Frequently Asked Questions

Honeywell Sotera™ – Express*

*Please note that Honeywell Sotera™ – Express is currently being rebranded to Honeywell SafetySuite Device Configurator.

GENERAL QUESTIONS

Q.   Do I have to purchase Honeywell Sotera™– Express before I can use it?

A.   Honeywell Sotera™ – Express is offered free of charge to all Honeywell customers who purchase Honeywell Gas instruments.

Q.   What are the minimum software and hardware requirements for Honeywell Sotera™ - Express?

A. *Hardware*

- CPU, 1.0 GHz or higher
- Color monitor (1366x768 or higher resolution or higher, 16-bit color)
- 2 GB RAM
- 4 GB of free hard disk space
- USB port for instrument/dock connection
- LAN connection for network-connected docks

Software

- Microsoft Windows 7 SP1 (32 bit/64 bit) or Microsoft Windows 10 (64 bit)
- .Net Framework v4.6.1 or above

Q.   Can Honeywell Sotera™ – Express manage both BW & RAE Systems instruments?

A.   Yes, Honeywell Sotera™ – Express has been designed to support both BW & RAE Systems instruments.

Q.   What instrument connectivity options are currently supported by Honeywell Sotera™ - Express?

A.   Honeywell Sotera™ - Express currently supports instrument connectivity through IntelliDoX, MicroDock II and AutoRAE 2 for BW & RAE Systems instruments.

For IntelliDoX, data transfer using the USB data download will be provided in future releases. Direct instrument connectivity without the docking station will also be provided in the future releases, as well.

Q.   What instruments are supported by Honeywell Sotera™ - Express?

A.   Following is a list of currently supported instruments. Additional instrument support will be added in future releases.

- IntelliDoX & MicroDock II
  - BW Clip & BW Clip RT
  - GasAlertMicroClip
- AutoRAE 2
  - ToxiRAE Pro Family
  - QRAE 3
  - MultiRAE Family (Diffusion, Benzene, MX, Wing Tank model support in future releases)
  - MicroRAE

Q.   What is the default username and password for Honeywell Sotera™ - Express?

A.   The default user name is **administrator**. You are required to create a password for the administrator account when you log into the application for the first time.

Q.   Does Honeywell Sotera™ - Express require administrative privileges on the windows operating system?

A.   No, Honeywell Sotera™ - Express does not require administrative privileges to the operating system.

Q.   What Fleet Manager features are not supported by Honeywell Sotera™- Express?

A.   Honeywell Sotera™ – Express has streamlined the tasks performed by Fleet Manager and greatly improves the overall user experience. However, it does not support user-defined fields and custom reporting features of Fleet Manager.

Q.   What languages are currently supported by Honeywell Sotera™ - Express?

A.   Honeywell Sotera™ - Express only supports the English language. Support for additional languages will be added in future releases.

DEVICE INVENTORY

Q. How do I see my instruments in the Device Inventory list?

A. For BW instruments connected through IntelliDoX or MicroDock II, the instrument data should be downloaded for the instruments to show up in the Device Inventory. Make sure the filter option "Not Connected" is selected to view the instruments in the Device Inventory List for which data has been downloaded.

For RAE Systems instruments connected through the AutoRAE 2, the software should be able to communicate to the AutoRAE 2 for the instruments to show up in the Device Inventory list.

In addition, to view the RAE Systems instruments in the inventory after the AutoRAE 2 Docking Station is disconnected from the software, instrument data should be downloaded from the AutoRAE 2.

The filter option "Not Connected" should be selected to view RAE Systems instruments in the Device Inventory List for which data has been downloaded but are currently not connected to the software using AutoRAE 2.

Q. What are the different options to connect Docking Stations to the software?

A. IntelliDoX can connect to the software over the network. MicroDock II can connect to the software using direct USB connection. AutoRAE 2 can connect to the software either over the network or using direct USB connection.

Q. I have connected the docking station over the network. However, I am not able to see the docking station in the software?

A. First, make sure the software is set up to scan for the RAE Systems and/or BW docking stations by checking the appropriate box for "Allow Dock Discovery" under system Settings.

If the docking station is in a network path different than the software, the software may not be able to see the docking station.

In order for the software to see the Docking Station, add the Docking Station manually to the software using "Add AutoRAE Controller for manual detection" for AutoRAE 2 and "Add IntelliDoX for manual detection" for IntelliDoX under the system Settings menu option using the IP Address of the Docking Station.

Q. I have connected the docking station. However, it is not appearing online in the software.

A. The software periodically scans the USB ports and network to check the online status of the docking station/instruments. However, the online status of the docking station might not be reflected right away in the software. If you are unable to see the docking station status online, you can click the Refresh button in the Device Inventory view to see the online status of the docking station.

Q. Can I use the same package to update the firmware for the devices on Honeywell Sotera™ – Express that I use to update the firmware with ProRAE Studio II and Fleet Manager II?

A. Honeywell Sotera™ – Express uses digitally signed packages to update the device firmware as a security mechanism to verify the integrity of firmware update packages. As a result, it cannot use the same packages used by ProRAE Studio II and Fleet Manager II. Firmware packages designated for Honeywell Sotera™ – Express should only be used to update device firmware through Honeywell Sotera™ – Express.

DEVICE DATA DOWNLOAD

Q. Does the software download existing data from the Docking Stations?

A. The software downloads all the historical data stored in the docking station. When the data is downloaded for the first time, it can take a while depending on the amount of data stored in the docking station.

Q. I do not see the option to select a start and an end date for data downloaded in Honeywell Sotera™ – Express.

A. The software utilizes a smart download manager to incrementally download the data in order to optimize the download time. The software compares the existing downloaded data against the latest logged data and downloads only the incremental data since the last download.

DEVICE CONFIGURATION

Q. Why am I not able to save the Dock/Device Configuration?

A. In order to perform the Dock/Device Configuration, the Dock/Device needs to be connected to the computer and appear online to the software.

Q. Can I download data and configure a device at the same time?

A. Currently, you can only perform one device action at a time. You must wait for the current operation to complete before performing another action. As a result, if you are performing a data download, you must wait for the data download to complete before performing a device configuration.

Q. How can I update MultiRAE CO2 auto-range settings, a QRAE3 sensor serial number or toxic sensor name, or a MicroRAE toxic sensor name?

A. These operations will be supported in the near future when support for directly connected instruments is provided by the software because these operations are currently not supported through AutoRAE 2.

Q. How can I update the network configuration parameters for IntelliDoX and AutoRAE 2?

A. For both IntelliDoX and AutoRAE 2, the network parameters can be managed using the configuration options available on individual docking stations. Network configuration parameters cannot be updated using the software.

Q. For BW devices, unlike Fleet Manager, I do not see the Updatable option against each of the sensor parameters. Why?

Honeywell Sotera™ - Express has a streamlined user interface to make it easier to manage configuration parameters. As a result, a common Updatable option is provided for all of the configuration parameters, including the sensor settings under the Settings tab.

Q. For RAE Systems devices, can I update the Lot Number of the gas cylinder in the software?

A. You can navigate to the AutoRAE 2 details and edit the gas inlet configuration details for the attached gas cylinder in order to update the Lot Number of the gas cylinder.

Q. For RAE Systems devices, can I update the Sensor Serial No. after installing a new sensor?

A. Yes, you can update the Sensor Serial No. after installing a new sensor for the instruments that support this option under the Sensors tab for the corresponding instruments if they are currently online and connected to the software.

DEVICE HISTORY

Q. What information is presented in Device History?

A. Device History provides a comprehensive view of all the data related to the lifecycle of the selected instrument. This includes test data for calibration and bump tests. This also includes the instrument event data, along with the corresponding data logs.

Q. Are all device-related data logs, event logs and test data logs shown in the Device History?

A. All information related to device data logs, event logs and test logs is shown in the Device History, with the exception of IntelliDoX & MicroDock II data logs and BW instrument test logs for bump and calibration operations performed outside of the IntelliDoX & MicroDock II.

Q. Why can't I see the Device History?

A. Make sure that you have downloaded the data from the docking station corresponding to the selected instrument before viewing the Device History. Once the data has been downloaded, you can view the history for the selected device.

Q. Can I export the data log corresponding to the events captured by the instrument?

A. Yes, you can export the instrument data log in csv (comma-separated value) format, which can be opened in Microsoft Excel for further analysis.

Q. Can I delete the data log for an instrument once it has been imported into the software?

A. Due to compliance reasons, we do not allow data logs to be deleted once they have been downloaded to the software.

USER MANAGEMENT

Q. What are the different roles I can assign to a user?

A. You can assign one or more of the following roles to a user:

Administrator – A user with the administrator role has access to all the features and functionality within the system.

Advanced User – A user with the advanced role can perform all the device operations. However, the user does not have access to user management.

Standard User – A user with the standard role can perform all device operations except device configuration and firmware updates.

Worker – A user with the worker role has no access to the software. However, the user can be assigned/unassigned instruments.

Q. I want to assign an instrument to an individual. However, I do not want to provide the individual with access the software.

A. You can assign a user the "Worker" role if you want to just assign instruments to the user.

Q. How can I log on to the software if I have forgotten my password?

A. You can reset your password by clicking the "Forgot Password" link on the Login Screen. Once you answer the security questions, you will be allowed to reset the password.

Q. How can I log on to the software if I have locked myself out of the default administrator account?

A. You can invoke the "Unlock Sotera Administrator Account" utility that is installed with the software to unlock the default administrator account.

For security purposes, you will be prompted to provide the Windows administrator User ID and password before you can unlock the Honeywell Sotera™ – Express administrator account.

Q. What is the purpose of deactivating a user account?

A. If you want to temporarily suspend user access to the system, you can do that by deactivating the user account.

Note: Honeywell Sotera™ – Express is subject to the terms and conditions of the license agreement which can be viewed during the installation process