

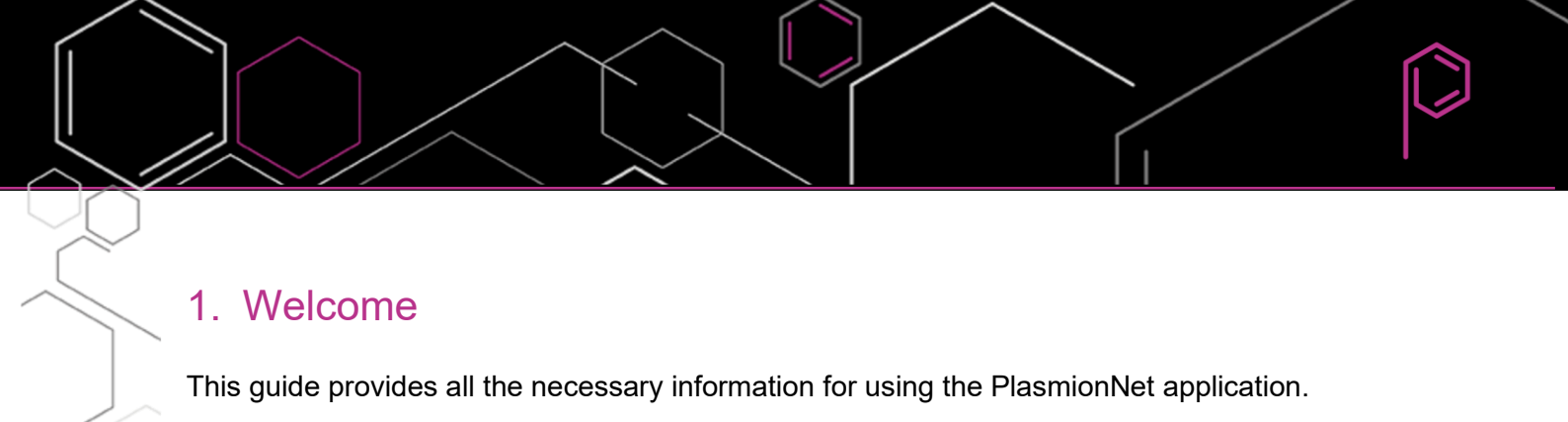


# Manual PlasmionNet

## Content

|                                                 |    |
|-------------------------------------------------|----|
| 1. Welcome .....                                | 3  |
| 2. Getting Started .....                        | 3  |
| 3. Start & Login .....                          | 4  |
| 4. Application Overview .....                   | 7  |
| 5. Devices .....                                | 9  |
| 5.1. Indication .....                           | 9  |
| 5.2. Instrument States .....                    | 9  |
| 5.2.1. Background / Idle States .....           | 9  |
| 5.2.1.1. Mass spectrometer .....                | 10 |
| 5.2.1.2. SICRIT® .....                          | 10 |
| 5.2.1.3. PAL Robot .....                        | 10 |
| 5.2.1.4. Zephyr .....                           | 10 |
| 5.2.2. Shutdown .....                           | 10 |
| 5.2.2.1. Mass spectrometer .....                | 10 |
| 5.2.2.2. SICRIT® .....                          | 11 |
| 5.2.2.3. PAL Robot .....                        | 11 |
| 5.2.2.4. Zephyr .....                           | 11 |
| 5.3. Workflow .....                             | 11 |
| 5.3.1. Start of the Application .....           | 11 |
| 5.3.2. Login .....                              | 11 |
| 5.3.3. Start of an Application .....            | 11 |
| 5.3.4. Running of an Application .....          | 11 |
| 5.3.5. End of an Application .....              | 12 |
| 5.3.6. End of the PlasmionNet Application ..... | 12 |
| 6. Application .....                            | 13 |
| 7. Settings .....                               | 16 |
| 7.1. Save .....                                 | 18 |
| 7.2. Cancel .....                               | 20 |

|         |                              |    |
|---------|------------------------------|----|
| 7.3.    | Reset .....                  | 20 |
| 8.      | Application Management ..... | 21 |
| 8.1.    | Import Wizard.....           | 22 |
| 8.1.1.  | Welcome Page.....            | 23 |
| 8.1.2.  | File Selection.....          | 23 |
| 8.1.3.  | Application selection.....   | 25 |
| 8.1.4.  | Summary.....                 | 27 |
| 8.1.5.  | Execution .....              | 27 |
| 8.1.6.  | Finish .....                 | 28 |
| 8.2.    | Export Wizard .....          | 29 |
| 8.2.1.  | Welcome Page.....            | 30 |
| 8.2.2.  | Application List .....       | 31 |
| 8.2.3.  | File Selection.....          | 32 |
| 8.2.4.  | Summary.....                 | 33 |
| 8.2.5.  | Execution .....              | 34 |
| 8.2.6.  | Finish .....                 | 34 |
| 9.      | User Management.....         | 35 |
| 9.1.    | Add User.....                | 36 |
| 9.2.    | Remove User.....             | 36 |
| 9.3.    | Change Password.....         | 36 |
| 9.4.    | Save .....                   | 37 |
| 9.5.    | Revert Changes .....         | 38 |
| 10.     | Tips & Tricks .....          | 39 |
| 10.1.   | Shortcuts.....               | 39 |
| 10.1.1. | Restart .....                | 39 |
| 11.     | Troubleshooting .....        | 40 |



## 1. Welcome

This guide provides all the necessary information for using the PlasmionNet application.

First, all requirements will be explained. Next, the application will be introduced, followed by the menu entries for manually configuring it. At the end of the document, you will find a section on common errors and troubleshooting. This manual includes explanations for both **user types** of our application. As “**Operator**” user you can skip the chapter [Settings](#), [Application Management](#) and [User Management](#).

If you still have any questions or encounter issues, feel free to contact your designated Plasmion representative or use the general contact options.

## 2. Getting Started

Before starting the PlasmionNet application, ensure that you meet the following requirements:

- You have successfully installed the PlasmionNet application.
- You have configured the application.
- You have installed the license file for the application.

### Note:

If at least one item on the list is missing, please refer to the specialized manuals for installation and configuration. They will guide you through the process.

### 3. Start & Login

After starting the application, you will see the start screen (see [Figure 1 - Loading Screen](#)). During this time, the application is preparing its internal state and loading all the libraries required for execution.



*Figure 1 - Loading Screen*

Once all prerequisites are met and everything is loaded, the login screen will appear. (see [Figure 2 - Login Screen](#)). Here, you can enter your credentials. After that, you will be directed to the application's start page.

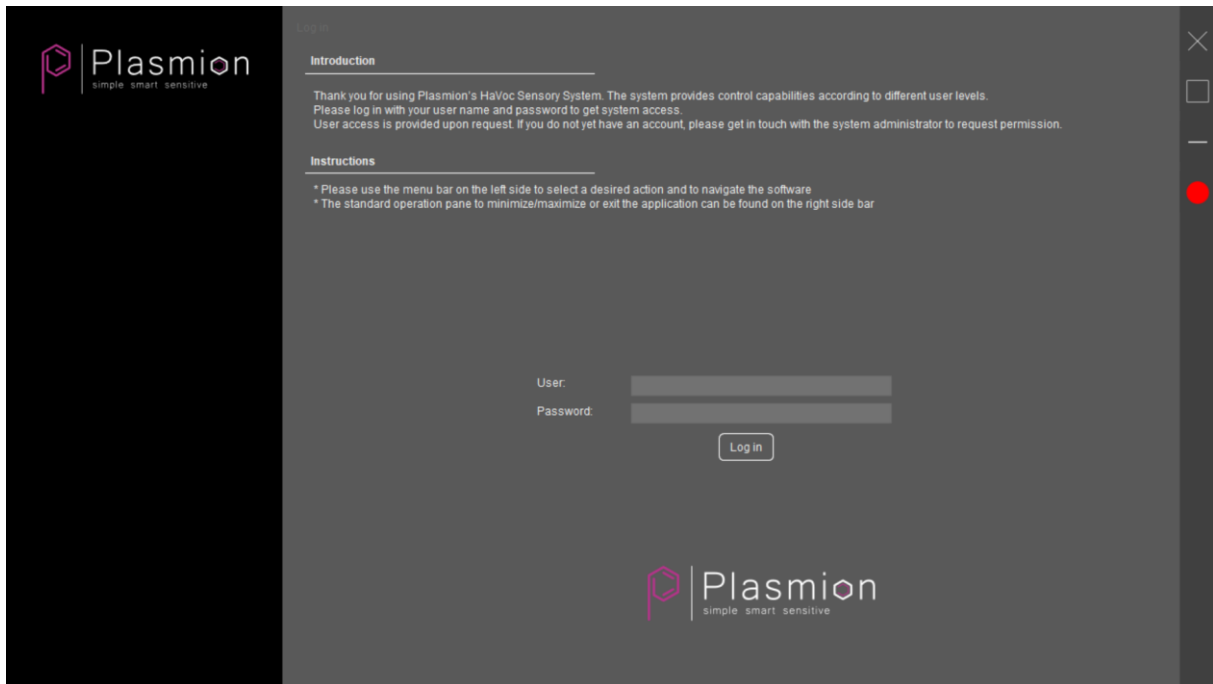


Figure 2 - Login Screen

After a successful login, you will see a waiting screen (see Figure 3 - Waiting screen while establishing device connection). During this time, the connection to the devices is being established. On the first login during the application's runtime, this process may take a few seconds.

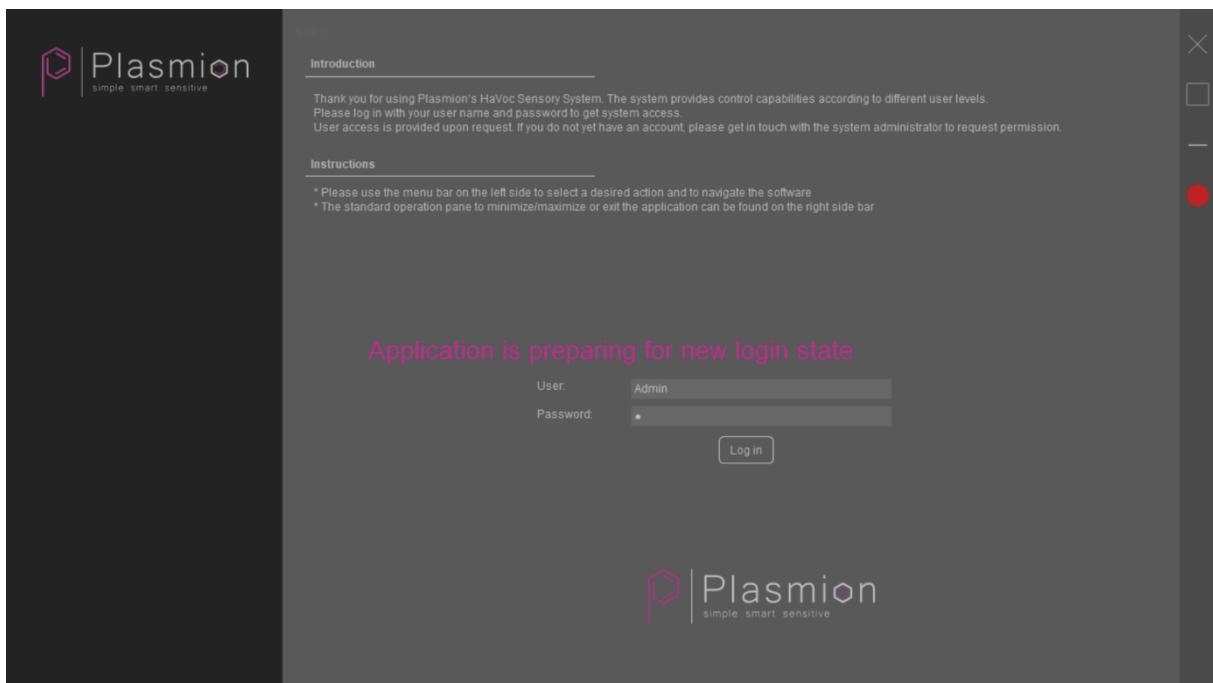


Figure 3 - Waiting screen while establishing device connection

If there is a problem with your credentials, you will receive a warning like the one shown in Figure 4 - Invalid Login attempt.

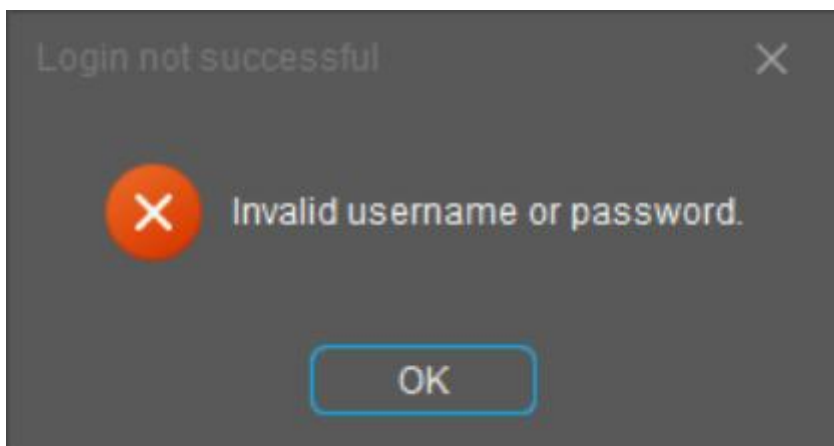
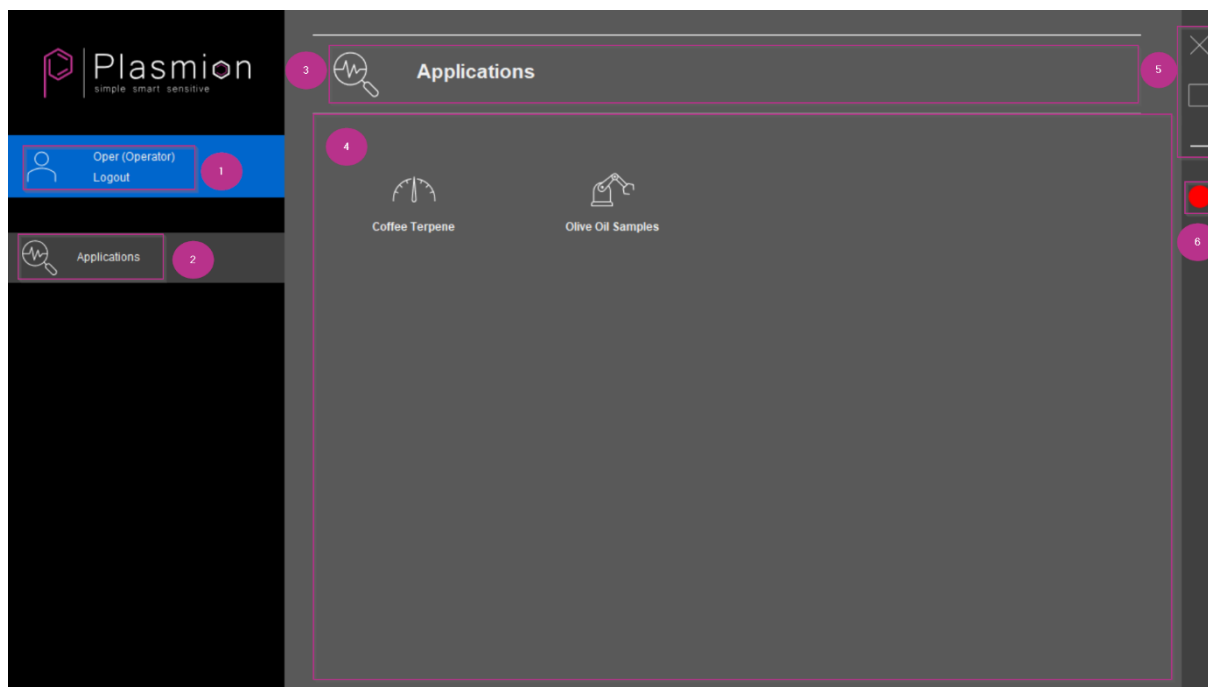


Figure 4 - Invalid Login attempt

## 4. Application Overview

*Figure 5 - Start screen for Operator user* and *Figure 7 - Start screen for Administrator user* visualize the main view of the application.



*Figure 5 - Start screen for Operator user*

In the top left corner (marked as **Number 1**), you will find information about the currently logged-in user and their type. Below that, you will find the general menu for the application. As an '**Operator**,' you will see the '**Applications**' page (marked as **Number 2**). For the '**Administrator**,' there is an additional entry for accessing the '**Services**' area (more details in Chapter Settings following) (marked as **Number 7**).

In the right area, you will find the control item for the application (marked as **Number 5**) and detailed information about your connected devices (marked as **Number 6**). The explanation for the device state can be found in Chapter Instrument States.

During the application's runtime, you will encounter multiple wait screen overlays. They all follow the same layout: a text message is displayed over the current view (like seen in Figure 3 - Waiting screen while establishing device connection). During this time, if you click on any other menu entry, an error message will appear (see Figure 6 - Error message while showing a wait screen). Once the process is complete, you can navigate as usual.

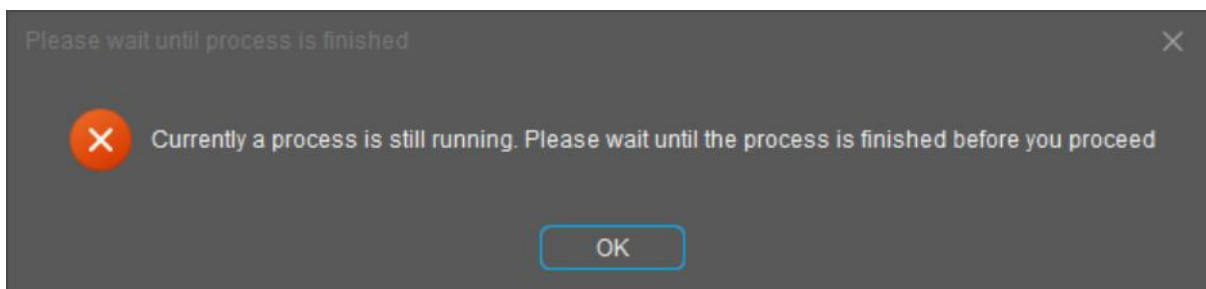


Figure 6 - Error message while showing a wait screen

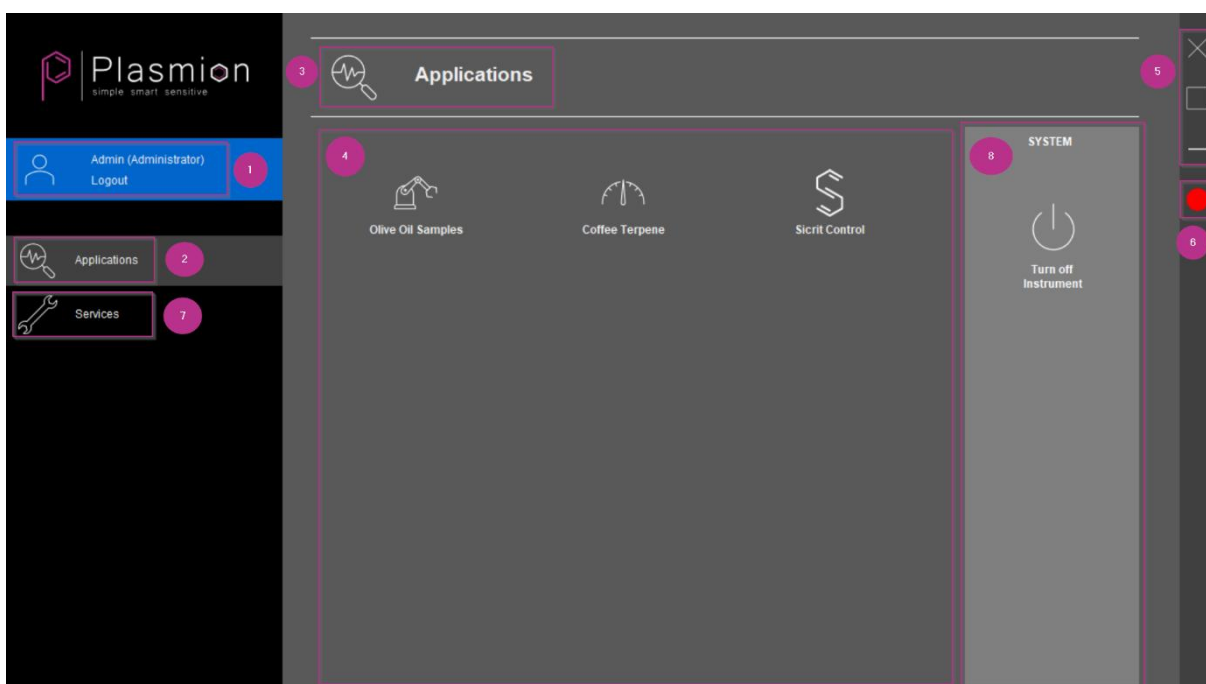


Figure 7 - Start screen for Administrator user

In the middle area, you will find the available applications that are installed (marked as **Number 4**) and the title of the current page (marked as **Number 3**). As an '**Administrator**,' you will also find special maintenance applications in the right area (marked as **Number 8**).

#### Remarks:

Before starting a maintenance action as an '**Administrator**,' please be aware of the consequences you may encounter afterwards.



## 5. Devices

The software contains a control instance for all available devices needed by the installed applications. These instances allow the applications to use defined functions, and the PlasmionNet application manages the state of the devices, ensuring that they always remain in a defined state throughout the workflow.

### !!Attention:!!

All connected devices are fully controlled remotely. Any manual adjustments will be overridden by the software. To ensure optimal device performance, please avoid making manual changes.

### 5.1. Indication

The current state of the devices is indicated by a color on the sideline of the application. The color represents each device's state and symbolizes the overall device status. The colors currently in use are:

- **Red:** At least one device could not be reached (due to no connection or an error) or has signaled an error.
- **Blue:** The connection to all necessary devices has been established.
- **Yellow:** At least one device is preparing its operational condition, while all others have already reached it.
- **Green:** All devices are in their operating window and are currently working/running.
- **Question mark:** The state of the devices could not be evaluated.

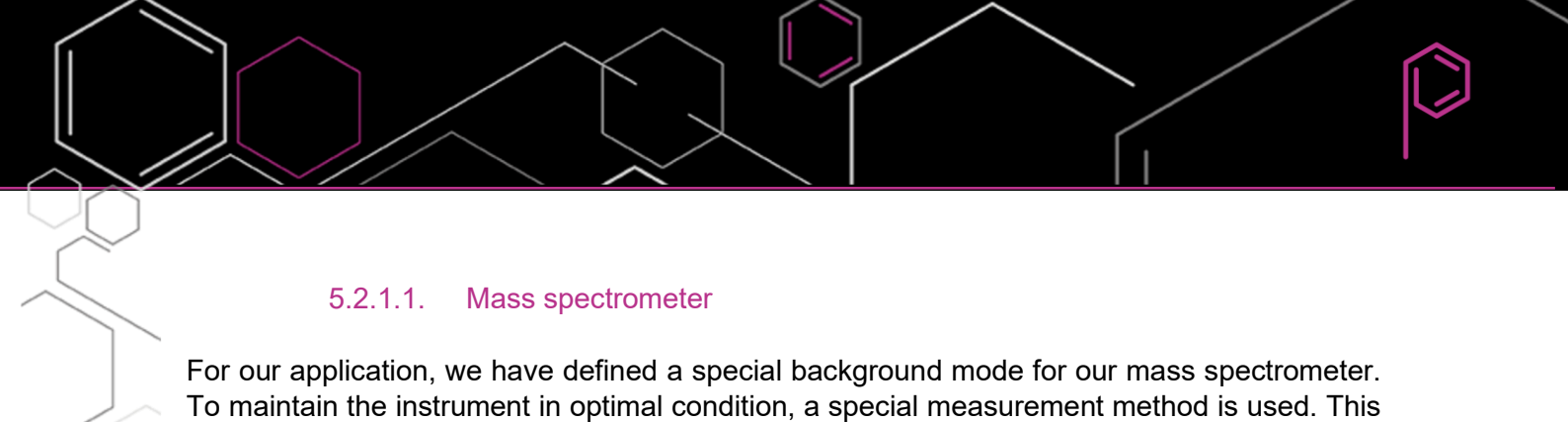
To view the individual device state, you can hover over the symbol. The tooltip will also provide an explanation for the indication. If the tooltip is empty, it indicates that there is no problem with any of the devices.

### 5.2. Instrument States

There are predefined states in the application for specific points during its usage. The following chapters explain the predefined states for the devices.

#### 5.2.1. Background / Idle States

In this chapter, the background state of the devices will be described. All connected devices are controlled by the application, even if no applications are currently installed that use the device.



#### 5.2.1.1. Mass spectrometer

For our application, we have defined a special background mode for our mass spectrometer. To maintain the instrument in optimal condition, a special measurement method is used. This method keeps the instrument in its operational condition and reduces the preparation time for the next measurement.

#### 5.2.1.2. SICRIT®

When the SICRIT® device is in idle position, the high voltage is turned off. However, the heating for the connected add-on remains active.

#### 5.2.1.3. PAL Robot

Since the automation robot is automatically in background mode when no script is running, our application only aborts the current script execution and resets the robot.

#### 5.2.1.4. Zephyr

Considering the device is evaluating their sensor system on a continuous basis there is no background or idle mode. Therefore the Zephyr will only be reset to reset internal modes and keep the device ready for measurements.

### 5.2.2. Shutdown

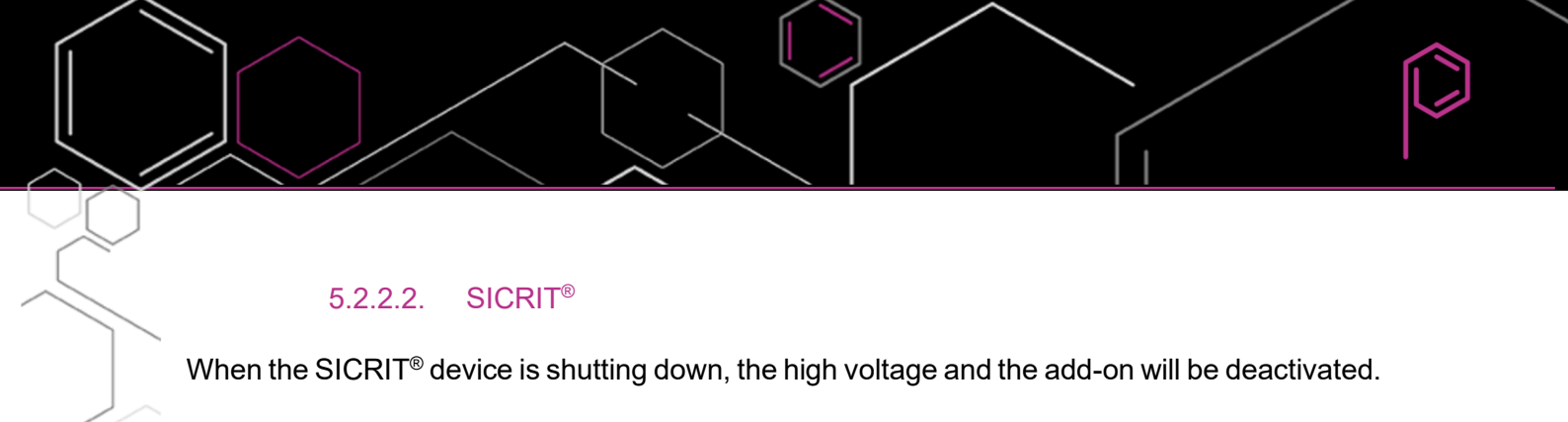
In this chapter, the '**Shutdown**' state is explained in detail. It is recommended to contact your designated Plasmion representative before shutting down the devices.

#### 5.2.2.1. Mass spectrometer

When the mass spectrometer is shutting down, the instrument is set to the vendor's stand-by mode. After that, the venting process is initiated. Depending on the instrument, this process may take several minutes. Once completed, the instrument is fully shut down and can be disconnected from the power supply.

**!!Attention:!!**

Starting the instrument may take **several days** to fully stabilize. Therefore, **do not shut down the instrument on your own**. First, contact your designated Plasmion representative.



#### 5.2.2.2. SICRIT®

When the SICRIT® device is shutting down, the high voltage and the add-on will be deactivated.

#### 5.2.2.3. PAL Robot

The automation robot operates under the same conditions as in background mode.

#### 5.2.2.4. Zephyr

There is no special shutdown mode for the Zephyr device. It will stay under the same conditions as in the background mode.

### 5.3. Workflow

At these points in the application, the devices will remain in a specific state. The devices will be adjusted to the following states during these workflow points.

#### 5.3.1. Start of the Application

The necessary devices will be determined by the application, but no further action will be taken until after the login.

#### 5.3.2. Login

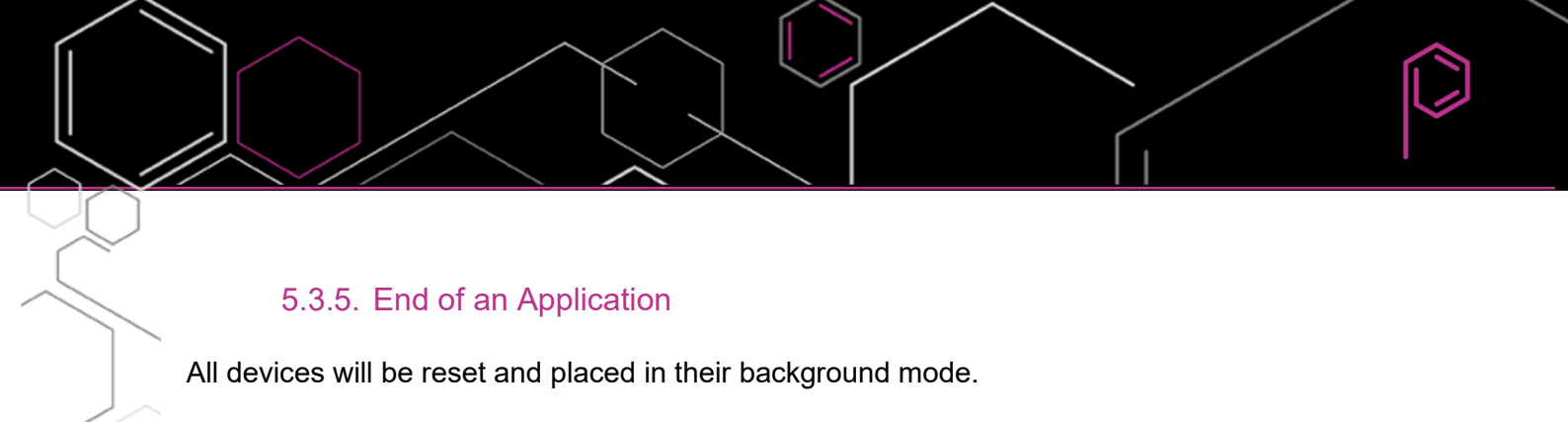
After the first successful login of a user, the connection to the device is established and will be maintained until the application is closed.

#### 5.3.3. Start of an Application

The devices will be prepared using the app-specific workflow settings to reach their specific operating window.

#### 5.3.4. Running of an Application

During the runtime of an application, the application controls the devices to support its workflow.



### 5.3.5. End of an Application

All devices will be reset and placed in their background mode.

### 5.3.6. End of the PlasmionNet Application

The connection to the devices is closed, and all devices will be reset and placed in their background mode.

## 6. Application

After clicking the icon of an installed application, the application is loaded and displayed (see [Figure 8 - App view for Operator user](#), [Figure 10 - App view for Administrator user](#)). Of course, every application is designed differently, but the general design language remains the same. In the left area, you will find the entry for the '**Applications**' page (marked as **Number 1**). Below that, is the entry for the currently executed application (marked as **Number 2**).

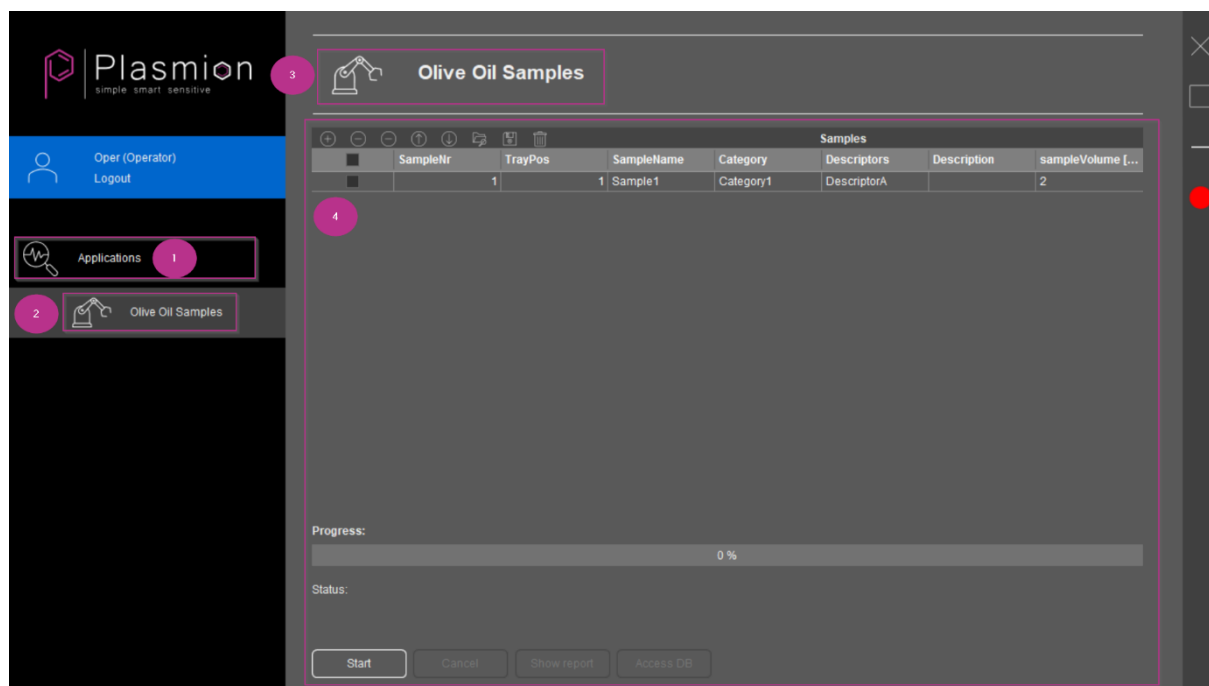


Figure 8 - App view for Operator user

At the top, you will see the '**Icon**' and the '**Title**' (marked as **Number 3**) of the application. Below that is the area (marked as **Number 4**) dedicated to the specific application design.

When an application is currently executing its workflow (the workflow is defined by the application itself and can be found in the specific application manual), you will receive a warning (see [Figure 9 - Warning for running application workflow](#)) if you attempt to leave the application. This can occur when switching to another view or trying to close the application. If you confirm the action, the workflow will be aborted and all connected devices will be reset. If you decline, the workflow will continue uninterrupted.

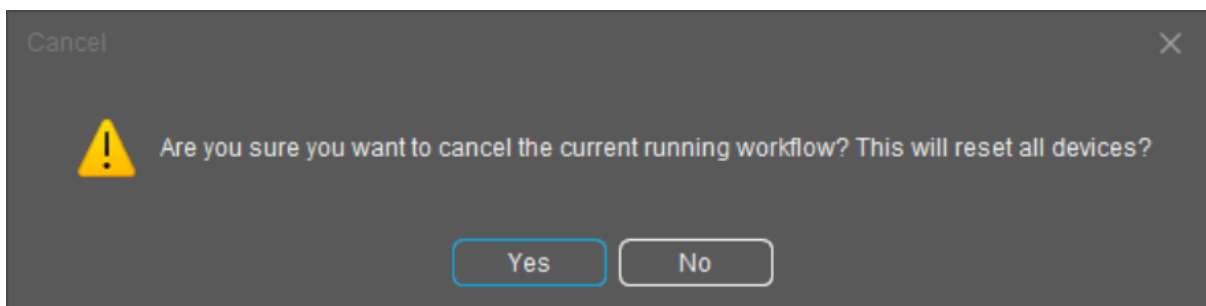


Figure 9 - Warning for running application workflow

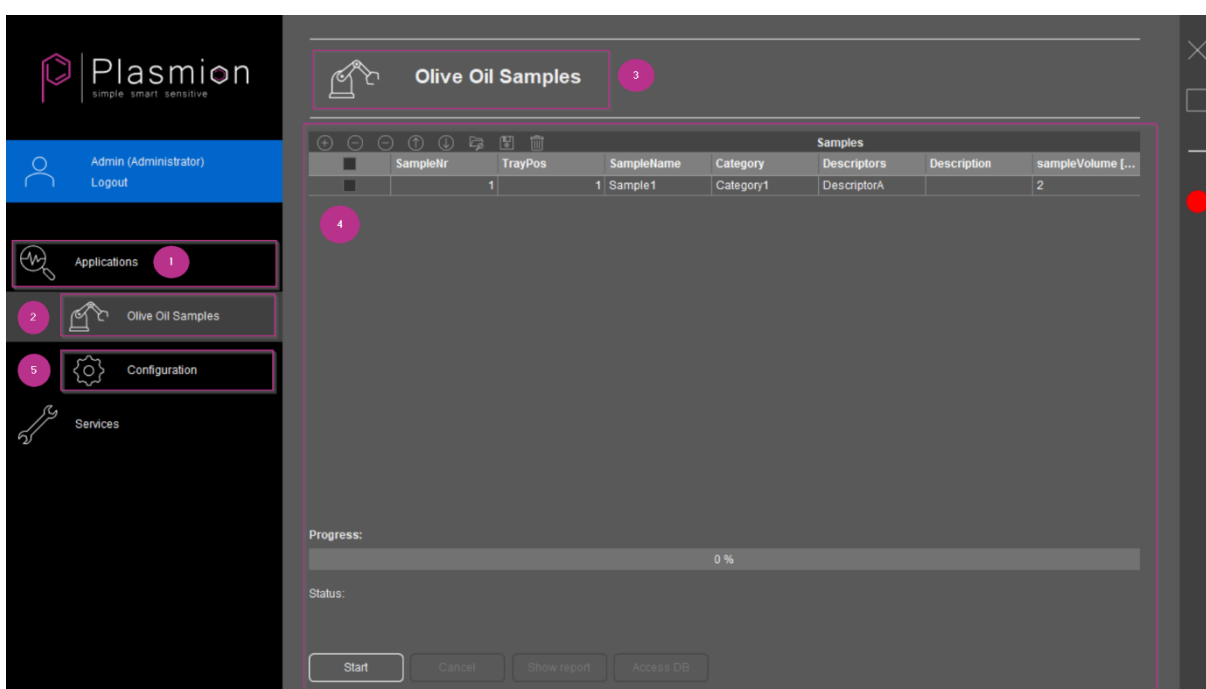


Figure 10 - App view for Administrator user

As an '**Administrator**,' you also have an entry on the left side called '**Configuration**' (marked as **Number 5**). This entry is only visible if the application contains configurable values. After pressing the '**Configuration**' entry, the configuration page will open, as shown in Figure 11 - App configuration view for Administrator.

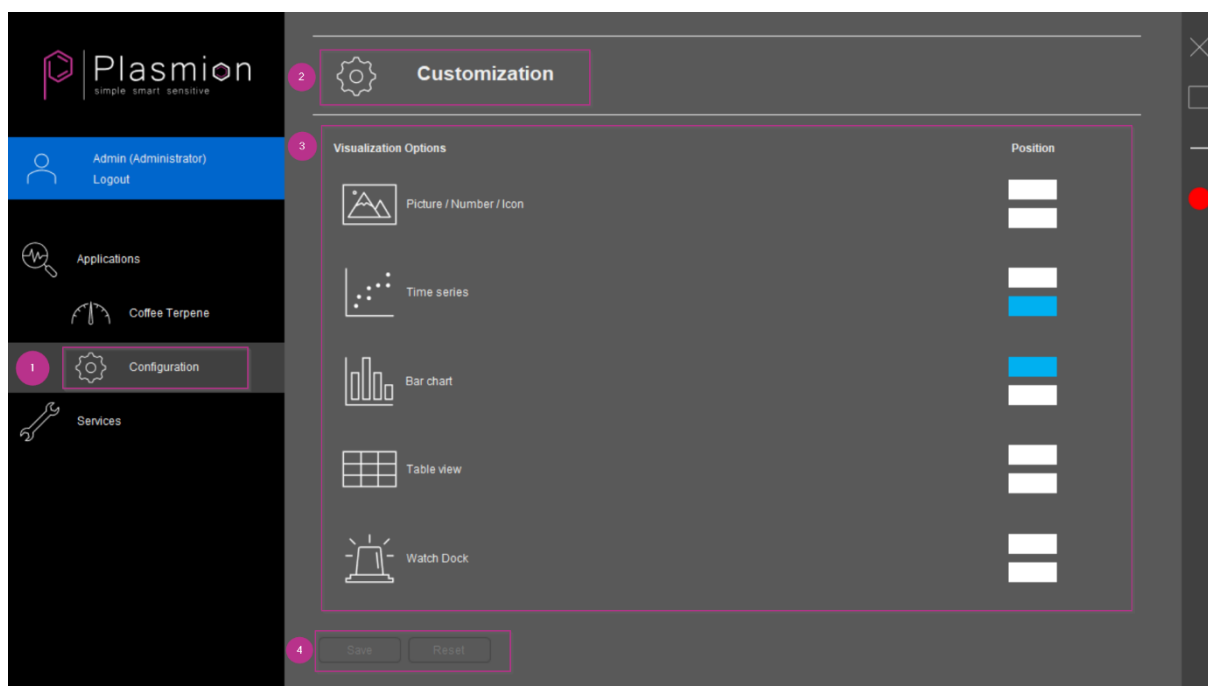


Figure 11 - App configuration view for Administrator

The navigation is the same as with the application itself. On the left side, you will see the current navigation item (marked as **Number 1**), which indicates the view currently being displayed. The '**Icon**' and '**Title**' are shown in the header area (marked as **Number 2**). This is followed by the view itself (marked as **Number 3**) and the operation buttons (marked as **Number 4**) at the end of the view.

#### Remarks:

This is just a general overview of the application layout. Each application provides its own manual, where all details are explained. Please refer to the specific manual if you have any questions.

## 7. Settings

As Administrator of the software, you have a separate menu entry called '**Services**' (marked as **Number 1**). After pressing on the '**Services**' entry, the '**Settings**' (marked as **Number 4**) page will be automatically opened (see [Figure 12 - Settings Overview](#)).

### Note:

The '**Application Management**' (marked as **Number 2**) and the '**User Management**' (marked as **Number 3**) are explained separately in their own chapters (see [Application Management](#) and [User Management](#)).

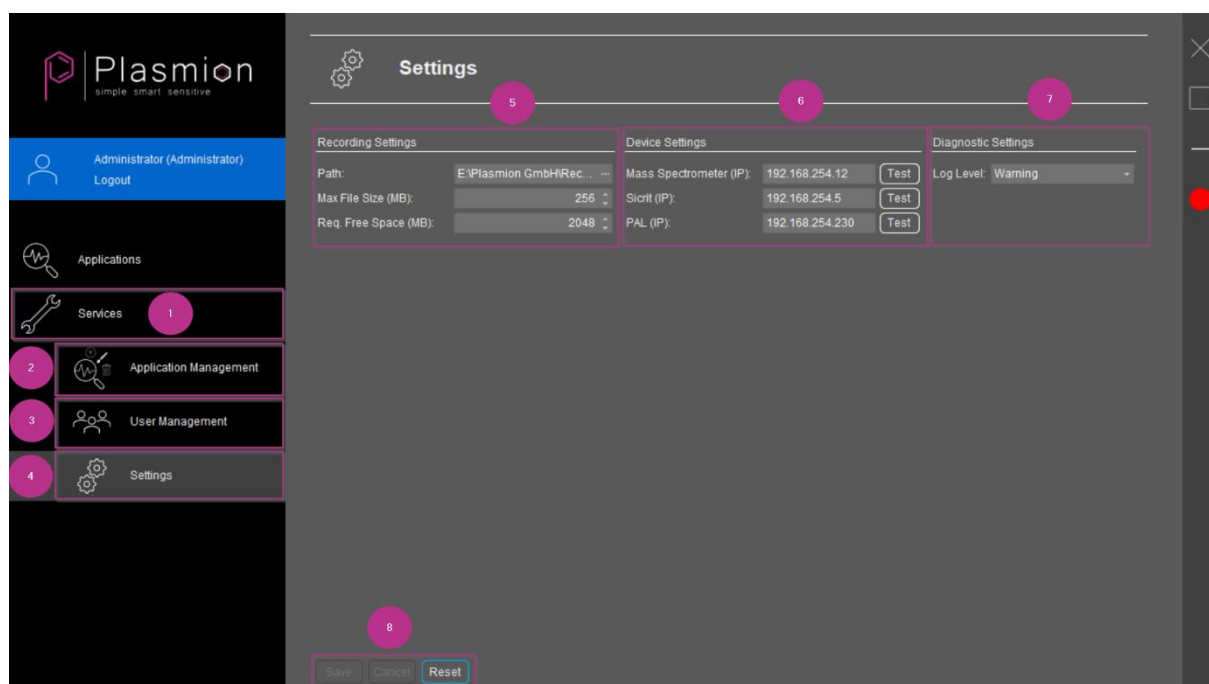


Figure 12 - Settings Overview

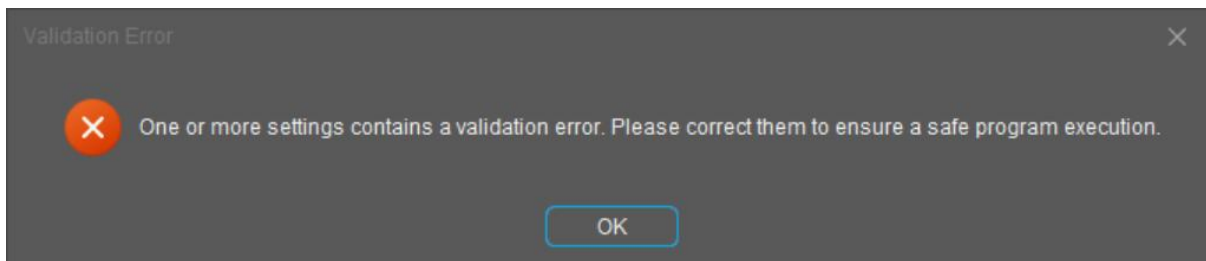
The File settings for the application recordings and logs are shown in the section (marked as **Number 5**). It contains the path where the recording files of an application shall be stored and what the size properties are.

In the Area (marked as **Number 6**), all device settings are grouped. The section only shows the settings for devices that are needed for the installed applications. Each device section also contains a '**Test**' button for the given connection. The result of the test is displayed by changing the background color of the connection setting of the device.

The general settings (marked as **Number 7**) for the application are shown under the device settings.

At the end of this view, you can find the button section (marked as **Number 8**). These buttons control the saved settings. If there was a change, the '**Save**' and '**Cancel**' buttons are enabled for interaction.

When attempting to leave the settings page, you may encounter various error messages that prevent you from doing so. One common issue is a problem with the current settings (see [Figure 13 - Validation error for the current settings](#)). These issues are indicated by an error icon displayed in front of the relevant input field.



*Figure 13 - Validation error for the current settings*

For editing any setting you have a separate input field where you either can directly edit the value or have simple edit for the changes. One Exception is the edit for the “Recording Path”. Therefore you have a button “...” for editing the folder for the recording files. After pressing on the button you will encounter the dialog (see [Figure 14 - Dialog for Recording Path selection](#)) where you can select the folder you wish. Afterwards you have to confirm your selection by pressing “**Ok**”.

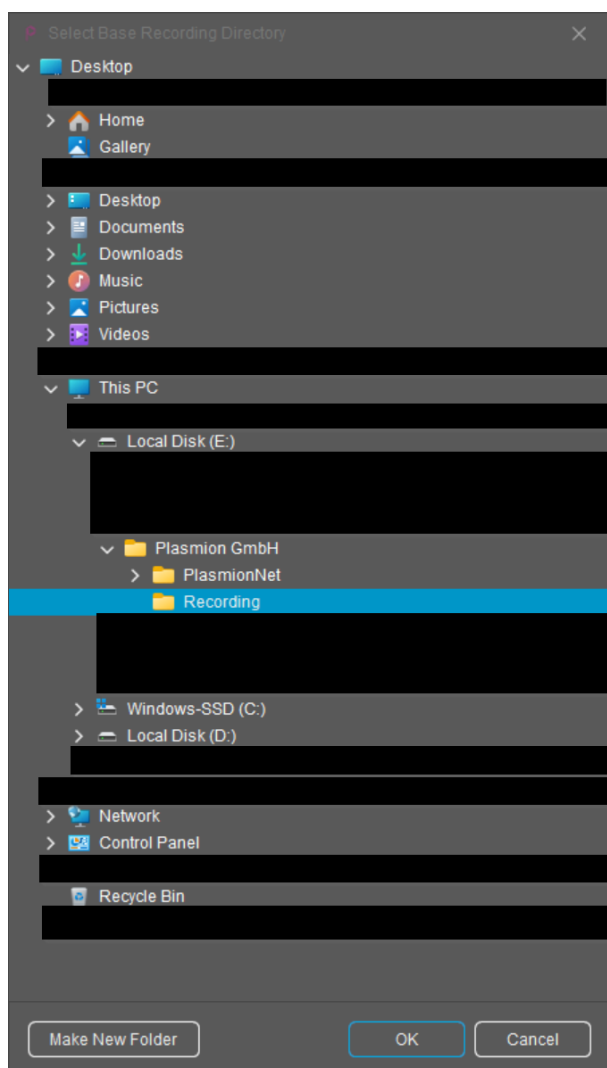


Figure 14 - Dialog for Recording Path selection

## 7.1. Save

The 'Save' button is enabled if you have made at least one change to the previous settings. Before the settings are saved, you will be prompted to confirm the changes (see Figure 15 - Request to save and restart). After the confirmation, the application will automatically restart.

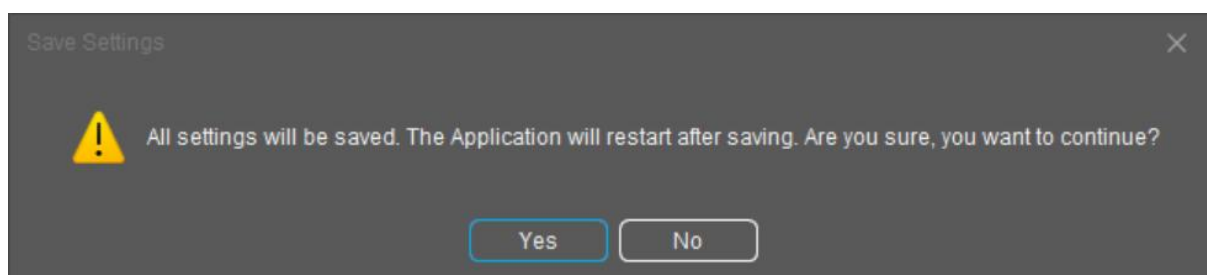


Figure 15 - Request to save and restart

If you attempt to leave the settings page with changes, you will be prompted (see [Figure 16 - Warning about unsaved changes](#)) to save the changes. Otherwise, the changes will be undone and not saved.

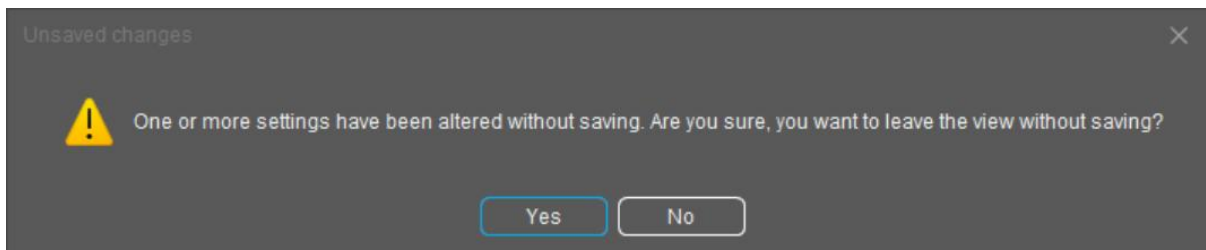


Figure 16 - Warning about unsaved changes

If there was a previous issue with a setting, you will receive an error message (see Figure 17 - Error for unsaved changes and a previous validation error) and will not be able to exit the page using the unsaved changes warning. To proceed, you must correct the validation error and then save the settings.

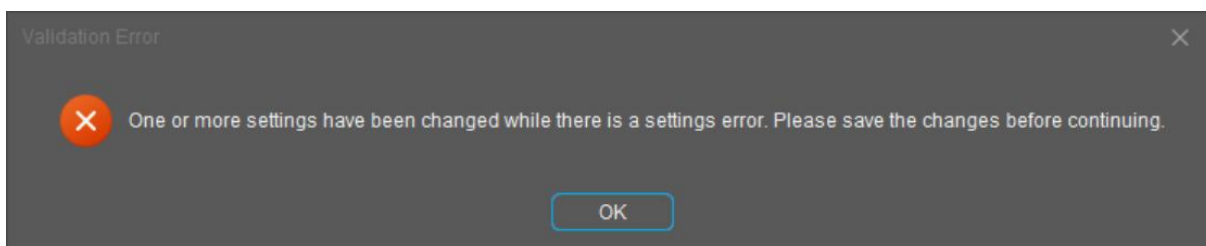


Figure 17 - Error for unsaved changes and a previous validation error

## 7.2. Cancel

The '**Cancel**' button is also only available when there is at least one change in the settings. It will revert all changes made after confirming the revert request (see [Figure 18 - Request to confirm cancelation](#)).

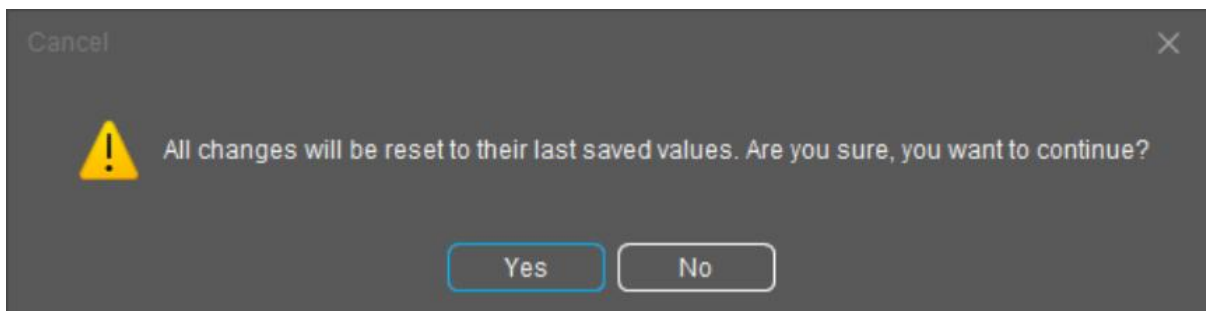


Figure 18 - Request to confirm cancelation

## 7.3. Reset

If you want to reset all application settings to their default values, you can use the '**Reset**' button. After confirming the request (see [Figure 19 - Request to confirm reset process](#)), the settings will be reset, and the application will then restart.

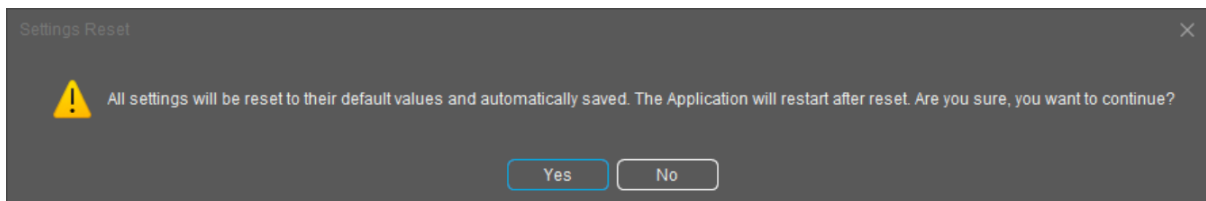


Figure 19 - Request to confirm reset process

## 8. Application Management

To manage the already installed applications or to add new ones, the '**Application Management**' view is available, where these tasks can be performed. In the main view (see [Figure 20 - Application Management Overview](#)) you have a list of all currently available applications (marked as **Number 1**) and the operation buttons for **Importing** (marked as **Number 2**), **Delet(e)ing** (marked as **Number 3**), and generating a **Backup** (marked as **Number 4**).

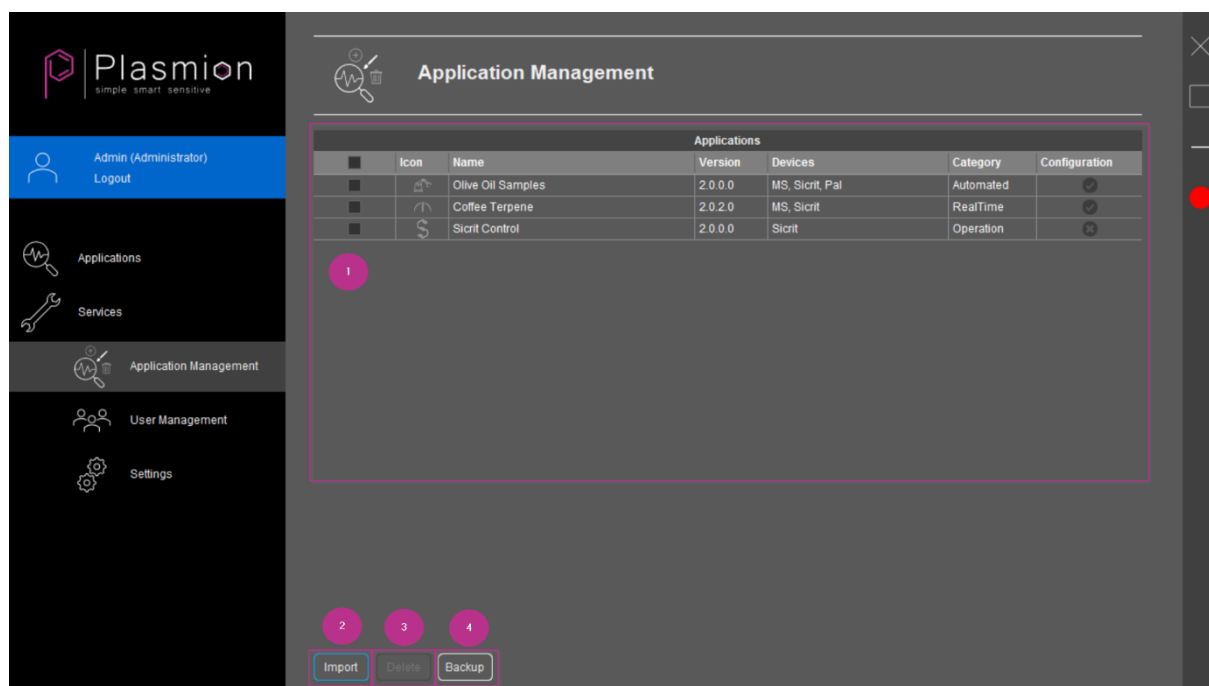


Figure 20 - Application Management Overview

"For each installed application, you can find detailed information such as the '**Version**,' the '**Category**,' the required '**Devices**,' and whether a '**Configuration**' is possible.

The applications are grouped into '**Application Packages**' (file extension: '**.pnap**'). A package always contains the library (file extension: '**.pnal**') for the '**Category**' and the application configuration (file extension: '**.pnac**').

The functionality for adding (see Chapter [Import Wizard](#)) and exporting (see Chapter [Export Wizard](#)) are explained in the linked chapters. If both wizards share a single page, the page is only displayed once and then referenced in the explanation of the other.

Each wizard page contains a navigation menu (marked as **Number 1** on [Figure 32 - Welcome page for Export Wizard](#)) at the bottom right of the view. The '**Back**' button takes you back to the previous page. The '**Next**' button validates your input and takes you to the next page if there are no errors. If there is any validation error, you will be informed via a message box containing the error message. The '**Cancel**' button starts the abort process of the wizard.

You will receive a confirmation request (see [Figure 21 - Cancel request to end wizard](#)). If the request is confirmed, the wizard will be aborted, and you will be forwarded to the main view of **'Application Management.'** Otherwise, you will remain on the current page of the wizard.

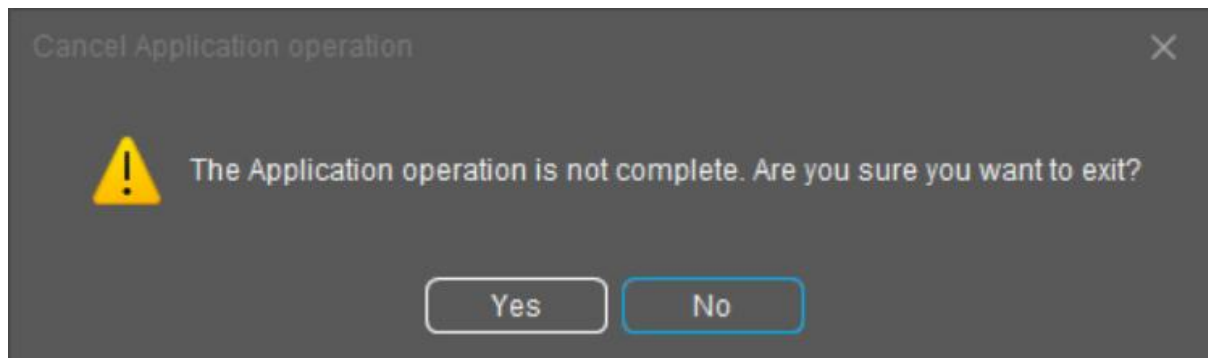


Figure 21 - Cancel request to end wizard

If you want to remove one or more applications, you must select them in the list by clicking the checkbox at the beginning of the row. After that, press the **'Delete'** button. To finalize the deletion, you must confirm the request (see [Figure 22 - Request about deletion](#)).

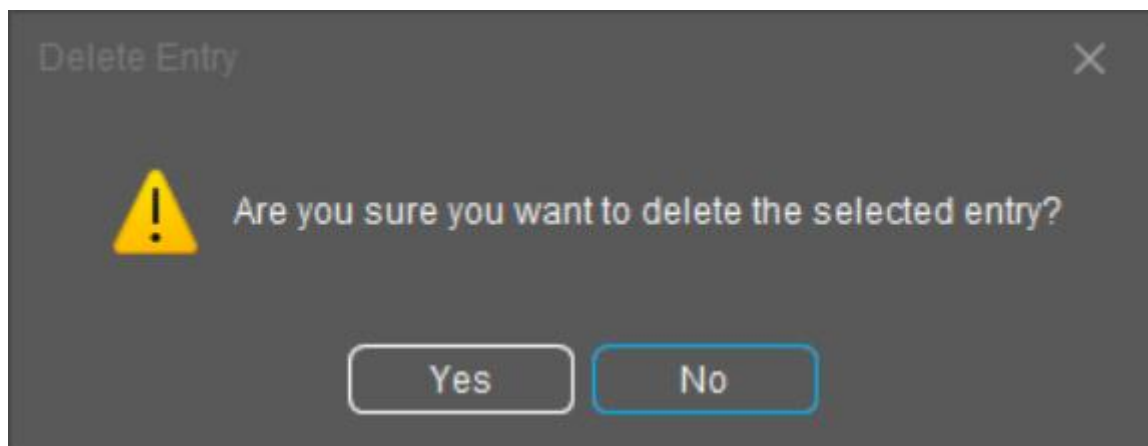


Figure 22 - Request about deletion

Afterward, the application will be reloaded, and the list will be updated. If the application library for a **'Category'** is no longer needed, the library will also be removed.

### 8.1. Import Wizard

The Import Wizard is used to install new application packages for your application. The application packages can contain a single application or multiple applications. The wizard is also used to update your currently installed applications.

#### Remarks:

The currently installed application libraries and configurations will be overwritten on your filesystem. Please be aware when installing older versions of an application, as these could affect other applications from the same application library. Also, make sure to check your personal configuration of an updated or newly installed application to ensure it still fits your personal requirements and environment.

### 8.1.1. Welcome Page

By pressing the '**Import**' button in the '**Application Management**' view, the wizard for adding new applications will open (see [Figure 23 - Welcome page for Import Wizard](#)).

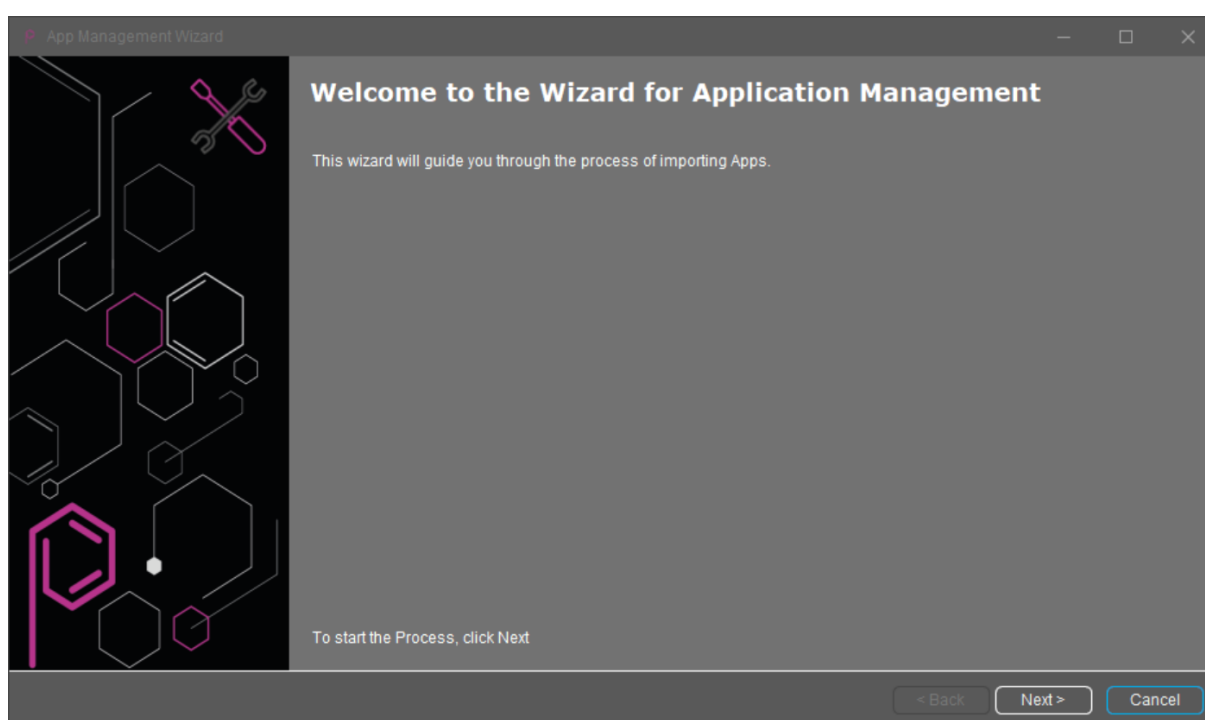


Figure 23 - Welcome page for Import Wizard

### 8.1.2. File Selection

The next page is the 'File Selection' (see [Figure 24 - File Selection page in application wizards](#)). On this page, you must select the application package file that will be installed on your application. There is no difference between an application package that installs a completely new application or one that updates an existing application. The file path of the application package is displayed in the input field (marked as **Number 1**) at the top of the view.

#### Remarks:

The file path displayed at the beginning of the wizard does not need to exist. It is only a default value.

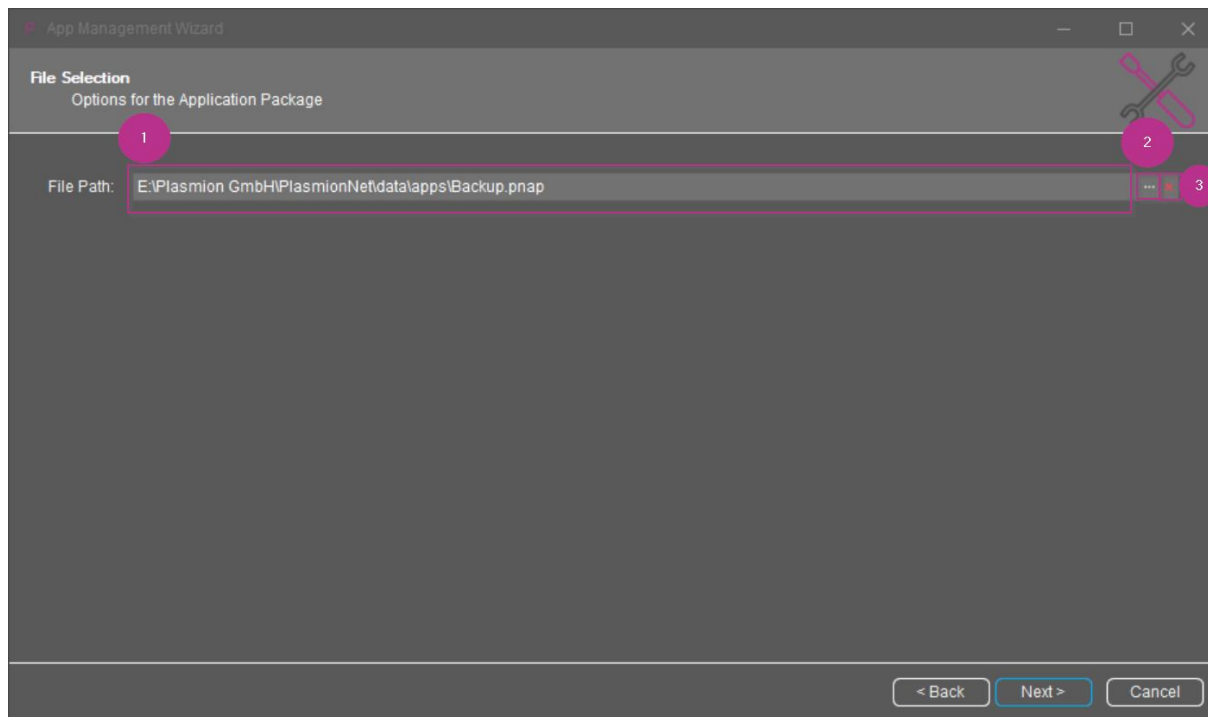


Figure 24 - File Selection page in application wizards

The 'x' button (marked as **Number 3**) clears the currently entered file path from the input field. To select a new file, you must click on the '...' button (marked as **Number 2**) next to the input field. Afterward, the dialog Figure 25 - Open file dialog for application package will open, and you can navigate to the file you want to import.

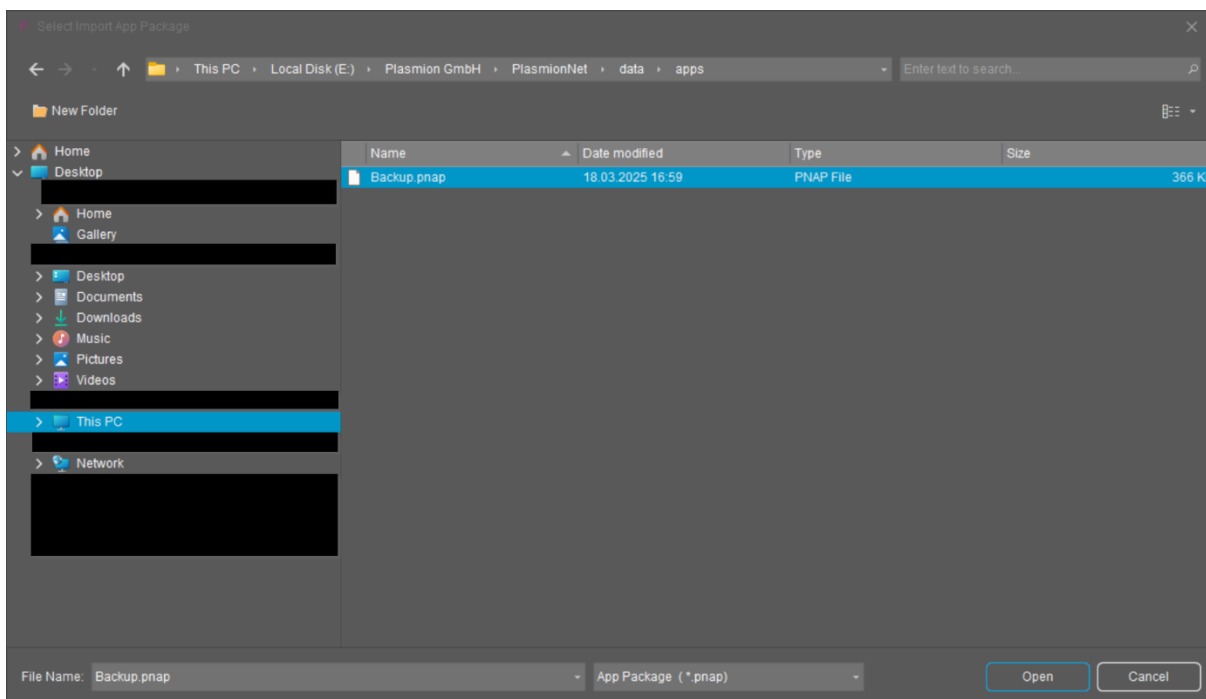


Figure 25 - Open file dialog for application package

If you try to continue without a selected file, you will receive the error message Figure 26 - Warning no application packaged chosen.

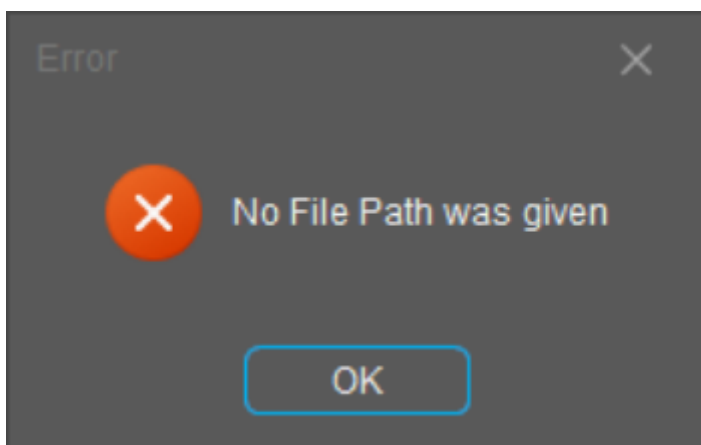


Figure 26 - Warning no application packaged chosen

### 8.1.3. Application selection

Afterward, once the file selection is made, all applications contained in the package will be displayed on this page.

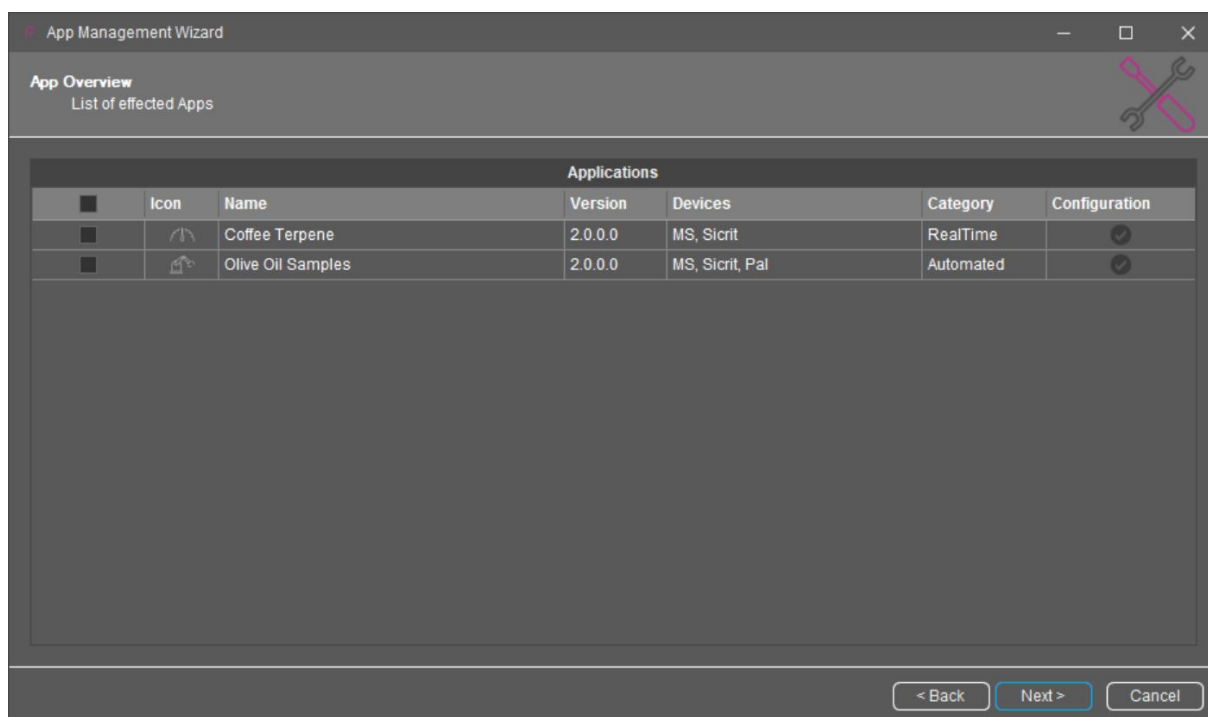


Figure 27 - Contained apps of selected packages

Here, you select all the applications that should be installed or updated in your application. To select an application, you must check the box at the beginning of the row.

### Note:

If you want to select all applications, you can click on the check box in the header of the table.

If you do not select any application, you will receive an error message (see [Figure 28 - Warning about no selection of an import app](#)) while trying to continue.

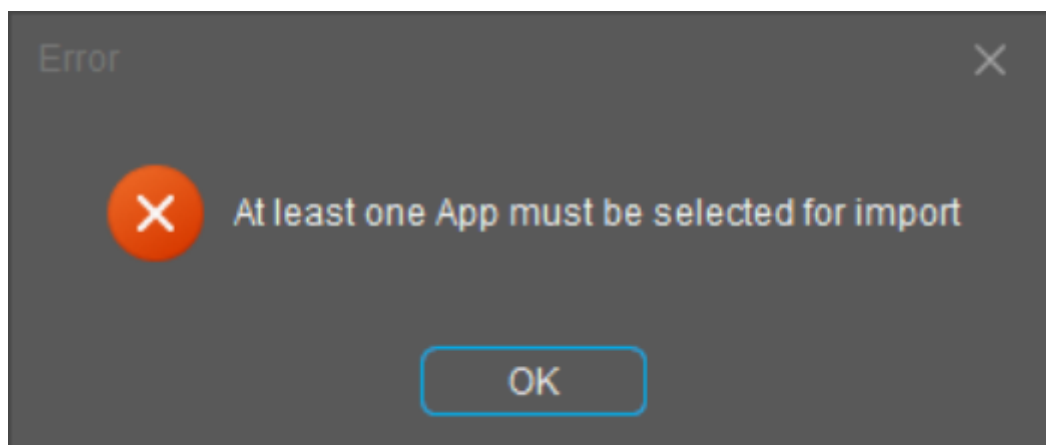


Figure 28 - Warning about no selection of an import app

#### 8.1.4. Summary

After all the information and selections have been made, a summary of all actions is generated and displayed. If you are not satisfied with the information, you can navigate back to the previous pages and correct it. If everything meets your expectations, you can start the execution by clicking **'Next'**.

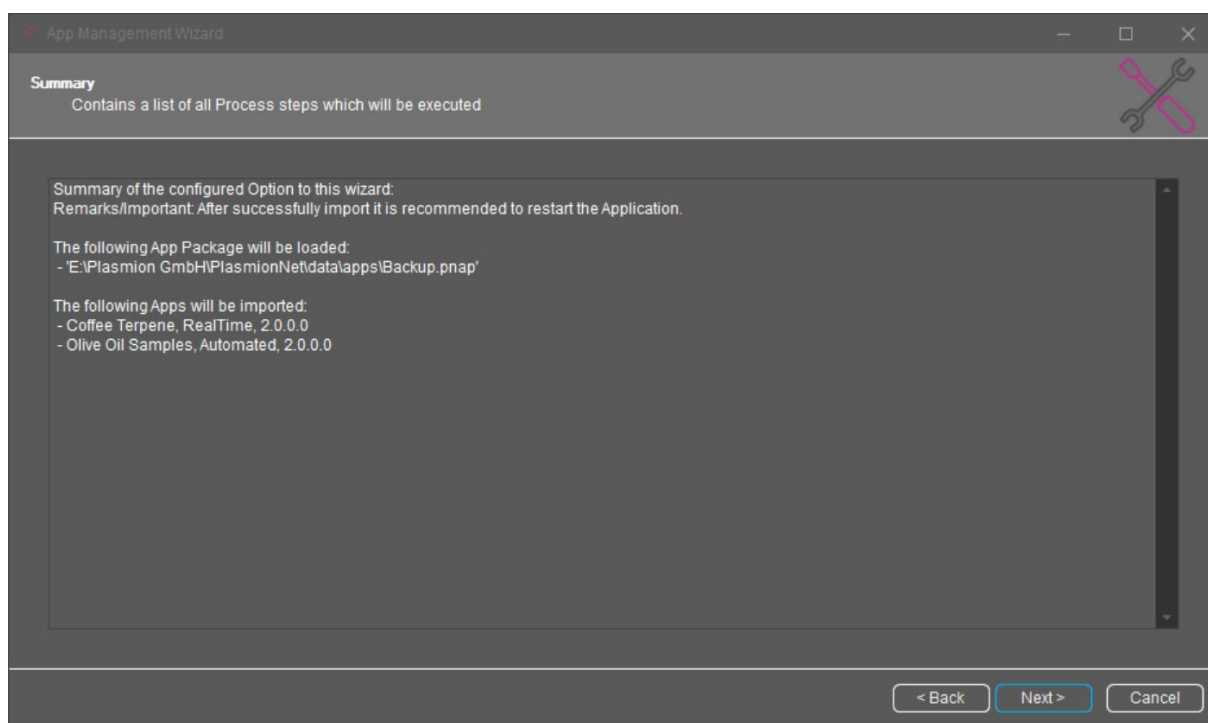


Figure 29 - Summary for import process

#### 8.1.5. Execution

On this page, you can follow the progress of the installation or update process of your application. If any error occurs during the process, it will be displayed at the end of the progress list, and the process can only be canceled.

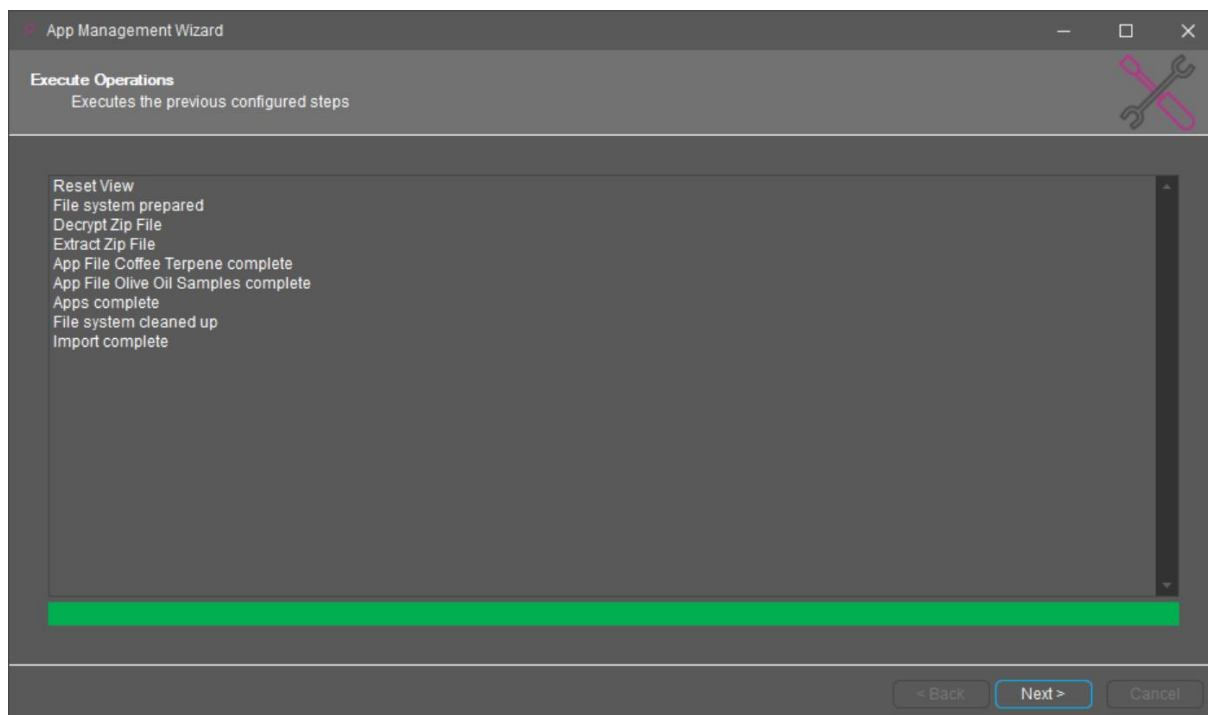


Figure 30 - Execution of import process

### 8.1.6. Finish

After the successful installation or update process, you will receive the final page of the wizard. You can confirm the installation by clicking the '**Finish**' button.

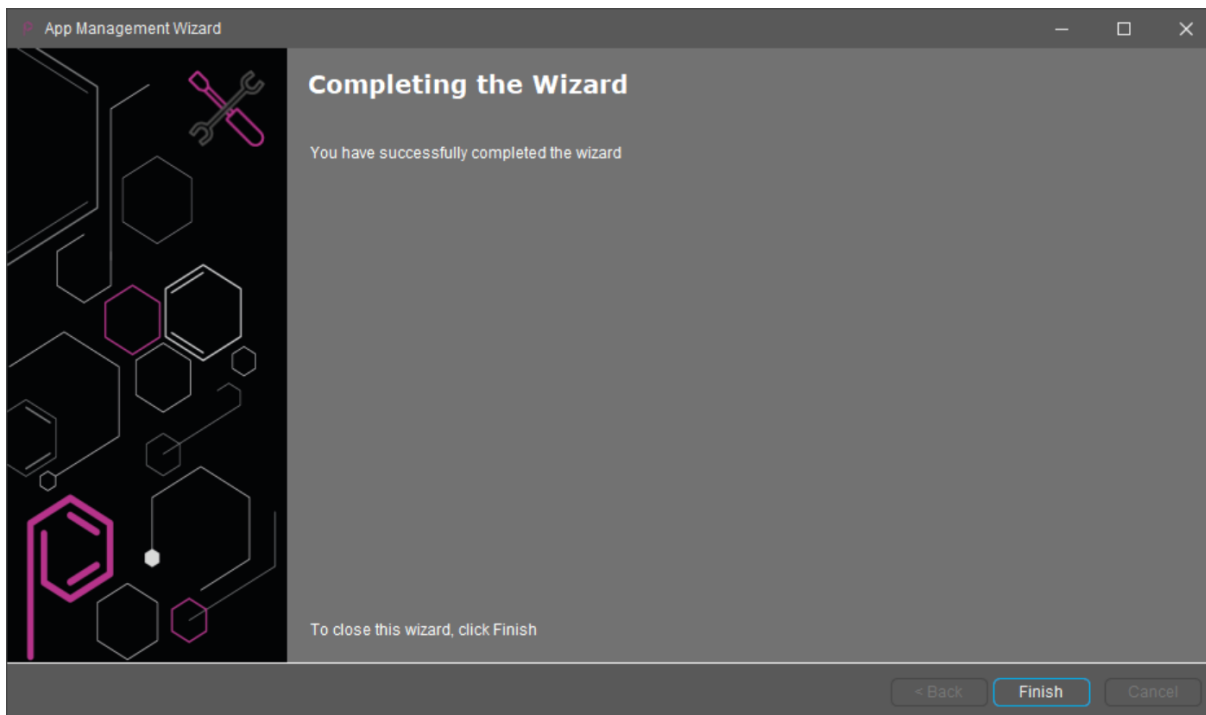


Figure 31 - End page of Wizard

### !!Attention!!

It is recommended to restart the application after any successful installation or update. Only a restart ensures that the new application is loaded correctly and prevents any potential side effects.

## 8.2. Export Wizard

The Export Wizard is designed to create a backup of all your currently installed applications.

### Remarks:

This backup file can only be reinstalled on the same computer where it was created.

### 8.2.1. Welcome Page

By pressing the '**Export**' button in the '**Application Management**' view, the wizard for creating a backup will open (see *Figure 32 - Welcome page for Export Wizard*).

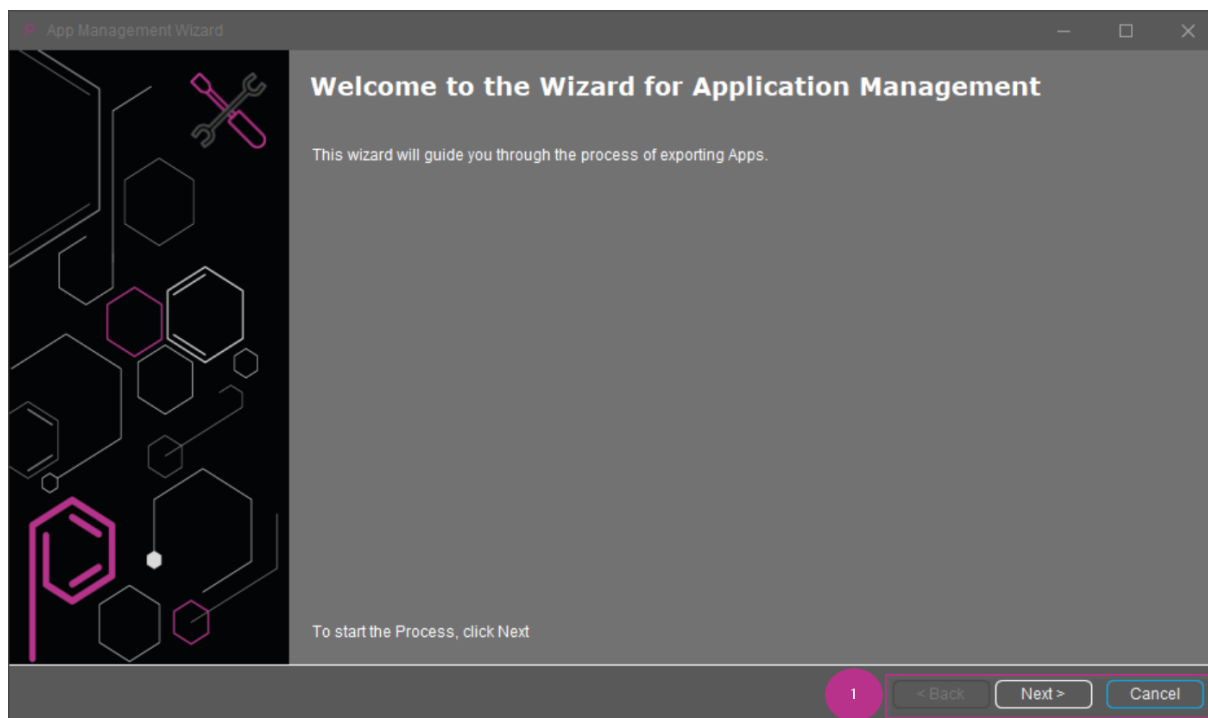


Figure 32 - Welcome page for Export Wizard

### 8.2.2. Application List

On the following page, all installed applications are listed that will be included in the backup file.

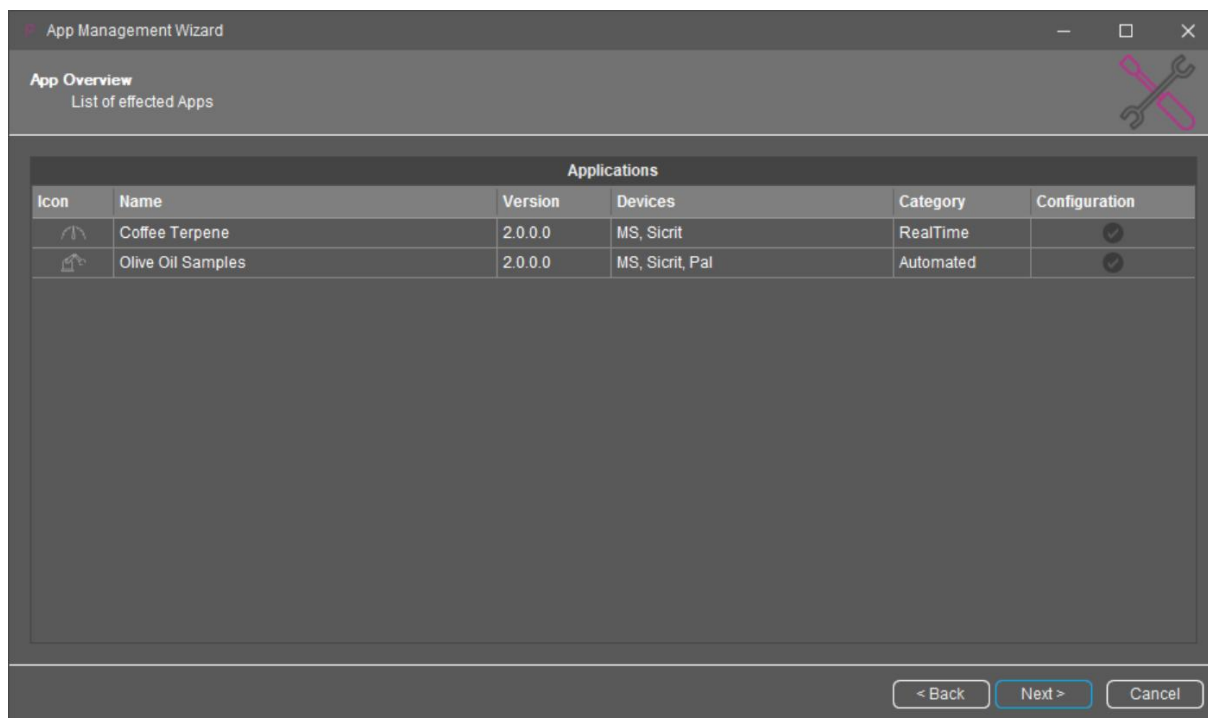


Figure 33 - App list for export

### 8.2.3. File Selection

After the overview, the page for file selection (see [Figure 24 - File Selection page in application wizards](#)) will open. When you press the '...' button, the save file dialog (see [Figure 34 - Save file dialog for export package](#)) will open, allowing you to choose the file name and the path where the backup file should be saved.

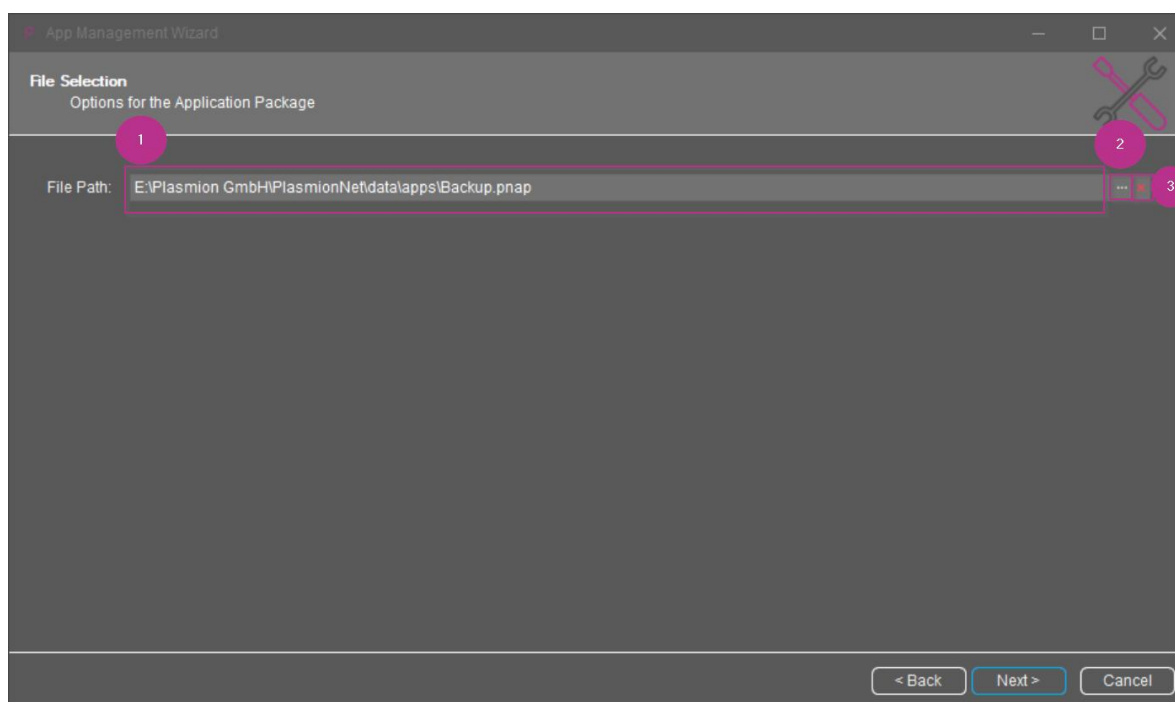


Figure 34 - Save file dialog for export package

#### 8.2.4. Summary

Afterward, you will see a summary of the applications to be exported and the file path where your backup will be saved. If you are satisfied with the settings, you can proceed with the execution by clicking “**Next**”.

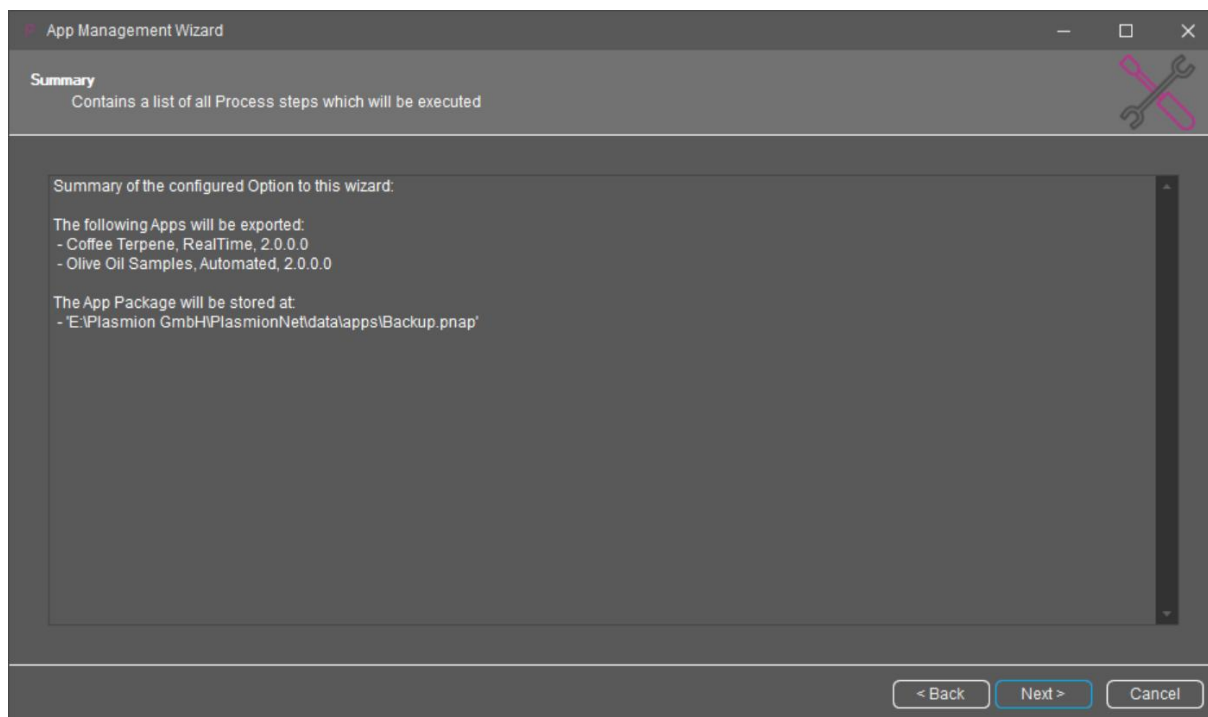


Figure 35 - Summary for export process

### 8.2.5. Execution

This page displays the current execution step. If any errors occur, they will be listed at the end, and the process can only be canceled.

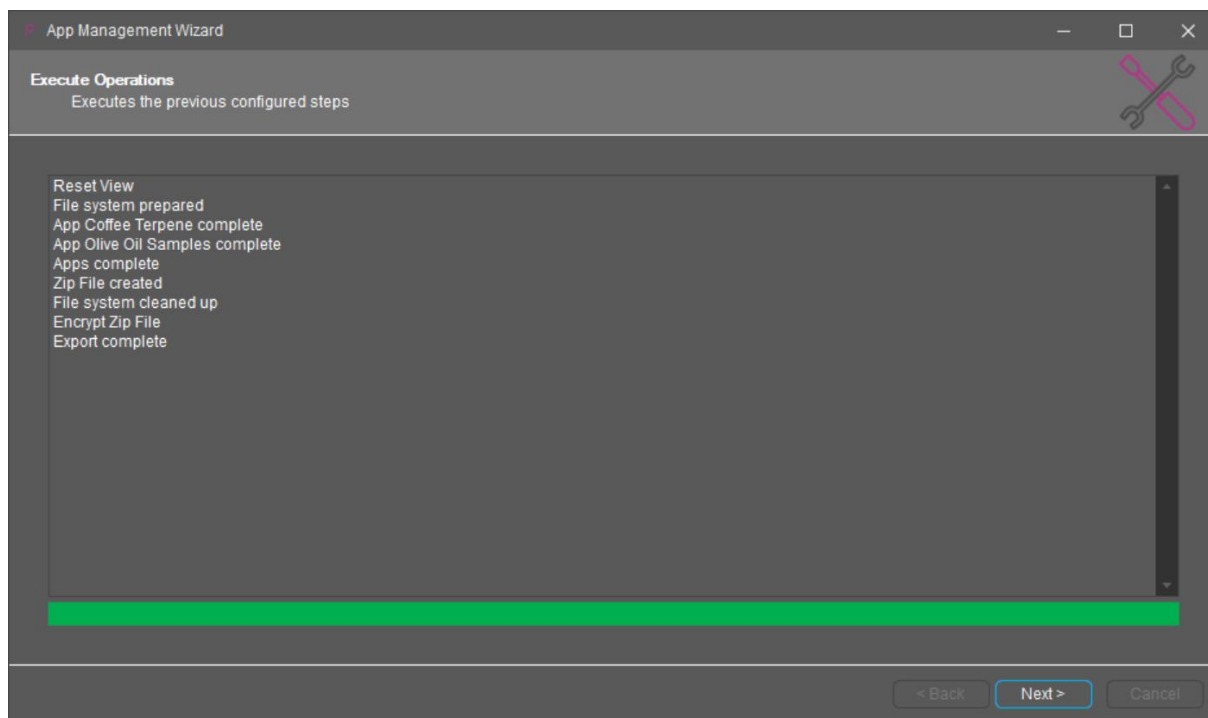


Figure 36 - Execution of export process

### 8.2.6. Finish

If each step is executed successfully, the final page of the wizard will be displayed. It follows the same layout as shown in Figure 31 - End page of Wizard. You can now complete the process by clicking '**Finish**' and saving your backup file.

## 9. User Management

Our software includes its own user management system. You can access it by clicking on the '**User Management**' menu entry under the '**Services**' option. The start page displays a list of all currently available users who have access to the software (marked as **Number 4**), along with the menu operations for interaction (see Add User, Remove User, Change Password).

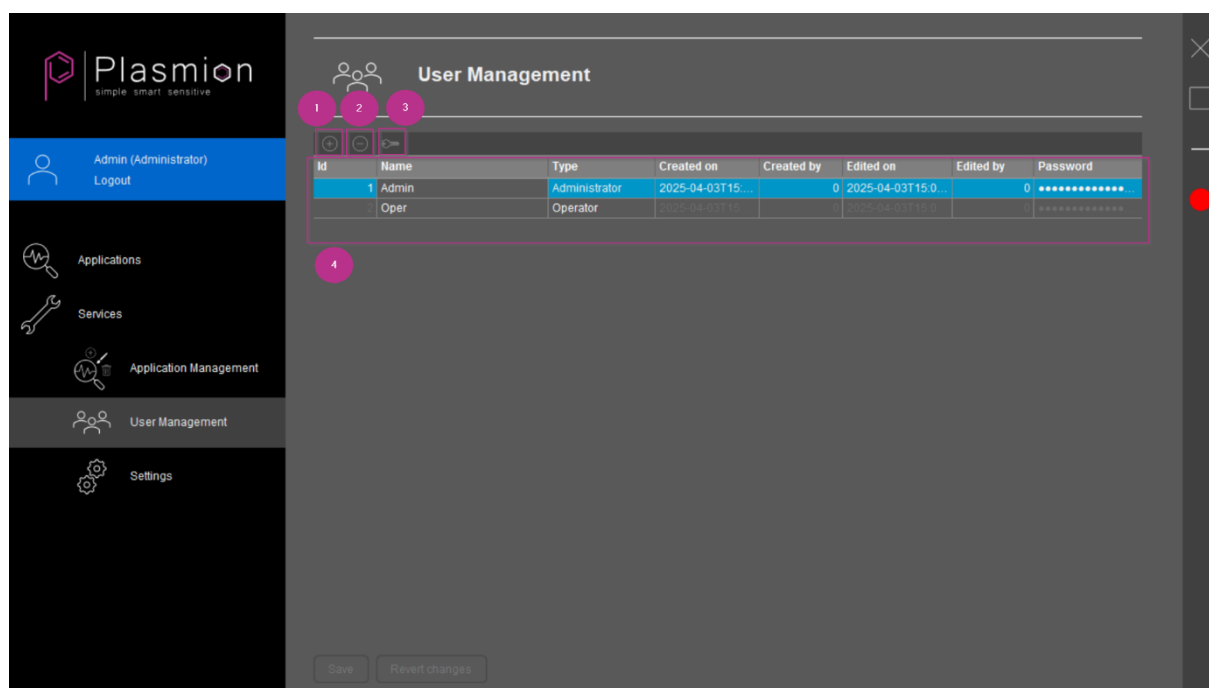


Figure 37 - User Management Overview

In the user list, you will find detailed information for each user such as the '**Name**', '**Type**', and the creation/update details. We support two types of users: an '**Operator**' type and an '**Administrator**' type.

The '**Operator**' type is intended for users who execute the different applications and do not need to perform any configurations.

The '**Administrator**' type is intended for managing and configuring the host container. Of course, Administrators can also execute applications, but their primary role is focused on management rather than execution.

### Note:

At least one user account of the type '**Administrator**' is required. Otherwise, the user list cannot be saved.

### 9.1. Add User

With the small 'Plus' Icon (marked as **Number 1**), you can create a new user, which will be automatically added to the list (marked as **Number 4**). The ID will be incremented by the system, and you can enter the new '**Name**' and the '**Type**' for the user. To define the password, please look at [Change Password](#).

### 9.2. Remove User

If you press the 'Minus' Icon (marked with **Number 2**), the deletion process for the currently selected user will be initiated. You must confirm the request (see [Figure 22 - Request about deletion](#)), and afterwards, the user list will be updated.

#### Remarks:

The deletion will be finalized when the user list is saved to the file system (see Chapter [Save](#)).

### 9.3. Change Password

As Administrator, you are allowed to change the passwords for other users, and of course, your own. The process is initiated by pressing the '**Key**' Icon (marked as **Number 3**). After that, the dialog (see [Figure 38 - Change Password Dialog](#)) will open, and you can enter the new values. During the Process of changing a password, there are two requirements:

- You must know the old password, otherwise you receive an error message (see [Figure 39 - Warning about wrong old password](#)).
- Both input fields for the new password must match, otherwise, you will receive an error message (see [Figure 40 - Warning about mismatching passwords](#)).

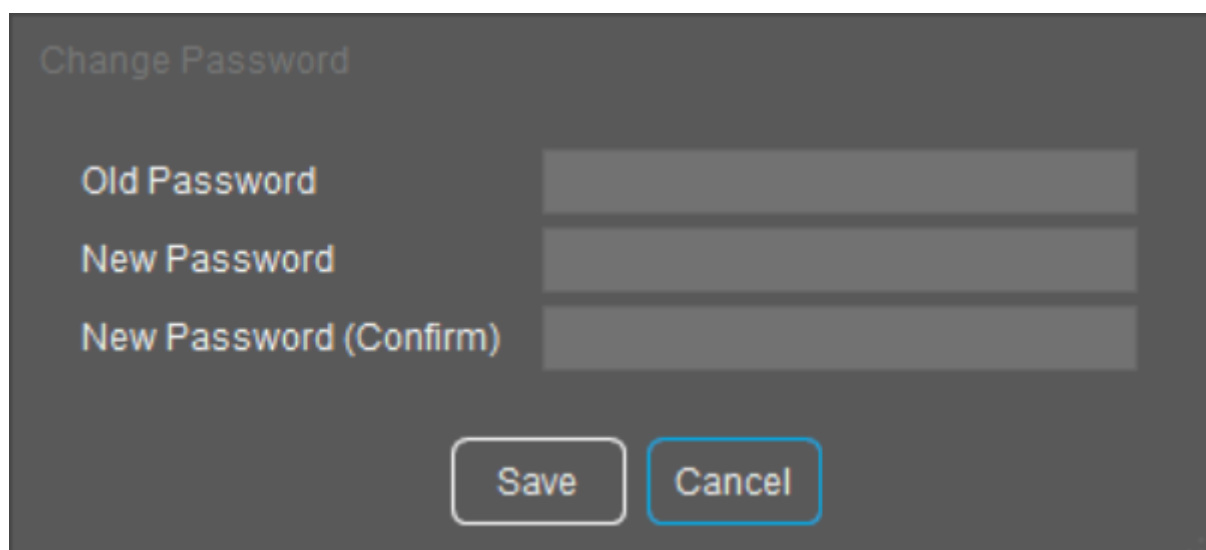
A screenshot of a 'Change Password' dialog box. The dialog has a dark gray background. At the top, the title 'Change Password' is displayed in a light gray font. Below the title, there are three input fields with light gray labels: 'Old Password', 'New Password', and 'New Password (Confirm)'. Each label is positioned to the left of its corresponding input field. At the bottom of the dialog, there are two buttons: 'Save' and 'Cancel'. The 'Save' button has a light gray border, and the 'Cancel' button has a blue border.

Figure 38 - Change Password Dialog

#### Note:

The default password for a new user is **'NewUser'**.

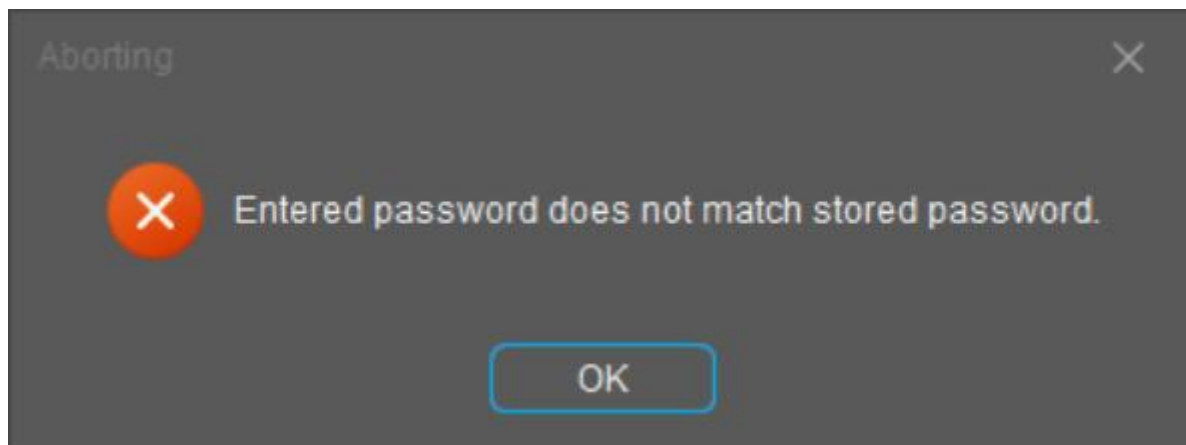


Figure 39 - Warning about wrong old password

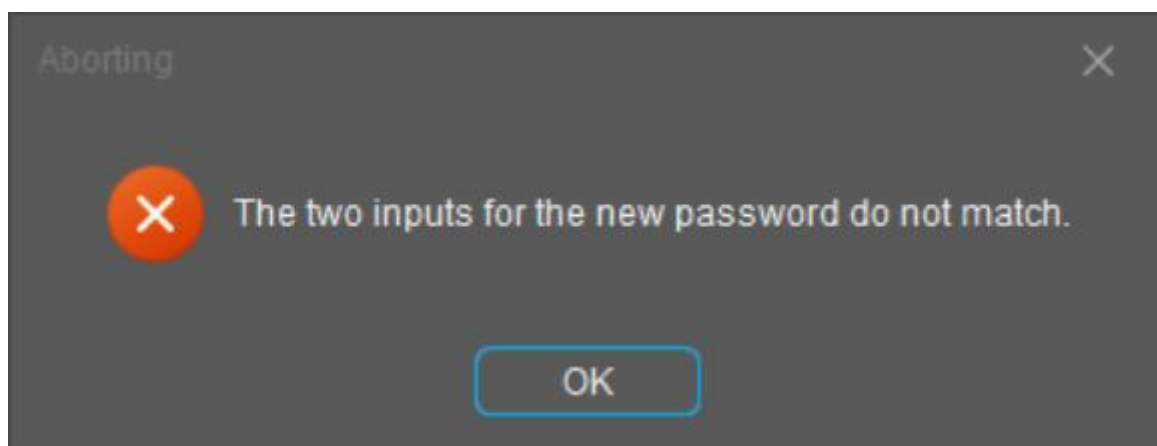


Figure 40 - Warning about mismatching passwords

## 9.4. Save

To confirm all changes or deletions, you must **'Save'** the user list. To do this, press the **'Save'** button at the bottom of the view. Then, all changes are written to the user files on your file system. If you try to leave the view while there is at least one change made, you will receive a request (see [Figure 41 - Request for unsaved changes](#)) to confirm the abort process.

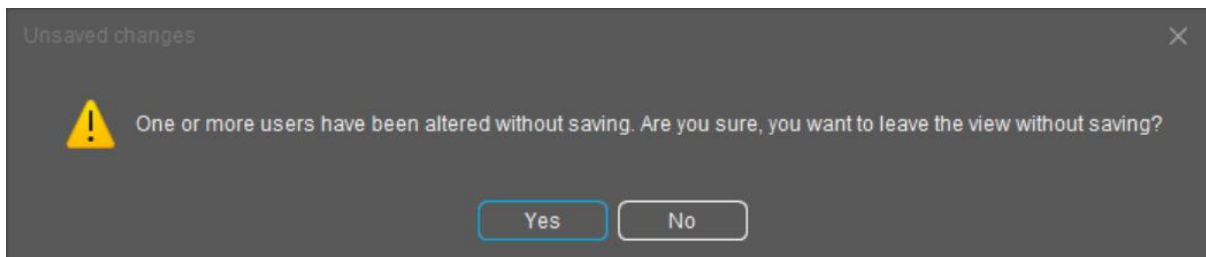


Figure 41 - Request for unsaved changes

### Remarks:

After saving all changes, the user list is automatically reloaded in the background. Changes to the currently logged-in username or password will take effect after ending the current session.

## 9.5. Revert Changes

To reverse all changes made to all users, you can use the 'Revert Changes' button. You will receive a warning (see [\*Figure 42 - Request about reset of the user list\*](#)). If you confirm the request, the currently saved user file will be reloaded and displayed in the view.

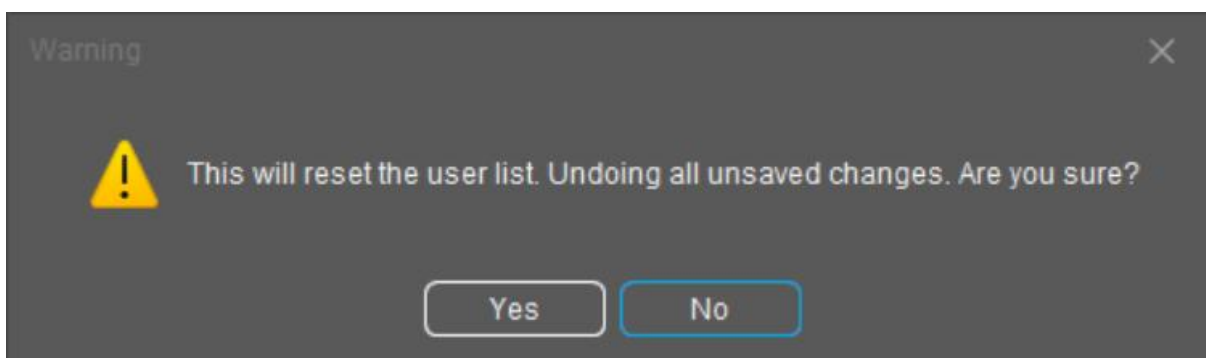
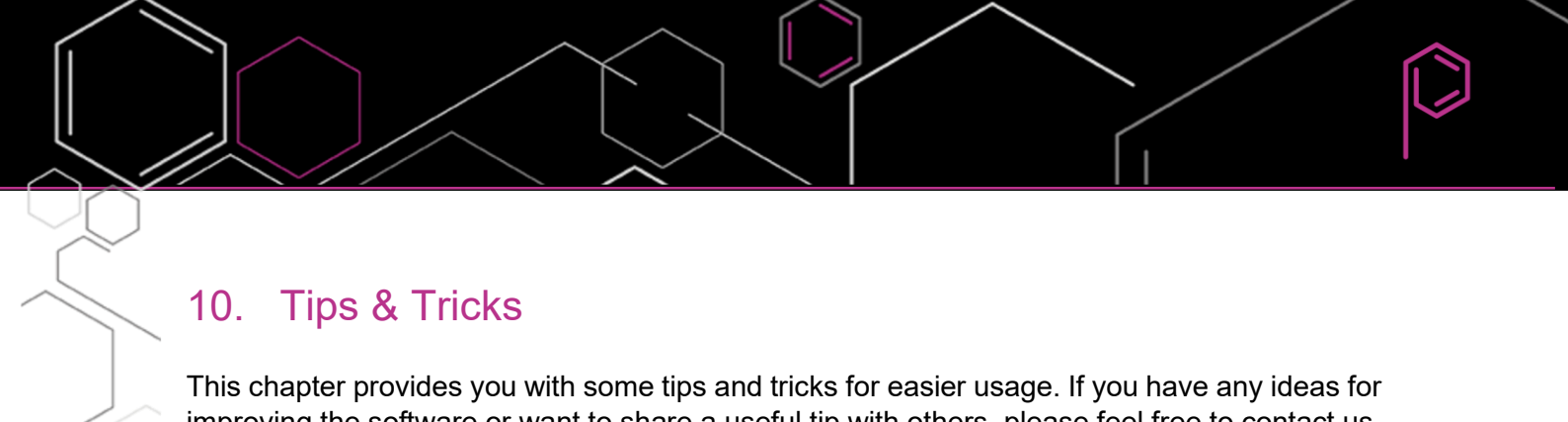


Figure 42 - Request about reset of the user list



## 10. Tips & Tricks

This chapter provides you with some tips and tricks for easier usage. If you have any ideas for improving the software or want to share a useful tip with others, please feel free to contact us.

### 10.1. Shortcuts

For a shortcut, The PlasmionNet application requires two (2) control keys to be pressed simultaneously while typing a single word.

The control keys in our application are the '**Control**' (**Ctrl**) key (there is no difference between the left or right '**Control**' key) and the '**Alt**' key (only the left '**Alt**' key is used). While holding both keys, you simply type one of the available words (see below).

#### 10.1.1. Restart

This shortcut will restart the application. After the restart, the previously logged-in user will be logged back in, and the application's start page will be displayed.

## 11. Troubleshooting

### Problem:

When I try to start the PlasmionNet application, the following error message is shown.

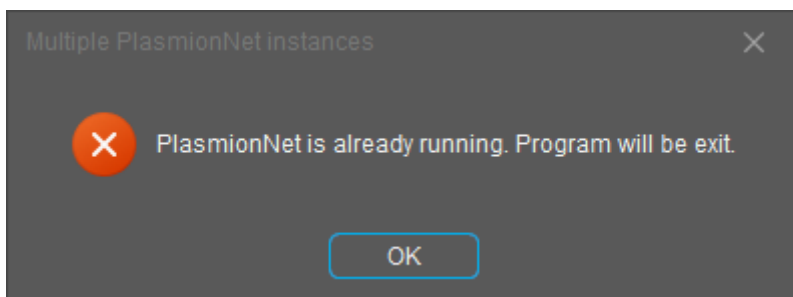


Figure 43 - Warning multiple instances of Application

### Solution:

There are multiple instances of the PlasmionNet application running. Please close all open windows and try again. If the message persists, please check the **Task Manager** to end all processes related to the PlasmionNet application.

### Problem:

When I try to start the PlasmionNet application, the following error message is shown.

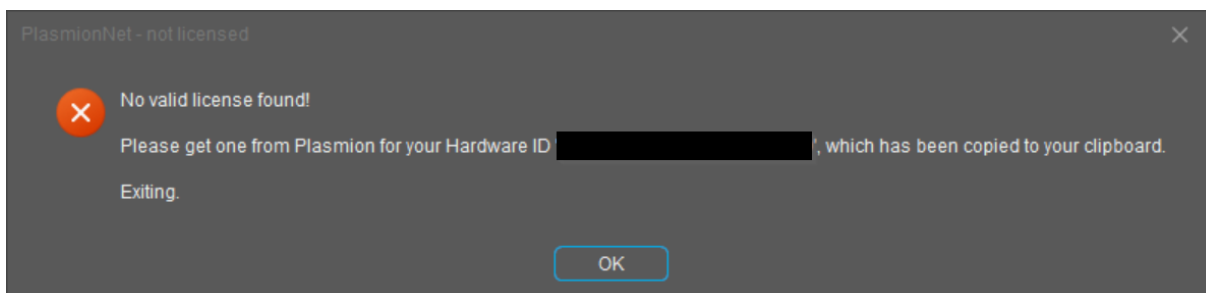


Figure 44 - Warning about missing license file

### Solution:

No valid license file was found for the application. Please contact your designated Plasmion representative or use the general contact options. If you still have a valid license file, you can copy the license file into the root directory of the application.

### Problem:

You forgot your credentials for entering the application.

### Solution:

Please contact your software Administrator so they can change your password. If you are the Administrator of the application, please contact your designated Plasmion representative or use the general contact options. A Plasmion support manager will assist you in resetting your password.

### Problem:

After selecting the new app package for import, the following messages pops up after pressing 'Next'.

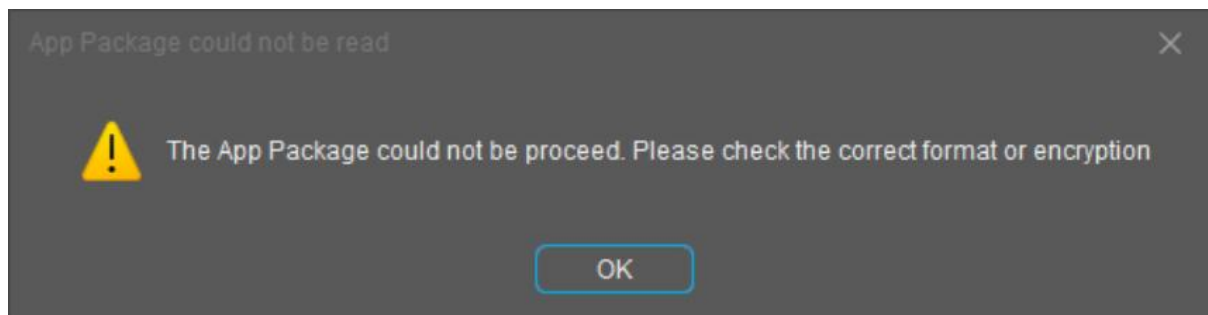


Figure 45 - Warning about wrong encrypted app package

### Solution:

The selected file does not match the correct encryption options for your local container. Please ensure you have selected the correct file. If the problem persists, please contact your designated Plasmion representative or use the general contact options to receive the app package with your encryption key.

### Problem:

After pressing start in the app, I receive the following message.

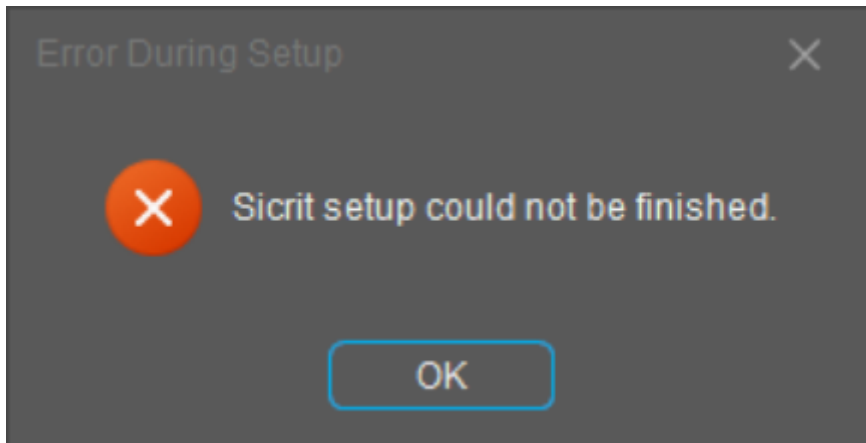


Figure 46 - Error for Sicrit setup

### Solution:

The preparation of the operating values for the SICRIT® device could not be completed. There are multiple possible reasons for this issue. You can try the following steps:

- Wait 30 seconds and try the operation again.
- Close the application and reopen it.
- Restart the application.
- Restart the SICRIT® device.