

# *CONFIRM ADMINISTRATOR*

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**micromeritics®**

**Effective Solutions for  
Material Characterization**

***GUIDE***

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004-42821-01  
Jan 2020  
(Rev A)

## ***TRADEMARKS***

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## ***CORPORATE PROFILE***

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Micromeritics Instrument Corporation is a leading global provider of solutions for material characterization with best-in-class instrumentation and application expertise in five core areas: density; surface area and porosity; particle size and shape; powder characterization; and catalyst characterization and process development.

Founded in 1962, the company is headquartered in Norcross, Georgia, USA and has more than 400 employees worldwide. With a fully integrated operation that extends from a world class scientific knowledge base through to in-house manufacture, Micromeritics delivers an extensive range of high-performance products for academic research and industrial problem-solving.

Under its premium brand Particulate Systems, Micromeritics discovers and commercializes unique and innovative material characterization technologies that are complementary to core product lines.

The company's holistic, customer-centric approach also extends to a cost-efficient contract testing laboratory – the Particle Testing Authority (PTA). The strategic acquisitions of Freeman Technology Ltd and Process Integral Development S.L. (PID Eng & Tech) reflect an ongoing commitment to optimized, integrated solutions in the industrially vital areas of powders and catalysis.

Freeman Technology (Tewkesbury, UK) brings market-leading powder characterization technology to Micromeritics' existing portfolio of particle characterization techniques. The result is a suite of products that directly supports efforts to understand and engineer particle properties to meet powder performance targets. With over 15 years of experience in powder testing, Freeman Technology specializes in systems for measuring the flow properties of powders. In combination with detailed application know-how these systems deliver unrivalled insight into powder behavior supporting development, formulation, scale-up, processing and manufacture across a wide range of industrial sectors.

PID Eng & Tech (Madrid, Spain) complements Micromeritics' renowned offering for catalyst characterization with technology for the measurement and optimization of catalytic activity, with a product range that extends to both standard and bespoke pilot scale equipment. Launched in 2003, PID Eng & Tech is a leading provider of automated, modular microreactor systems for the detailed investigation of reaction kinetics and yield. These products are supported by a highly skilled multidisciplinary team of engineers with in-depth expertise in the design, construction and operation of laboratory units and process scale-up.

The Particle Testing Authority (PTA) provides material characterization services for fine powders and solid materials using Micromeritics' instrumentation alongside complementary solutions from other vendors. With the certification and expertise to operate across a wide range of industries the PTA offering runs from single sample analysis to complex method development, method validation, new product assessment, and the analytical support required for large scale manufacturing projects. An experienced, highly trained team of scientists, engineers, and lab technicians works closely with every client to ensure that all analytical requirements are rapidly and responsively addressed.

Micromeritics has a strong global network with offices across the Americas, Asia, and Europe complemented by a dedicated team of distributors in additional locations. This ensures that local, knowledgeable support is available for every customer, in academia or industry. Micromeritics works across a truly diverse range of industries from oil processing, petrochemicals and catalysts, to food and pharmaceuticals, and at the forefront of characterization technology for next generation materials such as graphene, metal-organic-frameworks, nanocatalysts, and zeolites. Engineering solutions that work optimally for every user is a defining characteristic of the company.

## ***CONTACT US***

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## 1 OVERVIEW

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The Micromeritics Confirm application enables laboratory managers in 21CFR11 environments to develop analysis methods, enforce industry standards, produce audit trails, and enables laboratory analysts to perform analyses and produce reports.

When the Confirm application is installed, one Confirm application controller and two Confirm groups are created in Windows Users and Groups. Refer to [User Permissions on the next page](#) for specific default rights of members assigned to each Confirm group.

Application User default name:     *mic\_[analyzer model number]\_controller*  
Developer Group default name     *mic\_[analyzer model number]\_developer*  
Analyst Group default name        *mic\_[analyzer model number]\_analyst*

Once an account holder logs in and launches the Confirm application, it is launched using the application controller's permissions. Analysts and developers must not be allowed access to this account. After installation, use Windows Users and Groups to create and maintain users. See [Maintaining Confirm Users and Groups on page 16](#).

Prior to installing the Confirm application, the following prerequisites must be met:

- The Confirm application installer must have Windows Administrator rights.
- Computer must have an operating system of Windows 10 Professional or Windows 10 Enterprise or higher.
- Configure an Ethernet port on the computer to communicate with the analyzer. The IP address must be 192.168.77.100. Refer to the computer operator manual for instructions on changing the IP address.

## USER PERMISSIONS

The Confirm application uses Windows Users and Groups to control access to the Micromeritics Confirm application. When the Micromeritics Confirm application is installed, two Confirm groups are created. Confirm users must be assigned to only one group.

Confirm User Name	Description
<b>mic_[analyzer model number]_controller</b>	<p>mic_[analyzer model number]_controller is the user name used by all installations.</p> <ul style="list-style-type: none"> <li>• This user should have complete control over the installation directory.</li> <li>• The application is launched under this user name and has this user's privileges to the windows file system.</li> <li>• This user should not be used by anyone or any other software that is not a Micromeritics application.</li> <li>• The system administrator has the option of modifying this account so that the password never expires. Alternatively, if the password does expire while the application is running, the application automatically changes the password for this account.</li> </ul>

Confirm Group Name	Description
<b>Developer Group</b>	<p>The default Developer group name is <i>mic_[analyzer model number]_developer</i>. Members of the Developer group:</p> <ul style="list-style-type: none"> <li>• have rights to all functions of the Micromeritics application - including Advanced option presentation which allows the creation and modification of methods, sample files, and parameter files.</li> <li>• can run an analysis.</li> <li>• can also be assigned Administrator rights which control the user profiles.</li> </ul>
<b>Analyst Group</b>	<p>The default Analyst group name is <i>mic_[analyzer model number]_analyst</i>. Members of the Analyst group:</p> <ul style="list-style-type: none"> <li>• have access to the Basic presentation option only.</li> <li>• may create sample files from pre-defined methods and can modify only a limited number of input fields.</li> </ul>



## User Permissions within the Application

Function	Developer	Analyst
Create methods	✓	
Create or modify sample files and parameter files	✓	
Create or modify sample files and parameter files only from the available method and parameter file		✓
Run analyses	✓	✓
Generate reports	✓	✓
List and print sample files	✓	✓
Perform routine maintenance	✓	✓
Enable manual control	✓	✓
Change limited analysis conditions prior to performing an analysis	✓	✓
Change report options after analysis	✓	✓
Access to the Advanced option presentation	✓	
Access to the Basic option presentation	✓	✓
Access to directories outside of the installation directory and data directory	✓*	✓*
Can overwrite, rename, or delete existing files in the data directory	✓*	✓*
Can perform diagnostics	✓	✓
Can perform calibration	✓	✓
Can view and print the system audit trail	✓	✓
Can manage libraries	✓	✓
Can change system units and gas selections	✓	✓
Browse outside of the Confirm installation location	✓	
Can add log entries	✓	✓*

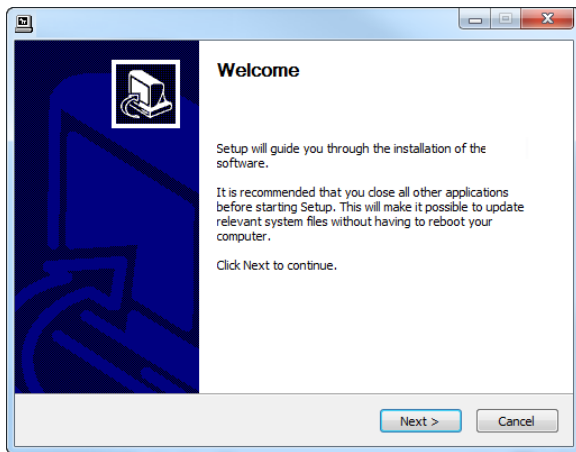
\* With administrative privileges only.

## 2 SOFTWARE INSTALLATION IN 21CFR11 ENVIRONMENTS

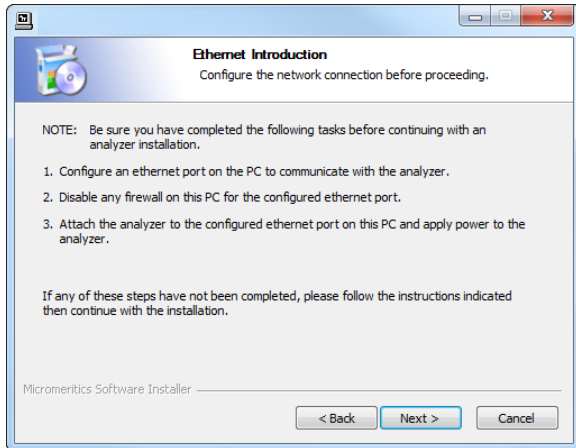
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The following Confirm application prerequisites must be met prior to installing the software:

- Windows 10 Professional or Windows 10 Enterprise (or higher) must be installed.
- Configure an Ethernet port on the computer to communicate with the analyzer. The IP address must be 192.168.77.100. Refer to the computer operator manual for instructions on changing the IP address.
- Attach the analyzer to the Ethernet port on the computer. Use an Ethernet switch if multiple analyzers or Smart VacPreps will be attached.
  1. If using a SmartPrep, it should be attached to the analyzer and power ON.
  2. Insert the installation media into the computer. The setup program automatically starts. If the setup program does not immediately start, navigate to the media device, then locate and double click the *setup.exe* file.
  3. Click **Next** on the *Welcome* window.

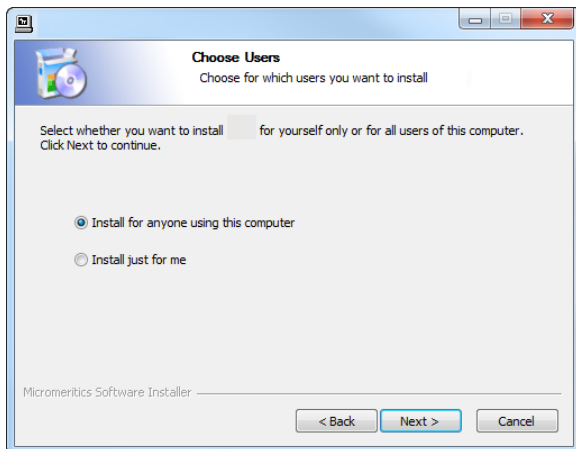


4. On the *Ethernet Introduction* window, verify that all prerequisites have been met.
  - a. If not, click **Cancel** and complete the steps, then restart the installation program. Do not proceed with installation until these tasks have been completed.
  - b. If the prerequisites have been met, click **Next**.

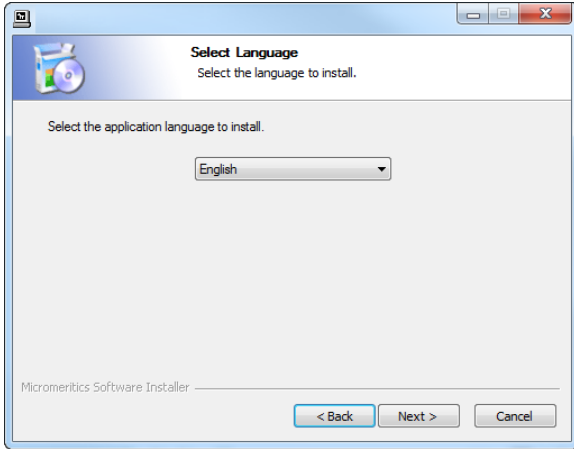


5. On the *Choose Users* window, select either of the following, then click **Next**:

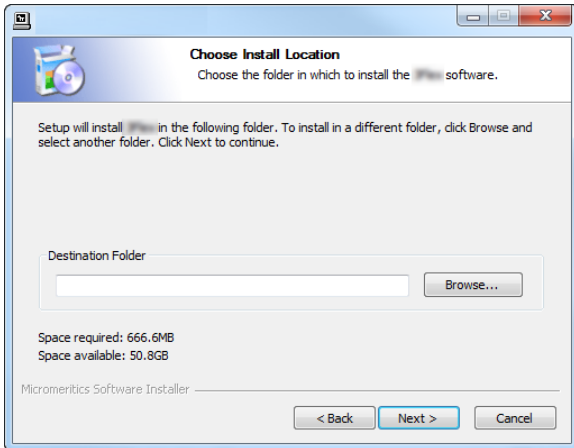
- **Install for anyone using this computer.** Anyone who logs on to this computer will have access to the analyzer program. This is the recommended selection.
- **Install just for me.** Only the person logged on to the computer at the time of installation will have access to the analyzer program.



6. On the *Select Language* window, select the default language of the program, then click **Next**. This window may not be available in all installations.

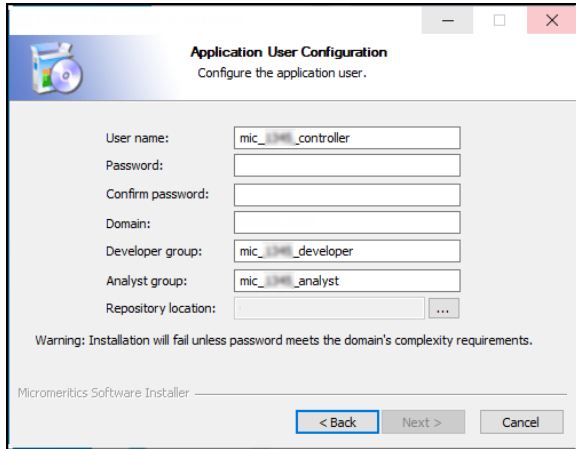



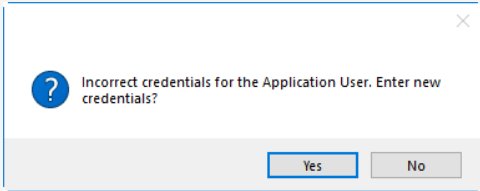
7. On the *Choose Install Location* window, verify that sufficient disk space is available to continue the installation. If not, click **Cancel** and free up the minimum required disk space. If the disk space is OK, click **Next** to accept the default installation directory, or click **Browse** to change the installation location, then click **Next**.



- The *Application User Configuration* window is used to create the application controller and the two groups used by the Micromeritics Confirm application. Use the [Users and Groups Worksheet on page 21](#) to determine group members. This worksheet may have been completed in the *Pre-installation Instructions and Checklist* document. When the form is complete, click **Next**.

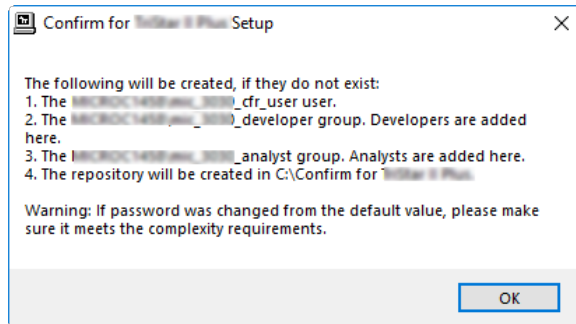
It is recommended to use the default values for this step.



Field	Description
<b>User name</b>	Enter the user name for the Micromeritics Confirm application controller. If this name does not already exist, it will be added to the Windows Users group. The default user name is <i>mic_[analyzer model number]_controller</i> .
<b>Password</b>	<p>Enter the password for the application controller. Ensure the password meets the complexity requirements.</p> <hr/> <p> The application controller password must remain in sync with the <i>mic_[analyzer model number]_controller</i> in Windows Users and Groups. If not, a messages displays.</p> <div style="border: 1px solid gray; padding: 5px; width: fit-content; margin: 10px auto;">  </div> <p>Click <b>Yes</b> to display a prompt to change the password.</p> <hr/>
<b>Confirm Password</b>	Re-enter the password for the application controller.
<b>Domain</b>	Enter the domain name for this user. If the computer is not on a network, enter the computer name.

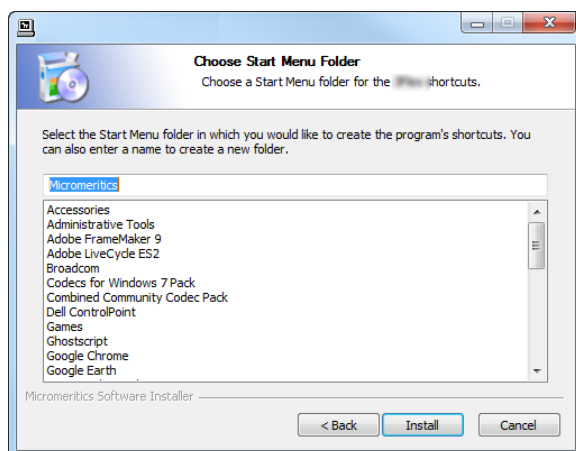
Field	Description
<b>Developer group</b>	It is recommended to use the default entry for the Developer group. The default entry ensures a unique name will be created in Windows Users and Groups.
<b>Analyst group</b>	It is recommended to use the default entry for the Analyst group. The default entry ensures a unique name will be created in Windows Users and Groups.
<b>Repository location</b>	When selecting a different repository location for analysis files, ensure that no specific user owns the directory other than the application controller otherwise read/write issues will occur. This repository directory must also be empty.

9. A pop-up window confirms the changes made for groups, users, and the repository location. Confirm that these changes are correct. Click **OK**.

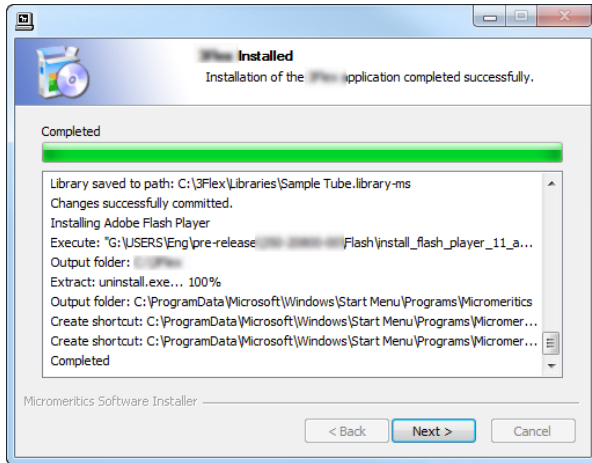


10. On the *Choose Start Menu Folder* window, select a folder for the program shortcut:

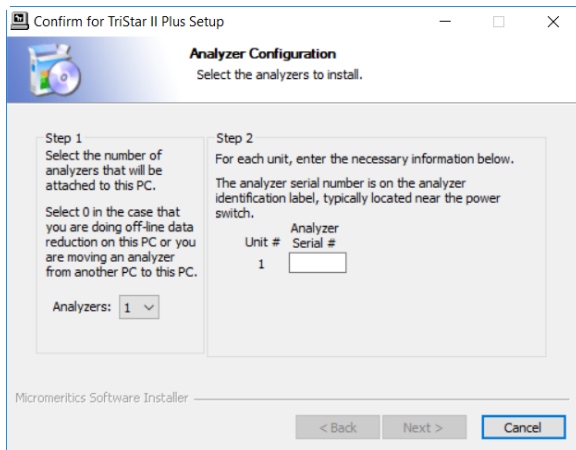
- click **Install** to accept the default location, or
- select another folder from the list, then click **Install**, or
- enter a new folder name in the text box, then click **Install**



11. When installation completes, the *Installed* window displays. Click **Next**.



12. The *Analyzer Configuration* window is used to configure the system for each analyzer and serial number to be installed.



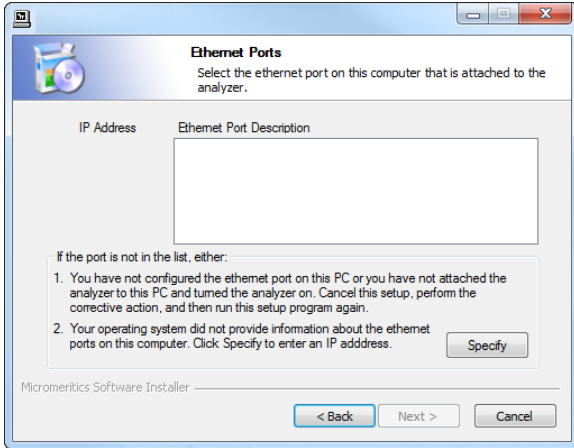
a. In the *Step 1* group box:

If...	Then...
<b>installing the analysis program during initial installation</b>	Select the number of analyzers to be installed.
<b>using the analysis program for off-line data reduction</b>	Select <b>0</b> .
<b>moving an analyzer from another computer to this computer</b>	Select <b>0</b> .

b. In the *Step 2* group box, enter the serial number for each analyzer to be attached to this computer. The serial number label is located either near the incoming power supply or near the **ON/OFF** switch.

c. Click **Next**.

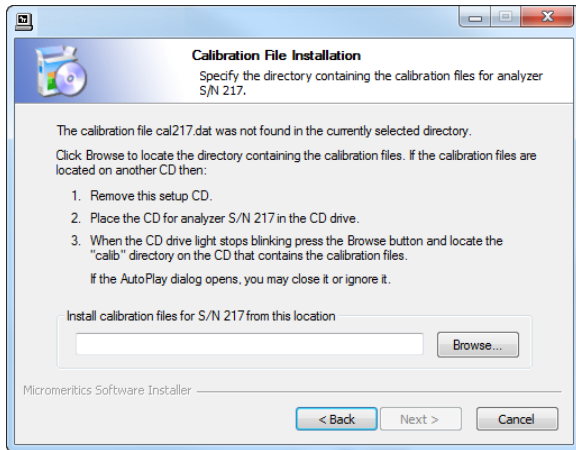
13. On the *Ethernet Ports* window, select one option from the following table:



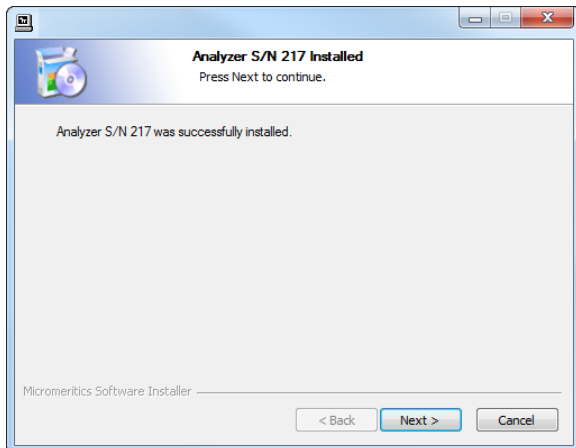
If...	Then...
the configured port is listed	Select the port, then click <b>Next</b> .
the configured port is not listed	<p>Click <b>Specify</b> and enter the remaining portion of the IP Address, then click <b>Next</b>.</p> <hr/> <div style="border: 1px solid green; padding: 5px; display: flex; align-items: center;"> <p>The IP Address must be 192.168.77.100.</p> </div> <hr/>



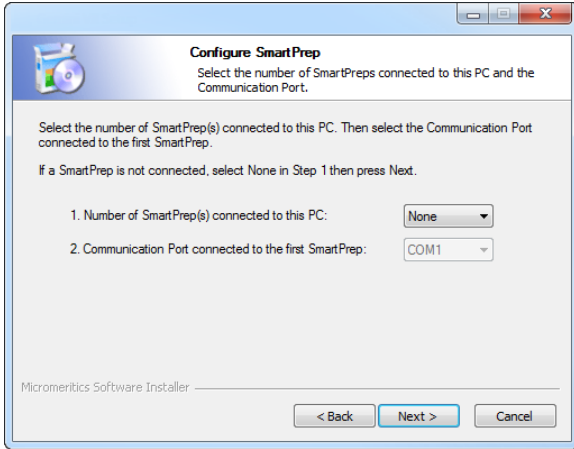
14. If prompted for calibration files, insert the calibration media that shipped with the analyzer.
15. Click **Browse** to locate and select the *[calibration]* directory. Click **Next**. If not prompted for calibration files, skip this step.



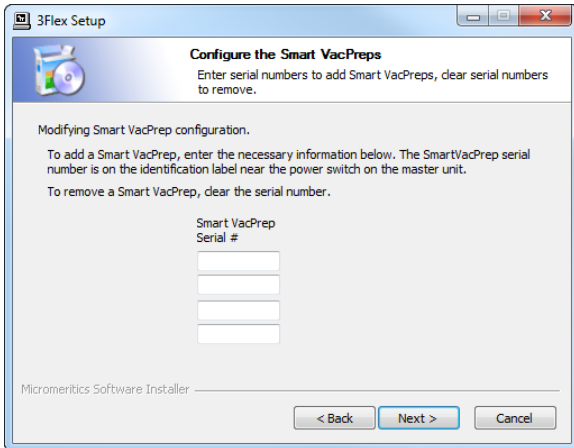
16. On the *Analyzer S/N [n] Installed* window, click **Next**. A window displays for each unit installed.



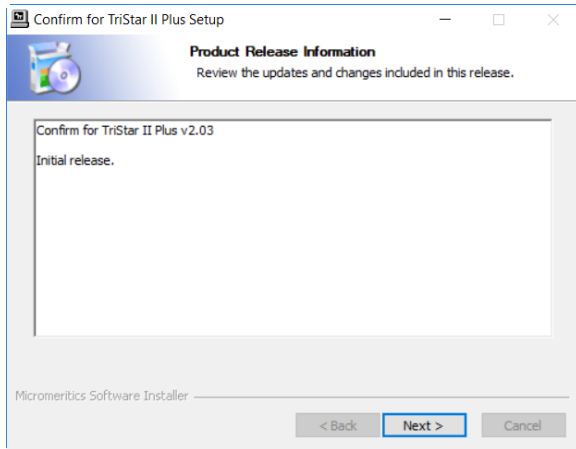
17. If installing a SmartPrep at this time, enter the number of SmartPreps being installed, then select the communication port connected to the first SmartPrep. Click **Next**.



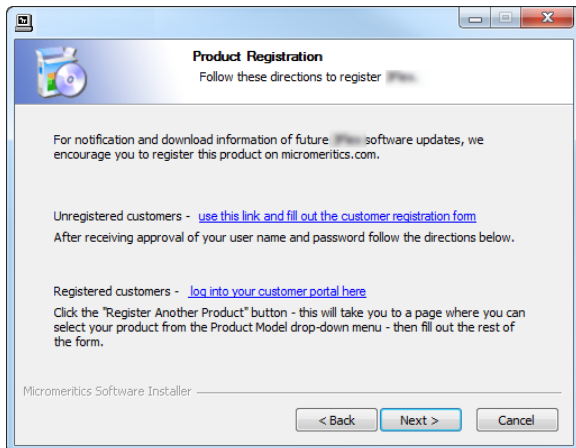
18. If installing a Smart VacPrep at this time, enter the serial number of up to four Smart VacPreps on the *Configure the Smart VacPreps* window, then click **Next**. If not installing a Smart VacPrep, click **Next**. A Smart VacPrep can also be installed after the analyzer software installation is complete.



19. The *Product Release Information* window contains information about updates and changes included in the release. Click **Next**.



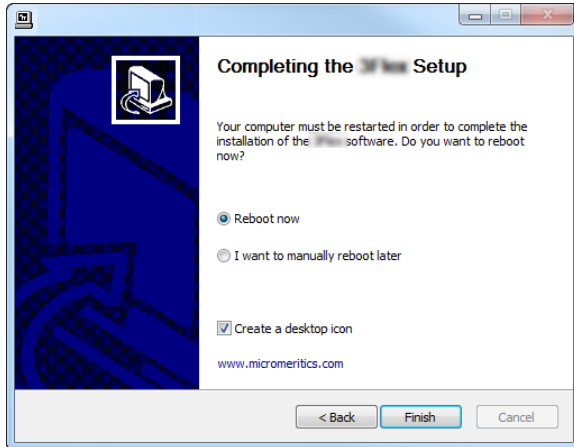
20. The *Product Registration* window is available to register the analyzer and to receive future notifications of software updates.
- Click the appropriate link to register the product or to log in to the customer portal. After registration, click **Next**.
  - To register later, click **Next**.



21. On the *Completing the Setup* window, select either:

- Reboot now
- I want to manually reboot later

To create a desktop shortcut, select the *Create a desktop icon* checkbox. Click **Finish** to close the setup program.



22. In Windows Users and Groups, the Application Controller must be added to one of the Confirm groups before the Application Controller can run the Confirm program. See [Maintaining Confirm Users and Groups on page 16](#).

## UNINSTALL SOFTWARE IN 21CFR11 ENVIRONMENTS

When the software is uninstalled using *uninstall.exe*, only the files required to run the application are removed. Parameter files, sample files, reports, calibration files, and data files are not removed.

To uninstall the software, double click the *uninstall.exe* file located in the software installation directory, then follow the prompts.

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### CFR Note

In a 21CFR11 environment, upon uninstalling the Confirm application, the system administrator should go into Windows Users and Groups to remove the Confirm users and groups.

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Depending on the network, Windows may not allow the *uninstall.exe* program to run. If this happens, follow these steps:

1. In Windows Users and Groups, verify that the current user is not a member of the analyst group or developer group. If so, remove the user from the group(s). Log OFF, then log back ON to the computer.
2. In Windows Explorer, in the Confirm installation directory, double-click the *uninstall.exe* file to run the uninstall program.

## SOFTWARE UPDATES



User Account Control in the Windows operating system must be enabled to ensure all components of the Micromeritics application are installed properly. If UAC is not enabled, right click the *Setup.exe* installer file and select *Run as administrator*.

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Log in to your [customer portal](#) to access and download the latest analyzer software version.

When performing a software update, existing data files are not overwritten. There are three types of subsequent installation:

- a later version than the current installation
- the same version as the current installation
- an earlier version than the current installation

Insert the setup media into the media drive. The setup program starts automatically. If the program does not start automatically, navigate to the installation media drive, locate and double click the *setup.exe* file.

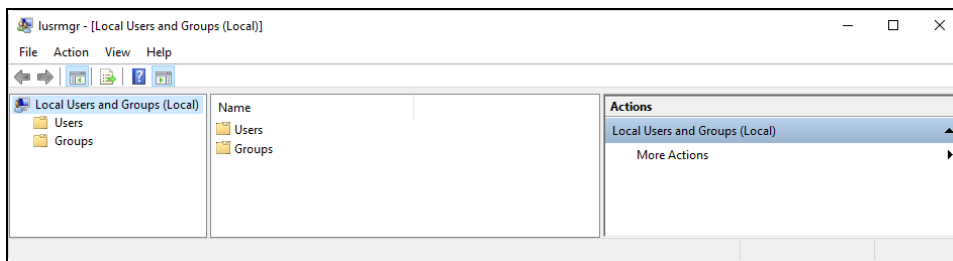
## 3 MAINTAINING CONFIRM USERS AND GROUPS

### ACCESS COMPUTER MANAGEMENT



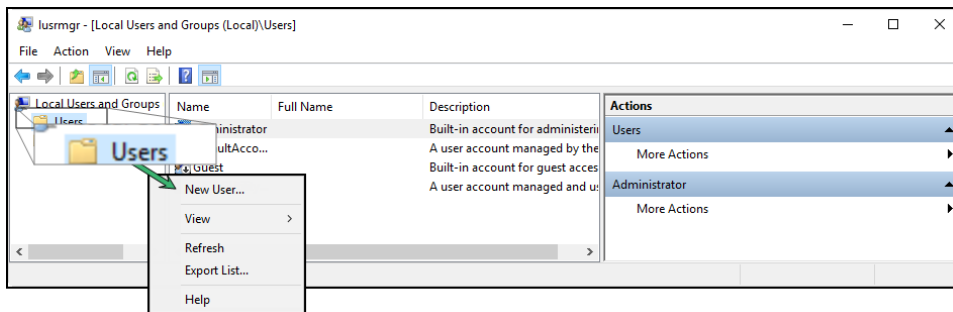
As updates are made to the Windows operating system, the following images and steps may change. If necessary, consult the internet for updates.

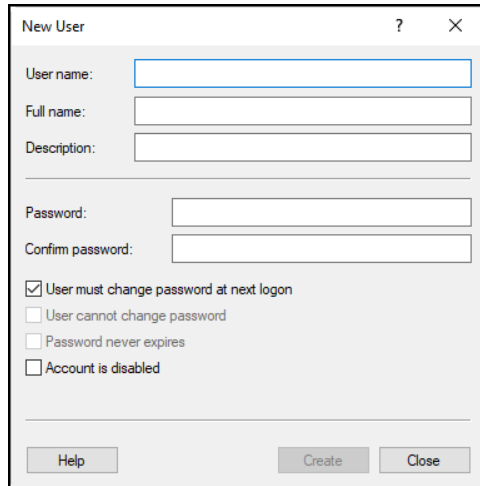
1. Hold down the **Windows** key while pressing **R** to open the *Run* box.
2. In the *Run* box, enter *lusrmgr.msc*. Press **Enter** or click **OK**. The Users and Groups window displays.



### CREATE USER ACCOUNTS

1. Open the *Users and Groups* window.
2. In the first column, right-click the *Users* folder and select *New User*.





3. Use the following table to create the new user:

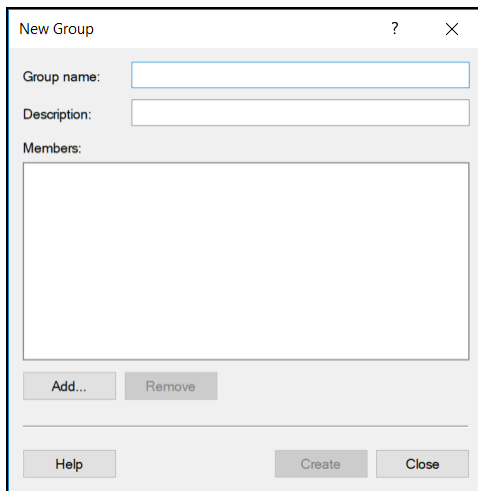
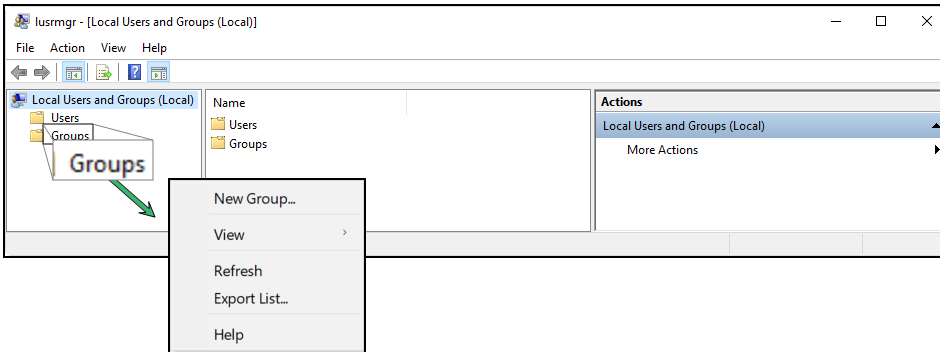
### New User Profile

Field or Option	Description
<b>User name</b>	Enter the login name to be used for the Confirm application. This entry displays in the <i>Name</i> column.
<b>Full name</b>	Enter the full name of the user. This entry displays in the <i>Full Name</i> column.
<b>Description</b>	(Optional.) Enter a description for the user. This entry displays in the <i>Description</i> column.
<b>Password</b>	Enter a password for the user.
<b>Confirm password</b>	Enter the password again to confirm the previous entry. The password must meet the minimum requirements policy set by your company.
<b>User must change password at next login</b>	Select to force the user to change the default password upon initial login to the computer.
<b>User cannot change password</b>	Option is disabled if <i>User must change password at next logon</i> is checked. If selected, the user cannot change their own password.
<b>Password never expires</b>	Option is disabled if <i>User must change password at next logon</i> is checked. If selected, the password will not have an expiration period.
<b>Account is disabled</b>	Select to disable the user account.

4. Click **Create**. Enter another user or click **Close** to close the window. Users may not display until the window is closed.

## CREATE USER GROUPS

1. Open the *Users and Groups* window.
2. In the first column, right-click the *Groups* folder and select *New Group*.



3. Use the following table to create the new user:

### New Group Profile

Field or Option	Description
<b>Group name</b>	Enter a descriptive name of the User Group.
<b>Description</b>	Enter a description for the user. This entry displays in the <i>Description</i> column.
<b>Members</b>	Displays a list of members in an existing group. See also <a href="#">Assign a User to a Group on the facing page</a> .

4. Click **Create**. Enter another user or click **Close** to close the window. Users may not display until the window is closed.



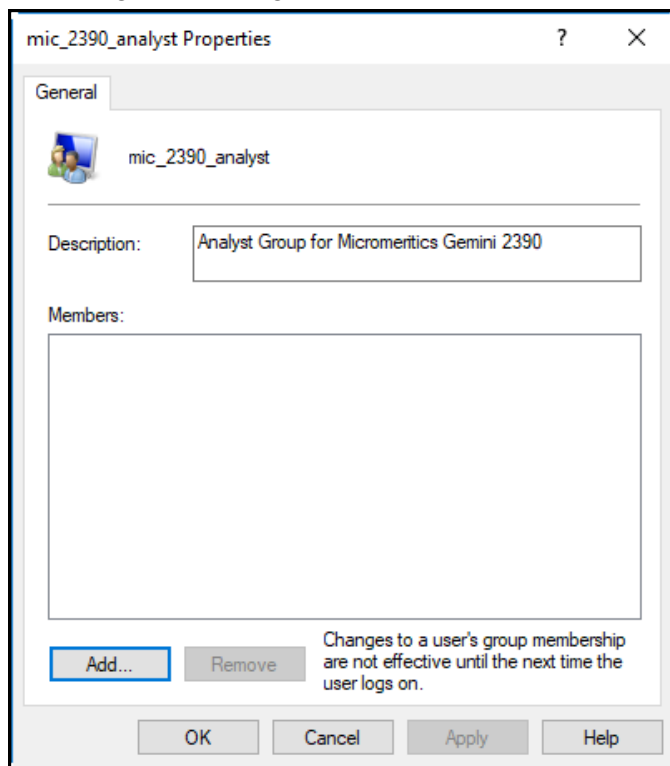
## ASSIGN A USER TO A GROUP

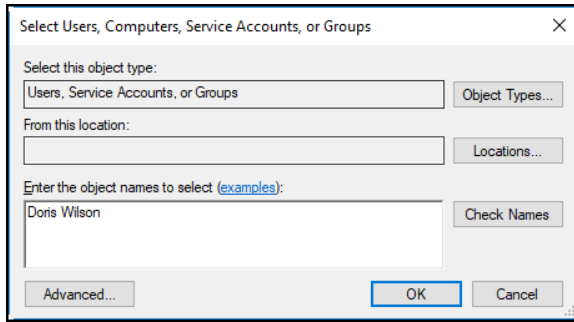
Upon installation of the Micromeritics Confirm application, the Analyst and Developer groups are created. Group names should not be changed, however, descriptions may be modified. See [User Permissions on page 2](#) for a list of group permissions.

The group names assigned by the Confirm installation process use the following naming convention:

mic\_[*analyzer model number*]\_analyst  
mic\_[*analyzer model number*]\_developer

1. Open the *Users and Groups* window.
2. Select *Groups* in the first column to display a list of all groups.
3. Right-click the group name in the second column and select *Add to Group*.



4. Click **Add**.

5. Verify that *From this location* points to the correct location. If not, click **Locations** to change. This location may be either a network domain or the local computer name.
6. In the *Enter the object names to select* box, enter the name of the user to add to this group. If necessary, change the *Locations* field to where the user name is stored. Click **OK**. The user name is added to the list of users for the selected group. Continue this process until all applicable users have been added to the group.
7. Click **Apply**, then click **OK**.
8. Repeat this process until all applicable users have been added to each group.

## 4 USERS AND GROUPS WORKSHEET

Micromeritics Confirm application: _____		Developer	Analyst
User Name	_____	<input type="checkbox"/>	<input type="checkbox"/>
Full Name	_____		
User Name	_____	<input type="checkbox"/>	<input type="checkbox"/>
Full Name	_____		
User Name	_____	<input type="checkbox"/>	<input type="checkbox"/>
Full Name	_____		
User Name	_____	<input type="checkbox"/>	<input type="checkbox"/>
Full Name	_____		
User Name	_____	<input type="checkbox"/>	<input type="checkbox"/>
Full Name	_____		
User Name	_____	<input type="checkbox"/>	<input type="checkbox"/>
Full Name	_____		
User Name	_____	<input type="checkbox"/>	<input type="checkbox"/>
Full Name	_____		
User Name	_____	<input type="checkbox"/>	<input type="checkbox"/>
Full Name	_____		