



Metric

Instructions for updating the Metric measurement software

Important information about how to perform an update of the metric measurement software or switch from Windows 7 to Windows 10

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To carry out a changeover from a Windows 7 system to Windows 10 system, it is imperative that you download the latest version of the Metric measurement software and the driver. Always keep your original Metric CD so that the serial number is available. Please read through the instructions below carefully.

At this point we would like to thank you for using our Metric measurement software and hope we can help you with updating and changing the system with this brief guide. Of course you can always reach us by telephone at 02225-7095700.

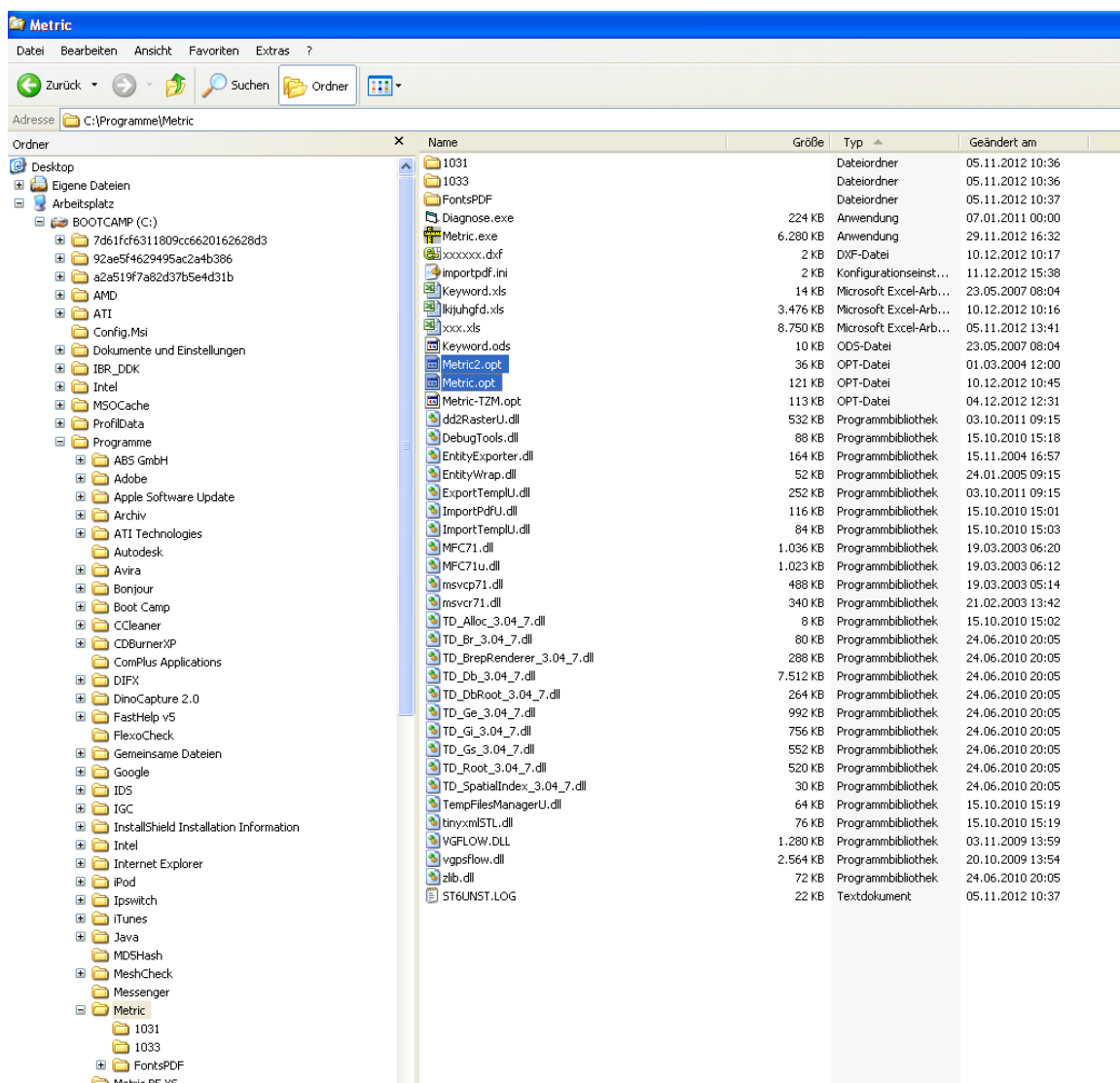
1) Update authorization

If you have a Metric measurement software serial number of at least nine digits, you have the right to download for free a complete installation of the latest version from our website. If you can no longer find your original CD, you can send us by mail the serial number of your USB or analogue camera. We can use this serial number to identify the associated Metric serial number from our database. We will then send this back to you by mail. A free update of Metric measurement software with an eight-digit serial number is not possible. We can offer you a special option here: If you would like to upgrade your old Metric PE to Metric MT, we will only invoice you for the difference between Metric PE and Metric MT.

2) Backing up "Metric.opt" (settings and calibrations)

Windows XP:

To save unnecessary work, especially for systems with many zoom levels, you can save the file containing the settings and calibrations beforehand. If you are changing from a Windows XP system to another Windows XP System or would like to prepare a second PC for your system (Windows XP), then go to **C – Programs – Metric** and save both the Metric.opt and Metric2.opt files on a USB stick and copy them again into the Metric directory on the new or additional computer. (**IMPORTANT: See here the information under item 3 – WIN 10**)



This means that all the settings have been retained apart from the quick selection buttons (hotkeys). These may be changed by new functions when they only display a spanner. In that case, re-create and save the quick selection buttons.

3) Transfer of "Metric.opt" to a computer with Windows 10

For Windows 10 it is unfortunately somewhat more complicated. Please insert a USB stick. Then go to Metric Settings – Save settings and save the settings under My Computer – Removable Disk.

If you have installed the Metric measurement software on the new Windows 10 System, please load the settings from the Metric from the USB Stick and then save these under **C – Programs – Metric**. The only other alternative is to set up and run the measurement systems and calibration as you would for an initial installation.

CAUTION: THE "VIRTUAL STORE" TRAP

If you install a Metric from new and have set up and calibrated the measurement systems, you save these "Settings". However the Metric.opt at C/Program(x86)/Metric will only have 40 KB. This means that no settings have been saved in this Metric.opt. These are saved in the Metric.opt in the Virtual Store.

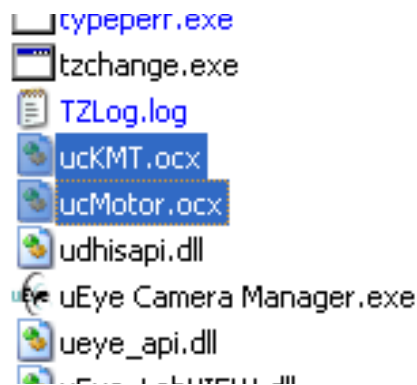
The following facts or problems then result:

- 1) If you want to use a Metric.opt from a Windows 7 64-bit system, it is not enough to simply copy it from the system. You must either save it from Metric on to a USB stick (Settings - save under...) as described above
- 2) or alternatively you can copy Metric.opt and Metric2.opt in the Virtual Store and then load and save them on the new system as described above or copy under C/Programs(x86)/Metric and paste into Metric in the Virtual Store.
- 3) If you are creating multiple users, you must after completing Metric copy Metric.opt and Metric2.opt as an administrator and copy each into the Virtual Store of the respective user. If this is not done, the calibrations and other settings will not appear for the different users.
- 4) Since the Virtual Store now comes under hidden files, you will not see it in a new system. Therefore please read our documentation "**Finding hidden files in Windows 10 (Virtual Store) (PDF)**". You can find this and other important PDF documents for download on our website in the Software area.

4) Uninstalling the old Metric measurement software

CAUTION: In every case before you install the new Metric measurement software, you must **complete uninstall the older version**. Beforehand please back up all your Excel files, masters or images provided that these are backed up in the Metric directory. After uninstalling via Control Panel - Software - Remove, please check that the Metric directory has also been deleted. If it has not, please delete it. For Windows 7 systems you **MUST** check in any case whether the system still has virtual backups of Metric.opt anywhere. Check this by going into **Search** and entering **Metric.opt**. If you find it, delete it each time!

On old 32-bit systems it may happen that two files in System 32 are not uninstalled. These will have to be manually removed. To do so, go to drive **C: - Windows - System 32** and scroll down the folder - click on a file and then type in **U**. Then the display will immediately go to files that start with **U**. Then please remove **ucKMT.ocx** and **ucMotor.ocx**, if these are still there.



CAUTION: Always remove the USB cable of the USB camera from the PC or laptop when you uninstall and install software and drivers.

5) downloading the latest version of Metric

To do so please go to our website www.m-service.de and click on the english flag at the left. Thereupon you will be directed to the english home page. Here please click on **"Software - Downloads and updates"** :

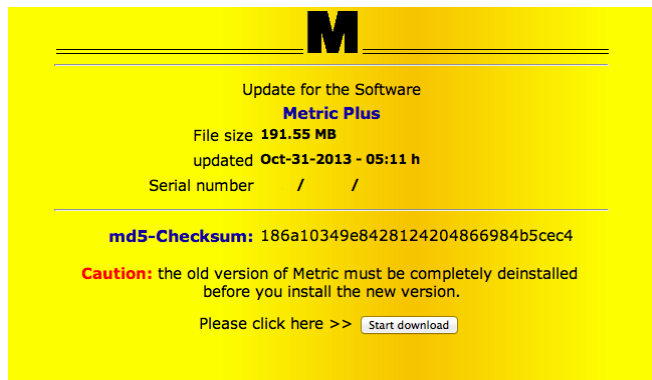


Now please click the **"Metric - Updates"** link:

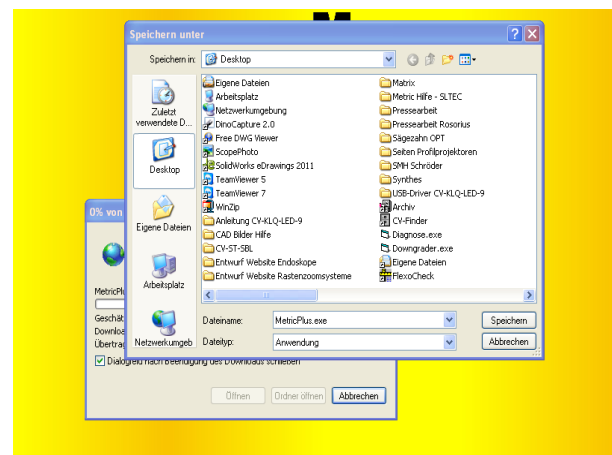
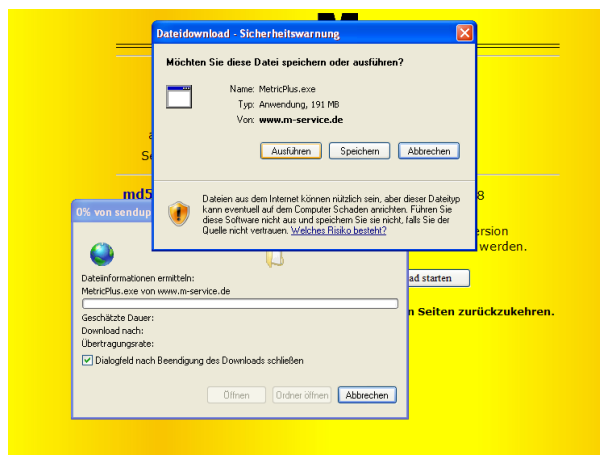


In the box please enter the contact data and serial number located on your CD. In older versions this is a **nine-digit** serial number. The first four digits must be entered in the first box and the other five digits in the second. The third box remains empty. The newer versions have a **fourteen-digit serial number**. For these, please then enter the additional five digits in the third box. Now click the **'Submit'** button. You will now be automatically redirected to a new box where you can download the latest version of your Metric BE, Metric PE, Metric Plus or Metric MT.

Please press the **"Start download"** button (for professionals: The md5 checksum is displayed too, to check the completeness of your download - you can find md5 checksum software on our site under "Drivers")



Confirm the download by clicking on **'Save'** and select the **Target** of the download.



On the desktop, you will now find the installation file as shown below. Start it by double-clicking with the mouse.



ATTENTION: Please note the following information on administrator rights for Windows 10 - 64 bit systems before you begin the installation.

Installation instructions for 64-bit Windows:

The setup.exe must be run with administrator rights in every case.

For this purpose there are two options:

Safe method:

The user logs into the system as Administrator. Then the user can right-click on Setup.exe and use **Run as Administrator** to run the program. This must be done in like this as otherwise setup.exe is not executed with admin rights.

Unsafe method:

The user is logged on as a normal user in the system. Then Setup.exe can be right-clicked and the program started with "Run as Administrator". This only works if the administrator account does not have a password. Otherwise, the UAC box for entering of the password appears. If this window is seen, the subsequent install will fail.

Technical background:

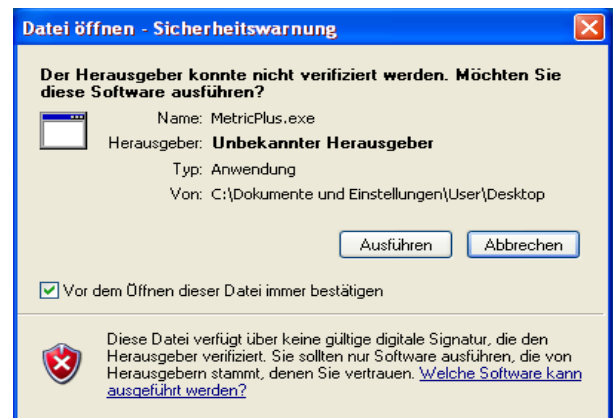
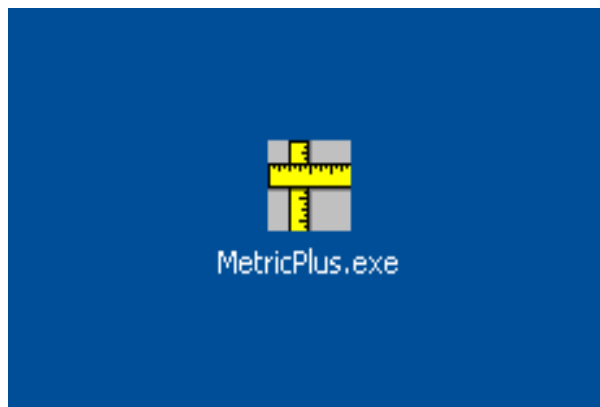
Metric is a 32-bit application and will automatically be written to "C:\Program files (x 86)" written when installed on 64-bit Windows. The associated DLLs are automatically written to "C:\windows\syswow64\". This handles the Windows 64-bit operating system for the user.

There is one exception to this rule: If the installation is to be launched from a normal user account with administrator rights, the user is prompted for the administrator password (this is the user account control UAP box).

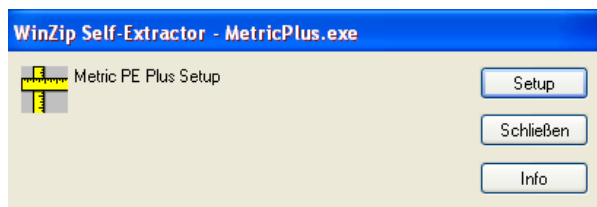
This request will cause Windows-64 to deactivate the automatic rerouting because the UAP window runs in any case under 64-bit. This means that the installation writes the DLLs to C:\Windows\system32, where only 64-bit DLLs are supposed to be copied. There they can no longer be found by Metric and the program cannot run.

Note: Ensure that the latest chipset drivers and drivers for the graphics card or graphics chip are installed.

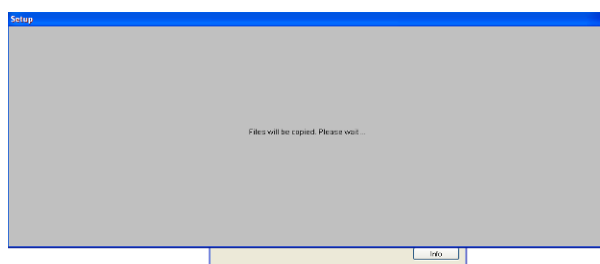
Click the **"Run"** button.



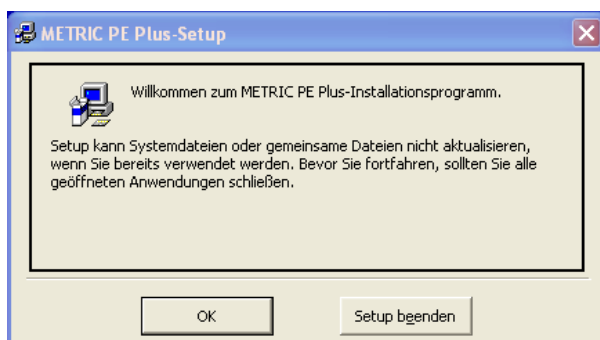
The window **"WinZip Self-Extractor"** window will now appear which you will please start by clicking on the **"Setup"** button. The compressed file is now automatically decompressed.



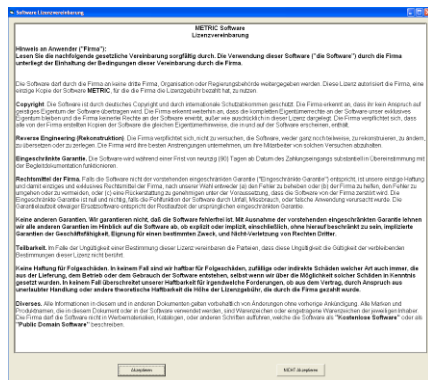
The following box now appears. Please wait – depending on the PC hardware, this can take some time. On no account cancel the installation, since on older systems it may take up to 120 seconds.



The launcher for installing the metric measurement software will appear. Here please click the **"OK"** button.



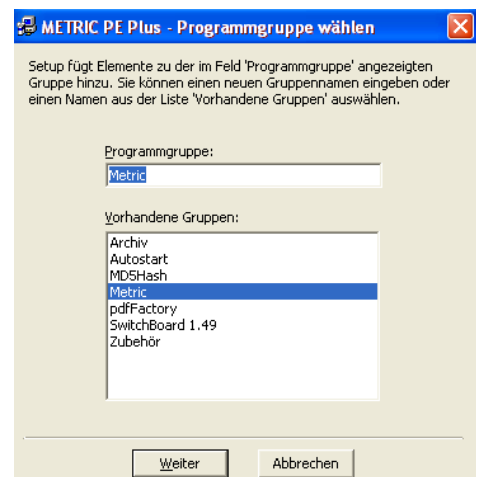
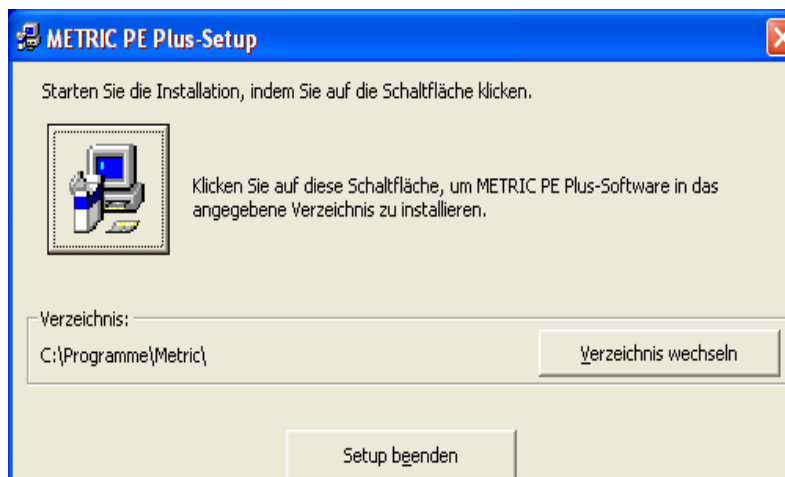
Please click on **"Accept"** button in the new window to confirm the licence agreement.



CAUTION: In every case we recommend installing Metric under **"C"**, since installations on other hard drive partitions may result in problems in connecting to the Excel report system and other special features of the Metric Plus and MT measurement software, and in saving the settings.

In the following window you can change the directory. Then continue to run the installation by clicking on the left button.

Finally the confirmation of the program group. Click on the **"Next"** button. The rest of the installation will now be automatically executed.



IMPORTANT: You must have access rights to the directory **"C - Programs (X86) - Metric"** and to **"My Documents"** to ensure that Metric works properly (e.g. for saving Metric setting).

6) Downloading the current driver

For an update you should always also update the driver for your particular frame grabber (video card - for systems with analogue cameras) or your USB camera. Please note that changing drivers for older Metric versions is crucial. If you are operating a system with USB camera, please disconnect the USB camera before uninstalling the U-eye driver.

Please go to our website **www.m-service.de** and click the German flag at top left. You will then be taken to the German homepage. Please click here the **[Software - Downloads and Updates](#)** area:



Now please click the **["Drivers"](#)** button:



Here you can find all the drivers for frame grabbers, USB cameras, dongles and interfaces such as Bobe, SCD and IBR. Before downloading the driver for U-eye cameras or frame grabbers, check whether you are using use a 32-bit or 64-bit system.

7) Help videos for "Creating the measurement system (adding lenses)" and "manual calibration"

If you cannot back up Metric.opt (settings and calibration) before changing the system (computer defect), you must recreate the measurement systems and individually calibrate them (manual calibration). If you no longer know how this is done, you can watch the corresponding videos in the Metric help system. Metric's complete help system, including the videos, can also be called up on our website. Sometimes the systems not do have the necessary codec. This can also be downloaded at our website.



Video-Beispiele

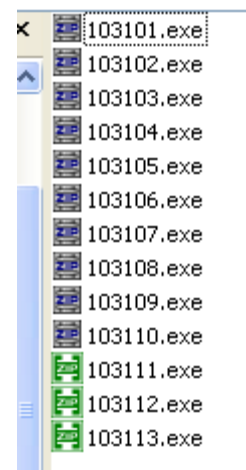
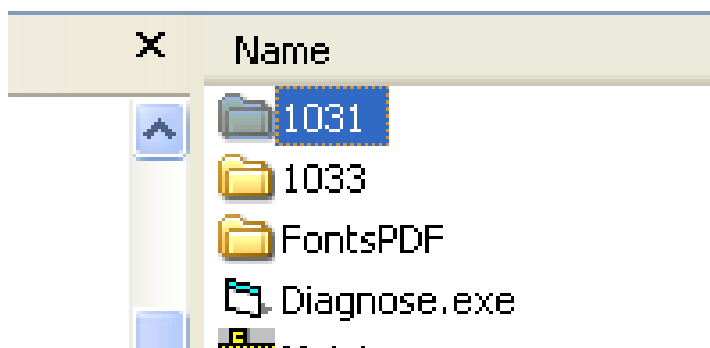
Über folgende Bedienungsvorgänge haben wir Videos zur Verfügung, mit denen Sie sich schnell informieren können.

Falls die Videos nicht starten, fehlt wahrscheinlich ein Videocodec. Diese Codecs können unter <http://media-player-codec-pack.softonic.de/> herunter geladen werden.

1. [Messsysteme](#) (Objektive) anlegen
2. [Messsysteme](#) ändern, z. B. der Maßeinheit
3. Messsystem [kalibrieren](#), manuell

If you have no Internet connection on the new system and still would like to see the help videos, you can run them as follows:

Go to "**C – Programs – Metric**". There you will find the "**1031**" folder. The folder contains the file "**103101**" "Creating measurement systems (lenses)" and the file "**103103**" video clip "**Manual calibration**".



There is also the option to watch a video clip of a complete installation of the software (Windows XP) including creating the measurement systems and calibration. To do so, on our website go to **Software - Downloads and Updates**.



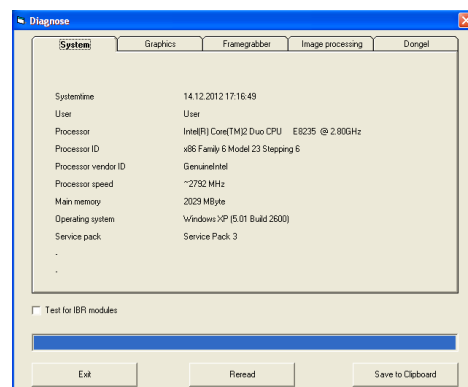
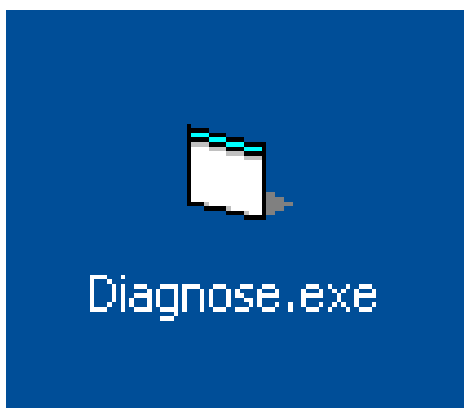
NEW AS OF 2019: In addition we are offering more training videos on settings and measurement functions: You can find these under "Videos for measurement functions". Please ask us for the access data by E-mail.

CAUTION: Always remove the USB cable of the USB cameras from the PC or laptop when you uninstall and install software and drivers.

8) Metric won't run? Then Metric diagnostics!

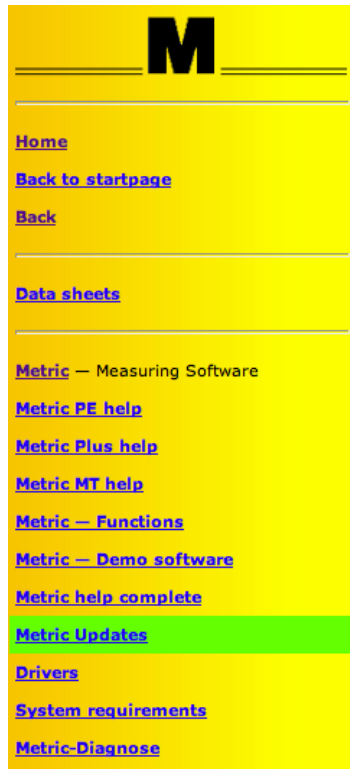
If despite the instructions you have problems when running Metric, please give us by E-mail a screenshot of the particular error message. In order for us to help you as quickly as possible, it is also very important for us to know the system configuration. For this purpose, from 20/12/2012 in the **Software - Downloads and Updates** area on the left in the navigation bar under the menu item "System requirements" you can find the new menu item Metric Diagnostics.

Please download this zip file and run the program by double-clicking after decompression. By clicking on the **Save to Clipboard** button you can then transfer the data into a Word form, Wordpad etc., save it and send it to us together with the screenshot by E-Mail to **info@m-service.de**.



9) **Important notes on PC or laptop configuration and graphics cards**

On our website in the [Software - Downloads and Updates](#) area you can find the menu item [System requirements](#). Please read this through carefully to avoid problems when installing and commissioning the Metric measurement software and USB cameras or frame grabbers.



IMPORTANT: Please use NVIDIA graphics cards if possible. Graphics cards from ATI give rise to problems in some cases. Should you be using a system with an ATI graphics card and receive the error message **"Overlay mode not allowed"** when running Metric, you can use four tests to eliminate the problem:

- 1) Install the latest direct X (completely outdated Direct X drivers are sometimes installed on new computers)
- 2) Install the latest graphics card driver. (sometimes completely outdated graphics card drivers are installed on new computers)
- 3) Turn off hardware acceleration, if it was turned on
- 4) Turn on hardware acceleration, if it was turned off

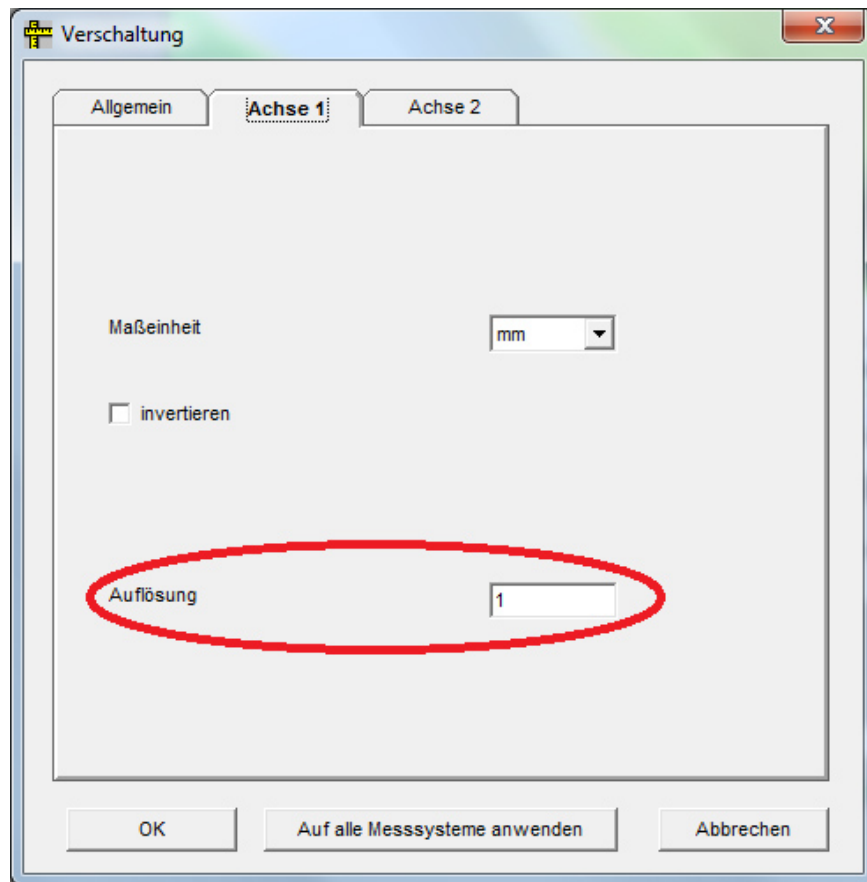
Should these measures do not help, please install a NVIDIA graphics card on your PC. We also refer to paragraph 8 **"Metric won't run?" Then Metric diagnostics!"**

Update with new configuration options for measuring tables and measuring systems

Amendments

Measuring tables can now also receive a conversion factor within Metric in order to adapt the values delivered by the systems, e.g. to inches. For this purpose, in the "Connection" setup on the index cards there is an option to enter a decimal number.

When changing to inches, the unit of measurement must also be changed to inches!



For a new installation this value is always set to 1 so that the measurement data from the sensors is read into Metric on a 1:1 basis.

Update

For an update from early versions of Metric (pre-9.00) a file with configurations is likewise created which contains this value of 1. If the settings from an earlier settings file are now read, then values of 0.001 are read from this file. This means that the measuring tables then display 1,000 times too little. This problem can only be solved by entering the number 1 on **all** axes and clicking "Apply to all measurement systems". The settings must subsequently be saved.