TELENET WEB

MONITORING – SUPERVISION SYSTEM

User and maintenance manual (client Web and Web services)

Rev. 01-20 ENG
Telenet Version 2020.03.01
DB Version 2020.03.01

ELECTRICAL BOARDS FOR REFRIGERATING INSTALLATIONS

Pego

INDEX

1 INTRODUCTION

Page 5	1.1	TELENET WEB OVERVIEW
Page 5	1.2	SYSTEM REQUIREMENTS
Page 6	1.3	SOFTWARE VERSION AND UPDATES

2 SOFTWARE INSTALLATION

Page 7	2.1	START INSTALLATION
Page 7	2.2	TYPE OF INSTALLATION
Page 8	2.3	COMPLETE INSTALLATION
Page 10	2.4	SEPARATE INSTALLATIONS

3 ACCESS

Page 11	3.1	FIRST ACCESS

4 USE

Page 12	4.1	MAIN INTERFACE
Page 13	4.2	NAVIGATION TAB

5 USE

Page 15	5.1	TOTAL PANEL CONTROL
Page 16	5.2	INSTRUMENT BOARD
Page 17	5.3	MONITORING
Page 17	5.4	PROGRAMMING INSTRUMENT
Page 18	5.5	INSTRUMENT HISTORY AND GRAPHICS
Page 19	5.6	HACCP

6 PROBLEMS AND SOLUTIONS

Page 20	6.1	PROBLEMS AND SOLUTIONS
Page 20	6.1.1	TOTAL PANEL CONTROL IS EMPTY
Page 20	6.1.2	APACE SERVICE DOESN'T START
Page 21	6.2	UNINSTALL TELENET WEB – CLIENT WEB
Page 21	6.3	UNINSTALL TELENET WEB – WEB SERVICES
Page 21	6.4	AMEND CONFIGURATIONS
Page 21	6.5	CONFIGURATION ON THE TELENET PROGRAM
Page 22	6.6	WEB SERVICES MANAGEMENT (IIS) SOFTWARE INSTALLATION

1 INTRODUCTION

1.1 TELENET WEB OVERVIEW

TeleNET WEB is a Telenet program add-on that enables you to access a Web browser to monitor and supervise refrigeration and air conditioning systems controlled by Pego electronic instruments. The instruments network sends data to personal computers that can be accessed through a web browser to view and print reports, manage alarms, change operating parameters, and monitor the entire system.

Applications:

- Monitoring and supervising refrigeration and air conditioning systems through a web browser.

1.2 SYSTEM REQUIREMENTS

The minimum requirements to use TeleNET WEB, are:

Operating system	○ Windows® 10 ○ Windows® 8 ○ Windows® 7 ○ Windows® Server 2012 R2 ○ Windows® Server 2008
Software	Telenet 2015.09.01 (or higher) Software to manage Web services (e.g. Microsoft IIS)
Other	Fixed IP address to access the Web
Memory	4 GB of RAM
Hard disk	10 GB of space available

1.3 SOFTWARE VERSION AND UPDATES

After accessing Client Web through the browser, click on the "UTILITA'"(UTILITY) management key to activate the "Utility" navigation tab, which enables you to check the software version, install updates, and close the page.

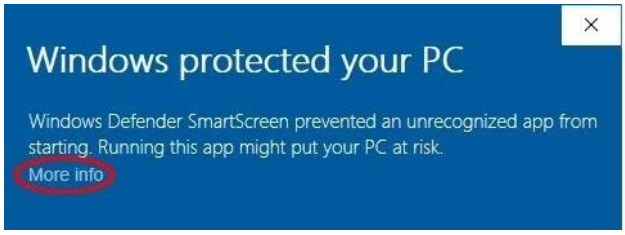
The software version is written next to 'Aggiorna' (Update), and it specifies if there are any updates available. Clicking the key updates the software to the latest version available.

2 SOFTWARE INSTALLATION

2.1 START INSTALLATION

The WEB SERVICES additional package for TeleNET can be installed using the supplied CD-ROM, or by downloading it from the download page on www.pego.it.
If by inserting the CR-ROM the installation procedure did not start autonomously, manually execute the SetupWEB.exe file. It is important to install with an Administrator account.

To execute the file downloaded from the site (TeleNetWEB_20XX.XX.XX.exe) it may be necessary to give consent to the security window. To run the software, click on "More info" and then on "Run anyway":



Once the downloaded file has been executed, the files in the default folder C: \TelenetInstaller\ TeleNetWEB_20XX.XX.XX will be unpacked and the Windows features necessary for the proper functioning of TeleNET WEB will be installed.

2.2 TYPES OF INSTALLATION

There are two different types of software installation available:

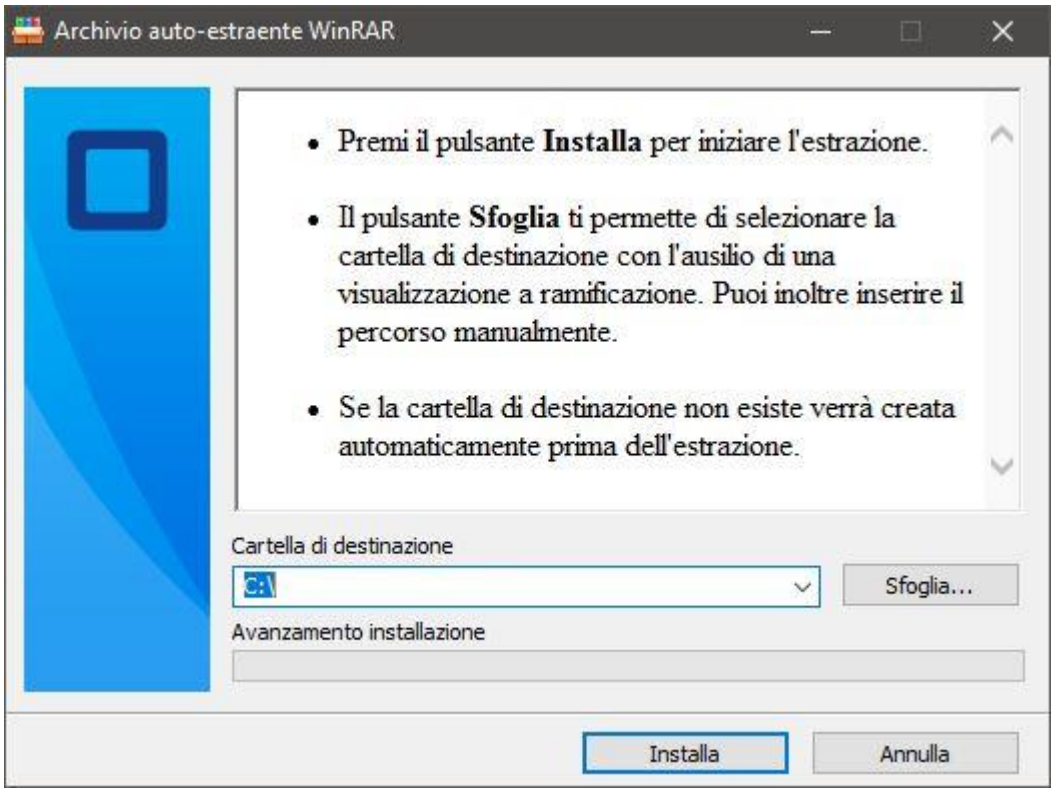
1) Complete installation (Client Web and Web services on the same server)
2) Separate installation (Client Web and Web services on different servers)

The button is used to cancel the installation process.

2.3 COMPLETE INSTALLATION

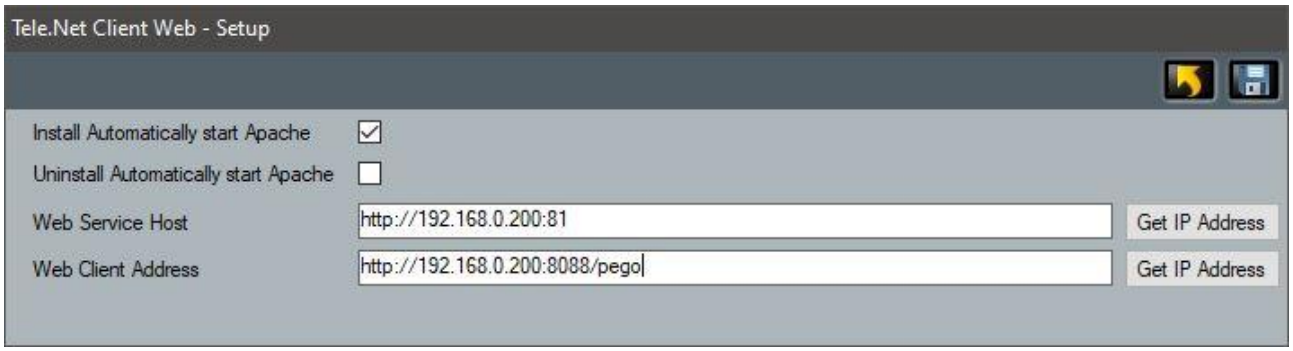
If you want to install both the Client and Web services on the same server, select “Setup ALL WEB”.

The Client must be installed in the root directory (C: \) to function properly; select 'Install' to proceed:



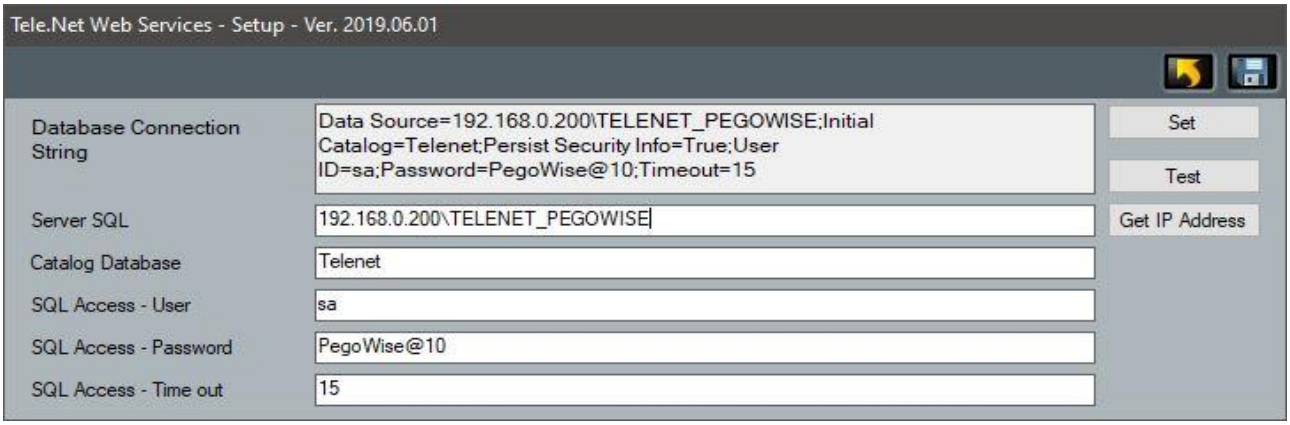
After installing the Client Web, a configuration window opens automatically. Enter the correct IP addresses in the Web Service Host and Web Client Address fields (press “Get IP Address” to automatically configure the IP address of the machine being used). Tick the installation option to automatically start the Apache component.

Click to proceed.



After configuring Client Web, it automatically starts installing Web services. Select “Install” to proceed.

After installing Web services, a configuration window automatically opens. Set the correct SQL Server IP address and click SET to apply the changes.



The Test button enables you to check if the SQL Server can be reached. If the test is positive, the following notice will appear:

Click to finalize the setup.

2.4 SEPARATE INSTALLATIONS

To install Client Web and Web services on different servers, execute the two installations separately.

Setup Client Web

Select “Setup Client Web” to start installing.

The button is used to cancel the installation process.

Setup Web services

Select “Setup Web Services” to start installing.

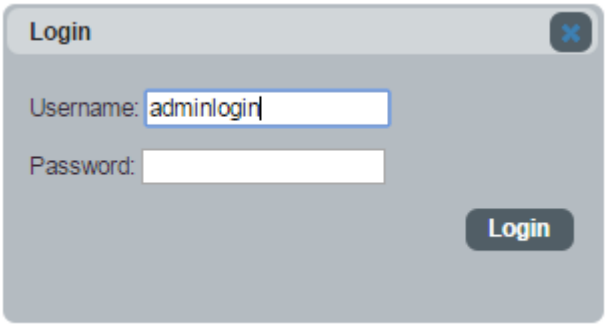
The button is used to cancel the installation process.

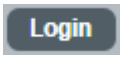
3.1 FIRST ACCESS

To open the program, access a web browser and enter your WebServer's public IP address followed by ":8088/pego/" (example: http://192.168.0.200:8088/pego/). The following access screen will appear:

Insert the following default data in the access mask:

Username: **adminlogin**
Password:



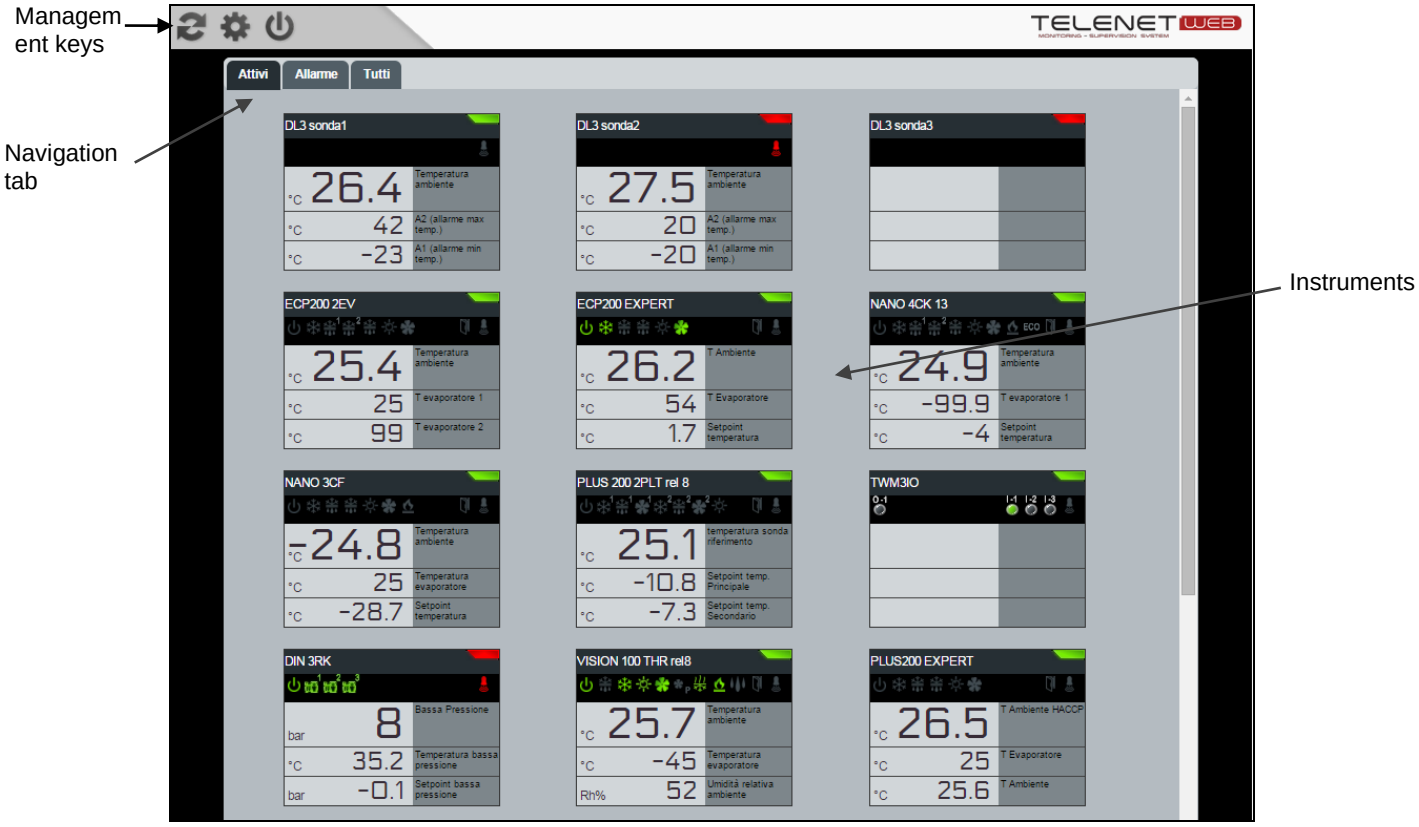
N.B.: for the first access, leave the password field empty and press 

The default language is English.
To change the language, consult Chapter 6 "TeleNET configuration" in the Telenet program manual.

4 GENERAL INFORMATION

4.1 MAIN INTERFACE

The following image represents the Total Panel Control, which is the home page of TeleNET WEB.



The management keys are in the top left corner:

REFRESH: updates the screen.

HOME: only present when navigating in other pages, and enables you to go back to the Total Panel Control.

UTILITY: access the said tab where it is possible to check the software version and update it.

EXIT: closes the session (logs out and exits the web program).

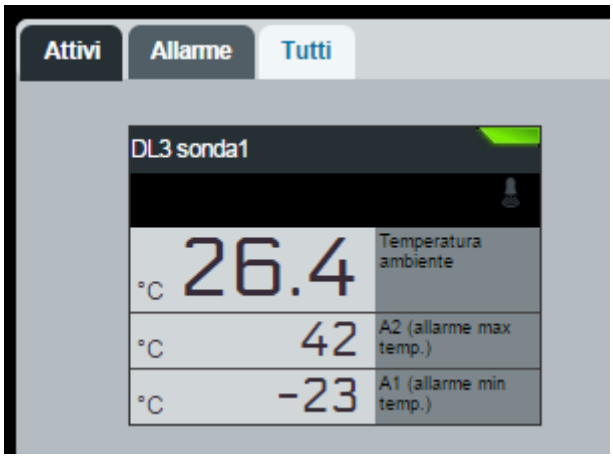
Further down there are the navigation tabs, and the instruments are in the centre.

4.2 NAVIGATION TABS

There are four navigation tabs. There are three main ones, which display the instruments according to their status.
The fourth tab (Utility) can be accessed by clicking on the UTILITY navigation tab.

- **Attivi (Active)**

Only displays active instruments



- **Allarme (Alarm)**

Only displays instruments that are in alarm mode

- **Tutti (All)**

Displays all instruments, included those that are disabled

- **Utility**

It is activated after clicking on the UTILITY management key, and enables you to check the software version, update, and close the page.

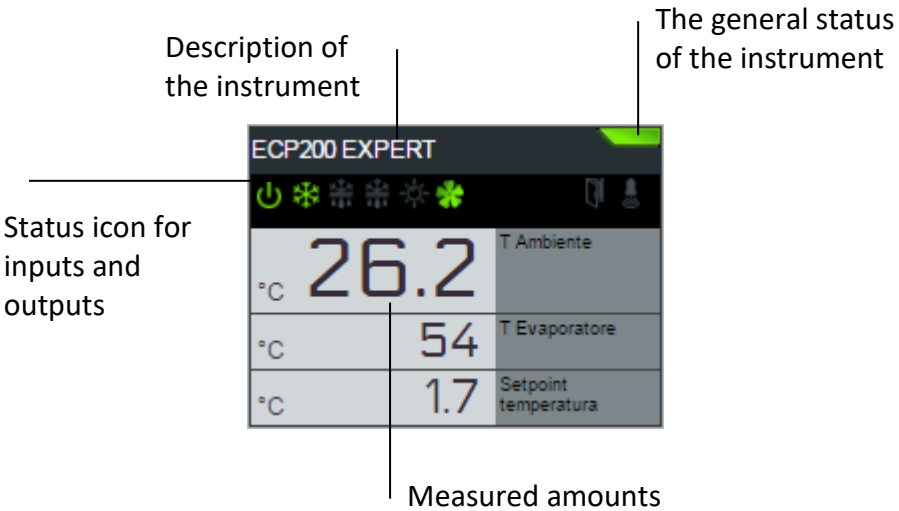
The software version is written next to 'Aggiorna' (Update), and it specifies if there are any updates available. Clicking the key updates the software to the latest version available.

“Chiudi”, closes the page.

5.1 TOTAL PANEL CONTROL

The Total Panel Control is a work area where instruments are displayed with the relative main information: the physical amount available, the status of the main outputs and inputs, the status of the instrument (disabled, normal, with a cycle in progress or an alarm triggered).

Representation of the instrument on Total Panel Control:

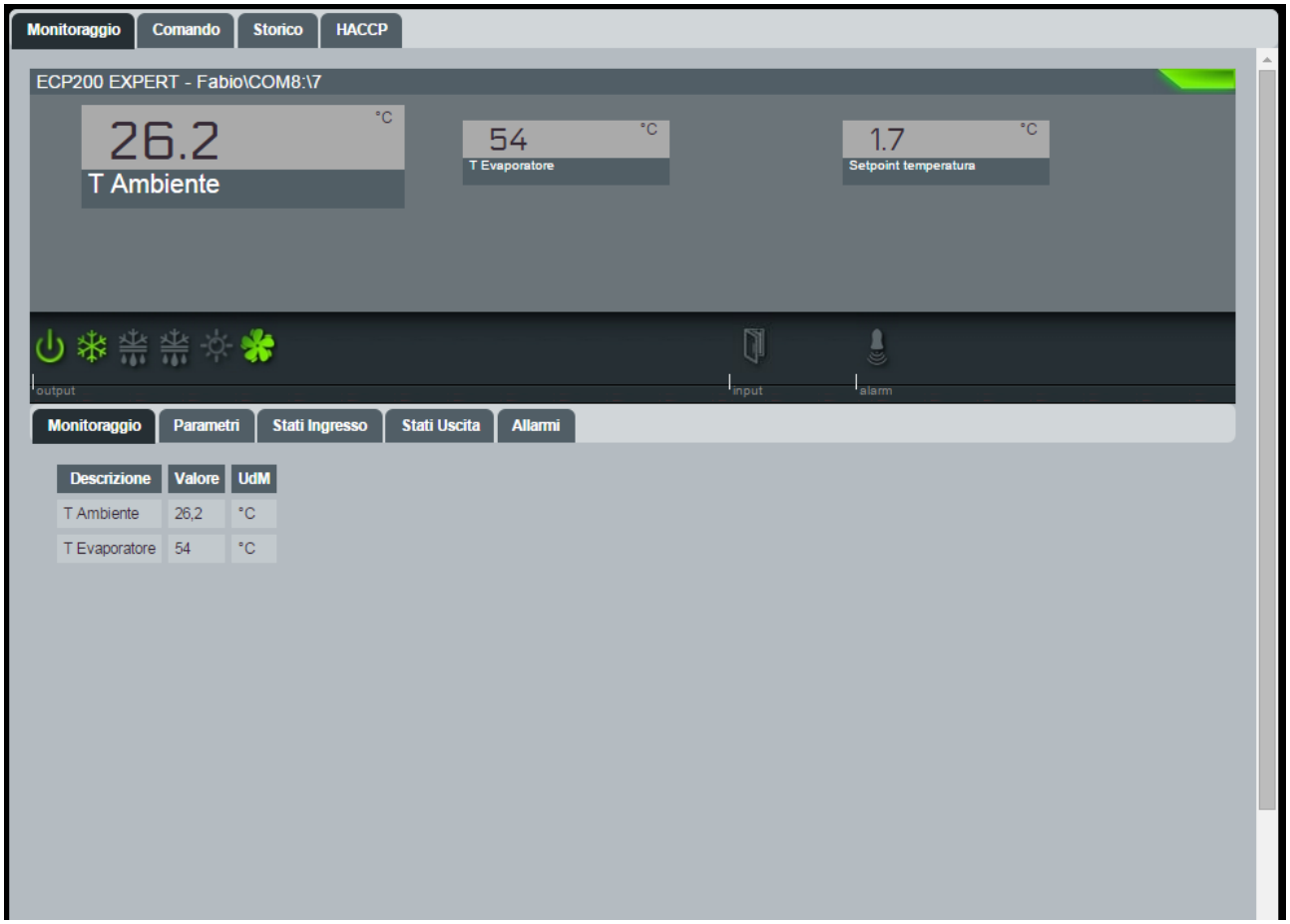


General status icon of the instrument:

no icon	monitoring disabled
grey	instrument disabled
green	monitoring enabled and instrument active
yellow	pre-alarm
red	alarm
blue	automatic cycle in progress

5.2 INSTRUMENT SHEET

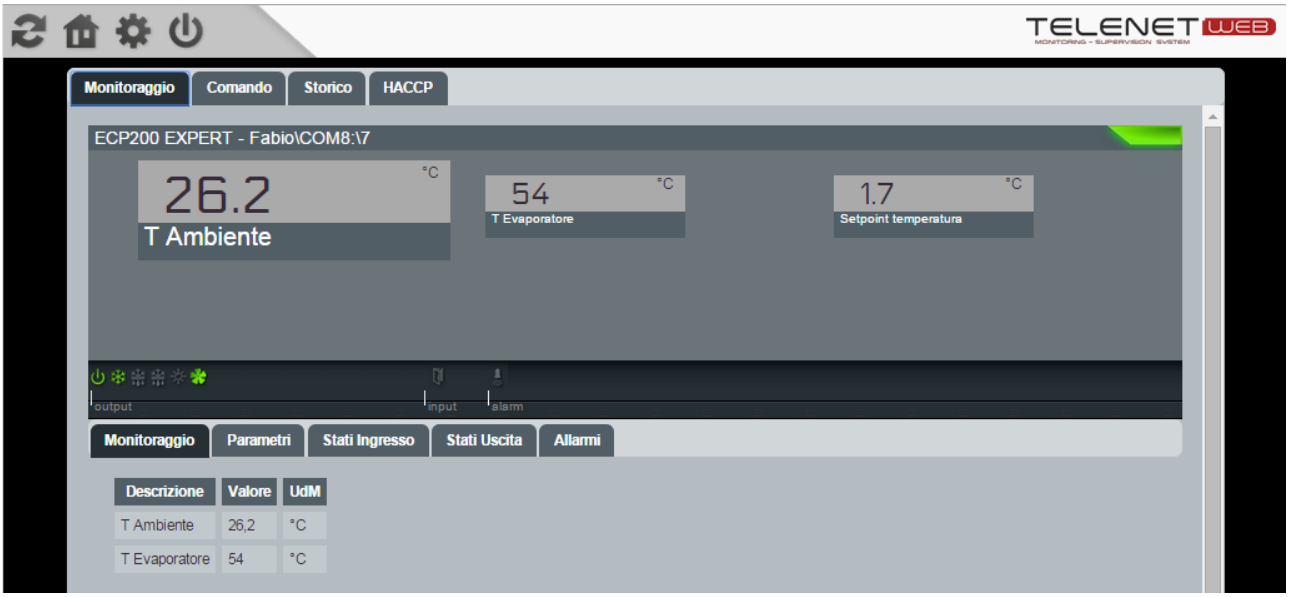
Clicking on the desired instrument displays the instrument's sheet.



The instrument's sheet enables the user to have a detailed display of information regarding the instrument, check and confirm parameters, and view the history log of measurements and alarms. It is also possible to export the log values of measurements, both in table (Excel) and graph (PDF) formats.

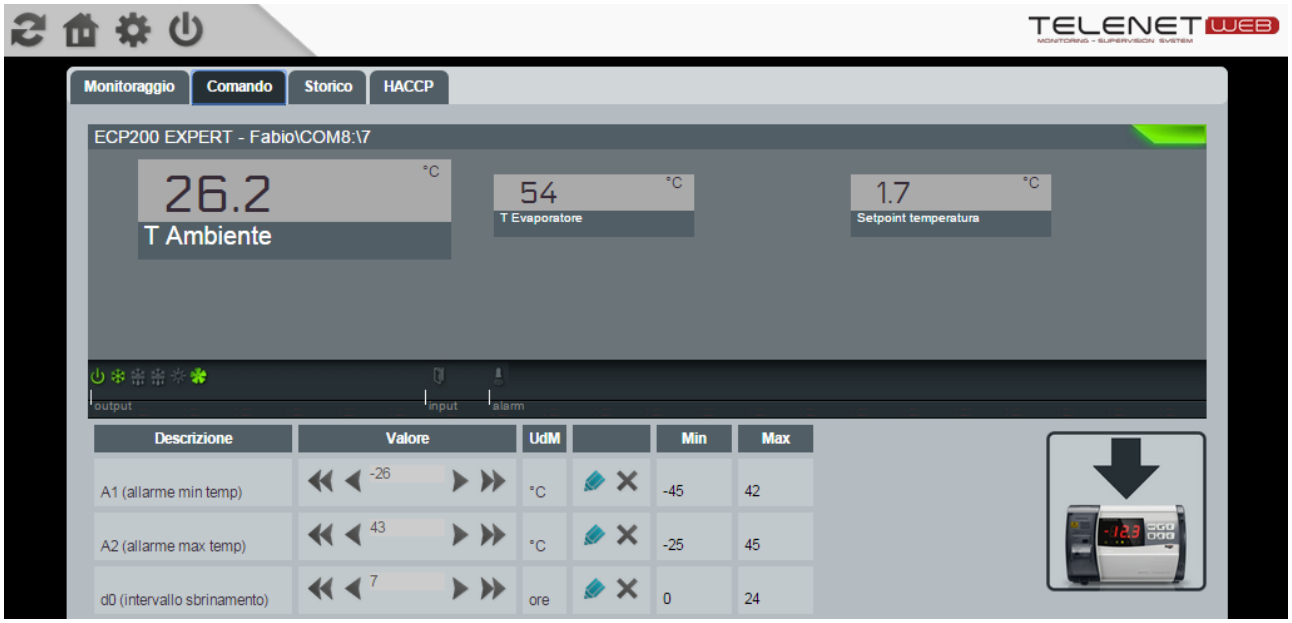
5. MONITORING

From the **Monitoraggio (Monitoring)** area, it is possible to view the measurement values of the instrument, the parameters, input and output statuses and any alarms in progress.



5.4 INSTRUMENT PROGRAMMING

TeleNET WEB enables the user to send a command to the instrument and edit its configuration (e.g. minimum/maximum temperature limit, standby, defrost activation, etc.).
To send a command to the instrument, you must access the **Comando (Command)** area from the instrument's sheet, where information regarding configurations that can be edited are displayed. The second column (Value) contains the actual value, which can be edited by clicking on the key "modify". The last two columns (Min and Max) display the range within which the values can be configured.



Once the desired value has been selected with the arrow, you must confirm it by clicking on the green key “Confirm”. On the other hand, the red “Cancel” key resets the settings to the current values of the instrument.

Descrizione	Valore	UdM		Min	Max
A1 (allarme min temp)	-26	°C		-45	42
A2 (allarme max temp)	43	°C		-25	45
d0 (intervallo sbrinamento)	7	ore		0	24
d2 (setpoint fine sbrinamento)	-12	°C		-35	45
d3 (max durata sbrinamento)	3	min		1	240

Once the values have been configured, you must send the information to the instrument. This is done by clicking on “send command to instrument”.

5.5 INSTRUMENT HISTORY AND GRAPHICS

By setting the dates in the boxes "From" and "To" in the **History** area, it is possible to display data for any period of time. The menu sheets enable you to select three types of display and select the value to show in the graph:

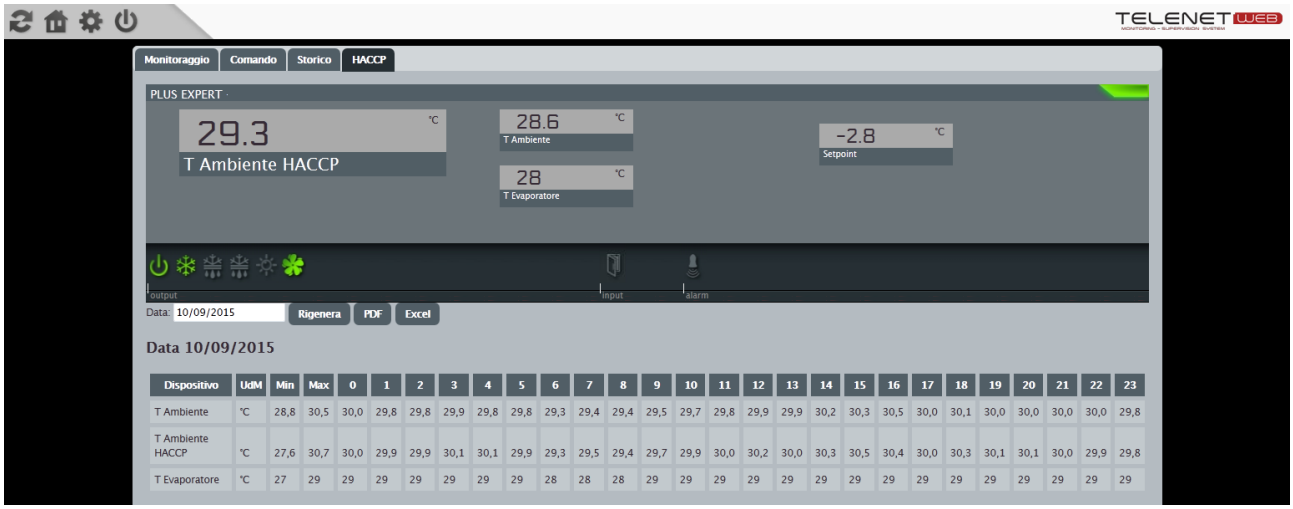
Graph: displays the graph of measurements recorded in the selected period.
Data: displays the table format of the measurements recorded in the selected period.
Events: displays the table format of the alarms log in the selected period.
Selection: enables you to select the value to show in the graph and colours to assign to each value.

It is also possible to save the graph displayed in PDF format and table in Excel format with the measurements recorded in the selected period.

The “Rigenera” (Regenerate) key updates the graph with the selected parameters and colours.

5.6 HACCP

If enabled in the HACCP area, it is possible to display the average hourly temperature and minimum and maximum temperatures of the selected day.



Dispositivo	UdM	Min	Max	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
T Ambiente	°C	28,8	30,5	30,0	29,8	29,8	29,9	29,8	29,8	29,3	29,4	29,4	29,5	29,7	29,8	29,9	29,9	30,2	30,3	30,5	30,0	30,1	30,0	30,0	30,0	30,0	29,8
T Ambiente HACCP	°C	27,6	30,7	30,0	29,9	29,9	30,1	30,1	29,9	29,3	29,5	29,4	29,7	29,9	30,0	30,2	30,0	30,3	30,5	30,4	30,0	30,3	30,1	30,1	30,0	29,9	29,8
T Evaporatore	°C	27	29	29	29	29	29	29	29	28	28	28	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29

Once the date has been set in the “Date” field, click on “Regenerate” to display the data regarding the selected day. It is also possible to export data displayed in PDF and Excel formats by clicking on the “PDF” and “Excel” keys.

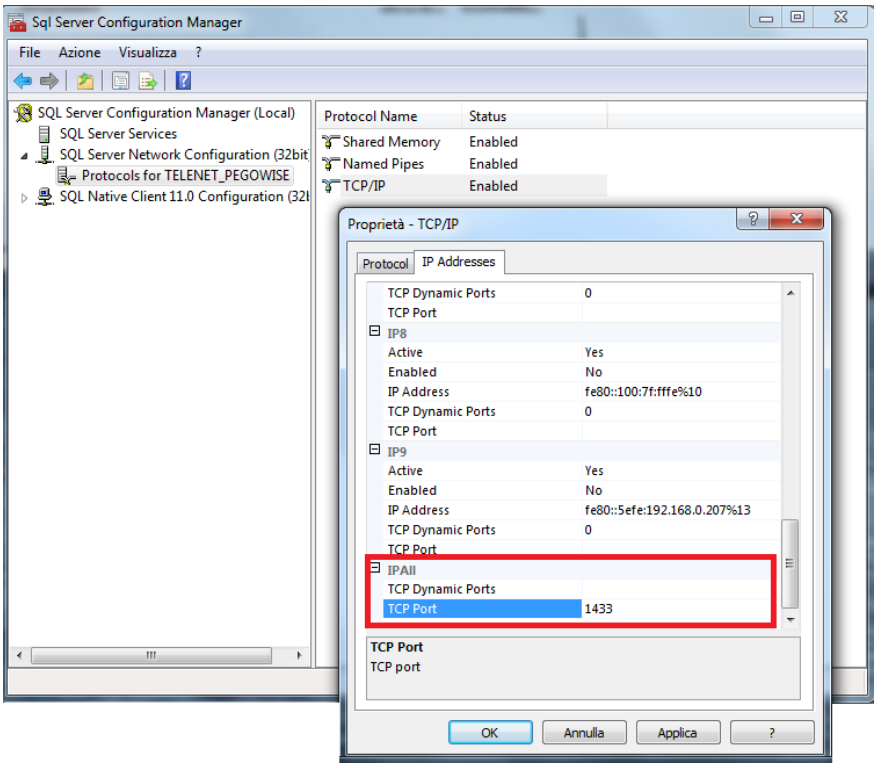
6.1 PROBLEMS AND SOLUTIONS

PROBLEM	POSSIBLE CAUSE	SOLUTION
Apache does not start since it cannot connect to port 443.	Another process is using port 443 (e.g. Skype).	Identify the process used by port 443 and redirect it to another port.

6.1.1 TOTAL PANEL CONTROL IS EMPTY

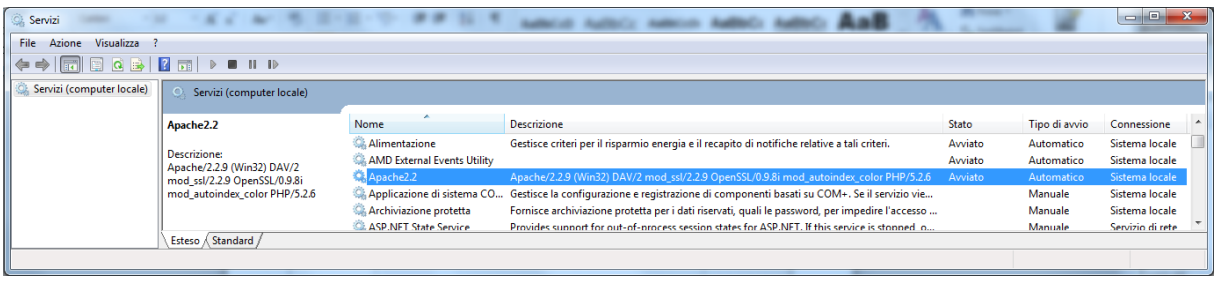
If no instruments are visible in the Total Panel Control, verify that the TCP port 1433 of TELENET_PEGOWISE Protocol is configured:

Microsoft SQL Server 2014 → Configuration Tools → SQL Server Configuration Manager → SQL Server Network Configuration → Protocols for TELENET_PEGOWISE → TCP/IP (double click) →IP addresses → IPAII:



6.1.2 APACE SERVICE DOESN'T START

Verify that the Apache 2.2 service is configured to start automatically.
Control Panel → Administration tools → Services



6.2 UNINSTALL TELENET WEB – CLIENT WEB

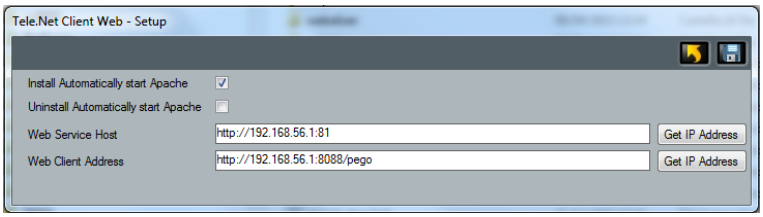
Stop execution of Apache by following the file 'xampp_stop.exe' in the folder C:\xampp.
Delete the file C:\xampp.

6.3 UNINSTALL TELENET WEB – WEB SERVICES

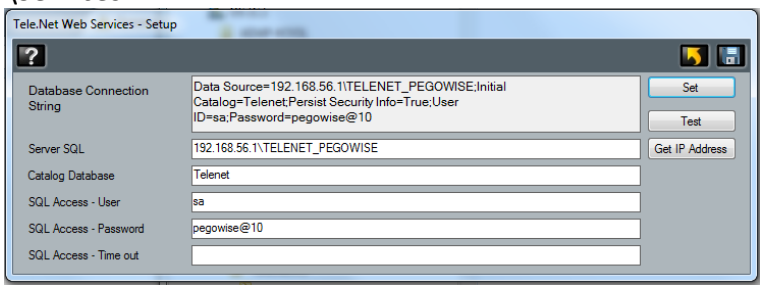
Delete the folder containing the Web services, which is usually C:\PEGO\TelenetWS.

6.4 AMEND CONFIGURATIONS

To change the Web Client configuration, run the file 'TelenetClientWEB_Config.exe' in the folder C:\xampp.



To change the Web Service configuration, run the file 'TelenetWS_Config.exe' in the folder C:\PEGO\TelenetWS\Services.



6.5 CONFIGURATION ON THE TELENET PROGRAM

Select Network and then Setup on the TeleNET setup menu to access the general configuration parameters.
Select the **Web Server** Menu:
This is used to indicate the address of the web server that manages the web service and to select the language used in the web interface.

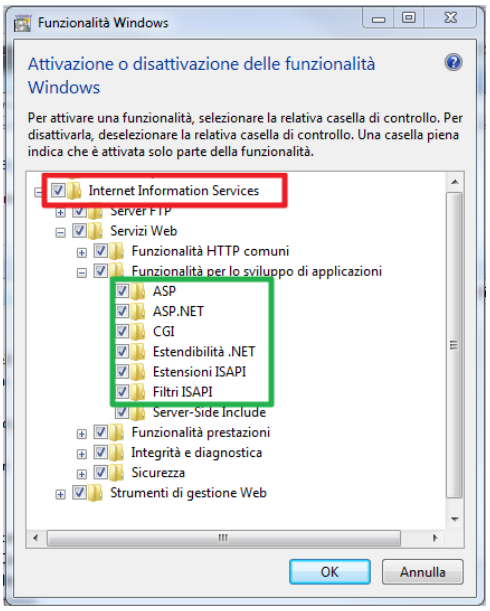
Server configuration example:
http://192.168.0.197:81/TelenetDataService.asmx

6.6 WEB SERVICES MANAGEMENT (IIS) SOFTWARE INSTALLATION

If Web services is installed on a server that does not have a services management software, follow this procedure to install IIS.
Microsoft Internet Information Services (often abbreviated to IIS) is an Internet server services system for Microsoft Windows operating systems. This component enables you to create hosts where to publish Web services.

You must first check if IIS is installed.

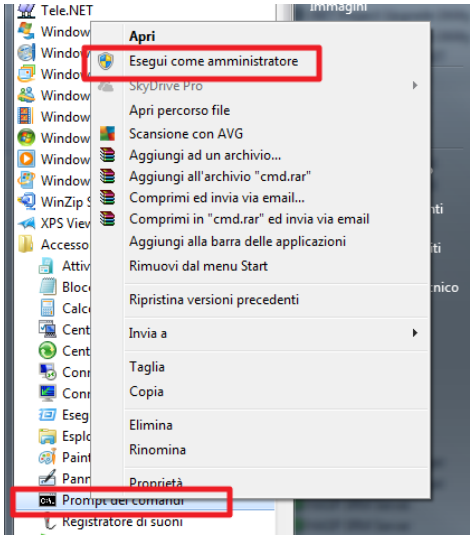
Access Windows features enabling/disabling area:
Control panel -> Programs and features -> Enable or disable Windows features.



If it is not installed, select Internet Information Service and the feature selected in the above image. In any case, make sure that the features highlighted in the green rectangle are also selected.

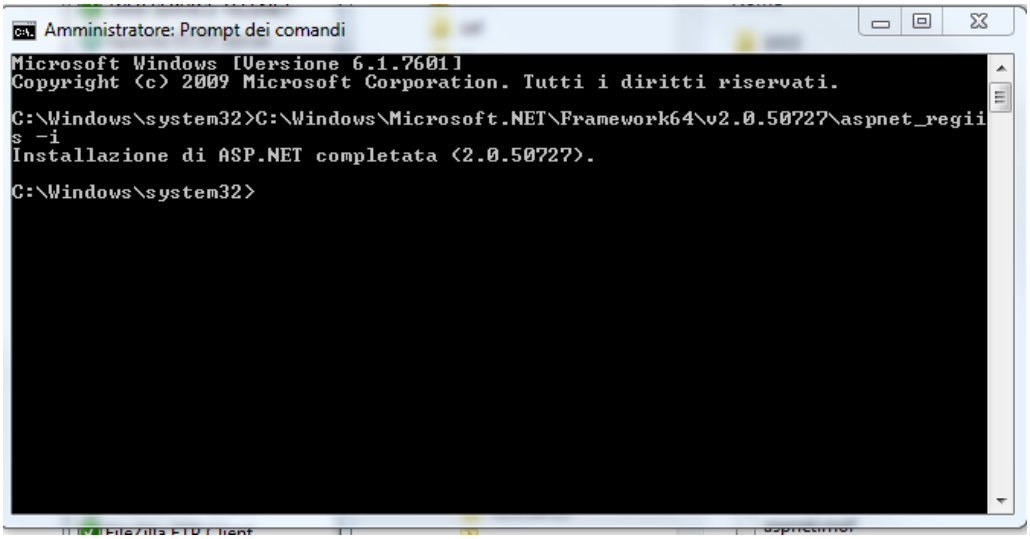
- **Framework .NET 2.0 for IIS**

After installing IIS, you must enable the framework .Net 2.0 for IIS.
Open the DOS prompt as an administrator:



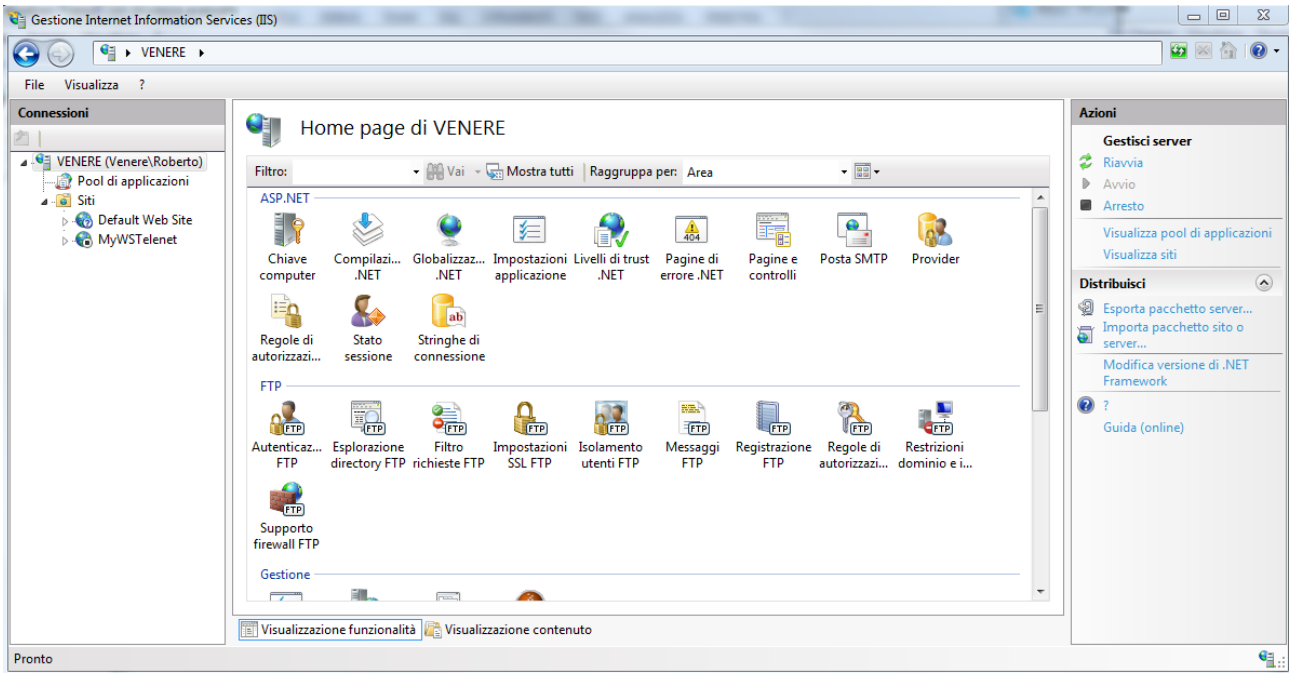
With 64 bit PCs, key in:
C:\Windows\Microsoft.NET\Framework64\v2.0.50727\aspnet_regiis –i

With 32 bit PCs, key in:
C:\Windows\Microsoft.NET\Framework\v2.0.50727\aspnet_regiis –I

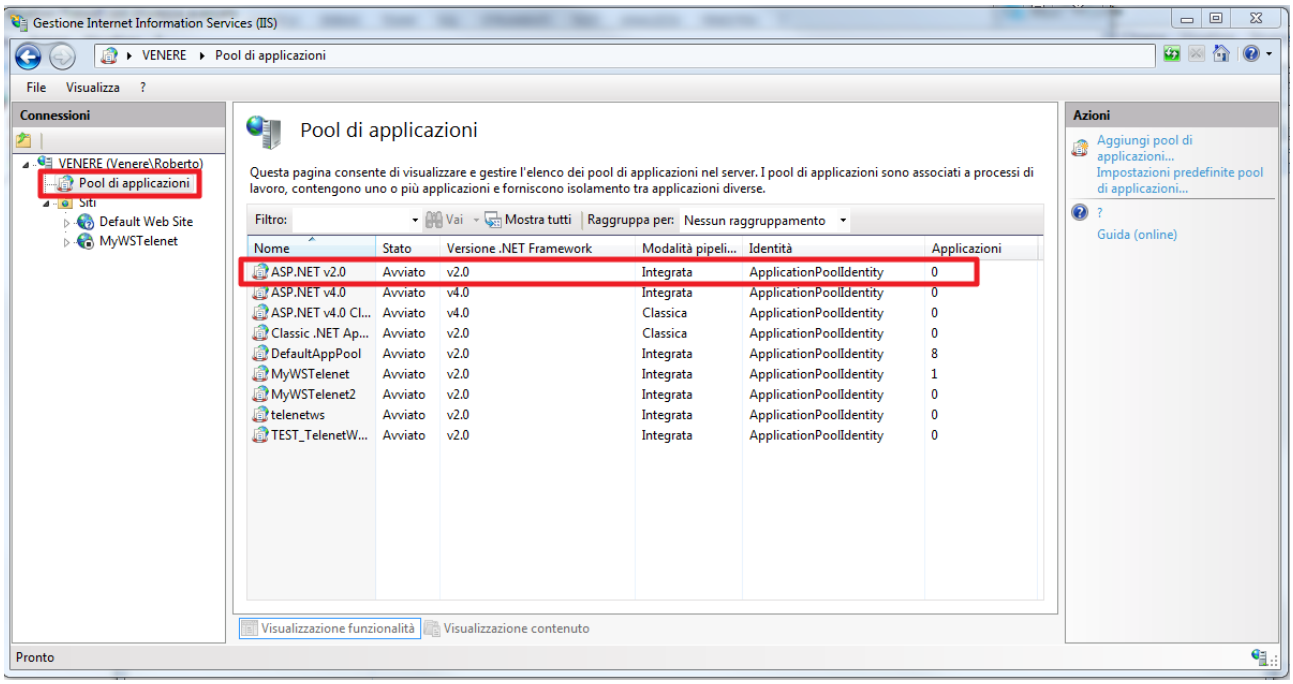


- **Set Host for Web Services**

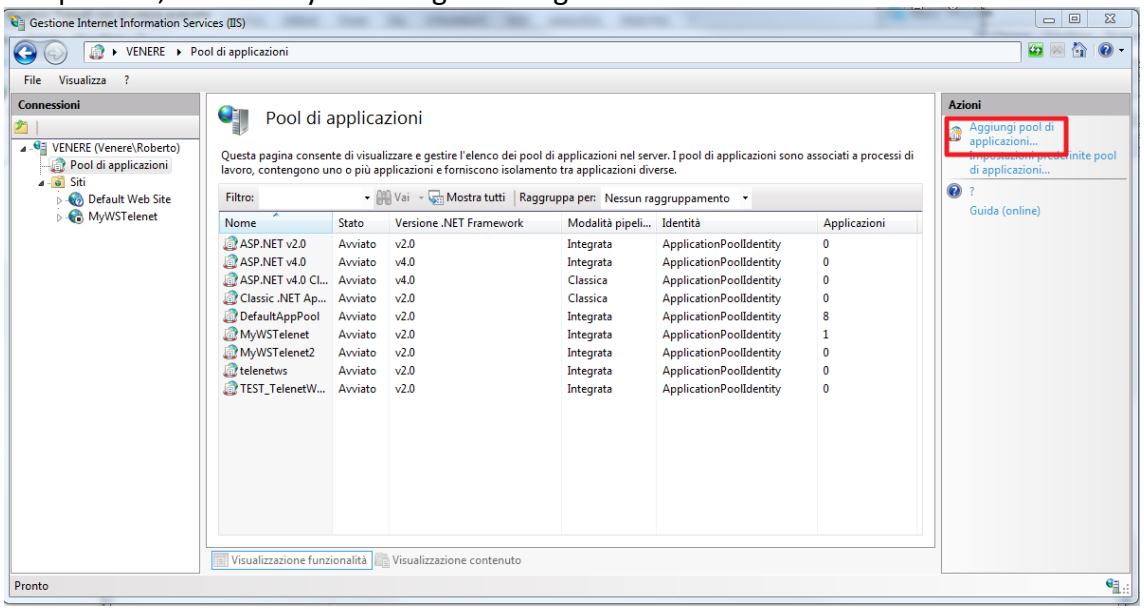
Run IIS:
Control panel -> Administration -> Internet Information Services (IIS) Management

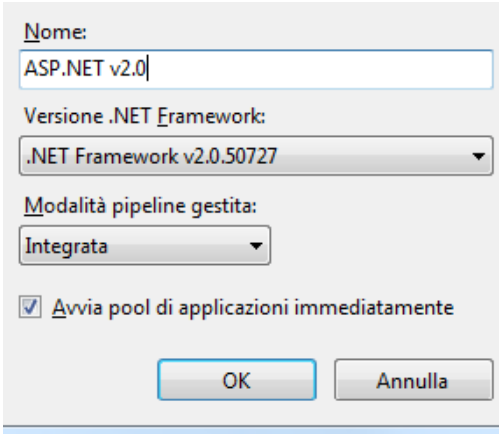


Check the pool of applications for ASP.NET 2.0:

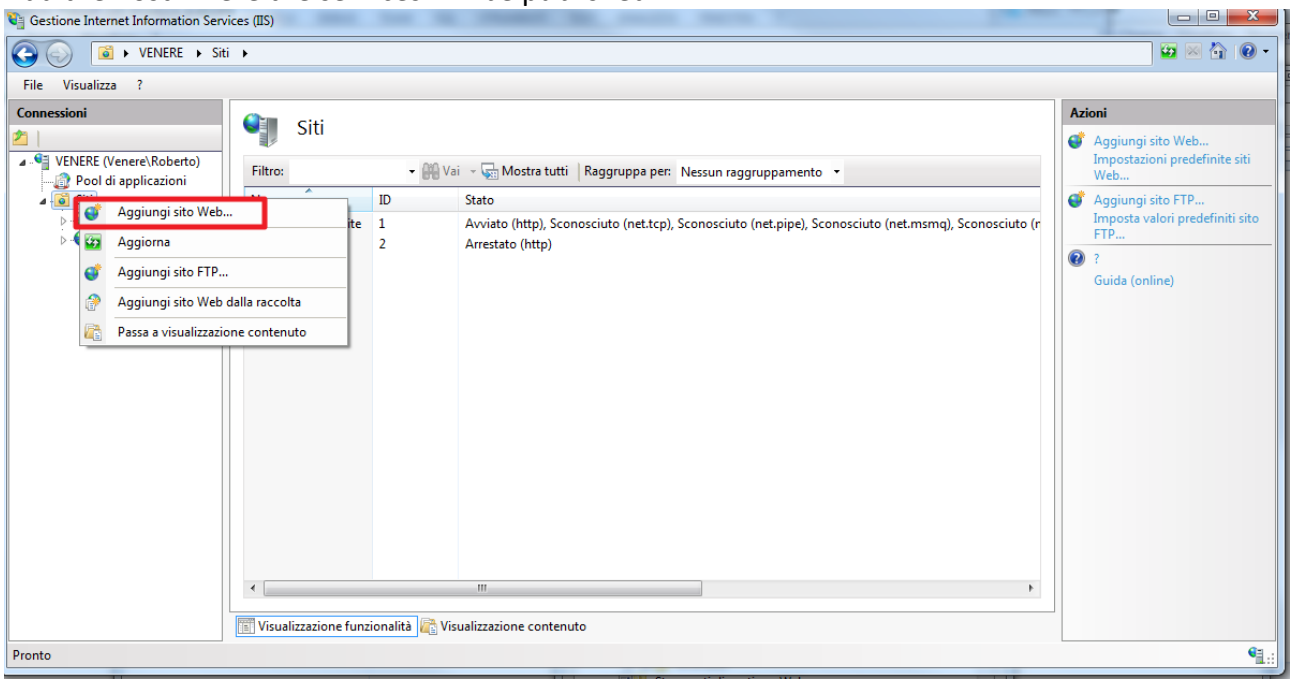


If it is not present, create it by following the image below:





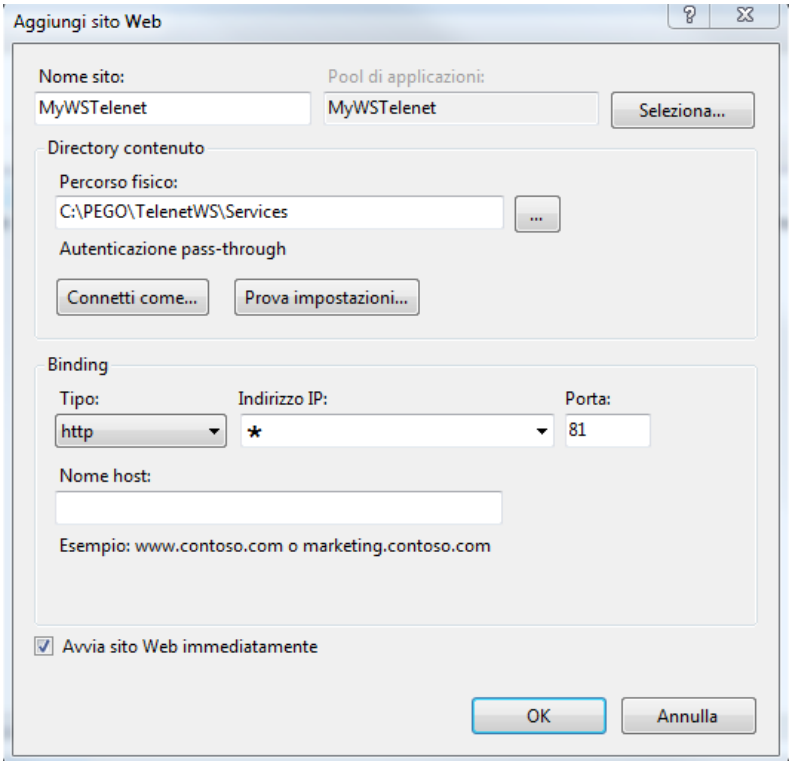
Add the host where the services will be published:



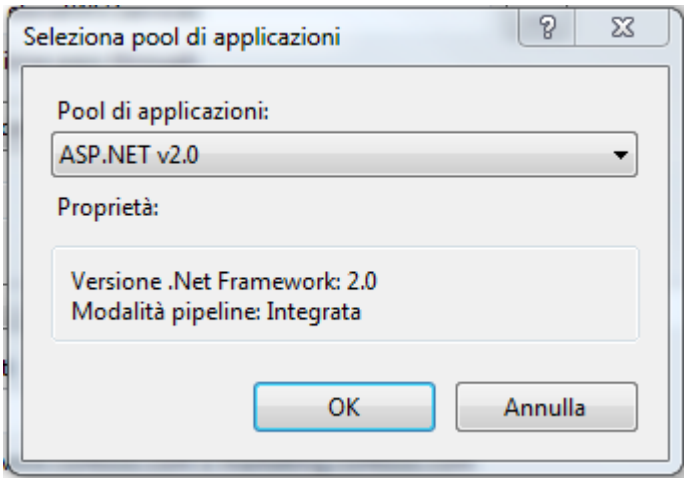
Complete the configuration by indicating:

1. Site name
2. Physical path
3. IP address and port

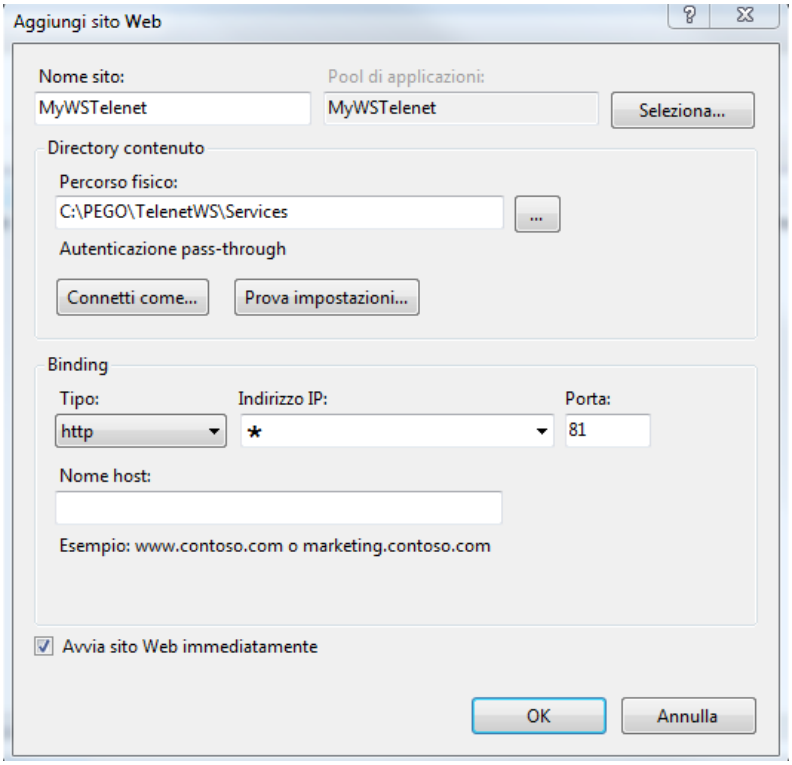
For example:



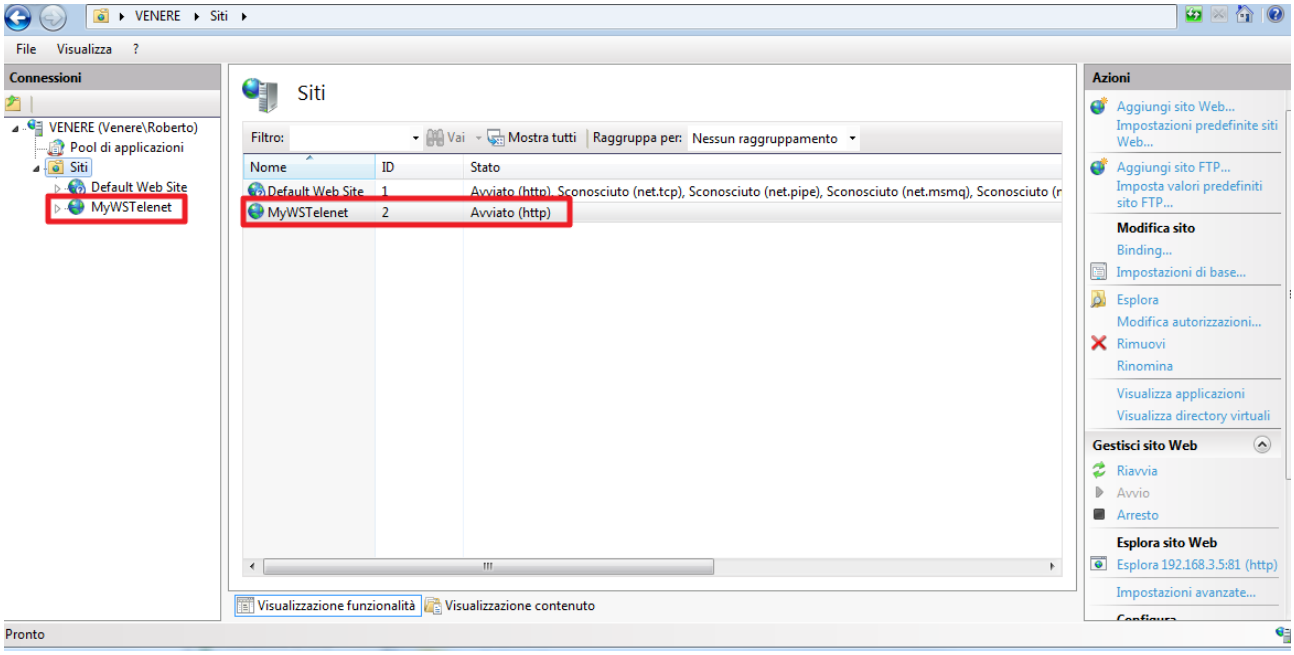
Press “Select…” to set the applications Pool :



After configuring, the dialog box that opens will be similar to the one in the image below:

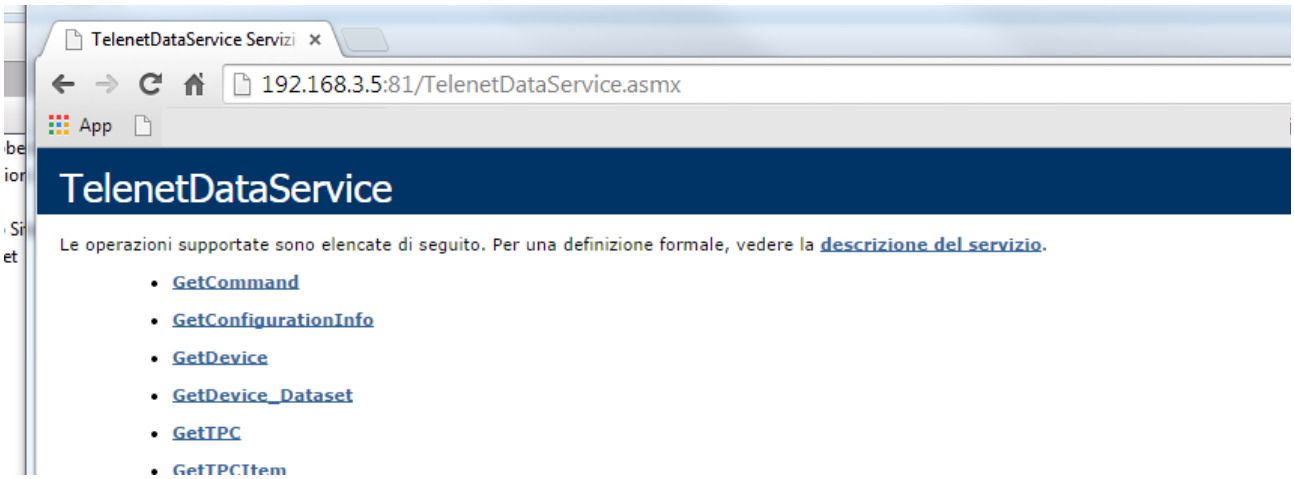


Close the window by pressing “OK”.
Now, check if the new site in IIS is present, and make sure it is active.



- **Make sure it operates correctly:**

If the WebServices have already been installed, or after installing them, open a browser and key in the selected IP address, including the port (e.g. 81) followed by "/TelenetDataService.asmx".
If it works correctly, the following page must open:



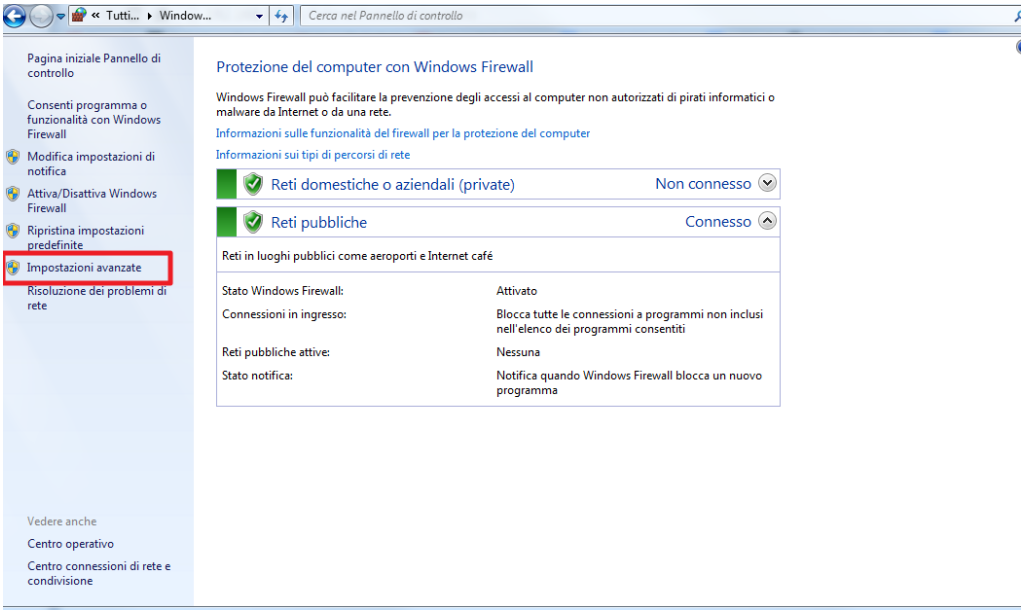
- **Firewall configuration - opening the communication ports:**

To enable external access to the web services, for example from Telenet installed on another PC, you must intervene in the currently active firewall on the PC to open the associated ports (in this case, port 81 and 8088).

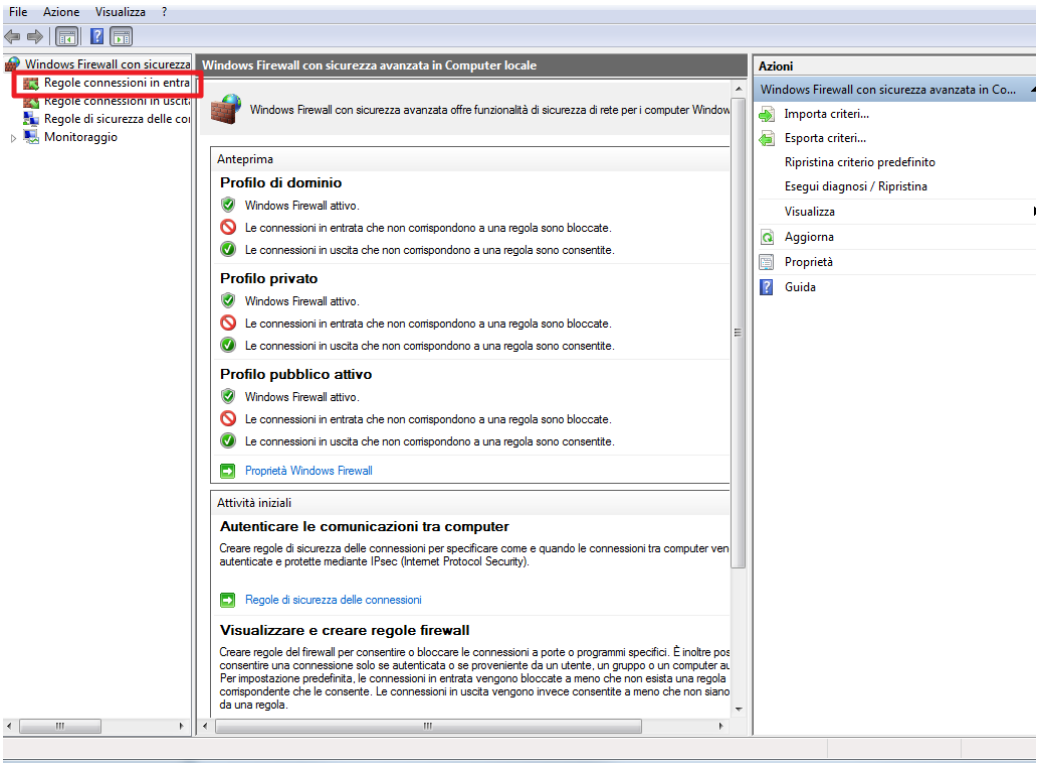
In our example, we consider that the active Firewall is Windows Firewall:

- Control panel -> Windows Firewall

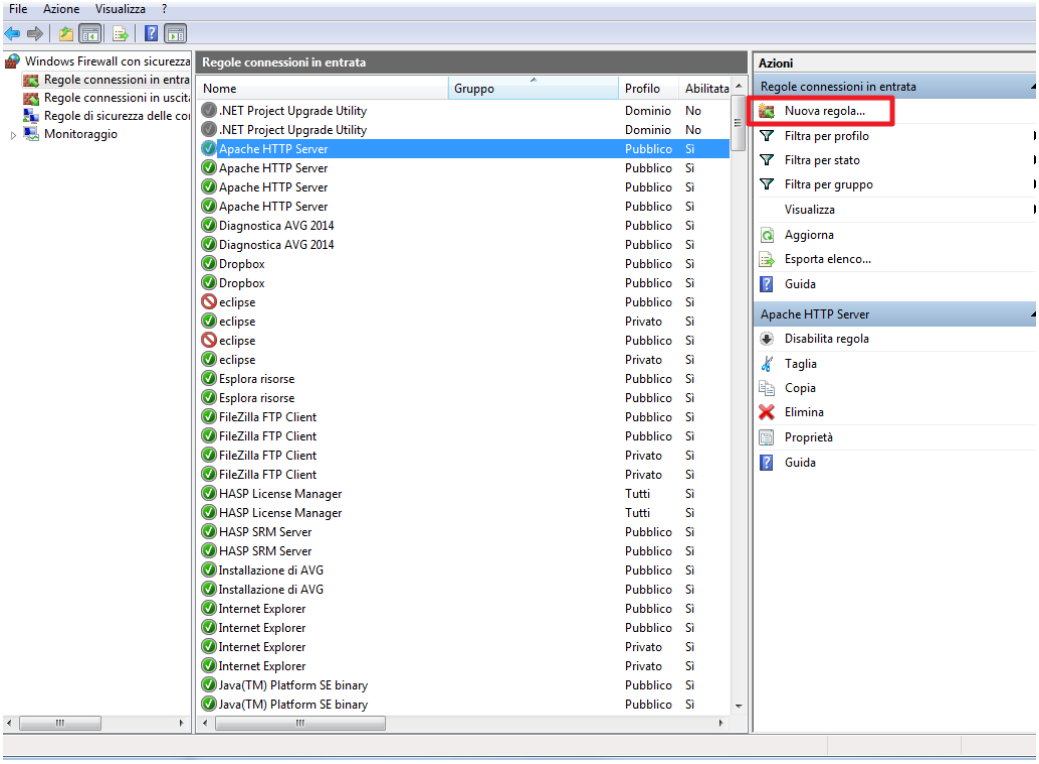
Select “advanced settings”:

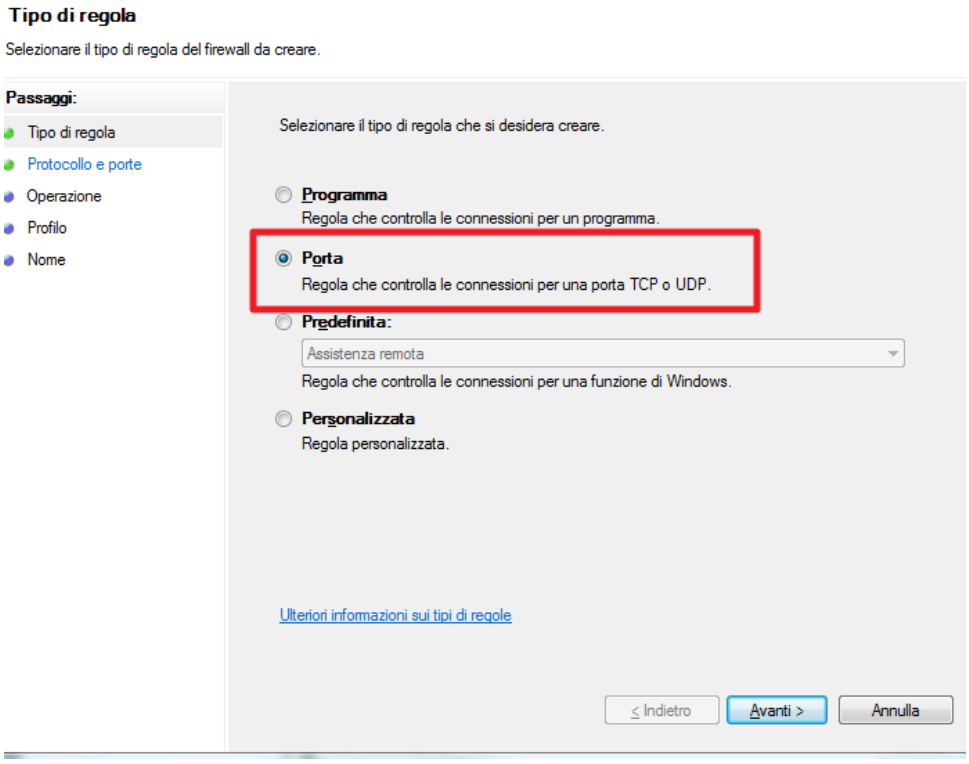


Select “input connection rules”:

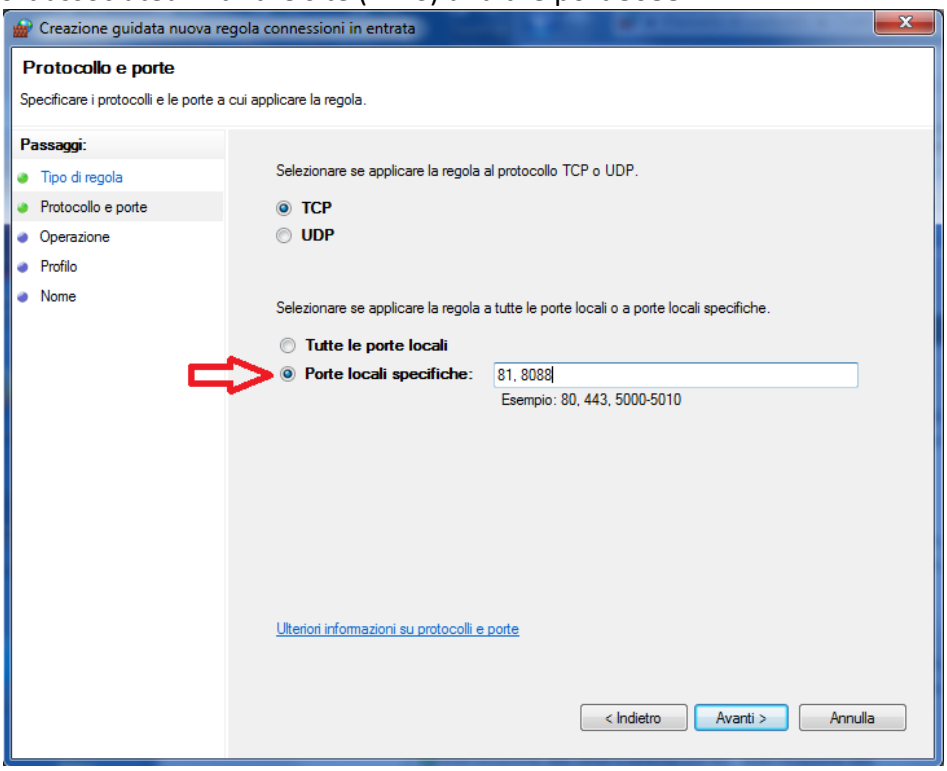


Create a “New rule”:

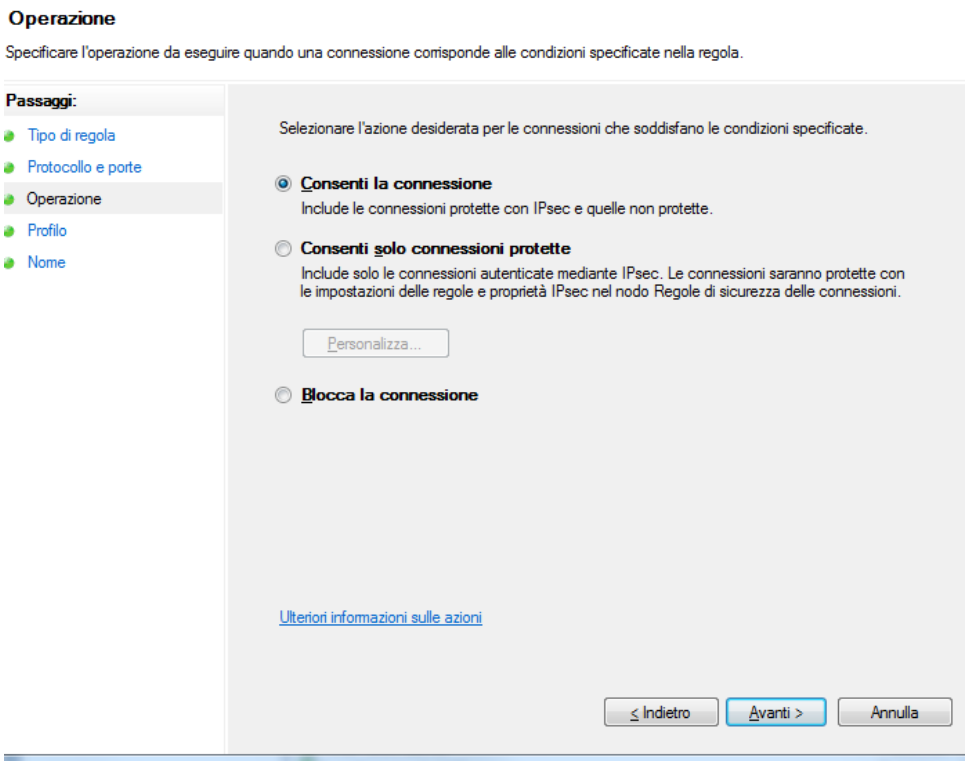


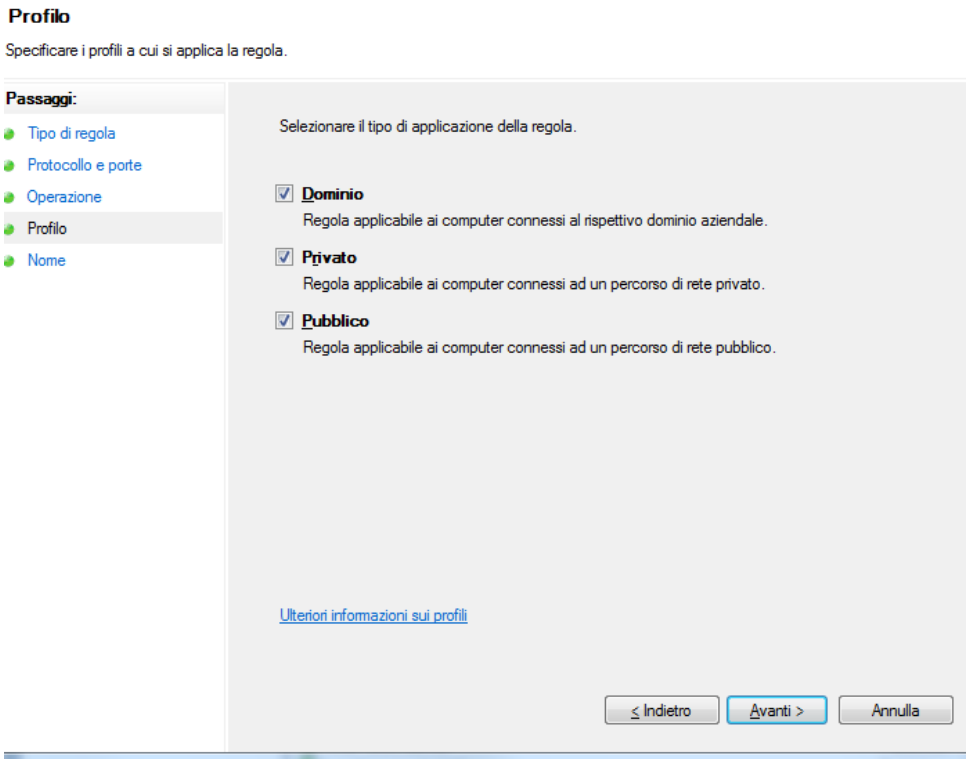


Specify the port associated with the site (in IIS) and the port 8088:

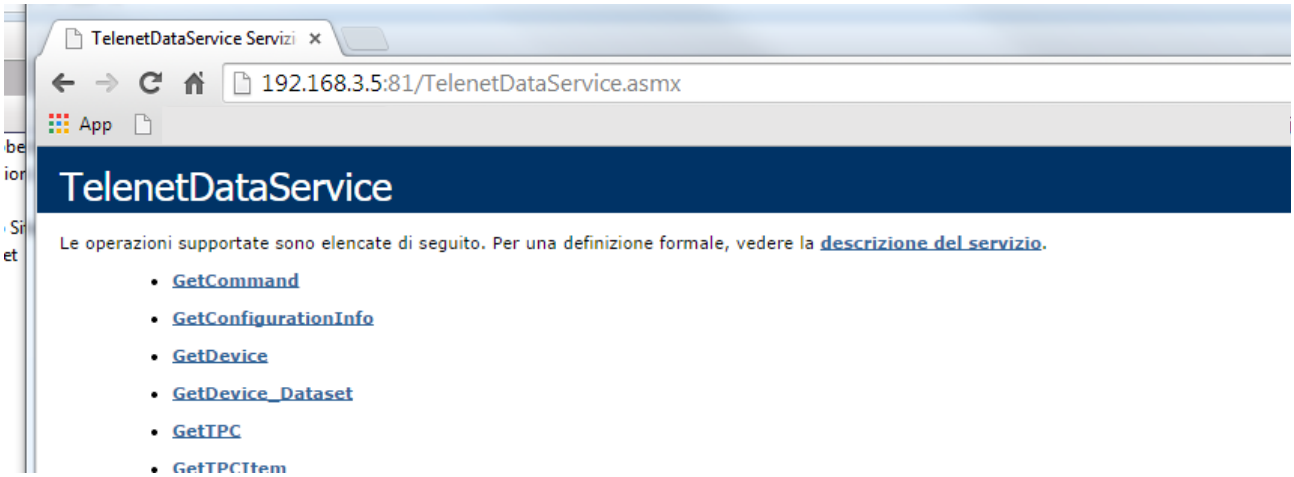


Decide on the type of rule application according to the type of access you wish to supply:





To check operation remotely, use another PC that falls within the selected access and run the same test carried out in the previous paragraph.
If it works correctly, the following page must open:



Windows® and Microsoft® are registered trademarks.
Pego has committed itself to provide the most
precise information in this manual.
Pego declines all responsibility for any
oversights or printing errors.
Pego provides the latest versions of manuals.
It examines the user license when
installing TeleNET software.

PEGO s.r.l.
Via Piacentina, 6/b
45030 Occhiobello ROVIGO – ITALY
Tel. +39 0425 762906
Fax +39 0425 762905
info@pego.it
www.pego.it