ServiceCenter

Software Suite for controller configuration and visualisation

Installation

Operation
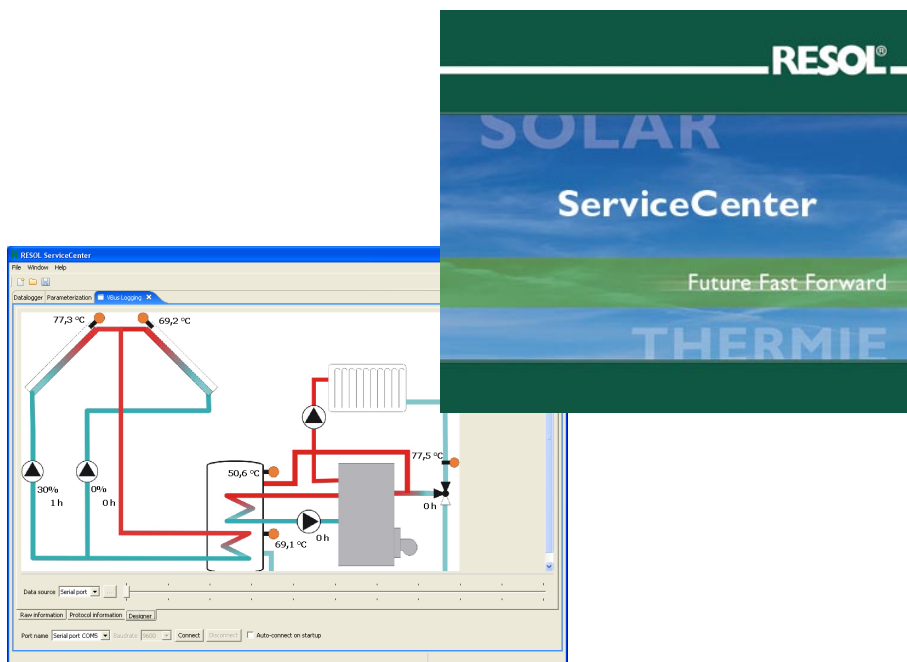
ServiceCenter

EN

www.resol.de

48001461

RESOL ServiceCenter

RESOL®

Contents:

Imprint

1. Disclaimer of warranty
(Extract from licensing agreement)

All precautions are made in order to guarantee faultless functionality of the software. But nevertheless, the editor does not assume legal liability or responsibility for anything done with this software and therefore cannot be held responsible for any damage resulting from the use of the software. This especially applies to hardware failures, data losses and financial losses - but it is not only restricted to the above-mentioned damage.

RESOL®

2. System requirements

- Microsoft Windows 2000/XP
- Java Version 1.6.0 or higher

3. Installation

Before starting the installation, please ensure that your system fulfills the above-mentioned system requirements.

If you bought the ServiceCenter on CD, the Setup can be automatically started after having inserted the CD. Otherwise, you can start the installation by executing "ServiceCenterSetup.exe". It can be found in the subfolder "ServiceCenter" on the CD. During the installation process a new "RESOL" group will be installed into the start menu including a shortcut to the software .
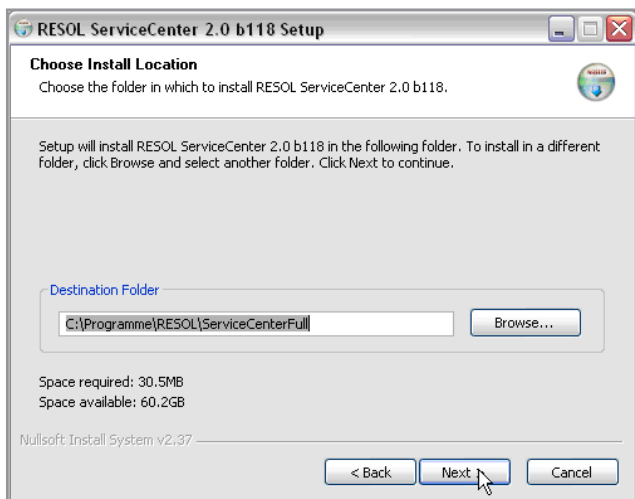
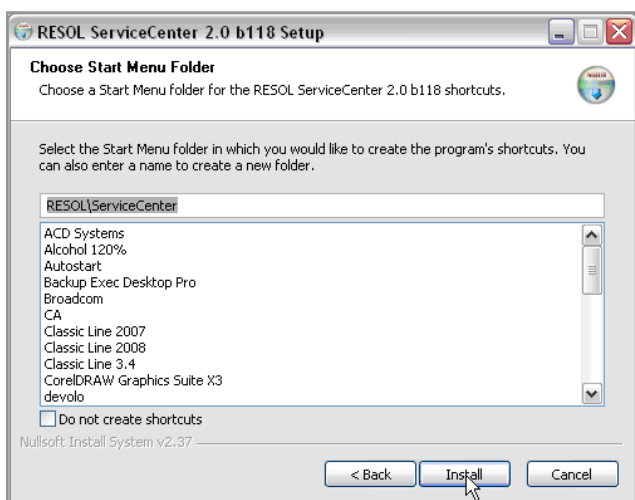Click on "Yes" in order to start the intallation.

Select the language.
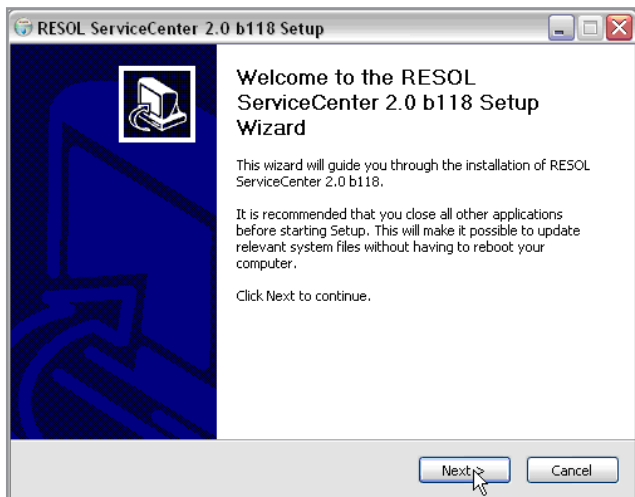
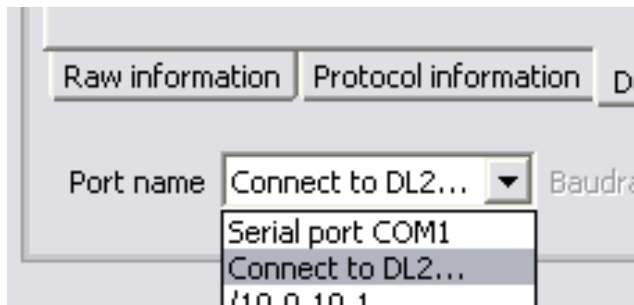Follow the on-screen instructions during installation.

Select the destination folder.

Select the menu folder.
After having completed the installation, select the start-menu entry RESOL > ServiceCenter > ServiceCenter in order to start the programme.

4. Connection with RESOL-devices

Depending on the connection type to RESOL devices, different functions are available in the dropdown menu "Port name".

4.1 Serial interface COM

If a VBus®/USB, RS-COM or USB/RS232 adapter is used, the following functions will be available: VBus® logging, Parameterisation and Datalogger DL1 readout.

4.2 IP address

If the Datalogger DL1 is used in a remote data transmission connection, the following functions will be available: VBus® Logging, Parameterization and Datalogger access via standard web browser.

4.3 Connect to DL2

If the DL2 is used, the following functions will be available: Parameterization and VBus® logging.

4.3.1 Access in the local network
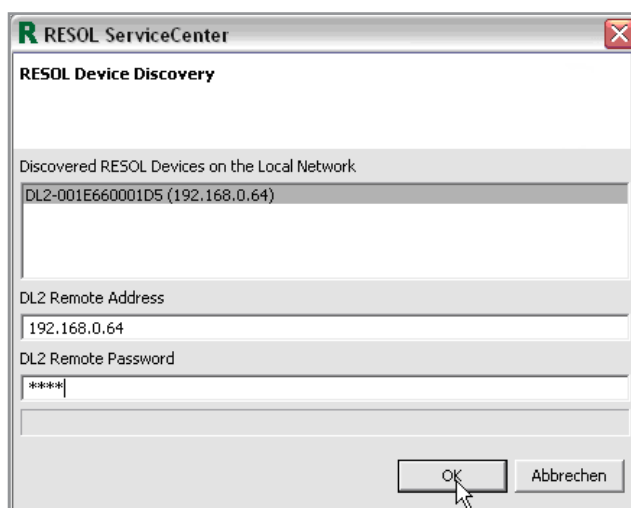
The DL2 will be searched automatically.
• Mark the datalogger found by clicking on it; the IP address will appear in the "DL2 Remote address" field
• Enter the password for remote maintenance (factory setting: vbus)
• Confirm by clicking "OK"

4.3.2 Access via Internet

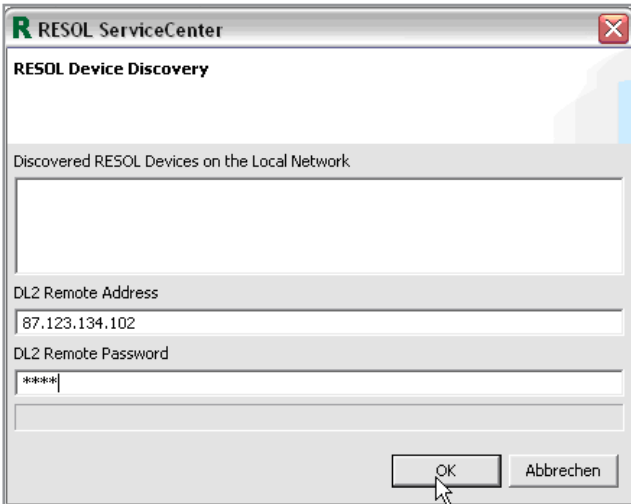| Port number	Service
443	web interface
7053	ServiceCenter access

For the following connection types, port forwarding is required. For further information, please see router documentation.
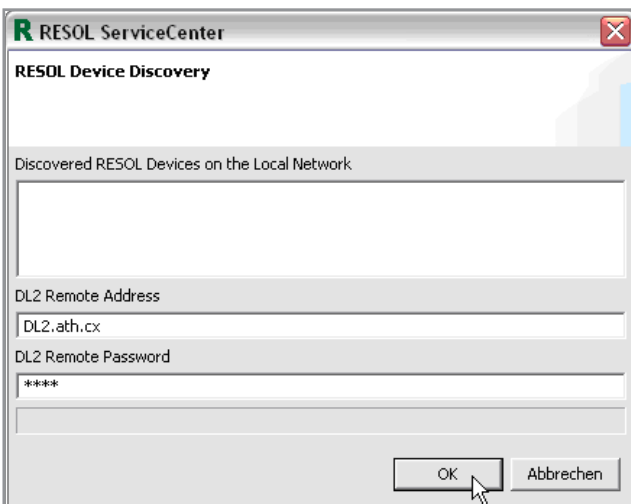

- Enter the public IP address of the internet router into the "DL2 Remote address" field
- Enter the password for remote maintenance (factory setting: vbus)
- Confirm by clicking on "OK"

Note:
In order to determine the public IP address of the router, please use a service such as:
http://www.resol-dl2.de/ip_address.
This page must be accessed via the network in which the DL2 has been installed.
Since the IP address usually changes every day, it is recommend to use a dynamic Domain Name Server (Dyn DNS).
For further information on detecting a Dyn DNS, please see corresponding documentation.


When a dynamic Domain Name Server (Dyn DNS) is used:
- Enter the web address into the "DL2 Remote address" field
- Enter the password for remote maintenance (factory setting: vbus)
- Confirm by clicking on "OK"
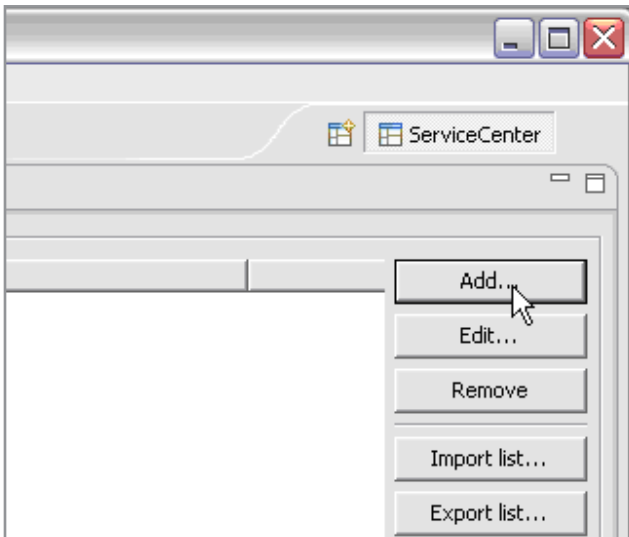
5. Datalogger DL1 (full version only)

By means of the RESOL ServiceCenter Software the data of the Datalogger DL1 can be read out.
For this purpose, the Datalogger has to be connected to the computer either locally via a null modem or via a GSM or standard modem.

In order to read out the datalogger click on the "Datalogger" tab.
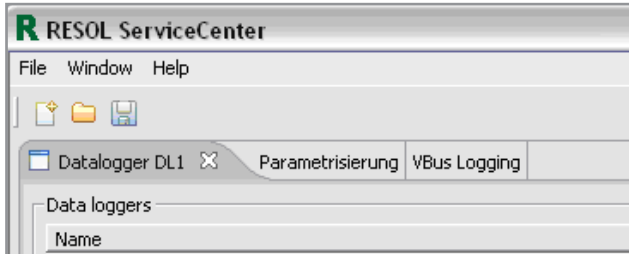
Click "Add" .

The "Logger properties" window will appear.

Select a name for the Datalogger. The name can be freely chosen.

After this, select the connection type and in the case of a connection via a modem enter your phone number.

If required (see DL1 instructions), enter user name and password.

The factory setting for the IP address of the Datalogger is preadjusted. If you change the IP address of the Datalogger (see DL1 instructions) you have to adjust it correspondingly in this window as well.
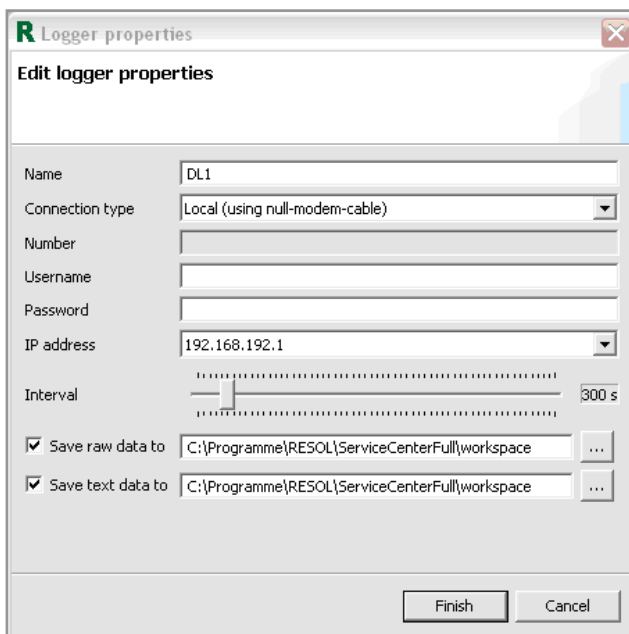
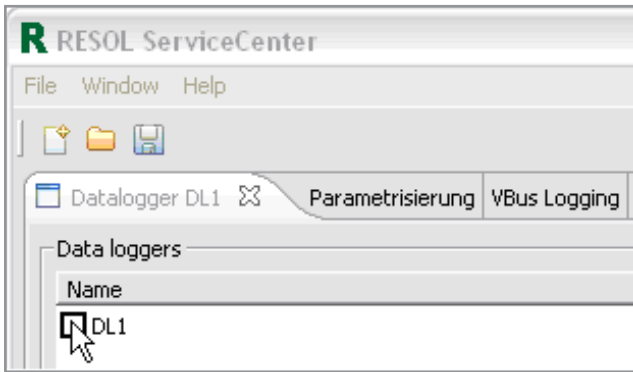Now, the interval for data storage can be changed.

Then, the type of data storage can be selected.

"**Raw data**" are not directly readable

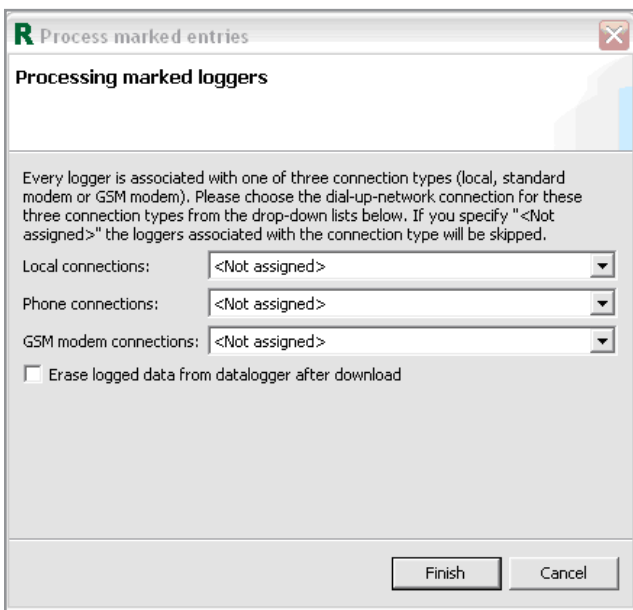"**Text data**" can be directly processed (e. g. MS Excel)

Now click on the "Finish" button.

RESOL ServiceCenter

The Datalogger will appear in the main window and can be selected.

In order to download the data of the selected Datalogger, click on "Process marked" on the right-hand side.

Afterwards, determine the connection type and click on "Finish".

The data can now be processed by means of a spreadsheet program such as Microsoft Excel or visualized by means of the ServiceCenter Designer.

6. Parametrization (full version only)
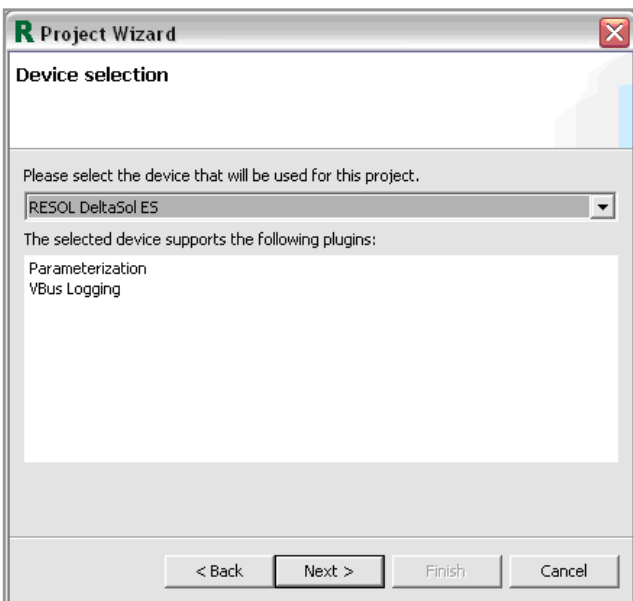
In order to read out the settings or to parametrize the controller, the corresponding controller type has to be selected under file > New Projects.
Once the controller type is selected, all parameters of the chosen controller type and their corresponding factory settings will be shown.
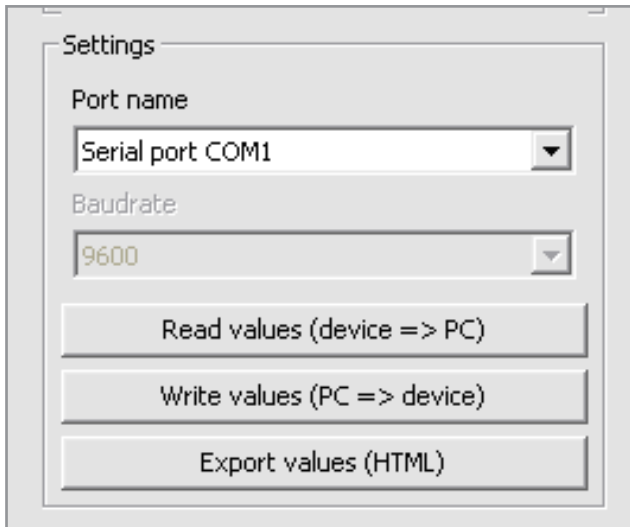
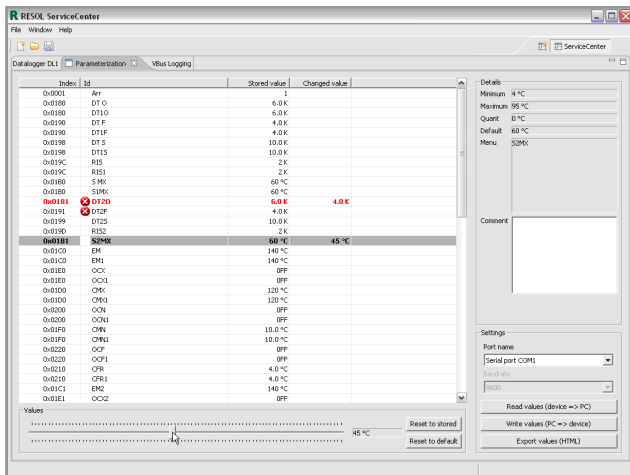**Settings**: Select the port by means of which the DL2 or another adapter is connected to the PC. If the DL2 is used, select "Connect to DL2".

Read values (Controller => PC): data will be read out.
Write values (PC => contoller): data will be processed by means of the ServiceCenter and updated on the controller.

Example: *DeltaSol*® ES

The selected parameter can be set to a user-defined value by means of the scrollbar.
Red value: The parameter has been changed, but not saved on the controller.
**Green value**: Parameter saved on the controller, but does not correspond to the factory setting.
White X on red ground: at least 2 parameters do not fit together (e.g. DT E < DTA). One of the incorrect parameters has to be modified.

"**Reset to default**" restores the factory setting of the selected parameter.
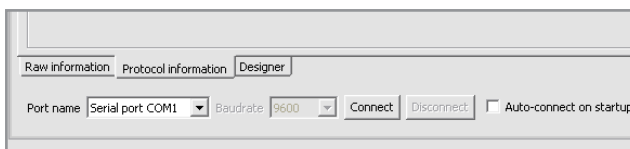"**Reset to stored**" re-stores the value saved on the controller.

7. VBus®-Data logging

### 7.1 Establishing the connection to the controller
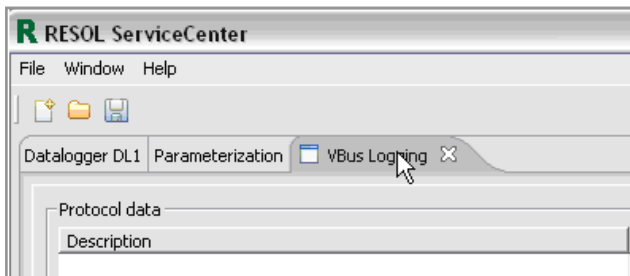
In order to access the "VBus Logging" menu, select the "VBus Logging" tab on the upper part of the screen.

Before you can read out the contoller, a connection has to be established. If the controller is already connected, you have to define the port (e. g. "Serial interface COM1") to which it is connected and click on "Connect".
If the connection is to be established via the DL1, enter the IP address of the Datalogger. If the connection is to be established via the DL2, select "Connect to DL2".

7.2 Raw information
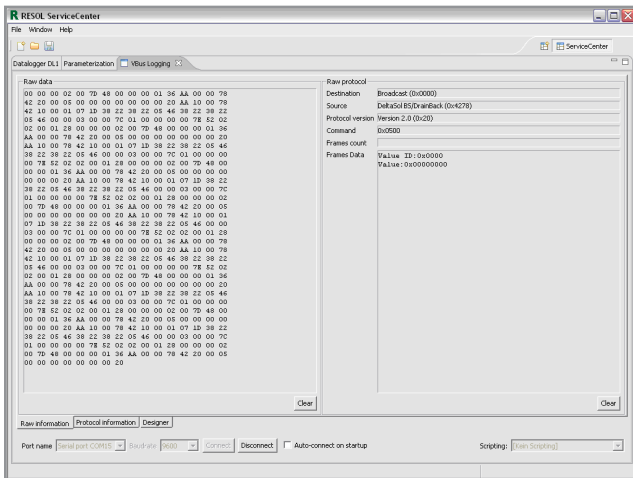
In this window, all data packets received are shown as raw data. These raw data are of no significance for the user. This menu item serves as a connection control and fault analysis.

7.3 Protocol information
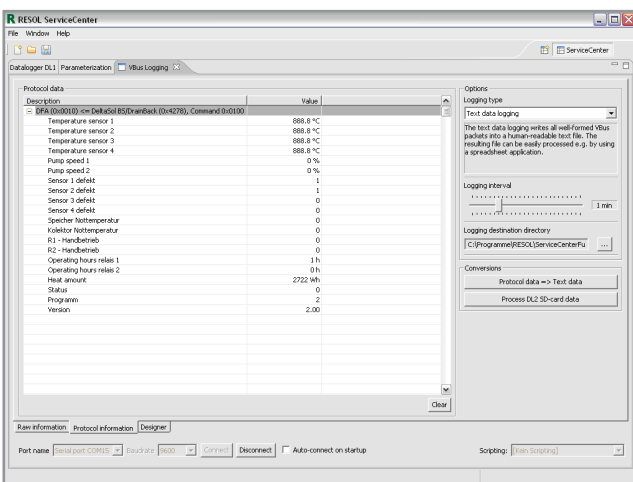
In this window the raw data are displayed in their edited form and can be read out as measurement values.

This window enables the access to all measurement values of the controller.

By means of the "clear" button, the protocol information can be re-read.
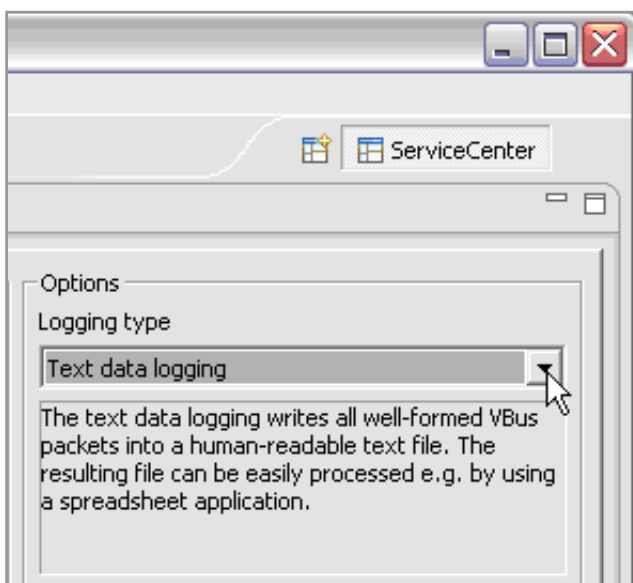

The data received will be logged in regular intervals. Different settings can be carried out:

The "logging type" defines the type of logging:
The **raw data logging** stores all data received without checking their correctness. This function is particularly suitable for diagnostics.
The **text data logging** stores all data sets in a text file separated by tabulators. These data can be easily imported into other databases or processed with spreadsheet programs.
The **protocol logging** stores all data received with time stamps. The data logged are however readable with support tools only.
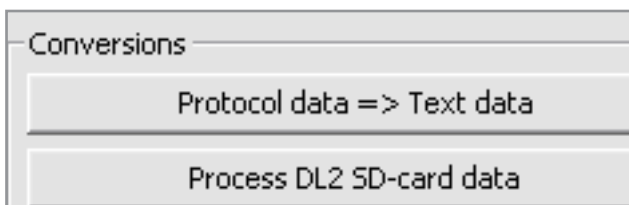
Storage Interval
By means of the log interval it is possible to define in which intervals the system data should be checked and stored. In the case of raw data logging this field is deactivated.
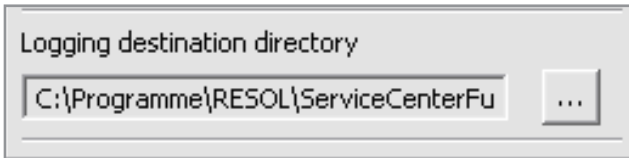
Indicate the directory in which the log data will be stored.

When the data have been stored as protocol data (e.g. if the DL1 has been read out by means of a web browser or if the SD card of the DL2 has been read), it is possible to convert them into a readable format.
For this purpose, click on "Protocol data => Text data" menu (see previous fig).
The option "Source file name(s)" indicates the source file of the raw data. Select the file by clicking [...] .
The storage location and the data name of the converted protocol data have to be defined under "Output file name".
After confirmation, the seleceted protocol data will be converted.
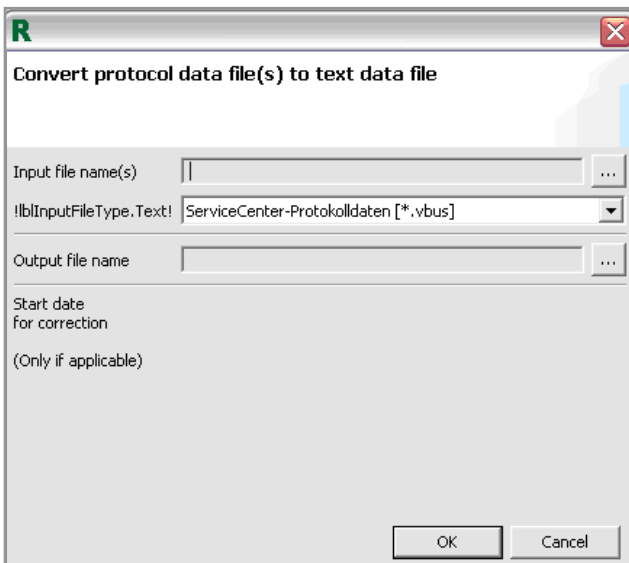
The option "Source file name(s)" indicates the source file of the raw data. Select the folder by clicking [...] .
The storage location and the data name of the converted protocol data have to be defined under "Output file name".
After confirmation, the seleceted protocol data will be converted.
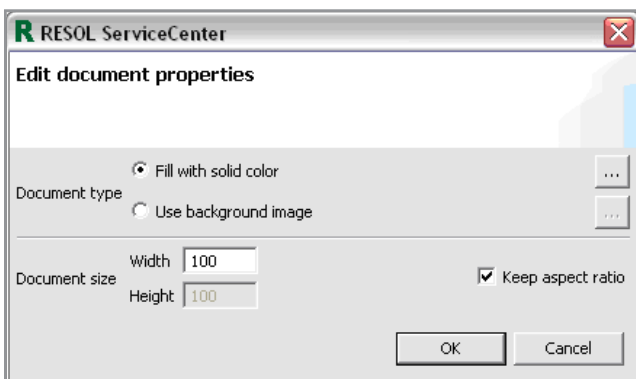
RESOL ServiceCenter
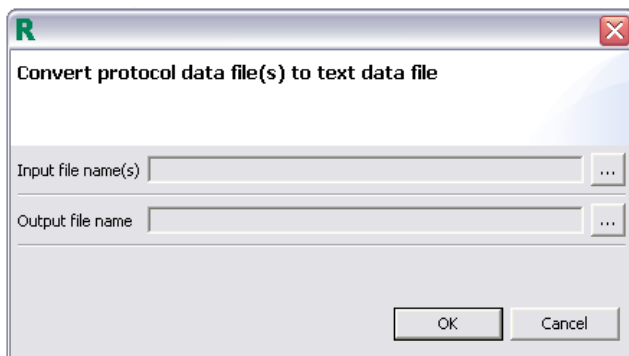
7.4 Designer
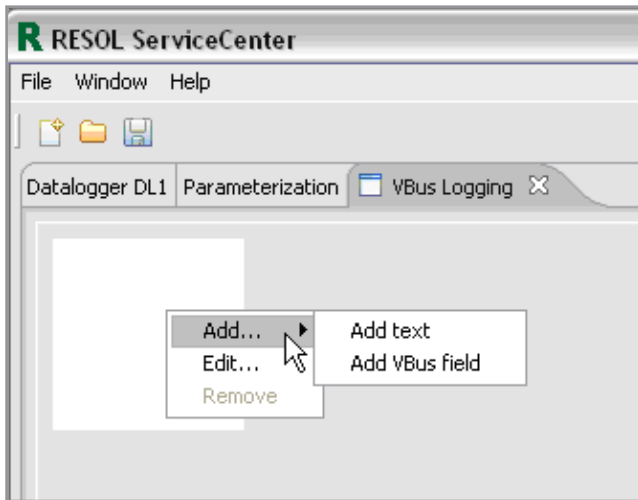
The white rectangle is the "work surface". With a right-click on this space the menu will be shown.

After having finished the visualisation, the graphic can be saved as File > Save as... .
Visualizations which have already been saved, can be opened via file > Open.

7.4.1 Menu item "Edit..."

The background can be edited by right-clicking on the background and by selecting the menu item "Edit"

"**Fill with solid colour**"
By clicking the [...] button, the background colour can be set.

"**Use background image**"
By clicking on the [...] button, a **background image can be selected**. The size of the work surface will be adjusted to the image automatically. The image will be streched/squashed if the size of the desktop is changed.
Please note: You can use .jpg, .bmp, .tif, .png and .gif images only

**Document size (Size of the desktop)**

In the directory ServiceCenter...\workspace\templates, different system schematics and projet files are available.

As long as "Keep proportion" is selected, height/width proportions will be maintained. The width-to-height ratio of the chosen background image should not be changed, otherwise the image would be distorted.
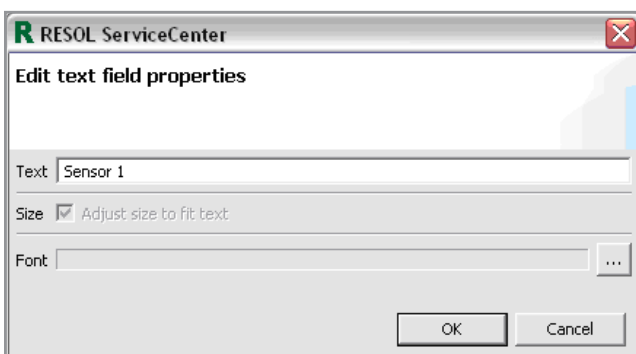
Furthermore, static texts can be edited. For this purpose click on "Edit...", make changes and confirm.
The font size and colour can be defined by clicking on [...].

| 12

© RESOL 08259 RSC.monen.indd
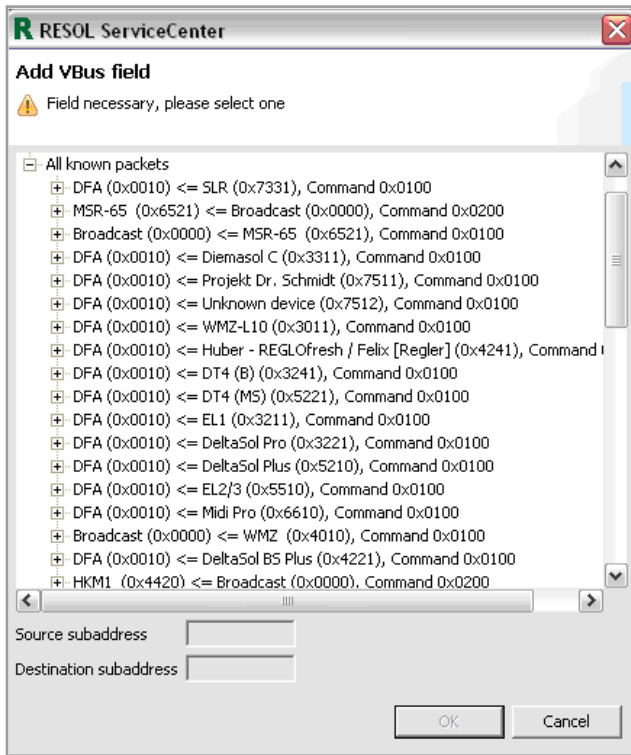
**Add VBus® field
(Submenu of Add):**

Writes a text field with measured values and information on the controller.

Packets received:

This option is available if a controller is connected. By clicking on "+" all connected controllers (the "+" will turn into a "-") will be shown. By a further click on the "-" the list will be „hidden" again. Select the controller by clicking on the "+" at the front of the controller, select the desired measurement values and confirm. The measurement will appear immediately on the desktop and can be shifted.

When a file has been chosen as the data source, the scroll bar has to be moved before the data values can be displayed.
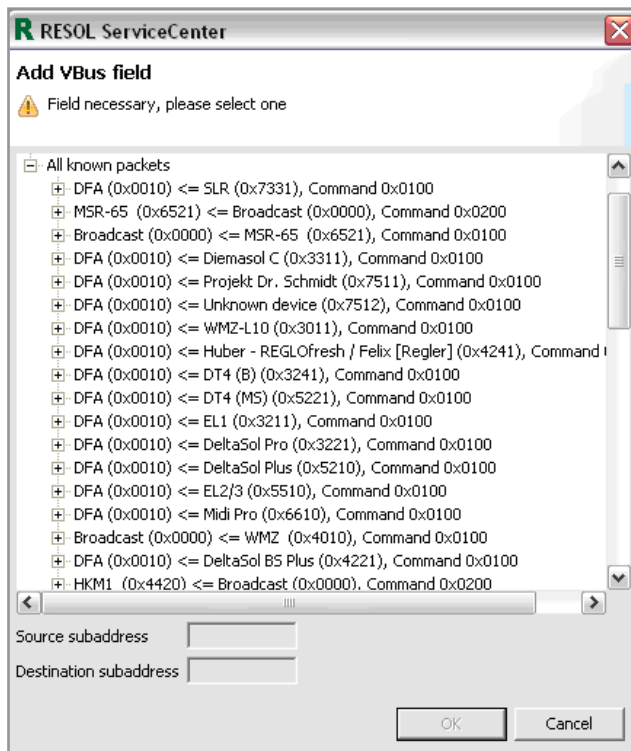

All known packets:

By clicking on "+" all compatible RESOL and OEM controllers will be listed. Select a controller. All controller measurement values and information available will be shown by clicking on "+" and can be selected.

"N/A" appears on the desktop. It will be replaced by a measurement value if the corresponding controller is connected.
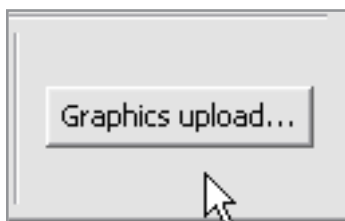
The advantage of this option is that the controller does not have to be connected.
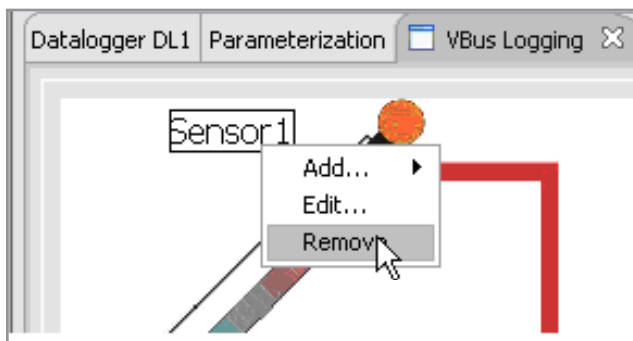
By right-clicking on a selected element and clicking on "Remove" all pasted elements can be deleted.
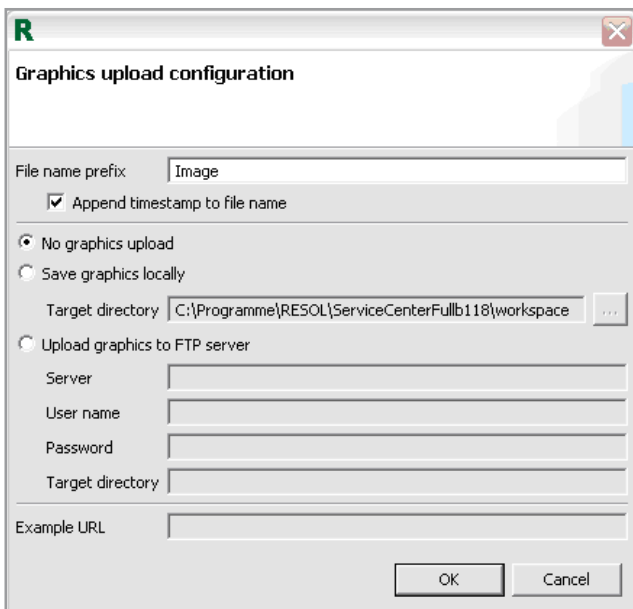
Added background images can be removed by filling the background with white colour (see 7.4.1).

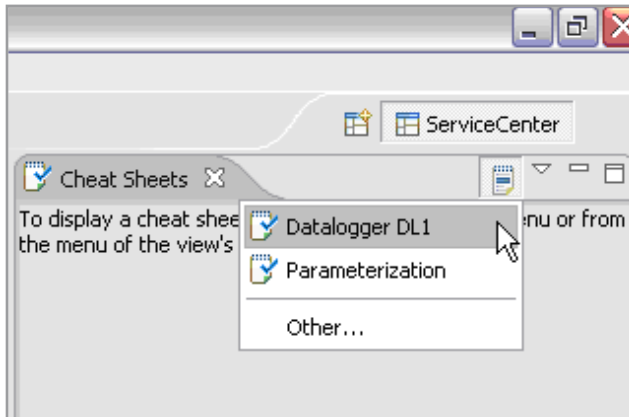## 7.4.2 Menu item "Graphics upload"

The created background image can be saved in a local directory or uploaded onto an FTP server.
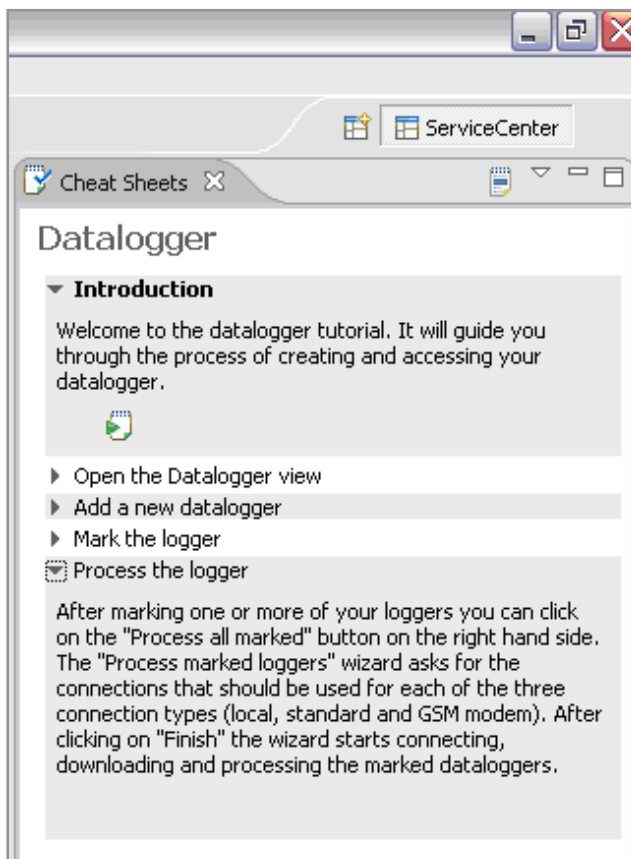
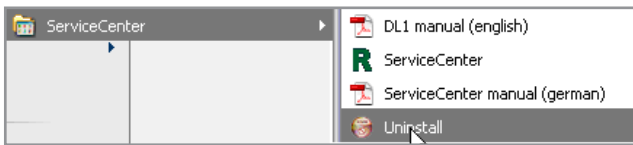In order to start the upload, click on the "Graphics upload" button.
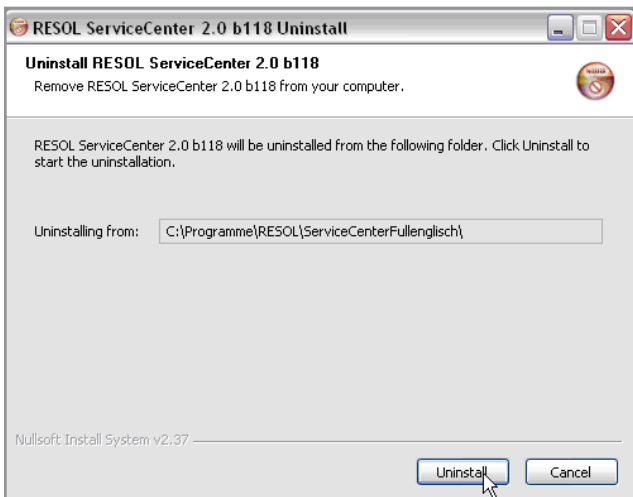
8. Assistance

Under the menu item **window => show view => other** different "Cheat Sheets" are available.
These will be shown on the right-hand side.

9. Uninstallation

If the RESOL ServiceCenter should no longer be used, the software can be uninstalled via Programme > RESOL > ServiceCenter > Uninstall.

Example Windows XP

RESOL - Elektronische Regelungen GmbH

Heiskampstraße 10
D - 45527 Hattingen

Tel.: +49 (0) 23 24 / 96 48 - 0
Fax: +49 (0) 23 24 / 96 48 - 755

www.resol.de
info@resol.de

Distributed by

Note:
The design and the specifications can be changed without advance notice.
The illustrations can differ from the production model.