Technical Support
Bulletin 10-Backup software

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Introduction

This bulletin details the steps that have to be followed to upgrade and save the data of Televis**System150\200** (full and partial versions), Televis**Interactive** and Configuration**Tool**.

*Upgrading Televis**System150\200***

Open an active installation of Televis, stop the recordings, insert the disk with the upgrade in the CD-ROM drive or the floppy disks, starting from no.1, then follow the instructions of the Wizard Installer.

If the installer fails to start in autorun mode (i.e. fails to start automatically), when using the floppy disks or the CD-ROM, double click file setup.exe on floppy no. 1 or in the appropriate CD folder. Perform the following operations in the order listed:

1. The first prompt asks you to accept the license agreement.
2. If you are upgrading the program, you will be prompted to select Re-install or Upgrade.
3. It is generally preferable to select Re-install.
4. You will then be prompted to specify the installation directory. It is generally advisable to accept the path suggested by the program.
5. In the following screen you will be prompted to enter your user data. If you are upgrading the program, these fields will be automatically populated with the data specified at the time of the initial installation. Confirm or change the data, as required.
6. You will then be prompted to specify whether you wish to install the program in Remote mode (in this case the system connects via modem to local installations) or in Local mode (in this case the system is connected to the RS485 network through EWTK or PC**Interface**). If you select Local mode, you will have to enter the COM port to which the interface (EWTK or PC**Interface**) is connected. If you are unsure, accept the port suggested by the system. This port will be verified and changed if unsuitable.
7. Follow the wizard instructions until you reach the screen in which you are prompted to enter the user code. Enter the 3-digit code, which is required to allow users to remotely manage plants. This code is unique for each installation.
8. At this point you will be prompted to check the availability of a modem. Regardless of whether you are using a local or remote installation, you must specify that the

modem is NOT available: the system will automatically enable it afterwards using the program settings.

9. If you are using a local installation, you will have to specify the amount of memory you wish to allocate to the database; select 4,000 recordings to use the database at its maximum capacity.
10. Follow the wizard instructions and reboot the system.
11. After rebooting the computer and Televis (if this operation is performed automatically), check that that the following settings have been maintained after the upgrade:
    - The checkbox under "Settings" after the reboot
    - The modem and its settings, under "Modem"
    - The fax under "Fax"
    - The administrator's password for the remote access under "Other/Password"

*Uninstalling Televis**System150\200***

From a remote workstation

1. Before uninstalling Televis from a remote workstation, it is generally advisable to save the following files stored under the Televis folder:
    - numrub.tlv
    - nomrum.tlv

   That contains the address book of the plant (i.e. names and numbers).
2. Open Control Panel, select Add/Remove Programs and uninstall Televis**System**.
3. If the system asks you whether you wish to delete the shared libraries (*.dll), select no for all the libraries.
4. Close the Control Panel once the uninstall wizard is completed.
5. Access the tree of disk C:\ and remove the Televis folder and the tlv200.ini file.
6. Empty the Recycle Bin and verify that it does not contain files named tlv200.ini and folders named Televis. If these items are present, delete the whole content of the Recycle Bin.
7. Reboot the computer.

If you reinstall the files in the same location of the original ones, the system will be restored with the same configuration it had prior to removal.

From a local workstation

1. Before uninstalling the program, it is advisable to save the following folders and files (that are all stored under folder Televis):
    - Database (that contains all the recordings)
    - Alarm (settings for the management of alarms)
    - Layout (names of network devices)
    - Category.tlv (categories and groups of the network devices)
2. To create a complete backup of the installation, it is possible to copy the whole content of the Televis folder, provided that the backup copy is NOT created on the same disk. If necessary, compress the folder with Winzip and remove the original one.
3. Then, open Control Panel, select Add/Remove Programs and uninstall Televis**System**
4. Close the Control Panel once the uninstall wizard is completed.
5. Access the tree of disk C:\ and remove the Televis folder and the tlv200.ini file.

6. Empty the Recycle Bin and verify that it does not contain files named Televis or tlv200.ini. If these items are present, delete the whole content of the Recycle Bin.
7. Reboot the computer.
8. Install the new version of the system.
9. The Install Shield Wizard should start after you insert the CD in the corresponding drive. If this does not occur or if you are using floppy disks, start the installation manually by clicking Setup.exe

If you reinstall the files in the same location of the original ones, the system will be restored with the same configuration it had prior to removal.

*Copying Televis**System150\200** to another PC*

If required, it is possible to copy Televis**System150\200** to another PC while maintaining the current settings.

For sake of simplicity, we will call the source computer PC_1 and the target one PC_2.

1. This procedure can be performed only if the Televis versions installed on PC_1 and PC_2 are identical. If this does not apply, it is advisable to:
   - Upgrade PC_1 with a later version
   - Install the same version on PC_2
   - These operations enable to align PC_1 and PC_2 and meet the requirement specified above.
2. Use the installer disk to install the application on PC_2, as if installing the application for the first time.
3. After rebooting the PC, copy the following folders and files (that are under the Televis folder) from PC_1:
   - Database (that contains all the recordings)
   - Alarm (settings for the management of alarms)
   - Layout (names of network devices)
   - Setup.tlv (names of the network devices)
   - Category.tlv (categories and groups of the network devices)
   - tlv200.ini

   And move them to PC_2, remembering to copy them in the same location. To do so, you may have to overwrite the folders and files with the same name.
4. Restart the PC and run Televis. It is advisable to add Televis between the programs that are run automatically (see also Lifetest).
5. Perform an automatic setup of the system, verifying that all the control units are active and correctly connected to the RS485 serial line.
6. At the end of the automatic scan, the system displays a prompt asking you if you wish to maintain or delete the descriptions. Select **Keep Descriptions** to maintain the names and categories of the devices.
7. You will then be asked if you wish to delete historical data. Select NO to maintain the database or Yes to create a new one and overwrite the existing one.

The settings related to alarm recipients and passwords have to be reset manually. It is generally advisable to check all the other settings before rebooting the system.

Lifetest

All versions from Televis 06.09.00 onwards have a self-test feature called Lifetest.

This feature enables to check the correct operation of the system and to restart it if problems occur. If the computer crashes due to operating system problems, LifeTest is able to reboot the computer up to a maximum of 2 times a week on specific days and at specific times.

After the PC has been rebooted, LifeTest delays the start of Televis by 120 seconds to allow Windows to complete the start-up of its components.
Lifetest can only be used with Microsoft Windows2000/Professional or WindowsXP/Professional.
To enable Lifetest:

1. Open the Startup folder and create a shortcut to Lifetest.exe (that can be found under the Televis folder).
2. Remove the shortcut to Televis System if present.
3. Open the Lifestest.ini file with Notepad and search for string WatchDogTimer contained in paragraph [WatchDog].Set the value after the symbol equal to 0 (zero).

*LifeTest for Televis**Station3500** and **3700***
TelevisStation installations that use Windows2000Pro with Televis 06.09.00 and higher versions can use LifeTest to diagnose the operation of the Supervisor feature and the scheduled reboot of the system.
This feature also controls the processor and uses the watchdog to reboot the computer if a problem occurs.
To enable LifeTest:

1. Open the Startup folder and create a shortcut to Lifetest.exe (that can be found under the Televis folder).
2. Remove the shortcut to Televis**System** if present.
3. Copy file io.dll under the “Televis Station Support” folder in the installer CD-ROM or under folder Windows C:\WINNT\System32 of the partition of disk D:\.

*Saving the settings of Televis**Interactive** and Configuration**Tool***
It is possible to save both the settings and the database of Televis**System** and those of the data recorder of Televis**Compact**.
Open the installation directory of TelevisInteractive (that is generally the default one recommended during the installation; i.e. C:\Programs\Eliwell\TCompact) to locate the folder named Client. This folder contains several folders each with a user profile.
Save the folder with the name of your user profile, i.e. with the same name you use to connect to Televis**Compact**, in order to be able to save all data and personal settings.
To be able to use the old database and settings on another PC or with the newly reinstalled program, restore the folder with your profile in the Client folder under C:\Programs¥Eliwell\Tcompact.
It is always advisable to perform a complete backup of the Client folder.

*Customizing the main panel of Televis**System150\200***
The Televis**System150\200** Supervisor system enables to customize the image of the main panel that displays on the left of the screen.
This feature can be used by installers or companies that provide installation and support services to end-customers for promotional purposes.
To customize the main panel:

- Open C:\Televis\Custom and copy the LOGO4.CSM file assigning a new name to it.
- Open LOGO4.CSM and use Paint Microsoft to customize the image. It is important to maintain the size of the frame, otherwise the image will be automatically resized by the program and deformed.

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