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3D_ISS

**Integrated
Software
System**

**Installation/Setup
Manual**

**Temperature Monitoring Any Time, Any Place
Technology Working For You**

3D Digital Design and Development Ltd - Integrated Software System Installation/Setup Manual

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Introduction

This manual is written for versions V 4.522 and later, earlier versions of the software may differ slightly

The new 3DISS software has been designed as the next stage in the development of 3D software which takes advantage of the Microsoft SQL Database to provide secure data acquisition with the reliability and data integrity offered by the SQL.

3DISS combines hardware control and configuration with system administration, using intuitive simple to fellow drop down menus.

The 3DISS is multi-channel based system which permits the connection of a number of different 3D data loggers to be control by single software. The current version covers the following products:

RTS

TempulogPlus

Wardwatch

Tempulog4

Wardwatch II (Air & Core)

All references to the Wardwatch unit apply to the Air & Core unit as well.

In addition to being a multi-channel multi-device system the 3DISS is also multi-user software with user selectable roles and privileges and full audit trail, thus meeting national and international regulatory requirements such as MHRA, CPA, FDA 21 CFR Part 11, etc. This allows a number of departments within a hospital to run the same software, however each department operates independently, thus Haematology, Pharmacy, Microbiology, Histology and Bio-chemistry may operate the same software utilising a number of 3D data loggers.

The software requires approximately 12mB space on your hard drive.

The database uses approximately 250mB each year, this is based on 32 channels running with a 10 minute log rate.

Server Installation Instructions

Prerequisites:-

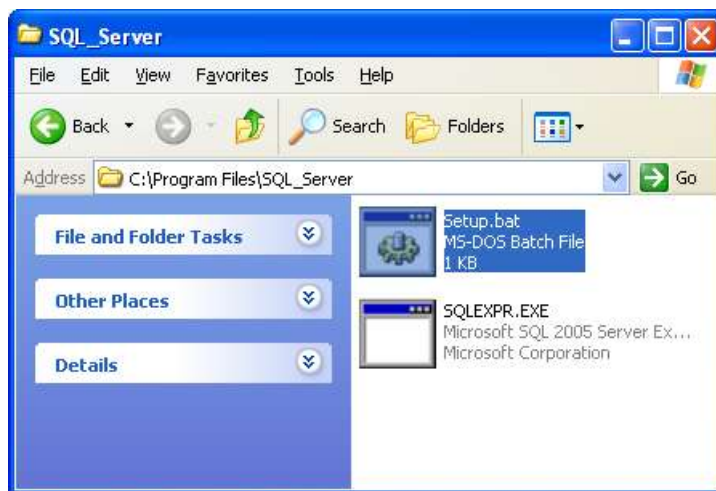
- Windows XP Service Pack 2
- Windows XP Pro (for IIS)
- Windows Installer V3.1 (copy on CD, instructions Appendix 1)
- Net framework V2 (copy on CD, instructions Appendix 1)

Database machine

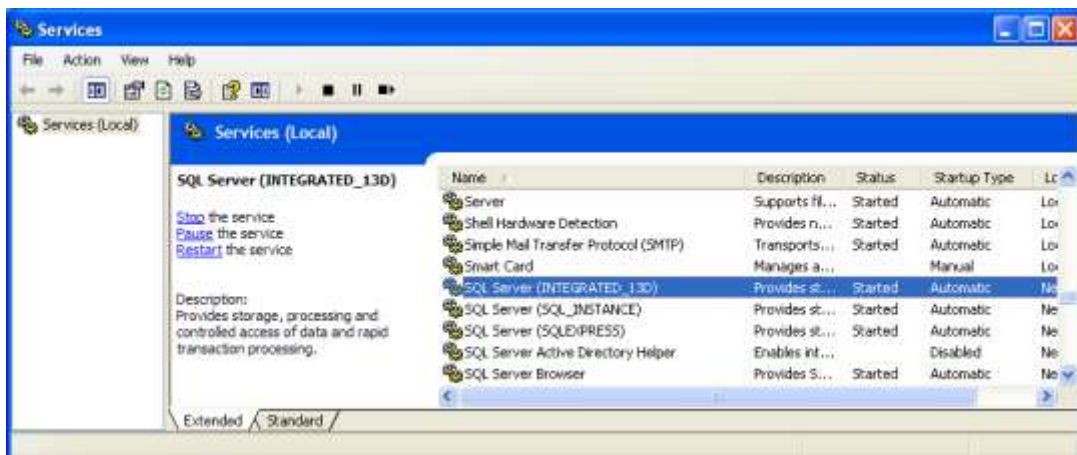
If you are using an existing instance of SQL then skip steps 1 and 2

If you have modified the 'setup.bat' file to create you own SQL instance then use the 'setup.bat' file you modified.

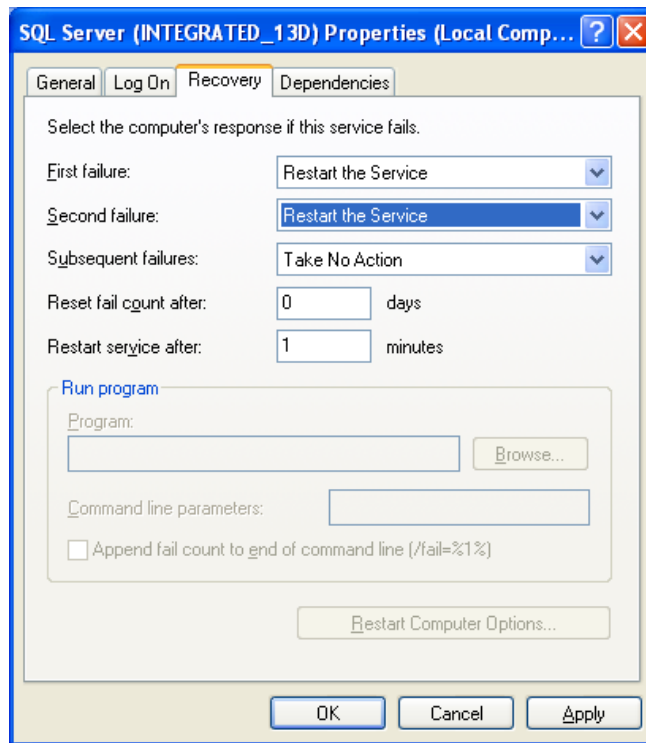
1. Open 'ISS SQL File' folder on CD and double click on 'setup.bat' to install SQL software. This is shown as an MS-DOS Batch File.



2. When install complete (the black command window will close), **REBOOT PC**.
3. Open Control Panel, Administrative Tools and Services.



4. Scroll down till you find the SQL Server (INTEGRATED_13D), shown above. If you have used your own instance you will need to look for that name.
5. Right Click on service and select Properties
6. Click on Recovery tab and change the First & Second Failure to Restart the Service (shown below)



Software machine

1. **Server software MUST ONLY be installed on ONE computer**
2. Open 'Integrated System V*' folder on CD
3. Double-click on 'Setup.exe' in folder.
4. Click Next on Welcome screen.
5. Change Installation folder and user option if required on Select Installation Folder Screen below, click Next.
6. Click Next on Confirm Installation screen.
7. Software will install, click Close on Installation.

Client Installation Instructions

Prerequisites:-

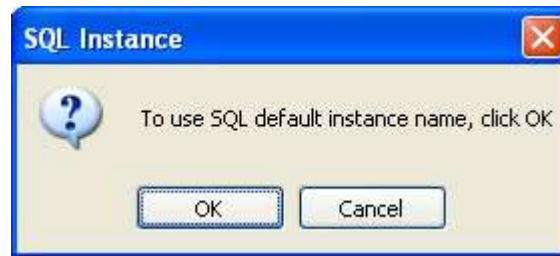
- Windows XP Service Pack 2
- Windows Installer V3.1 (copy on CD, instructions Appendix 1)
- Net framework V2 (copy on CD, instructions Appendix 1)

Software machine

8. Open 'Integrated Client SW V*' folder on CD
9. Double-click on 'Setup_ISS_Client.exe' in folder.
10. Click Next on Welcome screen.
11. Change Installation folder and user option if required on Select Installation Folder Screen below, click Next.
12. Click Next on Confirm Installation screen.
13. Software will install, click Close on Installation.

Running Server for First Time

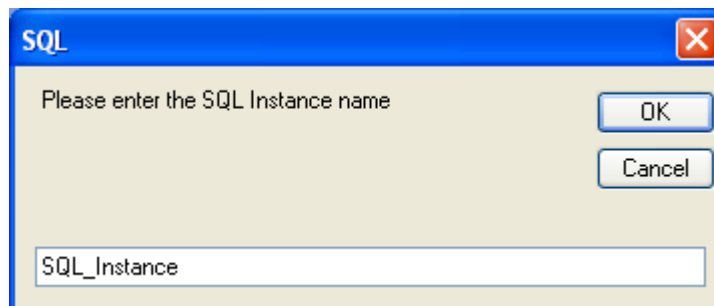
Double Click on the Integrated System icon. After the splash screen you will see the following



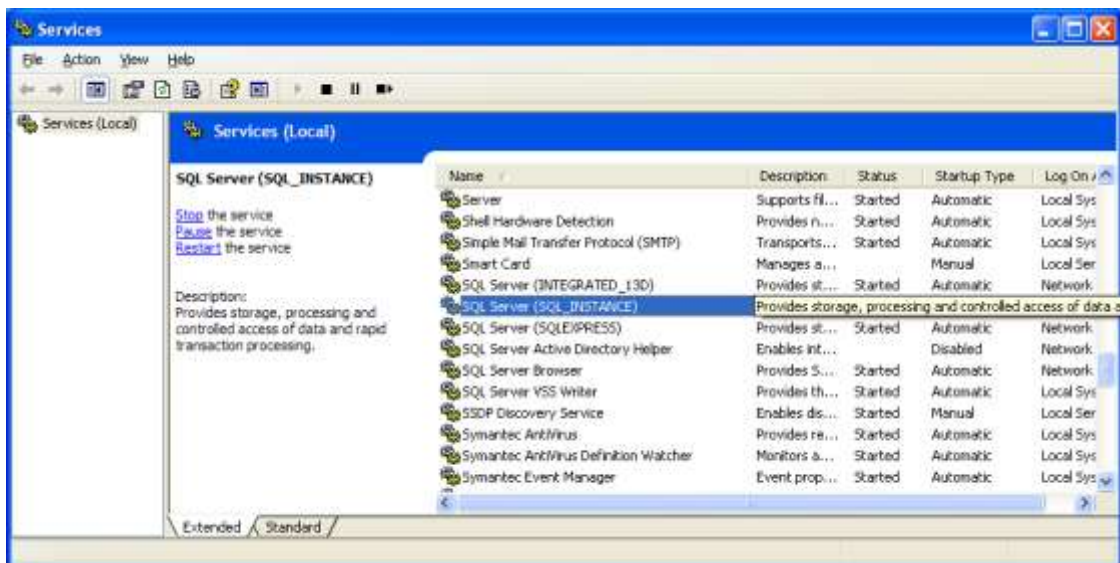
If you used the default installation files click OK.

If you are using an existing instance or you modified the SQL file to use your own setting click Cancel and follow these instructions.

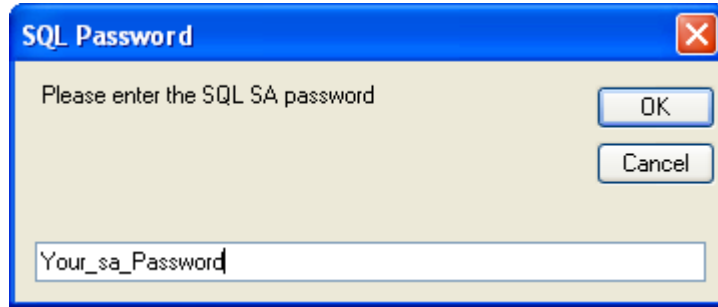
When you see the box below, enter your SQL Instance name and click OK.



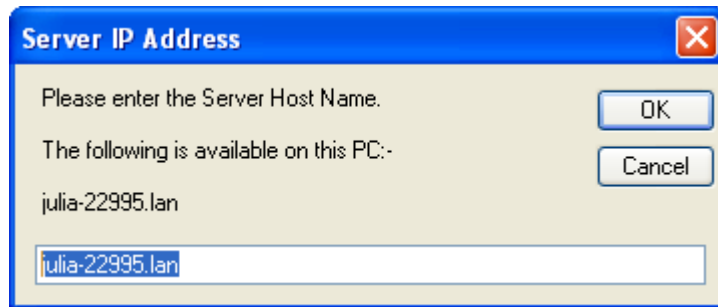
If you do not know the instance name you can find it in the Services, from the Administrative Tools link on the Control Panel, see below (SQL Instance name is highlighted)



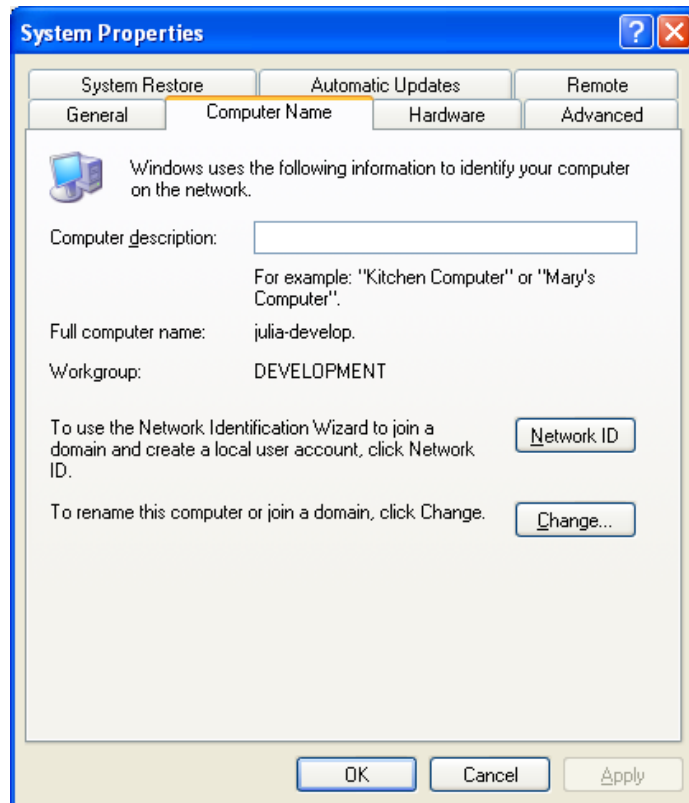
Enter your SQL SA Password, shown below as Your_sa_password, click OK



When asked to enter the 'Server IP Address' name, enter the DATABASE computer name where SQL was installed **DO NOT USE** the IP Address of computer as these can change then click OK.



To find the computer name open 'Control Panel' on PC where SQL was installed and then click on 'System' The computer name will be shown on the 'Computer Name' tab under 'Full computer name', example below shows computer name is 'julia-develop' this must be entered exactly as shown



When asked if you want to use the default Database name, click OK if you would like the software to use the default name which is INTEGRATED_DB_01012010 (01012010 will be today's date). If you would like to use your own database name, click Cancel and enter the required name.

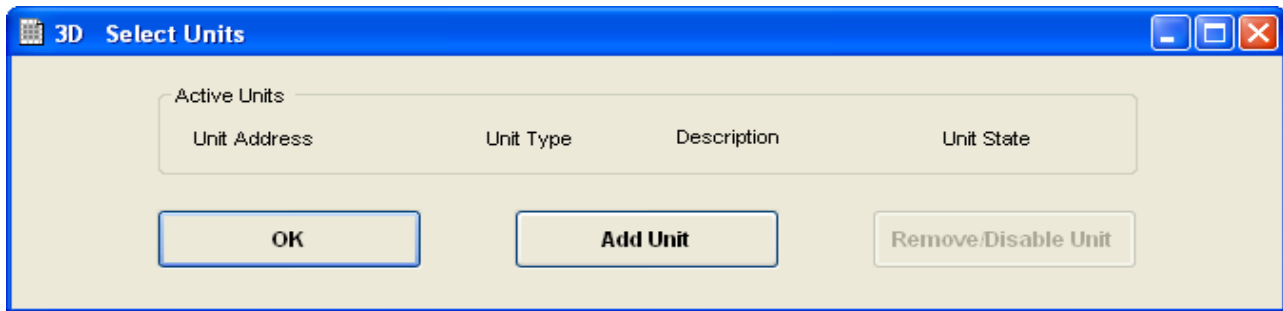
The software will ask if this is the 1st time software has been used, click Yes, then type YES into box and click OK, the database will now be created.

This is a precautionary step to stop software creating a new database and possibly deleting your data if it could not connect to the database, if you see the previous message when you run the software in the future Click No.

Add Units

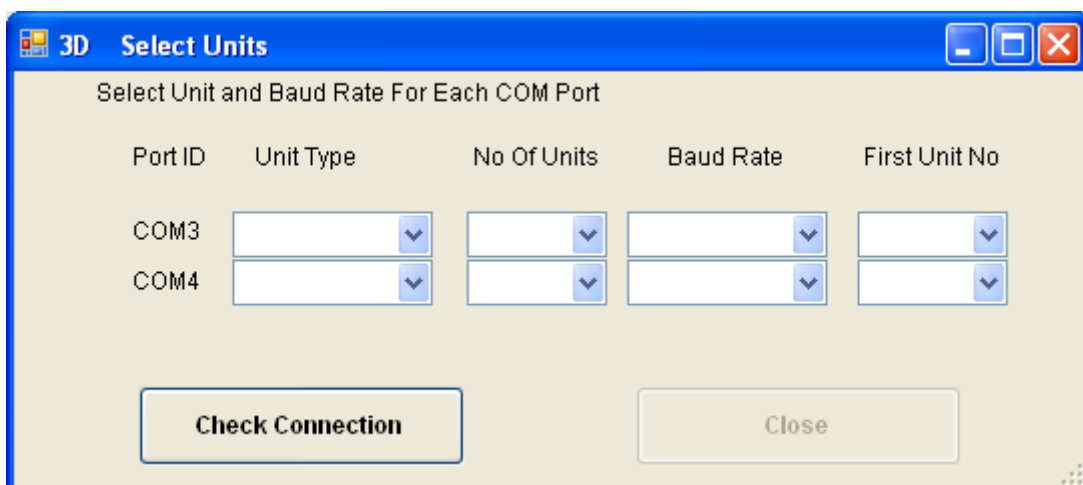
Once the database is created you will be asked to Select Units. Always add Wardwatch/Air & Core units last.

Click on Add Unit, enter your username (default admin) and password (default threed), if you are not adding a Wardwatch/Air & Core unit click No, if you are click Yes. Follow relevant section below to continue adding unit.

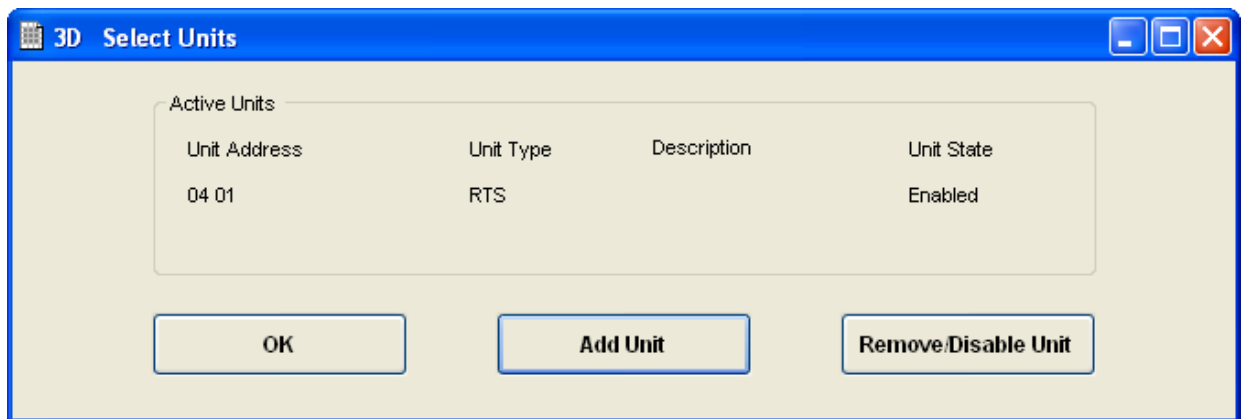


Adding a unit using Virtual or Local Comm. Port:-

- When asked if you are connecting via virtual/local communication port, click Yes.
- The software will search for available ports on your computer, when you see the following screen select the correct unit in the unit type box, and the correct First Unit No (default 1) and click Check Connection



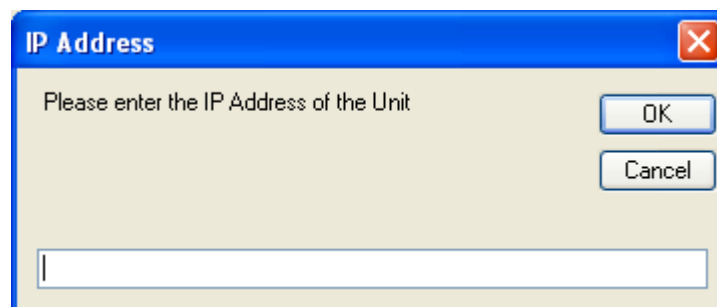
- If communications between the software and the unit were successful you will see the unit displayed in the box and shown below



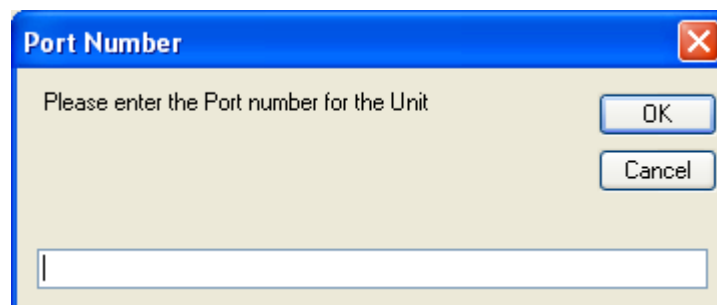
- To add another unit click on Add Unit and follow instructions again, if all units have been added click OK.

Adding a unit using TCP (Netcom device):-

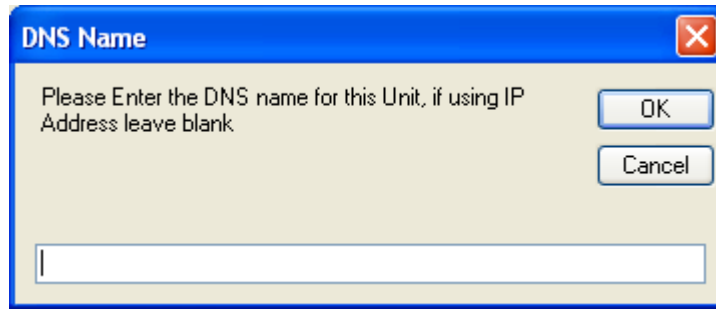
- When asked if you are connecting via virtual/local communication port, click No.
- You will see a warning screen asking you to check the Netcom device has been connected and configured correctly, if it has click OK.
- Enter the IP Address of the Netcom device in the box shown below, click OK



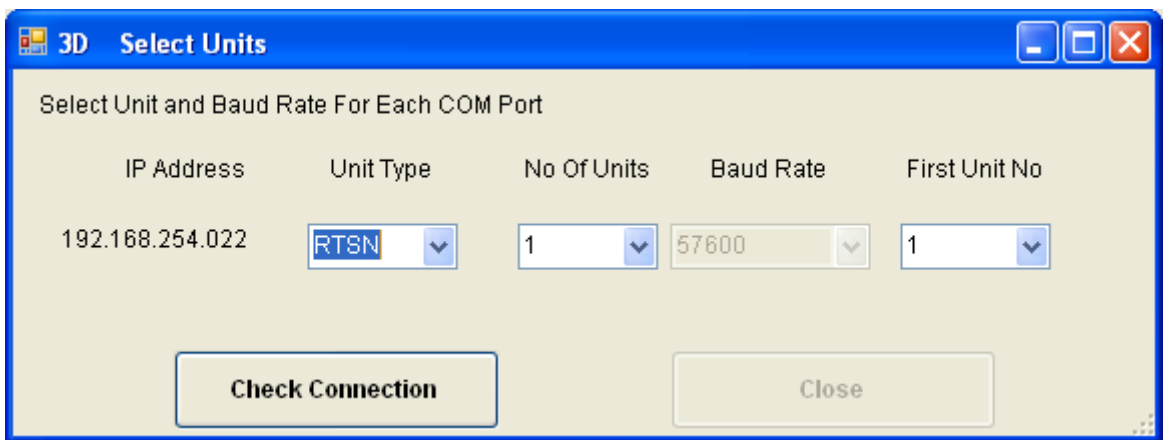
- Enter the Port number of the device in the box below (default 4001) and click OK.



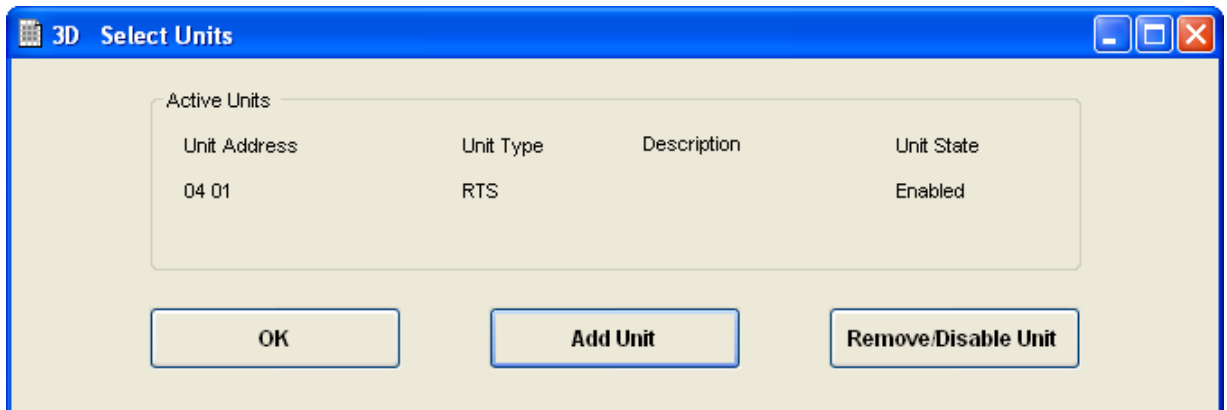
- If the device has been setup to use DNS enter it in the next box, shown below, if not leave blank (default).



- You will then see the following screen select the correct unit in the unit type box, and the correct First Unit No (default 1) and click on Check Connection.



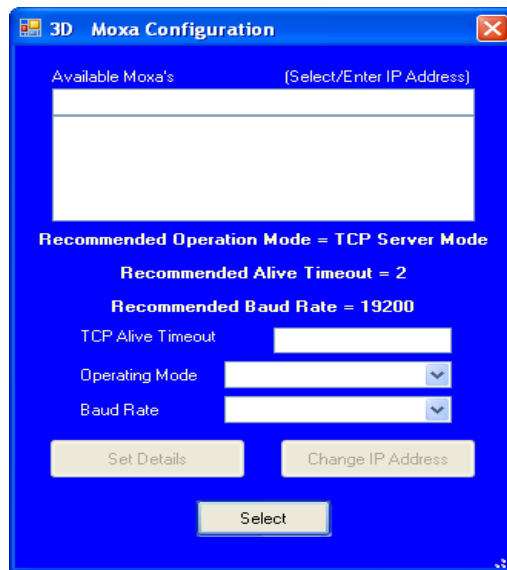
- If communications between the software and the unit were successful you will see the unit displayed in the box and shown below.



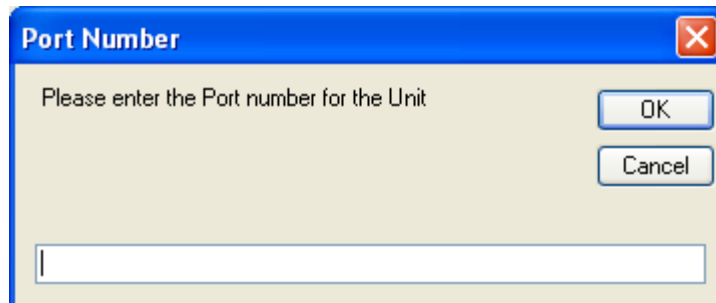
- To add another unit click on Add Unit and follow instructions again, if all units have been added click OK.

Adding a Wardwatch/Air & Core:-

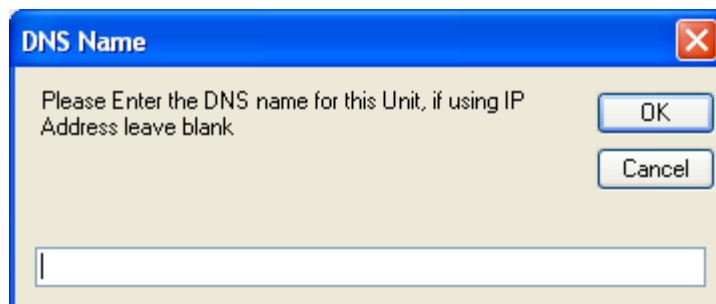
- When you add a Wardwatch/Air & Core you will see the following screen.



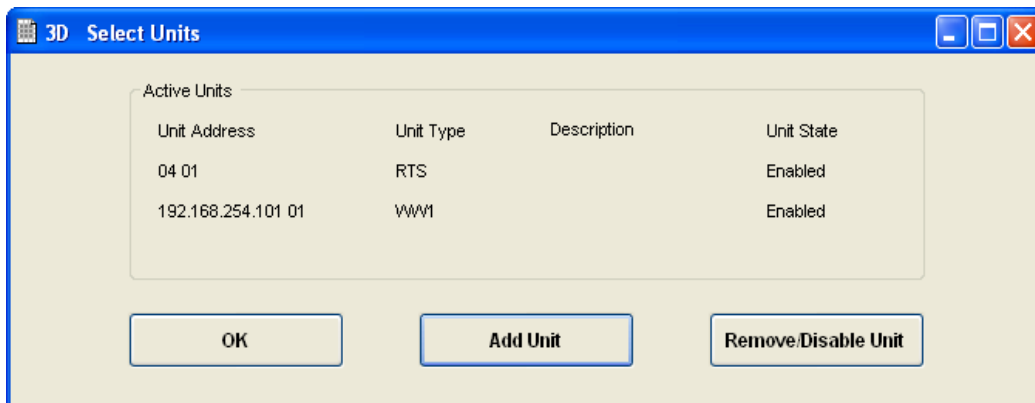
- If the IP Address for the Wardwatch/Air & Core is listed in the box, click on it, & check the settings are set to TCP Alive Timeout (2), Operating Mode (TCP Server Mode) and Baud Rate (19200) and click Select.
- If the IP Address is not listed enter it in the top part of the box and click Select.
- You will be asked for the Port Number (see below) enter it and click OK (default 4001).



- If the device has been setup to use DNS (see below) enter it in the next box, if not leave blank (default), click OK.



- If communications between the software and the unit were successful you will see the unit displayed in the box and shown below. (WW1 represents both the Wardwatch and Air & Core Unit)

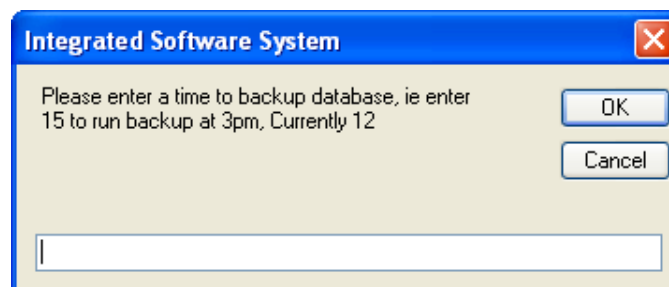


- To add another Wardwatch/Air & Core click on Add Unit and follow instructions again, if all units have been added click OK.

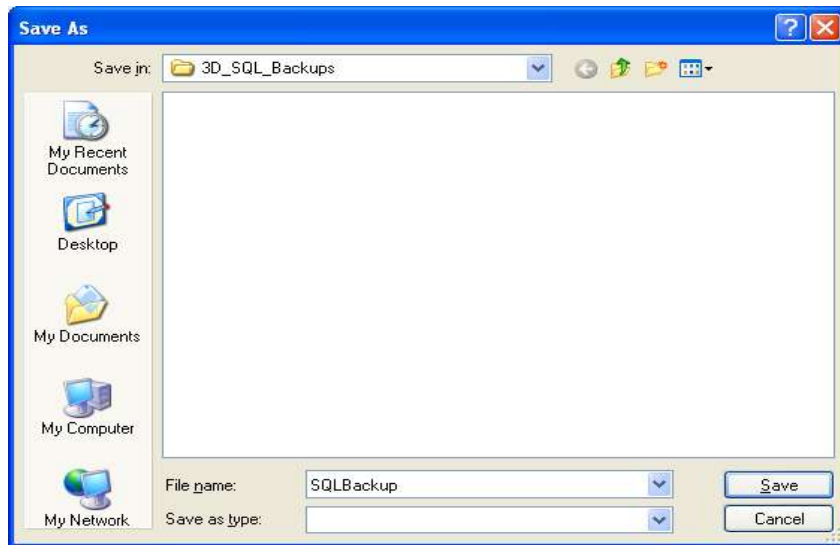
You will be asked to click OK to complete installation and restart the software.

When you run the software this time it will ask you to setup the SQL backup, click OK.

When asked enter a time (24 hour number only) in the box and click OK, if you would like backup to take place and 5pm, just enter 17.



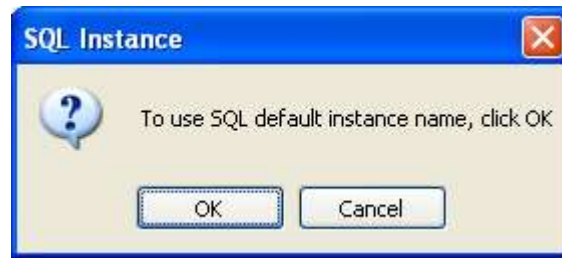
Click OK again and select a folder and filename without extension in the box shown below as SQLBackup. We recommend that the database is backed up onto an external drive.



You will see a message to say Database is now set to backup daily, click OK and software will communicate with the units and start to log.

Running Client for First Time

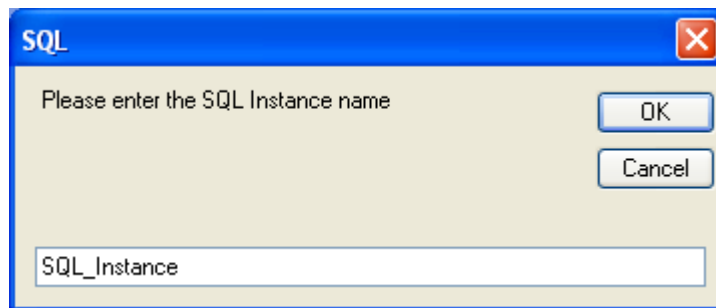
Double Click on the Integrated Client SW icon. After the splash screen you will see the following



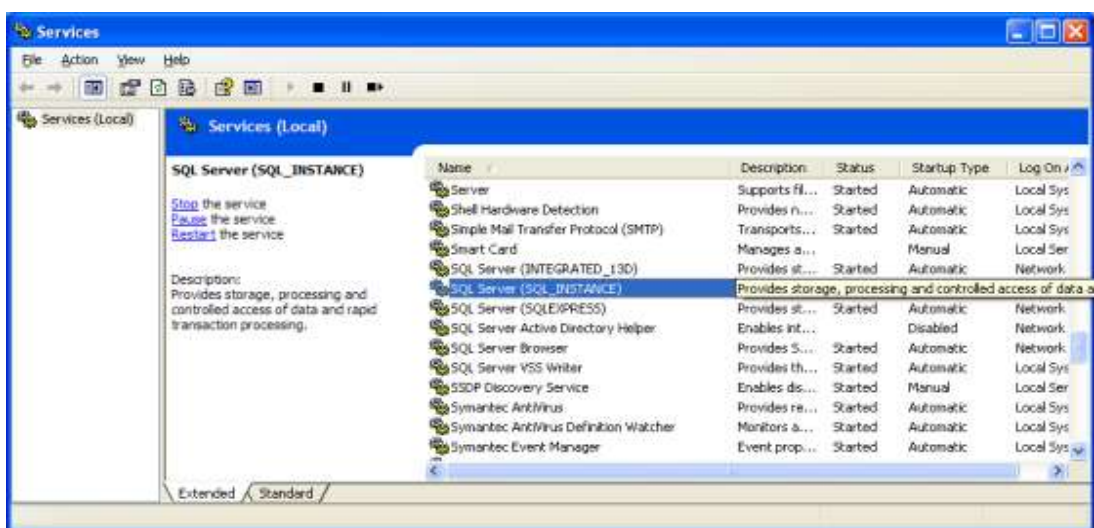
If you used the default installation files click OK.

If you are using an existing instance or you modified the SQL file to use your own setting click Cancel and follow these instructions..

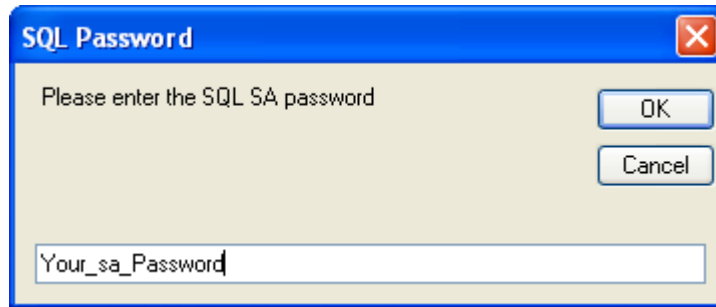
When you see the box below, enter your SQL Instance name and click OK.



If you do not know the instance name you can find it in the Services, from the Administrative Tools link on the Control Panel, see below (SQL Instance name is highlighted) on the Database PC

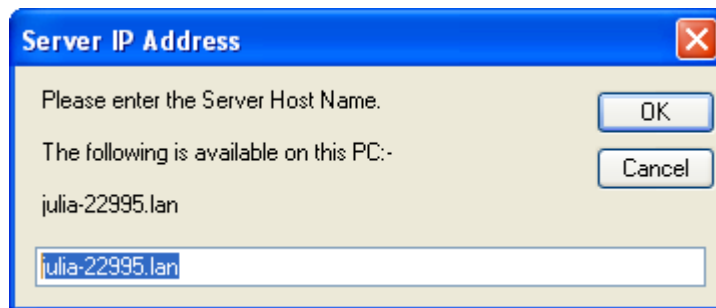


Enter your SQL SA Password, shown below as Your_sa_password, click OK



You will now see a message showing you where to get the information required for the next step, Click OK. From the server software click on File, and Show Server & Database name – make a note of this information.

When asked to enter the ‘Server IP Address’, enter the Server name from the above information you noted from the server software then click OK.

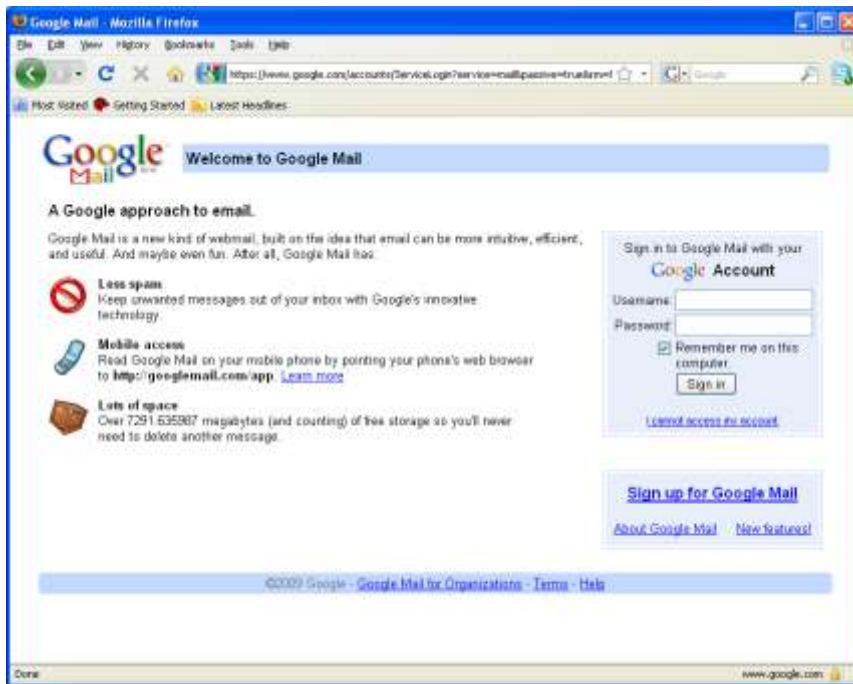


When asked if you want to use the default Database name, click OK if the server software was installed and run for 1st time today. If it wasn't then click Cancel and enter the database name from the above information you noted from the server software then click OK.

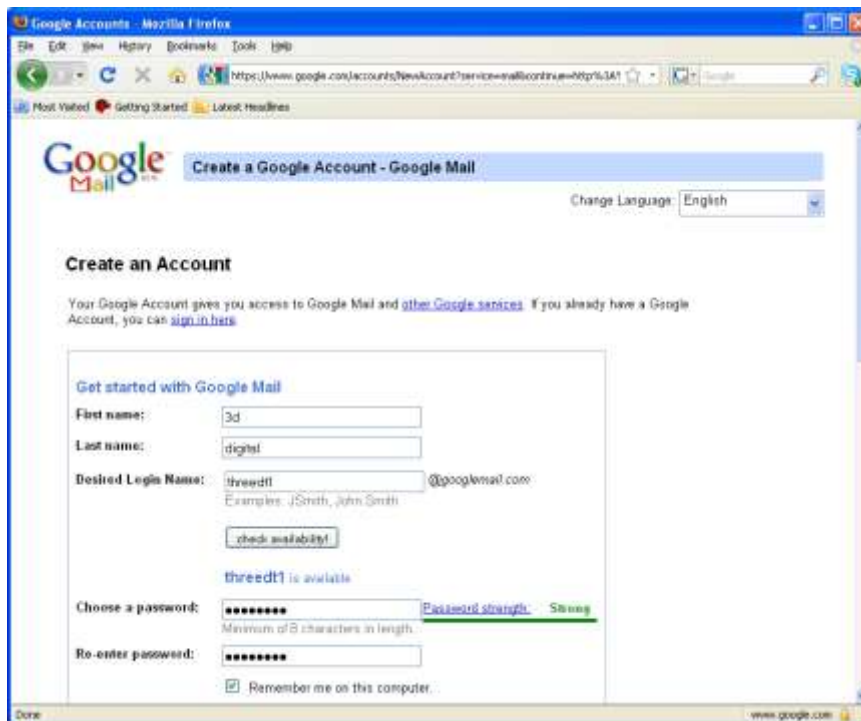
The software will ask you for your password, once entered you will see the real time display.

Setting up a Gmail Account

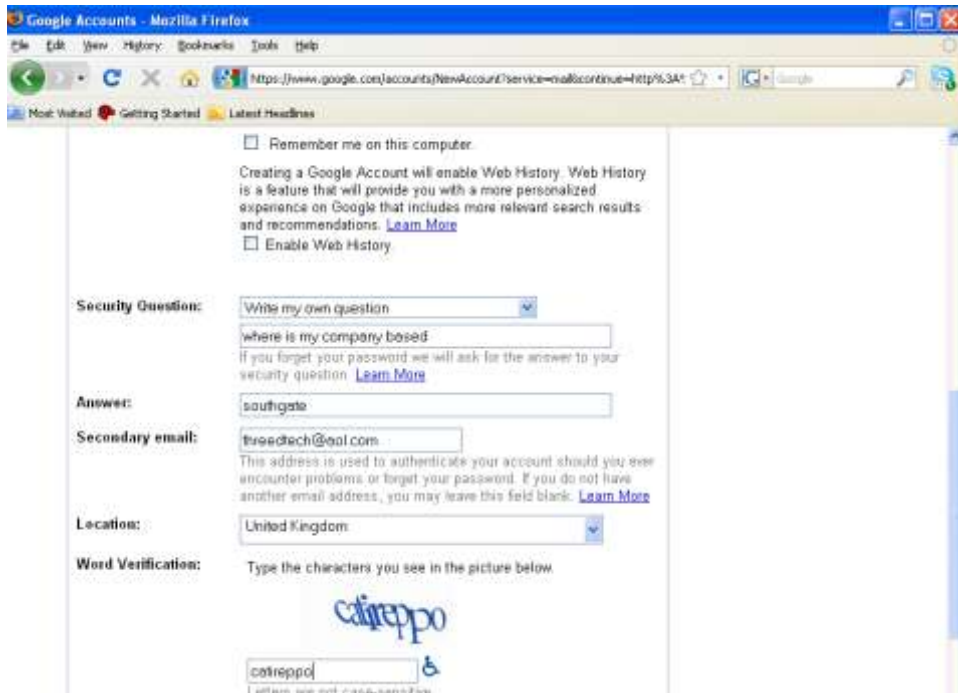
Go to 'mail.google.com/'



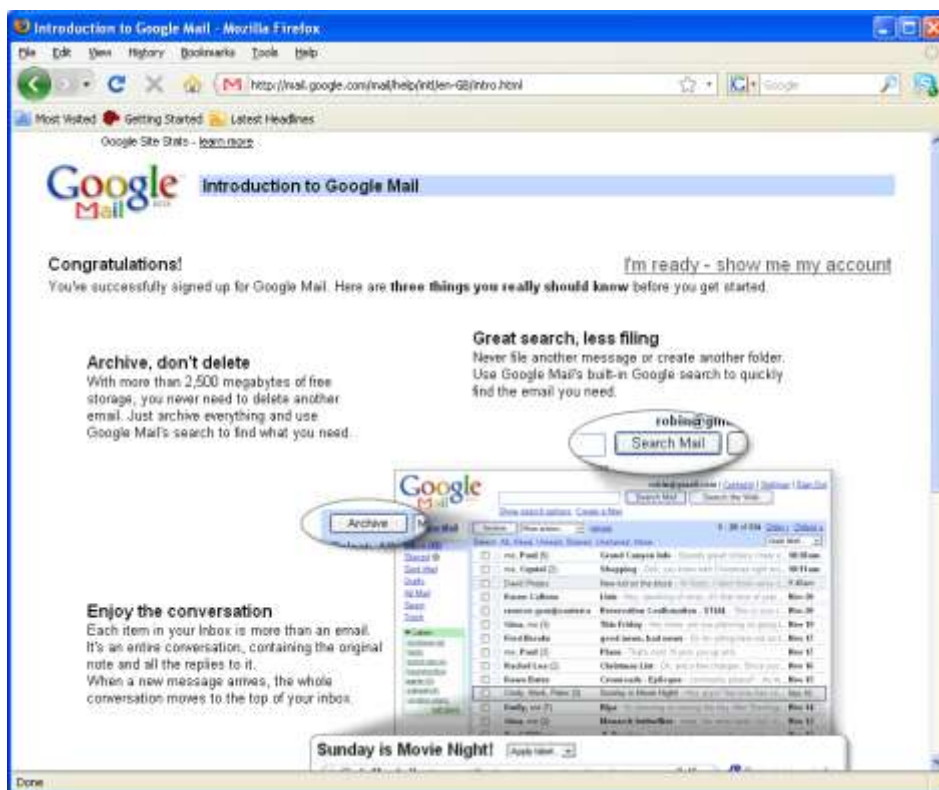
Click on 'Sign up for Google Mail'



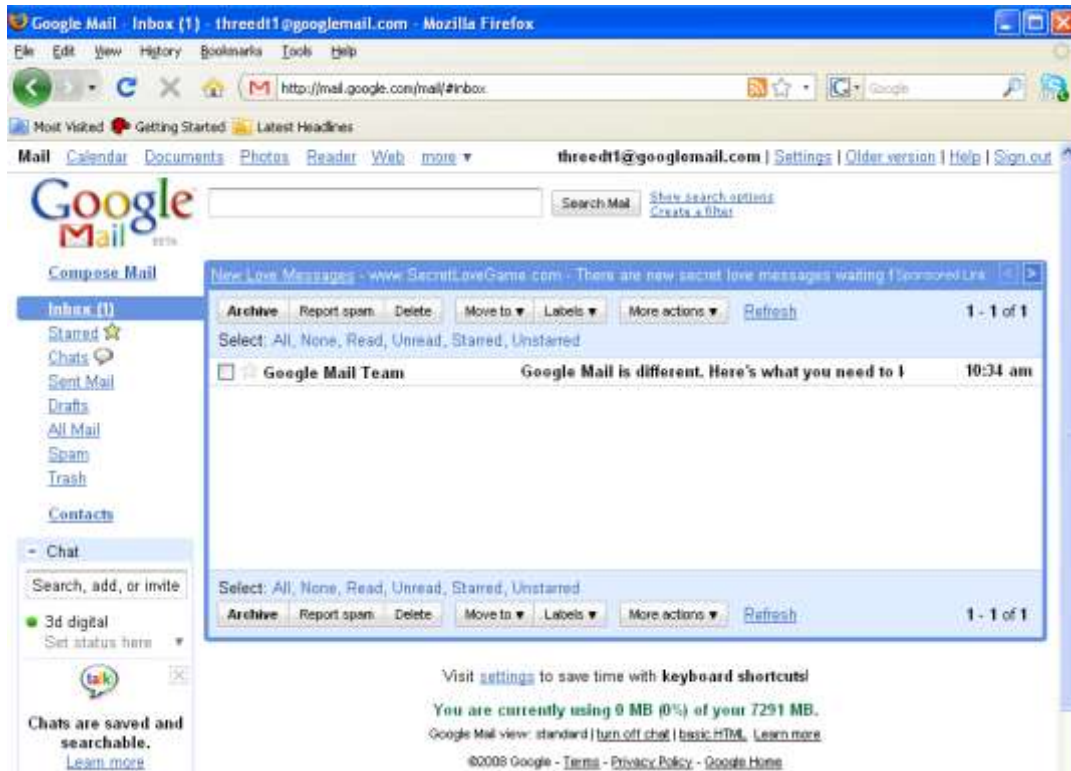
Complete details



Click 'I accept Create my account'



Click 'I'm ready – show me my account' to go to mail box



Click sign out

To view mail go to 'mail.google.com/'

Type in your Username and password.

Above examples Username - threedt1

Appendix 1 (Windows Installer & .Net Framework Installation Instructions)

Open 'Windows Installer V3.1' folder on CD and double click on the 'windowsinstaller.exe' to install windows installer V3.1

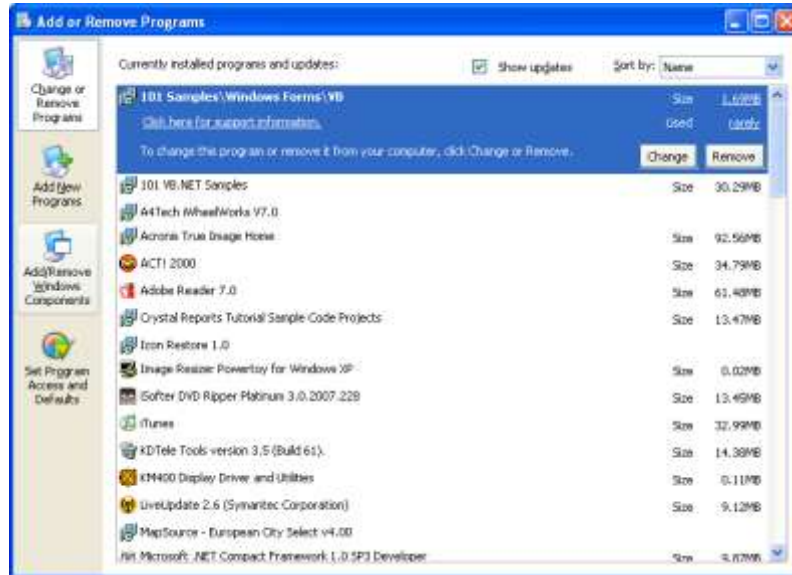
Follow the instructions on screen, once complete click on 'Finish' and the PC will reboot.

Open 'Net framework V2' folder on CD and double click on the 'dotnetfx.exe' to install the .net Framework V2

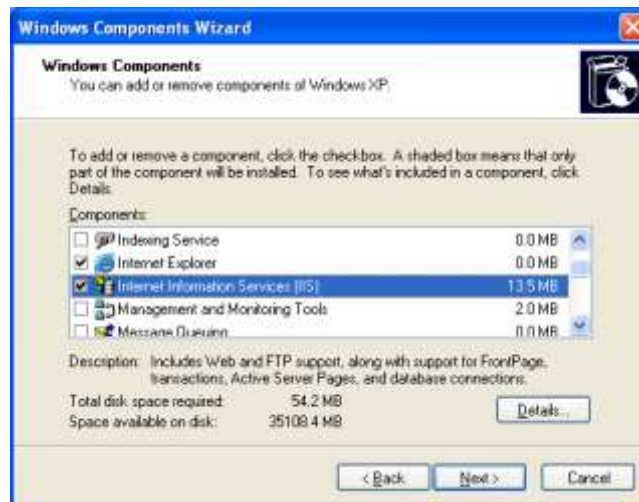
Follow the instructions on screen, Click on 'Finish' when the 'Setup Complete' screen is shown.

Appendix 2 (IIS Setup)

Select 'Add or Remove Programs' from 'Control Panel' and click on 'Add or Remove Windows Components'



Select 'Internet Information Services (IIS)' Option and press 'Next'

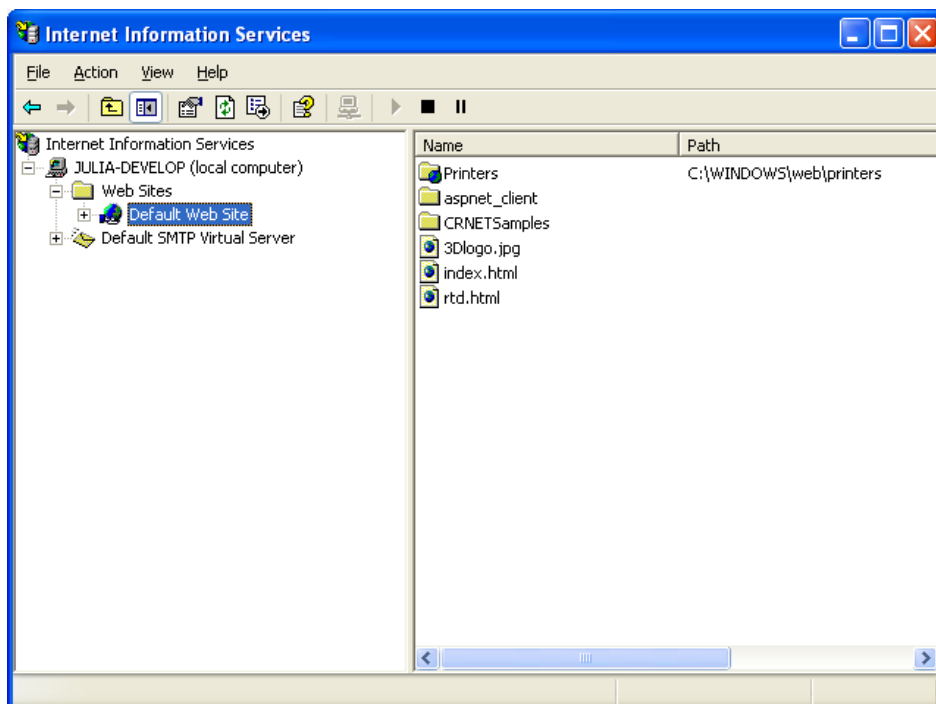


If prompted insert your Windows CD and press 'OK' and wait for install to finish

Return to 'Control Panel' and Click on 'Administrative Tools' and then select 'Internet Information Services'



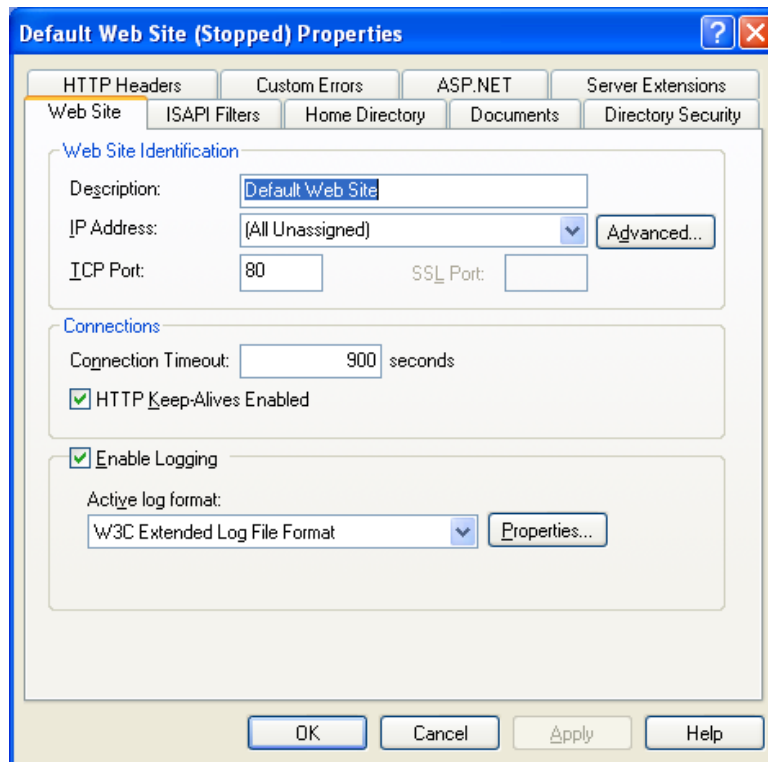
In the IIS Control Panel, Select 'Default Web Site'



Next press the Right mouse button and select 'Stop'

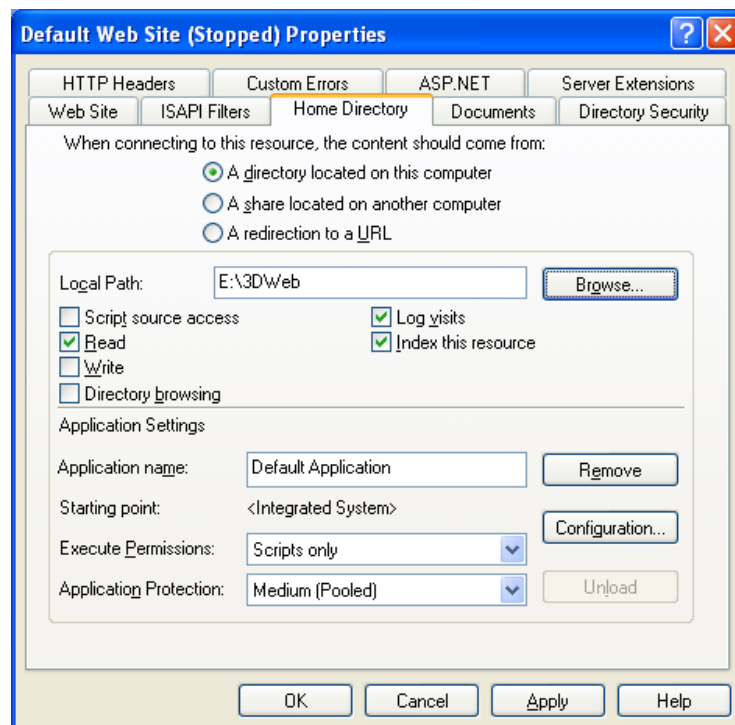
Now delete all files in this directory (this is not required but further increases security)

After the directory has been emptied right click on “Default website” and select properties

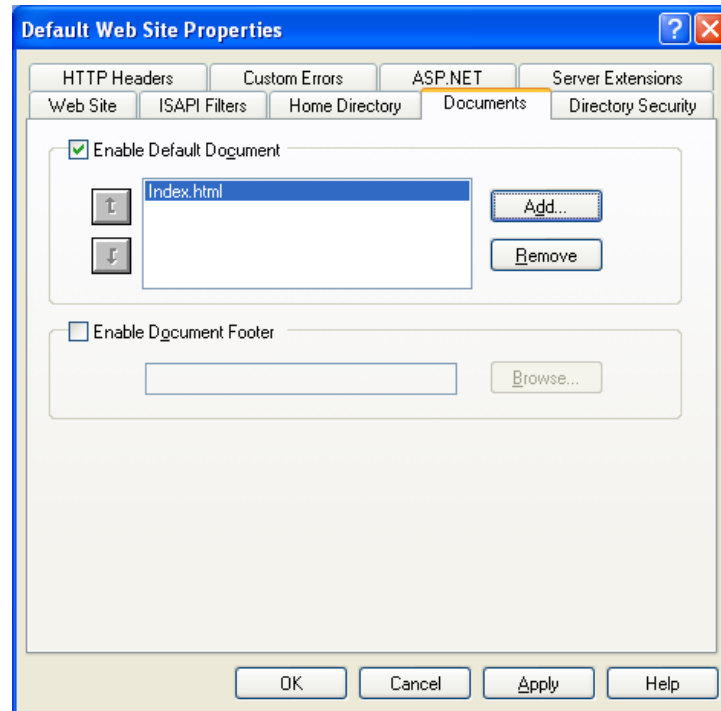


Now Change the websites Description to ‘Integrated System’

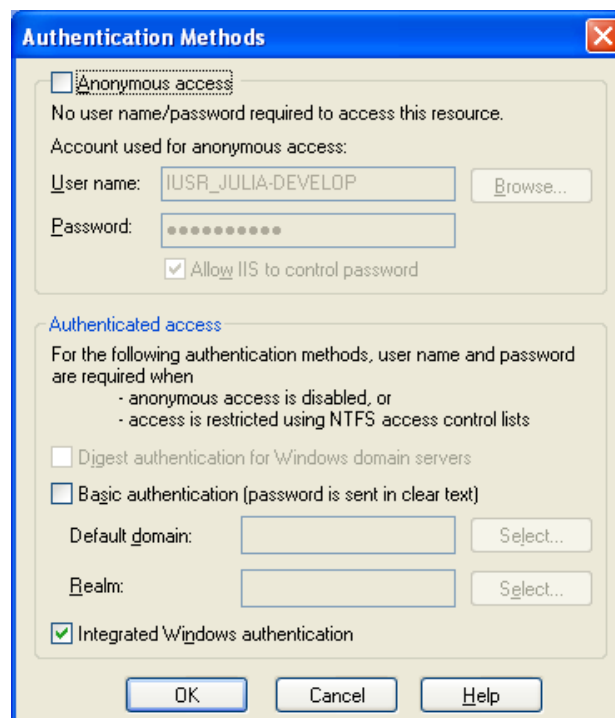
Next change the home directory to ‘E:\3DWeb’ Where ‘E’ is the drive where software installed, make sure to log visits (in order to track malicious activities) and read only (as any thing else could be a security risk)



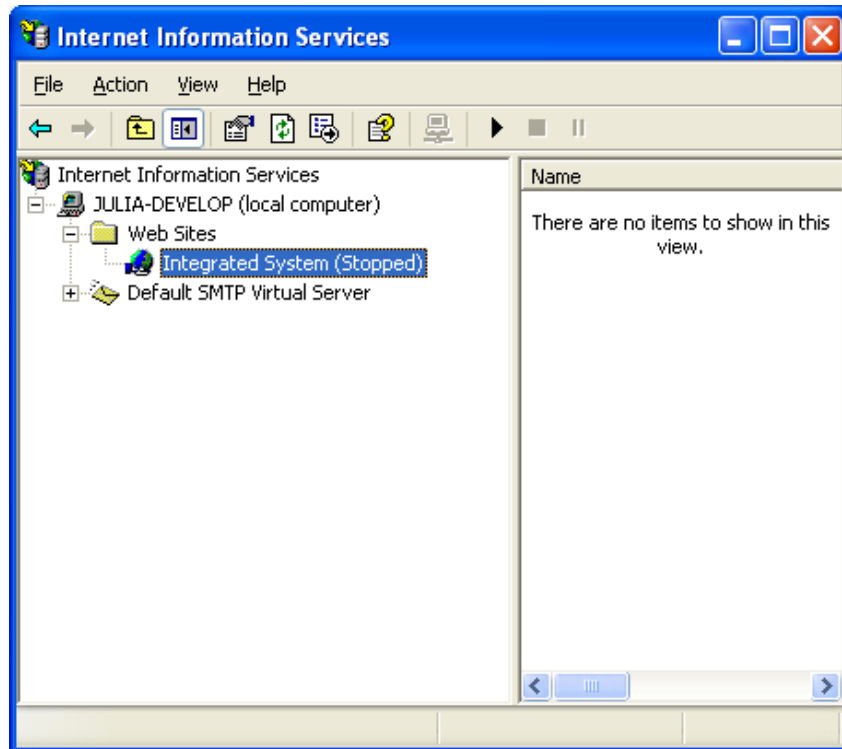
Next set the default page on Documents tab to index.html (**NOT INDEX.HTM**) so that all referrals are directed correctly



Now, Select the 'Directory Security tab' and edit the "anonymous access and authentication and control" settings. Make sure that anonymous access is denied and only "Integrated Windows Authentication" is enabled , this will cause the web server to check local user accounts for access rights



Click on OK twice to return to 'Internet Information Services' screen



Finally select the website, and right click and select 'Start' this will set the web server running

To test Web site, ensure software is running and open 'Internet Explorer' on Software PC

Type 'http://127.0.0.1' into the Address and press 'Enter' the '3D-ISS Web System' should appear on the screen, Click on Unit Names at the bottom of the screen to display Readings

To view on another PC enter 'http://' and the Software PC name (See Software PC Name in table above) Firewall may need to be modified to allow access.

The Web page will update every minute; the readings may differ by up to two minutes from the Software Real Time display.

Encoding needs to be changed to Unicode go to 'View' menu from Internet Explorer, select 'Encoding' and 'Unicode (UTF-8)'

Appendix A (SMS Instructions)

The 3DISS software version V4.0 upwards allows SMS alarm text messages to be sent to any user.

Before you start make sure you have created a user by:-

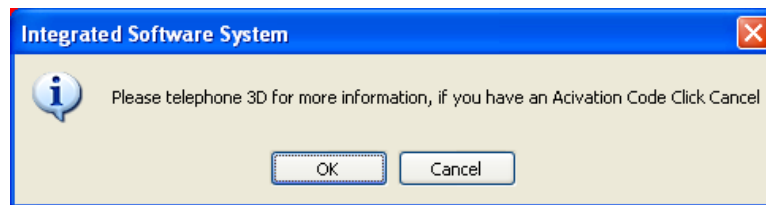
Open Administration screen.

Click Users tab.

Click Add Users.

Now complete the settings required, make sure at least 1 user has a mobile number entered.

On the Server Software go to SMS, SMS Setup from the File menu



If you have an activation code click Cancel, if not contact 3D for your activation code.

Enter activation code then enter your password details when requested.



On the screen above, select the SMS Com Port Connection or SMS TCP Connection.

If using SMS Com Port Connection, select the port the SMS modem is attached, this can either standard RS232 serial port, a USB to serial RS232.adapter or a Virtual Comm. Port using a NetCom device. For information on setting up a USB to Serial or a NetCom device please see appendix C & D.

If using SMS TCP Connection, you will be asked to enter the IP Address then the Port Number. For information on setting up a NetCom device please see appendix C.

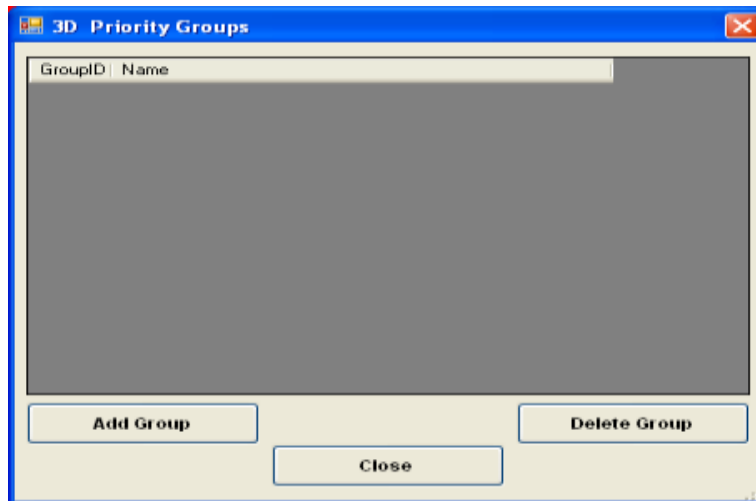
The SMS system will send a text message to users in priority order until the alarm is acknowledged, the 'Delay Between SMS Messages' is the time the system will wait between sending the message to the next user in the list of priorities.

Ring before text is a new option that if selected will ring the user for a few seconds before sending the SMS message.

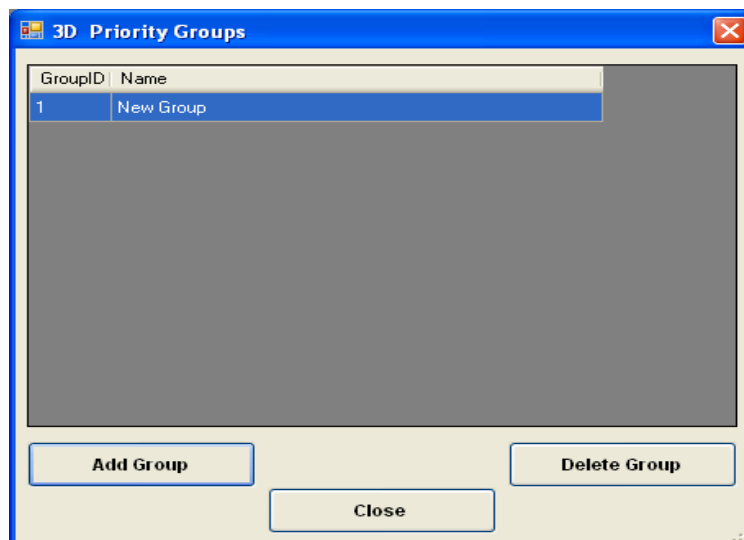
If 1st user acknowledges the alarm within this time delay, then the SMS will NOT be sent to any other users in the priority list.

All users who are sent an alarm message will receive an acknowledge message once the alarm has been acknowledged.

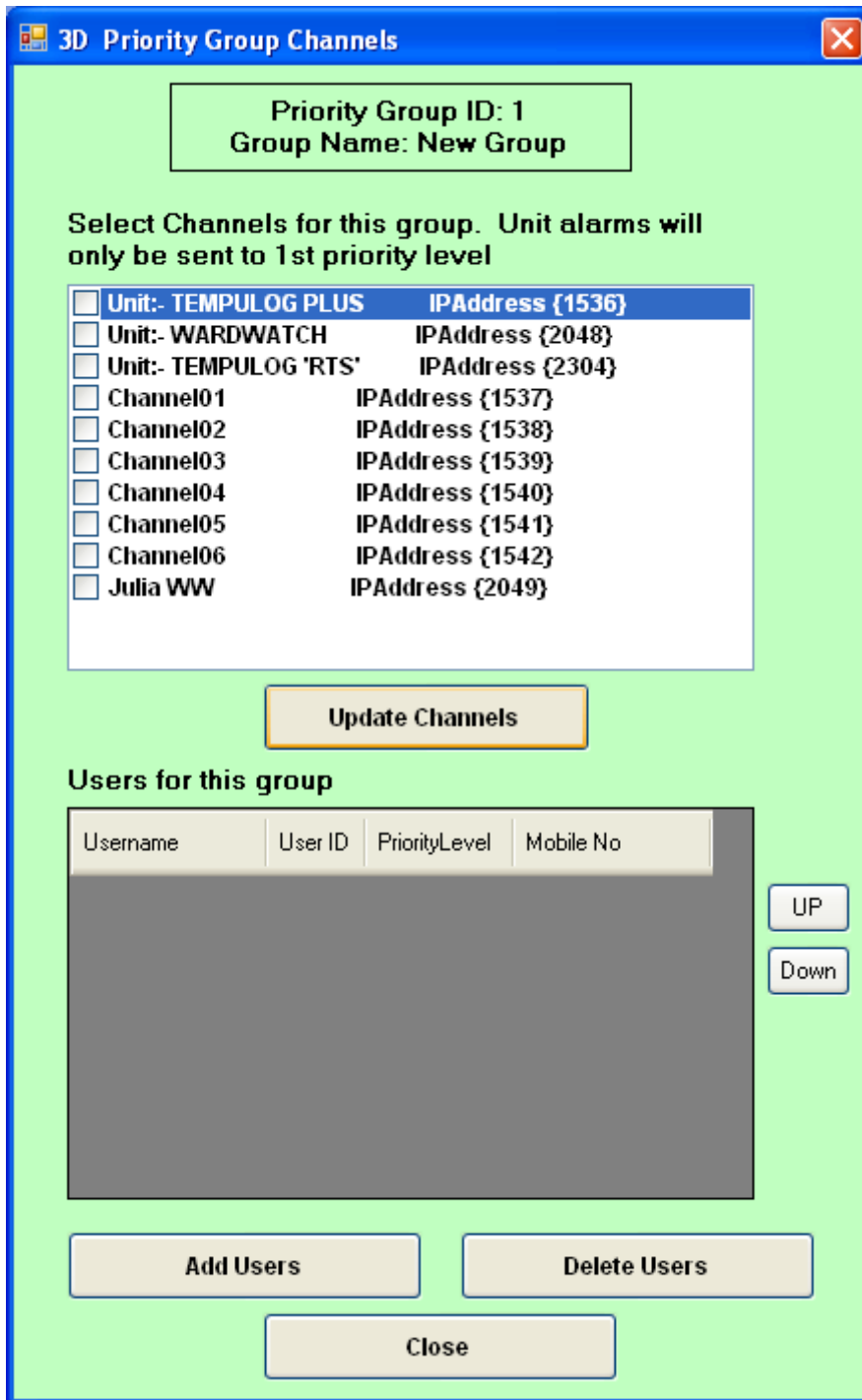
Click Setup SMS Priority



Click Add Group, you will be asked for a name for the group, enter and confirm this by clicking OK.



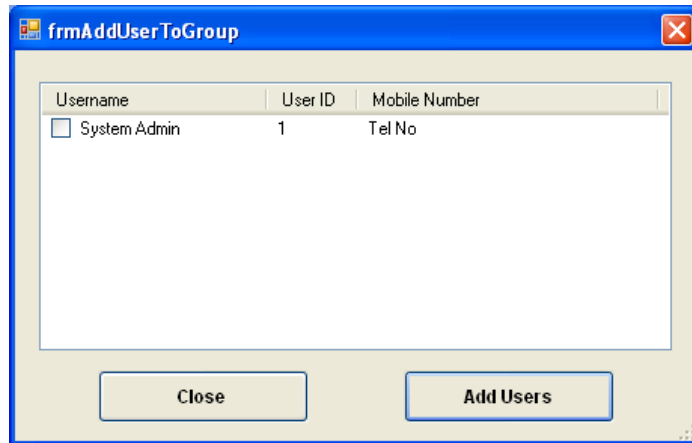
The group you have created will be shown as above (New Group). To attach channels and users to this group double-click on the group name.



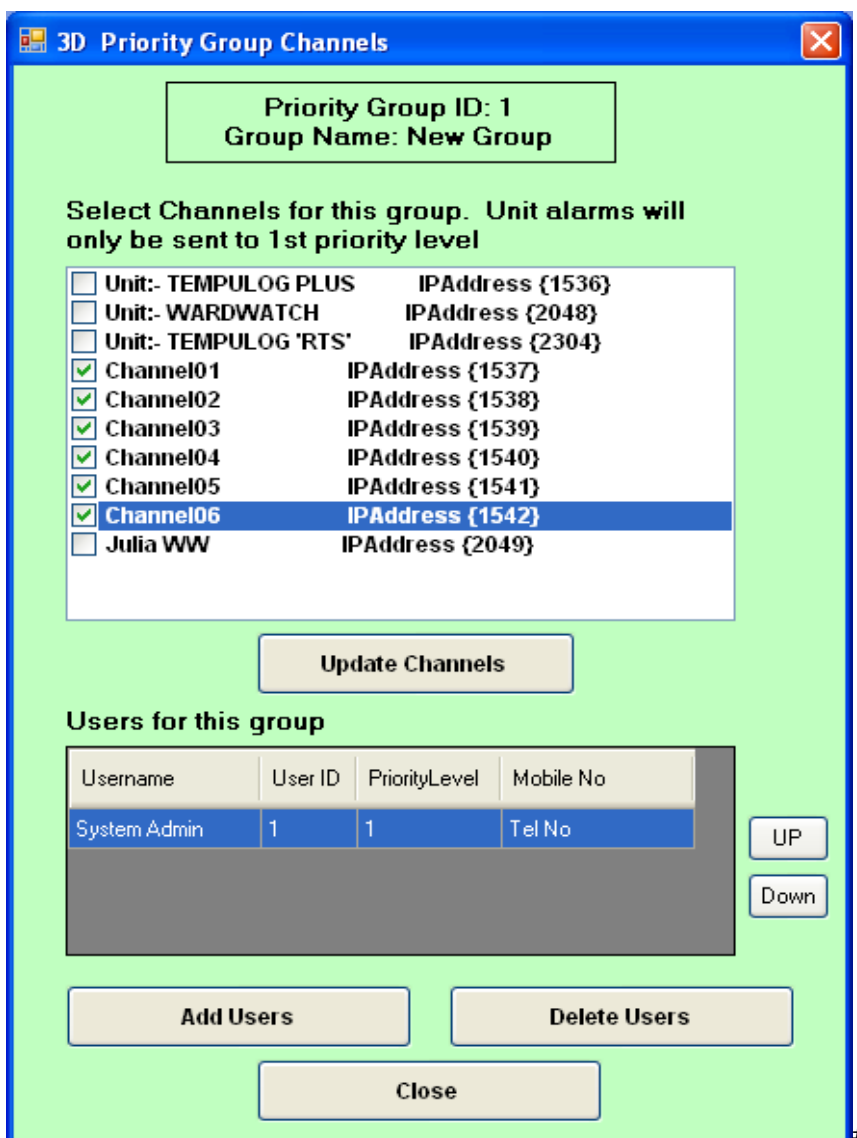
The screen above is where you will add channels, units and users to the group. When a channel or unit selected here goes into alarm, the users that have been added to the group will be sent an SMS message until either all users have been sent the message or until the alarm has been acknowledged.

Click on the channels to be added to the group. If you want users to receive an SMS if a unit goes into a communication error, then add the unit as shown at the top of the screen. Then click Update Channels to add channels and units to this group.

Click Add Users

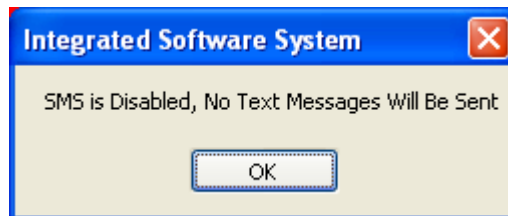


The screen above will list all the users on the system and their corresponding mobile numbers (if entered). Select the users by clicking in the box next to their name and click Add Users to add them to this group.



You will see the users you added at the bottom of the screen. To change the priority level for a user, click on the user name and use the UP and DOWN buttons to reposition them. When you have finished, click Close, if you want to add another group do so, if not click Close again.

Check that the SMS Disabled box is not clicked and click Exit to close SMS setup screen. A message box will be shown to confirm SMS is Enabled. If the message below is displayed, go back to the SMS Setup and check the SMS Disabled box is not ticked.



An SMS will be sent to the 1st user in the list, the system will wait for the time delay specified. If no Alarm Acknowledge SMS is received then the next user will be sent the same SMS. Please note the software checks for received SMS messages every 5 minutes. Once an Alarm Acknowledge message has been received all users who were sent an alarm message will be sent a message to confirm the alarm has been acknowledged.

Sample SMS Alarm Message is shown below:

3D Alarm System WARDWATCH¹ Maternity² 21.37³ HIGH⁴ Setpoint L -20⁵ Setpoint H 21⁶
01/12/2009 12:06:00⁷ (1025)⁸ To ACK Reply ACK 1025 2 1 Your Password.

1. Unit name
2. Channel name
3. Channel reading
4. Alarm state
5. Alarm low value
6. Alarm high value
7. Time of alarm
8. Channel ID

To acknowledge this alarm you would send the following SMS back to the system:
ACK 1025 2 1 12345678 where '12345678' is the users password.

All users who received the alarm message would then receive the following SMS to confirm the alarm acknowledgement:-

3D Alarm System WARDWATCH Maternity 21.37 Alarm ACK Setpoint L -20 Setpoint H 21
01/12/2009 12:08:00 (1025)

Appendix B (MOXA Instructions)

Open NPort DE311\NPort folder on Installation CD and double-click dssetup.exe to install program keep clicking on Next until installation is complete then click Finish.

Configurator will run automatically, if previously installed run from Start Menu, NPort Management Suite, and Configurator.

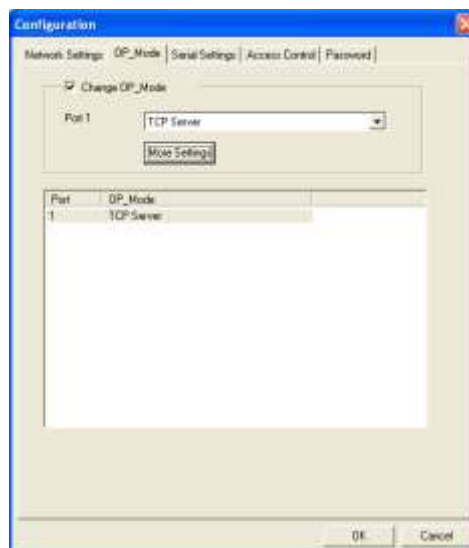
From the menu click Locate Server and Broadcast search.

When Moxa device is found double click on it.

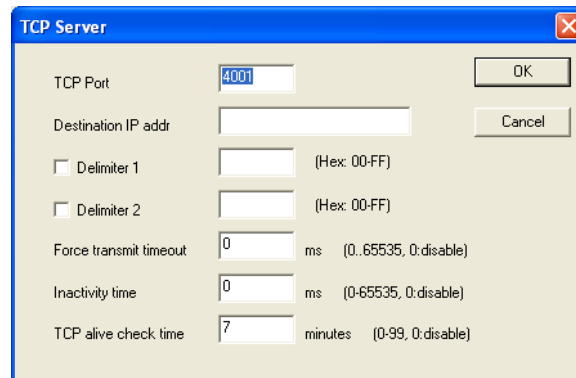
From Network Settings tab, set IP Address, Netmask and Gateway as required.



From OP_Mode tab, click on Change OP_Mode and change Port 1 to TCP Server.



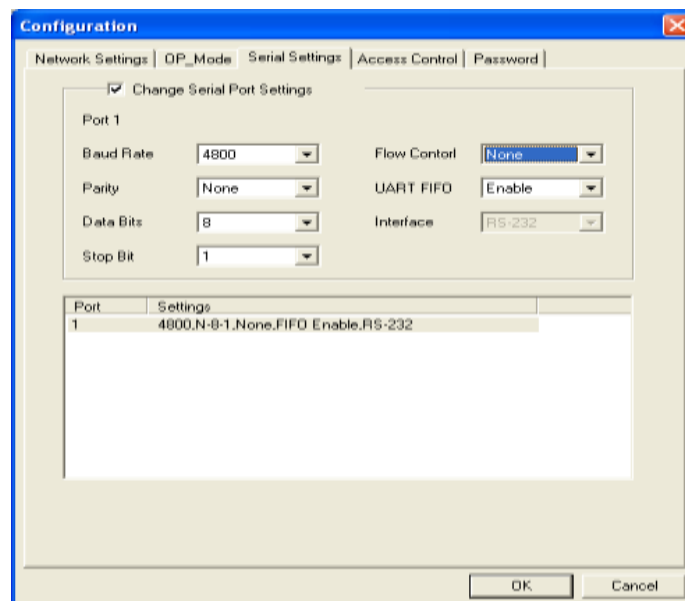
Click on More Settings from this screen and make a note of the TCP Port (you will need this to set up the router and ISS Software, 4001 default).



From Serial Settings tab, click on Change Serial Port Settings and check the details match the ones below.


Please note the following Baudrates:-

- If the device is connecting to a SMS modem the Baudrate needs to be 115200.
- If the device is connecting to a TL+/RTS unit the Baudrate needs to be 57600.
- If the device is connecting to a TL4 unit the Baudrate needs to be 4800.



Click OK.

Appendix C (Netcom 3 Instructions)

Open NetCom3 folder on Installation CD and double-click on  vsnsetup.EXE to run program.

Click Complete Installation.



Click on OK to accept installation folder.



When VScom NetCom Manager Screen is shown click on Cancel.

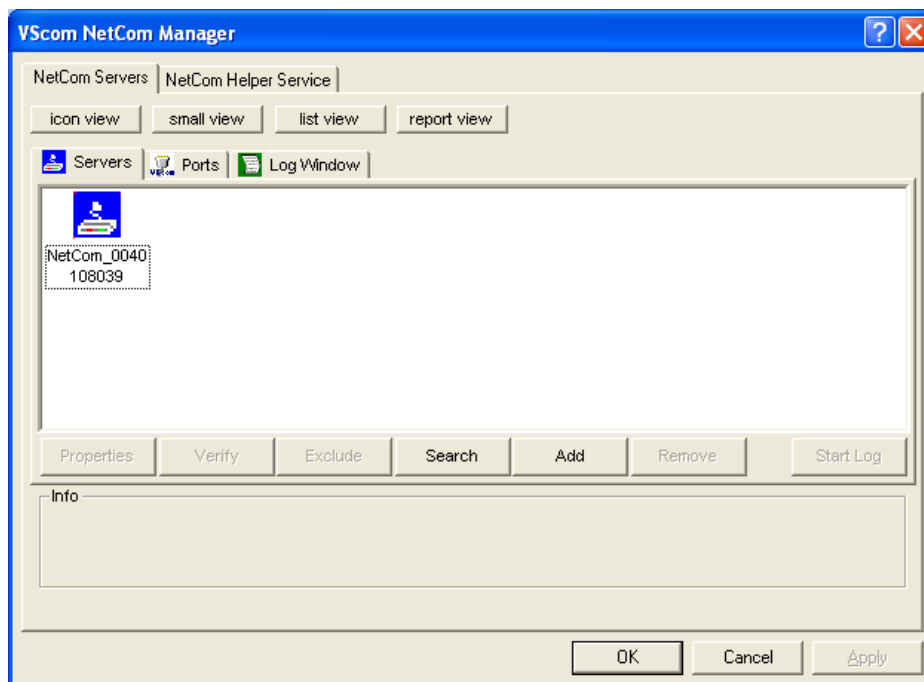


Click on Finish to complete installation.

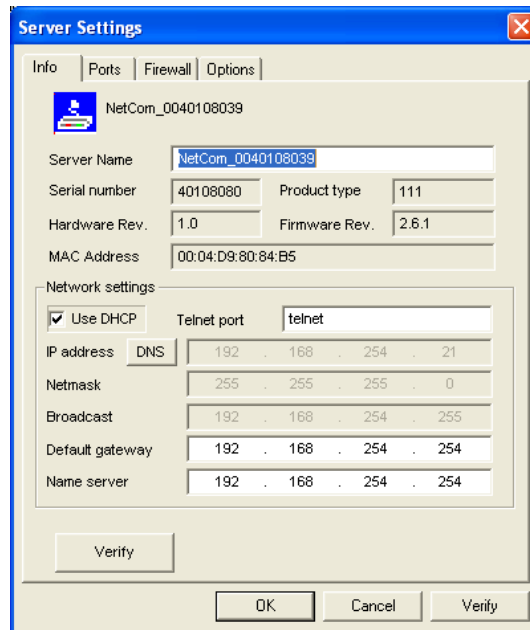


Note for the next part on the installation, the computer IP address must be on the same network as the NetCom (default 192.168.254.254).

To find the IP address of the NetCom device open NetCom Manager from the Start menu, the devices will be displayed in the box as shown below.



Double click on a device and the IP address is shown as below (192.168.254.21). DO NOT change any settings from here, click Cancel and Cancel again to close software.



The screenshot shows a 'Server Settings' dialog box with the following fields and values:

Field	Value
Server Name	NetCom_0040108039
Serial number	40108080
Product type	111
Hardware Rev.	1.0
Firmware Rev.	2.6.1
MAC Address	00:04:D9:80:84:B5

Network settings:

Field	Value
Use DHCP	<input checked="" type="checkbox"/>
Telnet port	telnet
IP address	192 . 168 . 254 . 21
Netmask	255 . 255 . 255 . 0
Broadcast	192 . 168 . 254 . 255
Default gateway	192 . 168 . 254 . 254
Name server	192 . 168 . 254 . 254

Buttons: Verify, OK, Cancel, Verify

Open your Web Browser and type in <http://192.168.254.254> (where 192.168.254.254 is the IP address of the NetCom device).



Click on Server Configuration and check the settings match the ones below (IP address, Netmask and Broadcast will have your network settings) and click on Save.

Server Info

Server Type 111
Software Version 2.6.1
Hardware Version 1.0
Serial Nr. 0040108079
Up Time 6 day(s) 23:56:14
Contact
Location

Server Parameter

*Warning: for changes like network settings
the server must be rebooted*

Server Name
MAC Address 00:04:D9:80:84:B4
DHCP
IP Address
Netmask
Broadcast
Gateway
DNS
Domain
ConfigPort
PrintServerPort
KeepAlive
KeepAliveInterval

Authentication

Password:
Retype Password:

Date and Time Settings

Date & Time

Simple Network Time Protocol

State
Mode
Interval
Server

Ensure the NetCom Red switches 1 & 2 are set to OFF and 3 & 4 are set to ON.

You may be asked to reboot if so click on OK and wait. It can take several minutes for screen to refresh so please be patient.

If the Software Version on the Server Configuration is below (2.6.0) then Click on Tools from Home page and you will see page below.

Tools

Ping

IP Address:

Statistic

[Port 1](#)

Netstat

[View Connections](#)

FirmwareUpdate

*Warning: All connections get closed
and the server reboots after updating*

F:\netcom_111_2_6_0\

In the Firmware Update section click on Browse, and select the file called 'netcom_111_2_6_0.bin.b64' from the CD in the folder 'Netcom3\Netcom Firmware' and click on Update. This can take a while, when finished the Home screen will be displayed again.

If using TCP to connect to our units (This is the recommended option). Open Serial Configuration and change Transfer Settings Mode to TCP Raw Server and TCP Port (Data) to the required port (4001 default). Ensure all other settings are the same as shown below. Click Save.

Please note the following Baudrates:-

- If the device is connecting to a SMS modem the Baudrate needs to be 115200.
- If the device is connecting to a TL+/RTS unit the Baudrate needs to be 57600.
- If the device is connecting to a TL4 unit the Baudrate needs to be 4800.

Serial Settings

Port 1	
PortType (current)	rs232
DefaultModel	16550
MaxBaudrate	460800
Model ?	16450
Baudrate ?	57600
Manual ?	57600
FlowType ?	None
DataBit ?	8
Parity ?	None
StopBit ?	1
RxFifoLength	2048
RxTriggerLevel ?	1
TxFifoLength	2048
TxTriggerLevel ?	1

Transfer Settings

Mode ?	TCP Raw Server
TCP Port(Data) ?	4001
Max.Clients ?	4
Password ?	
Retype Password:	
<input type="button" value="Save"/>	

Your NetCom is now set up and ready to use.

If you are using the NetCom for the SMS Modem virtual Comm. Port, or you would like to communicate with our unit using a virtual Comm. Port (We recommend using TCP).

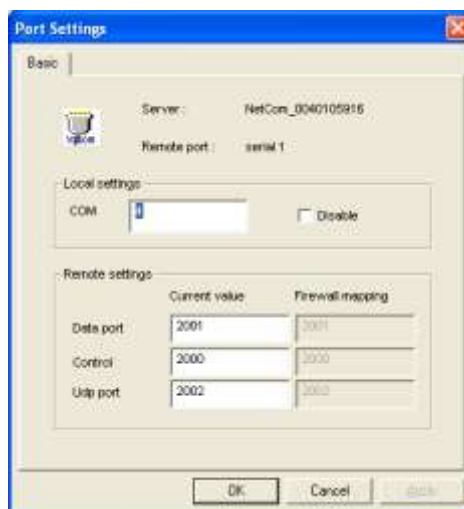
From the Start menu – All Programs – VScom NetCom run NetCom Manager. Software will search for units connected.



Select Icon and Click on Properties and click on Ports tab.



Click on Properties and enter an available port number in the COM box (Shown Below).



Click on OK and OK again. Allow software to Update. Click on OK to close manager, you may get a message box called 'VSCNP CONFIG', click on OK. The computer will now setup a com port and a Found New Hardware box may appear on the start menu bar.

To confirm Comm. port is now available on PC, open Control Panel, System, Hardware, Device Manager and click on the '+' by Ports (COM & LPT). NetCom COM Port (COM?) should be displayed, '?' represents the com port number.

Open your Web Browser and type in <http://192.168.254.254> (where 192.168.254.254 is the IP address of the NetCom). Click Serial Configuration, check the settings match the ones below and click Save.

Please note the following Baudrates:-

- If the device is connecting to a SMS modem the Baudrate needs to be 115200.
- If the device is connecting to a TL+/RTS unit the Baudrate needs to be 57600.
- If the device is connecting to a TL4 unit the Baudrate needs to be 4800.

SerialConfig

Serial Settings

Port 1	
PortType (current)	rs232
DefaultModel	16550
MaxBaudrate	460800
Model ?	16450 ▾
Baudrate ?	57600 ▾
Manual ?	57600
FlowType ?	None ▾
DataBit ?	8 ▾
Parity ?	None ▾
StopBit ?	1 ▾
RxFifoLength	2048
RxTriggerLevel ?	1248
TxFifoLength	2048
TxTriggerLevel ?	800

Transfer Settings

Mode ?	Null Modem Tunnel ▾
Server	
TCP Port(Control) ?	2000
TCP Port(Data) ?	2001
Client	
Destination ?	
TCP Port(Control) ?	2000
TCP Port(Data) ?	2001
Connect ?	Triggered ▾
ShortHoldTime ?	0
KeepAliveMode ?	Polling ▾
KeepAliveInterval ?	300
<input type="button" value="Save"/>	

Appendix D (USB to RS232 Instructions)

If running Windows XP, open the USB to Serial Drivers folder on the CD Drive, open the Driver folder and then open the Win98_XP folder, double click on the Setup.exe file. Follow the instructions on screen then plug the device into the computer. The computer will install the device.

If running Windows Vista, plug the device into the USB port and if asked where drivers are, point to the USB to Serial Drivers\Driver\Vista folder. The computer will install the device.

To confirm Comm. port is now available on PC, open Control Panel, System, Hardware, Device Manager and click on the '+' by Ports (COM & LPT). Prolific USB-to-Serial Comm. Port (COM?) should be displayed, '?' represents the com port number.

Appendix E (Email Instructions)

Settings for e-mail providers

Email Provider	Settings	Server	Port
BTInternet	ESMTP	mail.btinternet.com	25
Blueyonder	ESMTP	smtp.blueyonder.co.uk	25
AOL	ESMTP	smtp.aol.com	25
O2	ESMTP	smtp.o2.co.uk	25
Googlemail	SSL	smtp.gmail.com	587
Internal Mail	NONE	Server name	25

Before you start make sure you have created a user by:-

Open Administration screen.

Click Users tab.

Click Add Users.

Now complete the settings required, make sure at least 1 user has an Email Address entered and Send Alarm E-mail has been selected

On the Server Software go to E-Mail Settings from the File menu

Example uses settings from google mail account

Fill in the details:-

Sender: - threedt1@googlemail.com

Server: - smtp.gmail.com

User Name: - threedt1@googlemail.com

Password: - password

Port: - 587

'Enable SSL' should be ticked for google mail.

Ensure the check box 'Send E-Mails (Tick for Yes)' is ticked.

To send a sample email press 'Send Test E-Mail button' and wait for a minute. This will send the following test email to all users with a valid email address setup.

'This is a test E-Mail sent by ISS Software'

An E-mail will be sent to the user when a channel/unit goes into alarm or is acknowledged. If the E-mail fails to send correctly it will retry after a minute.

Appendix F (Setting Software to Run when Windows Loads)

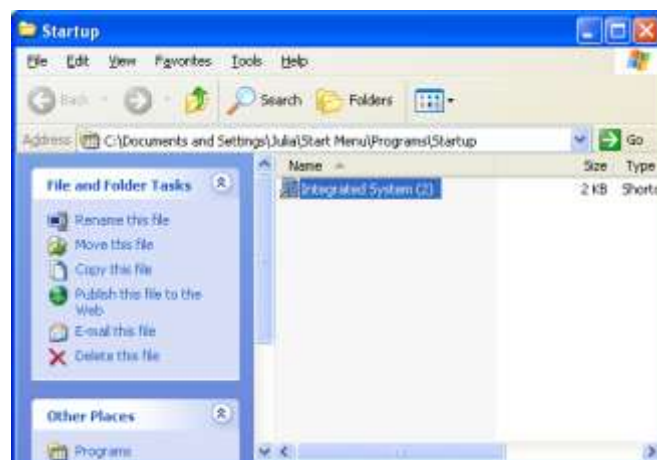
Right Click on Integrated System Icon shown below and select 'Create Shortcut'.



You will see the shortcut on the screen below.



Click on Start menu, All Programs, Right-click on Start up and select Open. Drag the shortcut created earlier into the open folder box, see below. When the computer is switched on the software will start automatically.



Appendix G (Creating your own SQL instance)

To create you own instance complete the following

Copy the 'ISS SQL File V4.0 +' folder to your PC (to allow it to be modified).

Right click on the file 'setup.bat' and select 'Edit'.

In the file replace 'INTEGRATED_13D' with your own instance name.

Replace 'INTEGRATED_THREED1qaz=]#' with your SA Password, save the file.

Follow the instruction manual using the setup.bat file you have modified when asked.

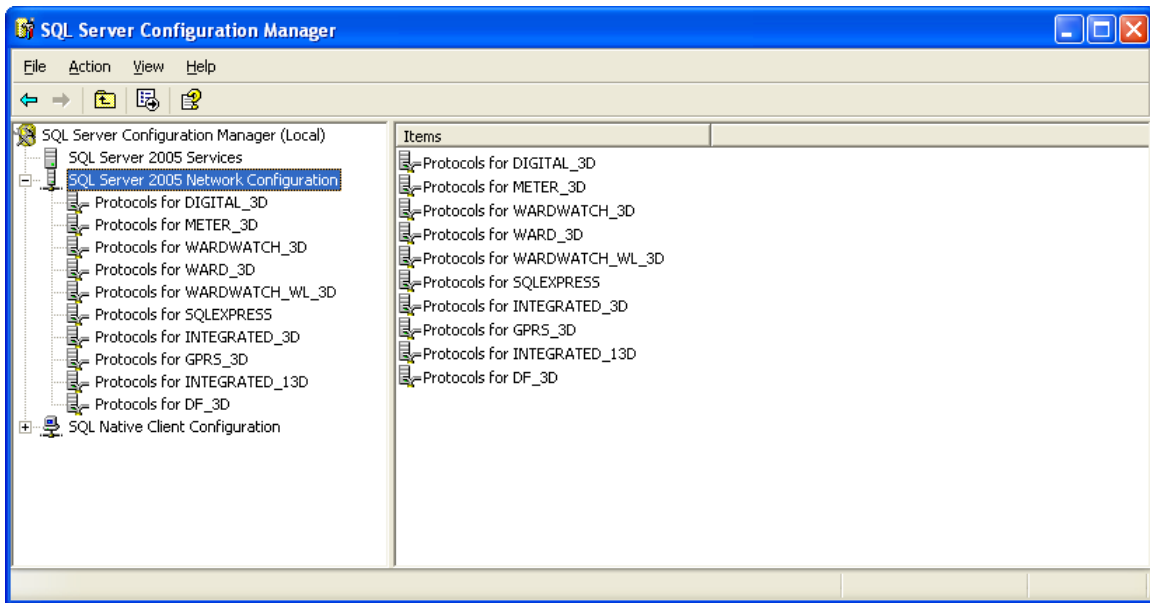
Appendix H (View Client Software Over Internet Using Ports)

From the server software click on File, and Show Server & Database name – make a note of this information.

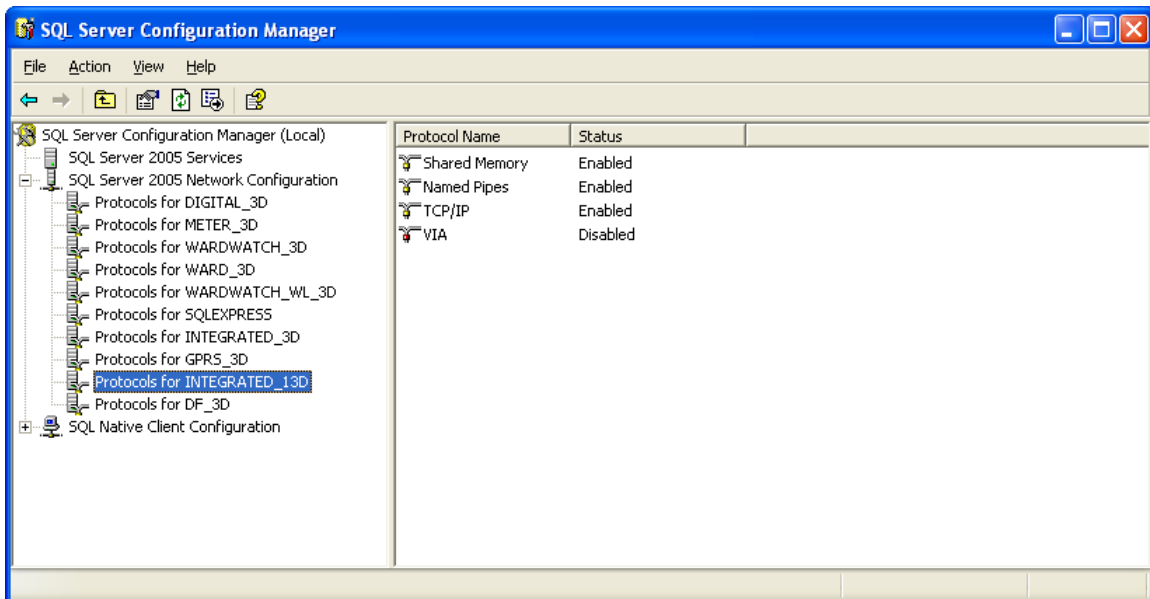
Set SQL to use a specific port chosen by your IT manager, stop 3D ISS Server and Client Software (if running).

On PC where SQL has been installed complete the following instructions.

All Programs – Microsoft SQL server 2005 – Configuration Tools – SQL server Configuration manager.

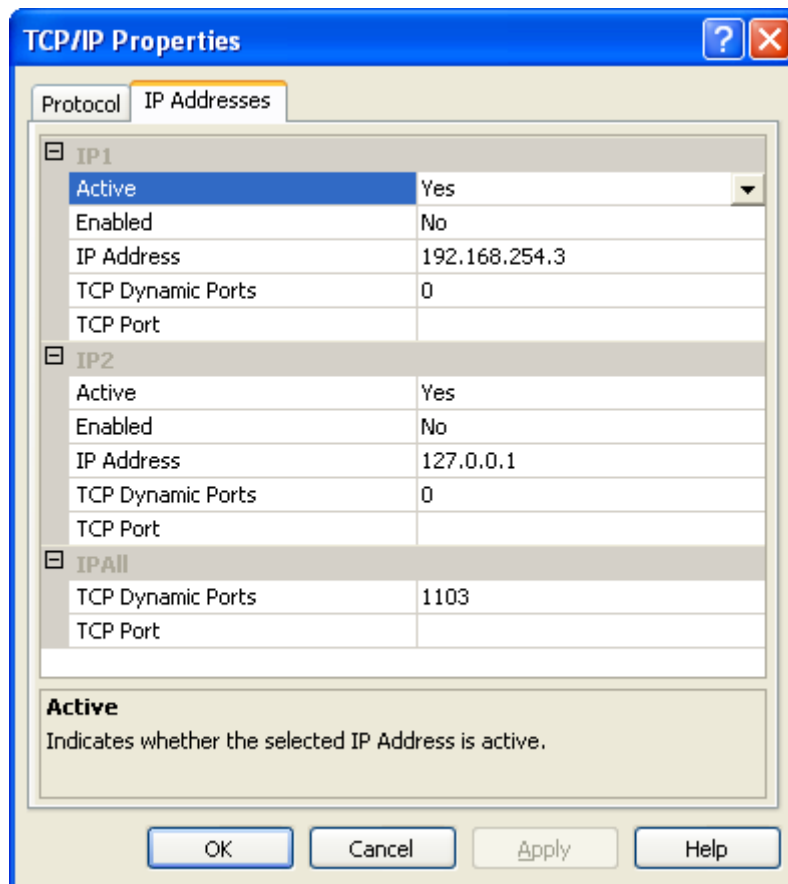


Double click on SQL server 2005 network configuration.



Click on protocols for INTEGRATED_13D.

Right click on TCP/IP, select properties.



Click on IPAddresses tab, On IPAll.

Delete TCP Dynamic Ports and enter port number assigned by IT department.

Leave/Set TCP Port blank.

Click Apply.

Click on Protocol tab.

Check Listen All on protocol tab is set to Yes.

Click Apply.

Restart SQL Service from Administration Tools.

You will need to set firewall to have port assigned by IT department set as an exception, this is to allow port to be opened through the Firewall.

Set your router to allow access to TCP port assigned by IT department.

Follow Appendix J (ISS Software Using User Specific Ports).

Appendix I (ISS Software Using User Specific Ports)

You need to follow the instructions below to set 3D ISS Software to use the port specified

Server Software

On PC where 3D ISS Server Software has been installed complete the following instructions

Delete from 'c:\3D_Log_Files' the

'Integrated Software System__config.cfg' file.

Start the ISS Server Software

Click Cancel when asked if you want to use default instance.

When prompted for SQL Instance name enter INTEGRATED_13D and ',portnumber' as the instance name.

i.e. for port 1020 you would enter 'INTEGRATED_13D,1020'

When prompted for SQL SA password enter 'INTEGRATED_THREED1qaz=]#'

When asked for the Server Host Name enter the Server name from the above information you noted from the server software then click OK

When asked if you want to use the default Database name, click Cancel and enter the database name from the above information you noted from the server software then click OK.

Client Software

On PC where 3D ISS Client Server Software has been installed complete the following instructions

Delete from 'c:\3D_Log_Files' the

'Integrated Client__config.cfg' file.

Start the ISS Client Software

Click Cancel when asked if you want to use default instance.

When prompted for SQL Instance name enter INTEGRATED_13D and ',portnumber' as the instance name.

i.e. for port 1020 you would enter 'INTEGRATED_13D,1020'

When prompted for SQL SA password enter 'INTEGRATED_THREED1qaz=]#'

When asked for the Server Host Name enter the Server name from the above information you noted from the server software then click OK

When asked if you want to use the default Database name, click Cancel and enter the database name from the above information you noted from the server software then click OK.

Appendix J (Router setup for Netcom Devices)

From an internet explorer window, enter 'http://' and router address to access the router, The next steps may differ on routers. You may need to reboot your router after changing settings

Thompson Router

Go to NAPT (in advance settings).

Click on New.

Set protocol to TCP.

Set inside IP to Ip-address of NetCom device.

Leave outside IP.

Inside and Outside Port to 4001 (You can use a different port if you prefer).

Click on Apply.

BT Router

Go to Virtual Server-Port Forwarding (in advance settings).

Click on Add.

Click on User-defined and enter a name.

Set internal IP Address to Ip-address of NetCom device.

Set protocol to TCP.

Change External and Internal Port start and Port End to 4001 (You can use a different port if you prefer).

Click on Apply.

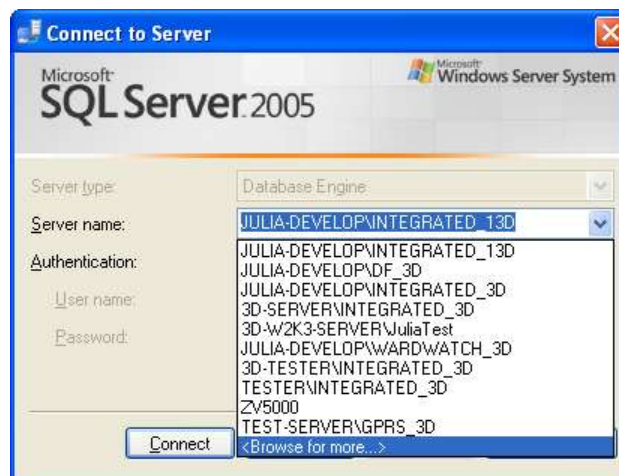
Appendix K (Moving Database to a Different PC)

Download, install & run SQL Server Management Studio Express. Copy link below for download.

<http://www.microsoft.com/downloadS/details.aspx?familyid=C243A5AE-4BD1-4E3D-94B8-5A0F62BF7796&displaylang=en>. Download SQLServer2005_SSMSEE.msi

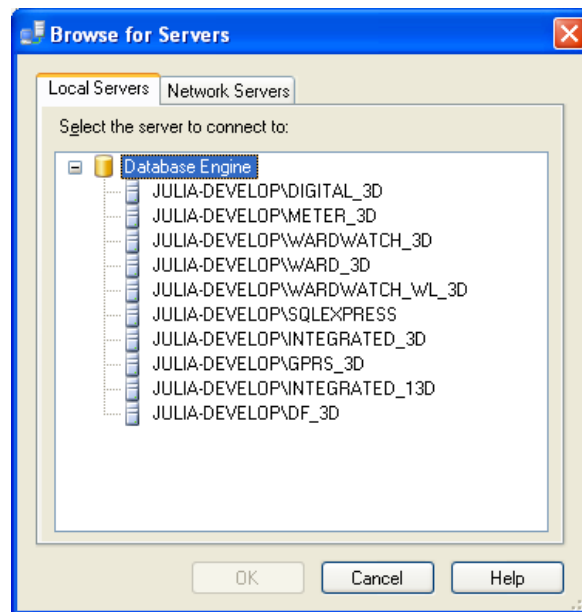


From the screen above, click the down arrow as shown and click on <Browse for more> shown below.

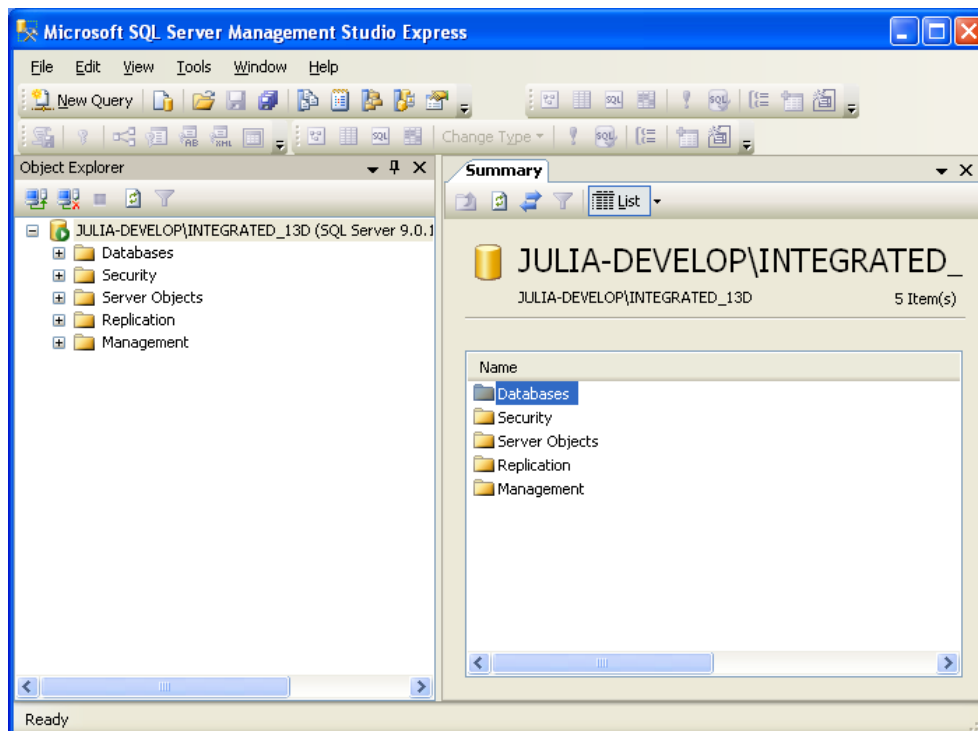


Click on the '+' next to Database Engine and select the instance you want to move and click on OK

- For V3.1 and below instance name is INTEGRATED_3D
- For V4.0 and above instance name is INTEGRATED_13D



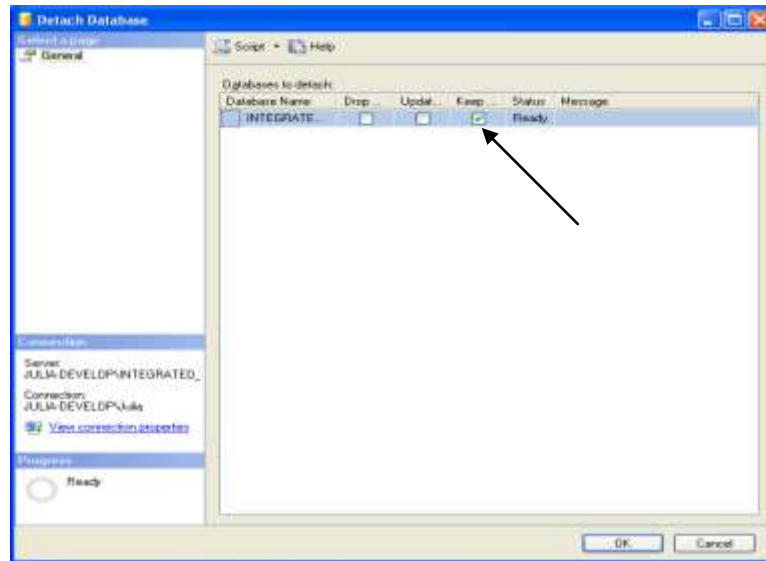
Leave Authentication set to Windows Authentication and Click on Connect



From screen above click on the '+' next to Databases, right click on the database name, select Tasks and Detach.

- For V3.1 and below database name is INTEGRATED_DB
- For V4.0 and above database name is INTEGRATED_DB_01012010 (01012010 is created date)

From the screen shown below, make sure Keep is selected and click OK.



Go to the following folder 'C:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Data'.

Note if you have more than 1 instance of SQL (MSSQL.1) folder may be 2 or 3...

Copy the database file *.mdf and *_log.LDF (where * denotes database name) to a USB drive or CD.

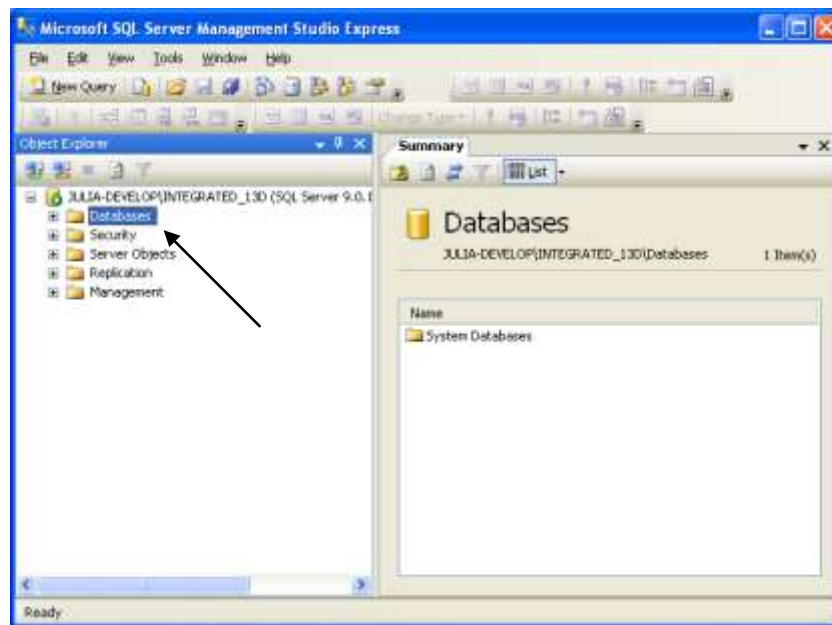
Copy to SQL 2005 instance

On the new PC install the SQL instance using install CD

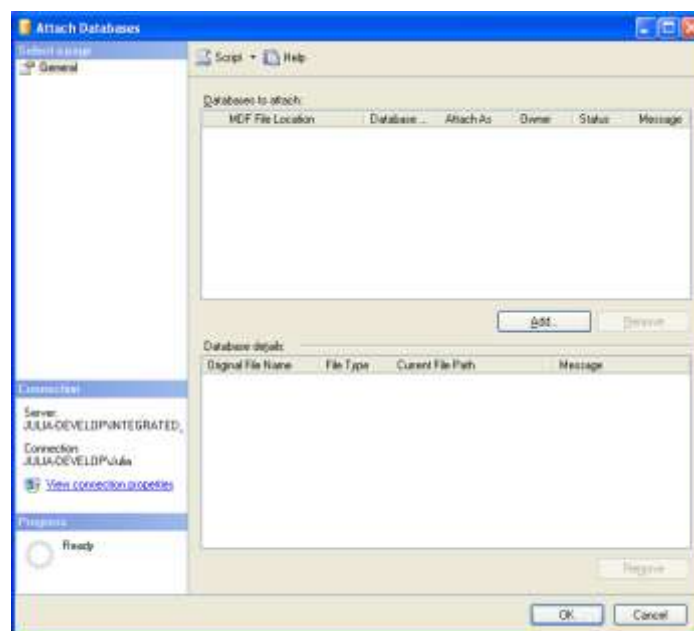
Go to the following folder 'C:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Data' and copy the 2 files from the USB or CD into the folder.

Note if you have more than 1 instance of SQL (MSSQL.1) folder may be 2 or 3...

Install & Run SQL Server Management Studio Express as explained previously, right click on Databases and this time select Attach.



From screen below click on Add



Go to the following folder 'C:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Data', click on *.mdf file (where * denoted the database name) and click OK. Click OK on Attach Databases screen.

Close SQL Server Management Studio Express and Run Software

Copy to SQL 2008 instance

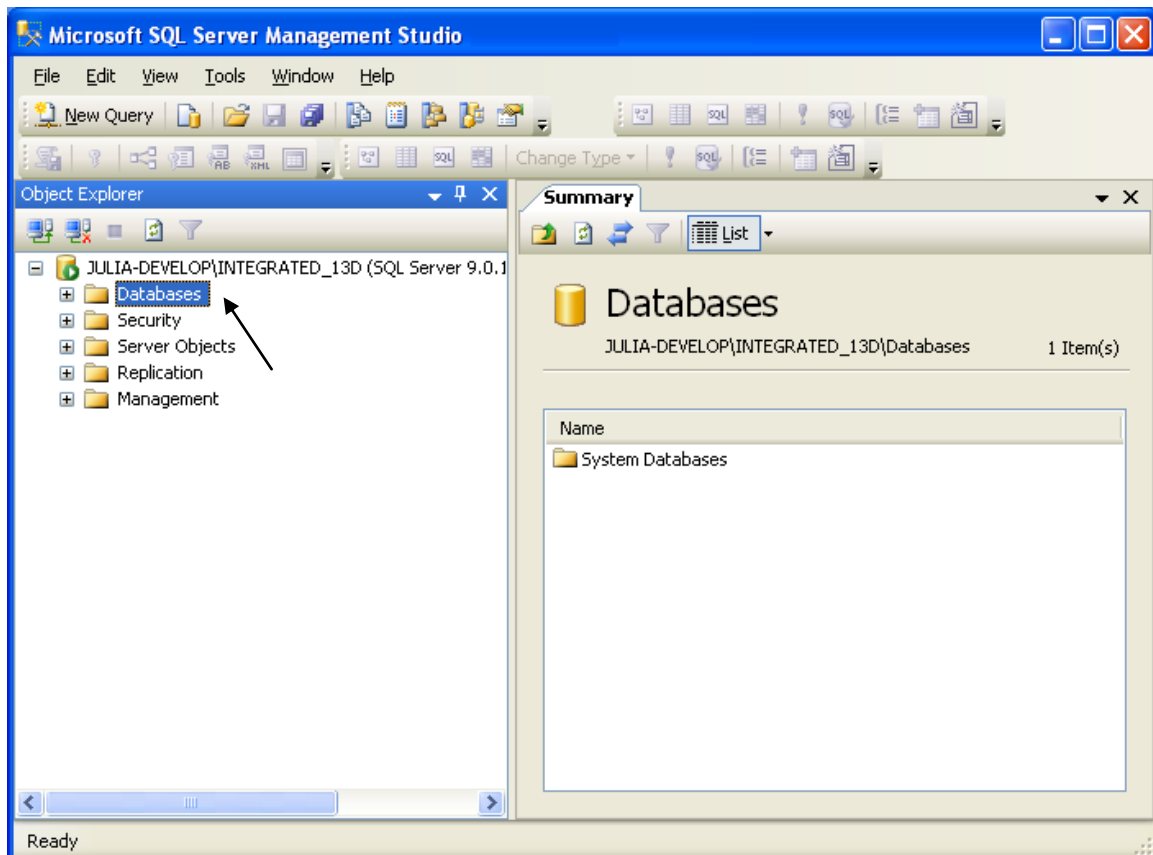
On the new PC you will need to have installed SQL and SQL Server Management Studio 2008.

Go to the following folder 'C:\Program Files\Microsoft SQL Server\instance name\MSSQL\Data' and copy the 2 files from the USB or CD into the folder. *Instance name* will vary please check with you IT department.

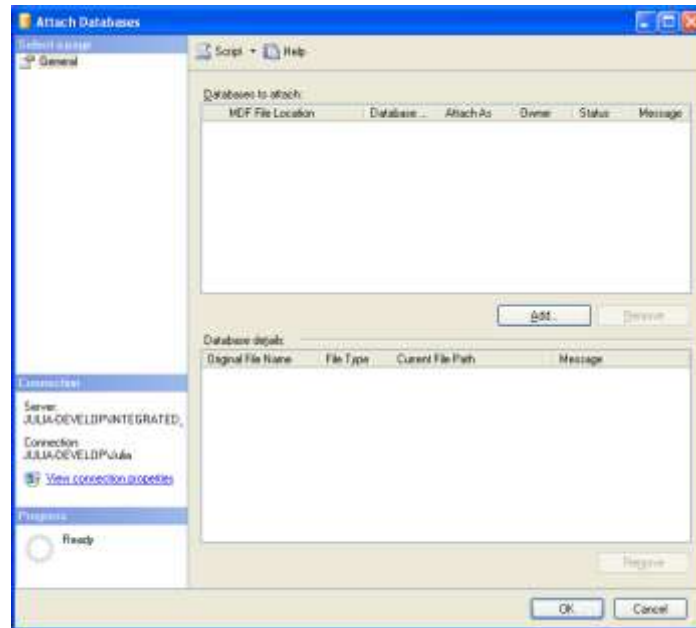
Run SQL Server Management Studio 2008, from screen below select the instance name you would like the data connected to.



Right click on Databases select Attach.



From screen below click on Add.



Go to the following folder 'C:\Program Files\Microsoft SQL Server*instance name*\MSSQL\Data' and click on *.mdf file (where * denoted the database name) and click OK. Click OK on Attach Databases screen.

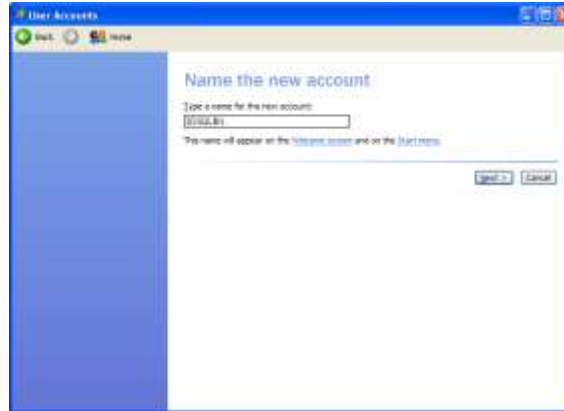
Close SQL Server Management Studio Express and Run Software

Appendix L (Backup to a Network Drive)

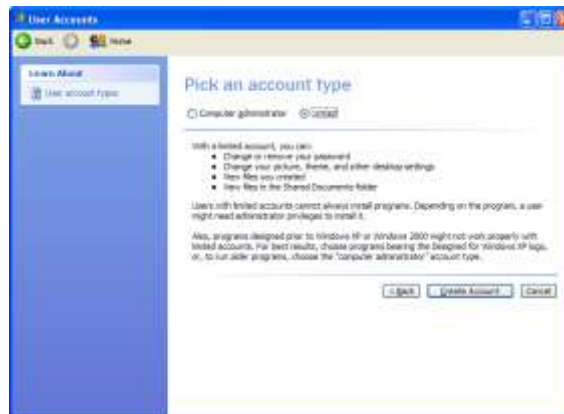
MAKE SURE THAT 3D SOFTWARE IS NOT RUNNING.

On the Server or PC you wish to backup to:-

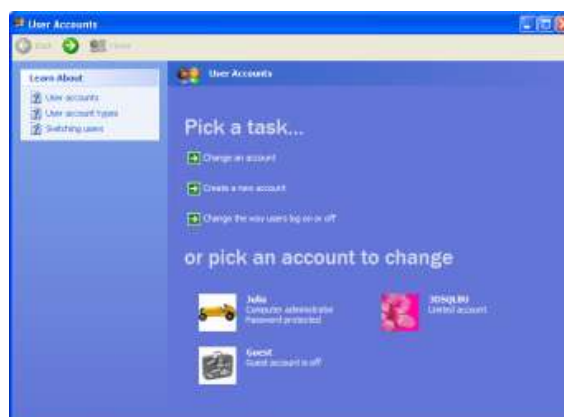
From the Start menu – Control Panel – User Accounts – Create a new account.



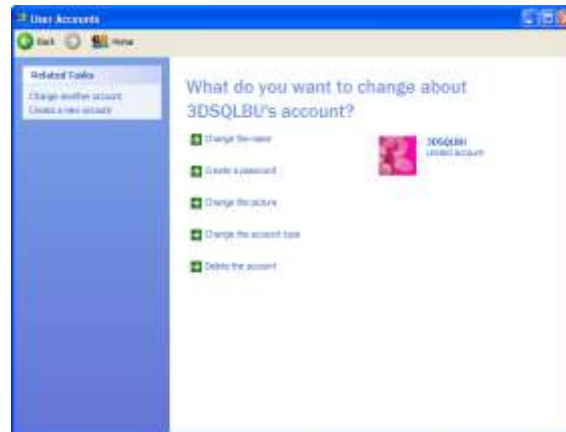
Enter a name for the new user account (ie 3D3QLBU), click Next
Select Limited or Computer administrator as the account type and click Create Account



Click on User 3D3QLBU



Click on Create a password



Enter a password (ie three) and click on Create Password, if there is an option for password to expire, make sure it is set to never expire.

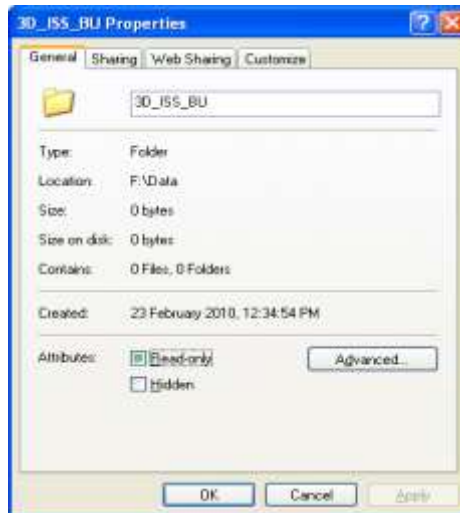


Make sure all users who will be running the 3D ISS Software also have an account on the backup Server/PC.

Create a folder on the backup Server/PC, which might be called 3D_ISS_BU



Right click on the folder and select properties



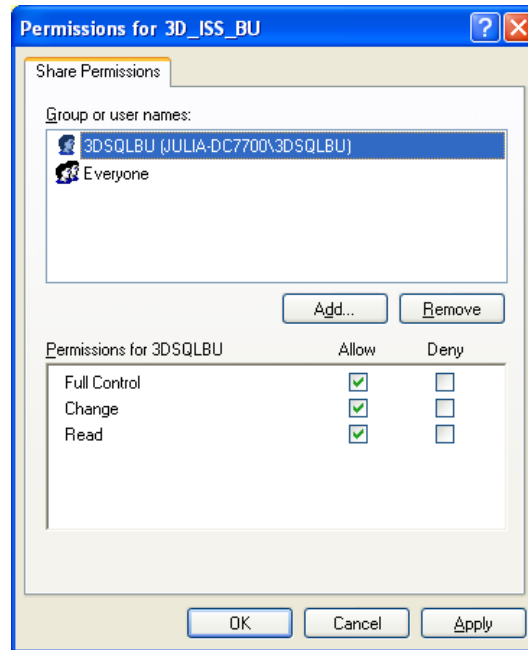
Select the Sharing tab



Now click on the 'Share this folder' option, then click on Permissions.



Select the 3DSQLBU user created earlier and click on OK, and OK again.

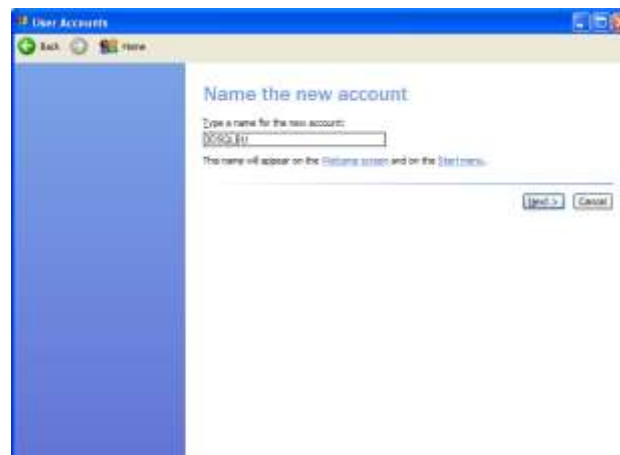


Select the 3DSQLBU user from the screen above and ensure Full Control, Change and Read are all selected in the Allow column and click OK.

Repeat for all users that will run the 3D_ISS Software, Click on OK when finished.

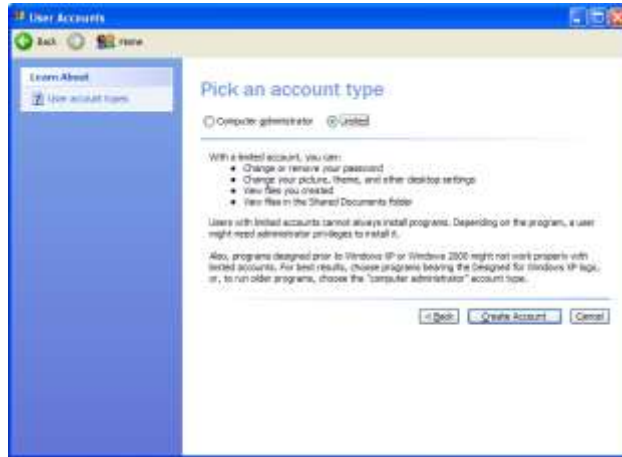
On the PC you wish to run the Software on:-

From the Start menu – Control Panel – User Accounts – Create a new account.

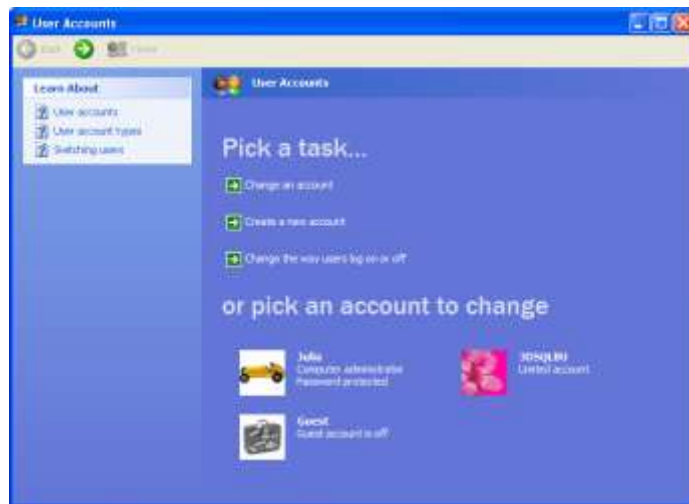


Enter a name for the new user account (ie 3DSQLBU) this MUST be the same name used on the backup machine, click Next

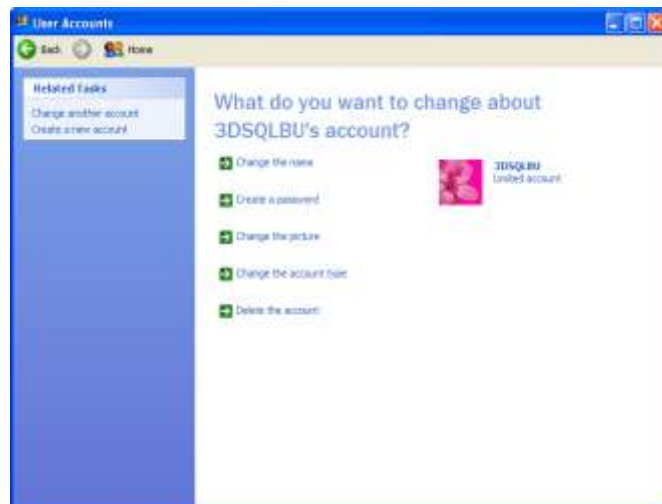
Select Computer administrator as the account type and click Create Account



Click on User 3DSQLBU



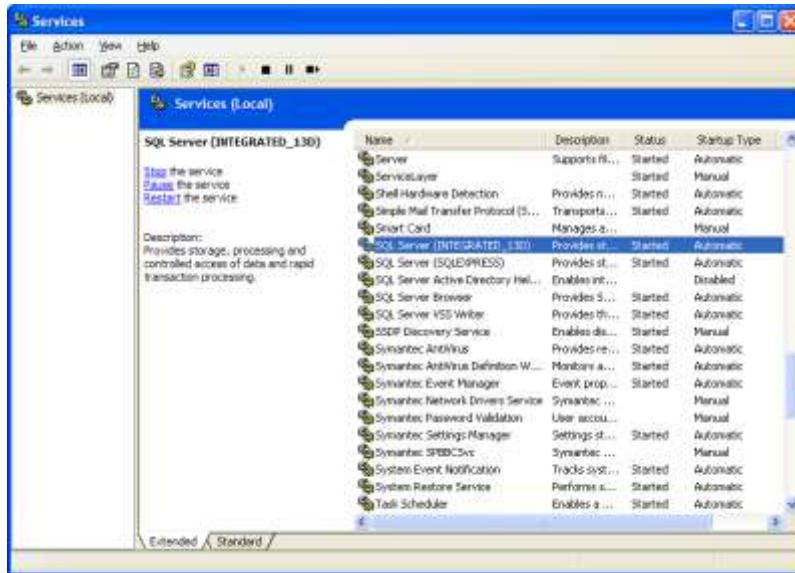
Click on Create a password



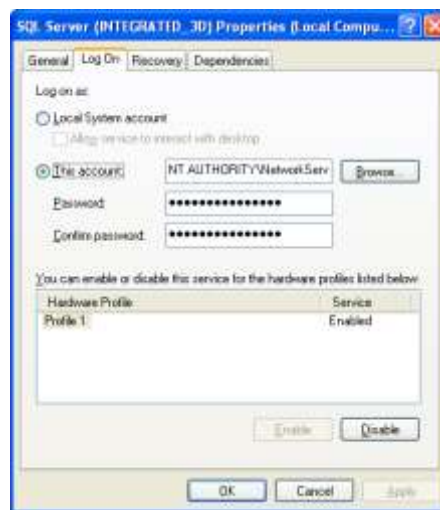
Enter a password (ie threed) this **MUST** be the same password used on the backup machine and click on Create Password, if there is an option for password to expire, make sure it is set to never expire.



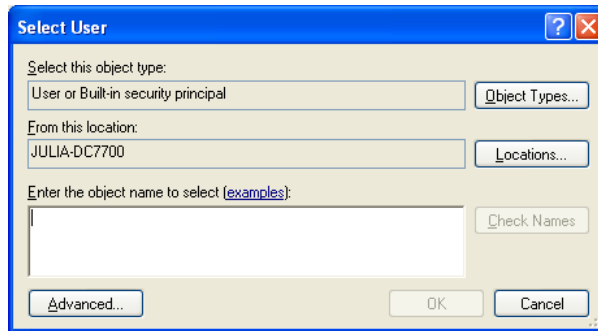
From the Start menu – Control Panel – Administrative Tools – open Services. Find Integrated_13D instance of SQL Server.



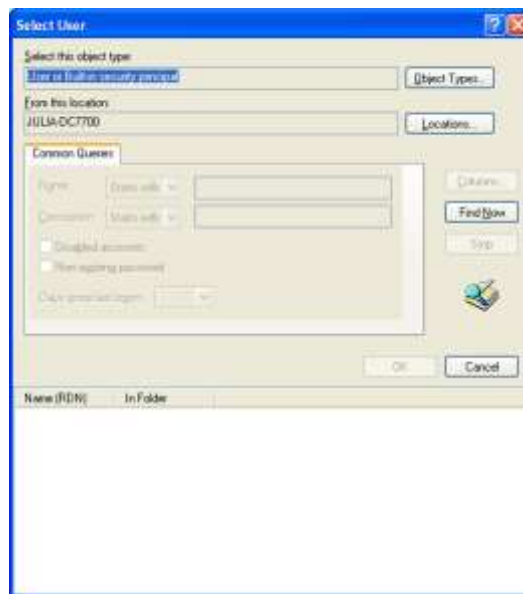
Right click on SQL Server (INTEGRATED_13D) and select properties and Log On tab.



Click on the Browse button

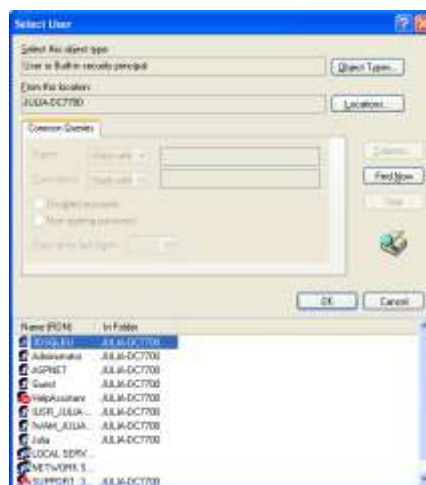


Click on Advanced

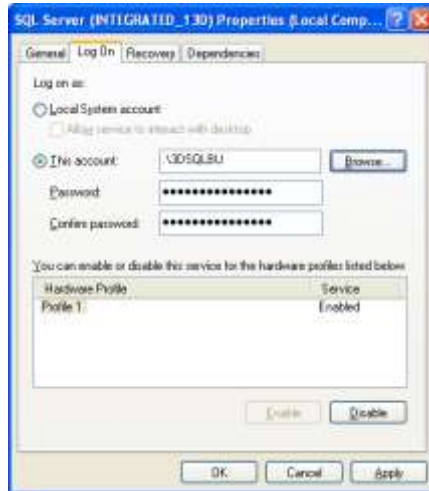


Click on Find Now

Select the user 3DSQLBU (or the name you used earlier) and click on OK, and OK.

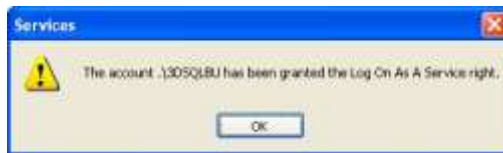


In the Password and Confirm Password section enter the password for this user (ie three)

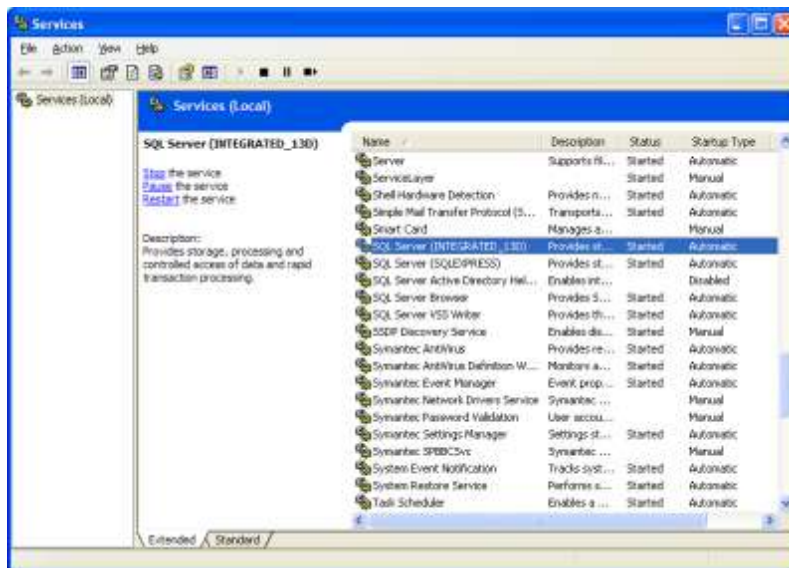
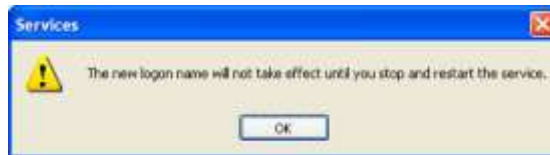


Click on OK

You may get the box below, if so click OK.



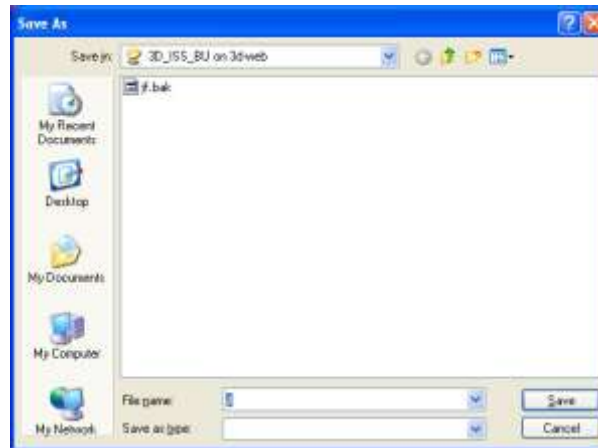
Click on OK when you see the box below



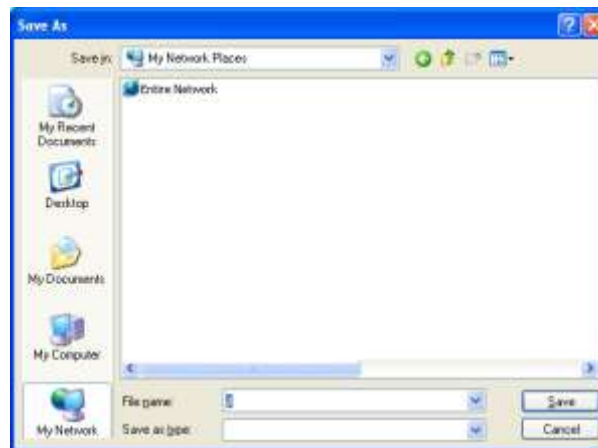
Right click on SQL Server (INTEGRATED_13D) again and click on Restart.

Run the software

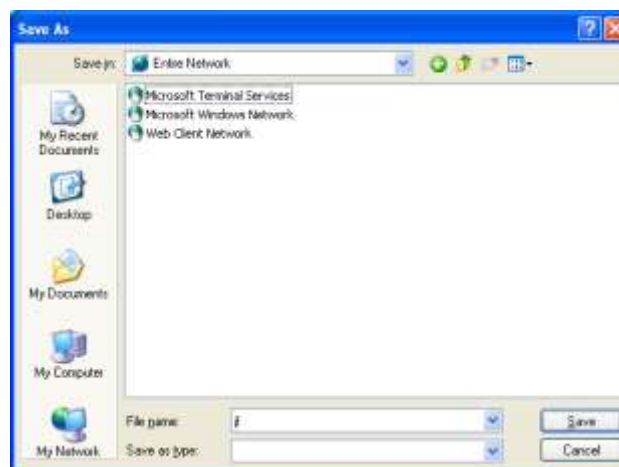
1st test the backup using the Backup Database option from the file menu
Click on Backup Database option from the file menu, enter your password.



From the Save As option shown above, DO NOT SELECT ANY MAPPED NETWORK DRIVE LETTERS, instead click on My Network Places shown on the left.
Select Entire Network



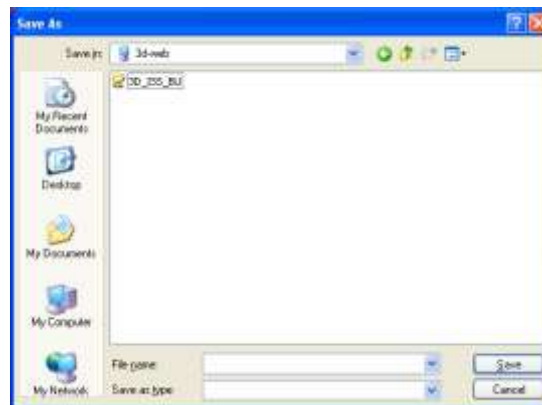
Select Microsoft Windows Network, then Workgroup (this may differ slightly on your machine)



Select the name of the computer you wish to back up to.



The folder you created should be shown on the screen, double click to open the folder and enter a filename. Click Save



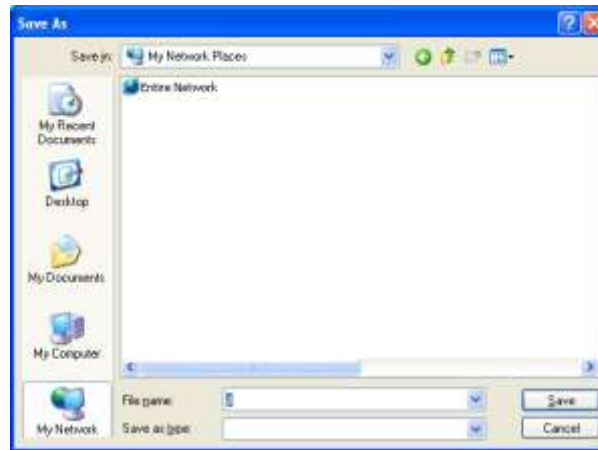
If the Backup fails a message box will appear.

To set the automatic daily backup

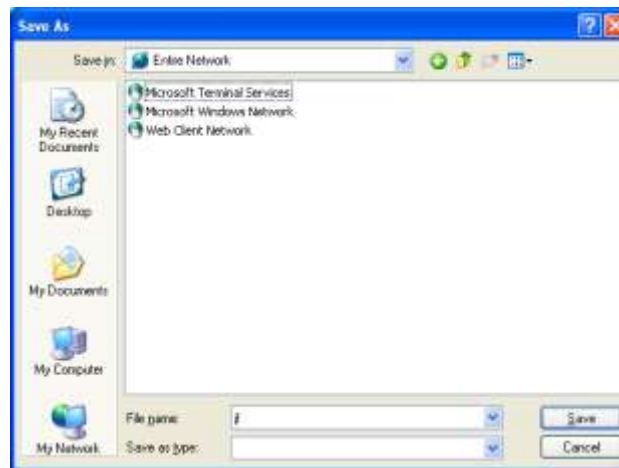
In the software, select 'Change Database Daily Backup Settings' from the File menu, enter a password and enter a valid 24 hour time for backup. i.e. 18 to run backup at 6pm. Click on Yes to change other settings, click on OK to open a Save As dialog box.



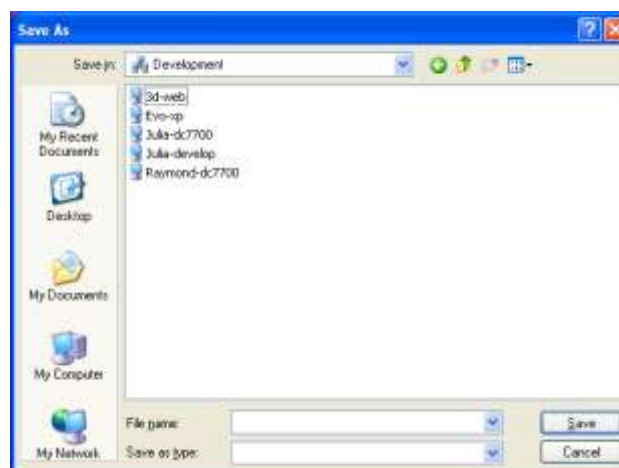
From the Save As option shown above, Click on My Network Places shown on the left. Select Entire Network



Select Microsoft Windows Network, then Workgroup (this may differ slightly on your machine)



Select the name of the computer you wish to back up to.



The folder you created should be shown on the screen, double click to open the folder and enter a filename. Click Save



You will get a message Database is now set to backup daily.

Each time a backup is run a file is created in the C:\3D_log_Files directory, called 3dlog_sqlBackupDaily.txt. This file will show the following information, the last line should say BACKUP DATABASE successfully processed.

Changed database context to 'INTEGRATED_DB_22022010'.

10 percent processed.

20 percent processed.

30 percent processed.

40 percent processed.

50 percent processed.

60 percent processed.

70 percent processed.

81 percent processed.

90 percent processed.

Processed 688 pages for database 'INTEGRATED_DB_22022010', file 'INTEGRATED_DB_22022010' on file 1.

100 percent processed.

Processed 3 pages for database 'INTEGRATED_DB_22022010', file 'INTEGRATED_DB_22022010_log' on file 1.

BACKUP DATABASE successfully processed 691 pages in 0.903 seconds (6.265 MB/sec).

Appendix M (Restore Database from Backup)

MAKE SURE THAT 3D SOFTWARE IS NOT RUNNING.

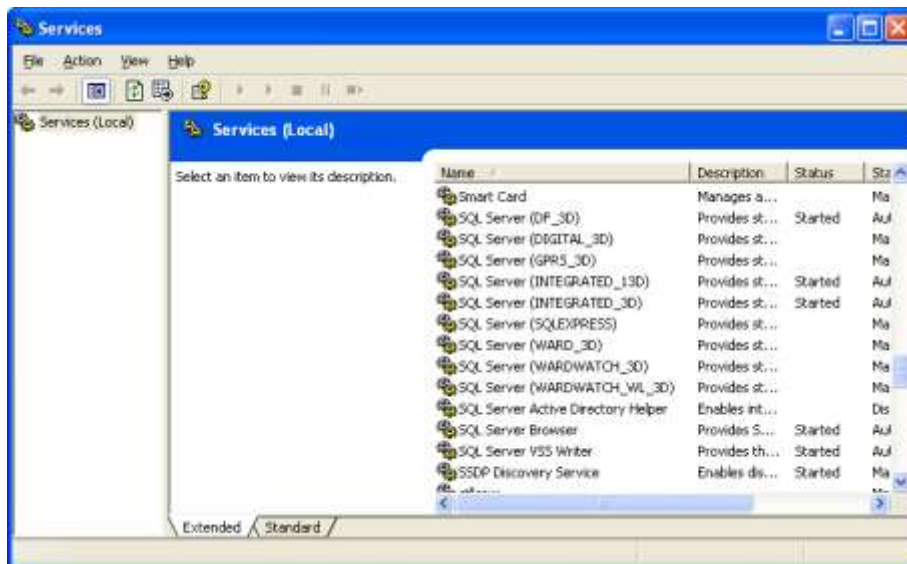
Before you restore from your backup, ensure you have made a copy of the current Database by following the instructions below

How to Copy Current Database

Open Control Panel, Select Administrative Tools then Services

From the screen below, right click on the SQL Server instance and click Stop

- For V3.1 and below default instance name is INTEGRATED_3D
- For V4.0 and above default instance name is INTEGRATED_13D



Right click again and select properties, make a note of the path to executable shown below as 'C:\Program Files\Microsoft SQL Server\MSSQL.9' (the rest of the path is not needed)



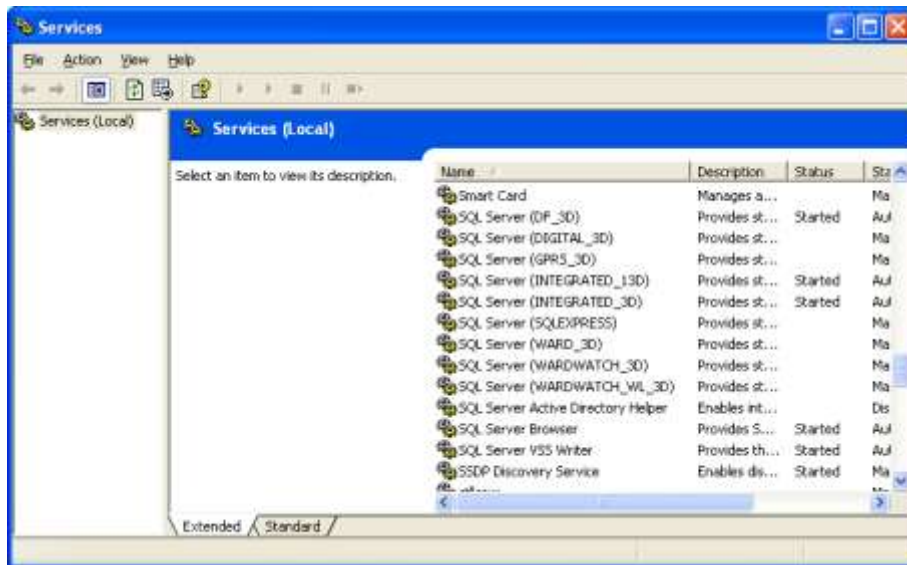
Go to the path noted previously C:\Program Files\Microsoft SQL Server\MSSQL.9.

Open the MSSQL - Data folder. Copy the '*.mdf' and '*_log.ldf' (where * denotes database name) to a safe location.

Open Control Panel, Select Administrative Tools then Services.

From the screen below, right click on the SQL Server instance and click Start.

- For V3.1 and below default instance name is INTEGRATED_3D
- For V4.0 and above default instance name is INTEGRATED_13D



How to Restore Database

Download, install & run SQL Server Management Studio Express. Copy link below for download.

<http://www.microsoft.com/downloadS/details.aspx?familyid=C243A5AE-4BD1-4E3D-94B8-5A0F62BF7796&displaylang=en>. Download SQLServer2005_SSMSEE.msi

From the screen below, click the down arrow as shown

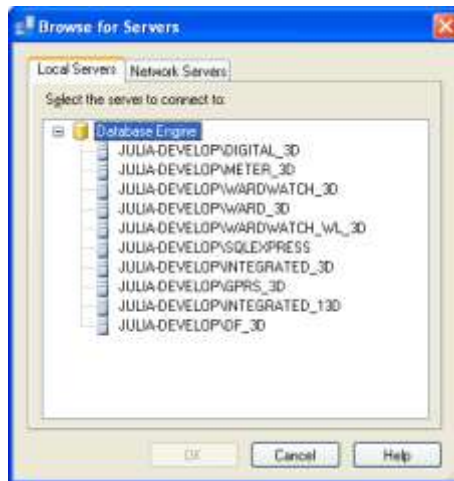


Click on <Browse for more > shown below

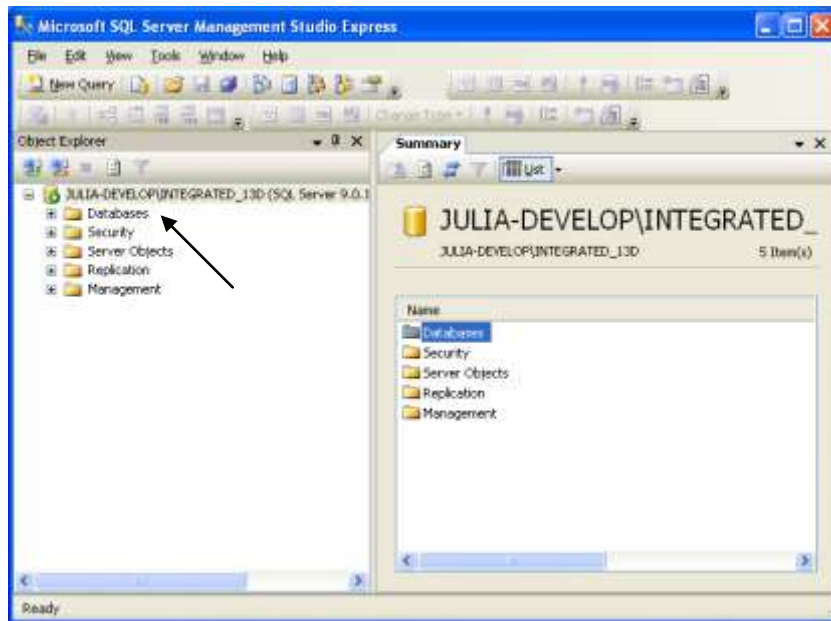


Click on the '+' next to Database Engine and select the instance you want to move and click on OK

- For V3.1 and below default instance name is INTEGRATED_3D
- For V4.0 and above default instance name is INTEGRATED_13D

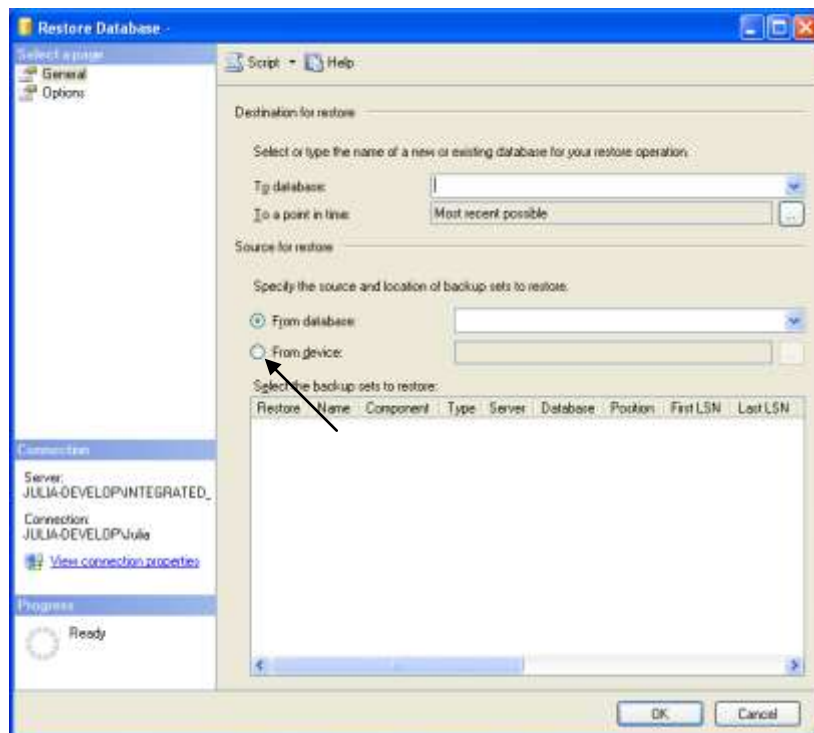


Leave Authentication set to Windows Authentication and Click on Connect

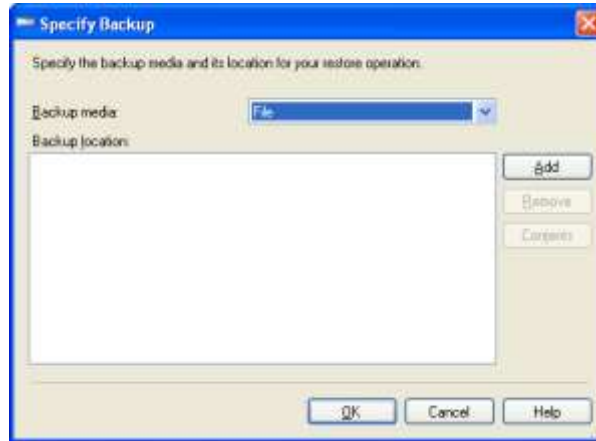


From screen above right click Databases shown by arrow, and select Restore Database.

Click on From Device and then on ‘...’ as shown below



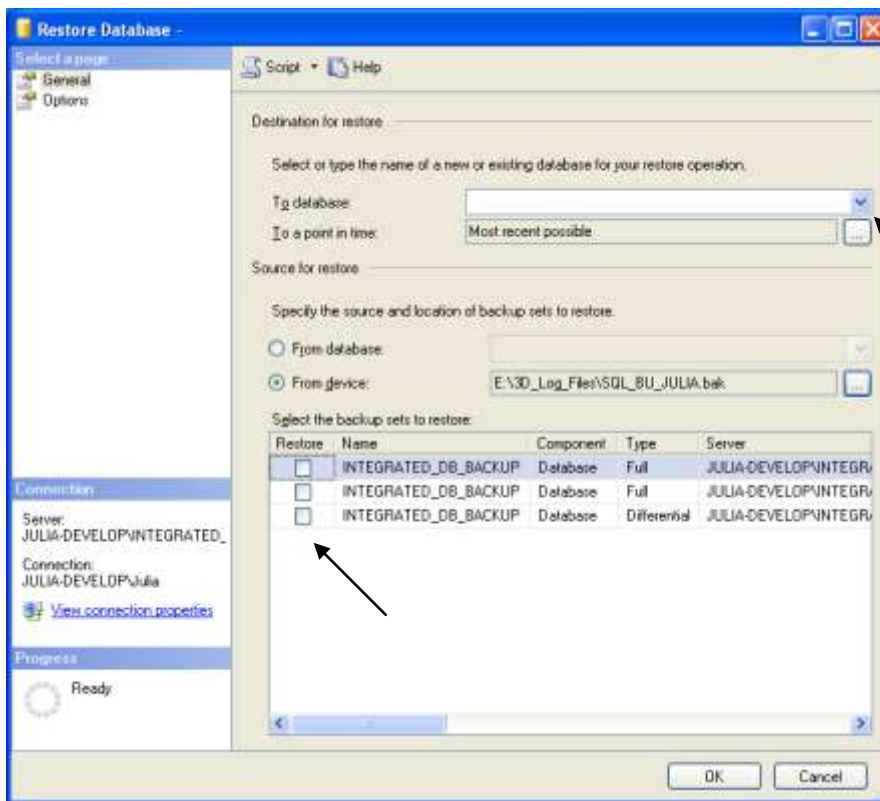
From the screen below click on Add



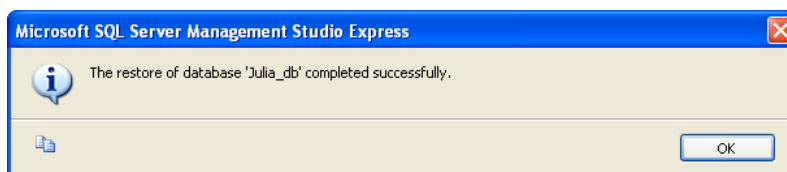
Locate the backup file on your pc and click OK, click OK again

Click on To Database and then on the down arrow, select your database name.

At the bottom of the screen click on all the restore boxes and click OK



The following message will be shown to confirm restore was successful.



Troubleshooting

- If the Real Time Display Screen is showing C-ERR and N/A this could be because you are running two instances of the ISS Server software
- SQL Service not available error – check PC is running Windows XP Service Pack 2 or greater
- Unknown Program Failure – Rename C:\3D_Log_Files\ Integrated Software System__config.cfg file to Rename C:\3D_Log_Files\ OldIntegrated Software System__config.cfg and re-enter info when software restarts
- SMS Fails to send – if the SIM card has been replaced or removed and reinserted, you need to turn off the modem for 1 minute and then turn it back on.

Client

Possible Causes for No Database, Please Check Server message

- Wrong SQL SA Password
- Wrong Server Name
- Wrong Database Name

Delete the Integrated Client__config.cfg stored in the C:\3D_Log_Files (C represents the drive software was installed on (default C)) and follow instructions Running Client for First Time.

Possibly No Network Connection Available, software was unable to check network status, if software fails, check with IT.

Connection Checks

- Firewall settings (Most Common Problem).
- Check the SQL Service is still running on the database PC, by going to the control panel on the PC where SQL was installed, opening Administrative Tools and Services, look down the alphabetical list to SQL Server and your instance name and check the Status is Started
- Network Access rights
- Ensure user has access rights and network rights to folder and file where SQL database is stored, C:\Program Files\Microsoft SQL Server\MSSQL.2\MSSQL\Data

Definitions

- IP Address – Internet Protocol address. The IP address which has been allocated to the Gateway.
- Netmask – The subnet mask associated with the IP Address.
- Gateway – The IP address of the network gateway.

- The Database files are stored in ‘C:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Data’. ‘MSSQL.1’ may have a different number if you have more instances of SQL installed. There are two files for the database, 01012010 represents the date the server software was run for the 1st time.
 - INTEGRATED_DB_01012010.mdf.
 - INTEGRATED_DB_01012010_log.ldf.

- N/A Channel Not Active (Enable in Administration screen).
- C-ERR Communications Error (Check Network and Unit connections to PC).
- RXERR Batteries have run out.
- FAULT Contact your local distributor or 3D for information