

Sher-Color Web Corob Automated Tinter Installation and Operations Guide

Document Modifications Tracking List

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20180323	Initial	Initial	EDO
20180326	1	Clarified information	LEG
20180326	2	Formatted for new template	CRZ
20181016	3	Added instructions to download DSP_Win files from Corob web site	CRZ
20190718	4	Added Section 8, Maintenance requirement for Corob tinters	CRZ
20190826	5	Final review and modifications	LEG
20200810	6	Updated Corob website information, see section 3, page 14	CRZ
20200910	7	Updated website access for DSP_Win	CRZ
20210120	8	Update corobtech url & Gearmo Instruct.	DJM
20210517	9	Updated Section 3 re: CorobTECH installation	

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***Be sure to read and follow
the installation instructions carefully.***



Revision: 05/17/2021

SECTION 1 – INTRODUCTION AND COMPUTER REQUIREMENTS

1. This document provides instructions to install the Sherwin-Williams Corob automated tinter models for the SherColor Web application.
2. Please note the following instructions and illustrations may slightly differ for Windows 7, 8 or 10 or ongoing vendor software installation updates.
3. A **Windows 7 system version or greater** laptop or desktop computer is required.
4. **Google Chrome web browser and internet access** are required for Customer Sher-Color Web software set-up and operations.
5. Automated Tinters currently supported in these instructions are **Sherwin-Williams Corob models**. Your Sherwin-Williams representative can verify your model for you or see table at top of next page.
6. The **Colorant System** currently in use will need to be identified. Your Sherwin-Williams representative can verify your Colorant System (CCE is default or BAC is an alternate) for you.



GEARMO Model: GM-FTDI-A36 3ft. USB to RS-232 Commercial Interface Adapter

7. The above pictured Serial to USB adapter may be required to connect the Corob Tinter to the Windows computer.

Refer to **list at the top of the next page** to determine if your automated tinter has onboard USB connection or requires this adapter for serial-to-USB conversion.

Approved Tinters for Sherwin William Sher-Color Web		
Manufacturer	USB Connection	Serial connection
COROB D200		X
COROB D600		X
COROB MODULA HF		X
COROB P5000		X

8. **This software must be carefully installed to operate automated tinting equipment.** The web application will not be fully operational for Corob automated tinting equipment until all *installation document sections are completed successfully.*

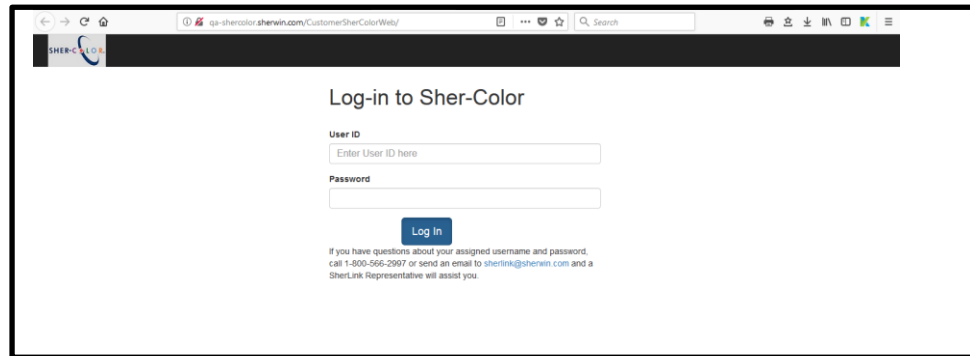
9. Note any discrepancies or failures as you follow the graphics and instructions. ***Please contact your Sherwin-Williams representative or Sherwin-Williams Sher-Color team with installation, operation, or maintenance questions as you complete this procedure. The Sher-Color team may be emailed at shercolor@sherwin.com.***

10. Allow one and a half hours for installation.

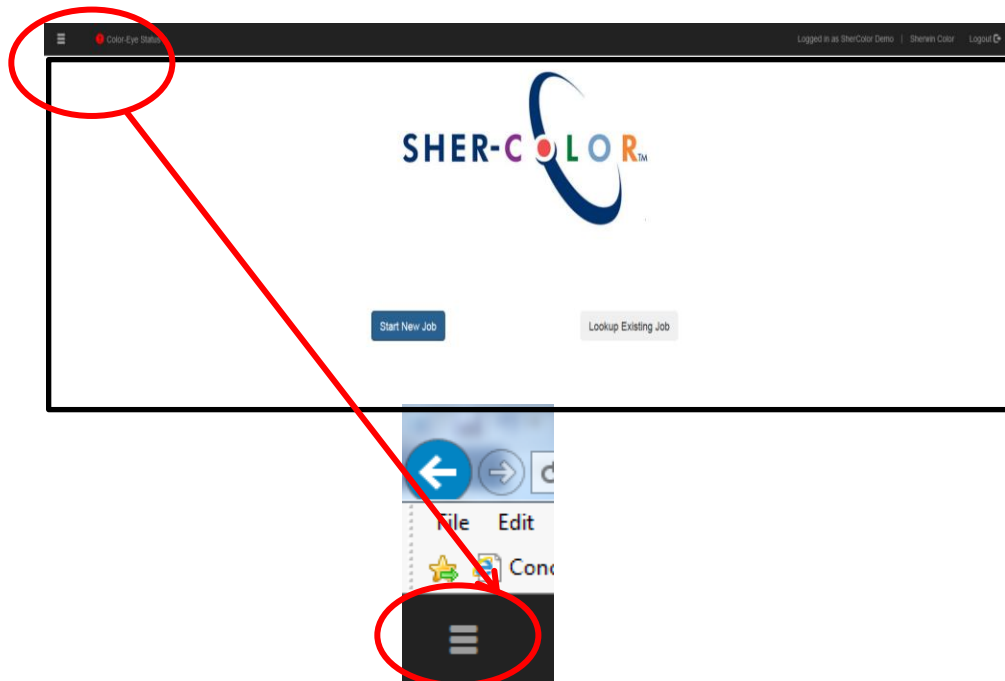
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SECTION 2 – SHER-COLOR WEB DEVICE HANDLER INSTALLATION

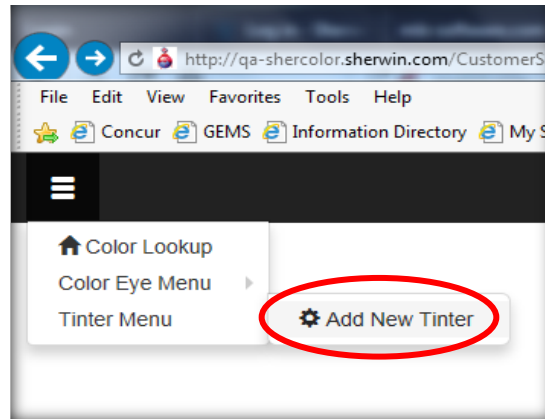
1. This section installs the Sherwin-Williams device handler to allow communications between Customer Sher-Color Web and your Corob automated tinter.
2. Open Google Chrome Browser and go to <https://shercolor.sherwin.com>.



3. The **Customer Sher-Color Web Login** page displays. Type in your login User ID and Password, then click the **Log In** button.



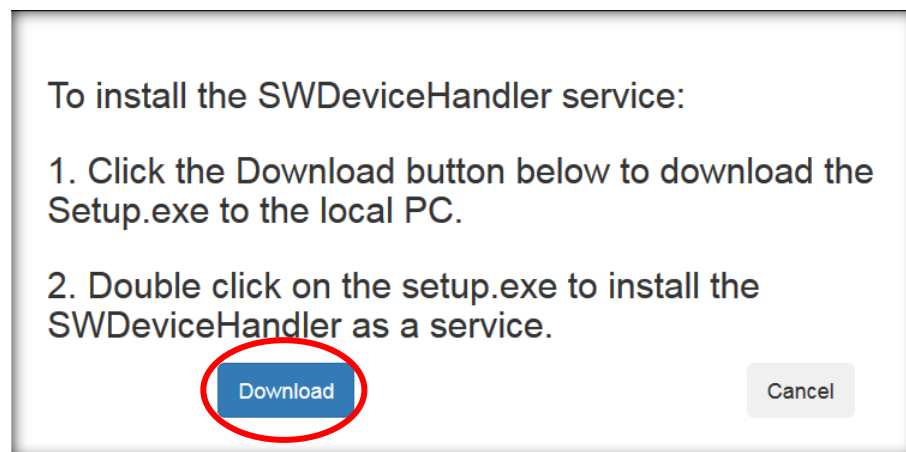
4. The **Sher-Color Main** page displays. Click on the **Menu** icon in the upper left corner of the web page.



5. Mouse over the **Tinter Menu** choice, then click the **Add New Tinter** menu choice.



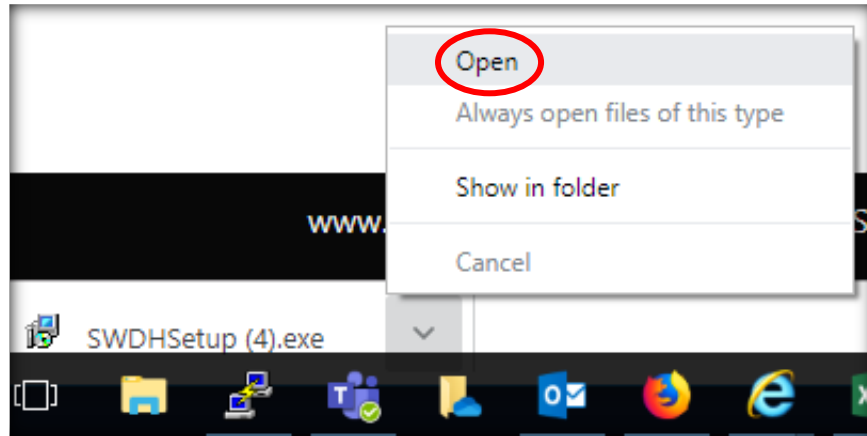
6. The **Configuration Error** dialog box opens after a short time. This displays when device handler software installation is required. Click on the **Install** button.



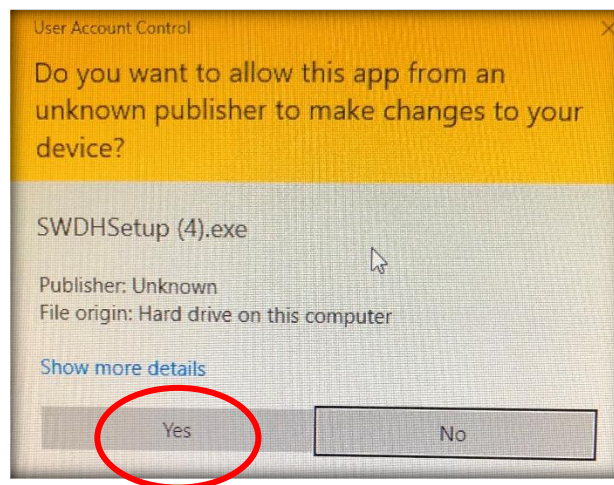
7. The Sherwin-Williams **SWDeviceHandler** service web page displays. Click the **Download** button.



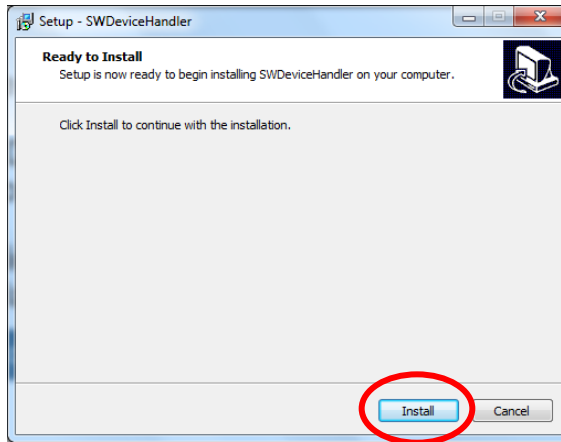
8. The **Download activity** dialog box displays at the bottom left corner of the computer. Click the **UP arrow** on the dialog box.



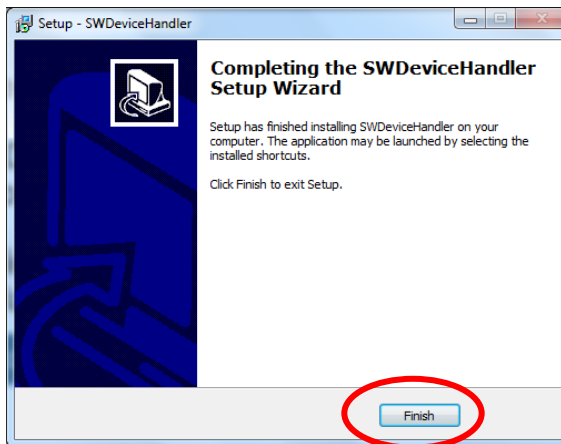
9. A pop-up menu will display. Click the **Open** menu choice.



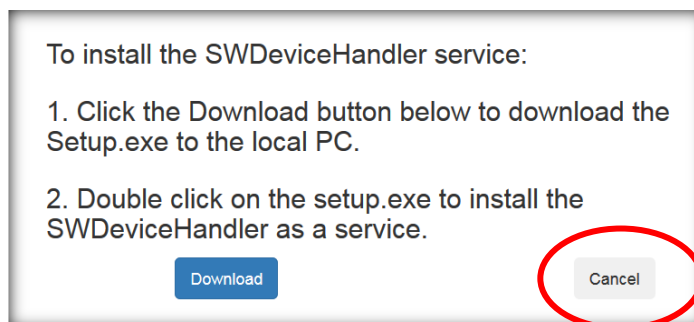
10. The **User Account Control** dialog box then displays. Click the **Yes** button to continue the software installation.



11. Click the **Install** button when the **Setup – Ready to Install** dialog box displays.



12. Click the **Finish** button when the **SWDeviceHandler Setup Wizard** completes the software installation.



13. Click the **Cancel** button when the **Sherwin-Williams SWDeviceHandler service** web page displays. Program returns to the **SherColor Main** page.

14. The **Sherwin-Williams SW Device Handler** software installation is completed.
15. Close any open Windows Explorer windows or web browser pages.
16. Continue the installation process in ***Section 3 – Corob Software Installation***.

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SECTION 3 – GEARMO HARDWARE AND COROB SOFTWARE INSTALLATION

USB TO SERIAL ADAPTER INSTALLATION

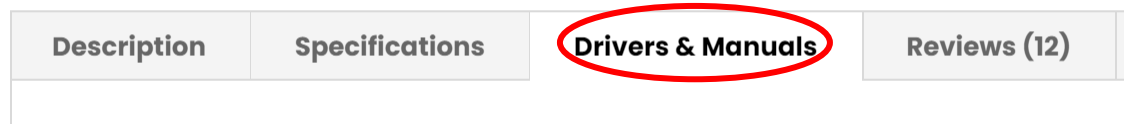
1. The following instructions install the Corob manufacturer's software required for tinter operations in the Customer Sher-Color Web application.
2. The Corob tinter must be powered up for software communications to continue.
3. ***Section 2 - Sher-Color Web Device Handler Installation*** must be completed successfully ***before beginning this installation section.***



GEARMO Model: GM-FTDI-A36 3ft. USB to RS-232 Commercial Interface Adapter

4. A **USB-to-serial adapter** (a.k.a. dongle, pictured above) **may be required** for tinter communications cable conversion. Refer to list in [Section 1](#) of this document for specific tinter requirements.
 - If your **automated tinter communications cable has a USB connector**, go to step 17 on page 13. **No adapter is required.**
 - If **serial connector**, continue with next step to install the required adapter. Your Sherwin-Williams representative can assist you to procure an adapter.
5. Software drivers will be required for the adapter.
6. Open a Google Chrome Browser window and go to <https://www.gearmo.com/>
7. Once at the web site, click on the **Magnifying Glass** icon located on the right side of menu bar to perform a product search.
8. Enter **GM-FTDI-A36** in the search field and then press **Enter** key.

9. The next screen will display a photo of the **GM-FTDI-A36** adapter. Click on **Drivers & Manuals** tab.



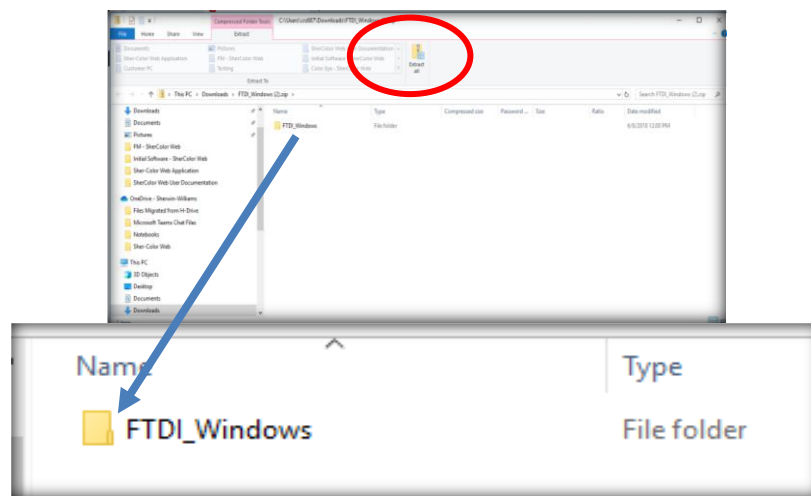
10. Click on **“Latest FTDI Driver”**Link Supports Windows 7/8/8.1 & Windows 10 version required for Customer Sher-Color Web.

Drivers & Manuals

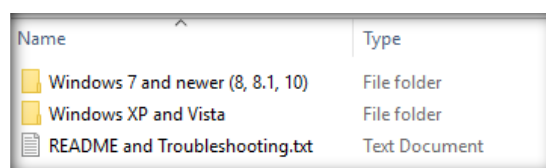


Latest FTDI Driver

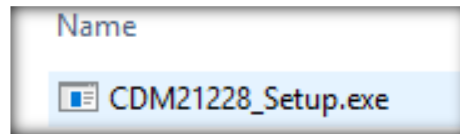
11. The Download activity dialog box displays at the bottom left corner of the computer. Click the **arrow** and click the **Save** choice if available. Windows systems generally automatically save the file in the download folder.



12. Locate the zip file in the **C:\Users\<your computer login user i.d.>\Downloads** folder. Double click on the **FTDI_Windows** folder.



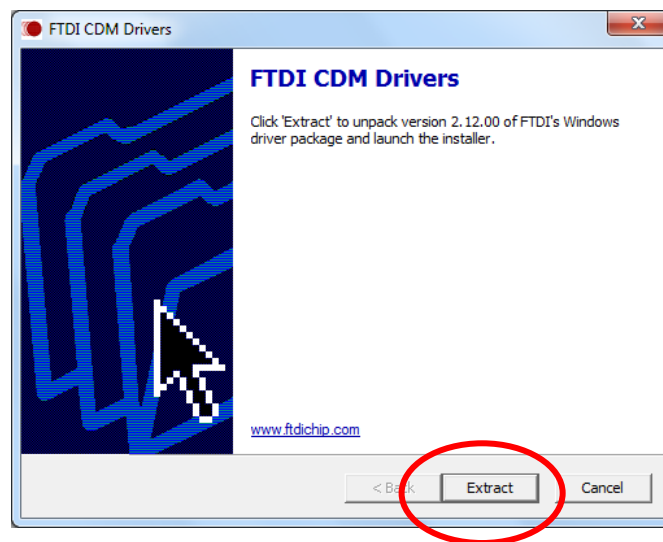
13. Locate and click on the **Windows version 7 and newer (8, 8.1, 10)** folder.



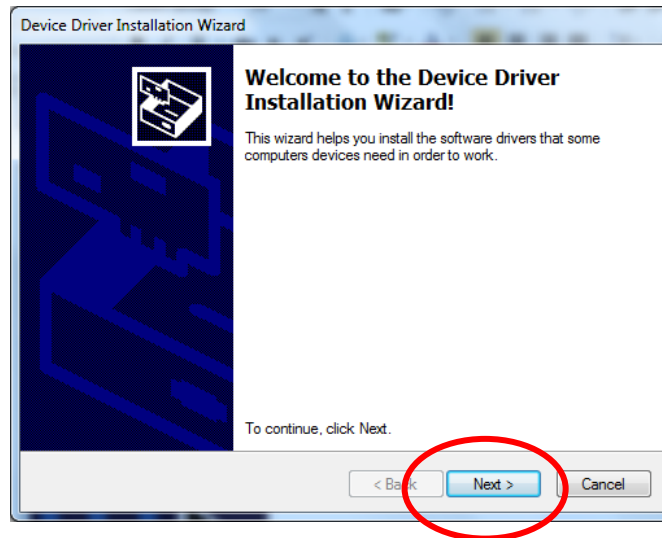
14. Double click on **CDM21228_Setup.exe** to begin downloading the driver files.

15. Follow the on-page instructions to complete the installation of the USB adapter drivers.

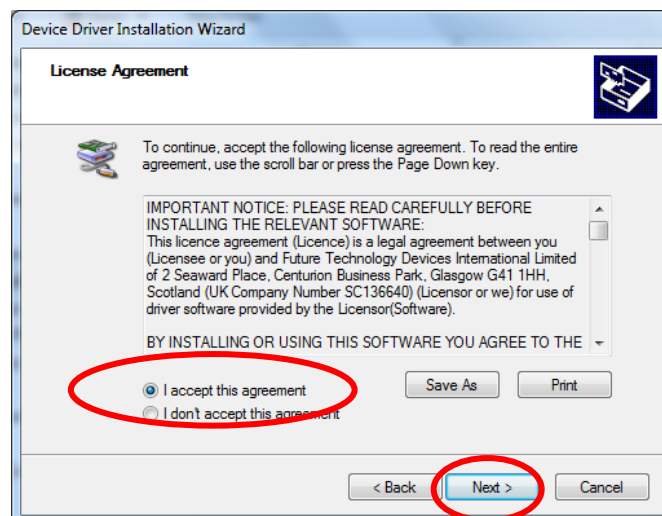
16. Click **Yes** button in the Windows **User Account Control** dialog box to start software installation.



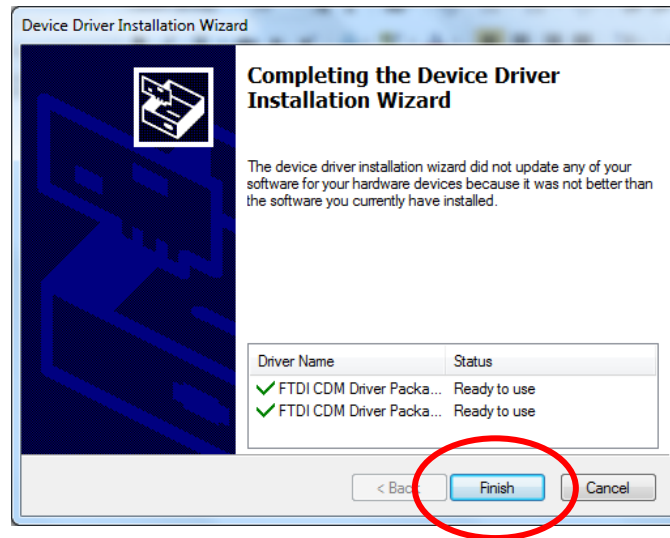
17. Click the **Extract** button on the displayed **FTDI CDM Drivers** dialog box.



18. Click **Next** button in the **Device Driver Installation Wizard** dialog box.

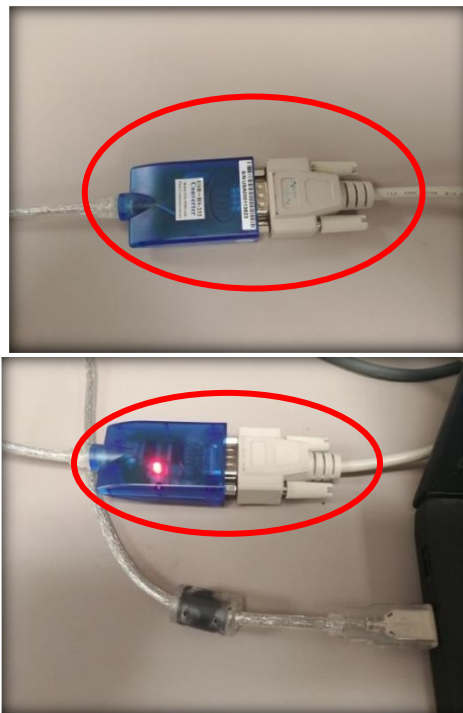


19. Review the User License Agreement in the **License Agreement** dialog box. Click the **I accept this agreement** radio button and click **Next** button to continue installation.



20. The **Completing the Device Driver Installation Wizard** dialog box displays. Note the two **Ready to Use** status messages. If the status messages indicated otherwise, contact your Sherwin-Williams representative for support.

21. After the drivers have been installed, connect the adapter serial end to the automated tinter serial cable.

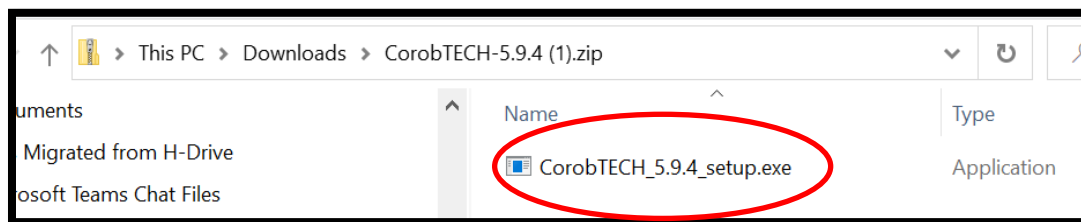


22. **Connect** the Corob automated tinter USB cable (no adapter) or serial cable with adapter USB end to a computer USB port. A red light on the adapter indicates the connection is successful. Contact your Sherwin-Williams representative if the adapter red light is not lit.

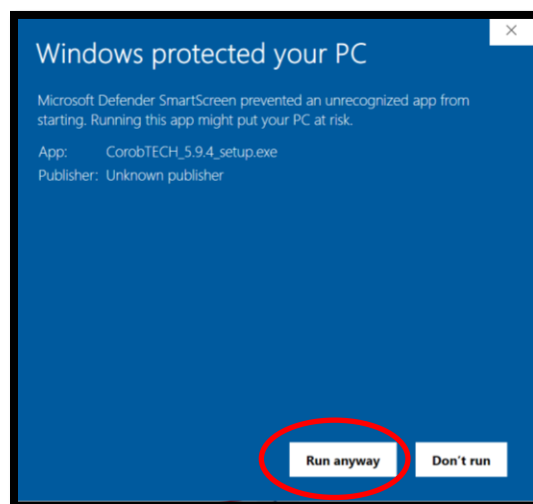
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COROBTECH INSTALLATION

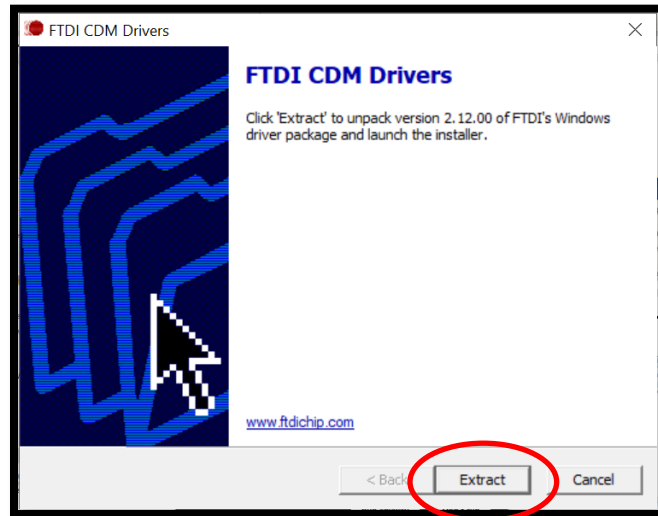
23. The next step is to copy the automated tinter software to your computer. The Corob package is downloaded from the Internet.
24. Open the Google Chrome browser and go to - <https://www.corob.com/download/1289/> .
25. The CorobTech zip file will show in the lower left-corner of the screen during the download process. Press: **“Open when done”** to continue.



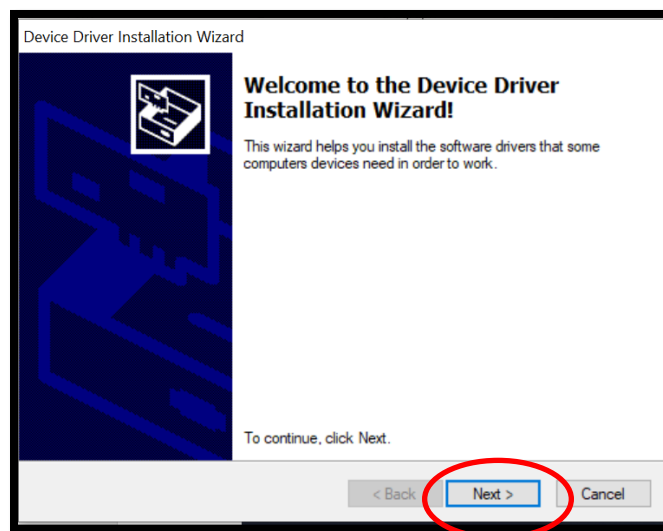
26. Double-click the **CorobTECH 5.9.4_setup.exe**.



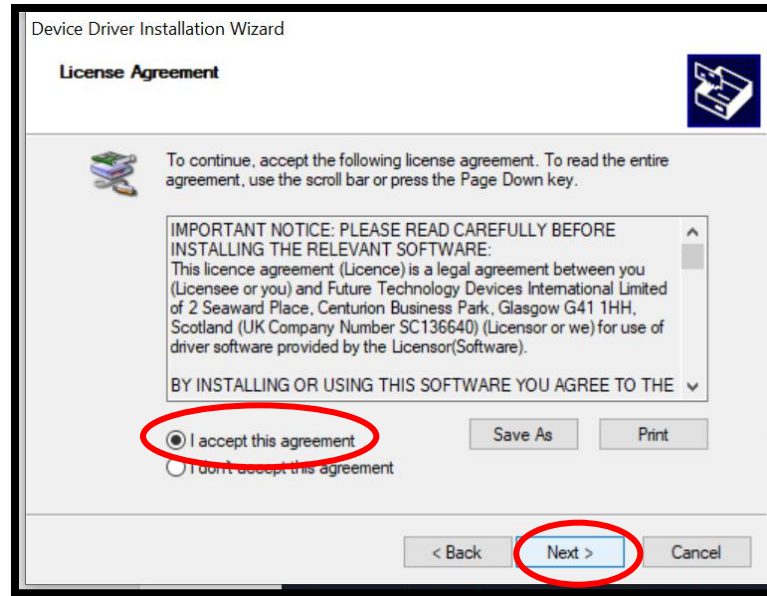
Some Windows systems will ask you to double check the file before executing the command.
Press **Run Anyway** to continue



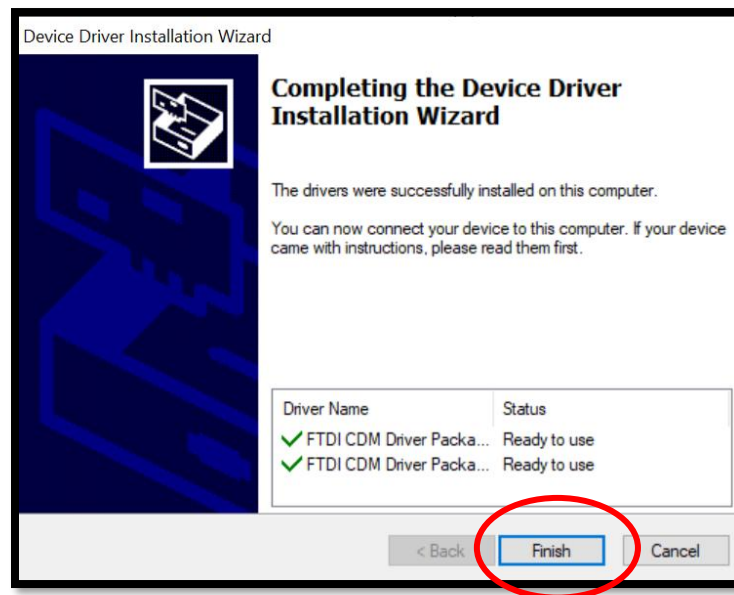
27. Click the **Extract** button.



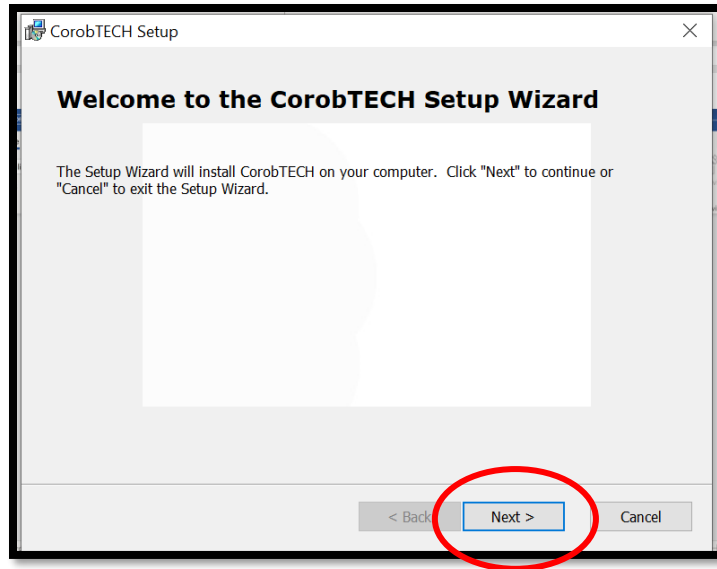
28. Click **Next**



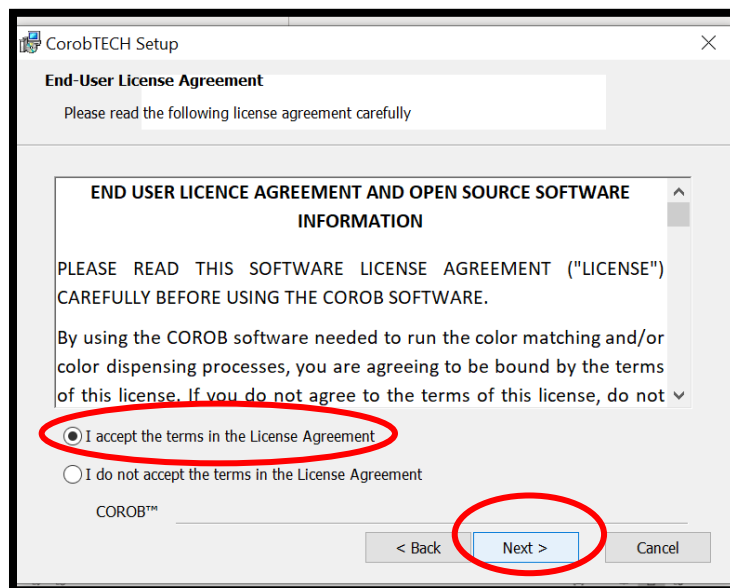
29. Click “I accept this agreement”, and then press **Next**.



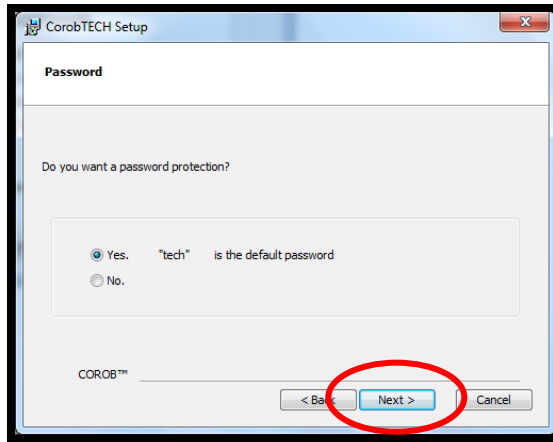
30. Click **Finish** button (see picture above) to complete the automated tinted drivers install installation. The installation continues.



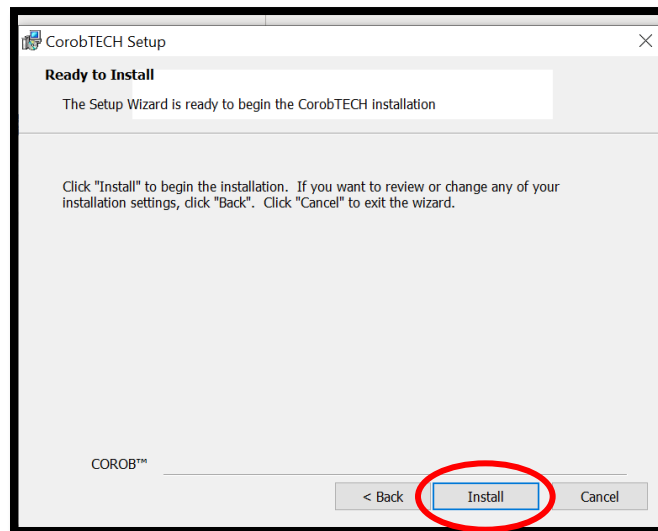
31. Click **Next** button in the **CorobTECH Setup Wizard** dialog box. CorobTECH is the manufacturer's dispenser equipment operations and utilities programs.



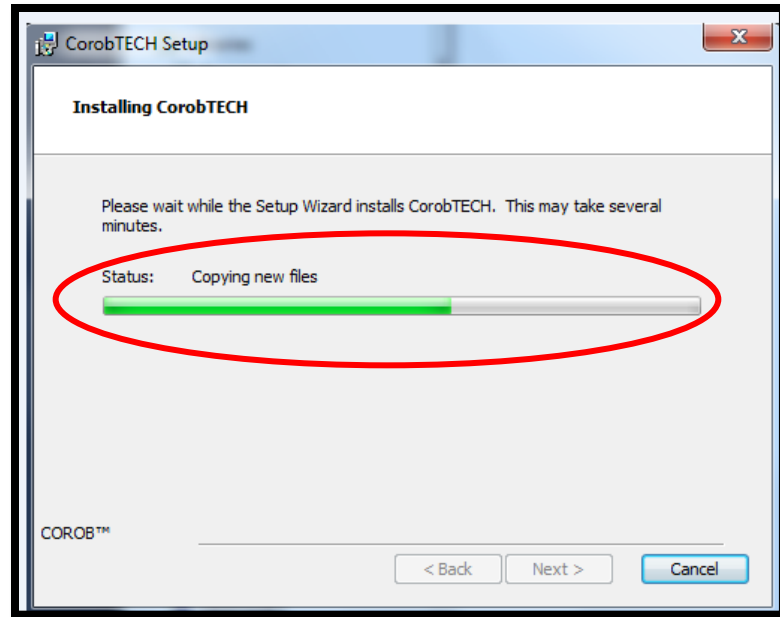
32. Review the **User License Agreement** in the **End-User License Agreement** dialog box. Click the **I accept this agreement** radio button and click the **Next** button to continue installation.



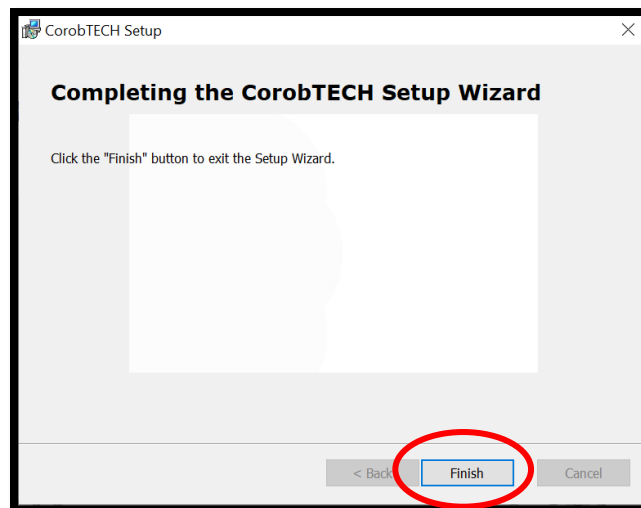
33. The **Password** dialog box displays. Accept the default **Yes** choice and click the **Next** button.



34. Click the **Install** button in the **Ready to Install** dialog box.



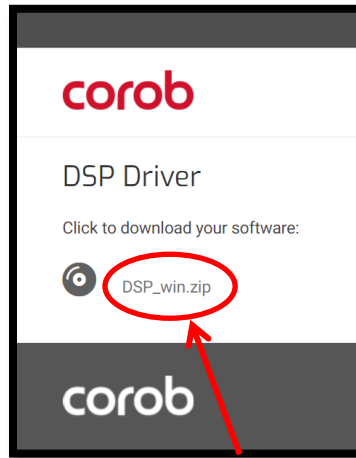
35. The **Installing CorobTECH** dialog box updates a completion status bar while the installation continues.



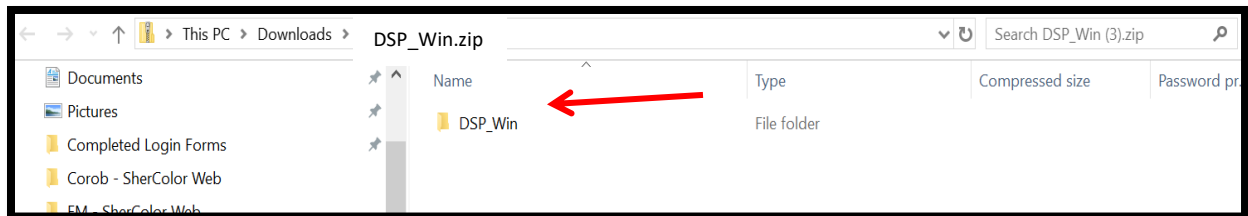
36. Click the **Finish** button in the Completing the **CorobTECH Setup Wizard** dialog box to complete CorobTECH tools installation.

DSP_WIN COROB DRIVER INSTALLATION

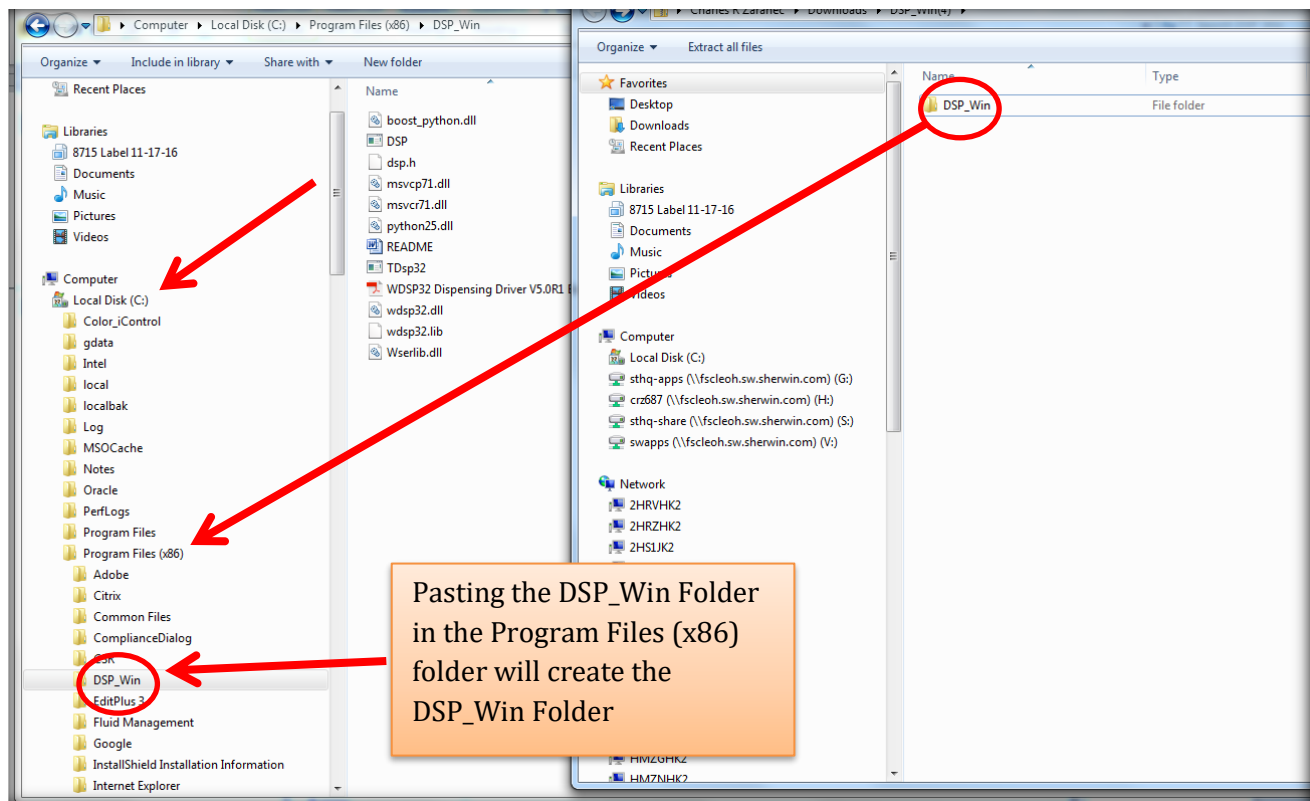
37. Open the Google Chrome browser and go to **corob.com** to install the **DSP_Win** Corob Driver.
38. Type <https://www.corob.com/dsp-driver/> and press <Enter>



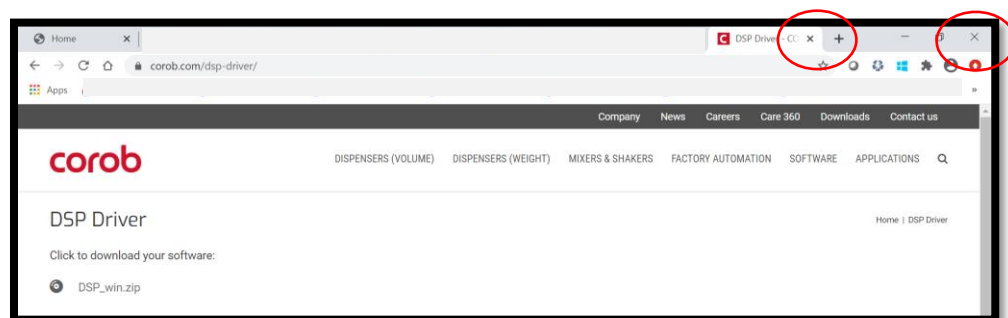
39. Click on **DSP_win.zip** to begin the download process.



40. Once the download is complete, the above file location will be displayed from the **Downloads** folder on the computer **Right click on the DSP_Win folder** and copy the folder.



41. Open the **C:\ Program Files (x86)** folder on the computer.
42. Right click and paste the **DSP_Win** folder in the **C:\ Program Files (x86)** folder.

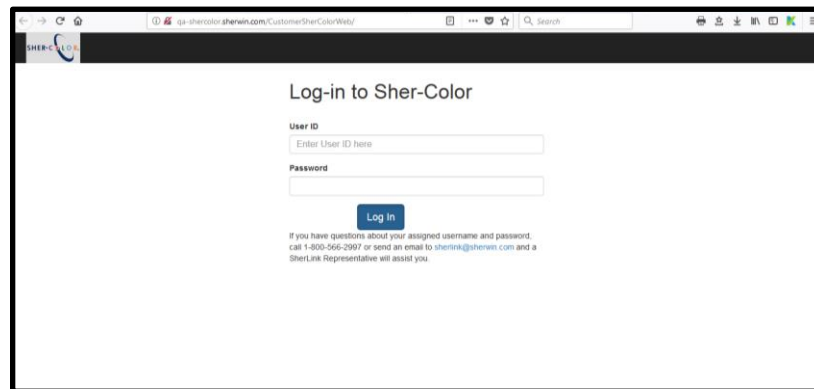


43. Close the Tab or Window above
44. Close all browser windows.
45. Continue the installation process in **Section 4 - Corob Automated Tinter Configuration**.

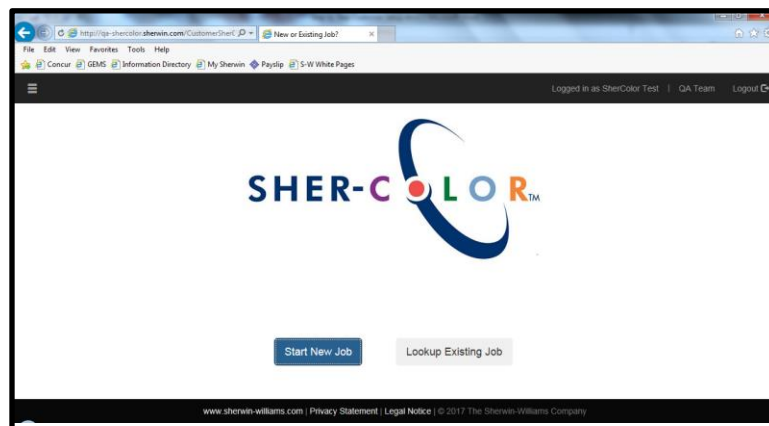
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SECTION 4 – COROB AUTOMATED TINTER CONFIGURATION

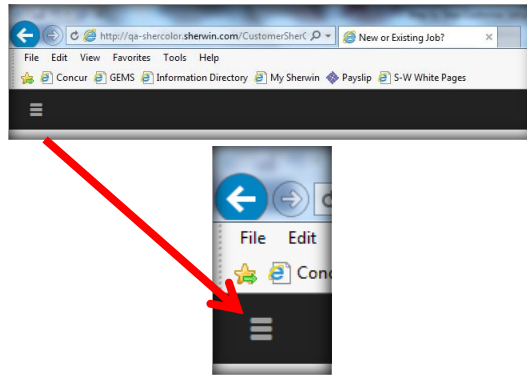
1. The following instructions configure the Corob automatic tinter software for the Sher-Color Web application.
2. The Corob tinter must be powered up for software communications to continue.
3. **Section 2 & 3 – Sher-Color Web Device Handler Installation and Corob Hardware and Software Installation** must be completed successfully before beginning this configuration section.
4. The Corob automated tinter must be powered up and ready for operations prior to this configuration.



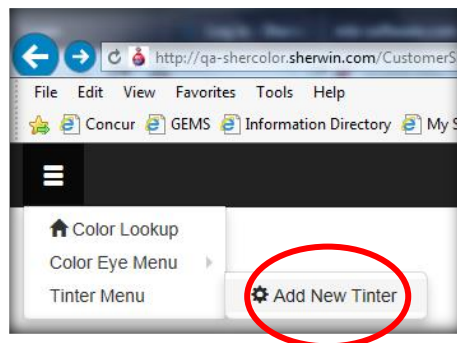
5. Open Google browser and go to <https://shercolor.sherwin.com>.
6. The **Sher-Color login** web page displays. Type in your login User ID and Password, then click the **Log In** button.



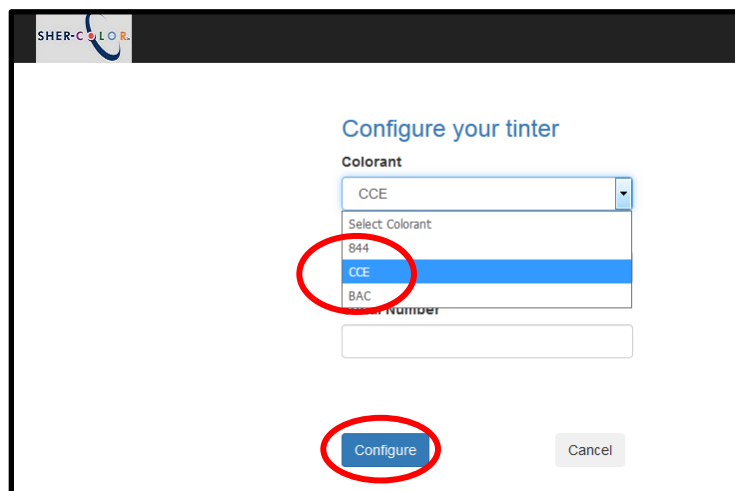
7. The **Sher-Color Main** page displays. Ignore errors as configuration will resolve most errors.



8. Click on the **Menu** icon in the upper left corner of the web page.



9. “Mouse Over” the **Tinter Menu**, then click the **Add New Tinter** menu choice.



10. The configure your tinter web page displays with the CCE colorant system as default.

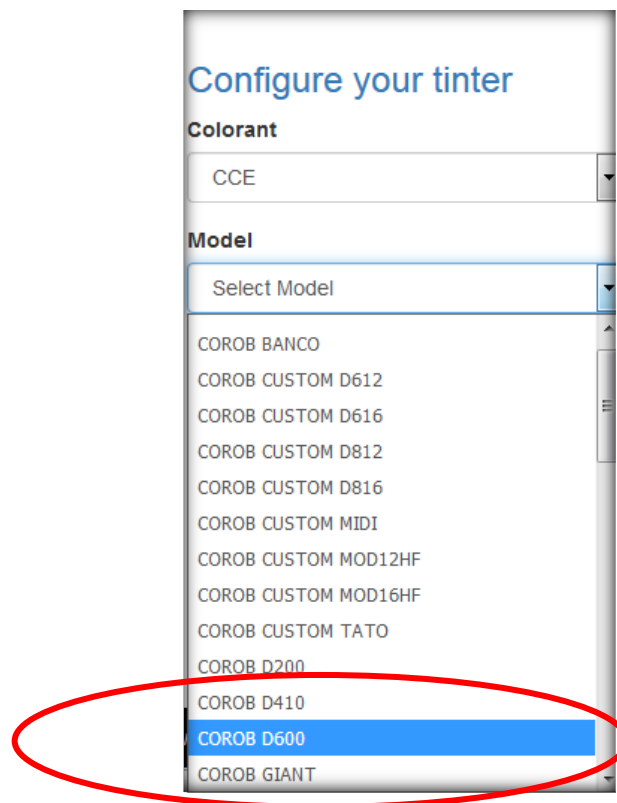
- CCE Colorants - Click **Configure** to accept the **CCE** default.
- BAC or other colorants - Click the dropdown menu arrow in the **Colorant** dropdown box. Click on **your colorant system** choice. Click **Configure** button.
- Most sites will use the CCE colorants choice. Consult your Sherwin-Williams representative to determine the right colorant system for your products.

11. It is **critical to configure the correct automated tinter model and serial number** in the next step. Follow these steps if you do not have this information on a Corob manufacturer's document.

- The model i.d. and serial number may be found on the serial number plate or sticker on your Corob tinter. Note the serial number if available.
- If you cannot locate the serial number, write in a serial number with the following format. MMDDYYHHMM, where MM=month, DD=day, YY=year, HH=hour, and MM=minute.
- Write in your automated tinter model and serial number here:

Model _____

Serial Number _____



12. Click the dropdown menu arrow in the **Model** dropdown box. Click on the tinter model at you identified at your site. In this example, the Corob D600 model choice is clicked for this configuration.

If you cannot find an exact matching model i.d. in the set-up dropdown box or you are unsure of the tinter model, contact your Sherwin-Williams representative for assistance.

Configure your tinter

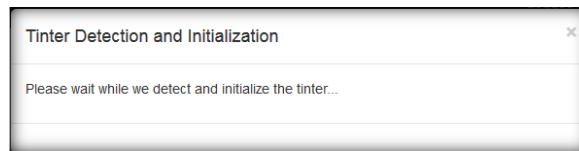
Colorant
CCE

Model
COROB D600

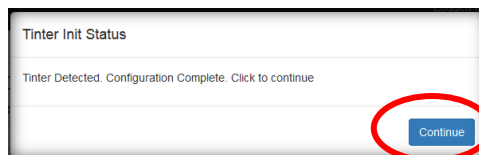
Serial Number
1234TEST

Configure **Cancel**

13. Input your tint dispenser's serial number in the **Serial Number** input box. An accurate serial number will assist in future troubleshooting and servicing of your tinter
14. Click the **Configure** button to continue set-up (see picture above).



15. The **Tinter Detection and Initialization** message box displays. This process may continue for a minute.

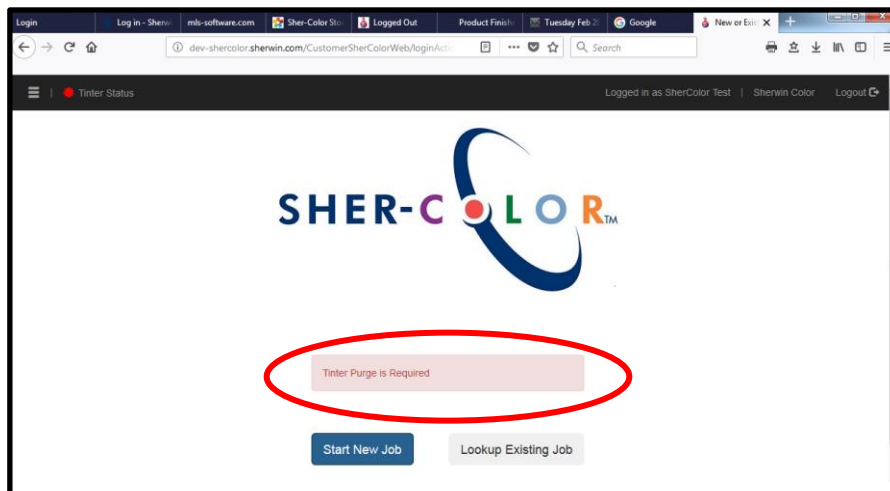


16. The **Tinter Init Status** dialog box displays the Tinter Detected Configuration Complete message upon successful configuration completion. If status is otherwise indicated, call your Sherwin-Williams representative for further assistance.
17. Click the **Continue** button to proceed to the Sher-Color Main web page.
18. Continue the tinter operations process in **Section 5 - Corob Automated Tinter Purge**.

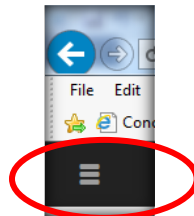
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SECTION 5 – COROB AUTOMATED TINTER PURGE

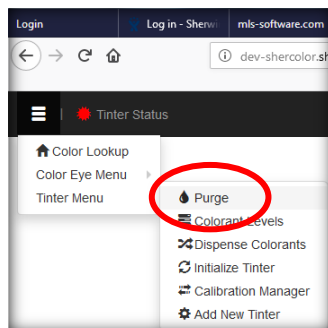
1. The **COROB AUTOMATED TINTER REQUIRES DAILY PURGE, NOZZLE and SPONGE CLEANING** to ensure that the dispense head and lines are not blocked with dried colorant.



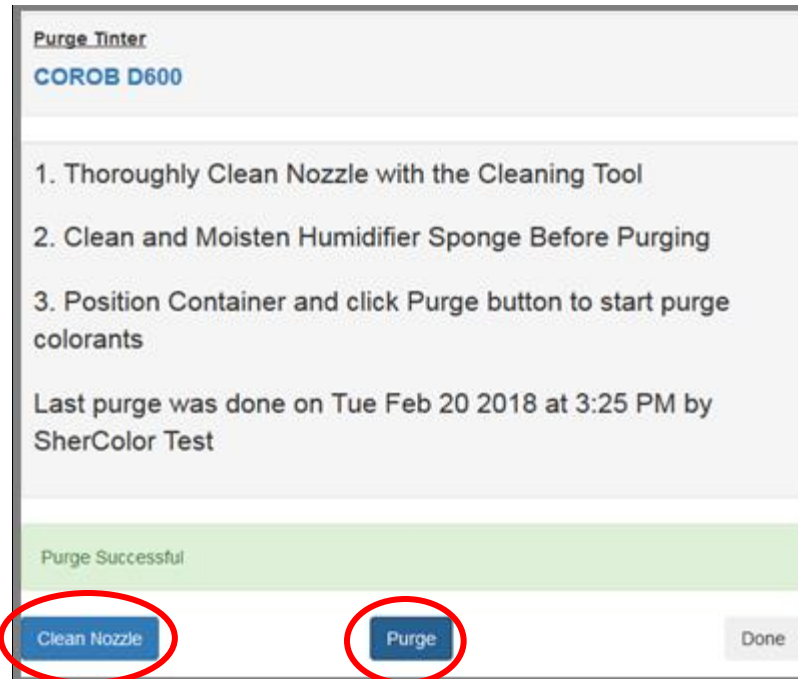
2. The Sher-Color Main web page displays a **Tinter Purge is Required** message, indicating that a tinter purge is required.



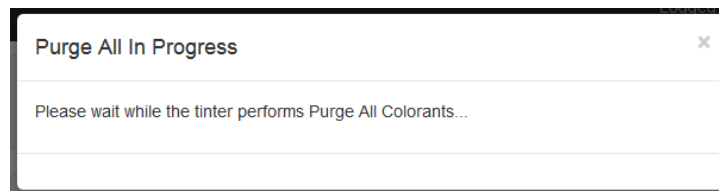
3. Click on the **Menu** icon in the upper left corner of the web page.



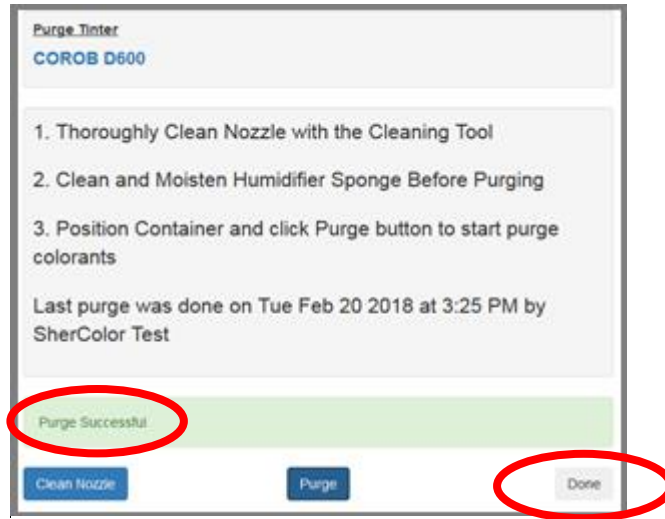
4. Mouse over **Tinter Menu**, and then click the **Purge** menu choice.



5. The **Purge Tinter** web page displays.
6. **Best practices require cleaning the automated tinter dispense nozzle each day.** Click on the **Clean Nozzle** button. The nozzle cover opens. Clean and moisten the humidifier sponge per manufacturer's instructions.
7. Position a **purge colorant collection container** under the tinter dispense head. Purge requires a small amount of colorants dispense to clear the dispense head. A container is kept for these dispenses.
8. Click the **Purge** button (see picture above).

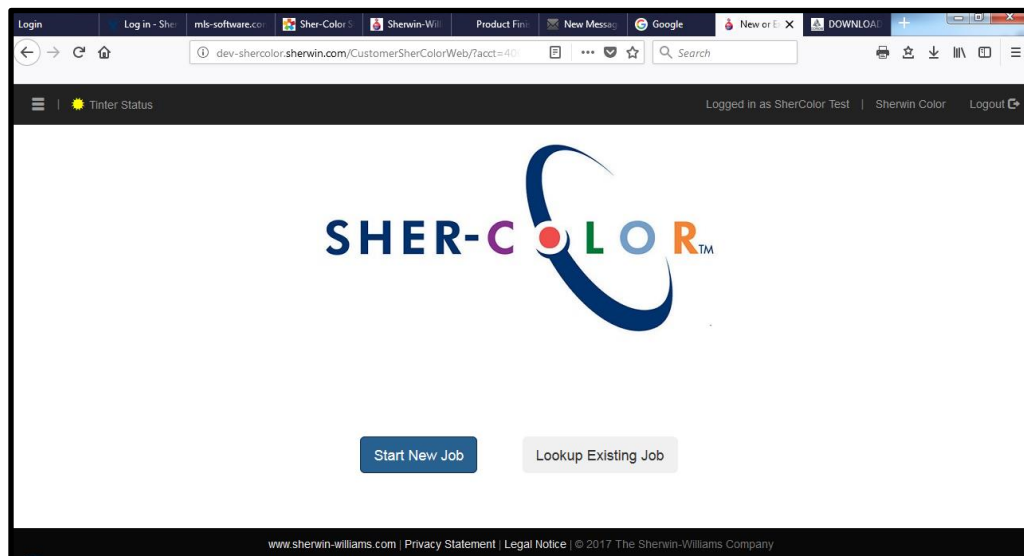


9. The **Purge All in Progress** message box displays. This process may continue for a minute or two as a small amount of each colorant in the automated tinter is dispensed.



10. The **Purge Tinter** web page displays when the purge operation is complete.

11. Click on the **Done** button (see picture above) to exit the purge operation.



12. The **Sher-Color Main** web page displays.

13. Many automated tinter require calibration for accurate paint tinting. Continue the tinter operations set-up process in **Section 6 – Calibration Files**.

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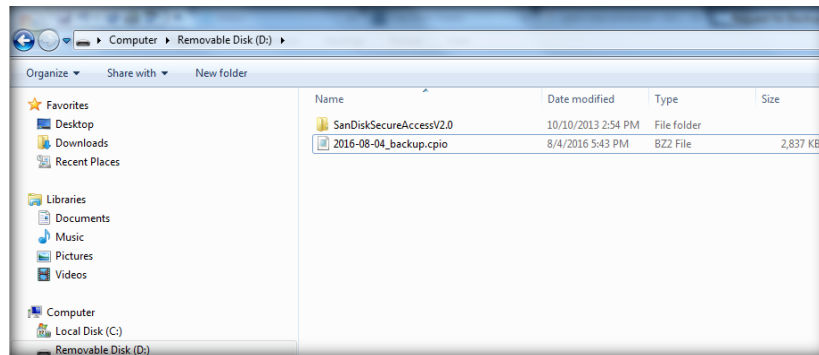
SECTION 6 - CALIBRATION

1. Most Corob automated tinters require calibration prior to operation.
2. If you are a new Sher-Color Web customer, a Sher-Color support person will arrange for a Sherwin-Williams Color Resources technician to visit your site to calibrate the automated tinter.
3. International Customers – The Sher-Color support staff will assist you with tinter calibration arrangements.
4. If you are an existing Sherwin-Williams converting from S-W computer to Customer Sher-Color Web application, the Sher-Color support person will assist as follows:
 - Arrange for a Sherwin-Williams Color Resources technician to visit your site to calibrate the automated tinter. This is best practice when your automated tinter has not been serviced within the past year or calibration and saved formulas cannot be copied from an older S-W computer (must be Lenovo 10FX model or newer computer to copy).
 - Transfer calibration files from the existing S-W computer to the Customer Sher-Color Web program when calibration is less than 1 year old and the computer is a Lenovo 10FX model or later computer.
 - Copy the named backup.cpio file from the USB drive to your business computer and email the calibration files and saved formulas to shercolor@sherwin.com.

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SECTION 7 – SEND CALIBRATION AND FORMULA FILES

1. This section describes performing a backup on an existing Sherwin-Williams computer using the on-screen options and email the file to Sherwin-Williams.
2. Click on [SOURCE] button on the lower left corner of the screen. A menu will display. Click the [Backup] menu choice.
3. **Type y (yes) at the” Would you like to start a manual backup? (y/n)” prompt.** Press the Enter key. The “Starting Backup” message displays and the computer backup procedure starts. Formula backup takes 1 to 5 minutes.
4. Press **Enter** key at the “Backup Complete. Press any key to exit.”
5. Remove the **USB** drive and insert it in a Windows computer. The next steps will make a copy of the backup file and place it on the Desktop of the Windows computer.
6. Go to the **START** button of the computer and select **Computer and the USB drive** to view the contents of the USB key.
7. Look for the file with the file name. For example, the file **2016-08-04_backup.cpio** is the backup file in the example below.



8. Using the computer mouse, click on the file name, hold down the left mouse button then click and drag the file to **copy** to your computer desktop.
9. Send **email** with the file as an attachment to shercolor@sherwin.com.
10. **Reinsert the USB drive** into the Sher-Color computer for daily backups to resume.
11. The **Sher-Color support team** will load the information provided to your Sher-Color Web account.

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