

TN0014

Installing the PTC DiagnosticG2 software on Ubuntu Linux

Windows and Linux versions of the PTCDiagnosticG2 software

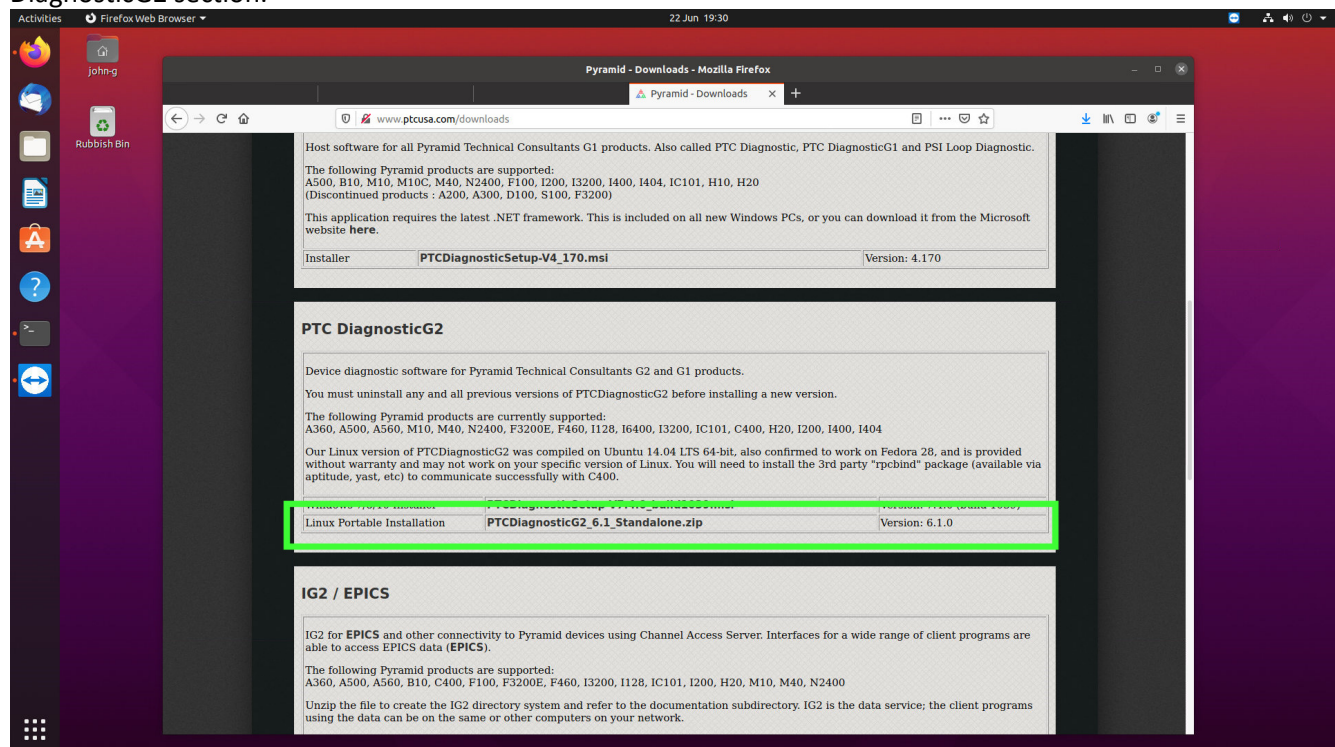
The PTCDiagnosticG2 software is supplied as a Windows msi package. A Linux 64-bit version is available for download from the Pyramid website. A special compile would be required if a 32-bit machine is the target. Contact Pyramid if this is the case.

The screens have the same functions as the equivalent Windows versions of the software. There may be small differences where the versions are not yet aligned.

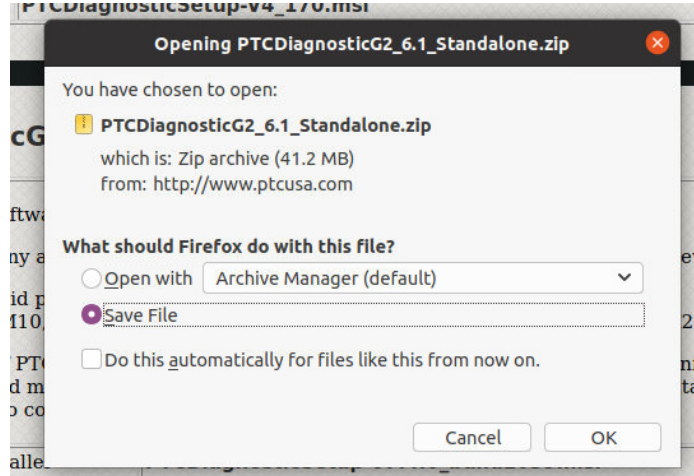
The Linux version has been tested on Ubuntu, OpenSuse, RedHat and Fedora. This note illustrates the installation process for the Ubuntu 20.04 LTS Linux distribution on a 64-bit machine.

Download and extract the files

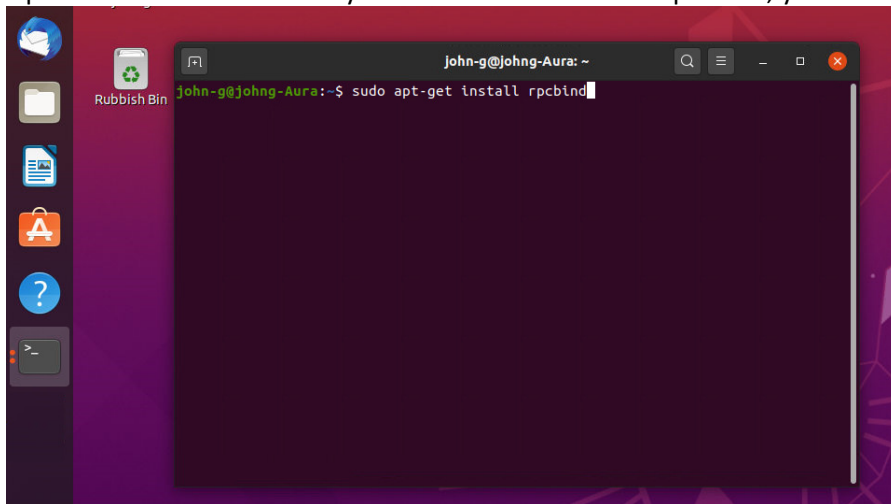
On a browser, find the Pyramid downloads page <http://www.ptcusa.com/downloads> and scroll down to the PTC DiagnosticG2 section:



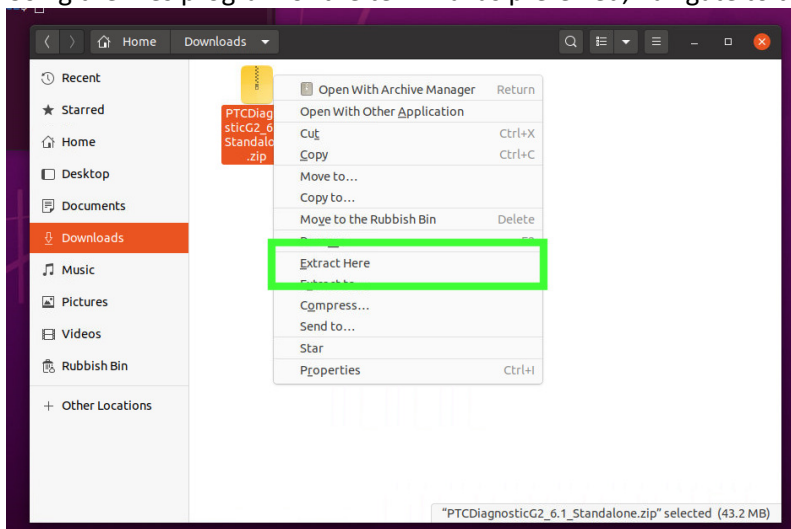
Click the link for the Linux Portable Installation and select the option to save the file:



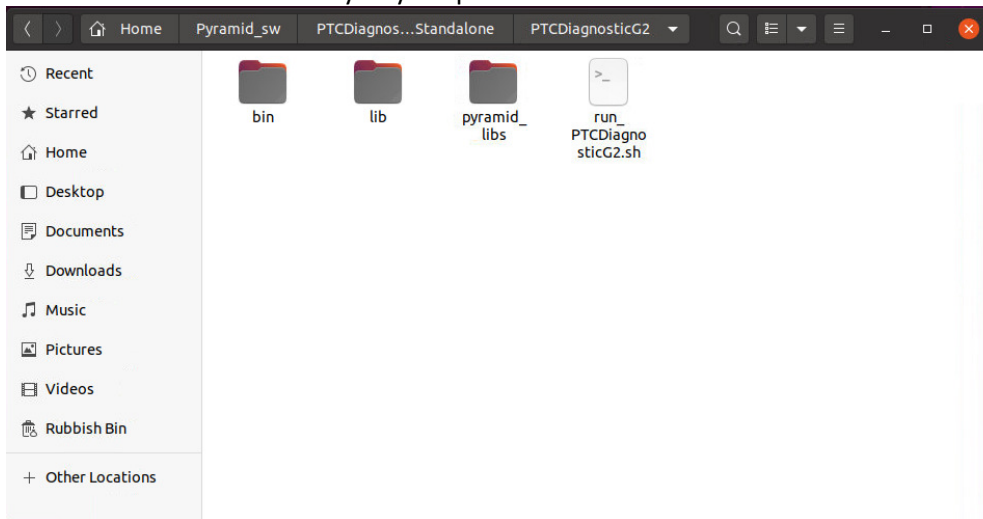
Open a terminal window. If you intend to use the C400 product, you will need to install the rpcbind utility:



Using the files program or the terminal as preferred, navigate to the Downloads directory and extract the files:



Move the extracted directory to your preferred location:



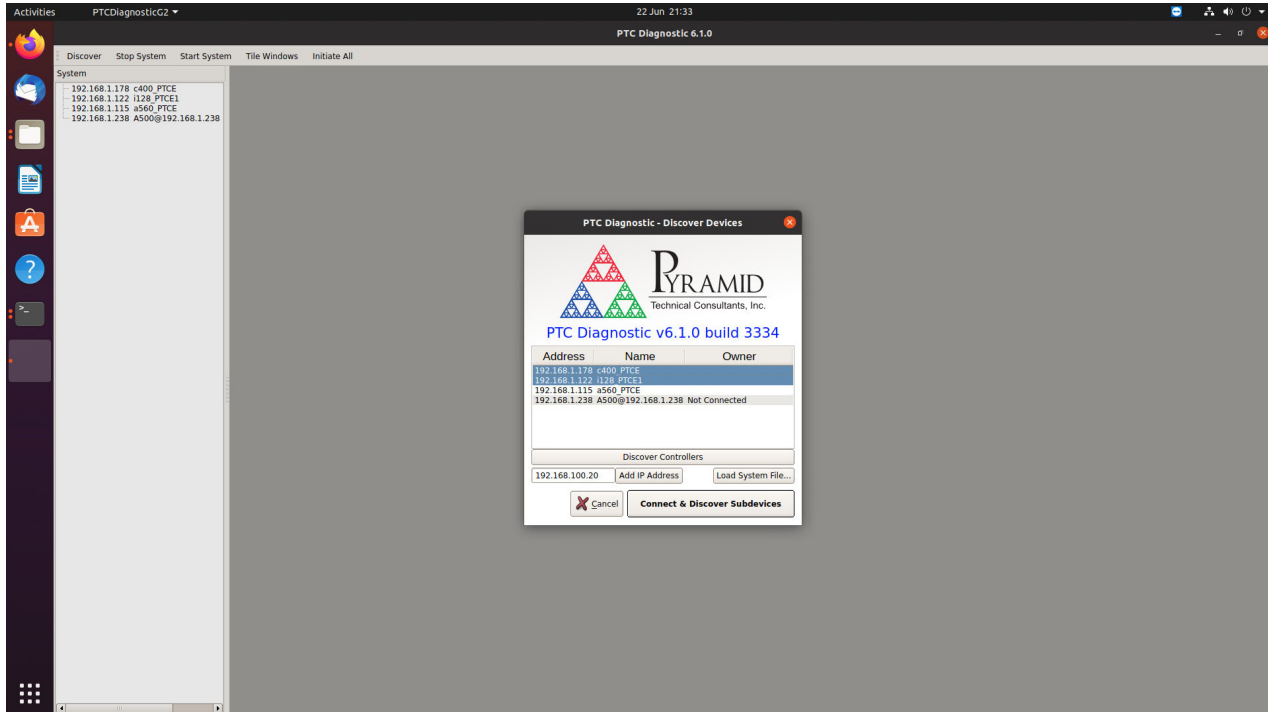
In a terminal window, navigate to the directory where you have the software, containing the run_PTCDiagnosticG2.sh shell script and run it:

```
john-g@johng-Aura: ~/Pyramid_sw/PTCDiagnosticG2_6.1_Standalone/PTCDiagnosticG2
john-g@johng-Aura:~$ ls
Desktop  Downloads  Music      Public     snap      topas      Videos
Documents G4Data    Pictures   Pyramid_sw Templates  topas_3_3_pi_debian9_amd64.tar.gz
john-g@johng-Aura:~$ cd Pyramid_sw
john-g@johng-Aura:~/Pyramid_sw$ ls
PTCDiagnosticG2_6.1_Standalone
john-g@johng-Aura:~/Pyramid_sw$ cd PTCDiagnosticG2_6.1_Standalone
john-g@johng-Aura:~/Pyramid_sw/PTCDiagnosticG2_6.1_Standalone$ ls
PTCDiagnosticG2
john-g@johng-Aura:~/Pyramid_sw/PTCDiagnosticG2_6.1_Standalone$ cd PTCDiagnosticG2
john-g@johng-Aura:~/Pyramid_sw/PTCDiagnosticG2_6.1_Standalone/PTCDiagnosticG2$ ls
bin  lib  pyramid_libs  run_PTCDiagnosticG2.sh
john-g@johng-Aura:~/Pyramid_sw/PTCDiagnosticG2_6.1_Standalone/PTCDiagnosticG2$ ./run_PTCDiagnosticG2.sh
```

Providing the installation was successful and the Linux environment is compatible, the software will start. The Discover Devices window will be open. Click Discover Controllers to see the list of controllers that can be reached on

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the network.



Select the device or devices you want to connect and click **Connect & Discover Subdevices**:

