

ThorViewer User Manual

Version 3.6

Requirements

- The PC must be running WindowsXP or newer with .Net Framework 3.5 SP1. The .Net Framework 3.5 SP1 is available on the ThorPCX CD or on the Thor Guard Software Support Website: <http://www.thorguard.com/support/>
- If using the IP connection option to receive data, then TCP port 4505 must be open from the end user PC that is running ThorViewer to the PC that is running the ThorPCX Service software.
- If using the IP connection option to receive data, then the ThorPCX software must be installed and running on a PC that has a static/fixed IP address.
- If using the XML file option, then ThorPCX must have a license with the XML file option enabled.
- Turn **OFF** UAC (User Account Control) prior to installing ThorViewer.

I. Configuring ThorPCX to provide data to ThorViewer

You will need to properly configure ThorPCX prior to using ThorViewer. There are 2 ways that ThorPCX can make the data available to ThorViewer:

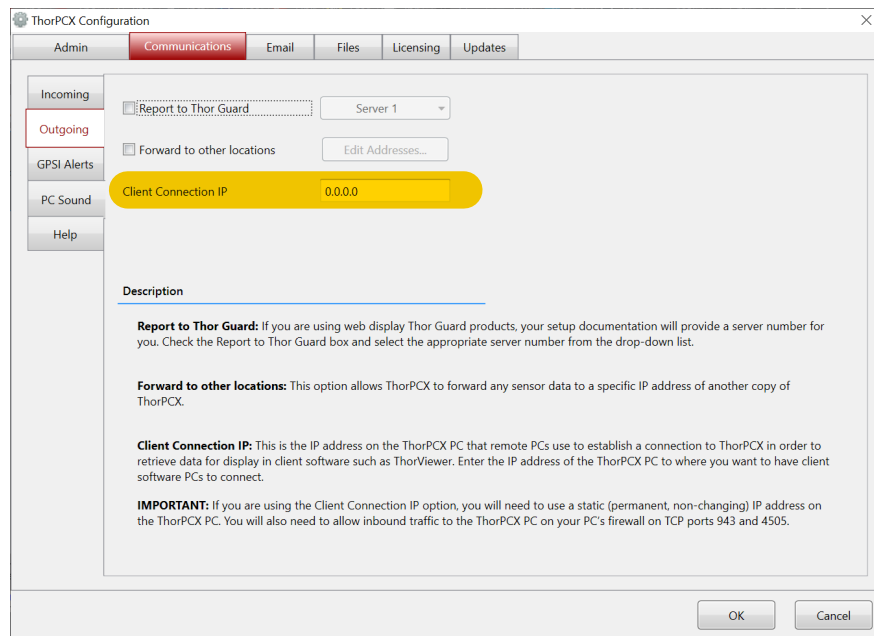
1. IP Connection: ThorViewer can connect to the IP address of the ThorPCX PC.
2. XML File: ThorViewer can read an XML file that is generated by ThorPCX. A Public Web License is required in ThorPCX for this option to be available.

Option 1: Configuring the IP Connection option

On the Communications tab of the ThorPCX configuration, you will need to specify the IP address which will be used to receive all incoming ThorViewer connections. Type the IP address in the “Client Connection IP” field and then click the “Save” button.

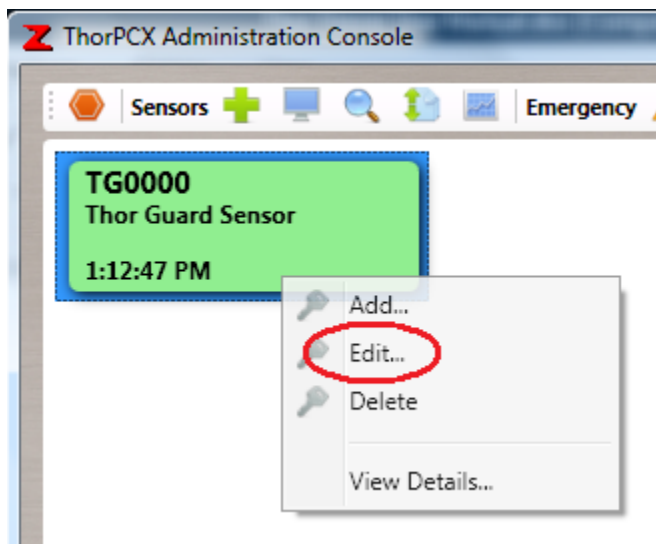
NOTE: This IP address will be an IP address on the ThorPCX PC, not the ThorViewer IP.

See the image below for a screenshot of where to type the IP address in ThorPCX.

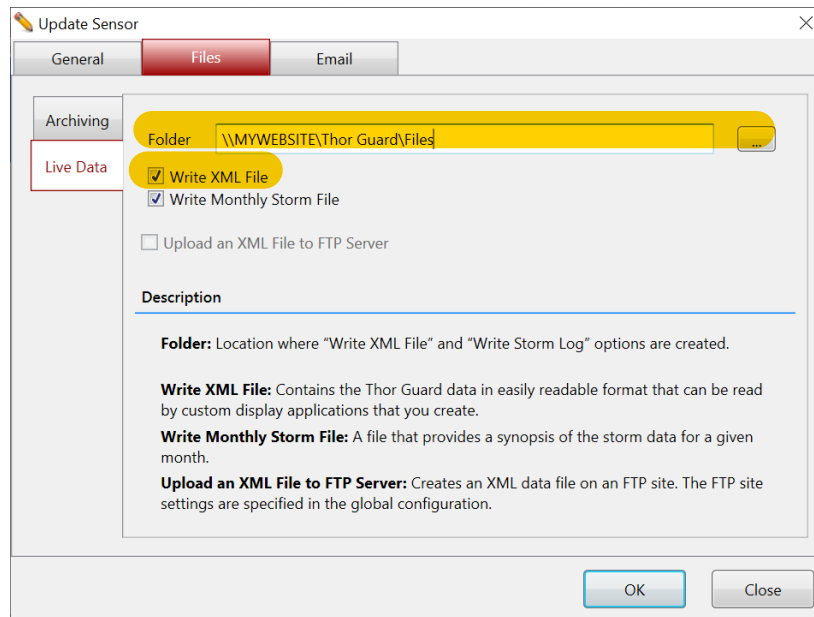


Option 2: Configuring the XML File Output option

A valid license must first be installed in ThorPCX to allow the XML File Output option. Then, right-click the designated sensor and choose “Edit” from the pop-up menu.



Click the “Files” tab as shown in the image below.



Next, check the box in front of “Write XML file” and click the “Browse...” button to select a folder location where the file should be generated.

Click the “Save” button to apply the setting.

TROUBLESHOOTING TIP: ThorPCX runs as a service on your PC. The service logs into the PC with a Local System account. This account may or may not have access to write data to the XML folder that you designate. You may need to change the ThorPCX service login account to an account that has write access to this folder. To change the login account, go into the Control Panel—Administrative Tools—Services. Find the “ThorPCX” service, right click on it and choose “Properties”. Click the “Log On” tab and make any logon account changes.

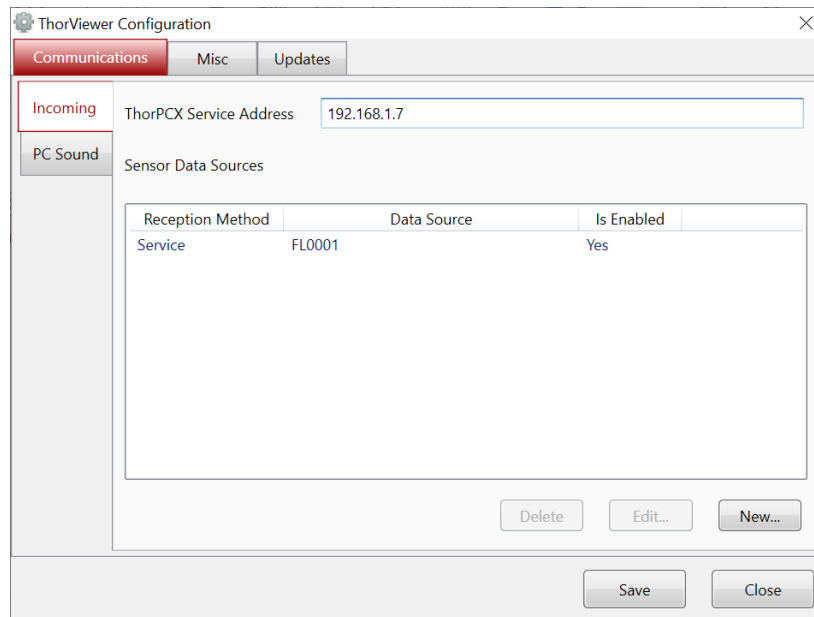
II. Configuring ThorViewer to view data from ThorPCX

Once ThorPCX has been properly configured to provide data, ThorViewer must be properly configured to view the data.

Launch the ThorViewer software by double-clicking the “ThorViewer” icon on the desktop. ThorViewer will launch and will appear similar to the image below.



Press the configuration button. There is a red circle around the button in the image above. The configuration window shown below will appear.

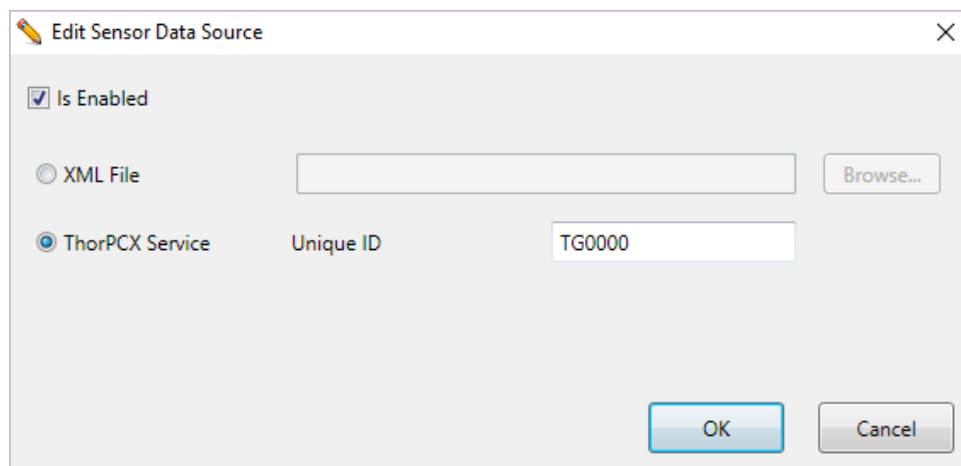


Communications Tab

The Communications tab will allow you to add a “New” sensor, “Edit” a sensor or “Delete” a sensor from your display. You can view up to 4 sensors.

If you will be connecting back to the IP address of the PC running ThorPCX, then you need to enter that IP address in the “Address:” field.

Click the “New” button to add a sensor. You will be presented with an image like the one below.



XML File

You can use this option to choose the location of a folder or website that houses the XML file being generated by ThorPCX. Click the “Browse...” button and choose the folder that contains the XML file and then click the “OK” button. If the XML file is on a website, type in the full URL for the XML file (including the name of the file and its extension). See the example below:

<http://www.myhostedwebsite.com/thorguard/ThorGuard/TG0000.xml>

ThorPCX Service

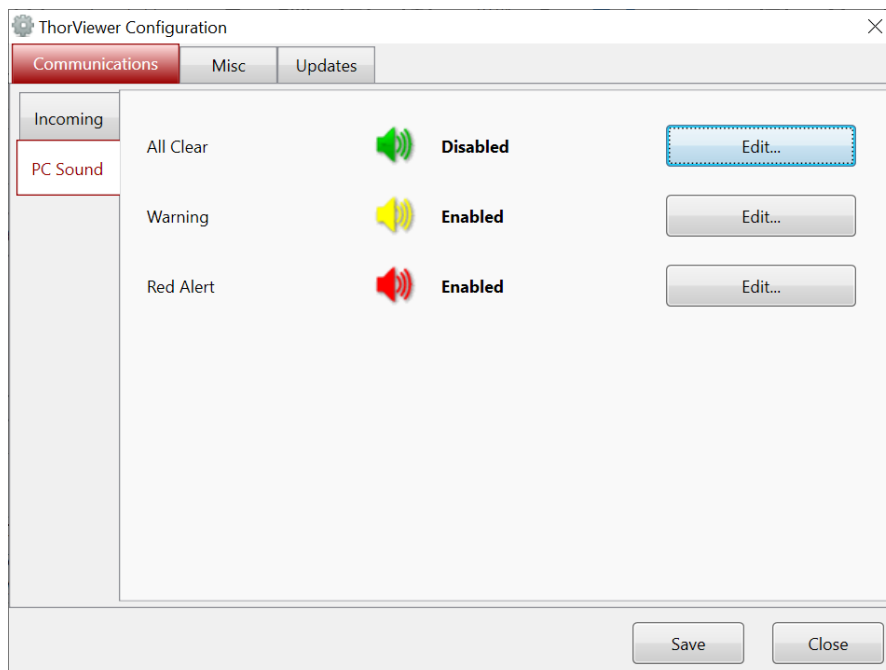
Enter the UniqueID of the sensor that you want to view. This sensor will need to have been previously setup in ThorPCX. Make sure that the UniqueID that you enter is identical to the one that is setup in ThorPCX.

Click the “OK” button once you have designated the location where ThorViewer will retrieve the sensor data. Continue on to the “Misc” Tab or click the “Save” button on the next window to apply your setting changes.

NOTE: You must close and re-launch ThorViewer after saving any settings in order for those changes to take effect.

PC Sound

If your PC has speakers, an audio alert will sound whenever ThorViewer receives an alert from the sensor for which it is receiving data.

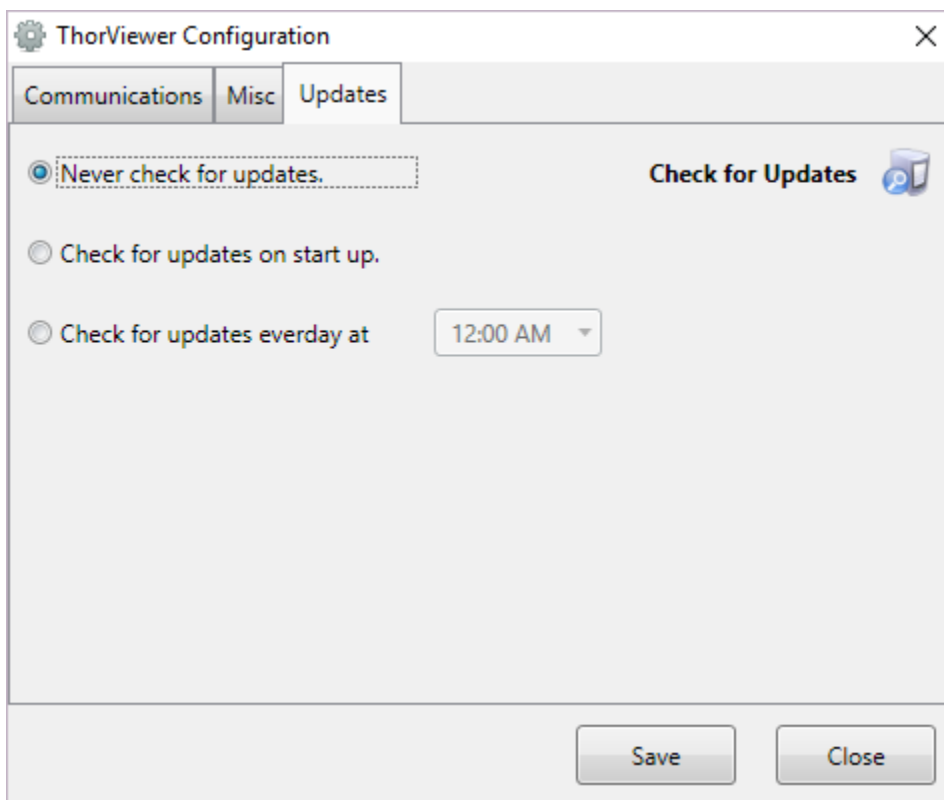


Updates Tab

The Updates Tab is where you can set ThorViewer to automatically check for available software updates. You can set ThorViewer to never check for updates, check for updates when ThorViewer launches, or check for updates at a specified time of the day.

You can manually force ThorViewer to check for an available update by clicking on the small PC icon in the top-right corner for the Updates Tab window. See the icon circled in the image below.

NOTE: ThorViewer will use TCP ports 20 and 21 to check for and download updates. In order for the online update feature to work properly, those 2 ports must be open to the Internet.



Once configuration settings have been made, you must press the “Save” button to ensure that all settings will take effect.

III. Viewing Data with ThorViewer

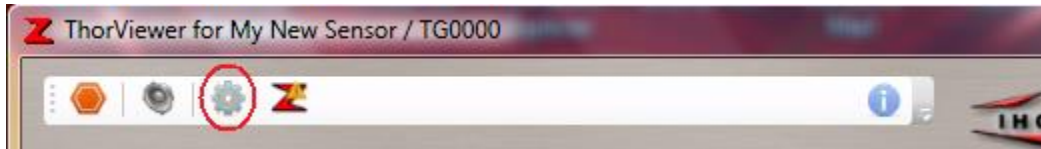
Once ThorViewer has been properly configured to retrieve the designated data, ThorViewer will appear similar to the image below. You are able to view up to 4 designated sensors with ThorViewer. Notice the big red circle in the image below. Press one of the other Sensor Buttons to select another sensor and view all details for that sensor. For example, click the “My Sensor” button and the details from that sensor will become active. All details for “My Sensor” will be shown in the main display.



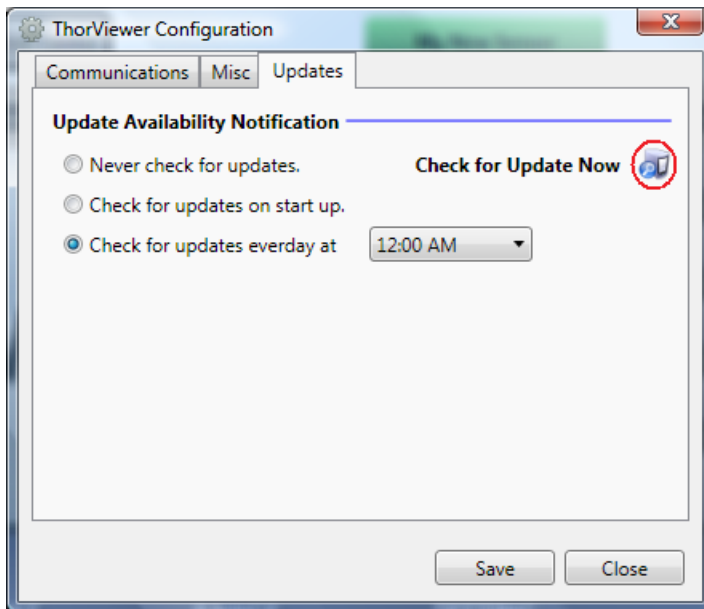
IV. Other Settings

Updating ThorViewer

ThorViewer can be updated over the Internet. If the PC on which ThorViewer is installed has Internet access and TCP ports 20 and 21 are not blocked, then an update can be performed. To check if a newer update is available, click the Configuration button as shown below.



When the Configuration window appears (*see below image*), click on the Updates tab. You can manually click the update button in the top-right corner to check for a newer update (*see red circle below*). You can also specify a time when you want to check for updates automatically.



You will then be informed if an update is available. If there is one available, you will be given the option to download it. If you choose to download the update, ThorViewer will download the necessary files and automatically restart. ThorViewer will then be ready to use.

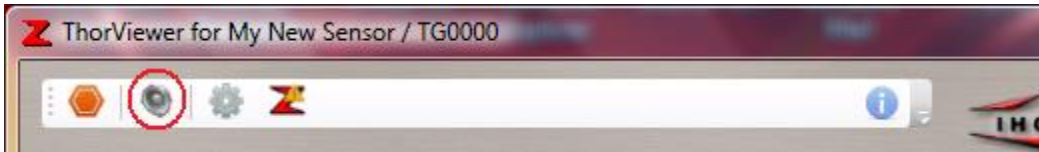
IMPORTANT: ThorViewer uses TCP ports 20 and 21 to check for and retrieve updates from the Internet. If your update fails, check with your network administrator to ensure that these two ports are not being blocked.

Audio Alerts

If your PC has speakers, ThorViewer can be set to generate an audio alert whenever a

Red Alert or Emergency Alert is received. To turn audio alerts on or off, click the audio alert button at the top of ThorViewer.

Audio Alerts OFF

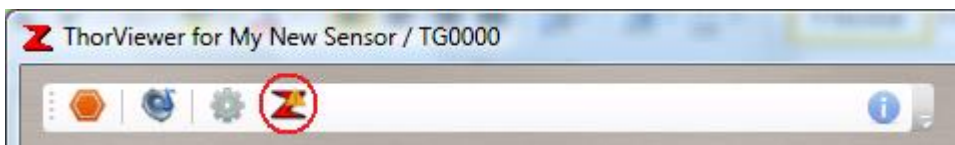


Audio Alerts ON



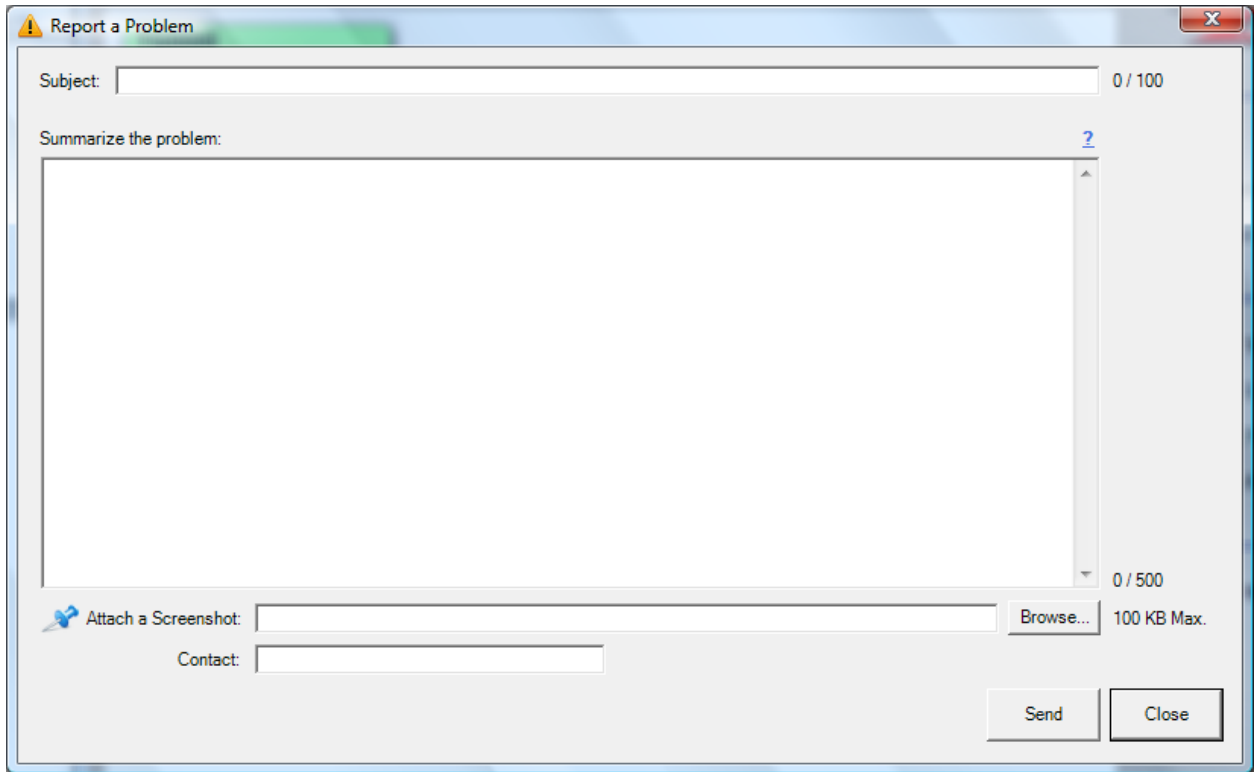
Report a Problem

If you experience an issue with ThorPCX, you can report the problem to Thor Guard by clicking the circled icon as shown in the image below.



When you click the icon as shown in the above screenshot, you will be presented with the window shown below.

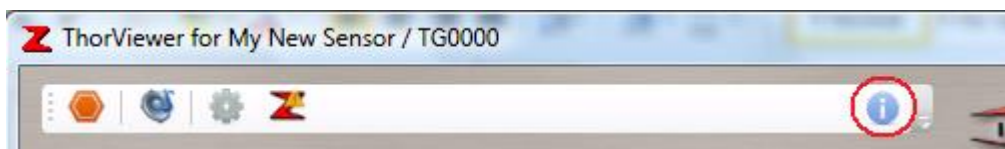
Image shown on next page ----->

A screenshot of a "Report a Problem" dialog box. The window has a title bar with a yellow warning icon and the text "Report a Problem". Inside, there is a "Subject:" label followed by a text input field and a character count "0 / 100". Below this is a "Summarize the problem:" label followed by a large text area with a scrollbar and a character count "0 / 500". At the bottom left, there is an "Attach a Screenshot:" label with a blue icon, followed by a text input field and a "Browse..." button. Below that is a "Contact:" label followed by a text input field. At the bottom right, there are "Send" and "Close" buttons. A "100 KB Max." label is also present near the screenshot field.

Fill out all the fields and click the “Send” button to report your message to Thor Guard. The submission of this message may fail when some types of email scanning software are running. Temporarily disable such software if the email submission fails.

ThorViewer User Manual

Click the information icon shown in the image below to access the ThorViewer User Manual. Thor Guard support contact information is also located here.



For software support, please email:

support@thorguardweather.com