

Refrigeration Expert XP (2.0)

Remote monitoring and maintenance solution for small stores, restaurants, refrigerated warehouses

User Guide

REX00_04EN

05/2026



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Table of Contents



Safety information	6
About the document	8
Introduction	16
General description	17
Models	17
Package contents	17
Accessories available	18
Monitored network example	19
Languages supported	20
Browser	20
Cybersecurity	21
Overview	22
Defense-in-Depth	22
Security hardening guidelines	24
Secure disposal guidelines	27
Secure operation guidelines	28
Account management guidelines	29
Mechanical installation	31
Before you start	32
Disconnecting from the power supply	32
Operating environment	33
Installation considerations	33
Mechanical dimensions	34
Installation	35
Electrical connections	36
Best wiring practices	37
Wiring guidelines	38
Hardware Refrigeration Expert XP	40
Power supply	41
Communication	42
Network connection example	47
Technical data	48
Technical data	49
Installing and starting up the system	50
Initial configuration Refrigeration Expert XP	51
Installation procedure	52
Changing the password the first time you log in	54
Reset admin password	55
Remote connectivity	56
Remote connectivity	57
Page structure	58
Page structure	59
Equipment panel	61

Add equipment panel	63
Parameters panel	64
Commands panel	65
Managing users	66
Accessing the system (login)	67
Editing the password for the current user	68
Resetting a user password	69
Creating/editing a user	70
Creating/editing a group	71
Alarms	72
Viewing alarm status	73
Viewing the alarm history	74
Viewing alarm and action details	75
Configuring equipment alarms	76
Creating virtual alarms	77
Configuring alarm notifications and categories	78
Temporarily suspending alarm notifications during maintenance	79
Equipment	80
Automatically searching for equipment connected to the network	81
Manually adding equipment to the network	82
Removing equipment from the network	83
Change model	84
Copy profile to...	85
Save profile as...	86
Load profile from file	87
Setting equipment to "Offline" mode	88
Editing the name and attributes of equipment	89
Customizing equipment resources	90
Selecting the resources shown in the equipment panel	91
Selecting the resources shown in the overview panel	91
Equipment parameters	92
Introduction	93
Editing parameters (value/description)	93
Saving default parameters	94
Restoring default parameters	94
Saving the parameter map to a file	95
Loading the parameter map from a file	95
Copying parameters to other equipment	96
Printing the parameter map	96
Exporting the parameter map	96
Equipment commands	97
Sending a command to a single equipment	98
Sending a command to several equipment	98
Configuring the commands shown and available for use	98
Equipment Maintenance and Offline status	99
Setting equipment to maintenance mode	100
Ending the maintenance period of equipment	100

Setting equipment to “Offline” mode for an unspecified period of time	101
Bringing equipment back online	101
Logged and temporary data	102
Viewing logged data in tables and graphs	103
Saving a reusable report	104
Schedule reports	105
Configuring groups of resources for graphs and tables	106
Configuring the data recording interval	107
HACCP	108
HACCP daily dashboard	109
Schedule HACCP reports	110
HACCP configuration	111
System settings	112
Site information	113
Site languages	114
Site date and time	115
System users and groups	115
System notification emails	116
Activity log	117
History - Recording interval setting	118
Eliwell AIR Remote access and email services	118
Configuring the SMTP email server	120
SSL/TLS security certificate management	121
Ethernet settings	122
Connectivity settings	122
Connectivity utilities	123
Connectivity Life Test	123
Refrigeration Expert XP license	124
Open source licenses	124
Updating the software	125
Manage controller drivers	126
Cybersecurity (Network Security Level)	127
System backup and restore	128
Support from Eliwell Technical Support	129

Safety information

Important information

Read these instructions carefully and visually inspect the equipment to familiarize yourself with the equipment before installing it and/or putting it into operation or servicing it. The following warning messages may appear anywhere in this documentation or on the equipment to warn of potential dangers or to call attention to information that can clarify or simplify a procedure.



The addition of this symbol to a danger warning label “Danger” or “WARNING” indicates the existence of an electrical danger that could result in personal injury should the user fail to follow the instructions.



This is the safety warning symbol. It is used to warn the user of the potential dangers of personal injury. Observe all the safety warnings that follow this symbol to avoid the risk of serious injury or death.



DANGER

DANGER indicates a dangerous situation that, unless avoided, **will result in** death or cause serious injuries.



WARNING

WARNING indicates a potentially dangerous situation which, if not avoided, **could result in** death or serious injury.



CAUTION

CAUTION indicates a potentially dangerous situation which, if not avoided, **could result in** minor or moderate injury.

NOTICE

NOTICE used in reference to procedures not associated with physical injuries.

Note

Electrical equipment should be installed, operated, serviced, and maintained only by qualified personnel only. No responsibility is assumed by Schneider Electric and Eliwell for any consequences arising out of the use of this material.

A qualified person is someone who has specific skills and knowledge regarding the structure and the operation of electrical equipment and who has received safety training on how to avoid the inherent dangers.

Personnel qualification

Only personnel with suitable training and an in-depth knowledge and understanding of the content of this manual and other documentation relating to the product in question are authorized to work on and with this product.

The qualified employee must be capable of identifying any hazards that may arise from the parameters, changing the value of the parameters and from using mechanical, electrical and electronic equipment in general. Plus, they must be familiar with accident prevention standards, provisions and regulations, which must be observed while the system is being designed and implemented.

Permitted use

The products described or mentioned in this document, together with the software, accessories and optional extras, are equipments intended for the supervision of monitoring, recording and data handling procedures, plus remote viewing and maintenance of the connected equipment for refrigeration systems used in the processing, storage and distribution of foodstuffs, in compliance with the instructions, directives, examples and safety information provided in this document and other supporting documentation.

The product may only be used in line with all applicable laws and safety directives, the specified requirements and the technical data.

Before using the product, a risk assessment in relation to the intended application must be carried out. Suitable safety measures should be implemented based on the results obtained.

Although the product is used as a component of a machine or of a general process, the safety of individuals must be guaranteed when planning this system as a whole.

Only use the product with the specified cables and accessories. Only use genuine accessories and spare parts.

Any use other than the expressly permitted use is prohibited and may present unforeseen risks.

Improper use

Any use other than that described in the previous paragraph, "Permitted use", is strictly prohibited.

The relay contacts supplied are electromechanical and are subject to wear. The functional safety protection equipment, specified by international or local laws, must be installed outside this equipment.

Liability and Residual Risks

Electrical equipment must be installed, used and repaired by qualified personnel only.

The liability of Schneider Electric and Eliwell is limited to the correct and professional use of the product according to the directives referred to herein and in the other supporting documents, and does not cover any damage (including but not limited to) the following causes:

- unspecified installation/use and, in particular, in contravention of the safety requirements of the legislation in force in the country of installation and/or specified in this document;
- use on equipment which does not provide adequate protection against electrocution, water and dust in the actual installation conditions;
- use on equipment which allows access to dangerous components without the use of tools and/or a keyed locking mechanism;
- installation/use on equipment that does not comply with the regulations in force in the country of installation.

Disposal

For security reasons, before removing the equipment, we recommend to reset the equipment to the factory default (see '[Restore factory default](#)' section).

NOTICE

DISCLOSURE OF APPLICATION DATA

Reset the equipment to the default values to help prevent data disclosure.

Failure to follow these instructions can result in equipment damage.



The equipment (or product) must be subjected to separate waste collection in compliance with local legislation regarding waste disposal.

About the document

Document Scope

Refrigeration Expert XP is a web-based monitoring and control system for small-scale commercial refrigeration setups, supporting up to 20 equipment and 200 data resources. It enables remote access, data logging, alarm management, and HACCP reporting. Users can configure equipment, view real-time data, and schedule reports through a multilingual interface. The system supports Modbus RTU and Eliwell Micronet equipment, with connectivity via Ethernet, USB, and RS485. Features include customizable dashboards, parameter mapping, and firmware updates. It offers user role management, virtual alarms, and integration with email servers for notifications and report delivery. Configuration is accessible via browser without additional software.

Validity Note

This document applies to the **Refrigeration Expert XP** equipment.

The characteristics of the products described in this document are intended to match the characteristics that are available on www.eliwell.com. As part of our corporate strategy for constant improvement, we may revise the content over time to enhance clarity and accuracy. If you see a difference between the characteristics in this document and the characteristics on www.eliwell.com, consider www.eliwell.com to contain the latest information.

General Cybersecurity Information

In recent years, the growing number of networked machines and production plants has seen a corresponding increase in the potential for cyber threats, such as unauthorized access, data breaches, and operational disruptions. You must, therefore, consider all possible cybersecurity measures to help protect assets and systems against such threats.

To help keep your Schneider Electric products secure and protected, it is in your best interest to implement the cybersecurity best practices as described in the [Cybersecurity Best Practices](#) (English document).

Schneider Electric provides additional information and assistance:

- Subscribe to the Schneider Electric [security newsletter](#).
- Visit the [Cybersecurity Support Portal](#) to:
 - Find Security Notifications
 - Report vulnerabilities and incidents
- Visit the [Schneider Electric Cybersecurity and Data Protection Posture](#) to:
 - Access the 'cybersecurity posture'
 - Learn more about cybersecurity in the cybersecurity academy
 - Explore the cybersecurity services from Schneider Electric

Available Languages of this Document

This document is available in these languages:

- Italian (REX00_04IT)
- English (REX00_04EN)
- Spanish (REX00_04ES)
- German (REX00_04DE)
- French (REX00_04FR)

Related documents

Publication title	Reference code
Instruction sheet Refrigeration Expert XP	9IS54911 (5L)
Cybersecurity Best Practices	Refer to Cybersecurity Best Practices (English document)

The available technical documentation and other technical information can be downloaded from the website: www.eliwell.com.

Environmental Data

For product compliance and environmental information refer to the Schneider Electric [Environmental Data Program](#).

Information on non-inclusive or insensitive terminology

As part of a group of responsible and inclusive companies, we are currently updating our communications and products that contain non-inclusive terminology. Nevertheless, until we have completed this process, our content may still include standardized industry terminology which may be considered inappropriate by our customers.

Product related information

DANGER

HAZARD OF ELECTRIC SHOCK, EXPLOSION, FIRE OR ARC FLASH

- Disconnect all power from all equipment including connected equipment prior to removing any covers or doors, or installing or removing any accessories, hardware, cables or wires.
- Always use a properly rated voltage sensing equipment to confirm the power is off where and when indicated.
- Replace and secure all covers, accessories, hardware, cables and wires and confirm that a proper ground connection exists before restoring the unit power supply.
- Use only the specified voltage when operating this equipment and any associated products.

Failure to follow these instructions will result in death or serious injury.

DANGER

LOOSE WIRING CAN RESULT IN ELECTRIC SHOCK AND/OR FIRE

- Tighten the connections in compliance with the technical specifications for torque values and make sure the wiring is correct.
- Do not insert more than one cable per terminal board connector unless you are using the ends of the cables (terminals).
- Use only the recommended wire cross-sections for the current capacity of the electrical power supply.

Failure to follow these instructions will result in death or serious injury.

DANGER

GROUND RING CAUSING ELECTRIC SHOCK AND/OR EQUIPMENT MALFUNCTION

- Do not connect the connection to 0 V (indicated by the symbol on the power supply connector) of the power supply/transformer powering this equipment to an external earth connection (ground).
- Do not connect the connection to 0 V or earth (ground) on the sensors and actuators connected to this equipment (indicated as "GND" on the respective connector) to an external earth connection (ground).
- If necessary, use separate power supplies/transformers to power the sensors and actuators isolated from this equipment.

Failure to follow these instructions will result in death or serious injury.

Refer to the product information at the start of this document in addition to the "Technical data" section for important information relating to installation of this specific equipment in hazardous areas.

WARNING

UNINTENDED EQUIPMENT OPERATION

Install and use this equipment in compliance with the conditions described in the "Technical data" section of this document.

Failure to follow these instructions can result in death, serious injury, or equipment damage.

WARNING

HAZARD OF OVERHEATING AND/OR FIRE

Install and use the equipment exclusively in a protected environment, to prevent direct exposure to sunlight and atmospheric agents.

Failure to follow these instructions can result in death, serious injury, or equipment damage.

WARNING

HAZARD OF OVERHEATING AND FIRE

- Do not connect the equipment directly to line voltage.
- Only use Class 2 transformers/power supplies with SELV isolated voltage for supplying power to the equipment.

Failure to follow these instructions can result in death, serious injury, or equipment damage.

Qualified individuals, being aware of the risks posed by incorrect configuration, must install the equipment in an area which can only be accessed with suitable authorization, and must avoid using the equipment in areas in which children are present.

WARNING

UNINTENDED EQUIPMENT OPERATION

- Only install this equipment in areas with limited access.
- Do not install this equipment in areas where children are present.
- Use appropriate safety interlocks where personnel and/or equipment hazards exist.
- Install and operate this equipment in an enclosure appropriately rated for its intended environment and secured by a keyed or tooled locking mechanism.
- Power line and output circuits must be wired and fused in compliance with local and national regulatory requirements for the rated current and voltage of the equipment used.
- Do not disassemble, repair or modify this equipment.

Failure to follow these instructions can result in death, serious injury, or equipment damage.

WARNING

LOSS OF CONTROL

- The installation designer must consider the potential failure modes of the control circuit and, for some critical control functions, provide a means for reaching a safe condition during and after a circuit failure. Examples of critical control functions are the emergency stop and end of travel stop, power supply cut-off and restarting.
- Separate or redundant control circuits must be provided for critical control functions.
- The system control circuits can include communication connections. Keep in mind the implications of transmission delays or sudden connection failures.
- Comply with all standards regarding accident prevention and local applicable safety directives. (1).
- Every implementation of this equipment must be tested individually and completely in order to check its proper operation before putting it into service.

Failure to follow these instructions can result in death, serious injury, or equipment damage.

(1) For additional information, refer to the standards NEMA ICS 1.1 (latest edition), "Safety Guidelines for the Application, Installation, and Maintenance of Solid State Control" and NEMA ICS 7.1 (latest edition) "Safety Standards for Construction and Guide for Selection, Installation and Operation of Adjustable-Speed Drive Systems" or to equivalent standards that regulate your particular location.

WARNING

UNINTENDED EQUIPMENT OPERATION

- Use appropriate safety interlocks where personnel and/or equipment hazards exist.
- Do not use this equipment for safety-critical functions.
- Install this equipment in an environment in which EMC disturbance is below the limits specified in standard EN61000-6-1 (residential, commercial and light industry environments).
- For the connection to the supervision system, use a specific shielded "twisted pair" cable (for example: BELDEN cable model 8762).

Failure to follow these instructions can result in death, serious injury, or equipment damage.

When handling the equipment, exercise caution to avoid damage caused by electrostatic discharge. In particular, contact with uncovered connectors is likely to damage the equipment due to electrostatic discharge.

WARNING

UNINTENDED EQUIPMENT OPERATION DUE TO ELECTROSTATIC DISCHARGE

- Store the equipment in the protective packaging until ready for installation.
- Before handling the equipment, always discharge the static electricity from the body by touching an earthed surface or type-approved antistatic mat.

Failure to follow these instructions can result in death, serious injury, or equipment damage.

The pages on the website have been designed to set up and monitor the system and to access the equipment from a web browser, via a web server. Use HTTPS protocol for installation of a TLS certificate generated by a trusted CA (Certification Authority).

WARNING

UNINTENDED EQUIPMENT OPERATION

- Only use software approved by Eliwell when using this equipment.
- Update your application program every time you change the physical configuration of the hardware.

Failure to follow these instructions can result in death, serious injury, or equipment damage.

Take the suitable care and precautions when using this product as a control equipment, to avoid unforeseen consequences resulting from the operation of the controlled machine, variations in equipment status or changes to the machine data memory or operating parameters.

WARNING

UNINTENDED EQUIPMENT OPERATION

- Before attempting to control the application remotely, you must be perfectly familiar with the application and the machine.
- Take the necessary precautions to guarantee that you are working on the anticipated machine remotely by using clear identification documentation within the application and the corresponding remote connection.

Failure to follow these instructions can result in death, serious injury, or equipment damage.

Eliwell adheres to industry best practices in the development and implementation of control systems. This includes a Defense-in-Depth approach to guarantee an industrial control system. This approach protects the equipment and limits access to authorized personnel only.

WARNING

UNAUTHORIZED ACCESS AND SUBSEQUENT NETWORK INTRUSION

- Assess whether the ambient or the machines are connected to a critical infrastructure and, if so, take suitable preventative measures, based on "Defense-in-Depth" strategy, before connecting the automation system to any network.
- Minimize the number of equipment connected to a network.
- Isolate your industrial network from other networks within the company.
- Protect any network from unintentional access using firewalls, VPNs or other proven security measures.
- Monitor activity within the systems.
- Prevent direct access or direct connection to the equipment by unauthorized individuals or unauthorized actions.
- Prepare a restore plan that includes system backup and process information.

Failure to follow these instructions can result in death, serious injury, or equipment damage.

NOTICE

LOSS OF APPLICATION DATA

- Do not remove the micro SD card.
- When accessing the USB stick, do not turn off or reset the equipment.
- Do not insert or remove the USB stick while accessing it.
- Make sure at least one email recipient has been configured for the transmission of generated reports.
- Backup the reports received via email (1).

Failure to follow these instructions can result in equipment damage.

(1) To satisfy the HACCP requirements and prevent the system memory from being exhausted, with a resulting loss of function, the reports should be created, emailed and then deleted.

NOTICE

UNINTENDED EQUIPMENT OPERATION

- Do not connect the power cable to the RS485 serial port terminal.
- Before switching on the equipment, make sure it is not damaged and that all cables are securely fastened.
- Observe the minimum curve radius of the Ethernet cable to avoid damaging the equipment (typically: eight times the overall diameter of the cable).

Failure to follow these instructions can result in equipment damage.

NOTICE

UNINTENDED EQUIPMENT OPERATION

- For connection to the power supply, use cables no longer than 10 m (32.80 ft).
- For USB connection, use cables no longer than 30 cm (11.80 in) if connected permanently within a panel.
- For Ethernet connection, use cables no longer than 100 m (328 ft).

Failure to follow these instructions can result in equipment damage.

NOTICE

UNINTENDED EQUIPMENT OPERATION

- For the RS485 network, use a special shielded "twisted-pair" cable with two conductors with cross-section 0.5 mm² (AWG 20), plus a sheath (characteristic impedance 120 Ω) with PVC sleeve, rated capacity between conductors 36 pF/m, rated capacity between conductor and shield 68 pF/m.
- Alternatively, for the RS485 network, use a special shielded "twisted-pair" cable with two conductors with cross-section 0.5 mm² (AWG 20), plus a sheath with PVC sleeve, rated capacity between conductors 89 pF/m, rated capacity between conductor and shield 161 pF/m. When laying cables, comply with the indications given in standard EN 50174 on information technology wiring.
- When laying and connecting cables, always observe applicable regulations. Separate the data transmission circuits from electrical lines.
- The length of the RS485 network that can be directly connected to the equipment is 1200 m, with a maximum of 32 equipment. The length of the network and the number of equipment for each channel can be expanded using suitable repeater modules.
- The single terminal block has 3 wires: use all 3 ("+", "-", for signal and "GS" for the sheath).
- Apply 120 Ω 1/4 W resistors between the "+" and "-" terminals of the interface and the last equipment for each branch of the network.

Failure to follow these instructions can result in equipment damage.

NOTICE

UNINTENDED EQUIPMENT OPERATION

After inserting the USB key on Refrigeration Expert XP, wait at least 10 seconds before starting the recovery procedure.

Failure to follow these instructions can result in death, serious injury, or equipment damage.

Flammable refrigerant gases

This equipment is designed to operate in non-hazardous locations and where applications which generate (or could potentially generate) hazardous environments have been isolated. Install this equipment only in areas and with applications known to be constantly free from hazardous atmospheres.



DANGER

HAZARD OF EXPLOSION

- Install and use this equipment in non-hazardous locations only.
- Do not install or use this equipment in applications which could generate hazardous atmospheres, such as applications which use flammable refrigerants.

Failure to follow these instructions will result in death or serious injury.

For information regarding the use of control equipment in applications capable of generating hazardous materials, please contact the relevant national regulatory bodies or certifying authorities.

Before you start

Do not use this product on machines without effective protection for the work area.

The lack of effective protection for the work area on a machine may lead to serious injury for the machine operator.



WARNING

EQUIPMENT WITHOUT PROTECTION

Do not use this software or the relative automation equipment on equipment lacking protection on the workstation.

Failure to follow these instructions can result in death, serious injury, or equipment damage.

This automation equipment and the corresponding software are used to control various industrial and commercial processes.

Only the user, the machine manufacturer or the system integrator can be up-to-date in terms of all the conditions and factors present when preparing, starting up and servicing the machine and therefore only they are able to determine which automation equipment and corresponding safety equipment and interlocks can be used correctly.

When the automation and control equipment and the relative software are selected for a particular application, the applicable local and national standards and regulations must also be taken into consideration. Furthermore, the manual for accident prevention of the National Safety Council (recognized nationally in the United States of America) provides very useful information.

Before putting the equipment into service, make sure that all the safety equipment and appropriate mechanical/electrical interlocks relating to the protection of the workstation have been installed. All the interlocks and safety equipment relating to workstation protection must be coordinated with the corresponding software programming and automation equipment.

Start-up and testing

Before using the electric control and automation equipment for normal operation after installation, the system should be subjected to a start-up test by qualified personnel to make sure the equipment is functioning correctly.

It is important to carry out the preparations for this check and that sufficient time is provided in order to completely and satisfactorily perform the test.

WARNING

DANGER WHEN STARTING UP THE EQUIPMENT

- Check that all installation and preparation procedures have been completed.
- Before performing the operating tests, remove all the locks or other temporary retaining equipment used when shipping the equipment components.
- Remove any tools, measuring equipment and debris from the equipment.

Failure to follow these instructions can result in death, serious injury, or equipment damage.

Perform all the start-up tests recommended in the equipment documentation. Conserve all equipment documentation for future consultation.

The custom software must be tested in a simulated environment as well as in the real environment.

Check that the completed system is free of short circuits and that the temporary earth system is not installed in compliance with local standards (for example the National Electrical Code in the US). If it is necessary to perform high potential voltage tests, comply with the recommendations provided in the equipment documentation in order to avoid damaging the equipment.

Before powering the equipment:

- Close the door in the equipment casing.
- Remove all the temporary earth systems from the incoming power supply lines.
- Perform all the start-up tests recommended by the manufacturer.

Terminology sourced from standards

The technical terms, terminology, symbols and corresponding descriptions in this manual, or which appear on the products themselves, are generally sourced from the terms or definitions used in international standards. In the context of functional safety systems, start-ups and general automation, this may include, but is not limited to, terms such as safety, safety function, protected status, fault, fault reset, malfunctioning, fault, error, error message, hazardous, etc.

Among others, these standards include:

Standard	Description
IEC 61131-2:2007	Programmable equipment, part 2: Equipment requirements and tests.
ISO 13849-1:2015	Safety of machinery: Safety related parts of control systems. General principles for design.
EN 61496-1:2013	Safety of machinery: Electro-sensitive protective equipment. Part 1: General requirements and tests.
ISO 12100:2010	Safety of machinery - General principles for design - Risk assessment and risk reduction.
EN 60204-1:2006	Safety of machinery - Electrical equipment of machines - Part 1: General requirements.
ISO 14119:2013	Safety of machinery - Interlocking equipment associated with guards - Principles for design and selection.
ISO 13850:2015	Safety of machinery - Emergency stop - Principles for design.
IEC 62061:2015	Safety of machinery - Functional safety of safety-related electrical, electronic, and electronic programmable control systems.
IEC 61508-1:2010	Functional safety of electrical/electronic/programmable electronic safety-related systems: General requirements.
IEC 61508-2:2010	Functional safety of electrical/electronic/programmable electronic safety-related systems: Requirements for electrical/electronic/programmable electronic safety-related systems.
IEC 61508-3:2010	Functional safety of electrical/electronic/programmable electronic safety-related systems: Software requirements.
IEC 61784-3:2016	Industrial communication networks - Profiles - Part 3: Functional safety fieldbuses - General rules and profile definitions.
2006/42/EC	Machinery Directive.
2014/30/EU	Electromagnetic Compatibility Directive.
2014/35/EU	Low Voltage Directive.

Plus, the terms used in this document may be used in passing as they are sourced from other standards such as:

Standard	Description
IEC 60034 series	Rotating electrical machines.
IEC 61800 series	Adjustable speed electrical power drive systems.
IEC 61158 series	Digital data communications for measurement and control – Fieldbus for use in industrial control systems.

Finally, the term "operating area" may be used in relation to the description of specific hazards, and is defined as for a hazard area or hazardous area in the Machinery Directive (2006/42/EC) and ISO 12100:2010.

NOTE: The abovementioned standards may or may not be applicable to the specific products mentioned in this documentation. For further information concerning individual standards applicable to the products described herein, please refer to the table of characteristics for these product references.

Introduction

Contents

This section includes the following topics:

General description	17
Models	17
Package contents	17
Accessories available	18
Monitored network example	19
Languages supported	20
Browser	20

General description

Refrigeration Expert XP is a web-based monitoring and control system for small-scale commercial refrigeration setups, supporting up to 20 equipment and 200 data resources. It enables remote access, data logging, alarm management, and HACCP reporting. Users can configure equipment, view real-time data, and schedule reports through a multilingual interface. The system supports Modbus RTU and Eliwell Micronet equipment, with connectivity via Ethernet, USB, and RS485. Features include customizable dashboards, parameter mapping, and firmware updates. It offers user role management, virtual alarms, and integration with email servers for notifications and report delivery. Configuration is accessible via browser without additional software.

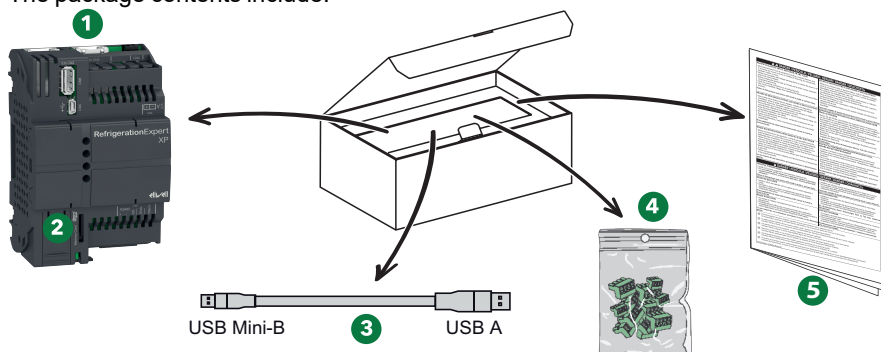
Models

The available models are listed below:

Product	Description	no. of equipment (maximum)
RXB01000E0000	Refrigeration Expert XP /10	10 (20)

Package contents

The package contents include:



Label	Description
1	Refrigeration Expert XP
2	Micro SD (installed in the product)
3	USB A / USB Mini-B cable
4	Bag with removable terminals
5	Instruction Sheet Refrigeration Expert XP

Accessories available

DANGER

HAZARD OF ELECTRIC SHOCK, FIRE OR ARC FLASH

Only connect compatible accessories to the equipment.

Failure to follow these instructions will result in death or serious injury.

Contact a representative Eliwell for further information regarding compatible accessories.

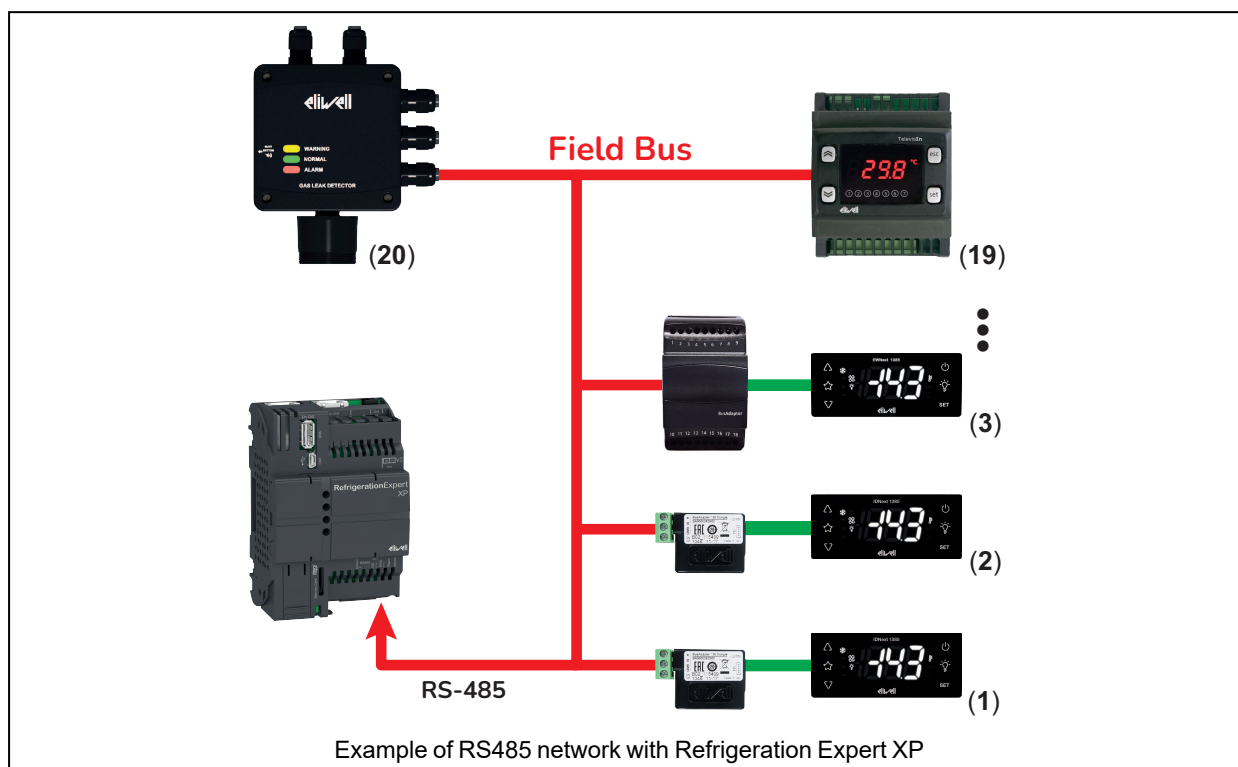
Depending on your own applications, the following accessories may be purchased separately:

Accessory	Description
	ABLM1A24006: POWER SUPPLY 24V 0.6A MODULAR
	SAM4GWKITAA0: ROUTER 4G KIT RUT 200 RMS VPN Includes: TELTONIKA RMS & VPN 150GB Model: TELTONIKA RUT2000 10000 Europe, Australia, Asia Pacific certification 9W EU PSU 2x 4G antenna 1x WiFi antenna
	BusAdapter: optoisolated TTL/RS485 communication interface for equipment with no RS-485 serial port. The interface requires separate mains power
	BusAdapter 150 Dongle: non-optoisolated TTL/RS485 communication interface for AIR series equipment with no RS-485 serial port. The interface is powered by the equipment via the TTL port

Monitored network example

Refrigeration Expert XP is certified for use with RS485 networks.

Below is an example of a network:



Languages supported

The languages included are as follows:

- Italian
- English
- Spanish
- German
- French

Browser

Browsers supported

Platform	Browser	Minimum version
Personal Computer	Google Chrome	146
	Microsoft Edge	147
	Safari	26.4
Tablet	Google Chrome for Android	146
	Safari for iOS	26.4

For the optimal performance and security, regularly check for and install updates for all supported web browsers. We recommend keeping your preferred browser updated.

Browsers not supported

Platform	Browser
Personal Computer	Firefox
Tablet	Firefox for Android
	Samsung Internet
	Opera mobile

Updating the application

The cache settings may affect how the new system version loads.

NOTICE

INOPERABLE EQUIPMENT

After updating the application, delete the browser history used to access the system.

Failure to follow these instructions can result in equipment damage.

Cybersecurity

Contents

This section includes the following topics:

Overview	22
Defense-in-Depth	22
Security hardening guidelines	24
Secure disposal guidelines	27
Secure operation guidelines	28
Account management guidelines	29

Overview

This Eliwell product features functions that enable information security. These functions are enabled by default and can be configured according to your installation requirements.

NOTE: deactivating or changing the settings for these individual functions can have a positive or negative effect on the overall strength of the device security and ultimately, the security-related behavior of the network.

It is also necessary to observe best practices in order to ensure robust system protection and the security of the system as a whole.

For more information, please refer to: "[Cybersecurity Best Practices](#)" (English language only).

Eliwell adheres to industry best practices in the development and implementation of control systems. This includes a defense-in-depth approach to guarantee an industrial control system. This approach protects the controller with one or more firewalls to limit access exclusively to authorized personnel and protocols.

WARNING

UNAUTHORIZED ACCESS AND SUBSEQUENT NETWORK INTRUSION

- Assess whether the ambient or the machines are connected to a critical infrastructure and, if so, take suitable preventative measures, based on "Defense-in-Depth" strategy, before connecting the automation system to any network.
- Minimize the number of equipment connected to a network.
- Isolate your industrial network from other networks within the company.
- Protect any network from unintentional access using firewalls, VPNs or other proven security measures.
- Monitor activity within the systems.
- Prevent direct access or direct connection to the equipment by unauthorized individuals or unauthorized actions.
- Prepare a restore plan that includes system backup and process information.

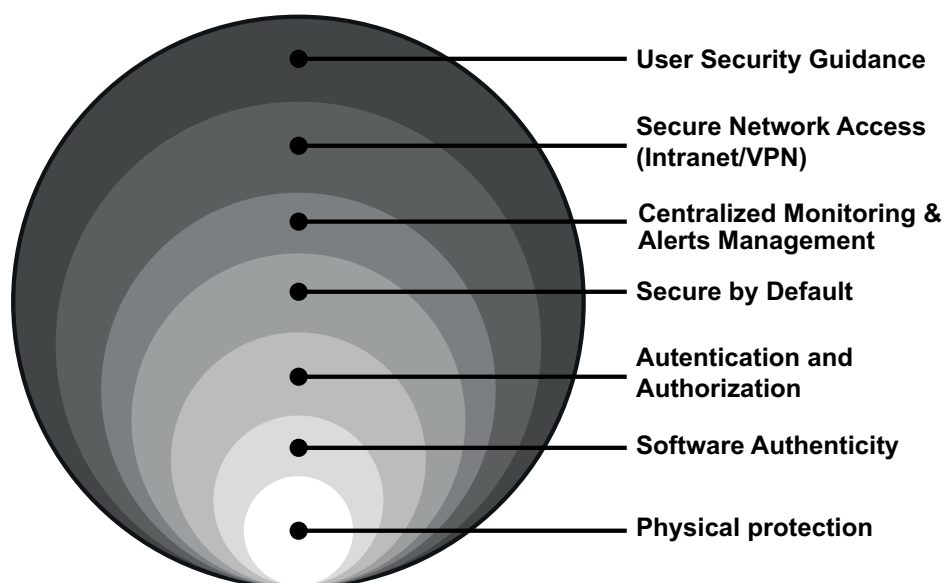
Failure to follow these instructions can result in death, serious injury, or equipment damage.

Defense-in-Depth

Overview

The protection levels of the equipment are:

1. User security guidance
2. Secure Network Access (Intranet/VPN)
3. Centralized Monitoring & Alerts Management
4. Secure by Default
5. Authentication and Authorization
6. Software Authenticity
7. Physical protection



1. User security guidance

The User Guide is the first line of defence since it contains Safety Messages, Recommendations, etc.

2. Secure Network Access (Intranet/VPN)

It is recommended that the product be installed under VPN protection to benefit from internal network segmentation and controlled access, which significantly reduces exposure to external threat actors. Placement behind perimeter defenses and authenticated tunnels makes unsolicited access from outside the organization far less likely. The equipment uses a hardened network interface with minimal ports intentionally opened (see '[List of protocols and ports managed](#)' section). These ports are required for normal operation. Administrators should not change the default port configuration. All communication must occur through the officially supported ports and protocols.

3. Centralized Monitoring & Alerts Management

Refrigeration Expert XP periodically transmits the machine status and alarm count (Life Test) and issues specific notifications in the event of system faults.

4. Secure by Default

To keep the attack surface as small as possible, the product is delivered out-of-the-box with unnecessary services removed or disabled, and unnecessary ports blocked.

5. Authentication and Authorization

The product follows a Secure by Default design philosophy and is shipped with secure factory settings. The system implements a role-based access control (RBAC) model to ensure secure and granular user management. Each user must authenticate with a unique set of credentials before accessing any system functionality. After successful authentication, the user is granted access only to the features and resources explicitly permitted by their assigned role. Authorization policies define the operations each user is allowed to perform, preventing unauthorized access to sensitive configuration settings or network data. Administrators can create, modify, and deactivate user accounts as needed.

6. Software authenticity

The product is delivered with signed software, which guarantees authenticity, and can only be updated using Schneider Electric and/or Eliwell signed software. The equipment can only be updated or upgraded with files digitally signed by Schneider Electric/Eliwell.

7. Physical protection

Make sure to install the equipment in a restricted access area accessible only by authorized personnel and protect the access to the communication ports.

Security hardening guidelines

This section outlines the operational guidelines for securely connecting a new equipment to the corporate network or the Internet. These measures are intended to minimize the attack surface, restrict access to essential services only, and ensure that IP configurations comply with the organization's security policies.

Requirements

Have the necessary permissions to manage network configuration.

Firewall Configuration

Proper firewall configuration is essential to limiting equipment exposure and enabling access solely to the services required for its operation.

General principles:

- Apply the principle of least privilege: all traffic is blocked by default; only what is strictly necessary is allowed.
- Enable only the ports and protocols required by the provides service.
- Restrict access to authorized networks or IP addresses only (e.g., corporate subnets, management servers).
- Block all traffic originating from unrecognized or unauthorized networks.
- Enable logging of permitted and denied connections to support auditing and troubleshooting activities.
- Periodically review the configuration to ensure no obsolete or unnecessary rules have been added.

IP Address and Subnet Mask Assignment (Restrictive Approach)

A restrictive IP configuration enhances network segmentation and reduces equipment exposure.

Configuration Guidelines

- Assign static IP addresses when required, following the network infrastructure plan.
- Configure the smallest feasible subnet mask based on the actual number of equipment expected on the network segment.
- Avoid using overly large subnets unless necessary, to reduce broadcast traffic propagation.
- Assign the equipment to the appropriate VLAN based on its role, criticality, and operational requirements.
- Isolate critical equipment in dedicated subnets protected by Access Control Lists (ACLs) and specific firewall rules.
- Record all IP configuration details to facilitate management, maintenance, and security audits.

Recommendations

We recommend keeping the security level set to **Strong** (default)(see [Network Security Level](#) section). Changing this setting is allowed, but any modification is performed at the user’s own responsibility.

⚠ WARNING
<p>UNINTENDED EQUIPMENT OPERATION</p> <ul style="list-style-type: none"> • Before attempting to control the application remotely, you must be perfectly familiar with the application and the machine. • Take the necessary precautions to guarantee that you are working on the anticipated machine remotely by using clear identification documentation within the application and the corresponding remote connection. <p>Failure to follow these instructions can result in death, serious injury, or equipment damage.</p>

⚠ WARNING
<p>UNAUTHORIZED ACCESS AND SUBSEQUENT NETWORK INTRUSION</p> <ul style="list-style-type: none"> • Assess whether the ambient or the machines are connected to a critical infrastructure and, if so, take suitable preventative measures, based on “Defense-in-Depth” strategy, before connecting the automation system to any network. • Minimize the number of equipment connected to a network. • Isolate your industrial network from other networks within the company. • Protect any network from unintentional access using firewalls, VPNs or other proven security measures. • Monitor activity within the systems. • Prevent direct access or direct connection to the equipment by unauthorized individuals or unauthorized actions. • Prepare a restore plan that includes system backup and process information. <p>Failure to follow these instructions can result in death, serious injury, or equipment damage.</p>

Note: Make sure that users have the necessary authorization only.

Note: The table below contains the risks and best practices associated with unprotected protocols. We strongly recommend adhering to these best practices.

Unprotected protocols	Risks	Best practices
SMTP	<ul style="list-style-type: none"> • malware threat • unauthorized access to data • data loss threat • email content transferred to clear text 	<p>For publication:</p> <ul style="list-style-type: none"> • Select Login configuration, SMTP with SSL/TLS or Smart TLS (port 465, 587) and do not skip certificate verification for publication

NOTICE
<p>UNINTENDED EQUIPMENT OPERATION</p> <ul style="list-style-type: none"> • Do not connect the power cable to the RS485 serial port terminal. • Before switching on the equipment, make sure it is not damaged and that all cables are securely fastened. • Observe the minimum curve radius of the Ethernet cable to avoid damaging the equipment (typically: eight times the overall diameter of the cable). <p>Failure to follow these instructions can result in equipment damage.</p>

List of protocols and ports managed

Enabling protocols or ports can lead to cyber security issues.
Refer to: "[Cybersecurity Best Practices](#)" (English language only).

The following is a list of ports/services that are enabled and can be configured:

Input ports

- TCP Port 443 (HTTPS) - Non-configurable

Output ports

- TCP Port 465 (SMTP/SMTPS) - Configurable
- UDP Port 123 (NTP) - Non-configurable

The following address must be reachable when enabling Network Time Protocol (NTP):

- **Primary NTP server**
 - 0.arch.pool.ntp.org
 - 1.arch.pool.ntp.org
 - 2.arch.pool.ntp.org
 - 3.arch.pool.ntp.org
- **Fallback NTP server**
 - time1.google.com
 - time2.google.com
 - time3.google.com
 - time4.google.com

Acronym meanings

- **TCP**: Transmission Control Protocol
- **SMTP**: Simple Mail Transfer Protocol
- **SMTPS**: Simple Mail Transfer Protocol Secured
- **UDP**: User Datagram Protocol
- **NTP**: Network Time Protocol

Personnel qualification

Only personnel with suitable training and an in-depth knowledge and understanding of the content of this manual and other documentation relating to the product in question are authorized to work on and with this product.

The qualified employee must be capable of identifying any hazards that may arise from the parameters, changing the value of the parameters and from using mechanical, electrical and electronic equipment in general. Plus, they must be familiar with accident prevention standards, provisions and regulations, which must be observed while the system is being designed and implemented.

Secure disposal guidelines

Requirements

- Make sure to have created a clean "Backup file" of the equipment on the first power-on.
- Make sure you have the necessary authorization

Procedure

The guidelines for removing the equipment and help prevent potential data disclosure are:

1. Restore default value (see '**Restore factory default**' section)
2. Remove the equipment (component / system) from its intended environment
3. Recycle the equipment properly (see '**Disposal**' section)

Restore factory default

When necessary, you can restore the equipment to its factory default, by loading the "backup file" created at the first use (see [System backup and restore](#) section).

Note: when a backup file is loaded, this overwrites anything already saved in the system micro SD card memory.

Note: backup includes the custom languages and custom drivers in use for one or more equipment.

Disposal

For security reasons, before removing the equipment, we recommend to reset the equipment to the factory default (see '[Restore factory default](#)' section).

NOTICE

DISCLOSURE OF APPLICATION DATA

Reset the equipment to the default values to help prevent data disclosure.

Failure to follow these instructions can result in equipment damage.



The equipment (or product) must be subjected to separate waste collection in compliance with local legislation regarding waste disposal.

Secure operation guidelines

Requirements

Be logged in as the **admin** user or a user belonging to the **Administrator** group (see '[Managing users](#)' section).

Equipment upgrade

NOTICE

LOSS OF APPLICATION DATA

- Do not remove the micro SD card.
- When accessing the USB stick, do not turn off or reset the equipment.
- Do not insert or remove the USB stick while accessing it.
- Make sure at least one email recipient has been configured for the transmission of generated reports.
- Backup the reports received via email ⁽¹⁾.

Failure to follow these instructions can result in equipment damage.

⁽¹⁾ To satisfy the HACCP requirements and prevent the system memory from being exhausted, with a resulting loss of function, the reports should be created, emailed and then deleted.

The equipment can be upgraded only with authenticated Schneider Electric or Eliwell '.rauc' files.

If an error occurs, the upgrade will not take place and the previous version will remain active. Only authorized users can perform this upgrade.

NOTICE

UNINTENDED EQUIPMENT OPERATION

Use authenticated Schneider Electric or Eliwell files only.

Failure to follow these instructions can result in equipment damage.

Account management guidelines

Managing users

[Group management](#) is used to create groups of users with configurable authorizations.

Access can be limited to a few functions by assigning individual users to a group.

There are 3 default groups:

- **Administrators:** editing rights for all functions
- **Maintenance:** editing rights for selected functions
- **End users:** viewing rights for selected functions

Only the **admin** administrator, or a user with "User management" authorization enabled can add, edit or remove users and groups.

Note: the **admin** user represents the equipment owner and has special rights. They cannot configure the system - only the equipment, its connectivity and users.

Note: the **admin** user is the only one that can carry out the password recovery procedure.

Note: Make sure all users have only the authorizations they need.

Information security configuration recommendations

- Do not add more users than those requiring access and evaluate the system requirements before allowing users access to critical pages, for example: **Equipment settings**.
- Limit the number of IP addresses that can access the **Refrigeration Expert XP**.
- In Email server configuration, do not use unsecure authentication type 'none'
- In Email server configuration, do not use unsecure port 25. Use ports 465 or 587 instead.
- In Email server configuration, do not skip certificate verification

WARNING

POTENTIAL COMPROMISE OF SYSTEM AVAILABILITY, STATE AND SECURITY

- Change the default passwords to prevent unauthorized access to equipment settings and information.
- Position the network equipment behind various cyber defense levels (firewalls, network segmenting and network intrusion detection and protection systems).
- Adopt cybersecurity best practices (for example: minimal privileges, separation of functions, secure SMTP, etc.) to prevent unauthorized exposure, loss of or changes to data and registries, the interruption of services or accidental operation.

Failure to follow these instructions can result in death, serious injury, or equipment damage.

Operating System Password

On first access, you will be prompted to change the operating system password for security reasons.

Carefully consider the implications of giving access to other people.

WARNING

UNAUTHORIZED ACCESS

- Change the default password immediately, replacing it with a new and secure password.
- Do not give the password to unauthorized individuals or non-qualified personnel.

Failure to follow these instructions can result in death, serious injury, or equipment damage.

A secure password is never shared and does not contain personal or obvious information. Furthermore, a combination of upper-case and lower-case letters and numbers offers greater security. The password must contain at least 8 characters. Please refer to the Microsoft website for further information (<https://learn.microsoft.com/en-us/windows/security/threat-protection/security-policy-settings/password-must-meet-complexity-requirements>):

- 1 numerical digit (0, 1, ... , 9)
- 1 uppercase letter (A, B, ... , Z)
- 1 lowercase letter (a, b, ... , z)
- 1 special character (| | ! " \$ % ^ & * () _ + = [] ; : ' @ # ~ < > , / ?)

NOTICE

LOSS OF FUNCTION

Loss of the admin user password prevents access to system configuration.

Failure to follow these instructions can result in equipment damage.

Adopt cybersecurity best practices (for example: minimal privileges, separation of functions, etc.) to prevent unauthorized exposure, loss of or changes to data and registries, the interruption of services or accidental operation. Refer to company rules concerning password expiry.

Set Password at First Access

At first power-up, only the **admin** user is present, whose credentials are:

- user: **admin**
- password: **EW_RefrigerationExpert**

At first power-up, you will be redirected to the password change screen (see [Initial configuration Refrigeration Expert XP](#)).

Refrigeration Expert XP requires the creation of secure passwords for all users.

Mechanical installation

Contents

This section includes the following topics:

Before you start	32
Disconnecting from the power supply	32
Operating environment	33
Installation considerations	33
Mechanical dimensions	34
Installation	35

Before you start

Before installing your system, read this chapter carefully.

Only the user, the machine manufacturer or the integrator can be familiar with all the conditions and factors present during installation and set up, preparing, starting-up and servicing the machine and therefore only they are able to determine which automation equipment and relative safety equipment and interlocks can be used in a correct manner. When the automation and control equipment and any other relative equipment or software are selected for a particular application, the applicable local, regional and national standards and regulations must also be taken into consideration. Take extra care to comply with safety standards, electrical requirements and other statutory provisions applied to your own machine.

WARNING

REGULATORY INCOMPATIBILITY

Make sure that all equipment used and the systems designed comply with all applicable local, regional and national laws.

Failure to follow these instructions can result in death, serious injury, or equipment damage.

Disconnecting from the power supply

Assemble and install all options and modules before installing the control system.

Before dismantling the equipment, remove the control system from the wall or panel.

DANGER

HAZARD OF ELECTRIC SHOCK, EXPLOSION, FIRE OR ARC FLASH

- Disconnect all power from all equipment including connected equipment prior to removing any covers or doors, or installing or removing any accessories, hardware, cables or wires.
- Always use a properly rated voltage sensing equipment to confirm the power is off where and when indicated.
- Replace and secure all covers, accessories, hardware, cables and wires and confirm that a proper ground connection exists before restoring the unit power supply.
- Use only the specified voltage when operating this equipment and any associated products.

Failure to follow these instructions will result in death or serious injury.

Operating environment

This equipment is designed to operate in non-hazardous locations and where applications which generate (or could potentially generate) hazardous environments have been isolated. Install this equipment only in areas and with applications known to be constantly free from hazardous atmospheres.

DANGER

HAZARD OF EXPLOSION

- Install and use this equipment in non-hazardous locations only.
- Do not install or use this equipment in applications which could generate hazardous atmospheres, such as applications which use flammable refrigerants.

Failure to follow these instructions will result in death or serious injury.

For information regarding the use of control equipment in applications capable of generating hazardous materials, please contact the relevant national regulatory bodies or certifying authorities.

Refer to the product information at the start of this document in addition to the "Technical data" section for important information relating to installation of this specific equipment in hazardous areas.

WARNING

UNINTENDED EQUIPMENT OPERATION

Install and use this equipment in compliance with the conditions described in the "Technical data" section of this document.

Failure to follow these instructions can result in death, serious injury, or equipment damage.

Installation considerations

WARNING

UNINTENDED EQUIPMENT OPERATION

- Use appropriate safety interlocks where personnel and/or equipment hazards exist.
- Power line and output circuits must be wired and fused in compliance with local and national regulatory requirements for the rated current and voltage of the particular equipment.
- Do not use this equipment in safety-critical machine functions.
- Do not disassemble, repair, or modify this equipment.

Failure to follow these instructions can result in death, serious injury, or equipment damage.

For the mechanical dimensions, refer to "[Mechanical dimensions](#)".

NOTICE

UNINTENDED EQUIPMENT OPERATION

- Do not connect the power cable to the RS485 serial port terminal.
- Before switching on the equipment, make sure it is not damaged and that all cables are securely fastened.
- Observe the minimum curve radius of the Ethernet cable to avoid damaging the equipment (typically: eight times the overall diameter of the cable).

Failure to follow these instructions can result in equipment damage.

NOTICE

UNINTENDED EQUIPMENT OPERATION

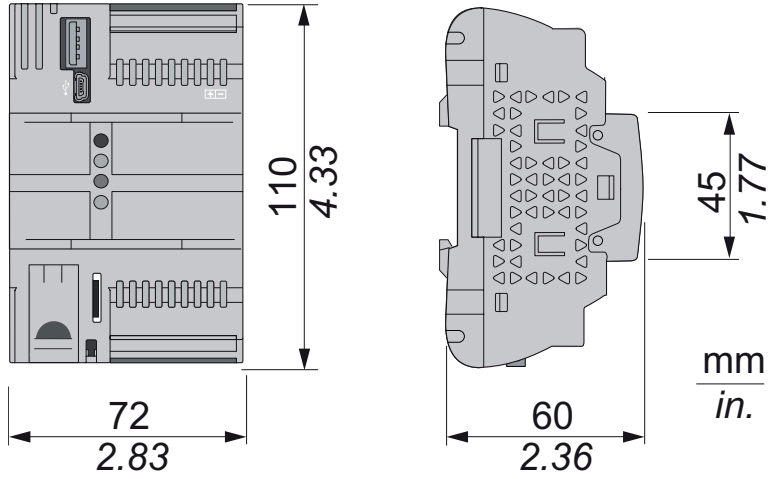
- For connection to the power supply, use cables no longer than 10 m (32.80 ft).
- For USB connection, use cables no longer than 30 cm (11.80 in) if connected permanently within a panel.
- For Ethernet connection, use cables no longer than 100 m (328 ft).

Failure to follow these instructions can result in equipment damage.

Mechanical dimensions

The mechanical specifications of **Refrigeration Expert XP** are:

- Width: 72 mm (2.83 in.)
- Length: 110 mm (4.33 in.)
- Height: 60 mm (2.36 in.)



Installation

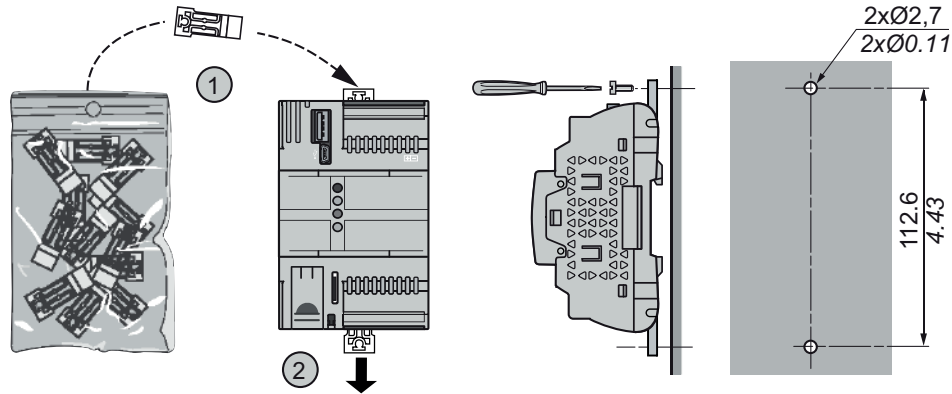
Refrigeration Expert XP is intended for wall- or panel-mounting (on a flat surface).

Note: Refrigeration Expert XP is only suitable for indoor use. DO NOT install it outdoors.

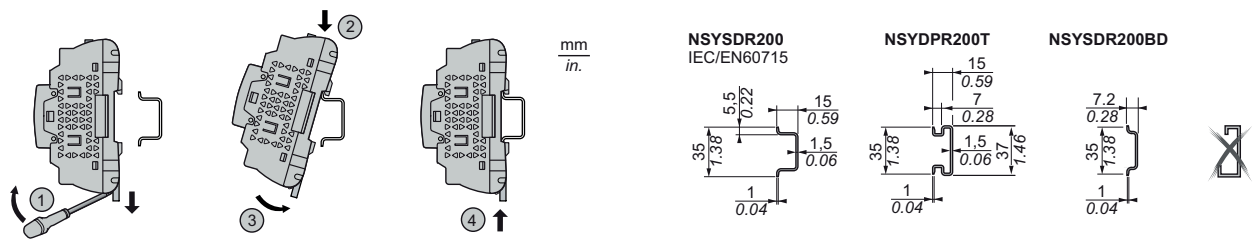
How to install/uninstall the equipment

Panel mounting

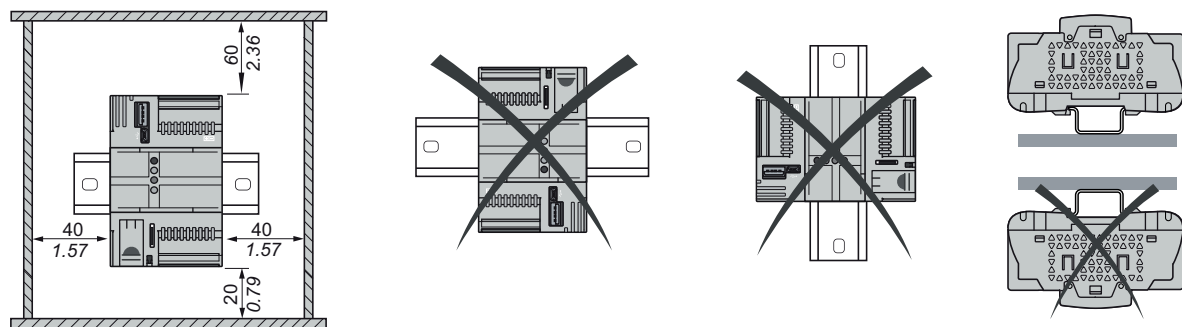
To install, secure the equipment to the wall/panel with 2 screws (not supplied) in line with the holes illustrated in the figure below:



Top hat section profile guide



DIN rail mount



Electrical connections

Contents



This section includes the following topics:

Best wiring practices	37
Wiring guidelines	38
Hardware Refrigeration Expert XP	40
Power supply	41
Communication	42
Network connection example	47


Best wiring practices

Warnings


The following information describes wiring guidelines and the practices to observe when using the equipment.

  DANGER
<p>HAZARD OF ELECTRIC SHOCK, EXPLOSION, FIRE OR ARC FLASH</p> <ul style="list-style-type: none"> • Disconnect all power from all equipment including connected equipment prior to removing any covers or doors, or installing or removing any accessories, hardware, cables or wires. • Always use a properly rated voltage sensing equipment to confirm the power is off where and when indicated. • Replace and secure all covers, accessories, hardware, cables and wires and confirm that a proper ground connection exists before restoring the unit power supply. • Use only the specified voltage when operating this equipment and any associated products. <p>Failure to follow these instructions will result in death or serious injury.</p>

Qualified individuals, being aware of the risks posed by incorrect configuration, must install the equipment in an area which can only be accessed with suitable authorization, and must avoid using the equipment in areas in which children are present.

 WARNING
<p>UNINTENDED EQUIPMENT OPERATION</p> <ul style="list-style-type: none"> • Only install this equipment in areas with limited access. • Do not install this equipment in areas where children are present. • Use appropriate safety interlocks where personnel and/or equipment hazards exist. • Install and operate this equipment in an enclosure appropriately rated for its intended environment and secured by a keyed or tooled locking mechanism. • Power line and output circuits must be wired and fused in compliance with local and national regulatory requirements for the rated current and voltage of the equipment used. • Do not disassemble, repair or modify this equipment. <p>Failure to follow these instructions can result in death, serious injury, or equipment damage.</p>

 WARNING
<p>HAZARD OF OVERHEATING AND/OR FIRE</p> <p>Install and use the equipment exclusively in a protected environment, to prevent direct exposure to sunlight and atmospheric agents.</p> <p>Failure to follow these instructions can result in death, serious injury, or equipment damage.</p>

 WARNING
<p>UNINTENDED EQUIPMENT OPERATION</p> <ul style="list-style-type: none"> • Install Refrigeration Expert XP in an environment in which EMC disturbance is below the limits specified in standard EN61000-6-1 (residential, commercial and light industry environments). • Configure the sending of a regular report to make sure that Refrigeration Expert XP is active. Non-receipt of the periodic email indicates a malfunction of the Refrigeration Expert XP or the email transmission service. <p>Failure to follow these instructions can result in death, serious injury, or equipment damage.</p>

⚠ WARNING

LOSS OF CONTROL

- The installation designer must consider the potential failure modes of the control circuit and, for some critical control functions, provide a means for reaching a safe condition during and after a circuit failure. Examples of critical control functions are the emergency stop and end of travel stop, power supply cut-off and restarting.
- Separate or redundant control circuits must be provided for critical control functions.
- The system control circuits can include communication connections. Keep in mind the implications of transmission delays or sudden connection failures.
- Comply with all standards regarding accident prevention and local applicable safety directives. (1).
- Every implementation of this equipment must be tested individually and completely in order to check its proper operation before putting it into service.

Failure to follow these instructions can result in death, serious injury, or equipment damage.

(1) For additional information, refer to the standards NEMA ICS 1.1 (latest edition), “Safety Guidelines for the Application, Installation, and Maintenance of Solid State Control” and NEMA ICS 7.1 (latest edition) “Safety Standards for Construction and Guide for Selection, Installation and Operation of Adjustable-Speed Drive Systems” or to equivalent standards that regulate your particular location.

Wiring guidelines

Observe the following standards when wiring the equipment:

- Keep the communication wiring separate from the power wiring. Keep these two types of cables in separate conduits.
- Check that the operating conditions and surroundings comply with the specification values.
- Use wires of the correct diameter which are suited to the voltage and current requirements.
- Use copper conductors (required).
- Use twisted-pair shielded wires for networks and field buses.

Use shielded wires, correctly earthed, for the communication connections. If shielded wires cannot be used for these connections, the electromagnetic interference may deteriorate the signal. Deteriorated signals can result in the equipment, modules or attached equipment operating incorrectly.

⚠ WARNING

UNINTENDED EQUIPMENT OPERATION

- Use shielded cables for all communication signals.
- Earth the wire shields for all communication signals in a single point.
- The signal cables (communication and relative power supplies) of the equipment must be laid separately from the power cables.
- Reduce the length of the connections as far as possible and avoid winding them round electrically connected parts.

Failure to follow these instructions can result in death, serious injury, or equipment damage.

Guidelines for screw-type terminal blocks



LOOSE WIRING CAN RESULT IN ELECTRIC SHOCK AND/OR FIRE

- Tighten the connections in compliance with the technical specifications for torque values and make sure the wiring is correct.
- Do not insert more than one cable per terminal board connector unless you are using the ends of the cables (terminals).
- Use only the recommended wire cross-sections for the current capacity of the electrical power supply.

Failure to follow these instructions will result in death or serious injury.

Only use copper conductors.

The table below shows the type and size of permitted cables for screw terminals and the torque values:

	mm ²	0.14...1.5	0.14...1.5	0.25...1.5	0.25...0.5	2x 0.08...0.5	2x 0.08...0.75	2x 0.25...0.34
AWG	26...16	26...16	22...16	22...20	2x 28...20	2x 28...20	2x 24...22	2 x 20

 Ø 2,5 mm (0.1 in.)		N•m	0.22...0.25
		lb-in	1.95...2.21

Specific considerations for handling

When handling the equipment, exercise caution to avoid damage caused by electrostatic discharge. In particular, contact with uncovered connectors is likely to damage the equipment due to electrostatic discharge.



UNINTENDED EQUIPMENT OPERATION DUE TO ELECTROSTATIC DISCHARGE

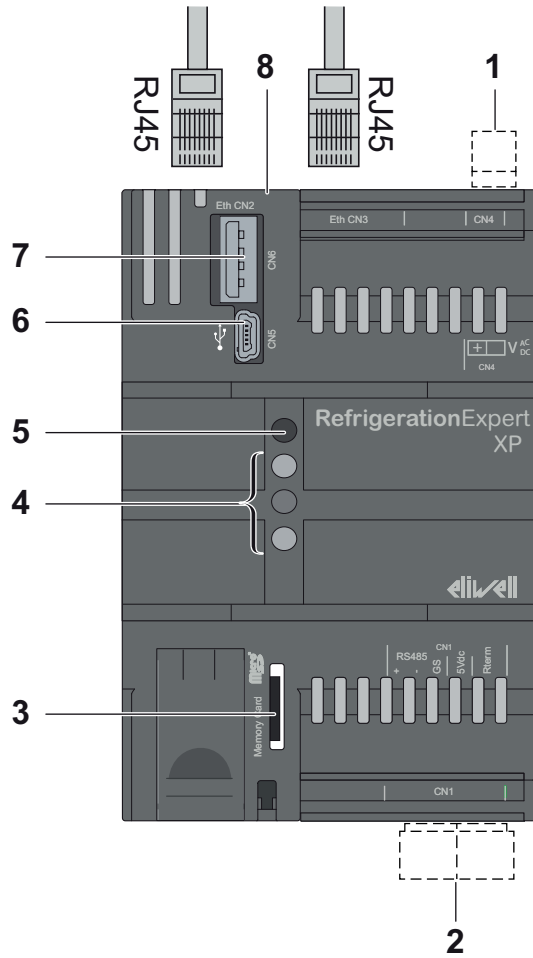
- Store the equipment in the protective packaging until ready for installation.
- Before handling the equipment, always discharge the static electricity from the body by touching an earthed surface or type-approved antistatic mat.

Failure to follow these instructions can result in death, serious injury, or equipment damage.

Before starting any operations, check that the equipment is connected to a suitable external power supply. Please refer to "[Power supply](#)".

Hardware Refrigeration Expert XP

The Refrigeration Expert XP connectors are as follows:



Number	Label	Description
1	CN4	Power supply
2	CN1	Serial port (RS485)
3	Memory Card	Slot for memory card (Micro SD)
4	LED	LEDs not used
5	LED ON	Power supply LED (green)
6	CN5	Mini-B USB port
7	CN6	Type A USB port
8	CN2, CN3	Ethernet port (RJ45). Note: the Ethernet connectors have the same MAC address.

NOTICE

LOSS OF APPLICATION DATA

- Do not remove the micro SD card.
- When accessing the USB stick, do not turn off or reset the equipment.
- Do not insert or remove the USB stick while accessing it.
- Make sure at least one email recipient has been configured for the transmission of generated reports.
- Backup the reports received via email (1).

Failure to follow these instructions can result in equipment damage.

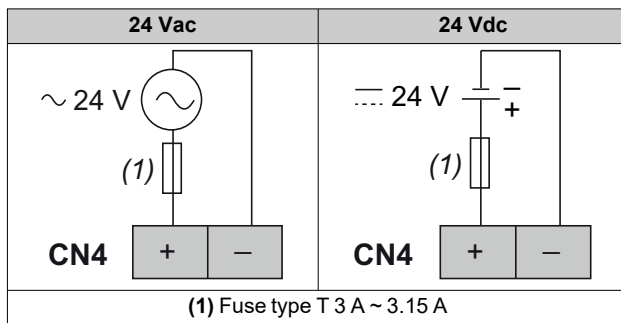
(1) To satisfy the HACCP requirements and prevent the system memory from being exhausted, with a resulting loss of function, the reports should be created, emailed and then deleted.

Power supply

The table for the type of power supply and the corresponding consumption is:

Power supply characteristics	Absorbed power (maximum)
24 Vac (+/- 10 %) - 50/60 Hz	11 VA
20...38 Vdc (UL / CSA)	8 W
24 Vdc (IEC)	8 W

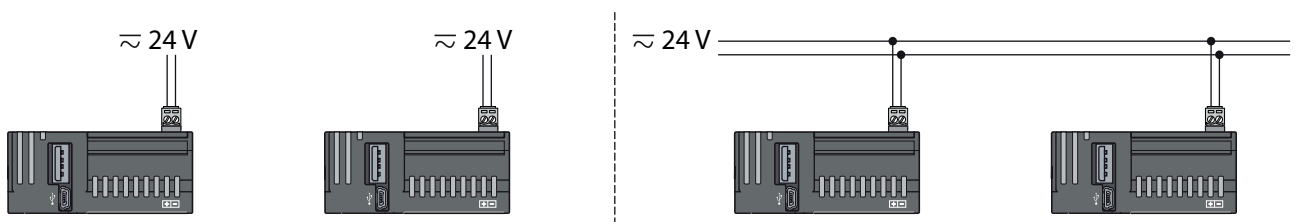
Power supply connection diagram



The DC power supply connection negative terminal and the reference signal for the RS485 port (indicated as GS) are not connected internally.

Terminal block spacing	Wiring length
3.50 mm (0.14 in.)	10 m (32.8 ft)

The power supply connections may be isolated or non-isolated, as per the image below:



DANGER

GROUND RING CAUSING ELECTRIC SHOCK AND/OR EQUIPMENT MALFUNCTION

- Do not connect the connection to 0 V (indicated by the symbol on the power supply connector) of the power supply/transformer powering this equipment to an external earth connection (ground).
- Do not connect the connection to 0 V or earth (ground) on the sensors and actuators connected to this equipment (indicated as "GND" on the respective connector) to an external earth connection (ground).
- If necessary, use separate power supplies/transformers to power the sensors and actuators isolated from this equipment.

Failure to follow these instructions will result in death or serious injury.

In all cases, if the specified voltage interval is not maintained, the products may not work as intended. Use suitable safety interlocks and voltage monitoring circuits.

WARNING

HAZARD OF OVERHEATING AND FIRE

- Do not connect the equipment directly to line voltage.
- Only use Class 2 transformers/power supplies with SELV isolated voltage for supplying power to the equipment.

Failure to follow these instructions can result in death, serious injury, or equipment damage.

Communication

Refrigeration Expert XP has the following communication ports:

- 1x RS485 serial port (CN1)
- 2x RJ45 Ethernet ports (CN2, CN3)
- 1x USB mini-B port (CN5)
- 1x USB A port (CN6)

Take extra care when performing serial line connections.
Incorrect wiring may lead to faulty operation or breakdown of the equipment.

NOTICE

UNINTENDED EQUIPMENT OPERATION

- Do not connect the power cable to the RS485 serial port terminal.
- Before switching on the equipment, make sure it is not damaged and that all cables are securely fastened.
- Observe the minimum curve radius of the Ethernet cable to avoid damaging the equipment (typically: eight times the overall diameter of the cable).

Failure to follow these instructions can result in equipment damage.

NOTICE

UNINTENDED EQUIPMENT OPERATION

- For connection to the power supply, use cables no longer than 10 m (32.80 ft).
- For USB connection, use cables no longer than 30 cm (11.80 in) if connected permanently within a panel.
- For Ethernet connection, use cables no longer than 100 m (328 ft).

Failure to follow these instructions can result in equipment damage.

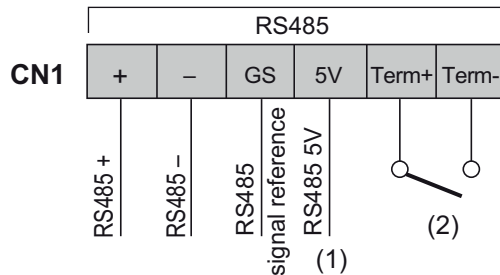
RS485 serial port

Overview

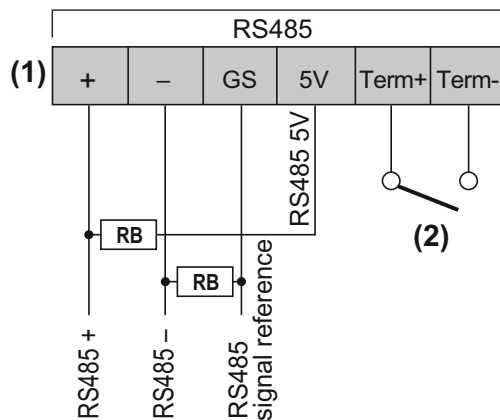
This port offers the user communication between equipment by means of a Modbus RTU connection.

Connector

Refrigeration Expert XP is equipped with an RS485 serial port (CN1):



NOTE: the GS pin is not directly connected to the DC power supply connection of the “-” pin for the power supply unit.



(1) **(CN1)** 5 V power supply for any external polarizing resistors (RB). Maximum current: 10 mA.

(2) **(CN1)** On closing the circuit between the terminals Term+ and Term- (using a switch or a jumper), a 120 Ohm internal terminal resistor should be applied to the positive (RS485+) and negative (RS485-) terminals of the RS485 port. Apply the resistor if it is the last bus equipment.

Wiring

NOTICE

UNINTENDED EQUIPMENT OPERATION

- For the RS485 network, use a shielded "twisted-pair" cable with two conductors with cross-section 0.5 mm² (AWG 20) plus a sheath (typical impedance 120 Ω) with PVC sleeve, rated capacity between conductors 36 pF/m, rated capacity between conductor and shield 68 pF/m.
- Alternatively, for the RS485 network, use a shielded "twisted-pair" cable with two conductors with cross-section 0.5 mm² (AWG 20) plus a sheath with PVC sleeve, rated capacity between conductors 89 pF/m, rated capacity between conductor and shield 161 pF/m. When laying cables, comply with the indications given in standard EN 50174 on information technology wiring.
- When laying and connecting cables, always observe applicable regulations. Separate the data transmission circuits from electrical lines.
- The length of the RS485 network that can be directly connected to the equipment is 1200 m, with a maximum of 32 equipment. The length of the network and the number of equipment for each channel can be expanded using suitable repeater modules.
- The single terminal block has 3 wires: use all 3 (“+”, “-” for signal and “GS” for the sheath).
- Apply 120 Ω 1/4 W resistors between the “+” and “-” terminals of the interface and the last equipment for each branch of the network.

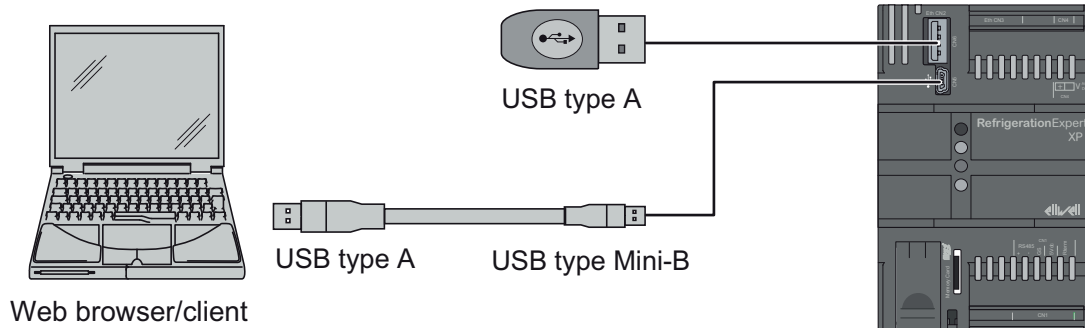
Failure to follow these instructions can result in death, serious injury, or equipment damage.

USB serial port

Overview

The Mini-B type USB connector (EQUIPMENT) is used to connect **Refrigeration Expert XP** to a PC via Mini-B/A USB cable for debugging, commissioning and downloading.

The type A USB connector (HOST) is used to connect a USB memory stick.



Power supply

Refrigeration Expert XP does not allow power supply via the Mini-B USB cable.

Compatibility

The Mini-B type USB connection is configured to emulate an Ethernet port in equipment equipped with Microsoft USB/RNDIS drivers.

RJ45 Ethernet port

Overview

Refrigeration Expert XP has two 10 M / 100 M Ethernet ports with auto-negotiation, which share the same MAC address, and therefore can be used alternately for the same functions.

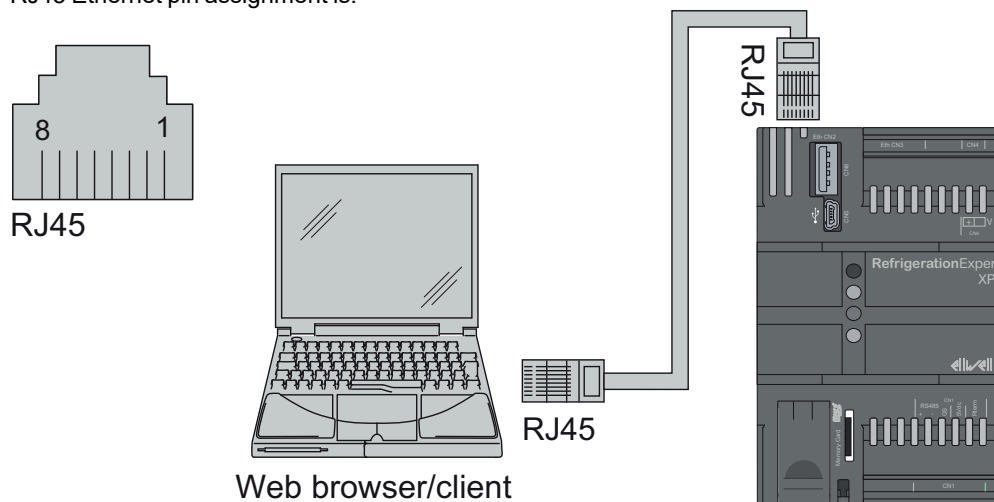
The Ethernet connection allows:

- the user to connect via HTTPS web browser
- the **Refrigeration Expert XP** to communicate by means of TCP/IP protocol
- the **Refrigeration Expert XP** to connect to an SMTP/SMTSPS server

Simultaneous communication of different protocols that use the same Ethernet port is permitted (for example, using a Web browser in addition to the SMTSPS mail server).

Connector

RJ45 Ethernet pin assignment is:

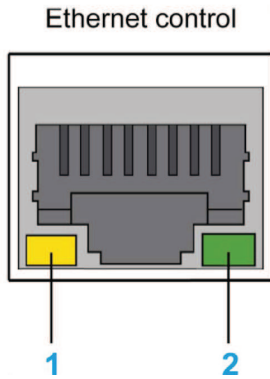


Pin number	Signal
1	TX_D1+
2	TX_D1-
3	RX_D2+
4	BI_D3-
5	BI_D3+
6	RX_D2-
7	BI_D4+
8	BI_D4-
Wiring length (maximum): 100 m (328 ft)	

NOTE: the equipment supports the MDI/MDIX automatic crossover cable function. It is not necessary to use special crossed Ethernet cables to connect the equipment directly to this port (connections without hub or Ethernet switch).

Status LED

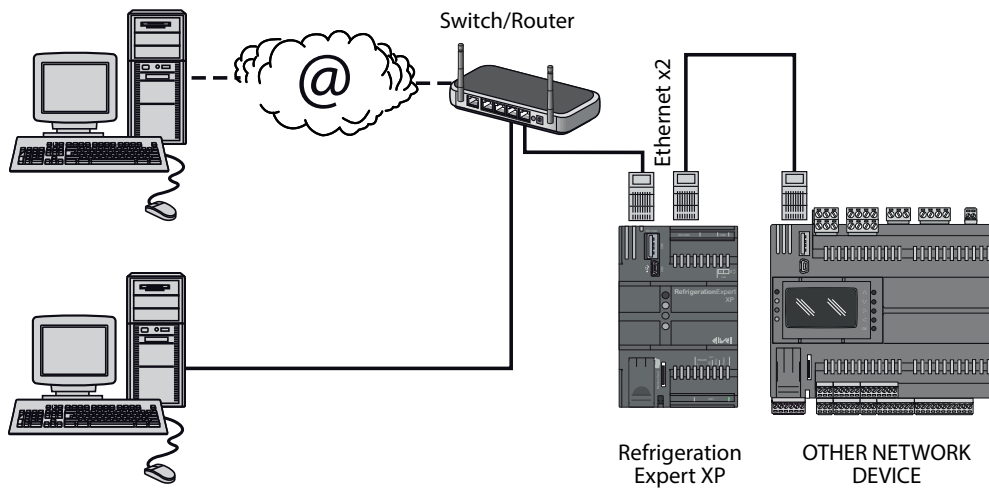
The RJ45 Ethernet LEDs indicate:



Label	Signal	LED		
		Color	Status	Description
1	Ethernet Activity	Yellow	Off	No activity
			Flashing	Active
2	Ethernet Link	Green	Off	No Link
			Green LED on	Linked

Ethernet connection

The Ethernet connectors have the same MAC address and can be used to perform connections in series:



Network connection example

The connection between **Refrigeration Expert XP** and the network equipment should take place using conductors with a cross-section of 0.5 mm² (see "[Best wiring practices](#)").

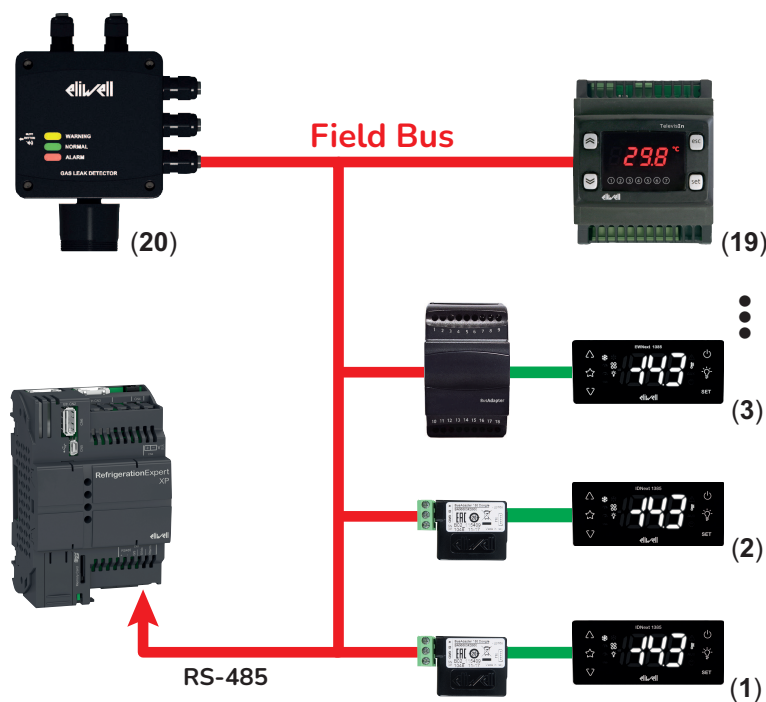
Equipment configuration

Before configuring a network using the **Refrigeration Expert XP**, each equipment within the system should be assigned a unique code in the context of the serial port by setting - depending on the on-board equipment protocol - the following parameters:

- Equipment with Micronet protocol: parameters "FAA" (0...14) and "dEA" (0...14).
- Equipment with Modbus protocol: parameter "Adr" (1...247).

RS485 network example

The connection of an RS485 network takes place as follows:



In the example the following equipment were used:

- 1x **Refrigeration Expert XP**
- 1x LKDNext
- 1x **BusAdapter**
- 2x **BusAdapter 150 Dongle**
- 1x EWNNext 1385
- 2x IDNext 1385
- 1x **Television**

Signal propagation in an Ethernet network depends on bus traffic, making access times non-deterministic and potentially influencing **Refrigeration Expert XP** access time to the various resources with possible No-Link.

NOTICE

INOPERABLE EQUIPMENT

If establishing the connection proves challenging, verify that the correct network profile is assigned. If it is not, update the profile configuration accordingly.

Failure to follow these instructions can result in equipment damage.

Note: Up to 20 equipment can be connected to the network.

Technical data

Contents

This section includes the following topics:

Technical data	49
----------------------	----

Technical data

Feature	Description
The product also complies with the following harmonized standards:	EN 62368-1
Product group:	End product
Classified for use by:	Qualified personnel
Equipment mobility:	Fixed installation
Mounting method:	see Mechanical installation
Protection rating provided by outer casing:	IPX0
Pollution class:	2
Insulation class:	III
Power supply:	24 Vac \pm 10 % 50/60 Hz 20...38 Vdc (UL/CSA) - 24 Vdc (IEC)
Absorbed power (maximum):	8 W / 11 VA
Power supply connection type:	Not connected directly to the mains power (ES1)
Environmental operating conditions:	Temperature: -20...55 °C (-4...131 °F) Humidity: 5...95% RH (non-condensing)
Transportation and storage conditions:	Temperature: -30...70 °C (-22...158 °F) Humidity: 5...95% RH (non-condensing)
T _{ma} specified by the manufacturer (°C):	55°C
Power system:	Not at AC mains voltage
Software class:	A
Altitude during operation (maximum):	2000 m (6560 ft)
Mass of equipment:	0.160 kg
Special installation site:	Area with limited access
RS485 connection:	The RS485 serial bus is not isolated.
Maximum number of equipment connectable:	20
Data storage:	1 year with maximum 200 resources and 20 alarm event per day.

WARNING

UNINTENDED EQUIPMENT OPERATION

Do not exceed any of the rated values specified in the "Technical data" table.

Failure to follow these instructions can result in death, serious injury, or equipment damage.

Installing and starting up the system

Contents

This section includes the following topics:

Initial configuration Refrigeration Expert XP	51
Installation procedure	52
Changing the password the first time you log in	54
Reset admin password	55

Initial configuration Refrigeration Expert XP

Considerations

- After every maintenance procedure, all USB equipment should be removed.
- The default time zone is Europe/Rome (GMT+1). Select the correct option in **System > Plant > Date and time**.
- The mini-B USB connection emulates an Ethernet port with DHCP server.
- **Refrigeration Expert XP** is always accessible with a web browser:
 - via DHCP connection at the address **https://192.168.254.254**
 - by entering the credentials of your user
- At first power-up, only the **admin** user is present, whose credentials are:
 - user: **admin**
 - password: **EW_RefrigerationExpert**

Note: at first power-up, you will be redirected to the password change screen.

Note: Refrigeration Expert XP requires the creation of secure passwords for all users.

⚠ WARNING

UNAUTHORIZED ACCESS

- Change the default password immediately, replacing it with a new and secure password.
- Do not give the password to unauthorized individuals or non-qualified personnel.

Failure to follow these instructions can result in death, serious injury, or equipment damage.

A secure password is never shared and does not contain personal or obvious information. Furthermore, a combination of upper-case and lower-case letters and numbers offers greater security. The password must contain at least 8 characters. Please refer to the Microsoft website for further information (<https://learn.microsoft.com/en-us/windows/security/threat-protection/security-policy-settings/password-must-meet-complexity-requirements>):

- 1 numerical digit (0, 1, ... , 9)
- 1 uppercase letter (A, B, ... , Z)
- 1 lowercase letter (a, b, ... , z)
- 1 special character (|!'" \$%^&*()_+~=[]{};: '@#~<>,./?)

Carefully consider the implications of giving access to other people.

NOTICE

LOSS OF FUNCTION

Loss of the admin user password prevents access to system configuration.

Failure to follow these instructions can result in equipment damage.

Note: if a password is forgotten, the only user that can recover it is the **admin** user via the "Password recovery" procedure.

Note: a secure password is one that has not been shared with or given to unauthorized personnel, and that does not contain personal or otherwise obvious information. Do not exceed 50 characters and only use alphanumeric characters.

Password criteria: The password must have at least:

- 8 characters
- 1 numerical digit (0, 1, ... , 9)
- 1 uppercase letter (A, B, ... , Z)
- 1 lowercase letter (a, b, ... , z)
- 1 special character (|!'" £\$%^&*()_+~=[]{};: '@#~<>,./?)

Installation procedure

Requirements



Hardware:




- **Refrigeration Expert XP**
- USB A / USB mini-B cable
- Personal computer with USB A port and compatible web browser (see [Compatible browsers](#))
- Network of compatible equipment connected (see [Network connection example](#))

Software:

- email account and relevant SMTP server settings
- familiarity with the network settings if the equipment is connected to a LAN (IP, gateway)

Procedure

1. Power up the **Refrigeration Expert XP** (green LED lit steadily).
2. Connect the mini-B USB connector to the **Refrigeration Expert XP**.
3. Connect the USB A connector to the PC.
4. Wait for the driver to auto-configure.
5. Open the browser.
6. In the status bar, enter the address "**192.168.254.254**" and press RETURN. **NOTE:** if the browser opens a window showing "Your connection is not private", continue by clicking "**Advanced**" and then "Proceed on 192.168.254.254 (not secure)."
7. On the Login page that opens, enter the default user (see [Login](#)):
 - User email: **admin**
 - Password: **EW_RefrigerationExpert**
8. Click **Log in**.
9. The system will show the password change screen (see [Changing the password the first time you log in](#)).
10. Enter the new password twice as requested and click **Save**.
11. The **SYSTEM** page for equipment configuration will appear.
12. Proceed with setting the following essential information (for further information see System):
 - **Plant:**
 - **Info:** set the Plant name which will appear in the top left-hand corner () , in reports and in notifications
 - **Localization:**
 - optionally upload language translation (see [Manage site languages](#))
 - set the system language and the date/time format
 - **Date and time:** set the time zone and the clock update methods (see Setting and updating the clock)
 - **History:** set the data recording interval for the historical and quick log
 - **Connectivity:**
 - **Ethernet:** set the connection to the LAN or the router for Internet access and/or remote access to **Refrigeration Expert XP**
 - **Email:** set the SMTP / SMTPS server to send emails and carry out a transmission test
 - **Backup and restore:** set the key protecting the backup files. **NOTE:** the key can only be viewed by the **admin** user
 - **equipment drivers:** optionally upload updated or customized equipment drivers (see [Manage equipment drivers](#))
 - **Users:**
 - **Users:** add at least one new user by assigning them to the administrators group. Copy the temporary password assigned by the system
13. Click the  (user) icon.
14. In the drop-down menu, select "**Logout**".
15. Access the system through the new User in the administrators group and the temporary password copied previously.
16. If the password is valid, the system will show the password change screen (see [Changing the password the first time you log in](#)).
17. Make sure the equipment network is connected to **Refrigeration Expert XP**

18. Click **"Add equipment"** (see [Equipment](#))
19. Access equipment by clicking on the relative card
20. Click **Edit** () to edit the equipment.
21. Configure the network by setting:
 - **groups**: create groups for viewing graphs
 - **colors**: assign colors to the resources to identify them in the graphs
 - **resources**: add resources to the "Foreground" () and/or "Overview" () screen
22. Configure the equipment parameters (see [Parameters](#)).
23. Configure alarm notification transmission (see [Configuring alarm notifications and categories](#)).
24. Configure the schedule of HACCP reports (see [Configuring regular HACCP reports](#)).

Note: Alternatively to the mini-B USB port, at the first power-on, it is possible to connect via the Ethernet port to the static IP address **192.168.1.3**.


Changing the password the first time you log in

Requirements

- be connected to the IP address of the **Refrigeration Expert XP**
- have entered the default user credentials (User: **admin**; Password: **EW_RefrigerationExpert**) (see [Login](#) section)
- have an Internet connection with a strong signal or be connected via USB.

Procedure

1. on the Login page, enter the default user (see [Login](#)).
2. click **Log in**.
3. on the page that opens:
 - **New password**: enter the new password
 - **Confirm password**: enter the new password again.
4. click **Save**.

Note:  = show/hide the password entered.

Note: if the password does not meet the criteria, you will not be able to save it.

Password criteria: the password must have at least:

- 8 characters
- 1 numerical digit (0, 1, ... , 9)
- 1 uppercase letter (A, B, ... , Z)
- 1 lowercase letter (a, b, ... , z)
- 1 special character (|\-!'!"£\$%^&*()_+~=[]{};: '@#~<>./?)

Reset admin password

Description

If the admin password has been forgotten, follow the procedure below.
After the procedure, the default password will be restored and needs to be change immediately (see [Cybersecurity](#)).

Requirements

- have access to the **Refrigeration Expert XP**
- have a USB key
- be connected to the IP address of the **Refrigeration Expert XP**
- have entered the default user credentials (User: **admin**; Password: **EW_RefrigerationExpert**) (see [Login](#))
- have an Internet connection with a strong signal or be connected via USB.

Procedure

Follow the steps below:

1. access the Login page (see [Login](#)).
2. click **Forgot your password?**.
3. on the page that opens enter "admin" as the **User email**
4. click **Continue**
5. click **Download unlock file**. A file named `unlock.txt` will be downloaded.
6. copy the **unlock.txt** file to the root directory of a USB key
7. connect the USB key to the **Refrigeration Expert XP**

NOTICE

UNINTENDED EQUIPMENT OPERATION

After inserting the USB key on Refrigeration Expert XP, wait at least 10 seconds before starting the recovery procedure.

Failure to follow these instructions can result in death, serious injury, or equipment damage.

8. open the Login page again
9. click **Forgot your password?**.
10. on the page that opens enter "admin" as **User email**
11. click **Continue**
12. click **Start password reset**
13. Once the reset procedure is complete, go to the Login page and enter the default credentials:
 - **User email:** admin
 - **Password:** EW_RefrigerationExpert
14. click **Log in**.
15. the system prompt for password change
16. insert the new password twice (see [Changing the password the first time you log in](#))
17. click **Save**.

Remote connectivity

Contents

This section includes the following topics:

Remote connectivity	57
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Remote connectivity

To make **Refrigeration Expert XP** accessible remotely, it needs to be connected to a suitably configured equipment enabled for Internet services.

For example, you can use:

- A. A router for an xDSL line (Very High-Speed Digital Subscriber Line) with:
 - public static IP
 - DMZ service (demilitarized zone) at the local IP address assigned to **Refrigeration Expert XP**
- B. A router for an xDSL line (Very High-Speed Digital Subscriber Line) with:
 - public static IP
 - NAT (Network Address Translation) service from port 443 over the public IP address, at port 443 of the local IP address assigned to **Refrigeration Expert XP**
- C. A mobile router with VPN (Virtual Private Network) service that manages the HTTPS service for **Refrigeration Expert XP**

Page structure

Contents

This section includes the following topics:

Page structure	59
Equipment panel	61
Add equipment panel	63
Parameters panel	64
Commands panel	65

Page structure

All pages in the web application have the same structure, i.e.:

- Status bar
- Navigation menu
- Work area

Responsive user interface overview








When using the application on a mobile device, to accommodate smaller screen sizes or portrait view, labels, text, content are grouped within menus, expandable sections, or represented by icons.

The application functions available on mobile devices correspond to those available on desktop platforms and use the same graphical icons; however, the layout and presentation are optimized for mobile use.


Status bar

The status bar is always shown at the top of the window, providing important system status information.

The Status bar contains the following icons and text:

Plant name:		Shows the system name.
Resources Used:		Shows the number of resources used and the total number of resources available (for example: 110/200).
System status:		Operative: the system is working properly.
		In error: the system is working properly, potentially causing data acquisition to be interrupted. NOTE: in the event of a serious error, the system sends a notification containing details of the error to the recipient entered in SYSTEM > System notifications .
Alarm status:		Active: indicates that active alarms are present.
		Not active: indicates that no active alarms are present.
User email and number of users connected:		Indicates the name of the connected user. The following appear in the drop-down menu: <ul style="list-style-type: none"> • User management = redirect to the User configuration page (SYSTEM > Users) • Change password = edit the password for the current user • Disconnection = end the session for the current user and return to the Login screen

Navigation menu

The navigation menu is shown at the top of the page on desktop platforms and in the  menu on mobile platforms and contains the hypertext links to the different sections of the application:

EQUIPMENT	Used to: <ul style="list-style-type: none"> • view network equipment • filter by description of the individual equipment • configure individual equipment • add new equipment • show alarms for the various equipment
HACCP	Used to: <ul style="list-style-type: none"> • view HACCP resources over a 24-hour period • view HACCP resources for a specific day • schedule the period and time for sending regular reports
HISTORY	Used to: <ul style="list-style-type: none"> • view the alarm history with the relevant status • view and save reports in table or graph format • schedule the sending of saved reports
SYSTEM	Used to: <ul style="list-style-type: none"> • set system data • set Users and Groups (if they have authorization) • set the mail for sending System notifications • set connectivity (Ethernet, USB, Email, Equipment) • view the software version and load any updates • manage SSL/TLS (Transport Layer Security) certificates (see SSL/TLS security certificate management) • set, reload and protect backup files • set data acquisition intervals
























Work area



Central area of the page, where the information is shown.

Equipment panel

Access the **EQUIPMENT** page.

The screen components are as follows:

1.  (**Search...**): all available filter are collapsed in this icon
2. **Alarm mode**: when the selector switch () is activated, equipment in alarm mode will be shown (see [Alarm status](#)).
Note: show "equipment panels" with active/confirmed alarms and the list of alarms
3. **Equipment panels**: show panels for equipment belonging to the network with:
 -  /  (active / offline): Identify the equipment status. By tapping the icon:
 - : selects box for carrying out procedures on one or more equipment using the buttons.
Note: when an equipment is selected, the box background become grey.
 - : deselect box for carrying out procedures on one or more equipment using the buttons.
 - **Name**: Name, model and network address (in Modbus format) of the equipment.
Note: click on the panel heading to view the equipment Overview
 - **List**: list resources and alarms selected using the  icon in the relevant panels with the relevant values
 - **Icons**: show, if configured, the resources: cooling request, defrost status, fan status and door open status
Note: the resources are active (colored icons) or inactive (gray icons)
 - **Alarms**: if at least one alarm is active, the alarm status is displayed (). The icon acts as a shortcut to the Alarms panel for individual equipment
4. **Action** (): displays all the action available for each equipment:
 -  **Maintenance**: set one or more equipment in Maintenance mode
 -  **Edit equipment**: edit the equipment configuration
 -  **Change model**: change model applied to the equipment
 -  **Copy profile to...**: copy the profile from the selected equipment to other equipment
 -  **Save profile as...**: save the current equipment profile to a file
 -  **Load profile file**: upload a profile from file and apply to the current equipment
 -  **Remove equipment**: remove equipment from the network
5. **Commands**: displays for each equipment the selected commands (visible only if at least one command is selected).
6. **Activity** (): if at least one box () has been selected, the following buttons will be shown:
 - **Deselect** (): cancel any selections made 
 - **History** (): used to access the alarm history
 - **Command** (): used to carry out a command
 - **Maintenance** (): used to place one or more equipment in Maintenance mode
 - **Remove** (**X**): used to delete one of the associated equipment.

Note: on mobile platforms the  icon open the menu of action buttons (see point 6). The  icon close the menu.

Refrigeration Expert XP | EW Software

Resources: 110/200 | System: Running | Alarms: Active | Eliwell

EQUIPMENT | HACCP | HISTORY | SYSTEM

1 2 Alarms mode: + Add Equipment

<p>EWNext 971 P 001 (00:01) ⊗ ⊕ ⏸ ⏹ 🔔 ▶</p> <p>Control probe 1 2.1</p>	<p>EWNext 974 P/B 002 (00:02) ⊗ ⊕ ⏸ ⏹ 🔔 ▶</p> <p>Control probe 1 -3.276.8 Defrost probe 1 -3.276.8</p>	<p>EWNext 978 P/R 003 (00:03) ⊗ ⊕ ⏸ ⏹ 🔔 ▶</p> <p>Control probe 1 45.1 Defrost probe 1 -3.276.8</p>	<p>EWNext 978 P/R 003 (00:03) ⊗ ⊕ ⏸ ⏹ 🔔 ▶</p> <p>Control probe 1 45.1 Defrost probe 1 -3.276.8</p>
<p>EWNext 978 P 001 (00:01) ⊗ ⊕ ⏸ ⏹ 🔔 ▶</p> <p>Control probe 1 2.1</p>	<p>EWPlus 961 2P 048 (03:00) ⊗ ⊕ ⏸ ⏹</p> <p>Analogue input 1 28.3 Analogue input 2 28.0</p>	<p>ID 974LX 064 (04:00) ⊗ ⊕ ⏸ ⏹</p> <p>Analogue input 1 28.6 Analogue input 2 27.6</p>	<p>ID 974LX 080 (05:00) ⊗ ⊕ ⏸ ⏹</p> <p>Analogue input 1 28.6 Analogue input 2 28.2</p>

3 6 Deselect History (1) Command (1) Maintenance (1) Remove




Add equipment panel

Requirements

The user must be authorized to configure the network of equipment

Procedure

1. Access the page **EQUIPMENT**.
2. Select **Add equipment**.
3. Select the equipment **Model**. Options are:
 - **Manual**: by entering the equipment model
 - **Automatic**: by entering "Auto-Discovery Mode"

Note: while typing, the models corresponding to the entered text appear.
4. Assign a **Name** to the equipment. If not specified, the address will be assigned automatically, followed by the model name.
5. Confirm or edit the **Equipment profile**. The drop-down menu will only show profiles which are compatible with the model selected/detected.
6. Confirm or edit the fieldbus **Interface** to which the equipment is connected (for example: COM1). The system automatically sets the **Baud rate** and **Format**. The system provides information relating to protocol and to the network settings required for communication with the equipment. Depending on the protocol, some addresses may be disabled (gray box).
7. **From-To**: set the range of addresses to scan in order to detect the equipment. Click "+" to add it
8. **From-To list**: show the list of saved address ranges
9. **Address table**: show the following information:
 - **Address**: identify addresses that can be set
 - : select all non-blocked addresses in the selected group of ten
 - : deselect all free addresses in the selected group of ten
 - : free location in which equipment can be added
 - : location occupied by equipment
10. **Reset**: delete the data entered on the page and begin the entry process again
11. **Continue**: once one or more equipment have been selected with the relevant data, continue with the configuration procedure
12. **Cancel**: exit without saving the settings

Note: all fields with a red asterisk (*) are compulsory and must be completed.

Add equipment
✕

Model*

RTX 600/V DOMINO ZERO
806/1025
✕
▼

Name

Name

Protocol*

Modbus
▼

Equipment profile*

RTX 600/V DOMINO ZERO
✕
▼

Interface*

COM1
▼

Baud rate

9600

Format

8E1

From-To

From

To

+

80 (05:00)

89 (05:09)

✕

00		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
40		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
50		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
60		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
70		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
80		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
90		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
100		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
110		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
120		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
130		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
140		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
150		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
160		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
170		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
180		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
190		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
200		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
210		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
220		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
230		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
240		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Reset

Continue

Cancel

Parameters panel

Procedure

1. Access the **EQUIPMENT** page.
2. Click on the card of equipment.
3. Access the **Parameters** panel.
4. Activate the **Edit** selector switch.
5. **Filter by label and description:** filter by parameter label and description
6. **All groups:** filter by all parameter groups or by specific codes
7. **Missing value:** filter the parameters to which a value has not been assigned
8. **Valid:** filter the parameters which meet the validity criteria
9. **Not valid:** filter the parameters with a value outside the range between the minimum and maximum values. This condition can arise when editing the value of a parameter which acts as a limit for another parameter (for example, **SEt**)
10. : save the equipment parameters as a default parameter map
11. : load and show the default parameter map
12. : save the parameter map to a file
13. : load the parameter map from a file
14. : write onto the equipment
15. : create PDF document
16. : export .xlsx file
17. **Parameters table:** shows the following information:
 - : tick the box to select/deselect one or more parameters
 - ☆: used to add the parameter to the "overview" panel (only visible in **Edit**)
 - **Label:** shows the label for the equipment parameters (filtered or not)
 - **Description:** shows the parameter description; allows editing by clicking the icon
 - **Value:** shows the value read for the equipment parameters (filtered or not) with the corresponding unit of measure (UM); allows instant editing by clicking the icon
 - **Min:** shows the minimum value the parameter can assume and any reference to other parameters.
 - **Max:** shows the maximum value the parameter can assume and any reference to other parameters.



Note: if the equipment has not been recognized or is in No-Link, or the model is incorrect/does not correspond, the TAB is not enabled

Note: values change is only permitted if the current user is authorized to write the equipment parameters.

<input type="checkbox"/>	☆	Label	Description	Values	Min	Max
<input type="checkbox"/>	☆	SEt	Regulation set point	3 °C	LSE (-55)	HSE (99)
<input type="checkbox"/>	☆	LSE	Minimum value settable for set point	-55 °C	LdL (-55)	HSE (99)
<input type="checkbox"/>	☆	HSE	Maximum value settable for set point	99 °C	LSE (-55)	HdL (140)
<input type="checkbox"/>	☆	HC	Operating mode (Heating/Cooling)	false	false	true

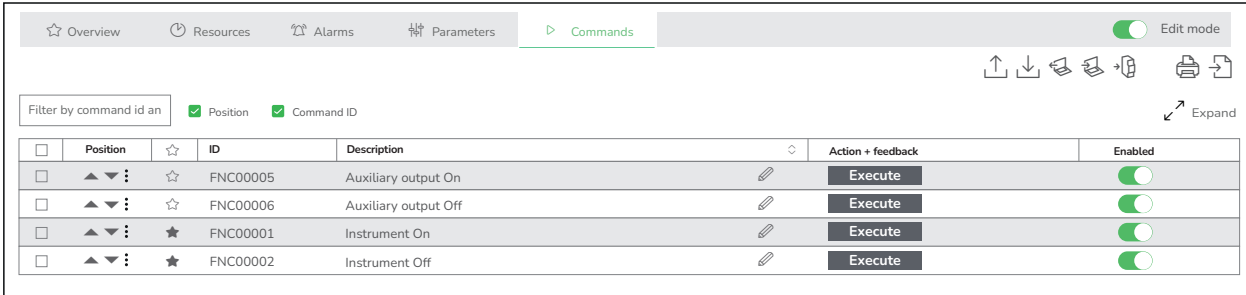
Commands panel

Procedure

1. Access the **EQUIPMENT** page.
2. Click on the card of equipment.
3. Access the **Commands** panel for the equipment.
4. Activate the **Edit** selector switch.
5. **Filter by code and description**: filter by command code and description
6. **Position**: activate a column containing the commands to move the resource higher or lower
7. **Alarm code**: show/hide the column containing the alarm code
8. **Command table**: show the following information:
 - : tick the box to select/deselect one or more commands
 - **Position**: show the commands to move the resource higher or lower (shown if activated in step 2)
 - ☆: used to add the parameter to the "overview" panel (only visible in **Edit**)
 - **Code**: show the code linked to the command (shown if activated in step 3)
 - **Description**: shows the parameter description; allows editing by clicking the icon 
 - **Action and result**: show the **Execute** button for carrying out the command
 - **Enabled** (): the selector switch enables/disables the command.

Note: if the equipment has not been recognized or is in No-Link, or the model is incorrect/does not correspond, the TAB is not enabled

Note: command execution is only permitted if the current user is authorized to execute equipment commands.



<input type="checkbox"/>	Position	☆	ID	Description	Action + feedback	Enabled
<input type="checkbox"/>	▲▼⋮	☆	FNC00005	Auxiliary output On	Execute	<input checked="" type="checkbox"/>
<input type="checkbox"/>	▲▼⋮	☆	FNC00006	Auxiliary output Off	Execute	<input checked="" type="checkbox"/>
<input type="checkbox"/>	▲▼⋮	★	FNC00001	Instrument On	Execute	<input checked="" type="checkbox"/>
<input type="checkbox"/>	▲▼⋮	★	FNC00002	Instrument Off	Execute	<input checked="" type="checkbox"/>

Managing users

Contents

This section includes the following topics:


Accessing the system (login)	67
Editing the password for the current user	68
Resetting a user password	69
Creating/editing a user	70
Creating/editing a group	71

Accessing the system (login)

Requirements

- have a registered account with **Refrigeration Expert XP**
- use a compatible browser (see [Compatible browsers](#))
- have an Internet connection with a strong signal or be connected via USB.

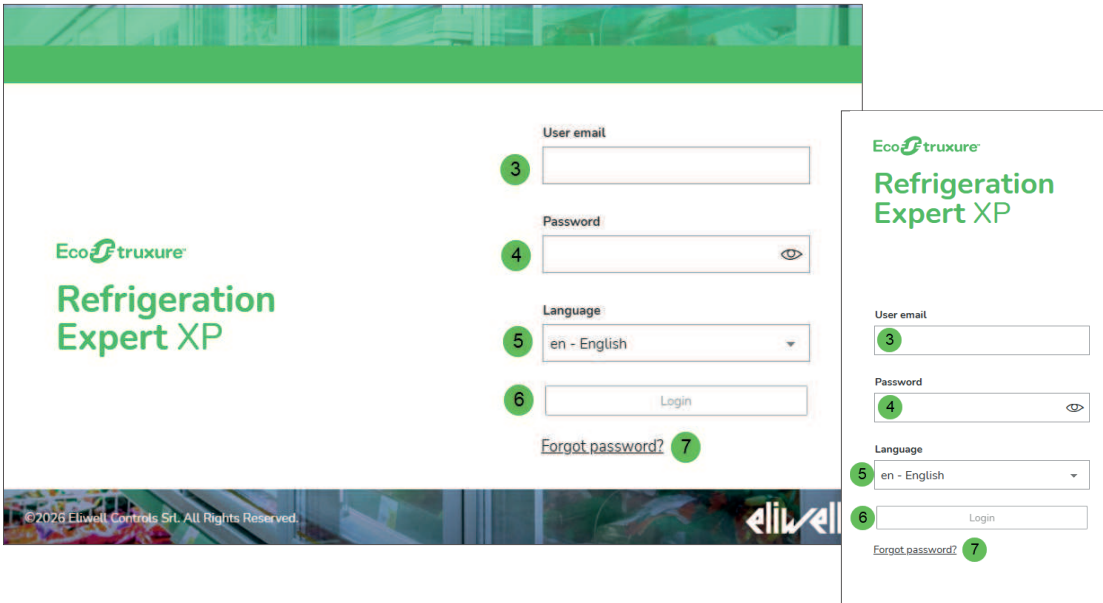
Procedure

1. Open the browser.
2. In the status bar, enter the **Refrigeration Expert XP** IP address and click ENTER.
Note: if the browser opens a window showing “Your connection is not private”, continue using the “**Advanced**” options.
3. In the **User email** box, enter the “Name” of the registered user.
4. In the **Password** box, enter the current password for your account. **Note:** use  to show/hide the password.
5. In the **Language** box, enter the user interface language (the browser language is set by default).
6. Click **Log in** to access **Refrigeration Expert XP**
7. Click the link **Forgot password?** to start the password recovery procedure.
Note: the only user authorized to recover passwords is the “**admin**” user (see [User management](#)).

Note: if the user enters an incorrect password, the message “Wrong password” will appear.

Note: if the an incorrect password is entered 3 times in a row, the message “The user is temporarily disabled” will appear. The user will be locked out for 10 minutes. At the end of this period the user can attempt login again.

Example of login page (desktop and mobile)





The image displays two versions of the login page for Refrigeration Expert XP. The desktop version on the left features a white background with the Ecostruxure logo and the product name 'Refrigeration Expert XP'. The login form includes a 'User email' field (marked with a green circle 3), a 'Password' field (marked with a green circle 4) with an eye icon for visibility, a 'Language' dropdown menu (marked with a green circle 5) set to 'en - English', a 'Login' button (marked with a green circle 6), and a 'Forgot password?' link (marked with a green circle 7). The footer contains the copyright notice '©2026 Eliwell Controls Srl. All Rights Reserved.' and the Eliwell logo. The mobile version on the right is a smaller, vertically oriented version of the same form, with the same fields and markings.


Editing the password for the current user

Requirements

- Be connected, with an active user, to **Refrigeration Expert XP**

Procedure

1. Click the  (user) icon.
2. In the drop-down menu, select "**Change password**".
3. Fill in the following fields:
 - **Old password**: enter the current password
 - **New password**: enter the new password
 - **Repeat password**: enter the new password again.
4. Click **Save** to save the new password or **Back** () to exit without changing the password.

Note:  : show/hide the password entered.

Note: if the password does not meet the criteria, you will not be able to save it.

Password criteria: The password must have at least:


- 8 characters
- 1 numerical digit (0, 1, ... , 9)
- 1 uppercase letter (A, B, ... , Z)
- 1 lowercase letter (a, b, ... , z)
- 1 special character (|_|'!"£\$%^&*()_+~[]{};: '@#~<>,./?)

Resetting a user password

Requirements

- be the **admin** user or a user in the **Administrator** group.

Procedure

1. On the screen **SYSTEM > Users > Users**:
2. Search for the User whose password needs to be reset.
3. Click in the icon in the user **password** column. 
4. Click **Cancel** to exit without saving the changes.
5. Click **Reset** to reset the password.
6. Give the user a temporary password created by the system.

Note: the password should also be reset whenever the password expiry settings are changed.

Note: the first time the user logs in, they will be asked to change the password (see [Changing the password the first time you log in](#)).

Creating/editing a user

Requirements

- Be connected to the IP address of the **Refrigeration Expert XP**
- Have an Internet connection with a strong signal or be connected via USB.

Procedure

1. On the screen **SYSTEM > Users > Users**:
2. Click "**Add user**" to create a new user, or **User email** to edit an existing user.
3. In the window which appears:
 - **User email**: enter the user email.
 - **Group**: enter the group to which the user belongs
Note: the groups Administrator, Maintenance and End Users are listed by default.
 - **Description**: description of the user.
 - **Password expiration**: select the password expiry period from the drop-down menu.
4. Click **Add** to save the new user, or **Change** to save the changes to an existing user.
5. Click **Cancel** to exit without saving the changes.
6. Click **Remove user** to remove an existing user.

Note: an active user cannot be edited.


Note: if the group or expiry period is changed, the password should be reset (see [Changing the password the first time you log in](#)).

Creating/editing a group

Requirements

- Be connected to the IP address of the **Refrigeration Expert XP**
- Have an Internet connection with a strong signal or be connected via USB.

Procedure

1. On the screen **SYSTEM > Users > Groups**:
2. Click "**Add group**" to create a new group, or the  icon to edit an existing group.
3. In the window which appears:
 - **Group name**: enter the name of the group.
 - **Description**: description of the group.
 - **Select permissions**: select the permissions to assign to the group.
4. Click **Add** to save the new group, or **Change** to save the changes to an existing group.
5. Click **Cancel** to exit without saving the changes.
6. Click **Remove group** to remove an existing group.

Note: changing group permissions will affect all individuals belonging to the group.

Alarms

Contents

This section includes the following topics:

Viewing alarm status	73
Viewing the alarm history	74
Viewing alarm and action details	75
Configuring equipment alarms	76
Creating virtual alarms	77
Configuring alarm notifications and categories	78
Temporarily suspending alarm notifications during maintenance	79

Viewing alarm status

Description

You can view the status of alarms by accessing the **EQUIPMENT** page:

- A. In the individual equipment panels, by clicking the alarm icon (🔔).
Note: the icon is only shown if there are active alarms.
- B. By activating the **Alarm view** selector switch.

Procedure A (Individual panels)

1. Click the alarm symbol (🔔) for equipment; the **Alarms** panel containing the relevant details will appear.
2. Click the **Edit** selector switch.
3. **Filter by code and description:** filter by alarm code or description.
4. **Active:** show/hide active alarms.
5. **Confirmed:** show/hide confirmed alarms.
6. **Alarms table:** show:
 - **Description:** description of the alarm
 - **Status:** whether the alarm is active (🔔) or confirmed (🔔) and for how long
 - **Delay:** show any delays in alarm activation
 - **Colors:** show the color used to represent the alarm in graphs

Procedure B (Alarm view)







1. Activate the **Alarm view** selector switch; the screen will be updated to show only the equipment in alarm mode with the corresponding alarms. **Note:** both active and confirmed alarms are shown by default.
2. Select the flag "**Show confirmed alarms**" (1).
3. View the **Alarms** panel for the equipment by clicking the alarm icon (🔔)(2).
4. Click the **Edit** selector switch.
5. Select one or more equipment/alarms.
6. The following buttons will appear:
 - **Deselect:** to cancel the selections made.
 - **Confirm:** to change the status of the "confirmed" alarms.

Note: confirming one or more alarms only changes the displayed information on the alarms page. Its history is tracked but it does not affect the actions.

Example: it does not change the behavior of an alarm relay. You will need to wait for the alarm condition to actually end for the relay output to be disabled.

Viewing the alarm history

Procedure

1. Access **History > Alarms**
2. The page contains:
 - **Date and time:** select the date and time to be analyzed
 - **Select period:** select the time interval to use from the options in the drop-down menu (for example: 24 hours)
 -  (**Search...**): all available filter and selections are collapsed in this icon
 - **Select equipment:** select one or more equipment for which to view the alarms
 - **Filter by alarm description:** search for one or more alarms based on their description
 - **Active:** show/hide active alarms
 - **Acknowledged:** show/hide confirmed alarms
 - **Action** (): displays all the action available for each equipment:
 - : print the alarm history in PDF format
 - : export the alarm history in xlsx format
 - **Alarms table:** show the following information:
 - **Equipment:** show the equipment associated with the alarm and the corresponding address
 - **Alarm description:** show the description of the alarm with the corresponding code
 - **Date and time:** show the date and time
 - **Status:** show whether the alarm is active () or confirmed ()
 - **Time:** show for how long the alarm has been active

Note: to show more columns of alarms table, on mobile platforms it is possible to rotate landscape the phone.

Viewing alarm and action details

Description

You can view alarm details by accessing the **EQUIPMENT** page:

A. : **Method 1**

- In the individual equipment panels, by clicking the alarm icon (🔔).
- **Note:** the icon is only shown if there are active alarms
- By clicking the alarm start time in the **Status** column

B. : **Method 2**






- By activating the **Alarm view** selector switch
- By clicking the alarm start time in the panels for the individual equipment

The information shown is:

1. **Alarm detail:** show the following information:
 - **Updates:** show the date and time of the most recent alarm update
 - **Plant name:** show the name assigned to the system
 - **Equipment:** show the name of the equipment in alarm mode
 - **Alarm:** show the color used to represent the alarm in graphs
 - **Current status:** identify whether the alarm is **active**, **inactive** or **confirmed**
 - **Alarm start:** show the date and time at which the alarm started
 - **Duration:** show how long the alarm has been active
2. **Event list:** show a list with the following information:
 - **Date and time:** show the date and time of the event
 - **Event:** identify the type of event/action which took place
3. **Notes:** empty box in which to enter any relevant notes


Configuring equipment alarms

Procedure

1. On the page **EQUIPMENT > Equipment panel > Alarms**
2. Click the **Edit** selector switch.
3. **Filter by code and description**: used to filter resources based on the alarm code and the description.
4. **Position**: show/hide the column containing the commands to move the resource higher or lower.
5. **Alarm code**: show/hide the column containing the alarm code.
6. **Active**: filter alarms and only show those which are active.
7. **Acknowledged**: filter alarms and only show those which are confirmed.
8. **Resources table**: show the following information:
 - **Position**: show the commands to move the resource higher or lower (shown if activated in step 2)
 - : used to add the alarm to the list "in the foreground"
 - **Alarm code**: show the code linked to the alarm (shown if activated in step 5)
 - **Description**: show the alarm description; allows editing by clicking the icon 
 - **State**: whether the alarm is active () or confirmed () and for how long
 - **Delay**: show/set any delays in alarm activation
 - **Colors**: used to link a color to the resource. The color is black by default
 - **Enabled** (): the selector switch is used to activate/deactivate the resource.

Creating virtual alarms

Procedure

1. On the page **EQUIPMENT > Equipment panel > Resources**
2. Activate the **Edit** () selector switch.
3. In the **Alarms** column, enter a low and high threshold.

Example of Setting virtual alarms

When a low and/or high threshold is entered in the **Alarm** box for an analog resource, the system will generate the corresponding "**virtual alarms**".

If, for example, you set:

Resource	Low	High
Analog input 1	(A) 30	(B) 60
Analog input 2	-	-
Dew point	-	(C) 45
Valve opening percentage	-	-
Door opening status	(D) 1	(E) 0

the following "virtual alarms" will be generated:

Resource	Alarm due to...	Description
(A) Low alarm (Analog input 1)	Low	Activated when the value of analog input 1 is < 30
(B) High alarm (analog input 1)	High	Activated when the value of analog input 1 is > 60
(C) High alarm (Dew point)	High	Activated when the value of the Dew point is > 45
(D) Low alarm (Door opening status)	Low	Activated when the value becomes 0
(E) High alarm (Door opening status)	High	Activated when the value becomes 1

The new alarms will inherit all the properties of the equipment to which they refer (option of putting them offline, choice of infill/color inside graphs and any activation delays).

If the analogue resource to which the "**virtual alarms**" refer is no longer present, the alarms will be deleted.

Configuring alarm notifications and categories

Description

The alarm categories can be used to define a series of actions to be carried out when specific conditions arise within set time bands.

If an alarm condition is identified, the system associates the first category in order of priority level that meets the configured criteria. If a specific category does not exist, the condition is associated with the "Universal" category. The **levels** can be set from 1 to 100 (1 represents the most critical level).



The categories will be assessed starting from the lowest level and increasing.

Available **actions** are: sending notifications via email and activating an output on the alarm module.

Requirements

Have configured one or more equipment.

Procedure

1. Access the **EQUIPMENT** page.
2. Activate **Alarm view** () selector switch.
3. Open the **Equipment management** drop-down menu and select the **Categories** option.
4. Activate the **Edit** () selector switch.
5. Create or edit a category:
 - select **+ Add category** to add a new alarm category.
 - Click the name of an existing category to edit it (the list is underneath the **+ Add category** button).
Note: the categories are listed in increasing level order and upon first access there is a "Universal" category at level 100 (the lowest).
6. Enter the **Information relating to the category**:
 - **Name:** name linked to the alarm category
 - **Level:** level associated with the alarm category
 - **Enabled:** flag enabling/disabling (/) the alarm category
7. Select **Equipment and alarms**:
 - **Equipment:** select the equipment to which the alarm category should be applied
 - **Equipment list:** show the selected equipment underneath the selection menu
 - **Alarms:** select the alarms to which the alarm category should be applied
 - **Alarm list:** show the selected alarms underneath the selection menu
8. Enter the **Time bands**:
 - **Add time band:** select a time band from the configured options. By default only "Always" is present
 - **Time band manager:** used to set a new time band
 - **Selected time band:** show the selected time band underneath the selection menu
9. Set the **Actions**:
 - **Add action:** used to set the actions to be carried out, from those available, in the event that an alarm category is activated
 - **Action list:** configured actions are listed underneath the action selection menu, with the corresponding details and a "Remove" button for deleting the action.
 - **Alarms:** select the alarms to which the alarm category should be applied
 - **Alarm list:** show the selected actions underneath the selection menu
10. **Create:** save the alarm category (only present while creating).
11. **Delete category:** delete the category shown (only present while editing).
12. **Update:** save any changes made to the alarm category (only present while editing).

Temporarily suspending alarm notifications during maintenance

Requirements

Have the necessary permissions to manage the network equipment.

Procedure

When one or more equipment are in maintenance, the corresponding alarm notifications are temporarily silenced for the duration of the maintenance period.

The system will continue to save data but will only begin sending alarm notifications again once the maintenance period is over.

The exception is the **Offline** value setting, where data is no longer saved (see [Equipment maintenance](#)).

Equipment

Contents

This section includes the following topics:

Automatically searching for equipment connected to the network	81
Manually adding equipment to the network	82
Removing equipment from the network	83
Change model	84
Copy profile to...	85
Save profile as...	86
Load profile from file	87
Setting equipment to "Offline" mode	88
Editing the name and attributes of equipment	89
Customizing equipment resources	90
Selecting the resources shown in the equipment panel	91
Selecting the resources shown in the overview panel	91

Automatically searching for equipment connected to the network

Requirements

Have the necessary permissions to manage the network equipment.

Procedure

1. Access the page **EQUIPMENT**
2. Click "**Add equipment**"
3. In the **Model** box, enter "Auto-Discovery Mode"
4. Select one or more address intervals within which to search
Note: entering a range of addresses instead of performing a full search reduces the search time
5. Carry out one of the available commands:
 - **Reset:** delete the data entered on the page and begin the entry process again
 - **Continue:** once one or more equipment have been selected with the relevant data, continue with the configuration procedure
 - **Cancel:** exit without saving the settings
6. A window will open showing the equipment which have already been detected and the corresponding addresses. You can:
 - **Stop and Continue:** stop the search and show the equipment which have already been identified
 - **Cancel:** cancel the procedure and return to the **Add equipment** page.
7. At the end of the search (or when the search is manually stopped using Stop and continue), it is possible to finalize the equipment addition using **Add equipment**. You can:
 - **Add equipment:** add the equipment detected. The system will perform the resources Auto-detect.

During the automatic resources auto-detection process, the tool analyzes and retrieves configuration data from the equipment.

WARNING

UNINTENDED EQUIPMENT OPERATION

Avoid operating on equipment configuration parameters during resources auto-detection.

Failure to follow these instructions can result in death, serious injury, or equipment damage.

- **Cancel:** cancel the search if it is in progress, and, in any case, exits from the search page without adding any equipment.

Note: By default, the 'Equipment Profile' search is set to Auto-detect. If you need to assign a system profile to one or more equipment, click on ▼ icon in the 'Equipment Profile' column and select the desired profile. This operation must be performed manually for each tool.

8. Access the panel for the added equipment and customize its resources (see [Customizing equipment resources](#) section)


Manually adding equipment to the network

Requirements

- have the necessary permissions to manage the network equipment.

Procedure

1. Access the page **EQUIPMENT**
2. Click "**Add equipment**"
3. Enter the model of the connected equipment in the **Model** box
4. Enter the equipment profile in the **Equipment profile** box. The drop-down menu will only show profiles which are compatible with the model selected/detected
5. Enter the fieldbus interface to which the equipment is connected in the **Interface** box (for example: COM1)
6. The **Protocol** box identifies the protocol used by the equipment to communicate and should be filled in based on the selected profile
7. Select the addresses where the equipment are to be added
8. Carry out one of the available commands:
 - **Reset**: delete the data entered on the page and begin the entry process again
 - **Continue**: once one or more equipment have been selected with the relevant data, continue with the configuration procedure
 - **Cancel**: exit without saving the settings
9. A window opens showing the list of equipment detected and you will be able to decide whether to add them or not. You can:
 - **Add and repeat**: add the equipment detected and return to the "**Add equipment**" page
 - **Add**: add the equipment detected and exit
 - **Cancel**: cancel the save procedure and return to the "**Add equipment**" page

Note: the equipment, if selected, will be added and the system will not check whether the equipment is present or not. Once the system tries to communicate with the equipment, it will be highlighted as not reachable ("?" icon). When the equipment is available, the icon will become 
10. Access the panel for the added equipment and customize its resources (see '[Customizing equipment resources](#)')

Removing equipment from the network

Requirements

- have the necessary permissions to manage the network equipment.

Procedure

1. Access the **EQUIPMENT** page.
2. Select the equipment to remove by clicking the box to the left of the name.
3. Click the **Remove** button in the bottom right-hand corner.
4. In the dialog box that appears, click **Remove** to confirm your selection or **Cancel** to cancel the removal process.

Change model

Requirements



Have the necessary permissions to manage the network equipment (Add, Remove, Edit Equipment).

Description













The equipment "Change model" feature allows modifying the equipment model associated with the equipment while preserving all equipment configurations that are compatible between the two models, as well as retaining data history for compatible resources.

This feature is useful when equipment is replaced with a unit that is not an exact match or when the system reports an incompatibility between the connected equipment and the equipment configured in the system.




The feature can be accessed:

- from the **EQUIPMENT** page:
 1. access to **Equipment panel**
 2. press **⋮ Action**
 3. select  **Change model**:
- from the **EQUIPMENT** page:
 1. press **⋮**
 2. select  **Change model**

Procedure

1. Launch **Change model** function
2. A window will open displaying a box with a pop-up list of available models.
3. Select the model to apply
4. Select one between:
 - **Change**: to apply the new model
 - **Cancel**: to return to the previous page
5. If **Change** is selected, wait until the new model is applied
6. A window will open displaying a report comparing the features of the two models. The information displayed are:
 - **Model**: current and new model
 - **Resources**: provides a count of resources categorized as new () , changed () , or removed () .
 - **Alarms**: provides a count of alarms categorized as new () , changed () , or removed () .
 - **Commands**: provides a count of commands categorized as new () , changed () , or removed () .
 - **Parameters**: provides a count of parameters categorized as new () , changed () , or removed () .

Legend:

- **new** () : resources are present in the new model but not in current model
- **changed** () : resources are present in both current and new models but have different type, range or measurement unit. Historical data for this resources will be removed after the change.
- **removed** () : resources are present in current model but not in new model. Historical data for this resources will be removed after the change.

Note: Expanding the detail windows, the system displays the first 10 details for each category.

7. Select one between:
 - **Continue**: applies the new model
 - **Cancel**: returns to the previously page
8. If **Continue** is selected, at the end of the operation the system displays a status message:
 - a green message indicates that the model change was completed successfully
 - a red message indicates that the model change was not complete

Copy profile to...



Requirements

Have the necessary permissions to manage the network equipment (Add, Remove, Edit Equipment).

Description

This functionality allows the user to copy the current profile of equipment to one or more target equipment units. Configuration attributes from the source equipment profile are copied, provided they are compatible with the equipment model associated with each destination equipment.

The feature can be accessed:

- from the **EQUIPMENT** page:
 1. access to **Equipment panel**
 2. press **☰ Action**
 3. select  **Copy profile to...**:
- from the **EQUIPMENT** page:
 1. press **☰**
 2. select  **Copy profile to...**

Procedure

1. Launch **Copy profile to...** function
2. A window will open displaying the list of equipment detected on the network. They will be display with a color code:
 - **Green**: compatible equipment
 - **Orange**: partially compatible equipment
 - **Red**: incompatible equipment
3. Select the equipment to copy the profile
4. Select one between:
 - **Continue**: to apply the profile to the selected equipment
 - **Cancel**: to return to the previous page
5. A window will open displaying the list of profile items. Select the desired items to copy between:
 - **Equipment**: information and categories
 - **All resources and attributes**: Groups, Resources, Alarms, Parameters and Commands
 - **Parameters default value**: copy default parameters map
6. Select one between:
 - **Save**: to execute the copy to the selected equipment
 - **Cancel**: to return to the previous page
7. If **Save** is selected, at the end of the operation appear a report which display the result of the copy as: complete (✓) or with errors (⚠)
8. Select one between:
 - **Continue**: to complete the operation
 - **Cancel**: to return to the previous page

Save profile as...

Requirements



Have the necessary permissions to "Configure equipment resources".

Description

This functionality allows the user to save the configuration of the current equipment profile into a '.zip' file, which can be reused at a later time.

The generated file contains the information required to restore the profile, including the equipment driver and the default parameter map, if previously saved.

The feature can be accessed:

- from the **EQUIPMENT** page:
 1. access to **Equipment panel**
 2. press ***** Action**
 3. select  **Save profile as...:**
- from the **EQUIPMENT** page:
 1. press *******
 2. select  **Save profile as...**

Procedure

1. Launch **Save profile as...** function
2. A window will open to select the folder where save the '.zip' file with the profile of the equipment.
3. The '.zip' file contain the following files:
 - **profile.json**: the equipment profile attributes
 - **TCDFxxxx**: the equipment driver in use
 - **defaultparameters.dat**⁽¹⁾: (optional) the default parameter map.

(1): the file is available only if a 'Save Default Parameters' operation was previously performed on the device (see [Saving default parameters](#))

Load profile from file

Requirements

Have the necessary permissions to "Configure equipment resources".

Description

This functionality allows the user to upload a previously saved profile ".zip" file and apply it to equipment unit.

The feature can be accessed:

- from the **EQUIPMENT** page:
 1. access to **Equipment panel**
 2. press **☰ Action**
 3. select **📁 Load profile from file:**
- from the **EQUIPMENT** page:
 1. press **☰**
 2. select **📁 Load profile from file**

Procedure

1. Launch **Load profile from file** function
2. A window will open to select the file to upload.
3. Select the profile to upload and press 'Open'
4. A window will open displaying the list of profile items. Select the desired items to apply to the current equipment:
 - **Equipment:** load information and categories
 - **All resources and attributes:** load Groups, Resources, Alarms, Parameters and Commands
 - **Parameters default value:** load default value
 - **Driver:** load the driver of the equipment
5. Select one between:
 - **Save:** to execute the upload and apply the selected items of the profile to the current equipment
 - **back:** to return to the previous page
6. If **Save** is selected, at the end of the operation the system displays a status message:
 - a green message indicates that the profile upload was completed successfully
 - a red message indicates that the profile upload was not complete

Setting equipment to “Offline” mode


Requirements

Have the necessary permissions to manage the network equipment.

Procedure

If equipment is disconnected for a long period of time, it can be set to “Offline” mode, preventing alarm notifications from being sent and data from being gathered.

You can proceed in two ways:


1. In the **Equipment panel**:
 - On the page **EQUIPMENT > Equipment panel**
 - Activate the **Maintenance** selector switch
 - In the dialog box that opens, set the value “offline” as the duration and click **Confirm**
 - The background of the box **Maintenance** box will turn red.
Note: on the **EQUIPMENT** page, the panel will now appear with a gray background and the **?** icon.
2. On the **EQUIPMENT** page:
 - Access the **EQUIPMENT** page
 - Select the equipment to set as “Offline” by clicking the box to the left of the name
 - Click the **Maintenance** button at the bottom of the page
 - In the dialog box that opens, set the value “offline” as the duration and click **Confirm**
 - The icon to the left of the name of the equipment in **Offline** mode will change from  to **?**

Editing the name and attributes of equipment

Requirements

Have the necessary permissions to manage the network equipment.

Procedure

1. Access the page **EQUIPMENT**
2. To edit the attributes of equipment, proceed as follows:
 - In the "Equipment panel", select the **☰** icon and click **Configure** (one of the shortcut functions) or
 - Access the "Equipment panel" and click  **Edit**.
3. In the window which appears:
 - **Equipment Name**: used to change the name of the equipment which appears in the equipment panel
 - **Product model**: used to enter the equipment model (Optional)
 - **Serial number**: used to add the serial number of the equipment (Optional)
 - **Link**: used to enter a reference to a website, a telephone number or an email address
 - **Link label**: assign a name to the entered link
 - **Add a new category**: list of the categories linked to the equipment. New categories can be entered by pressing "Add new category"
 - **Remove equipment**: button for removing the equipment
 - **Save**: save any changes you have made
 - **Cancel**: cancel and exit without saving the changes








Note: the only required information is "Equipment name".

Customizing equipment resources

Requirements

Have the necessary permissions to manage the network equipment.

Procedure



1. On the page **EQUIPMENT > Equipment panel**
2. Enter editing mode by activating the **Edit** selector switch in the top right-hand corner.
3. The **Resources** panel can be used to:
 -  : add a resource to the "foreground" view
 -  : add a resource to the "overview" view
 - **UM**: add the unit of measure
 - **HACCP**: add a resource to the HACCP resources
 - **History**: add a resource to the log
 - **Color**: add a color to the resource in graph view mode
 - **Group**: add a resource to a group of resources
 - **Enable**: enable a resource
4. The **Alarms** panel can be used to:
 -  : add an alarm to the "foreground" view
 - **Delay**: add a delay in activating alarm indication to the specific alarm
 - **Color**: add a color to the alarm in graph view mode
 - **Enable**: enable an alarm
5. The **Parameters** panel can be used to:
 -  : add a parameter to the "overview" view
 - **Value**: edit the value of a parameter by clicking the  icon and save it by clicking the  icon.
Note: if the value entered is outside the permitted interval (Min...Max), it will be highlighted in red and you will not be able to save it.
Note: editing a value could affect other parameters with related values. Always make sure that one or more parameters have not been highlighted in red due to no longer being valid and correct their values as necessary.
6. The **Commands** panel can be used to:
 -  : add a command to the "overview" view
 - **Action + Feedback**: carry out a command
 - **Enable**: enable a command

Selecting the resources shown in the equipment panel

Requirements

Have the necessary permissions to manage the network equipment.

Procedure




1. On the page **EQUIPMENT > Equipment panel**
2. Enter editing mode by activating the **Edit** selector switch in the top right-hand corner.
3. In the **Resources** panel, click  to add a resource to the "foreground" view (equipment panel)
4. In the **Alarms** panel, click  to add an alarm to the "foreground" view (equipment panel)

Selecting the resources shown in the overview panel

Requirements

- have the necessary permissions to manage the network equipment.

Procedure

1. On page **EQUIPMENT > Equipment panel**
2. Enter editing mode by activating the **Edit** selector switch in the top right-hand corner.
3. In the **Resources** panel, click  to add a resource to the "overview" panel
4. In the **Parameters** panel, click  to add a parameter to the "overview" panel
5. In the **Commands** panel, click  to add a command to the "overview" panel:

Equipment parameters

Contents

This section includes the following topics:

Introduction	93
Editing parameters (value/description)	93
Saving default parameters	94
Restoring default parameters	94
Saving the parameter map to a file	95
Loading the parameter map from a file	95
Copying parameters to other equipment	96
Printing the parameter map	96
Exporting the parameter map	96

Introduction

Parameters can be viewed in two separate panels:

- **Overview**
- **Parameters**

Parameters visible in the “Overview” panel

This panel only shows parameters configured with the ★ icon in the **Parameters** panel
To edit their value:

1. On the page **EQUIPMENT > Equipment panel > Overview** (☆)
2. click the ✎ icon in the "value" box
3. edit the parameter value
4. save the changes by clicking the icon ☑

Parameters visible in the “Parameters” panel

All visible equipment parameters will be shown in this panel.
To edit their value:

1. On the page **EQUIPMENT > Equipment panel > Parameters** (⚙)
2. click the ✎ icon in the "value" box
3. edit the parameter value
4. save the changes by clicking the icon ☑

Editing parameters (value/description)

Requirements

- have the necessary permissions to manage the network equipment.

Procedure

1. On page **EQUIPMENT > Equipment panel > Parameters** (⚙)
2. Activate the **Edit** (🔘) selector switch.
3. Click the ✎ icon in the “value” box for the parameter.
4. Edit the parameter value.
Note: If the value entered is outside the parameter range, it will be shown in red and you will not be able to save the change.
5. save the changes by clicking the icon ☑
6. Click the ✎ icon in the “description” box for the parameter
7. Edit the parameter description.
8. save the changes by clicking the icon ☑




Saving default parameters

The default map for the various equipment can be saved so that it can be reloaded in the event of a malfunction.

Requirements

- have the necessary permissions to manage the network equipment.

Procedure

1. On page **EQUIPMENT > Equipment panel > Parameters** ()
2. Activate the **Edit** () selector switch.
3. Change the parameter values, if necessary, according to your equipment
4. Click the icon 
5. The system will save the equipment parameters as a default parameter map

Note: the process saves all equipment parameters regardless of the selections made.

Note: a default map can be saved for each equipment belonging to the network.

Note: if a default map has already been saved, the system opens a pop-up where you can decide whether to continue or stop the process.



Restoring default parameters

The default map for the various equipment can be restored in the event of a malfunction.

Requirements

- have the necessary permissions to manage the network equipment.

Procedure

1. On page **EQUIPMENT > Equipment panel > Parameters** ()
2. Click the icon 
3. The system will load and show the default parameter map saved
4. A new column **New value** will appear in the table, to the left of the **Value** column, showing the default values saved
5. The buttons "**Cancel**" and "**Load**" will appear in the top right-hand corner
6. Select the parameters you want to reset using the selection box in the first column.
Note: to select all of them, click the header box in the first column or do not select any parameters
7. Click **Load** to load the default map or a selection of parameters
8. Click **Cancel** to exit without saving
9. A pop-up will appear advising the save procedure was successful, or containing a message regarding the presence of read-only parameters that cannot be overwritten and that will be highlighted in red
10. Click **Cancel** to end the procedure.



Saving the parameter map to a file

A parameter map containing one or more parameters can be saved in **.dat** format.

Requirements

- have the necessary permissions to manage the network equipment.

Procedure

1. On page **EQUIPMENT > Equipment panel > Parameters** ()
2. Change the parameter values, if necessary, according to your equipment
3. Select the parameters you want to export to the parameter map
4. Click the  icon (Save parameter map to file)
5. A window will appear for the selection of a name to be assigned to the file and the destination folder



Loading the parameter map from a file

A previously saved parameter map containing one or more parameters can be loaded in **.dat** format.

Requirements

- have the necessary permissions to manage the network equipment.

Procedure

1. On page **EQUIPMENT > Equipment panel > Parameters** ()
2. Click the  icon to load a parameter map from a file
3. A new column **New value** will appear in the table, to the left of the **Value** column, showing the default values saved
4. The buttons "**Cancel**" and "**Load**" will appear in the top right-hand corner
5. Parameters not included in the map you are loading will be highlighted with a red background
6. Select the parameters you want to load onto the equipment
7. Click **Load** to load the default map or a selection of parameters
8. Click **Cancel** to exit without saving
9. A pop-up will appear advising the loading procedure was successful, or containing a message regarding the presence of read-only parameters that cannot be overwritten and that will be highlighted in red



Copying parameters to other equipment

One or more parameters can be copied from one equipment to another.

Requirements

- have the necessary permissions to manage the network equipment.

Procedure

1. On page **EQUIPMENT > Equipment panel > Parameters** ()
2. Select with the check-boxes the parameters you want to copy to one or more other equipment. Leave check-boxes unchecked to select the whole parameter map
3. Click the  (write on) icon
4. A selection box will open, showing a list of equipment highlighted in various colors:
 - **Green**: equipment compatible (same firmware version (MSK) and model (poles))
 - **Gray**: equipment partially compatible (same firmware version (MSK) and different model (poles))
 - **Orange**: equipment incompatible (different firmware version (MSK)) and not available for selection
5. Select one or more equipment on which to copy the parameters
6. If the equipment is compatible (green) it will proceed with writing the new values. If the equipment is partially compatible (gray) the system will attempt to write the various parameters and will highlight any that are not present or cannot be changed
7. Click **Write on** and wait for the procedure to end.



Printing the parameter map

A **.PDF** file containing all the map parameters can be created.

Requirements

- have the necessary permissions to manage the network equipment.

Procedure

1. On page **EQUIPMENT > Equipment panel > Parameters** ()
2. Click the  icon to create a file in PDF format
3. A window will appear for the selection of a name to be assigned to the file and the destination folder
4. The system will confirm creation of the file



Exporting the parameter map

An **.xlsx** file containing all the map parameters can be exported.

Requirements

- have the necessary permissions to manage the network equipment.

Procedure

1. On page **EQUIPMENT > Equipment panel > Parameters** ()
2. Click the  icon to export the file in .xlsx format
3. A window will appear for the selection of a name to be assigned to the file and the destination folder
4. The system will confirm creation of the file

Equipment commands

Contents

This section includes the following topics:

Sending a command to a single equipment	98
Sending a command to several equipment	98
Configuring the commands shown and available for use	98

Sending a command to a single equipment

Procedure

1. Access the **EQUIPMENT** page.
2. Carry out a command in one of the following ways:
 - A. Click the menu icon (⋮):
 - scroll through the menu (list of functions and commands)
 - carry out one of the commands by clicking **Execute**

Note: only the commands selected with the ★ icon in the **Commands** panel appear in the list
 - B. Access the panel for the network equipment:
 - select the **Overview** panel (☆)
 - carry out one of the commands by clicking **Execute**

Note: only the commands selected with the ★ icon in the **Commands** panel appear in the list
 - C. Access the panel for the network equipment:
 - select the **Commands** panel (▷)
 - carry out one of the available commands.

Sending a command to several equipment

Procedure

1. Access the **EQUIPMENT** page
2. Select the equipment to set in maintenance mode by clicking the relevant flags to the left of the equipment name
3. Click the **Commands** button in the bottom right-hand corner
4. the "Execute command on..." window opens
5. In the "Select a command" drop-down menu, select the command you want to send
6. In the list of selected commands, the equipment that cannot execute this command will be labeled
7. Click ▷ **Execute** to carry out the command
8. Click **Cancel** to exit without carrying out the command
9. Click **Exit** to exit the window after carrying out one or more commands

Configuring the commands shown and available for use

Procedure

1. On the page **EQUIPMENT > Equipment panel > Commands** (▷)
2. Activate the **Edit** (🔘) selector switch
3. Use the ★ icon to select the commands to be shown in the Overview panel and in the menu (⋮)

Equipment Maintenance and Offline status

Contents

This section includes the following topics:

- Setting equipment to maintenance mode 100
- Ending the maintenance period of equipment100
- Setting equipment to “Offline” mode for an unspecified period of time 101
- Bringing equipment back online101

Setting equipment to maintenance mode

Requirements





- have the necessary permissions to manage Equipment maintenance.

Procedure

In maintenance mode, alarm notifications are temporarily silenced for the duration of the maintenance period. The system will continue to save data but will only begin sending alarm notifications again once the maintenance period is over.

The exception is the **Offline** value setting, where data is no longer saved.

You can proceed in two ways:




1. On the page **EQUIPMENT > Equipment panel**:
 - activate the **Maintenance** selector switch ().
 - in the dialog box that opens, set the anticipated duration and **Confirm**.
Note: Periods are pre-set and range from 10 minutes to 24 hours. There is also the **Offline** option, which assumes disconnection of the equipment.
 - the background of the box **Maintenance** box will turn orange and the text will show the remaining time.
Note: on the **EQUIPMENT** page, the panel will now show the  icon.
2. On the **EQUIPMENT** page:
 - select the equipment to set to "Maintenance" by clicking the box to the left of the name
 - click the **Maintenance** button at the bottom of the page
 - in the dialog box that opens, set the anticipated duration and **Confirm**.
Note: Periods are pre-set and range from 10 minutes to 24 hours. There is also the **Offline** option, which assumes disconnection of the equipment.
 - the icon to the left of the name of the equipment will change from  to .

Ending the maintenance period of equipment

Requirements

- have the necessary permissions to manage Equipment maintenance.

Procedure

1. On the page **EQUIPMENT > Equipment panel**
2. Deactivate the **Maintenance** selector switch ().
3. The background of the **Maintenance** box will turn white again.
4. The icon associated with the equipment will change from  to .




Setting equipment to “Offline” mode for an unspecified period of time

Requirements

- have the necessary permissions to manage Equipment maintenance.

Procedure

When one or more equipment need to be set as “Offline” for an extended period of time, you can proceed in one of two ways:

1. On page **EQUIPMENT > Equipment panel**:
 - activate the **Maintenance** selector switch ().
 - in the dialog box that opens, set the value “Offline” as the duration and **Confirm**
 - the background of the **Maintenance** box will turn red and the text will show "Equipment offline".
2. On the **EQUIPMENT** page:
 - select the equipment to set as “Offline” by clicking the box to the left of the name
 - click the **Maintenance** button at the bottom of the page
 - in the dialog box that opens, set the value “Offline” as the duration and **Confirm**
 - the background of the equipment set as “Offline” will turn gray and the icon to the left of the name of the equipment will change from  to .




Note: if equipment is “Offline”, the system will no longer read its data/alarms.

Bringing equipment back online

Requirements

- have the necessary permissions to manage Equipment maintenance.

Procedure

1. On the page **EQUIPMENT > Equipment panel**
2. Deactivate the **Maintenance** selector switch ().
3. The background of the **Maintenance** box will turn white again.
4. The icon associated with the equipment will change from  to .

Logged and temporary data

Contents

This section includes the following topics:

Viewing logged data in tables and graphs	103
Saving a reusable report	104
Schedule reports	105
Configuring groups of resources for graphs and tables	106
Configuring the data recording interval	107







Viewing logged data in tables and graphs

Procedure

All users are authorized to view historical reports.

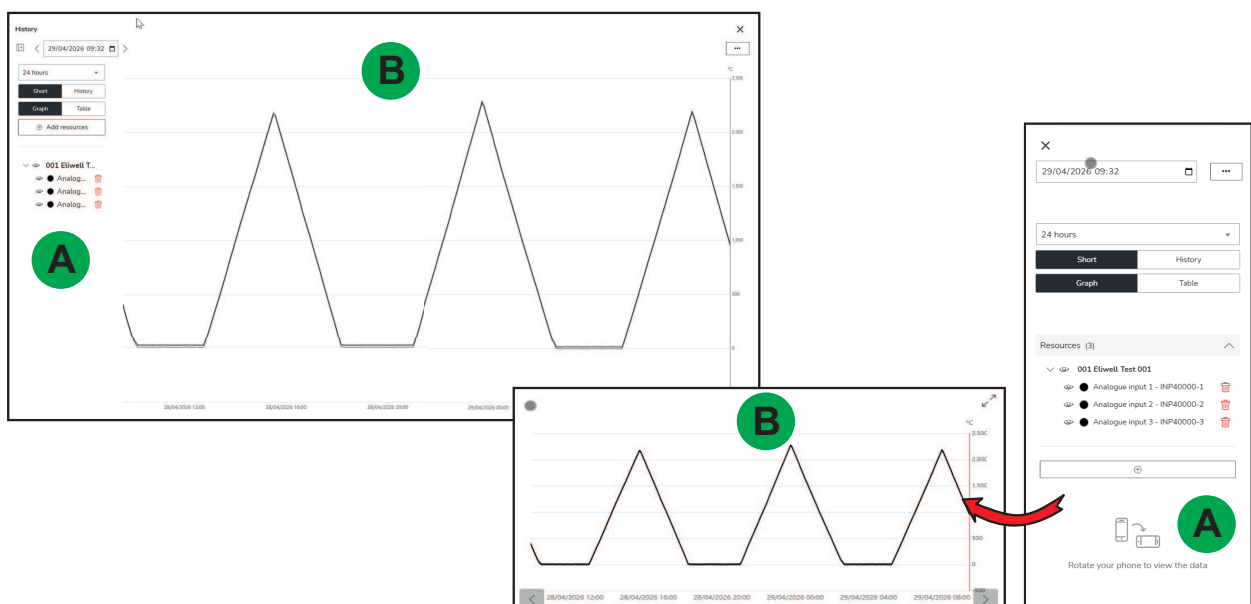
Some functions such as “Save report”, “Edit report” or “Delete report” are only available to individuals with the relevant authorization.

Proceed as follows:

1. Logged data can be accessed:
 - On the **EQUIPMENT** page:
 - select the equipment for which you want to view the data by clicking the box to the left of the name
 - click the **History** button at the bottom of the page
 - select a group of resources from those available
 - click **Generate graph** to view the data or **Cancel** to exit.
 - On the page **HISTORY > Reports**
 - click the name of the report you want to view.
2. In the window which appears, you can select:
 - the start date (for example: 24/07/2024 09:02)
 - the time interval to show (instant or with fixed values between one hour and one week)
 - whether to view the data in Table or Graph form
 - whether to view Short-term or Long-term logged data
 - any additional resources (if authorized)
 - whether to show/hide resources by clicking the relevant icon. 
3. **Action (***)**: displays all the action available:
 - Click the  icon to save a new report that can be reused
 - Click the  icon to save changes to the report
 - Click the  icon to delete a report
 - Click the  icon to print the report in .pdf file format
 - Click the  icon to export the report in .xlsx file format

Example of graph page (desktop and mobile)

- Desktop: Settings (A) and graph (B);
- Mobile: Settings (A) in portrait view and graph (B) in landscape view







Saving a reusable report

Requirements

- be authorized to configure and program historical reports.

Procedure

To create a reusable report, you can proceed in two ways:





1. On the **EQUIPMENT** page:
 - select the equipment for which you want to view the data by clicking the box to the left of the name
 - click the **History** button at the bottom of the page
 - select a group of resources from those available
 - click **View graph** to view the data or **Cancel** to exit.
 - Configure the view as table or graph (see [Viewing log data](#))
 - Click the  icon to create a reusable report
 - Enter the "report name" and click **Save**
2. On page **HISTORY > Reports**:
 - Activate the **Edit** () selector switch
 - Click the  icon to view a new report
 - In the "Add resources" window:
 - select the equipment for which you want to view the resources and click **Confirm**
 - select the resources to include in the report from those available
 - **Note: Filter resources by description:** used to view resources according to their description
 - click **Add** to confirm or **Cancel** to exit without saving
 - Configure the view as table or graph (see [Viewing log data](#))
 - Click the  icon to create a reusable report
 - Enter the "report name" and click **Save**

Schedule reports

Requirements

- be authorized to configure and program historical reports.
- have configured the server for sending emails (see [SMTP email server](#))
- have an Internet connection with a strong signal.

Procedure




1. On the page **HISTORY > Reports**
2. Activate the **Edit** () selector switch
3. Click the  icon in the "Report name" column to edit it
4. Click the  icon in the "Scheduling" column
5. In the "Scheduling" window:
 - **Type**: select the report sending frequency from: daily, weekly or monthly
 - **Send on**: select the day of the week on which to send the report (weekly report only).
Note: the monthly report is always sent on the first day of the month
 - **At**: select the time at which the report will be sent
 - **Send to**: enter the email address to which the report should be sent
 - click **Confirm** to save the changes and **Close** to exit without saving
6. Enable report sending using the **Enable** selector switch () and the date on which the next report is due to be sent will be shown.

Configuring groups of resources for graphs and tables

Requirements

- be authorized to configure and program equipment.

Procedure

1. On the page **EQUIPMENT > Equipment panel > Resources**
2. Activate the **Edit** () selector switch
3. Click the  icon in the "Groups" column
4. In the box that opens, link the resource with the groups to which it belongs
5. Click the  icon to save the changes.
6. Click the **Color** column and assign a different color to each resource for its representation on the graph

Note: one or more groups can be associated with a resource, or an association can be removed.

Note: an existing group can be selected or a new one created simply by entering its name.

Configuring the data recording interval

Requirements

- be authorized to configure and program historical reports.

Information

The system reports the current total number of days of historical data it can store. When the memory is filled, it report also the number of days remaining before deleting the oldest data.

Procedure

1. access the page **SYSTEM > Database**
2. enter the **Short recording interval** (short-term data recording frequency) from the relevant drop-down menu
3. click **Historical recording interval** (long-term data recording frequency) in the relevant drop-down menu
4. click **Save** to save the data entered

HACCP

Contents

This section includes the following topics:





HACCP daily dashboard	109
Schedule HACCP reports	110
HACCP configuration	111

HACCP daily dashboard

Requirements

Have configured one or more HACCP resources (see [HACCP configuration](#))

Procedure



1. Access the **HACCP** page
2. Click on **Dashboard**
3. The table shows the following information:
 - **Equipment:** show the equipment for which the resource has been selected.
 - **Resource:** show the HACCP resource.
 - **00...23:** show the values of the resources at various times of the current day.
Note: the  icon appears alongside the value if a defrost was active at the moment the reading was taken.
 - **Note:** the  icon appears alongside the value if the equipment was in Maintenance mode (but not "Offline") when the reading was taken.
 - **Min:** show the minimum value read.
 - **Max:** show the maximum value read.
 - **Average:** show the average of the read values.
4. Click the  icon to change the day for which you want to consult data.
5. Use **Select equipment** to filter the read values by equipment.
6. Use **Filter resources by description** to filter the read values according to the resource description.
7. Use **Reset** to cancel any filters set.
8. Use  to print the values read for the highlighted day in **.pdf** format.

Schedule HACCP reports




Requirements

- have configured the server for sending emails (see [Configuring the SMTP email server](#)).
- have an Internet connection with a strong signal.
- be authorized to configure and program HACCP reports.




Procedure

1. Access the **HACCP** page
2. Click on **Reports**
3. Activate the **Edit** () selector switch
4. Click the  icon in the **Scheduling** box of the desired report, choosing from:
 - **HACCP report**: report with daily, weekly or monthly frequency (see the section below)
 - **Flash HACCP report**: daily report. Allows sending from 1 to 4 reports per day with a single reading for each resource, at the configured time (full hour). The report is sent within 15 minutes after the scheduled time.

HACCP report

1. Access the **HACCP** page
2. Click on **Reports**
3. Activate the **Edit** () selector switch
4. Click the  icon in the **Scheduling** box of "HACCP report" line and:
 - **Type**: select the report sending frequency from: daily, weekly or monthly
 - **Send on**: select the day of the week on which to send the report (weekly report only).
Note: the monthly report is always sent on the first day of the month
 - **At**: select the time at which the report will be sent
 - **Send to**: enter the email address to which the report should be sent
 - Click **Set** to save the changes and **Close** to exit without saving
5. Click the  **Enabled** selector switch to activate / deactivate report transmission.

Flash HACCP report

1. Access the **HACCP** page
2. Click on **Reports**
3. Activate the **Edit** () selector switch
4. Click the  icon in the **Scheduling** box of "Flash HACCP report" line and:
 - **Type**: verify that "Flash" is selected
 - **At**: Select up to 4 daily sampling and delivery times.
Note: the report is sent within 15 minutes after the scheduled time.
 - **Send to**: enter the email address to which the report should be sent
 - Click **Set** to save the changes and **Close** to exit without saving
5. Click the  **Enabled** selector switch to activate / deactivate report transmission.

HACCP configuration

Requirements

- have configured the server for sending emails (see [Configuring the SMTP email server](#)).
- have an Internet connection with a strong signal.
- have set the HACCP report interval and recipients (see [Schedule HACCP reports](#)).

Procedure

1. Access the **EQUIPMENT** page
2. Click on **Equipment panel > Resources** (📄)
3. Activate the **Edit** selector switch (🔘).
4. Click the resource in the **HACCP** column. If selection was successful, the icon will turn green.
Note: the 📄 icon identifies analog resources, asterisks * digital resources.
5. Make sure the resource is enabled (🔘 **Enable** selector switch active).
6. Make sure the resource **history** is enabled (green tick in the **History** column).

System settings

Contents

This section includes the following topics:

Site information	113
Site languages	114
Site date and time	115
System users and groups	115
System notification emails	116
Activity log	117
History - Recording interval setting	118
Eliwell AIR Remote access and email services	118
Configuring the SMTP email server	120
SSL/TLS security certificate management	121
Ethernet settings	122
Connectivity settings	122
Connectivity utilities	123
Connectivity Life Test	123
Refrigeration Expert XP license	124
Open source licenses	124
Updating the software	125
Manage controller drivers	126
Cybersecurity (Network Security Level)	127
System backup and restore	128
Support from Eliwell Technical Support	129

Site information

Requirements

Have the necessary permissions to manage system data.

Procedure

1. Access the **SYSTEM** page
2. Click on **Site > Information**:
3. In the **Site** part, enter:
 - **Name**: equipment name (visible in the **EQUIPMENT** panel)
 - **Description**: description identifying the system
 - **Address (Line1/Line2)**: system address
 - **City**: city in which the system is installed
 - **Country**: country in which the system is installed
 - **ZIP/postal code**: postal code for the area in which the system is installed

Click **Save** to save the data entered

4. In the **Installer contact** part, enter:
 - **Name**: name of the person who installed the equipment
 - **Email address**: email address of the person who installed the equipment

Click **Save** to save the data entered

Site languages

Requirements

- have the necessary permissions to manage languages.
- have the .zip file with new or customized language translation.

Localization

1. Access the **SYSTEM** page
2. Click on **Site > Localization**
3. In the **Localization** part, enter:
 - **System language:** allows to select one of the available languages. It is used for User Interface and Reports
 - **Date and time format:** allows to select the format MM/DD/YYYY HH:mm or DD/MM/YYYY HH:mm

Click **Save** to save the data entered

Note: Verify that fonts are included in the system language package when non-Latin languages are used. This is necessary generating correct reports in your language. To upload languages and fonts see "[Language management](#)" section.

Language management

1. Access the **SYSTEM** page
2. Click on **Site > Localization:**
3. In the **Language management** part:
 - Click **Upload a language:** import new or customized languages (see 'Upload custom language translation')
 - Verify the presence of a language and all its files in the list

Click **Save** to save the data entered


Upload custom language translation


1. Access the **SYSTEM** page
2. Click on **Site > Localization:**
3. In the **Language management** part:
4. Click "Select file" to load a .zip file with a new language or a customization of an existing one
 - If the .zip file is valid and the content does not exceed the available quota for language translations, the system provides a summary of the language file content.
 - Modify the selection of items to upload (frontend: user interface; backend: messages and reports; extra: equipment resources descriptions; fonts: custom font files to support PDF reports) and continue.
 - The uploaded translation will replace the ones eventually present in the system for the same language.
 - In case the language translation is partial, the system will use, for the missing translation, the system translation for the same language, when available, or English as a backup.

Note: The customized language is immediately available and can be configured as System Language.

Note: The maximum number of customized languages that can be loaded onto the equipment is 3.

Remove custom language translation

1. Access the **SYSTEM** page
2. Click on **Site > Localization:**
3. In the **Language management** part:
 - Identify the language to delete from the languages list
 - Click on the Remove button ().
 - Confirm the deletion.

Note: The languages already pre-installed on the equipment could not be deleted but only replaced (the  button is not present).

Note: In case the removed language is the one in use, the system will revert to the original language translation, where available, or to English as a backup.

Note: In case the removed language is the System language and there is not an original translation for the same language, the system will switch the System language configuration to English.

Site date and time

Requirements

Have the necessary permissions to manage system data.

Procedure

1. Access the **SYSTEM** page
2. Click on **Site > Date and time**:
 - select the **time zone** from the drop-down menu (for example: Europe/Rome) and click **Save**
 - enable/disable date and time syncing with an NTP (Network Time Protocol) server
3. Click on **Synchronized** to sync with the current equipment (only active if syncing with an NTP server is disabled).

Note: time updating takes place through connection to a public NTP (Network Time Protocol) server by default.

Note: if **Refrigeration Expert XP** is not connected or will not have access to the Internet, disable NTP mode and sync the clock with the PC clock regularly using the **Synchronized** button.

System users and groups

Description

This section allows to configure:

- users (see [Creating/editing a user](#))
- groups (see [Creating/editing a group](#))

System notification emails

Description

The system sends notification emails to the indicated address in the event of serious errors which could compromise data recording or system operation in general.

If the problem persists, the system will send a new notification every day.

Requirements

- have the necessary permissions to manage system notifications.
- have configured the SMTP server for sending emails (see [Configuring the SMTP email server](#)).
- have an Internet connection with a strong signal.

Procedure

1. Access the **SYSTEM** page
2. Click on **System notifications**
3. Enter the **Email address** to which alarm indications should be sent
4. Click on **Test email** to make sure it is working properly
5. Click on **Save** to save the data entered

Activity log

Description

The page displays logged activities in read-only mode for the same time range in which data is available (note: this period exceeds 6 months).

Activities are listed in reverse chronological order, with the most recent appearing first:

- User log-in
- User log-out
- Time zone change
- Date/time change
- Changes to NTP server settings
- User added with:
 - User description
 - Enable yes/no
 - Password expiration date/time
 - Role
 - User id
- User changed
- User removed
- User Password changed
- User role modified with:
 - permission added/removed
 - Role assigned
- User Group created
- User Group changed
- User Group removed
- Permission added/removed with:
 - Description
 - Role involved

Note: The menu item and page content is visible only for admin and users with "Manage and audit activity log" permission.

Note: If a User is removed, all email information will be deleted except "Name" and "unique ID", used for activity log display.

Requirements

Have the necessary permissions to manage and audit activity log.

Procedure

1. Access the **SYSTEM** page
2. Click on **Activity log**
3. Scroll through the Activity Log list. The following information are provided:
 - **Date and time:** data and time of the activity
 - **User:** the user who performed the activity
 - **Group:** the group to which the user belongs
 - **Activity:** the type of activity
 - **Details:** details about the activity

Note: used for users or groups permissions/changes

Note: The information shown here is part of the system history and is therefore included in backups and restored during recovery.

Note: These records cannot be modified or deleted.

Note: If a user is removed from the system, the log will still display the user's description, but the email used for login will be replaced with 'deleted user'.

History - Recording interval setting

Description

This section allows to configure the recording interval for historical data (see [Configuring the data recording interval](#))

Eliwell AIR Remote access and email services

Requirements

Have the necessary permissions to manage system data.

Remote access activation

1. Access the **SYSTEM** page
2. Click on **Connectivity > Eliwell AIR**
3. In the **Eliwell AIR** part you can see:
 - **Cloud server status:** shows the connection status with the Eliwell AIR cloud server:
 - **AVAILABLE:** the system is connected to the Internet and can reach the Eliwell AIR server
 - **CONNECTING:** the system is attempting to connect to the Eliwell AIR server
 - **CONNECTED:** the system is connected to the Eliwell AIR cloud server
 - **UNAVAILABLE:** the system cannot reach Eliwell AIR
Note: check network connectivity and/or the presence of a proxy that may be blocking communication.
 - **Edge ID:** identify the identification of the EDGE connected to the device
4. Start the procedure by pressing **Connect**.
5. The following window appear:

Connect [X]


To connect your Eliwell AIR account, you need a One-Time Token (OTT) and your registered email address.

To get the OTT:

- 1) access Eliwell AIR portal <https://air.eliwell.com> (A)
- 2) Log-in with your Eliwell AIR user account

OTT [B] User email [C]

[Continue] (D) [Cancel] (E)

6. Click the link <https://air.eliwell.com> (A) and log in to the Eliwell AIR cloud using the Eliwell AIR user credentials.
Note: If you do not have credentials for the Eliwell AIR cloud, register a new user account.
7. Click on  icon to open **Menu**:
 - **Support:** redirects you to the Schneider Electric support page
 - **FAQ's:** redirects to the Schneider Electric FAQs page
 - **Legal:** redirects you to the Schneider Electric web page with Terms&Conditions and Service description
 - **Privacy Policy:** redirects you to the Schneider Electric web page with Terms&Conditions and Service description
 - **Copyright:** redirects you to the Schneider Electric "Legal information"
 - **Rex OTT:** security key (OTT)
 - **Version:** version of the cloud
 - **Social:** connects you to available social channels.
8. Click on **Rex OTT**

9. A windows with the security key appear. Click on **Copy & Close** to copy the key
10. In the windows at point 4, insert:
 - **B**: the security key (OTT) copied on the Eliwell AIR cloud
 - **C**: the Eliwell AIR user's email address
11. Click on **Continue** to complete the procedure
12. The procedure is completed when the **cloud server status** becomes **CONNECTED** and a list of information will be shown:
 - **Subscription**: shows the subscription type and the status (active/inactive)
 - **Account**: shows the Eliwell AIR user's email address
 - **Renewal on**: shows the end date of subscription

Eliwell AIR email service

After completing the connection, you can enable email service via Eliwell AIR as an alternative to custom email server. Turning the switch ON or OFF changes the email delivery service.

- **ON**: uses the zero-configuration email service
Note: When this configuration is enabled:
 - Emails are sent from the Eliwell AIR address: noreply.air.eliwell@alerts.se.com.
 - Reports (HACCP or historical) are NOT attached to the email; instead, they can be downloaded via the link included in the email. The files remain available online for 12 months from the date the email is sent.
 - The Email Server configuration on **SYSTEM > Connectivity > Email server** is disabled.
- **OFF**: uses the custom email server setting on **SYSTEM > Connectivity > Email server** (see [Configuring the SMTP email server](#))

List and status of cloud installations

After completing the connection, an **Eliwell AIR** user with an active subscription can:

- view the list of Refrigeration Expert systems associated with their account
- monitor the system status, specifically the overall alarm status
- configure and use a secure remote access link

Advanced

If requested by Eliwell Technical Support, the connection to a Debug server can be configured as:

- Production
- Debug

and confirm by pressing **Save**.

After changing this setting, it will be necessary to repeat the connection to the Production server.

Configuring the SMTP email server

Requirements

- have the necessary permissions to manage system data.
- know the email server connection data.
- have read the Cybersecurity Email server recommendation (see [Account management guidelines](#))

WARNING

POTENTIAL COMPROMISE OF SYSTEM AVAILABILITY, STATE AND SECURITY

- Change the default passwords to prevent unauthorized access to equipment settings and information.
- Position the network equipment behind various cyber defense levels (firewalls, network segmenting and network intrusion detection and protection systems).
- Adopt cybersecurity best practices (for example: minimal privileges, separation of functions, secure SMTP, etc.) to prevent unauthorized exposure, loss of or changes to data and registries, the interruption of services or accidental operation.

Failure to follow these instructions can result in death, serious injury, or equipment damage.

Procedure

1. Access the **SYSTEM** page
2. Click on **Connectivity > Email server**
3. In the **Email server** part, enter:
 - **Authentication:** if access to emails requires authentication (None, Simple, Login, Cram-MD5)
 - **Address:** email server address (for example: smtp.gmail.com)
 - **Port:** port used
 - **Sender's email address:** email address of the sender
 - **Account Name:** user name
 - **Account Password:** user password
 - **Security:** type of security used (None, SSL or StartTLS)
 - **Skip certificate verification:** disable the flag ()Click **Save** to save the data entered
4. In the **Email test utility** part, enter:
 - **Address:** test email address
 - Click **Verify email** to send a test email**Note:** make sure that the message has arrived in the recipient's inbox.

SSL/TLS security certificate management

Description

The equipment is provided with a self-signed certificate, which is by default not accepted by the browser.

Requirements

Have the necessary permissions to manage system connectivity network.

Show currently installed SSL/TLS certificate

1. Access the **SYSTEM** page
2. Click on **Connectivity > Certificates**.
3. Click on **Show CRT certificate** to display the content of current certificate.

Generate and upload a SSL/TLS certificate

1. Access the **SYSTEM** page
2. Click on **Connectivity > Certificates**.
3. Click on **Generate CSR** to generate and download the current machine unique Certificate Signing Request file including the required network configuration.
4. Submit the CSR file to the certification authority (either a private network or public certification authority depending on the network configuration). The certification authority will return a valid SSL/TLS certificate (CRT).
5. Click on **Upload CRT** to upload the CRT certificate provided.

Restore self-signed SSL/TLS certificate

1. Access the **SYSTEM** page
2. Click on **Connectivity > Certificates**.
3. Click on **Restore self-signed CSR certificate** to remove and invalidate any uploaded CRT certificate and re-generate a self-signed certificate for the current Refrigeration Expert.

Note: CSR certificates are unique. Each time a new CSR file is generated, any previous CRT certificate will be invalidated and not reusable.

Ethernet settings

Requirements

Have the necessary permissions to manage system data.

Procedure

1. Access the **SYSTEM** page
2. Click on **Connectivity > Ethernet** to view:
 - **DHCP**: if DHCP is enabled, all other network parameters can no longer be edited
 - **IP address**: IP address (for example: 192.168.0.52)
 - **Subnet mask**: the subnet mask (for example: 255.255.255.0)
 - **Gateway**: gateway address (for example: 192.168.0.1)
 - **DNS 1**: main DNS address (for example: 8.8.8.8)
 - **DNS 2**: secondary DNS address (for example: 4.4.4.4)

Click on **Save** to save the data entered


Connectivity settings

Requirements

Have the necessary permissions to manage system data.

Procedure

1. Access the **SYSTEM** page
2. Click on **Connectivity > mini USB / RNDIS** to view:
 - the **DHCP** status
 - the **IP address** value (for example: 192.168.0.52)
 - the **Netmask** value (for example: 255.255.255.0)
 - the **Gateway** value (for example: 192.168.0.1). It is empty if not assigned.
 - the **DNS** value (for example: 8.8.8.8). It is empty if not assigned.

Note: click  to copy the value

Connectivity utilities

Requirements

Have the necessary permissions to manage system data.

Procedure

1. Access the **SYSTEM** page
2. Click on **Connectivity > Utilities**
3. In the section you can verify the network setting. You can verify:
 - an **IP address** by inserting it in the box and then clicking **Ping**
 - a **Network Hostname** by inserting it in the box and then clicking **Check DNS resolution**

Connectivity Life Test

Requirements

Have the necessary permissions to manage system data.

Procedure

1. Access the **SYSTEM** page
2. Click on **Connectivity > Integration**
3. In the **Life Test** part, enter:
 - **Enable integration:** activate / deactivate the Life Test email sending
 - **Schedule type:** allows to select the period for Life Test sending between:
 - **Daily:** allows configuration of up to 4 daily schedules for sending the Life Test email
 - **Interval:** allows configuration of the interval (in hours) at which the Life Test email is sent
 - **Recipients:** Allows configuration of up to 4 recipients for email delivery.

Click **Save** to save the data entered.

Note: Delivery times may vary due to system workload or temporary email-server delays.

Refrigeration Expert XP license

Requirements

Be logged in as the **admin** user or a user belonging to the **Administrator** group.

Description

In this page are displayed the following information:

- **Version:** software version
- **License:** a description of license type (number of equipments and resources)

All users can view the information but only the authorized users can update it.

Eliwell does not process any personal data (specifically email addresses) used for system access, sending notifications, and sending reports.

However, this personal data is stored in the product's internal memory and can only be viewed and modified by authorized users.

Please contact the system administrator to request any updates or deletions of personal data.

Open source licenses


Requirements

Always visible in read-only mode

Description

In this page are displayed the following information:

- **Name:** name of the open source resource
- **License Type:** type of license (MIT, BSD, Apache-2.0, etc.).

By clicking on  icon, you can see the terms and condition use for each resources. It is also possible to filter the list by name or type.

Updating the software

Requirements

- Have a software package (a file with the “.raub” extension) that is more recent than the currently installed version.
- Be logged in as the **admin** user or a user belonging to the **Administrator** group.
- Have performed a backup, saving the file to equipment external to the **Refrigeration Expert XP** and making sure a backup protection key is provided as this is required for the reset process.

Recommendations

Before starting the update, make sure that:

- Power supply is stable and protected
- Verify stable and continuous power availability
- Use backup power systems (UPS)
- Schedule updates during controlled maintenance windows, avoiding high-risk periods.

Interrupting the software update process (for example rebooting, powering off, or power cycling during upload) may result in system outage, requiring equipment replacement.

NOTICE

HAZARD OF SYSTEM OUTAGE AND/OR EQUIPMENT REPLACEMENT

- During firmware upload, do not reboot, power off, or power cycle the equipment.
- Help ensure power supply is stable and protected (for example UPS in place).
- Avoid updates during periods of potential power outage.

Failure to follow these instructions can result in equipment damage.



Note: Taking these precautions is essential to avoid service disruptions and additional costs. For more details or assistance, please contact our technical support team.

Description

In this page are shown this information about software:

- **Version:** software version
- **Last update:** date and time of last update
- **Web application version:** the version of the Web application.

Procedure

1. Reboot the equipment
2. Access the **SYSTEM** page
3. Click on **Software > Upgrade**
4. Select the file to upload using the “**Select file**” button.
5. Select the file destination in the memory (for example: microSD card).
6. Start uploading the file with “Select this memory equipment”.
7. Identify the version you want to install from the list of available software.
8. Click the button “Install this software version” to begin the update.
9. Leave the “Skip data migration” () selector switch disabled if you want to carry out an installation, retaining the current data and configurations.
10. Enable the “Skip data migration” () selector switch if you want to carry out an installation, with the complete deletion of data and configurations.
11. Confirm your selection.
12. Once the update has finished, reboot the equipment to apply changes.

Note: it may take several minutes to complete the steps.

Note: the system will retain settings relating to the network IP address and **admin** user password, to allow reconnection to the system with the same network address.

Note: when upgrading the system, **Refrigeration Expert XP** restores from the previous version the custom languages and custom drivers in use for one or more Equipment. A newer version of custom languages may be needed to cover new functionalities.

Manage controller drivers

A controller driver describes how the system reads and writes data to a series of devices. Each family of controllers is identified by a firmware MSK.

The system is provided with a large number of drivers; however, new controllers, PLC applications, or third-party Modbus equipment may require a newer version of an existing driver or a completely new driver.


Requirements

- have the necessary permissions to manage drivers.
- BIN file with the new or updated driver.

Upload custom or updated controller driver

1. Access the **SYSTEM** page
2. Click on **Software > Drivers**
3. Use the **Import** button to load the driver BIN file
 - If the BIN file is valid and the new driver does not exceed the driver space of the system, the system prompts with a summary of the new driver and possible replacement of existing one with the same firmware MSK.
 - Continue the upload procedure if the driver upload is not impacting current operations.
 - The new driver will eventually replace the one in the system for the same firmware MSK.
4. The driver is immediately available without further actions.

Remove custom controller driver

1. Access the **SYSTEM** page
2. Click on **Software > Drivers**.
3. Identify the driver from the list and click on the Remove button ().
 - If the driver is currently in use, the system will provide a message and the operation must be aborted.
4. Confirm the deletion.

Cybersecurity (Network Security Level)

Description

This page allows you to modify the Network Security Level to resolve remote connectivity issues, typically caused by VPNs.

Note: The menu item and page content are always visible, but the configuration can only be edited by admin and users with manage network configuration permission.

Requirements

Have the necessary permissions to manage network configuration.

Procedure

1. Access the **SYSTEM** page
2. Click on **Cybersecurity**
3. Select one of the three available security levels:
 - **Strong:** Default and recommended security setting when exposed to a public network or internet.
 - **Medium:** Use only to resolve network access issues in private or VPN networks.
 - **Base:** Not recommended. Provides a shorter ban period to test and resolve network access issues in private or VPN networks.
4. Click **Save** to save the data entered.

Note: The Network Security Level configuration is included in the backup. When restoring a backup created prior to version 1.2.0, the default value assigned is 'Strong'.

System backup and restore

Requirements

- Be the **admin** user or a user in the **Administrator** group.
- Know the password used in the backup process.

Note: the backup password can only be set by the **admin** user.

Note: the backup files are protected and can only be reset via **Refrigeration Expert XP** once the reset key has been confirmed.

Data and system settings backup

1. Access the **SYSTEM** page
2. Click on **Backup and restore**
3. Click on **Generate backup**.
4. The process backup the current system state. Note that:
 - It will overwrites any existing backup file present in the micro SD card, if any
 - The operation can take up to 30 minutes
 - Required you stay on this page during the backup
5. At the end of the process, the date and time of the last backup will be shown in the box.
6. Click on **Download** to save the backup file in a different location.

Restoring data and system settings

1. Access the **SYSTEM** page
2. Click on **Backup and restore**
3. Click on **Restore** to restore the file on the memory card.
4. Click on "Select file" in the **Upload backup file to restore** to load a file in the current system.

Note: when a backup file is loaded, this overwrites anything already saved in the system micro SD card memory.

Note: backup includes the custom languages and custom drivers in use for one or more equipment.

Support from Eliwell Technical Support

Requirements

Have the permissions as administrator.

Description

In case of unexpected operation of the system it is strongly recommend collecting the following information:

1. Access the **SYSTEM** page
2. Click on **Backup and restore**
3. Click on **Generate backup**
4. Click on **Download** to retrieve a complete copy of the system. Not that is it necessary to know the Backup key to use the downloaded file.
5. Click on **Support**
6. Click on **Download trace files** to retrieve a ZIP file containing logs of recent system operation for debugging purposes.

Note: The "Trace files" section is available only for user with the Software update and system restore permission.

When contacting Eliwell Technical support you may be required to provide the above information.

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