



ECO 21

Watchdog & Remote

Operation Manual

Model names and specifications or the like are subject to change without prior notice for further improvement, so be sure to confirm the following catalogues and engineering data.

Table of contents

1	INTELLIGENT MANAGER WATCHDOG.....	1
1.1	INTRODUCING INTELLIGENT MANAGER WATCHDOG.....	1
1.2	STARTING AND STOPPING THE WATCHDOG	2
1.2.1	<i>Starting the application.....</i>	2
1.2.2	<i>Starting Listening.....</i>	2
1.2.3	<i>Stopping Listening.....</i>	3
1.2.4	<i>Exiting the Watchdog.....</i>	3
1.3	PERUSING RECORDS	4
1.3.1	<i>Filtering sites.....</i>	4
1.3.2	<i>Sorting records.....</i>	5
1.3.3	<i>Maintaining the local database.....</i>	6
1.3.3.1	Clearing the local database.....	6
1.3.3.2	Viewing previously cleared records.....	6
1.4	TROUBLESHOOTING.....	7
2	INTELLIGENT MANAGER REMOTE.....	8
2.1	INTRODUCING INTELLIGENT MANAGER REMOTE.....	8
2.2	STARTING AND STOPPING THE INTELLIGENT MANAGER REMOTE.....	9
2.2.1	<i>Starting the RAS connection</i>	9
2.2.2	<i>Starting intelligent Manager application.....</i>	11
2.2.3	<i>Closing the RAS connection.....</i>	11
2.3	TROUBLESHOOTING.....	11
3	NOTES.....	12

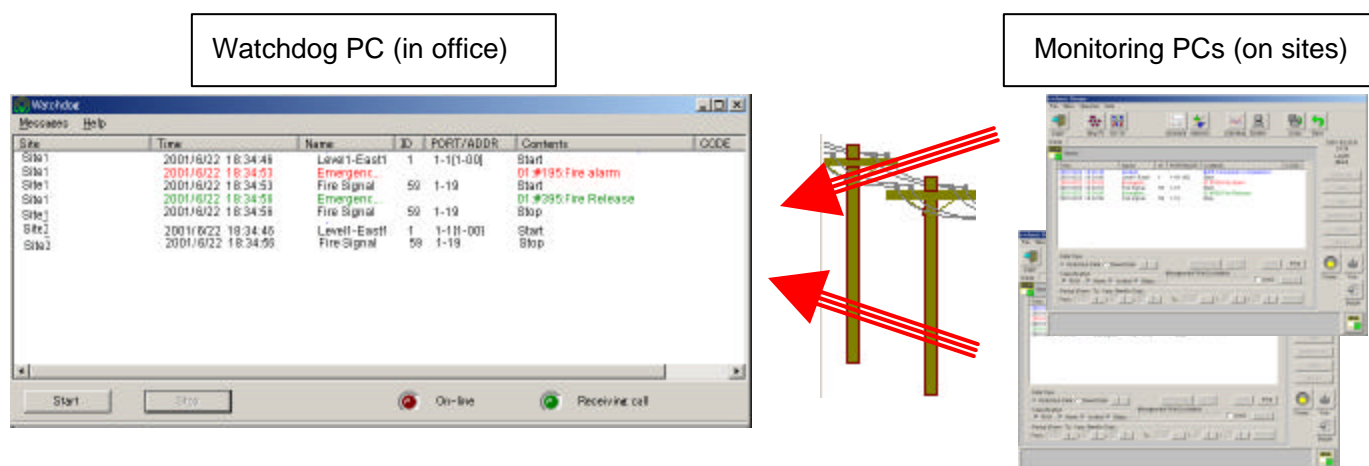
1 intelligent Manager Watchdog

1.1 Introducing intelligent Manager Watchdog

This manual explains how to operate the intelligent Manager **Watchdog** application.

This application runs on a PC in office (referred below as the **Watchdog PC**) to receive mirroring of the items of History (referred below as records) from one or more intelligent Manager sites (referred below as the **Monitoring PCs**) by use of telephony facilities (referred below as **Modem**).

Note: This manual comes as a complementary document of the **intelligent Manager Operation Manual**. Please refer to it for further details about intelligent Manager operation



The intelligent Manager on sites (monitoring PCs) periodically call the Watchdog (PC in office) and send the records. Filtering of records sent is configurable on each site.

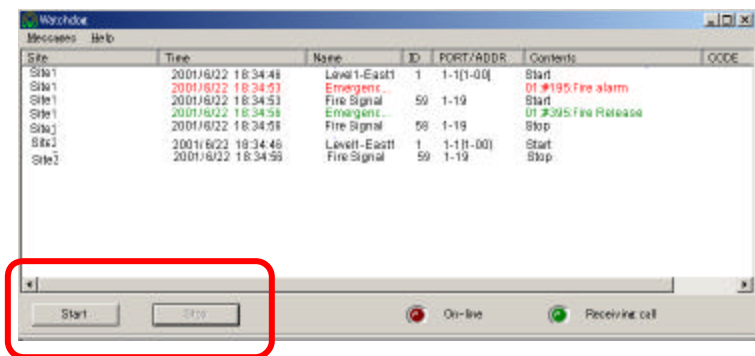
Note: Watchdog is a stand-alone application. Except the installation of a modem on the PC in office, no setup is needed. However, the setup of intelligent Manager on sites to send the records must have been performed beforehand on the monitoring PCs and is not covered in the present manual. Please refer to the **intelligent Manager Remote Options Engineering manual** for installation on site and in the office and to the **intelligent Manager Operation Manual** for configuration on sites.

1.2 Starting and Stopping the Watchdog

1.2.1 Starting the application

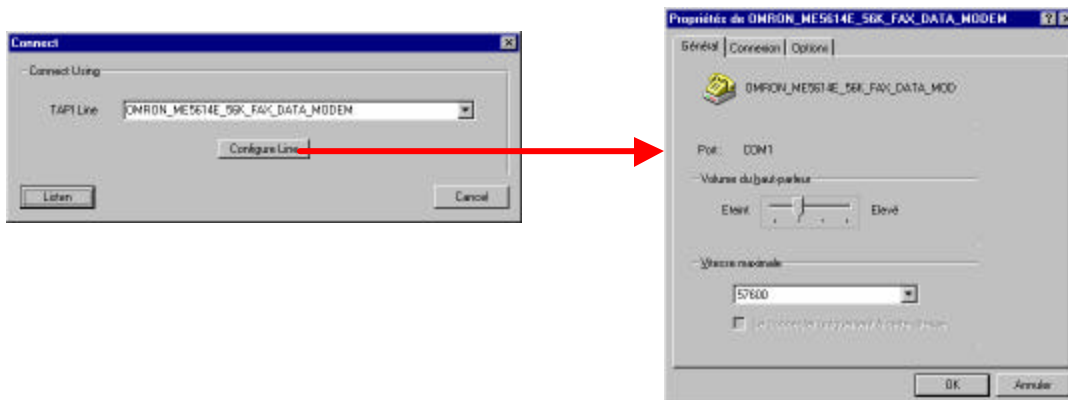
Locate and double click the **Watchdog.exe** file.

At the beginning the start button is enabled and the stop button is disabled (grayed out) since no line is open. The **Online** diode is dark red and the **Receiving Call** diode is dark green as shown below.



1.2.2 Starting Listening

Click the **Start** button, the available Modems are listed in the **Connection** dialog as shown below.



Select a Modem from the **TAPI line** list.

It is possible to modify the Modem attributes by clicking the **Configure Line** button (refer to the Modem documentation for details about Modem settings).

Click the **Listen** button for listening and the application waits for incoming call. The **Online** diode is now light red.

Listening is the normal operation state of the Watchdog.

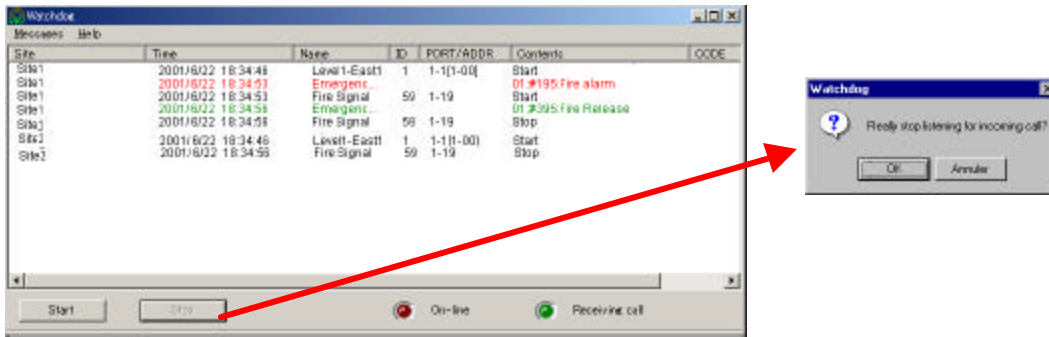
When receiving records from a site, the **Receiving Call** diode changes to light green. At this time, some operations are not available (see details in next sections).

Records are stored in the local database and displayed at the same time on the screen. Latest records are always displayed at the bottom of the list of the main screen.

Note: A timeout will hang up if the call is not completed within a few minutes, in order to avoid communication from one site to block the line.

1.2.3 Stopping Listening

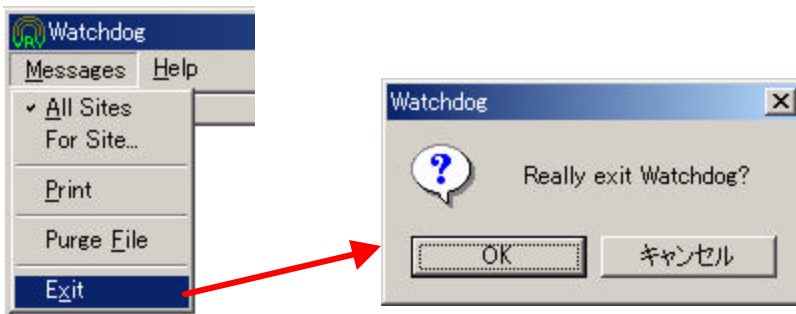
Click the **Stop** button and confirm as shown below. The **Online** diode is now dark red.



This operation should be used only for exiting the Watchdog, or performing offline operations (see details below). If stopping listening when receiving a call, a confirmation message is displayed. If user confirms, the call is hang up and all the data may not be received.

1.2.4 Exiting the Watchdog

Select from the top menu the **Messages / Exit** entry and confirm as shown below.



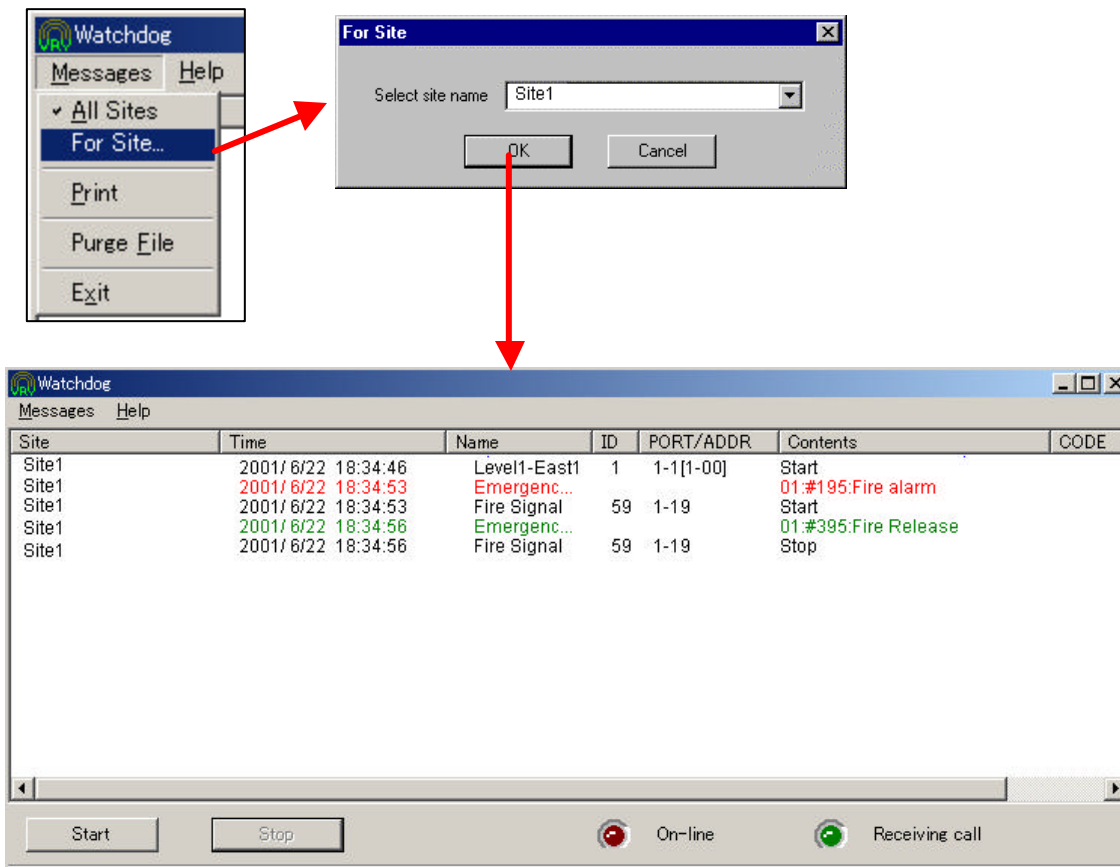
Exiting is disabled when listening.

1.3 Perusing records

1.3.1 Filtering sites

By default records displayed on the screen are those received from all the sites.

To view only the records from a given site, select from the top menu the **Messages / For Site** entry and select a site in the list of the **For Site** dialogue.



This function is disabled when receiving a call.

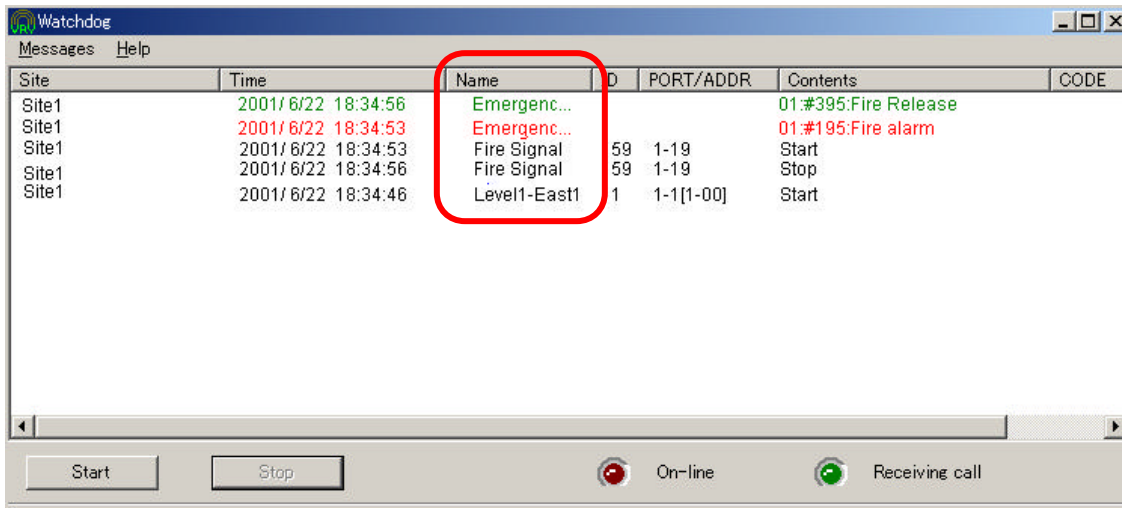
When records are received, only those of the selected site are displayed on the screen. Other records are only logged in the local database and will be displayed the next time the **All Sites** option is selected.

To view the records from all sites, select from the top menu the **Messages / All Sites** entry.

1.3.2 Sorting records

Click on the top label of a column as shown below to sort the records in the ascending order by date (default), name, error code, site, etc.

This operation can be performed even when the Watchdog is listening. However, when a new record is received, it is always added at the bottom of the list for easy identification (no dynamic resorting).



1.3.3 Maintaining the local database

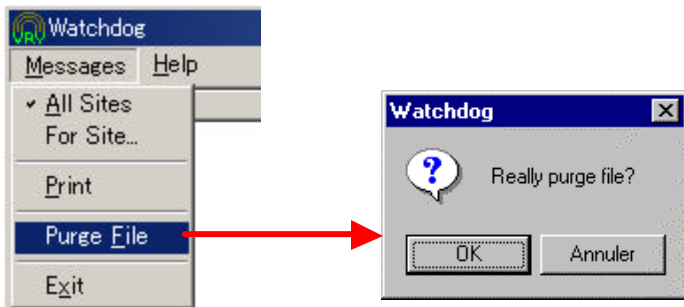
1.3.3.1 Clearing the local database

To maintain performance of the Watchdog, it is recommended to periodically reset the content of the local database. Once or twice a year is recommended in case of normal use. However, in the case of voluminous recording, a more frequent purge is required (ex: monthly).

Select from the top menu the **Messages / Purge File** entry and confirm as shown below.

This renames the database file as **YYYYMMDDHHmmssWatchdog.csv** (where YYYYMMDDHHmmss indicates the time stamp when the purge action was performed). and creates a new one.

This function is disabled when receiving a call.



If the database was empty, an error is displayed as shown below.



1.3.3.2 Viewing previously cleared records

It is possible to peruse a previously cleared database by renaming the database file as **watchdog.csv** and starting the watchdog. Always make a copy of the current **watchdog.csv** database file beforehand.

However, always perform this offline (do not start listening) as new records would be mixed with old ones.

1.4 Troubleshooting

When records have not been received from sites:

- check the configuration on the site PC:
 - is the Modem correctly installed and configured?
 - is the phone number to the Watchdog PC correct?
 - are the retry parameters sufficient for the load on the line?
- Check the condition on the Watchdog PC:
 - is the modem properly installed and configured on the Watchdog PC?
 - hasn't the line been overused (the received records): too many records sent from sites at the same time combined with insufficient retry on sites configurations of sending can lead to records being dropped out.

2 intelligent Manager Remote

2.1 Introducing intelligent Manager Remote

This manual explains how to operate the intelligent Manager **Remote** application.

This application runs on a PC in office (referred below as the **Remote PC**) to operate intelligent Manager on a site (referred below as the **Monitoring PC**) by use of telephony facilities (referred below as **Modem**).

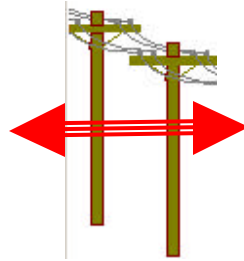
The operation is similar with the sub-PC, but the network communication is achieved by using the RAS (Remote Access Service of Windows).

Several sub-PCs can be configured, however only one can connect to the master PC at a time.

Remote PC (in office)



Monitoring PC (on site)



Operation on the sub-PC is identical as on the master PC except the functions of the System menu, which are not available on the remote PC.

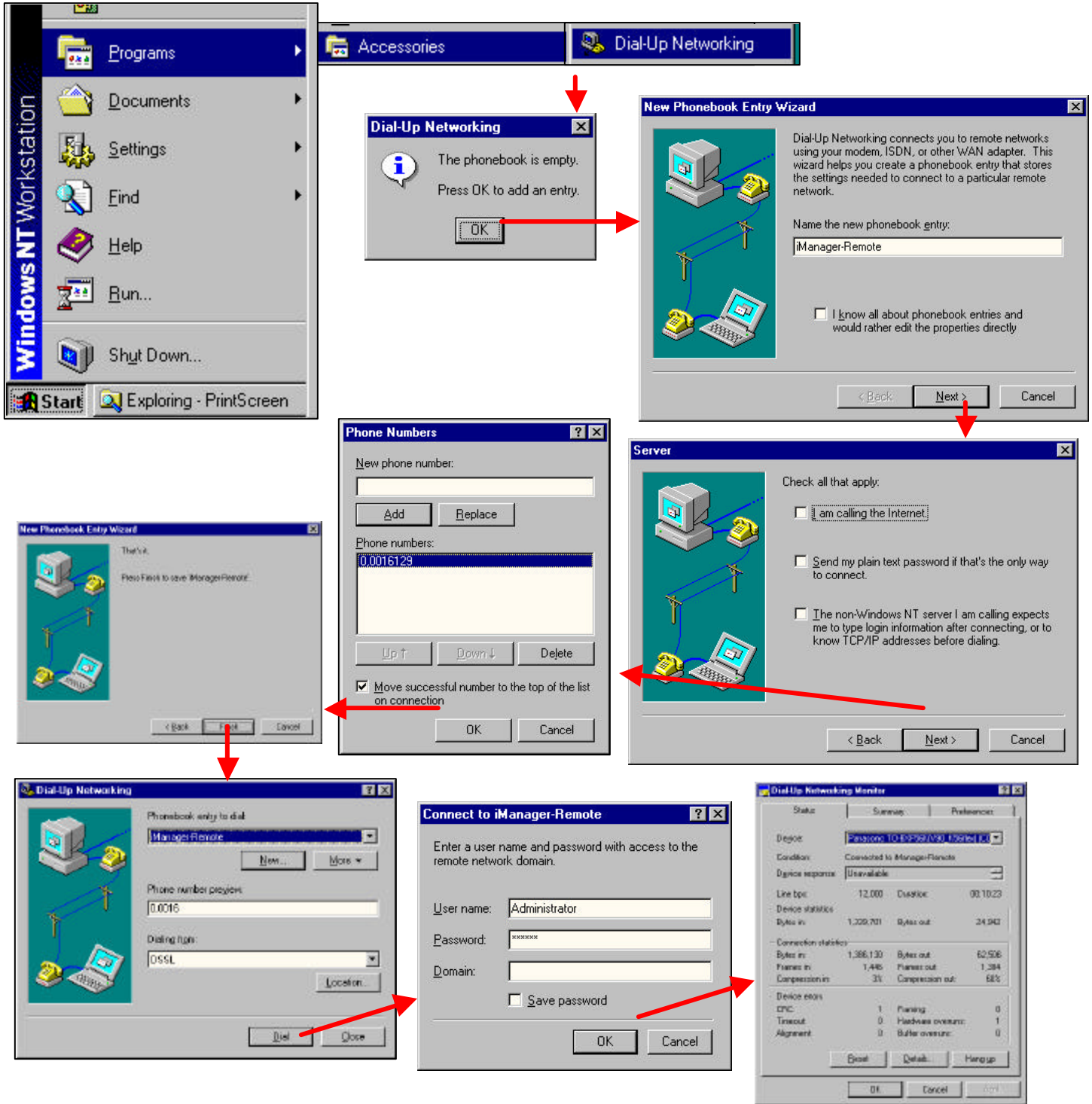
Therefore refer to the intelligent Manager Operation Manual for details of functions.

Note: installation of the intelligent Manager Remote, the installation of a modem on the PC in office and the setup of intelligent Manager on sites to support RAS Service must have been performed beforehand on the monitoring PCs and are not covered in the present manual. Please refer to the **intelligent Manager Engineering manual** and the **intelligent Manager Remote Options Engineering manual** for installation on site and in the office.

2.2 Starting and Stopping the intelligent Manager Remote

The RAS connection must be established manually before starting the intelligent Manager Remote and stopped after.

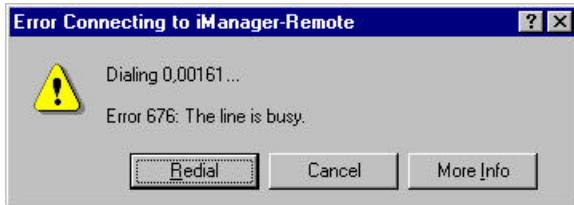
2.2.1 Starting the RAS connection



- On the PC screen, double-click the **My Computer** icon, then double-click the **Dial-up Networking** icon; the **Dial-up Networking** dialogue displays,

- Select an existing phonebook entry to dial (or Create a new phonebook entry to dial if not created already click the **New** button, then follow the **New Phonebook Entry Wizard**),
- Click the Dial button; the **Connect to...** dialogue appears,
 - Enter the **User Name** and **Password** as they have been set up in the User Admin of the monitoring PC, then click the **Ok** button,
 - Wait for the connection to be made (then the **Remote Access Service Monitoring** window displays),
- End of procedure

Note: an error message can appear on dialing time when the line is engaged as shown below.



Important: Always make sure to the site that the RAS Service is running on the site PC before making a connection on the office PC

2.2.2 Operating the intelligent Manager application

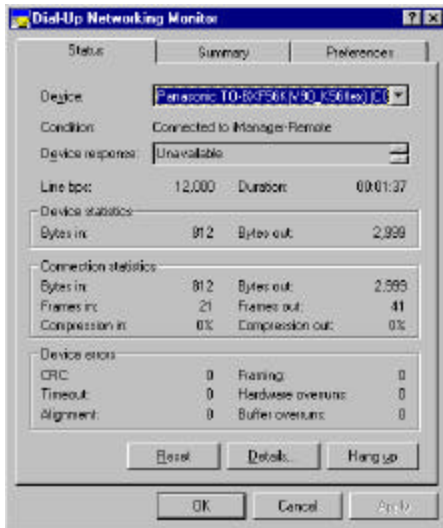
After the RAS connection has been performed, start the intelligent Manager Remote application.

Refer to the intelligent Manager Operation Manual for details.

Exit the intelligent Manager application before closing the RAS connection.

2.2.3 Closing the RAS connection

Click the **Hang Up** button and confirm as shown below.



2.3 Troubleshooting

When connection is impossible

- check the configuration on the site PC:
 - is the Modem correctly installed and configured?
 - is the RAS service correctly configured?
- Check the condition on the Office PC:
 - is the modem properly installed and configured,
 - are the login parameters correct?

3 Notes

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