SITEVIEW MOBILE

User Manual

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PREFACE

The user should ascertain that this product is suitable for the intended application. TASC Systems Inc. accepts no responsibility, liability, for misuse, or damage resulting from the inappropriate use of the product described herein.

☞ **Before connecting any equipment to TASC products, the user is advised to read this document in its entirety. Application of voltages in excess of the built-in protection could seriously damage the TASC products and/or the equipment it is connected to.**

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REVISION HISTORY

Revision	Date	Change
001	February 2014	• Initial document
002	March 2014	• Additional information on IIS setup • Managing I/O changes • DataHandler version
003	April 2014	• Added troubleshooting section
004	April 2014	• Enhanced instructions for IIS installation • User Manual assigned a documentation number

RELATED DOCUMENTS

- 050-015-0050Rxx siteVIEW 2.0 User Manual

RECOMMENDED PRODUCT VERSIONS

This document uses the following products versions:

Product	Provider	Revision
siteVIEW v2.0	TASC Systems	siteVIEW v2.0.43.16 or higher
Internet Information Server (IIS)	Microsoft	V7 or higher

REQUIREMENTS

- siteVIEW Mobile requires Windows 7 or higher, but will work with siteVIEW v2 installed on non-Windows 7 machines.
- siteVIEW Mobile requires siteVIEW v2.0.43.16 or higher.

1. SUMMARY

siteVIEW Mobile provides a web service interface to siteVIEW v2.0 Enterprise solutions.

siteVIEW Mobile consists of the following components:

- siteVIEW Mobile Server - works within a Microsoft IIS web server and connects to a siteVIEW installation, specifically the siteVIEW Data Handler service
- siteVIEW Mobile User Interface – responsive browser interface provides real-time alarm and device information from the siteVIEW installation
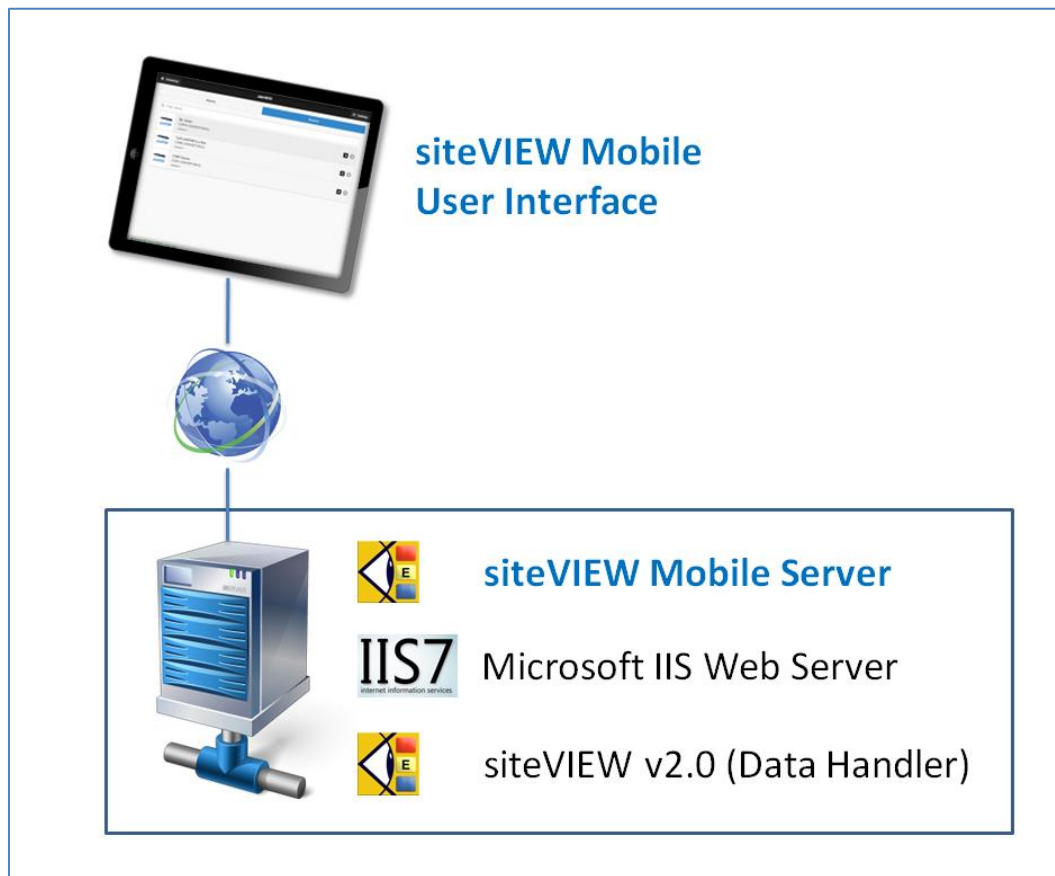

Figure 1 – siteVIEW Mobile – System Architecture

2. SITEVIEW MOBILE SERVER

2.1 Installing siteVIEW Mobile

2.1.1 Installing Microsoft IIS

siteVIEW Mobile requires Microsoft Internet Information Services (IIS) 7.0 or higher. Because IIS may not be installed by default, use the following guide to install IIS: www.iis.net/learn/install (Installing IIS).

If you are using Windows 7, select Control Panel → Programs and Features → Turn Windows Features on or off (on the left side menu), then simply select the top-level "Internet Information Services" option which will select all the necessary dependent components.
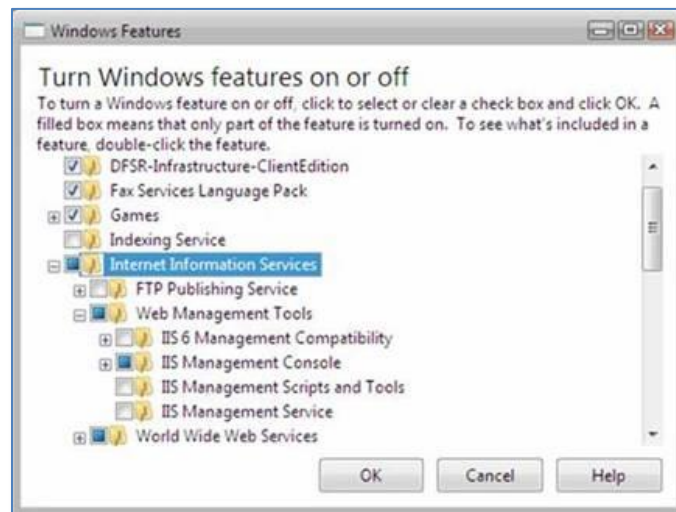

Figure 2 - siteVIEW Mobile Server - IIS Installation

2.1.2 Installing siteVIEW Mobile Server

Locating siteVIEW Mobile Server Files
The necessary files associated with the siteVIEW Mobile server are provided as archive (.zip) file. Extract the contents of the archive file to a suitable directory location on your server – for example: `c:\siteVIEWMobile`.

Adding the siteVIEW Mobile Website to IIS
From IIS, create a website, using the following guide: http://www.iis.net/learn/get-started/getting-started-with-iis/create-a-web-site (Create a Web Site). In Windows 7, IIS is available from the Control Panel → Administrative Tools → Internet Information Services (IIS) Manager.

- For Create a Web Site's step 3: Recommendations for "friendly name" include "svm" or "siteviewmobile". The "friendly name" has no effect on the operation of the website – it is a component of the URL that will be used to access the website.
- For Create a Web Site's step 4: The application pool that is selected must use **.NET Framework version 4 (or higher)**. See Figure 3 for selection user interface.

- For Create a Web Site's step 5: Select the location where the siteVIEW Mobile Server files are located
  (e.g., `c:\siteVIEWMobile`)
- For Create a Web Site's step 9: Since most companies do not allow external access of port 80, consult with your network/system administrator for the HTTP port that will be used to access the website.
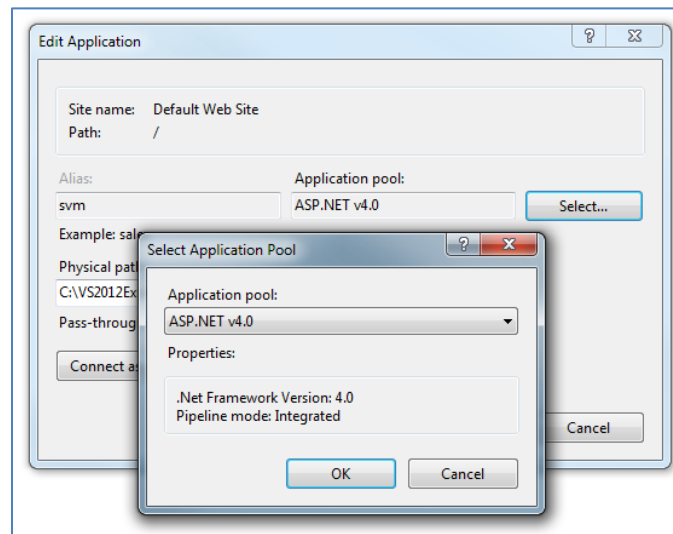

Figure 3 - siteVIEW Mobile Server - IIS Website

Configure to Application Pool to Enable 32-Bit Applications

siteVIEW Mobile requires 32-bit application support. To enable this capability, from the IIS network tree, select the Application Pools list. Then select the Application Pool configured for the siteVIEW Mobile application, access the Advanced Settings options and ensure the "Enable 32-Bit Application" setting is set to TRUE.

To configure the 32-bit option in IIS, navigate to the Application Pools from the IIS menu tree, then select the Application Pool that you have configured for the siteVIEW Mobile website and right-click to activate the "Advanced Settings …" options.
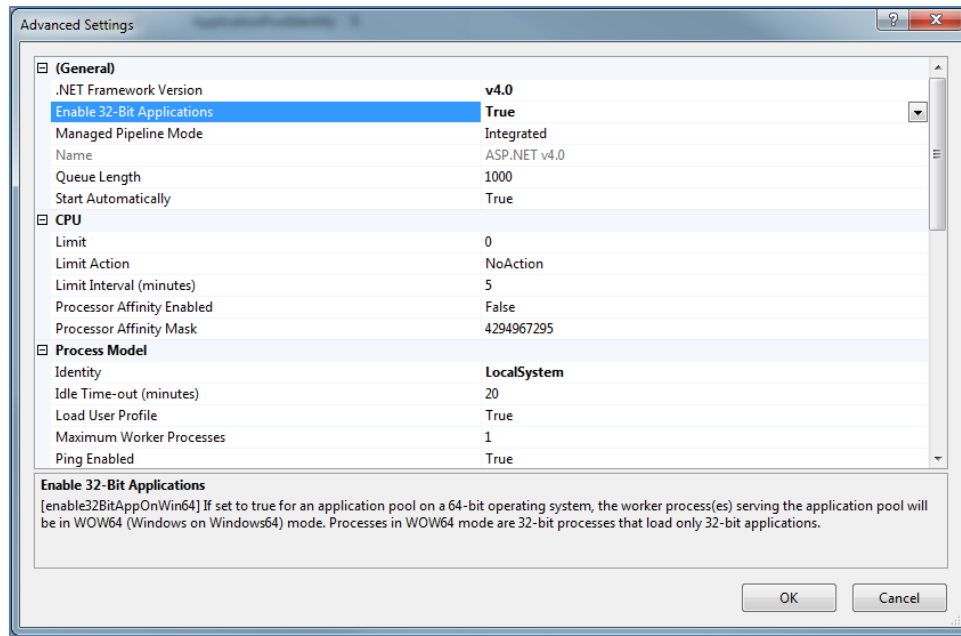
Figure 4 - siteVIEW Mobile Server - Configure as a 32-Bit Application

Restart IIS to Ensure Configuration

It may be necessary to restart IIS to ensure that the configuration changes are instituted. Use the ASP.NET IIS Registration Tool (Aspnet_regiis.exe) to install the necessary software. Using the Windows Command Processor (commonly known as the Command Line Interface or Command Prompt), navigate to the `C:\Windows\Microsoft.NET\Framework\v4.0.30319` directory and execute the following command: `aspnet_regiis -i`

2.1.3   Allowing HTTP Port Access

Your network/system administrator must enable external access on the port you have selected for the website's HTTP binding by adjusting router/firewall settings. Without this configuration, siteVIEW Mobile may not be available outside of your local area network (LAN).

2.1.4   Testing the siteVIEW Mobile Server Install

First, verify IIS operation. From the local machine, that is, where you have currently installed siteVIEW Mobile on IIS, open a browser session (using Internet Explorer, Chrome or Firefox) and enter: http://localhost. An IIS splash screen should result:

Figure 5 - siteVIEW Mobile Server - IIS Splash Screen

Now ensure that siteVIEW Mobile works locally. Enter: http://localhost:<port> - where <port> is the port selected in step 9 of the website creation. Alternatively, you may use the IP address of the machine on which IIS is installed instead of **localhost**.

If the system works locally, check remote access. Find out the public IP address of the siteVIEW Mobile Server on IIS machine, but using utilities like http://whatismyipaddress.com. Then enter http://<publicIP>:<port> - where <publicIP> is the IP port given by the public IP server, <port> is the port selected in step 9 of the website creation. **This URL is the public (external) access method for siteVIEW Mobile**.

If local access works, but remote access does not, contact your system/network administrator to validate the port settings.

2.1.5   Configuring the Connection to the siteVIEW Data Handler Service

To connect the siteVIEW Mobile Server to the siteVIEW Data Handler server, navigate to the directory location of the siteVIEW Mobile Server (e.g., `c:\siteVIEWMobile`) and, using a text editor, open the `web.config` file.

Edit the two lines in the AppSettings section to indicate the IP address and port location of the Data Handler. For example:

```
<add key="DataHandlerAddress" value="127.0.0.1"/>
<add key="DataHandlerPort" value="11003"/>
```

Figure 6 - siteVIEW Mobile Server - Data Handler Configuration

Save the changes. Then from IIS, select and restart the siteVIEW Mobile website.

2.1.6   Accessing siteVIEW Mobile

Open a browser session and enter the siteVIEW Mobile URL – which will be of the following format:

- From within the local area network (local): http://<IISMachineNameOrIPAddress>:<PortSelected>
- From outside the local area network (remotely via public IP): http://<PublicIPAddress>:<PortSelected>

Where:

- IISMachineNameOrIPAddress is the either the name (or IP address) of the PC running the IIS server configured in section *Installing Microsoft IIS*.
- PortSelected is the port number selected as per section *Adding the siteVIEW Mobile Website to IIS*
- PublicIPAddress is the public address of the server as per section *Testing the siteVIEW Mobile Server Install*

If the siteVIEW Data Handler configuration is correct, a Login screen will be presented, with the bottom of the screen indicating connection information:
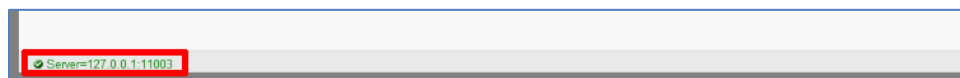

Figure 7 - siteVIEW Mobile Server - Data Handler Connection Established

However, if you are presented with the following screen, verify that the Data Handler is running and the IP address/port settings entered in the `web.config` file.
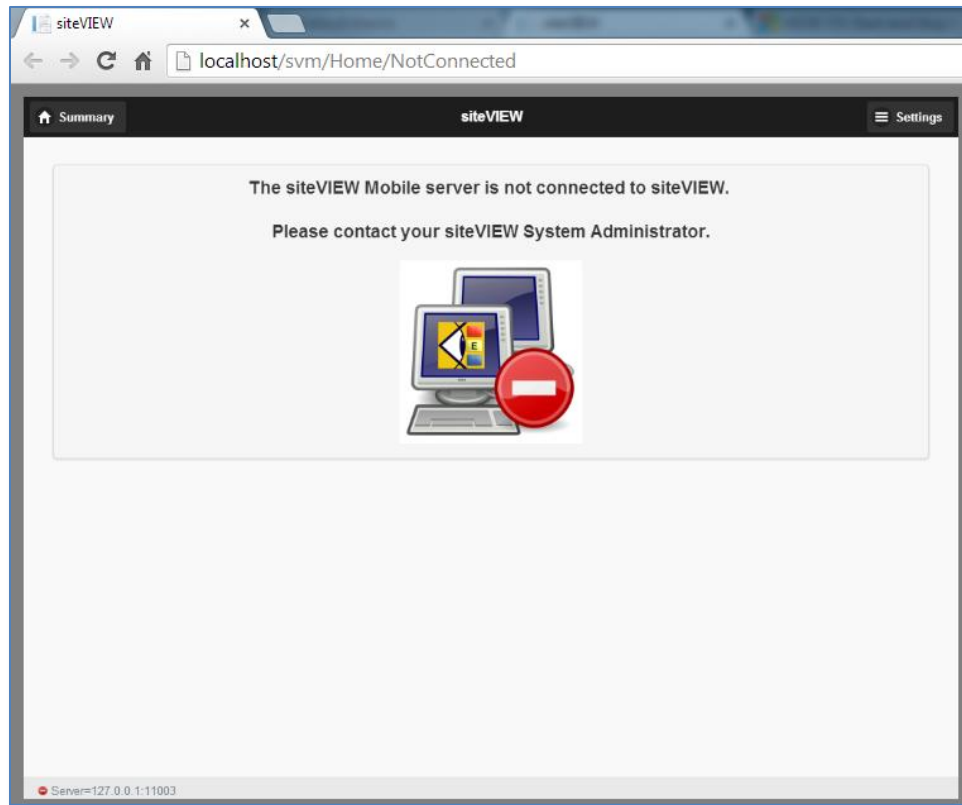
Figure 8 - siteVIEW Mobile Server - Data Handler Connection Failed

2.1.7   Configuring the Session Timeout for siteVIEW Mobile

The Session Timeout defines the length of the login is valid for siteVIEW Mobile. After the Session Timeout has expired by lack of activity, the user must login again to use siteVIEW Mobile.

To configure the Session Timeout for siteVIEW Mobile, navigate to the directory location of the siteVIEW Mobile Server (e.g., `c:\siteVIEWMobile`) and, using a text editor, open the `web.config` file.

Modify the `timeout` value within the file – the value is in units of minutes. The default value is 10080 minutes or 7 days. Save the changes. Then from IIS, select and restart the siteVIEW Mobile website.

```
<!--
        If you are deploying to a cloud environment that has multiple web server instances,
        you should change session state mode from "InProc" to "Custom". In addition,
        change the connection string named "DefaultConnection" to connect to an instance
        of SQL Server (including SQL Azure and SQL Compact) instead of to SQL Server Express.
    -->
<sessionState mode="InProc" customProvider="DefaultSessionProvider" timeout="10080">
    <providers>
      <add name="DefaultSessionProvider" type="System.Web.Providers.DefaultSessionStateProvider, Syst
    </providers>
</sessionState>
</system.web>
<system.webServer>
  <directoryBrowse enabled="false" showFlags="Date,Time,Extension,Size" />
```

Figure 9 - siteVIEW Mobile Server - Session Timeout

2.1.8   Configuring the siteVIEW Mobile Log Files

siteVIEW Mobile includes a log file system to allow tracking of application operation. By default, the siteVIEW Mobile log file is called '`siteVIEWMobile.log`' and is generated within the `C:\logs` directory. The log file tracks operational activity during for the day – once the day has passed, a new log file is started, with the previous day's log file being renamed to `siteVIEWMobile.configYYYYMMDD`, where YYYY is the year, MM is the month and DD is the day when the log file was generated.

To change the default name of the log file for siteVIEW Mobile, navigate to the directory location of the siteVIEW Mobile Server (e.g., `c:\siteVIEWMobile`) and, using a text editor, open the `Log4Net.config` file, and modify the value associated with the '`file`' element. Save the changes. Then from IIS, select and restart the siteVIEW Mobile website.

```
1   <?xml version="1.0" encoding="utf-8" ?>
2  <log4net>
3     <appender name="RollingFile" type="log4net.Appender.RollingFileAppender">
4       <file value="c:\Logs\siteVIEWMobile.log"/>
5       <appendToFile value="true"/>
6       <rollingStyle value="Date"/>
7       <datePattern value="yyyyMMdd"/>
8       <layout type="log4net.Layout.PatternLayout">
9         <conversionPattern value="%date{ISO8601} - %level (%logger) : %message%newline"/>
10      </layout>
11    </appender>
12    <root>
13      <!-- Options are "ALL", "DEBUG", "INFO", "WARN", "ERROR", "FATAL" and "OFF". -->
14      <level value="ALL"/>
15      <appender-ref ref="RollingFile"/>
16    </root>
17  </log4net>
```

Figure 10 - siteVIEW Mobile Server - Log File

3. SITEVIEW MOBILE USER INTERFACE

The siteVIEW Mobile User Interface is available on any browser by entering the public (external) URL established as part of the siteVIEW Mobile server installation and configuration.

The siteVIEW Mobile User Interface has been designed to be "responsive" to any browser, automatically adjusting for screen size and resolution, thereby allowing it to work in a desktop, tablet or mobile device.

3.1 siteVIEW Mobile Navigation

The siteVIEW Mobile User Interface consists of three main sections:

- **Header:** The Header area provides navigation assistance, specifically access to the Home (Summary) and Setting screens.
- **View:** The View area is populated with siteVIEW information and will change as you navigate between Alarms and Devices.
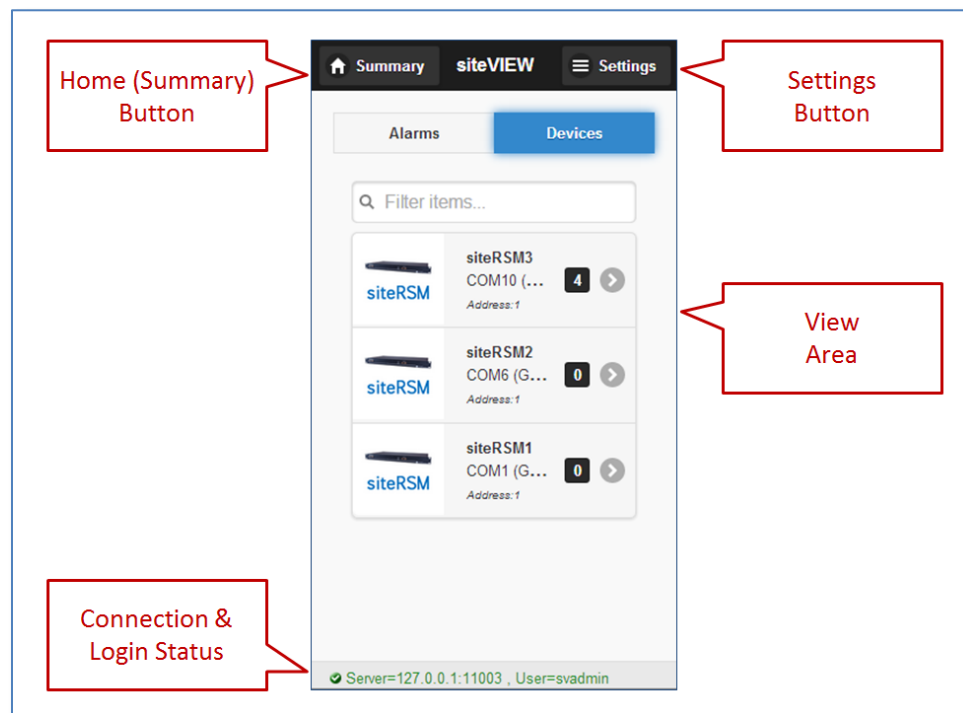- **Footer:** The Footer area provides Data Handler connection and Login status information.

Figure 11 - siteVIEW Mobile UI – Navigation

3.2   siteVIEW Mobile Login

Upon entering the siteVIEW Mobile URL, a login screen is presented and you must enter your siteVIEW user name and password to gain access to the siteVIEW Mobile screens.

Figure 12 - siteVIEW Mobile UI – Login

3.3 siteVIEW Mobile Summary

Upon successful login, a Summary screen is presented. The Summary screen is the "home" location for the siteVIEW Mobile application.

The Summary screen provides the following information on two tabs:

- Alarms – a summary of all alarm activity. All siteVIEW alarms which are in Active, Active and Acknowledged, Active and Cleared, Ceased and Acknowledged and Ceased are shown.
  - Use the Filter to search for a specific alarm
  - Press the specific alarm to access detailed information for the alarm
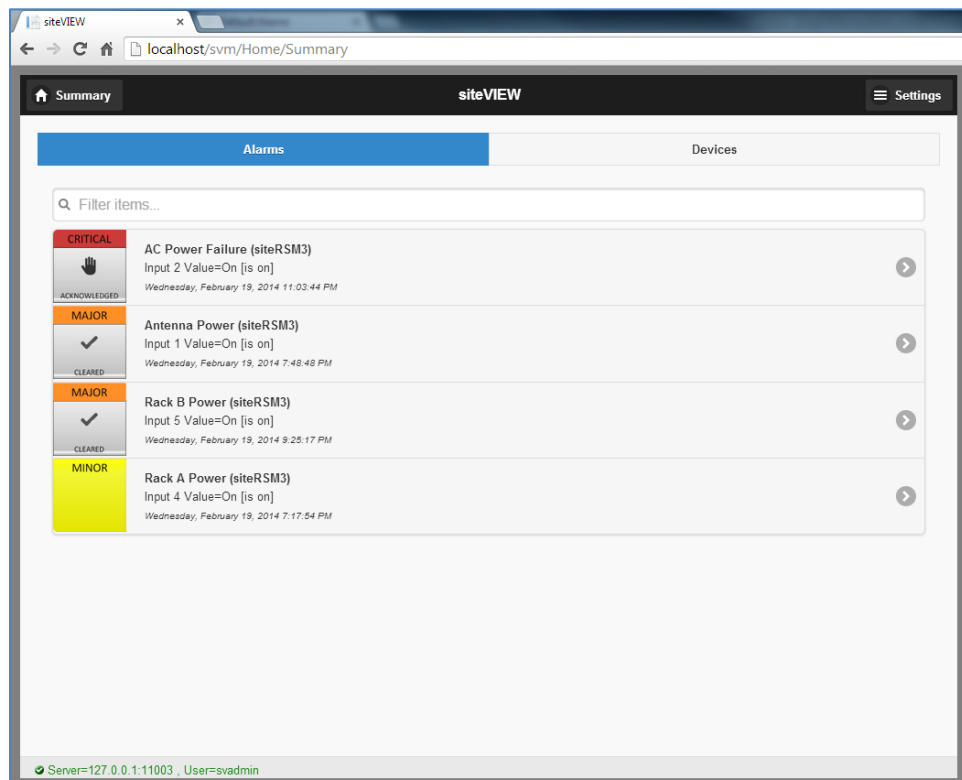

Figure 13 - siteVIEW Mobile UI - Summary (Alarms)

- Devices – a summary of all devices. A count of the Active, Active and Acknowledged and Active and Cleared alarms is shown.
  - Use the Filter to search for a specific device
  - Press the specific device to access detailed information for the device
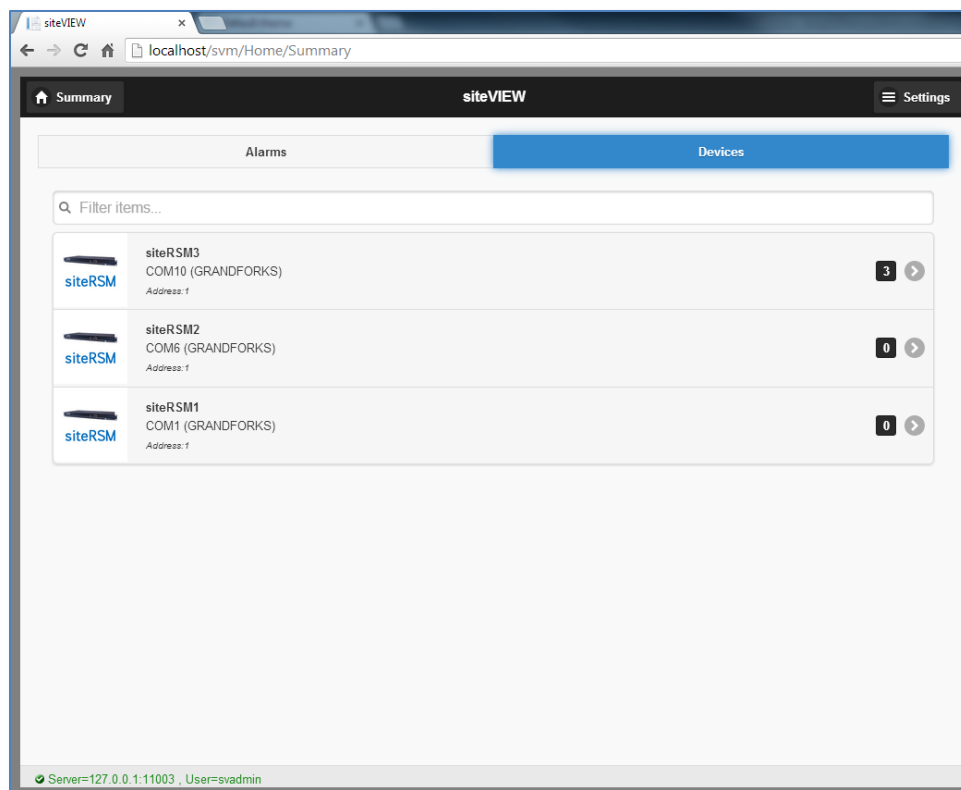
Figure 14 - siteVIEW Mobile UI - Summary (Devices)

3.4   siteVIEW Mobile Alarm Detail

The Alarm Detail screen provides information on the Alarm, including device information and alarm details. Button inputs are provided to act on the alarm – depending on the state of the alarm Acknowledge, Unacknowledge, Clear and Remove Clear buttons may be provided.
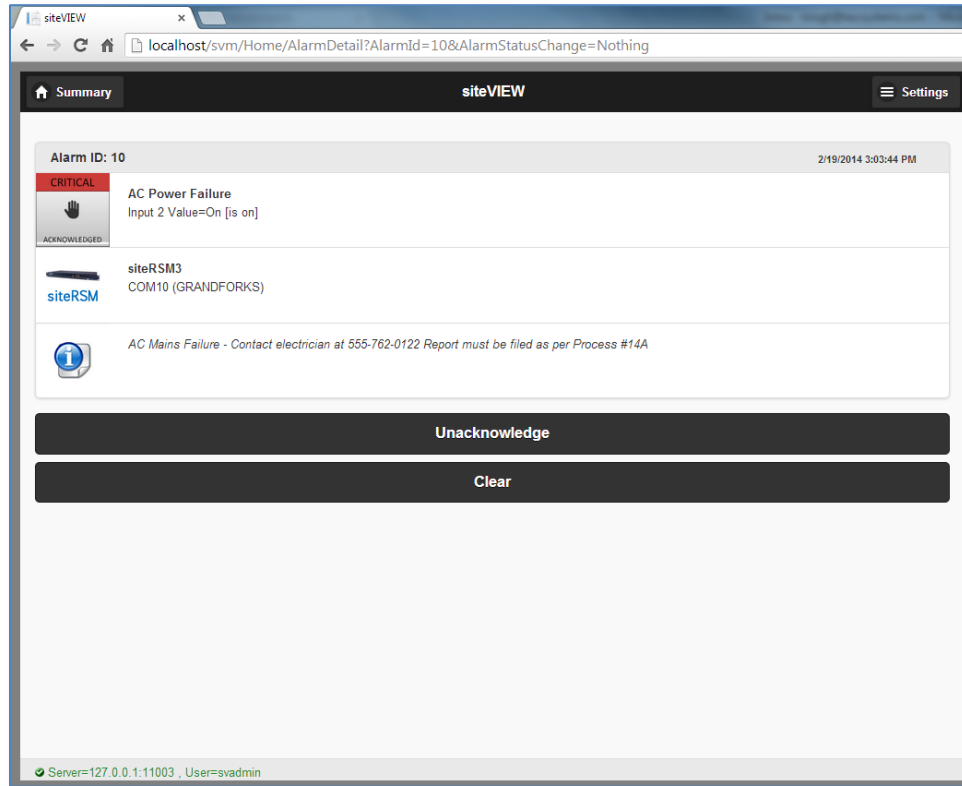

Figure 15 - siteVIEW Mobile UI - Alarm Detail

3.5 siteVIEW Mobile Device Detail

The Device Detail screen provides information on the Device, including information on the Input and Output points associated with the device. The Inputs and Outputs include all expansion I/O points.

The values shown for Contact Inputs, Analog Inputs, Outputs and Temperature Inputs are for the time that the web page was generated as represented within the siteVIEW User Interface. Refreshing the page will re-synchronize values as represented within the siteVIEW User Interface.

If I/O values do not represent the current state of the siteVIEW User Interface, ensure that the I/O point is enabled, siteVIEW is configured to receive data from the siteRSM's primary transmission port (see Section B4 – Communications of the siteVIEW User Manual) and that threshold values have triggered an event update to siteVIEW.
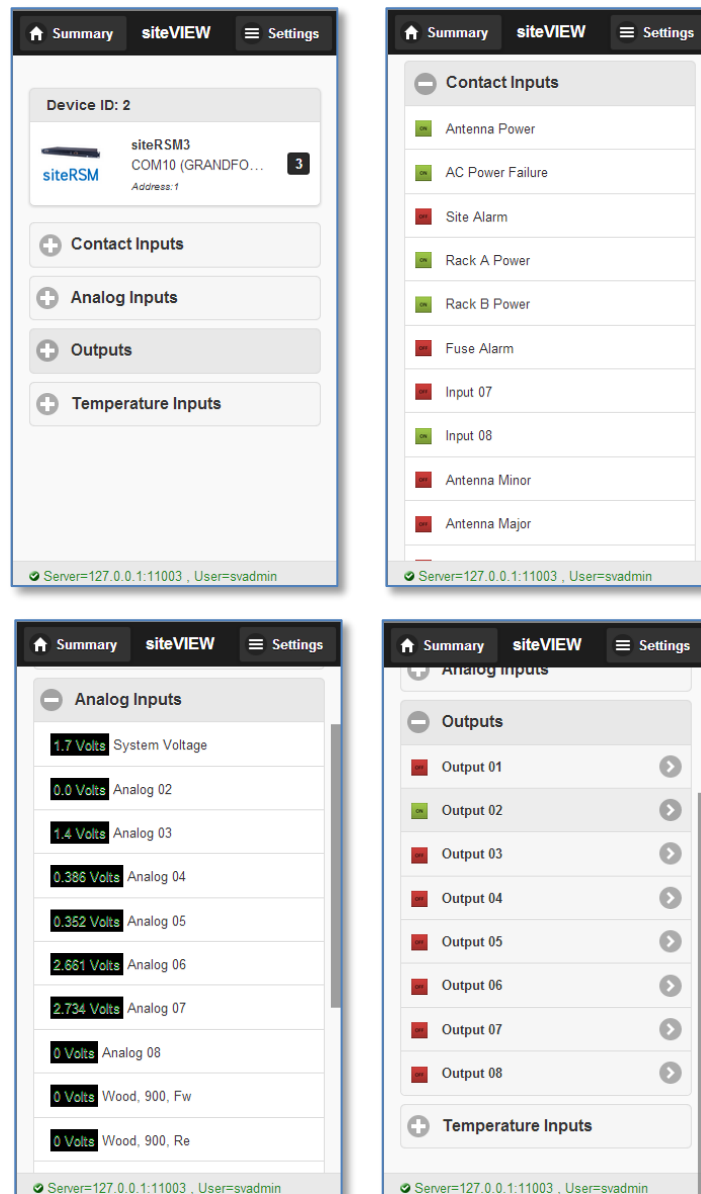
Figure 16 - siteVIEW Mobile UI - Device Detail

3.5.1 Outputs

Outputs from the Device Detail page may be controlled by selecting the specific output point. A popup will request confirmation changing the state of the output.

Please allow up to 5 seconds, after confirming the output state change, for the output to be actuated and for the screen to return back to the Device Detail page.
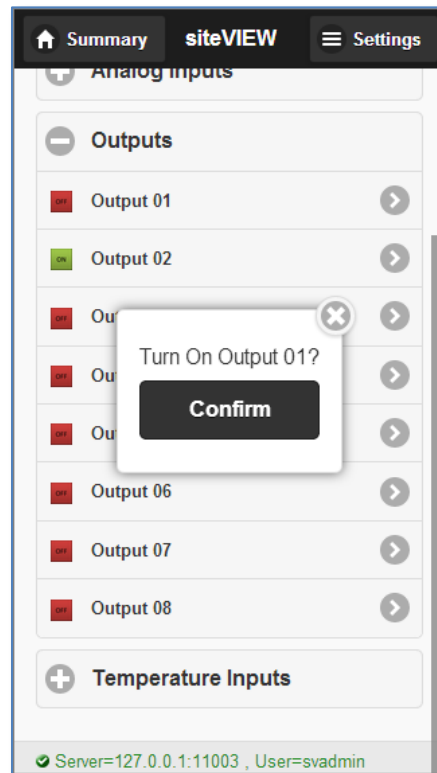

Figure 17 - siteVIEW Mobile - Device Detail - Output Change

3.6 siteVIEW Mobile Settings

The Settings screen provides the following functions:

- Version information for the siteVIEW Mobile application
- Login Options – select this option to logoff as the current user and login as another user.
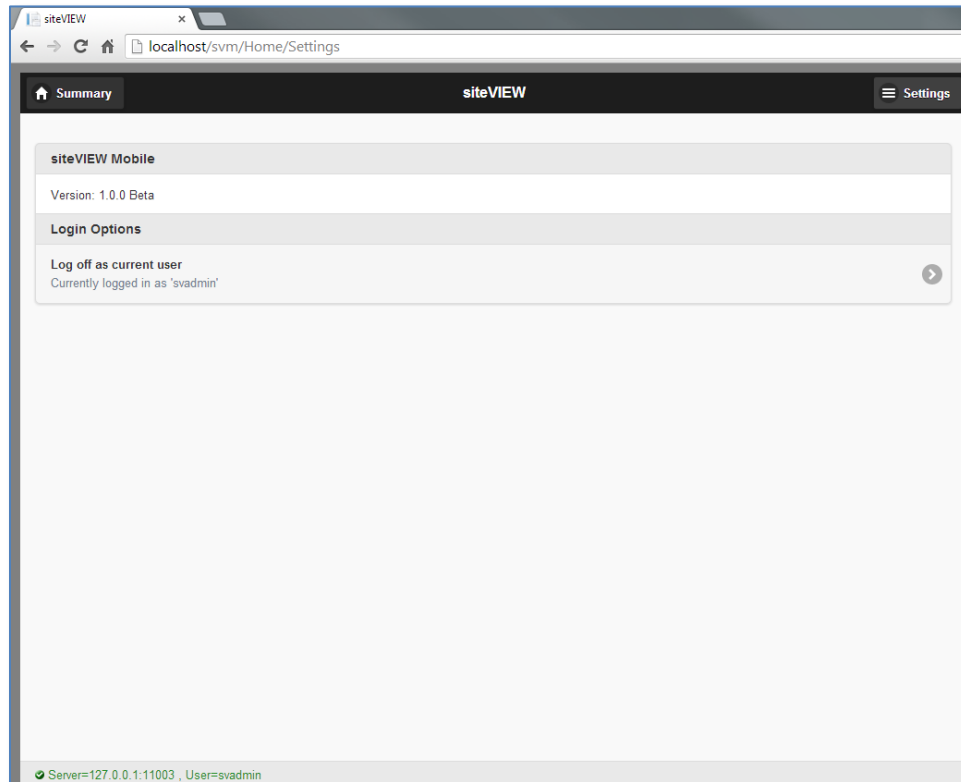

Figure 18 - siteVIEW Mobile – Settings

4. USING SITEVIEW MOBILE

4.1 Accessing siteVIEW Mobile

siteVIEW Mobile can be used by anyone of your siteVIEW users by providing the public (external) URL for the siteVIEW Mobile Server web site, as configured during the installation process.

siteVIEW Mobile has been designed as a "responsive" web application, allowing it to be used on most mobile/smart phones, tablets and desktop systems.

As a convenience, it is beneficial to add the siteVIEW Mobile URL as part of an Alarm Notification email or SMS message, allowing mobile users to quickly access siteVIEW Mobile upon receipt of an alarm notification.
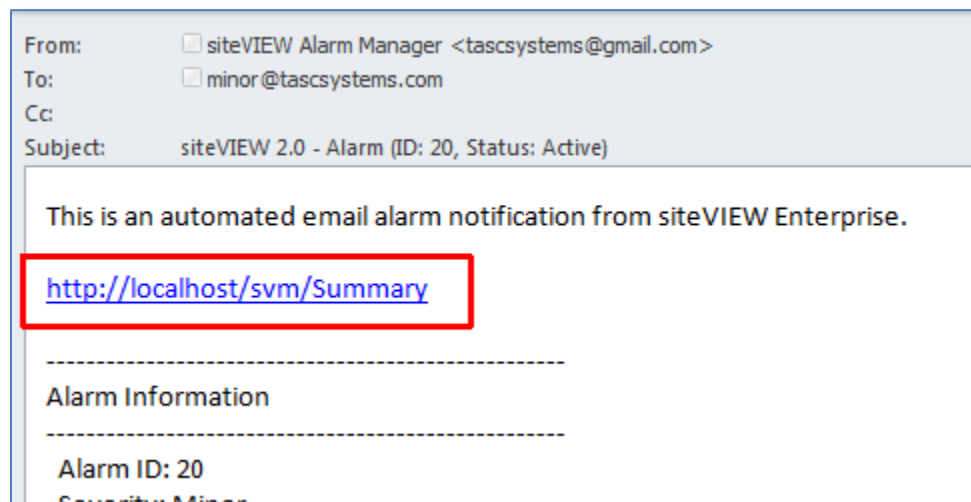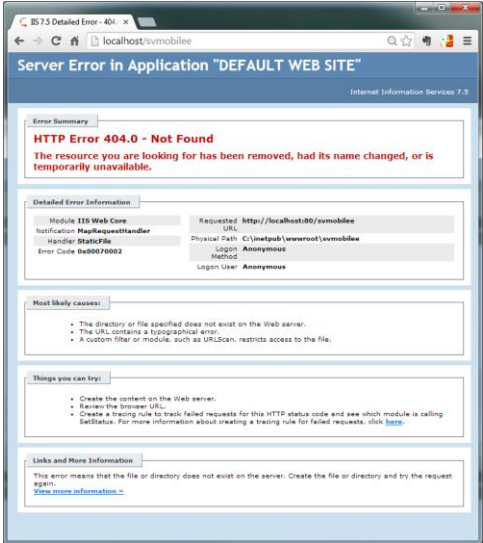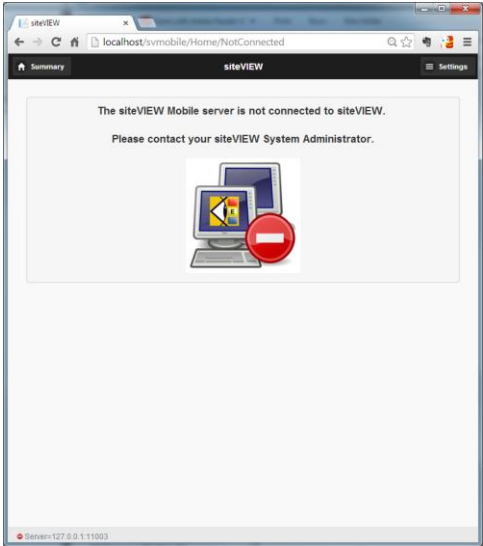

Figure 19 - siteVIEW Mobile - Alarm Notification Access

5. TROUBLESHOOTING SITEVIEW MOBILE

Problem Description	Recommended Solution
HTTP Error 404 – Page Not Found 	• Check to see if IIS is available – attempt to go to the base IIS installation. See section *Testing the siteVIEW Mobile Server Install* for more information. • Check to see if the URL is correct. Specifically check if the IP Address, Port Number and Friendly Name of the siteVIEW Mobile address are correct. See section *Accessing siteVIEW Mobile* for more information. • If accessing remotely, verify networking setting with your system administrator to confirm that the port forwarding settings are correct. See section Testing *the siteVIEW Mobile Server Install* for more information.
siteVIEW Mobile does not connect to the siteVIEW Data Handler. 	• Check to see if the correct IP and port number has been set within the web.config file for the Data Handler location. See section *Configuring the Connection to the siteVIEW Data Handler Service* for more information. • Check to see if the Data Handler is started – access the Data Handler Utility to verify.