Left Click** OK \ Apply \ OK
9. **Reboot BOTH computers**

## **XP 64 - Client - Mapping to Host computer using IP address**



1. **Left Click** Start  \My Computer
2. **Left Click** on Tools\Map Network Drive.
3. **Select** Drive P:
4. In the Folder window, type in the IP address of the host computer and the share name BenMoore following the format below.

**Example:** If the IP address of the host computer is 192.168.100.1, then the Folder window entry should be: [\\192.168.100.1\BenMoore](#)

1. **Check** the Reconnect at logon box.
2. **Left Click** Finish.

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### **XP 64 - Client - Mapping to Host by computer name**

1. **Determine** the 'Host' computer name.
2. **Left Click** Start  \ Control Panel \ System
3. **Look** for Computer Name. **Write it down**
4. **Left Click** Start  \ My Computer
5. **Left Click** on Tools \ Map Network Drive.
6. **Select** Drive P:
7. **Left Click** Browse
8. **Left Click** My Network Places \ Entire Network \ look for Host PC name
9. Find the Host computer on the network.
10. **Left Click** to open the computer.
11. **Left Click** on BenMoore

**Example:** If the name of the of the host computer is PC, then the Folder window entry should be something like: **\\(computer name)\BenMoore**

1. **Check** the Reconnect at logon box.
2. **Left Click** Finish.

### **XP 64 - Client - Registering COLORx® over network**

You should now see the ColorTech folder on the client computer.

1. If you are asked for a User Name it is the name of the Administrator Account on the Host computer.
2. No Password is needed.
3. **Double Left Click** the ColorTech folder.
4. **Double Left Click** the Common folder.
5. **Double Left Click** RegisterCommon.bat, **Left Click** on 'Run'
6. **Left Click** OK to register all four com objects (look for succeed message).
7. **Left Click** on the 'Back' arrow once
8. **Open** the COLORx® folder
9. **Open** the R3ME folder
10. **Double Left Click** on register\_R3.bat,
11. **Left Click** on 'Run'(succeeded)
12. **Left Click** on the 'Back' arrow once
13. **Scroll** down to the ColoRx.exe icon
14. **Double Left Click** on it and 'Run' the program

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### **XP 64 - Client - Creating a Network Shortcut**

1. On Client computer **Left Click** 'Computer'
2. **Left Click** on the 'Network Drive' (probably 'P' BenMoore)
3. **Open** ColorTech folder
4. **Open** COLORx® folder
5. **Look** for the ColoRx.exe file
6. **Right Click** on COLORx.exe, hold the right button down and drag it to your desktop
7. **Release** the button
8. **Choose** 'Create a shortcut here'
9. **Open** the shortcut you just created to confirm it works

### **XP 64 - Client - Testing the connection**

1. Open the COLORx® network shortcut
2. **Look up** a color in the COLORx® software
3. **Walk** to the 'Host' computer
4. **Open** COLORx®
5. **Look** in the top right. You will see a date. If it is not current date, click on the down arrow and change the date to the current date.
6. **Left Click** on the down arrow to the right of the date.
7. **Look** for the color you had looked up on the client



The **Client computer(s)** must also be configured for the role they will serve in the network whether they are running a dispenser, a spectrophotometer or both. In most circumstances, the client computer(s) will be running the automatic tint dispenser(s).

### **XP 64 - Client - Configure COLORx® driving automatic tint dispenser:**

1. In COLORx® **Left Click** Maintenance\Dispenser\Configure
2. In the upper left hand corner, **Select** the colorant system being dispensed
  - a. Architectural
  - b. Waterborne
3. **Select** the appropriate driver for the dispenser (call if questions)
  - a. Fluid IDD (WB) – Fluid Management DVX
  - b. Corob (WB) – Corob (FLink)
  - c. Generic
  - d. Hero Tint Wise Formula file
  - e. Corob (FLink Remote) (continued)
4. **Left Click** on Select colorant and choose your dispenser
5. **Left Click** on Show dispenser options.
6. **Follow** individual dispenser settings documents.
7. **Left Click** OK

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## **XP 64 - Configure COLORx® to Print - Dymo® 330, 400 and 450 printer**



This step assumes the driver has been installed properly and a test page prints.


**\* You should determine the label being used based on the following parameters**

$2\frac{1}{8} \times 2\frac{3}{4}$	=	30324	Diskette label
$2\frac{1}{2} \times 4$	=	30323	Shipping label
$2.25 \times 3.13$	=	30324	Diskette label

### **XP 64 - Printing In COLORx®**

1. **Left Click** File\Label options
2. **Left Click** Printer Type drop down
3. **Choose** proper label on name listed in above parameters\*
4. **Left Click** OK
5. **Left Click** Edit from the menu bar
6. **Point** to Select Default Button Action
7. **Select** Dispense or Print / Dispense to configure button in lower right corner of COLORx®

### **XP 64 - Dymo® Driver settings - models - 330,400, 450**

1. **Left Click** on Start  \Control Panel
2. **Left Click** Printer and Faxes
3. **Right** click on the icon if the Dymo® installed
4. **Left Click** on Properties
5. **For models 330, 400, 450**
6. **Left Click** on Printing Preferences
7. **Left Click** on Advanced button (bottom right)
8. **Change** paper size to appropriate label listed above
9. **Left Click** OK, Apply and OK
10. **For Models 330 also do the following**
11. **Left Click** on Advance Tab (top of screen)
12. **Left Click** on Printing Defaults
13. **Left Click** on Advance button (bottom right)
14. **Change** paper size to appropriate label listed above
15. **Close**, open COLORx® and print a label.

### **XP 64 - Final Housekeeping items**

1. **Rename** your new shortcut to COLORx® Network
2. **Delete** any other COLORx® icons on your desktop
3. **Left Click** on your start button and remove any COLORx® shortcuts in the menu
4. **Left Click** on Start\ All Programs. Look for any short cuts to COLORx® and delete them
5. **Empty** your recycle bin.


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## **Networking COLORx® directly to Hero Tint Wise**

▲ This network only allows a customer to send a formula directly from COLORx® on one computer directly into Hero Tint Wise software. This document assumes basic networking understanding.


1. **Install** COLORx® on the main computer
2. **Be sure** you have administrative privileges
3. **Connect** the 2 computers via a network cable before proceeding
4. On both computers **ensure** Firewall is either off or File and Printer sharing is enabled. Finally **be sure** workgroups are the same.
5. **Set** the IP addresses to static or as required by your network administrator
6. **Confirm** computer network cards can 'ping' before beginning next steps.

### **W7 (Host computer)**

1. **Left Click** on Start 
  2. **Left Click** Computer
  3. **Left Click** organize (top left) then Folder and Search Options\ View. Show Hidden Files, Folders and Drives.
  4. **Left Click** Show Hidden Files, Folders and Drives
  5. **Left Click** OK
  6. **Left Double Click** on the C:\ drive
  7. **Locate** the User folder (If one does not exist create one on the root of the C:\ drive
  8. **Right Click** on the User folder.
  9. **Left Click** on Sharing\Advanced Sharing
  10. **Left Click** the Share this Folder box.
  11. Folder share name is **BenMoore**
  12. **Left Click** on Permissions
  13. **Give Full permissions** to the Everyone folder
  14. **Left Click** on the Security tab
  15. **Left Click** on Edit button
  16. **Left Click** on Add button
  17. **Type** Everyone into the white box
  18. **Left Click** Check names
  19. **Left Click** to highlight Everyone
  20. **Left Click** OK
  21. left click to **Allow** - Modify permissions
  22. **Left Click OK** and Close this screen
  23. **Close** to the Desktop
  24. **Reboot** the computer
  25. **Walk** to the Hero dispenser
  26. **Adjust your firewall as needed**  
(See Setting the Firewall - [Windows XP](#), [Windows 7](#))
  27. **Set** the Workgroup to WORKGROUP  
(See Setting the Workgroup - [Windows XP](#), [Windows 7](#))
  28. **Map** drive to the User folder on Host computer  
(See Mapping [Windows XP Client](#), [Windows 7 Client](#) )
- ▲ **Open Hero Tint Wise**      [Return to COLORx® Table of Contents](#)

29. **Left Click** on Login – password is Producer
30. **Left Click** Tools\Options (top left)
31. **Left Click** External Formula Tab
32. **Browse** to the Host computer User folder under networks
33. Path should **be P:\User\formula.dat**
34. **Save** the changes.
35. **Open COLORx®**
36. **Left Click** Maintenance\Dispenser\Configure
37. **Choose** Colorant System (Architectural or Waterborne ) from Dropdown
38. **Choose** Hero Tint Wise Formula File Driver from Dropdown
39. **Close COLORx®**
40. **Reboot both computers**
41. **Open** Hero Tint Wise and COLORx®
42. **Look up** a color in COLORx®
43. **Left Click** Dispense (or Print\Dispense) to dispense a formula.
44. To configure the Dymo® Printer  
Go to [Dymo® Printer Windows XP](#) or [Dymo® Printer Windows 7](#)

### **XP (Host computer)**



1. **Left Click** on Start 
2. **Left Click** MyComputer
3. **Left Click** and open the C:\ drive
4. Locate the User folder (If one does not exist create one on the root of the C:\ drive)
5. **Right Click** on the User folder and click on Properties
6. **Left Click** on the Share tab (if you do not see the share tab (XP), locate Tools\ Folder Options and uncheck Use Simple file Sharing click OK.
7. **Left Click** OK.
8. **Left Click** C:\Computer
9. **Left Double Click** MyComputer
10. **Right Click** on the User folder.
11. **Left Click** on Sharing\Advanced Sharing
12. **Left Click** the Share this Folder box. Folder share name is **BenMoore**
13. **Left Click** on Permissions
14. **Give Full permissions** to the Everyone folder
15. **Left Click** on the Security tab
16. **Left Click** on Edit\Add
17. Type Everyone into the white box
18. **Left Click** Check names
19. **Left Click** OK
20. **Left Click** Allow - Modify permissions
21. **Left Click** OK and Close
22. **Close** to the Desktop
23. **Reboot** the computer
24. **Walk** to the Hero dispenser

25. **Adjust your firewall as needed**  
(See Setting the Firewall - [Windows XP](#), [Windows 7](#))
26. **Set** the Workgroup to WORKGROUP  
(See Setting the Workgroup - [Windows XP](#), [Windows 7](#))
27. **Map** drive to the User folder on Host computer  
(See Mapping [Windows XP](#), [Windows 7](#))
28. **Open Hero Tint Wise**
29. **Left Click** on Login – password is Producer
30. **Left Click** Tools\Options (top left)
31. **Left Click** External Formula Tab
32. **Browse** to the Host computer User folder under networks
33. Path should **be** P:\User\formula.dat
34. **Save** the changes.
35. **Open COLORx®**
36. **Left Click** Maintenance\Dispenser\Configure
37. **Choose** Colorant System (Architectural or Waterborne ) from Dropdown
38. **Choose** Hero Tint Wise Formula File Driver from Dropdown
39. **Close** COLORx®
40. **Reboot both computers**
41. **Open** Hero Tint Wise and COLORx®
42. **Look** up a color in COLORx®
43. **Left Click** Dispense (or Print\Dispense) to dispense a formula.
44. To configure the Dymo® Printer  
**Go to** [Dymo® Printer Windows XP](#) or [Dymo® Printer Windows 7](#)

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## **Determine your computers Operating System**

Follow these steps to determine what your operating system your computer(s) are using.

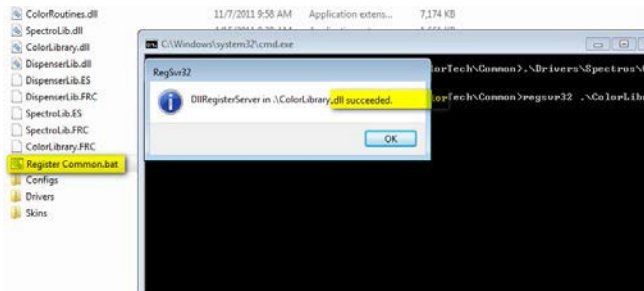
1. Left Click on your Start button  
2. Right Click on Computer \ or My Computer
3. Left Click on Properties
4. You should see one of the following
  - [Windows XP Professional – 32 bit](#)
  - [Windows XP Professional – 64 bit](#)
  - [Windows 7 Professional – 32 bit](#)
  - [Windows 7 Professional – 64 bit](#)

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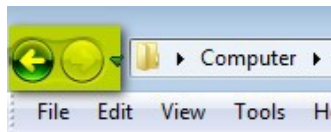
## Lost a network connection between Host computer and Fluid Management dispenser.

### On the dispenser (Client),

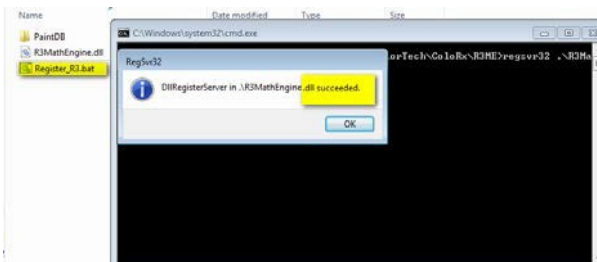
1. **Left Click Start**
2. **Double left click** on My computer (XP) or Computer (W7) and look for the shared drive. It is usually a 'P' drive and named BenMoore. **Double left click** to open that drive.
3. You may get a security message. If you do **left click** on "Run"
4. You should now see ColorTech folder, **Double left click** to open it
5. **Double left click** the Common folder
6. Look for the registercommon.bat file. **Double left click** on the file. **Left click** on Run if prompted. You should get 4 succeeded messages similar to the graphic



- 7.
8. **Left click** on the back arrow once

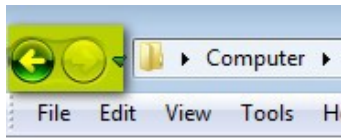



- 9.
10. **Double left click** on the **yellow** ColoRx® folder
11. **Double left click** on a **yellow** folder R3ME
12. **Double left click** on register\_R3.bat. Left click on Run if prompted. You should get a succeeded message like the graphic below

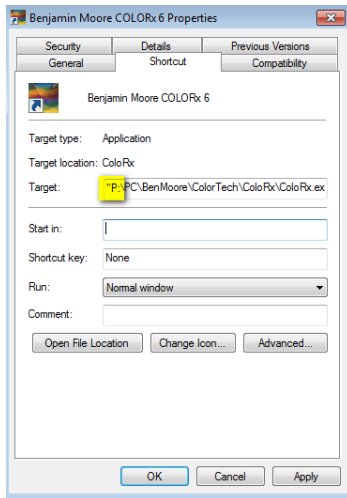




- 13.
14. **Left click** OK
15. **Left click** the back arrow once

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- 16.
17. Close to your desktop by clicking the X in the top right corner
18. Determine how many COLORx<sup>®</sup> shortcut  icons are on the desktop.
19. If more than one determine where the target of each shortcut is by the following
20. If one of the is named Network Right Click on that shortcut and **Left Click** on Properties
21. Press the 'Home' key (upper right area) on your keyboard.
22. The first letter of the path should be **P:**. Note it is possible for the drive letter to be different however if this was set up to Benjamin Moore specs it will be P:\.



- 23.
24. If the drive is P:\ that is the network shortcut to be used. If it is not P:\ and is C:\ then the program is starting locally and not starting over the network. You must find the correct shortcut before beginning. If none of the shortcuts start with P:\ a new shortcut will have to be made (discussed here).
25. Be sure and Delete any COLORx<sup>®</sup> shortcuts  not pointing to the network drive including not only the desktop but also the Recycle Bin, listed in the Start Menu or listed under All Programs\Benjamin Moore. This may disconnect the network.
26. **Double left click** on the correct (P drive) COLORx<sup>®</sup>  shortcut and left click on the 'Run' message if it shows. The COLORx<sup>®</sup> program should start.


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27. Leave the program open, go to the main or Host computer and look up the color 001 (Pink Powderpuff in product W626.

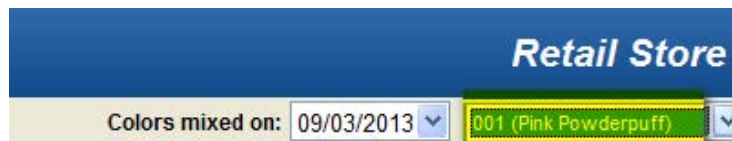
Customer: General Account  
 Color: 001 (Pink Powderpuff)  
 Company: Benjamin Moore & Co.

<input checked="" type="radio"/> Gal <input type="radio"/> Quart <input type="radio"/> Five	
Colorant	W626 - 1X (Gallon)
Y2	0x 5.5000
O1	0x 14.5000
R1	0x 15.0000



Cost:  
 Revised: 8  
 Num of Ca  
 Label to F

28. Once the color shows in the COLORx® program (Host computer), go back to the dispenser and left click on the drop down in the top right of the COLORx® software. The name of the color should be there.



- 29.
30. If it is there it shows the connection is working.
31. You should now close the network screen.
32. With COLORx® open do the following
33. **Left Click** on Maintenance\Dispenser\Configure
34. Your Colorant system should say Waterborne
35. The driver is Fluid Management DVX
36. **Left Click** on show dispenser options .If you have a bar code scanner, check the Activate UPC version.
37. With COLORx® open, click on Maintenance\Dispenser\Commands. You should get a configuring message and a purge request. Once you purge you get the commands box. You should check all functions here.
38. Should you wish to have the Add to Queue feature showing click on Maintenance\Dispenser>ShowDispenser Que.
39. Recheck that formulas are coming over.

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### **Creating a New COLORx® network Shortcut**

40. While still in the network drive interface and the COLORx® folder, highlight the COLORx.exe file and **right click** on it.
41. Continue to hold the right mouse button down and drag the icon to your desktop.
42. Let go.
43. **Left Click** on Create a Shortcut Here create a short cut. Be sure you do this properly otherwise the shortcut may not work. If the shortcut does not work just delete the one you created and try again.
44. Once the program opens from the new shortcut you can minimize the COLORx® program.
45. Close the network drive.
46. Next be sure and delete the old short cut from the desktop. Also be sure and click on your start button. If you see a short cut to COLORx® there be sure and remove it from the list.
47. Also remember to clean out your recycle bin
48. Reopen COLORx® and do the following
49. Left Click on Maintenance\Dispenser\Configure
50. Your Colorant system should say Waterborne
51. The driver is Fluid Management DVX
52. **Left Click** on show dispenser options .If you have a bar code scanner, check the Activate UPC version.
53. With COLORx® open, click on Maintenance\Dispenser\Commands. You should get a configuring message and a purge request. Once you purge you get the commands box. You should check all functions here.
54. Should you wish to have the Add to Queue feature showing on the dispenser
  - a. Left Click on Maintenance\Dispenser\Show Dispenser Queue.
  - b. On the Host change the Print\Dispense button to Add to Queue (Edit \ Set Default Button Action\Add to Queue).
  - c. After creating your formula on the Host click on the Add to Queue button. The formula should show in the Queue on the dispenser
55. Recheck that formulas are coming over.

**That is it. The key is when you run the registercommon.bat and register\_R3ME.bat then check the new short cut to be sure the network version of Rx is being used.**

**You always want to send over several colors to confirm.**

**Note: Remove any COLORx® shortcuts that do not point to the network, because these can create problems if used.**

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# **Dispenser Computer Disaster Recovery Guideline**

**[Read Preparing for Disaster Overview](#)**

**Choose your Dispenser Manufacturer Disaster Recovery Plan**



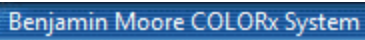
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[Corob \(CPS\) Dispensers](#)



[Hero Dispensers](#)



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Corob (CPS) D300 model only – others call CPS .....

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## **Preparing for a Dispenser Disaster Overview**

Your automatic dispenser is the key to your business. Without it you cannot make any colors. You will have a dispenser failure at some point in the future. Good planning will mitigate its effect on your business.

What should you do to prepare for the inevitable?

1. Have a “best practice” maintenance program for your computer. Read your user manual for directions on maintaining your PC, talk to the dispenser vendor for ideas or call your Benjamin Moore Color Technology Rep for help creating a maintenance program for your PC.
2. Have a good anti virus program installed on your computer whether you are connected to the internet or not. Computers can and will get viruses even if they are not connected to the internet. They can get them from a flash drive, CD, smart card or any media that information can be written to. Most of the time the person installing the virus will not even know they have it until it is too late. (Contact your local IT person for Recommendations)
3. Invest in a good Surge Protector and Battery Backup device to protect your investment from dangerous power outages, brown out, spikes and surges. These will shorten the life of your PC and Dispenser.
4. Be sure that your dispenser and important PC's are on different electrical circuits than your paint shakers. Paint shakers draw a tremendous amount of power when they begin and that surge may damage your dispenser if it is on the same circuit.
5. Have backup copies of all the software needed to run your dispenser. This will include the dispenser company's software and the most recent version of Benjamin Moore's COLORx® software.
6. Have a backup copy of the configuration and calibration files for your dispenser. These tell the dispenser where the colorants are located (canister), the calibration (accuracy) of each dispenser motor, etc. Without these files, even if you install the software, you will need to have a tech come in to calibrate the dispenser. Instructions to back up this data are located in the individual dispenser sections provided below.
7. Make weekly back up copies of any customer formulas for paint purchased.  
If a computer crashes these will be lost.
8. Consider a contract with a company to provide a maintenance program for your dispenser hardware. The dispenser company or third part company will come to your store, check the calibration of all your canisters, clean the canisters nozzles and lines, replace any parts needed and update firmware on your dispenser.
9. Consider having a backup PC or hard drive made and ready to replace your dispenser computer. You can make one yourself or buy one already configured from your dispenser company.

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## **Benjamin Moore Co COLORx® software**

### **How do I backup saved customer files in COLORx®**

1. Open your COLORx® program
2. Top left click on File\Back up Customer Files
3. Choose the destination folder where you want to back up the files (we recommend a flash drive or a network drive if available.)
4. Click OK
5. When Backup Customer Files Completed shows click OK

### **What are the PC specifications for COLORx®**

1. Intel Pentium® processor 500 MHz or higher.
2. 1 GB of RAM
3. 750 MB of free hard disk space.
4. CD or DVD Drive
5. Video card capable of supporting 16M colors
6. Serial or USB port for spectrophotometer
7. Windows® XP Professional, Windows® Vista or Windows® 7 Professional

## **Downloading COLORx® from the Retailer Portal**

Note: If the computer you are updating has a high speed internet connection or you plan on burning the update to a CD, you should first download the complete file to your hard drive. These instructions are written for using a USB flash drive.

1. **Insert** the USB flash drive into the computer with the internet connection so the operating system can assign a drive letter.
2. **Go** to [www.mybenjaminmoore.com](http://www.mybenjaminmoore.com).
3. **Log in** using your unique User ID and Password.
4. **Left Click** on Product, Color & Technology at the top of the screen.
5. **Left Click** on Moore's ColoRx Information.

△ Note: Notification of a new North American release that all retailers should download will be published in The Independent newsletter.

6. **Left Click** on Download to display the File Download dialog box.
7. **Left Click** Save.
8. **Left Click** the down arrow of the Save in window.
9. **Select** the drive letter for the USB flash drive.
10. **Left Click** the Save button in the lower left corner.
11. **Left Click** Close after the download is complete.
12. **Safely Remove** USB flash drive.

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## Installing COLORx® update on XP Computer

1. **Insert** the USB flash drive into computer to be updated.
- △ 2. **Close COLORx, if open.**
3. **Left Click** Start.
4. **Double- Left Click** My Computer.
5. **Double- Left Click** the drive letter assigned to the USB flash drive.
6. **Double- Left Click** the file ColoRx\_62x.xxxx (the actual file will show the full version number, ex: ColoRx\_627.0000).
7. **Follow** the on screen prompts.
8. **Safely Remove** USB flash drive when finished.
9. **Reopen** COLORx.

**Note:** If COLORx needs to be updated on the computer that has the internet connection, double-click the file described above in Step 6 from the location it was saved to. If burning a CD, follow your software's specific procedure for burning a data file. These CD's will not auto run. To install from a CD, start with Step 3 above but double-click the letter for your CD-ROM drive.

## Installing COLORx® update on W 7 Computer

1. **Insert** USB flash drive into computer to be updated.
- △ 2. **Close COLORx, if open.**
3. **Left Click** Start.
4. **Double- Left Click** Computer.
5. **Left Click** on the drive letter assigned to open the USB flash drive
6. **Right click** on the COLORx.exe download and left click on Properties
7. **Left Click** on the Compatibility tab. If the Run this program in compatibility mode is checked you want to Uncheck that.

If you have problems with this program and it worked correctly on an earlier version of Windows, select the compatibility mode that matches that earlier version.

[Help me choose the settings](#)

Compatibility mode

☐ Run this program in compatibility mode for:

Windows XP (Service Pack 3)

- 8.
9. **Left Click** Apply and OK.
10. **Double-Right Click** the file ColoRx\_62xxxxx (the actual file will show the full version number, ex: ColoRx\_627.0000) and **Left Click** on Run as administrator..
11. **Follow** the on screen prompts.
12. **Safely Remove** USB flash drive when finished.
13. **Reopen** COLORx.
14. If this does not work call Color Technology at 1-800-809-9213.



## **Fluid Management Dispensers**

(You should always have at least one back up copy of your configuration files. The backup includes your last dispenser calibration, colorant locations, and colorant properties. Everything needed to make your dispenser accurate. Failure to have this can result in a service visit. If you need emergency service 1-800-462-2466 (at end of message Press 1)

### **How do I backup Fluid Management configuration and customer files**

1. Close all programs to your desktop
2. Place your 'Flash Drive' into your USB port.
3. Left click on start and left click on 'My Computer' (XP) or 'Computer' (Vista, Windows 7)
4. Find your 'removable drive' letter.
5. Double left click on the 'C:' drive
6. Double left click on Program Files
7. Double left click on Fluid Management
8. Double left Click on IDDdvx
9. On the right side of your screen look for a FMLib folder
10. Right click on the FMLib folder and left click on Copy
11. On the left side of the screen locate the 'removable disk' letter
12. Double left click on the removable drive to open its contents
13. Right click on any blank area and choose paste.
14. Safely remove your flash drive and store it in a safe location away from temperature extremes and magnetic sources.

### **Purchase a FM preconfigured PC**

Call FM at 800-462-2466 press appropriate language number, Ext 3 for tech support.

Shipping depends on the area and service i.e. NDA, 2<sup>nd</sup> Day, etc. We (FM) install

IDD, the machine configuration, pertinent drivers and COLORx®. We have all of the software loaded so the store simply needs to plug and play.

If you are not able to pull the calibration data from the original PC then a tech visit would be necessary (at an additional charge call FM for additional information).

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## **Creating your own Backup PC for your Dispenser**

What are the PC specs?

Fluid Management, a Unit of IDEX Corp.

P/N 36030 Specification ([Rev B](#); [ECN #22401](#))

Computer, PC Desktop, Standard for Fluid Management Products – Second

RS- 232 port added for Service Application where

TWO RS-232 ports are needed

Operating System:

Windows 7 Professional (English), 32 Bit

Version Minimum Requirements

Computer Model or Type Details

1. Processor Dual Core Celeron or equivalent 2 GHz Minimum
2. Memory 1 Gb
3. Hard Drive SATA Capacity 160 GB
4. DVD-ROM Drive Capable of horizontal or vertical operation
5. Video VGA SVGA compliant, 15 Pin HD D-Sub Connector
6. Audio Output Mini-phone 3.5 mm Line Input and Line Output
7. Network Interface Card (NIC) Shall be capable of automatic switching between 10BaseT and 100BaseTX
8. Keyboard USB Standard 101 key
9. Mouse USB Optical, two-button w/scroll wheel
10. USB 2.0 Ports 6 Minimum
11. Serial Port Two DB-9 RS-232 ports
12. Voltage/Frequency 120/230 Volt, 50/60 Hz

## **What Backup Software will I need?**

SW1355K or SW1355L (2013) IDD DVX driver all models

Configuration files if not backed up (based upon date of machine manufacture)

FMlib folder from current dispenser

(contains all machine configuration and calibration data)

Specific Dispenser Configuration part numbers

(if the FMlib configuration folder is not available)

Model	Part #	Date machine manufactured
FM1500 - SW2011 -	SW1840 -	03/2010 to 08/2010
	SW1840 -	06/2010 to 10/2010
	SW2040 -	11/2010 to present
FM2000 - SW2200 -	SW1420 -	01/2010 to 06/2011
	SW1420 -	All Others
FM7000 - SW2203 -		Contact Fluid Management
FM8000 - SW2117 -		Contact Fluid Management

Latest version of COLORx® ([www.mybenjaminmoore.com](http://www.mybenjaminmoore.com))

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## **Installing the software**

[\(Unsure? Call Benjamin Moore or Fluid Management\)](#)

IDD Dvx (SW1355K or L)

1. Obtain the IDD DVX software. Locate the configuration backup created from the previous PC. [\(What software do I need?\)](#)
2. Install the IDD DVX software. (FM tech document TECH0191) or call for help [\(Contacts\)](#)
3. Copy the FMlib back up folder you made earlier and replace the existing one at C:\Program Files\Fluid Management\IDDdvx (FMlib).
4. If you do not have the FMlib backup run the appropriate SW configuration CD.
5. Open C:\Program Files\Fluid Management\IDDdvx. Look for Service.exe and open it. Password is service
6. Allow software to download and update. You should eventually hear the pumps test (pulse test - no dispensing). If you do not hear a pulse test do step 7 otherwise go to step 8
7. Open Service shortcut on desktop (password is service). Maintenance\Test\Com Port test\Test. If it fails call [Benjamin Moore](#) or [Fluid Management](#)
8. Open Service shortcut on desktop (password is service). Maintenance\Test\Purge\Purge All colorants. If this passes close Service

### **Installing COLORx®**

1. For instructions on installing the COLORX® and configuring the software for IDD please see the Solutions for COLORX® FAQ's located on <http://www.mybenjaminmoore.com> then navigate to Product, Color & Technology/ Moore's COLORX information.
2. Any questions call [Benjamin Moore Co](#)

## **Licensing of software on New PC**

To license the IDD Dvx software call Fluid Management after the installation and when the activation screen appears call Fluid at 1-800-462-2466 ext 3. This is the only way to license the software. Otherwise the software will lock and be unusable if it is not licensed with 30 days.

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## Corob™ (CPS) Dispensers

### **How do I backup my Corob™ Dispenser and customer configuration files**

(You should always have at least one back up copy of your configuration files. The backup includes your last dispenser calibration, colorant locations, and colorant properties. Everything needed to make your dispenser accurate. Failure to have this can result in a service visit [\(see Dispenser Maintenance\)](#)).

1. Place your 'Flash Drive' into your USB drive. After the computer has successfully installed the drive determine its letter by opening 'My Computer' on XP or 'Computer' on Vista or W7.
2. Close Corob™ DRIVER and COLORx®
3. Open Corob™ TECH
4. Click on Options\Backup/Restore...
5. Click on the Backup Tab
6. Under 'Select destination folder' the path will say A:\CorobTECH\Backup.tbf. You are going to change that
7. Click on the folder below 'Select destination folder'
8. Find the Flash drive letter for your flash drive and select it
9. Click 'Start'
10. When you get the 'Backup Completed' message click ok and close Corob TECH.
11. Open your flash drive and verified the file is there. It is called CorobTECHBackup.tbf.
12. Safely remove your flash drive and store it in a safe location away from temperature extremes and magnetic sources.

### **Purchase a CPS preconfigured PC**

By calling CPS at 800-748-8408 ext 52.

CPS will supply a complete preconfigured computer ready for plug and play onto your dispenser. CPS may have the configuration file for that dispenser when it was first set up, however if they do not (due to age, etc) the customer will be asked for that file.

If the customer does not have a backup then an on site calibration would be an addition charge.

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## Creating a Backup PC for your Corob™ Dispenser

What are the minimum PC specs?

1. Processor Dual Core I3 – non Celeron preferred
2. 2 GHz Minimum
3. Memory 4 Gb
4. Hard Drive SATA Capacity 120 GB
5. Windows 7 Professional 32 bit
6. DVD-ROM Drive
7. Video VGA SVGA compliant, 15 Pin HD D-Sub Connector
8. Audio Output Mini-phone 3.5 mm Line Input and Line Output
9. Network Interface Card (NIC) Shall be capable of automatic switching between 10BaseT and 100BaseTX
10. Keyboard USB Standard 101 key
11. Mouse USB Optical, two-button w/scroll wheel
12. USB 2.0 Ports 6 Minimum
13. Serial Port Two DB-9 RS-232 ports
14. Voltage/Frequency 120/230 Volt, 50/60 Hz
15. 25 pin LPT port (optional)

### **What Backup Software will I need?**

1. D300 or D600 models only <http://www.corobsoftware.it/>
2. Corob DRIVER. Corob TECH
3. **Latest version of COLORx®** ( [www.mybenjaminmoore.com](http://www.mybenjaminmoore.com) )
4. CorobTECHBackup.tbf (dispenser configuration backup).
5. If you do not have a CorobTECHBackup.tbf see if a tech can copy a local folder from your hard drive

Installing the software

(this assumes you have the proper licensing rights and a copy of your activation key. The key is a 12 alpha numeric code on the side of your PC or in an envelope marked Key Id that came with your Dispenser.)

(Unsure? Call Benjamin Moore or Corob™)

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## Licensing of software on New PC

There are two ways to license your Corob DRIVER software on a PC you purchase

For Corob DRIVER versions before 4.16

1. If your old computer had a 25 pin hard key attached to a 25 pin LPT port your new computer will need a port of similar type port installed. These are hard to find. You will also need the authorization code (12 or 16 characters listed on the side of the computer or located in a envelope that came with the computer that was labeled "Key ID"). If you cannot find these you will have to call Corob™ to get the activation code. If your new computer does not have a 25 pin LPT printer port you will have to order a USB stick from Corob. This USB drive will allow Corob DRIVER versions older than 4.16. order it through [Corob™](#)
2. Starting with the current 4.16 version no software license key is required to license a new software installation. You can download the software or get it from CPS directly. ([What software will I need?](#))

## Install Corob Tech

1. Obtain the software. ([What software will I need?](#)) Locate the configuration backup created from the previous PC. If you do not have a copy obtain the appropriate configuration file call Benjamin Moore or Corob™ for the correct configuration information
2. Install Corob Tech
3. Install WB configuration – C:\Program Files\Benjamin Moore Co\ColorTech\Common\Drivers\Dispensers\CPSColor\D300-D600setup.exe
4. Plug in your device flash drive with backup configuration ([see backing up your configuration](#))  
Open Corob Tech. Password is 'tech' if you are asked. (Choose your dispenser model. Accept defaults)
5. Options\Database Management\Restore. Point to the CorobDRIVERbackup.tdb on your flash drive and click Start. Once finished click Exit. Your configuration of colorants and pumps should be the same as before on your previous installation. If this does not work call [Corob™](#).

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## Installing CorobDRIVER

1. Obtain the software. ([What software do I need](#))
2. Install CorobDRIVER
3. Reboot your computer
4. Open CorobDRIVER. You should be asked to Activate. Enter your 12 digit code at this time ([see Licensing software on new PC](#))
5. Once licensed and with CorobDRIVER running hit Ctrl + Shift + F11 to open Advanced Settings.
6. Program Settings tab check Load formula automatically, Minimize window after installation and purge, Minimize window after dispensing, Enable barcode reading
7. Click Network tab
8. Check via network
9. Change white box to read C:\user\formula.dat
10. Click OK.
11. Close CorobDRIVER

## Installing COLORx®

1. For instructions on installing the COLORX® and configuring the software for Corob™ dispensers please see the Solutions for COLORX® FAQ's located on <http://www.mybenjaminmoore.com> then navigate to **Product, Color & Technology / Moore's COLORX® information.**
2. Any issues call [Benjamin Moore](#)

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## **Hero Dispensers**

(You should always have at least one back up copy of your configuration files. This includes your last dispenser calibration, colorant locations, and colorant properties. Everything needed to make your dispenser accurate. Failure to do this can result in a service visit).

### **How do I backup my Hero Dispenser configuration and customer transaction files**

1. Place your 'Flash Drive' into your USB drive. After the computer has successfully installed the drive determine its letter by opening 'My Computer' on XP or 'Computer' on Vista or W7
2. Login as Administrator – password is 'Producer'
3. Go to File/Data/Export data
4. Select file path (HD or USB flash - recommended)
5. Enter file name (ex: Cust. name and date - BM Paint May 28, 2013)
6. Enter description if needed (optional)
7. Check all available boxes or select "Complete back-up" from pull-down menu under Quick selection
8. Click on Save and wait for the file to finish downloading.
9. Safely remove your flash drive and store it in a safe location away from temperature extremes and magnetic sources.

### **Purchase a Hero preconfigured PC \***

You can purchase a preconfigured PC from Hero by calling 1-800-494-4376 Ext 1 for tech support. Price will be available through Hero

Replacement PC includes Monitor, Keyboard & mouse, TintWise with HERO Quick-Support, COLORx® & dispenser drivers (part #A10500) or

CPU with keyboard & mouse only plus software listed above (no monitor) (part #A10400)

Standard lead time for either part # above is 24 hours (from order received to leaving HERO's facility). In some case it may be possible to get the PC out the same day if the order is received early enough.

To order, provide HERO with a PO or PO number.

Written instructions are provided with the PC and additional help can be obtained by calling [HERO's Help Desk](#) as needed.

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## **Creating your own Backup PC for your Hero Dispenser**

### **What are the PC specs? (minimum)**

- OptiPlex 3010 Desktop Standard PSU
- 3<sup>rd</sup> Gen Intel Core i3-3220 Processor (Dual Core, 3.30GHZ, 3MB, w/HD2500 Graphics)
- 2GB Ram – 1600 Mhz DDR3, DIMM
- Windows 7 Professional
- 250 or 500 GB HD Sata
- USB Keyboard
- Optical Mouse

### **What Backup Software will I need?**

1. Hero TintWise. Included on the supplied USB flash drive that came with the dispenser. Should you not have it or have not made a backup as listed below call Hero at 1-800-494-4376 for a replacement
2. Local configuration file that was provided with the new dispenser. Should you not have it or have not made a backup as listed below call Hero at 1- 800-494-4376 for a replacement
3. Latest version of COLORx® ( [www.mybenjaminmoore.com](http://www.mybenjaminmoore.com) )

Installing the software - [Call Hero](#) for installing Tint Wise.

### **Installing COLORx®**

For instructions on installing the COLORx® and configuring the software for Hero dispensers please see the Solutions for COLORx® FAQ's located on <http://www.mybenjaminmoore.com> then navigate to Product, Color & Technology/ Moore's COLORx® information.

Any questions call [Benjamin Moore Co](#)

### **Licensing of software on New PC**

1. All software should be included on the USB flash drive that originally came with your dispenser.
2. Should you not be able to find it, call Hero and the file can be uploaded to them for storage on their own flash drive for no charge.
3. If Hero supplies flash drive with configuration.
4. Any further licensing issues please call Hero.

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## **Other software backups you may need**

### **Dymo® Printer drivers**

COLORx® only supports Diskette (2 1/8 x 2 3/4 inch), Thermal (2.35 x 4 inch) and Rounded DT-318 labels. We also only support Dymo® models 320, 330, 400 and 450.

Be sure you have a copy of the driver software used to install the Dymo® printer you are using. Store the CD in a safe place. If you do not have the CD you can go to <http://sites.dymo.com/Support/Pages/LandingPage.aspx>

Select your model from the Product Quick Find drop down or

Click on View All Drivers and downloads. Be sure and save to a flash drive.

- Please note that Dymo® is constantly updating and removing drivers. As of this writing support for the Dymo® 300+ models is available however it is probable that these drivers will not be available in the future.

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## **Hardware Vendor Contact Information**

Benjamin Moore Color Technology .....	1- 800-809-9213
Fluid Management.....	1- 800-462-2466 ext 3
Corob™ (CPS).....	1- 800-728-8408 ext 52
Hero.....	1- 800-494-4376 ext 1
Xrite (MatchRite®).....	1- 800-572-4626 ext 3
Dymo®.....	1- 877-724-8324

[www.mybenjaminmoore.com](http://www.mybenjaminmoore.com)

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