

Technical Support Bulletin

Nr. 25 – TelevisNet-Settings

Contents

- *Introduction*
- *Checking SQLServer*
- *Manual Database creation*
- *Enabling VNC Service*
- *Viewing files-Parameter maps*
- *WebServer setup*
- *Removing components manually*

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Technical Support Bulletin

Introduction

This document provides guidelines for checking and modifying settings necessary for the correct operation of TelevisNet.

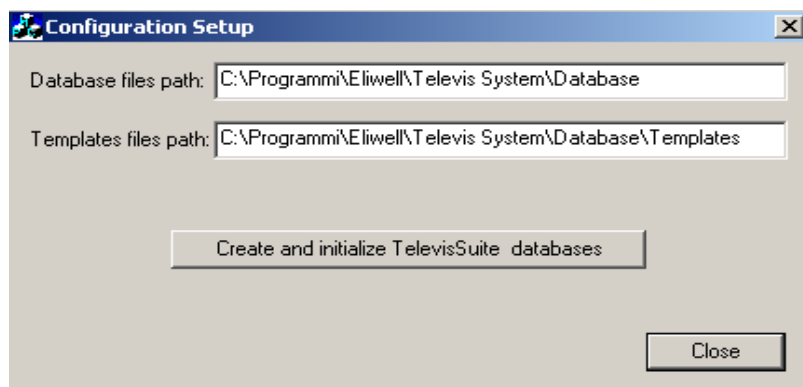
Checking SQLServer

1. The TelevisNet installation program also installs SQLServer. If there are any other versions of SQLServer already installed on the PC, they must be removed so that TelevisNet can install the program with its own settings. Therefore remove all previous SQL installations via Control Panel\Add and Remove Programs.
2. another component is also added to the Windows services, called SQL SERVER AGENT, which automatically backs up recorded data. To check that it has installed correctly, proceed as follows:
 - a) go to Control Panel\Administrative Tools\Services
 - b) select SQL SERVER AGENT from the list, and double-click to open the related properties
 - c) from the “Network Connections” tab, ensure that the “Local System Account” option is selected. Close and confirm
 - d) restart the PC

Manual Database creation

If, upon successful completion of the installation procedure, the system does not reboot correctly, for example if there are problems starting the SQL server, proceed as follows:

1. check that the following files are in the installation folder C:\Programs\Eliwell\Televis System\Database: _AcquiredDB_x.ldf, _AcquiredDB_x.mdf, _ConfigDB_x.ldf, _ConfigDB_x.mdf. If any or all of these files are missing, the installation program has not created the archives correctly;
2. therefore go to C:\Programs\Eliwell\Televis System, and launch the Config.exe program. The window shown opposite will appear. Click “Create and initialize TelevisSuite databases”, without changing the destination of the files, and wait until the operation is completed
3. restart the PC and then restart TelevisNet



Enabling VNC Service

TelevisNet automatically installs the VNC component in the Windows services. This service is only installed but not launched. Until the service is enabled, it will not be possible to connect to the machine via VNC. To enable the service proceed as follows:

- a) go to Control Panel\Administrative Tools\Services
- b) select SQL SERVER Version 4 from the list and double-click to open the related properties
- c) from the “General” tab, select “Automatic” in the Startup Type field. Close and confirm
- d) restart the PC

The default password to connect via VNC is TS

View files-Parameter maps

The “parameters” function of TelevisNet allows the control parameters to be read and saved in file format with the extension .dat. If the Windows display settings have not been modified, .dat files are considered system files and are therefore not visible. This means that the saved files will not be visible. Therefore continue as follows:

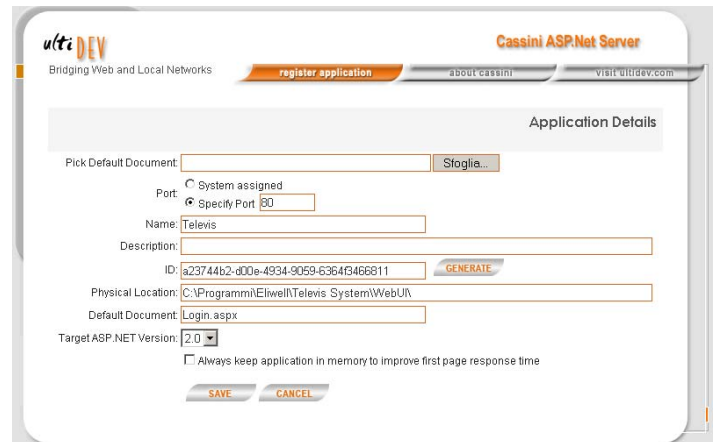
- a) double-click My Computer
- b) select Control Panel\Folder Options and from the View tab select “View hidden files and folders”, and deselect the “Hide extensions for known file types” option.
- c) then finally click “Apply to All Folders”



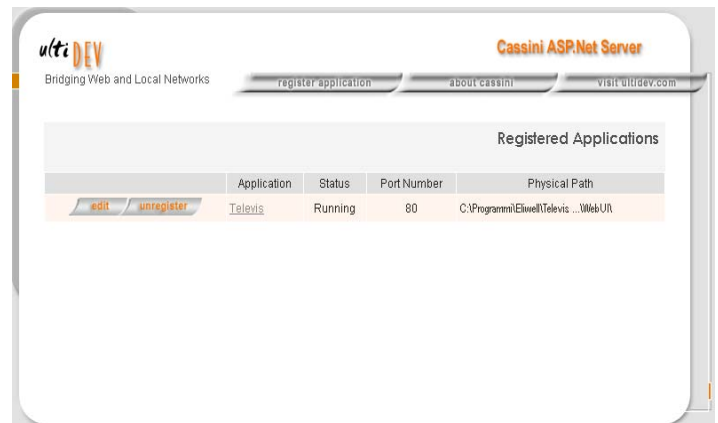
WebServer setup

In “Web” versions, a WebServer is installed that allows remote connection via the web browser. WebServer is usually installed on Port 80 of the PC. However, other programs may use the same port, thus disabling the application. The port can be changed as follows:

1. Go to C:\Program Files\UtilDev\Cassini Web Server and open the Cassini Web Server Explorer page. The following page will open (see right), where port 80 is pre-selected



2. Click “Edit” to open the Configuration Setup, where the following page will open (see right). Change the port by entering an available one, click “GENERATE” and then finally “SAVE”.



3. Right-click on the program icon, then the shortcut Properties, which launches the program, and change the original string (<http://localhost/Login.aspx>) by entering the port number: for example if the selected port is 202, the string will become <http://localhost:202/Login.aspx>

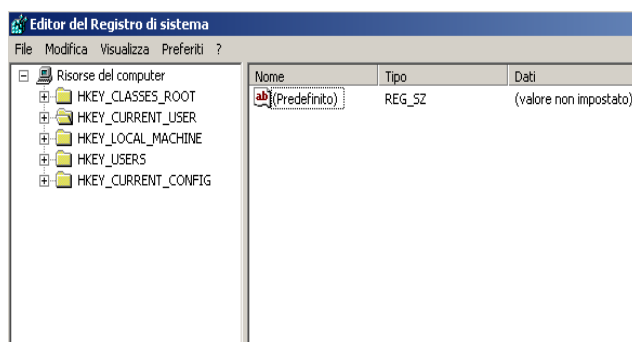
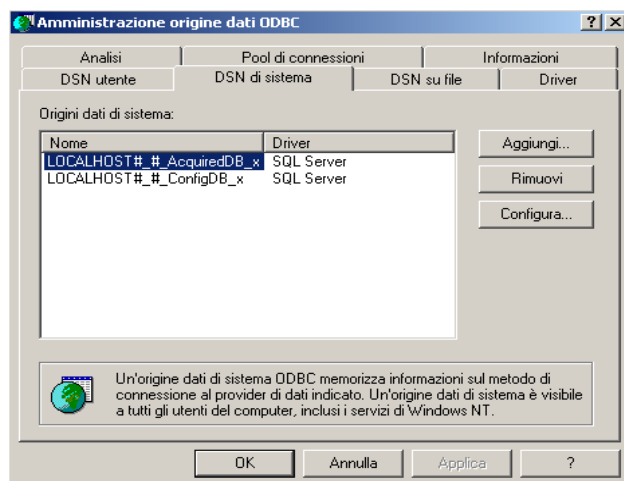


Removing components manually

When installing the program on a PC that already has previous versions of TelevisNet installed, some files may need to be removed manually, as shown below. The following operations should be performed AFTER the programs have been uninstalled from the Windows Control Panel:

1. Go to Control Panel\Administrative Tools\Data Sources (ODBC). Select the System DNS tab, the window opposite will be displayed. From here, delete the files LOCALHOST#_#_AcquiredDB_x and LOCALHOST#_#_ConfigDB_x. WARNING: this will completely remove the Televis databases
2. Click Start\Run, type “regedit”. The following screen will appear. Search for “TELEVIS_” with Edit\Find, and manually delete everything that is shown with that string

3. Manually remove the folder “Eliwell”



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