

Service Note 0174

► Communication issues PurityChrom and MWD 2.1L

Date	2021/04/20
Author	Dr. M. von Delbrück, A. Dürasch, J. Wendrich
Defective product	-
Products affected	PurityChrom version $\leq$ v05.09.134 MWD 2.1L version $\leq$ v01.10
Issue/Malfunctionn	In some cases, the use of the KNAUER AZURA MWD 2.1L in combination with PurityChrom software results in communication problems. These problems lead to the PurityChrom error message "Detector does not answer". To overcome these communication issues, KNAUER has improved the MWD 2.1L firmware as well as the software PurityChrom. Fixes are implemented in the MWD 2.1L firmware versions 1.11 and higher and in the PurityChrom versions 05.09.135 and higher.
Solution	Update firmware of MWD 2.1L to version 01.11 or higher. Download the zip folder FW MWD 2.1L v01.11. Run the Installer <i>Knauer_FirmwareWizard_V.1.03.000.324.exe</i> and install the KNAUER firmware wizard. Upload the firmware version V01.11 to the MWD 2.1L device. You can find instructions on how to upload the firmware in the manual V6851-2, page 112, 13.2 Update firmware version of connected devices. Update PurityChrom Software to version 05.09.135 or higher. Download the zip folder PurityChrom 5.9.135 and install the latest software version. In the folder, the pdf <i>Installation_Information_PurityChrom_5.09.135_Upgrade.pdf</i> describes how to perform the software update.
Contact	For more information, please write to support@knauer.net or visit the KNAUER Partner area: www.knauer.net/en/login .