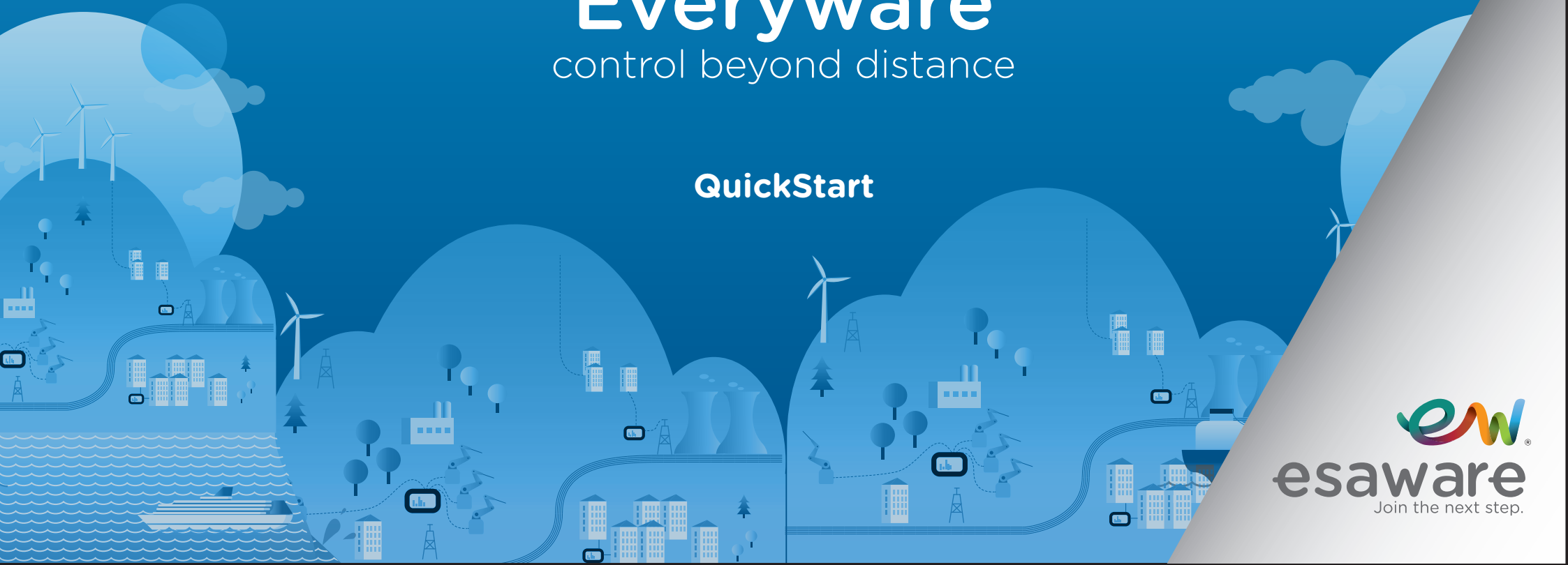




Everyware

control beyond distance

QuickStart



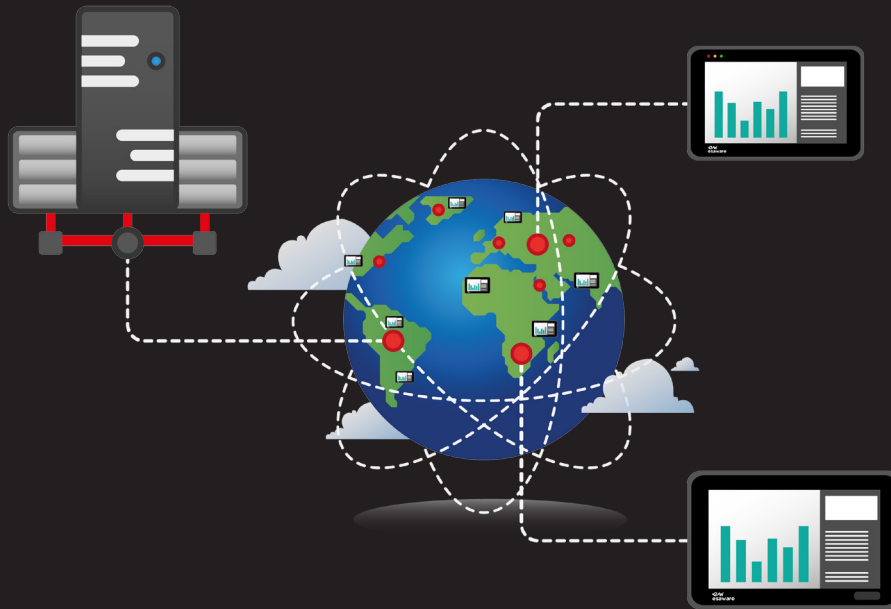
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Everyware

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What's Everyware



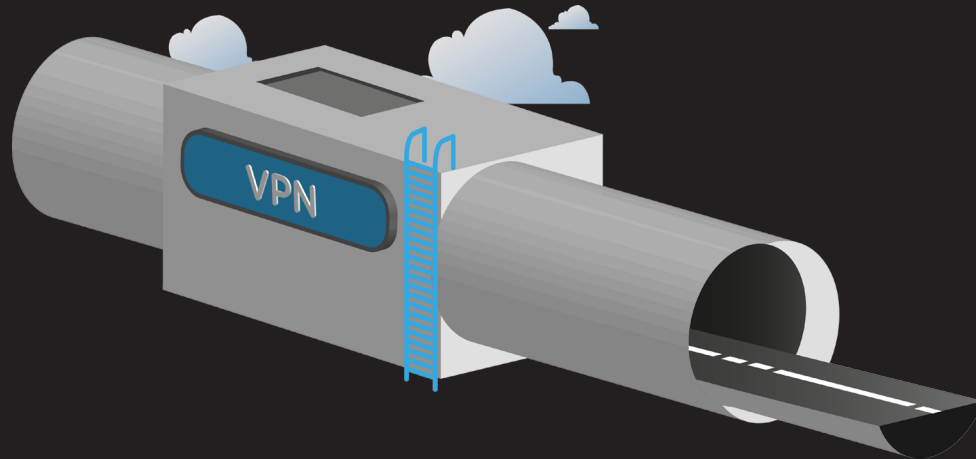
Everyware is a software that allows you to control, interact or modify the applications in execution on different installed devices.

Thanks to the Everyware maintenance platform, you can safely eliminate any distance between you and your applications.

Everyware drastically cuts down both time maintenance and travel expenses.

Everyware uses a normal internet connection, transparent to Firewall and Proxy.

Main features of Everyware



Everyware the fastest assistance ever: Everyware uses a safe and crypted connection. Connection is automatically managed by the geolocation system to grant the maximum data traffic speed available and its reliability is granted by a redundant server system that ensures the continuity of the service.

What you can do with Everyware



- REMOTE DESKTOP



- REMOTE PROGRAMMING AND DEBUGGING OF HMI APPLICATIONS



- REMOTE PROGRAMMING AND DEBUGGING OF DEVICES SUCH AS PLC AND DRIVE

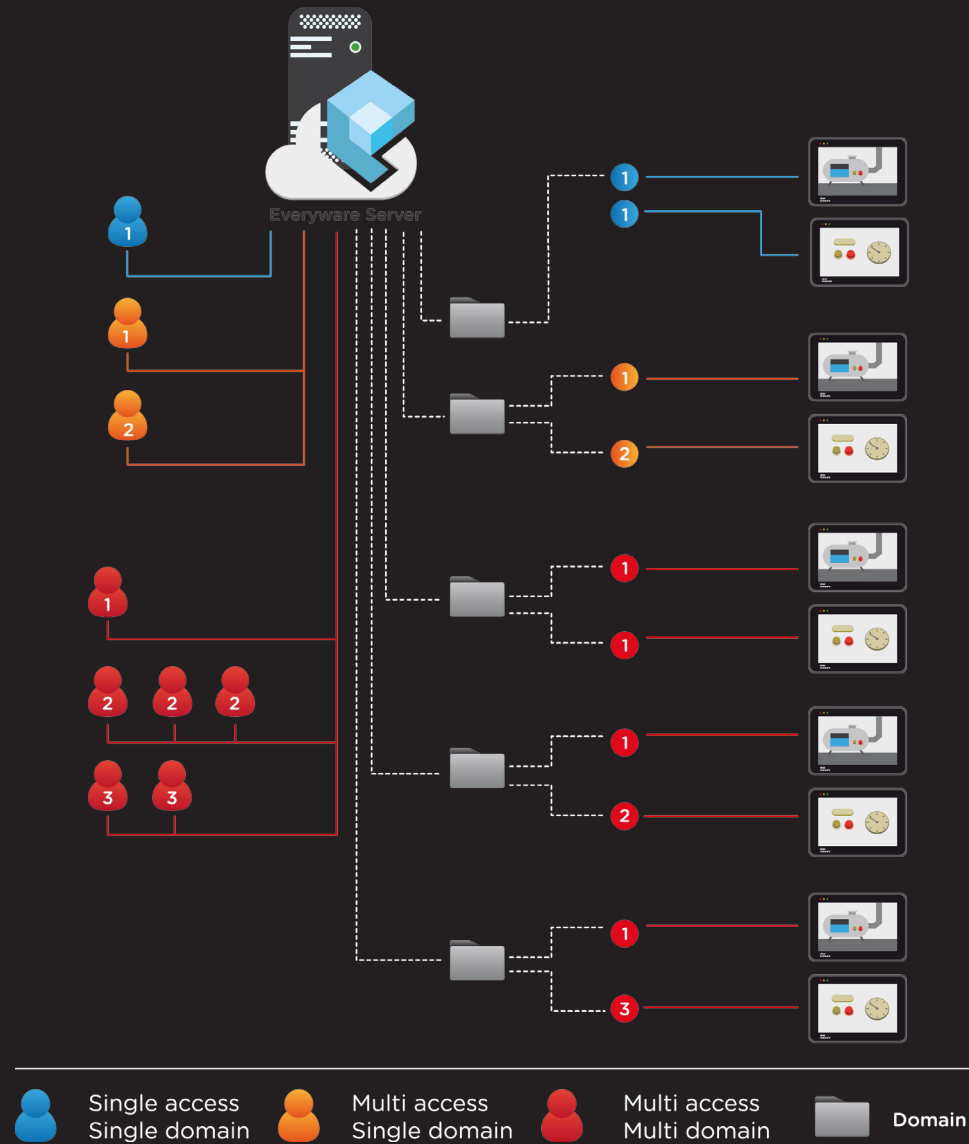


- FILE TRANSFER THROUGH FTP



- CHAT SERVICE

Licenses' types

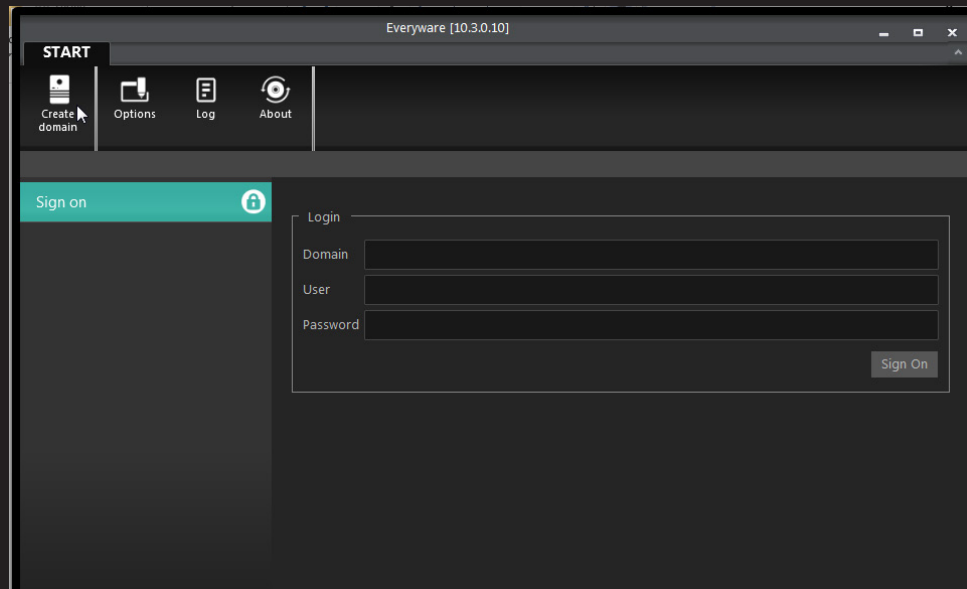


Everyware works easily. Just create your domain and add your devices.

- Single domain / Single access:
One user per time can connect to the domain, where he can see and manage one application at a time.
- Multi access / Single domain:
More users have access to the domain, and they can work simultaneously.
- Multi access - Multi Domain:
Full freedom to organize your application as you wish. User can create different domains and more users at the same time can access the domains and work simultaneously.

1

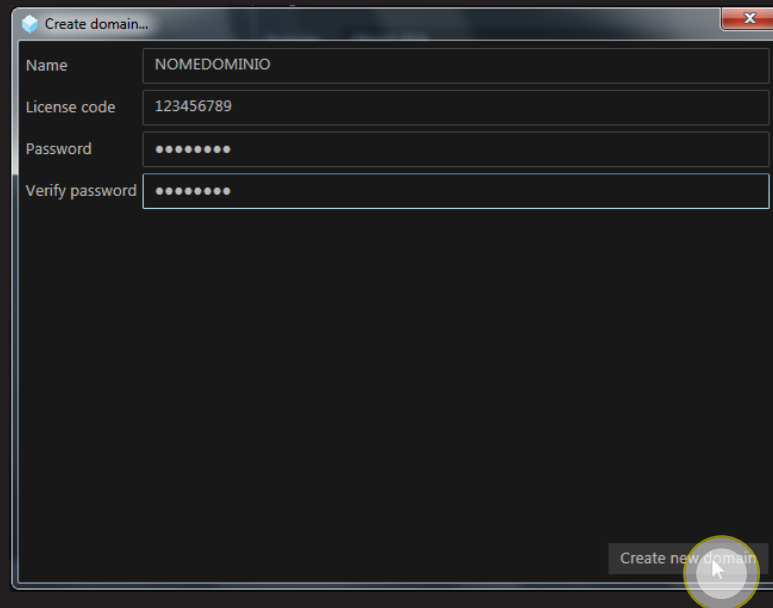
1. Creation of the domain



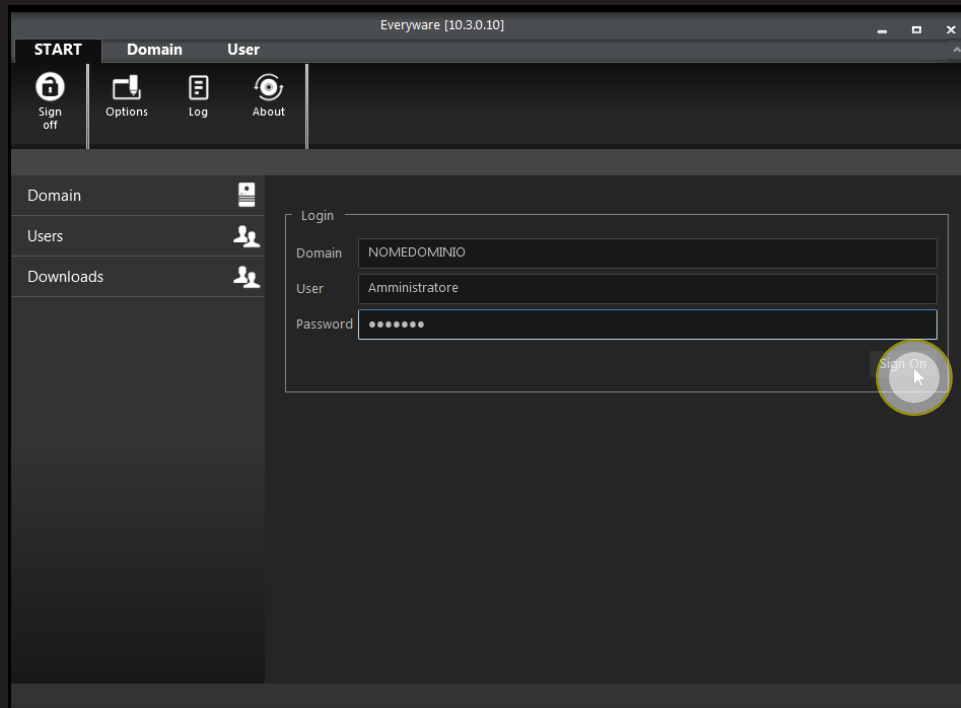
Once installed Everyware, the first thing to do is the creation of the domain.

The domain is created only by the Administrator who can add / remove panels, create / delete / edit users.

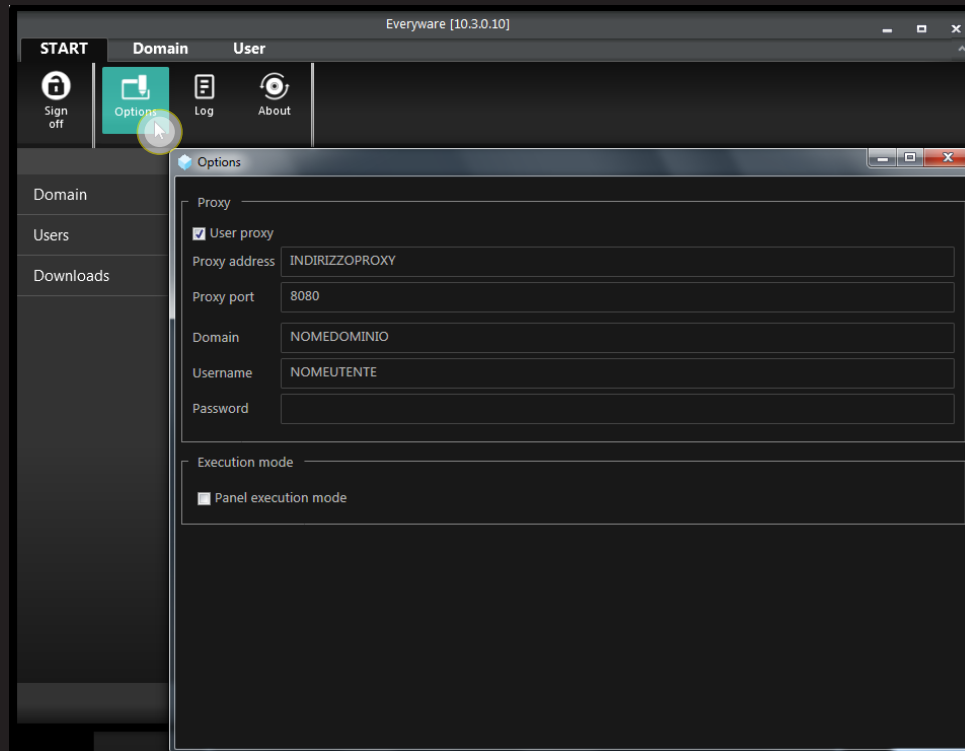
Enter domain name, license number and password, then click on "Create new domain".



IMPORTANT: Once created the domain, you can change the password but not the name. This password is the same used to connect to your domain.



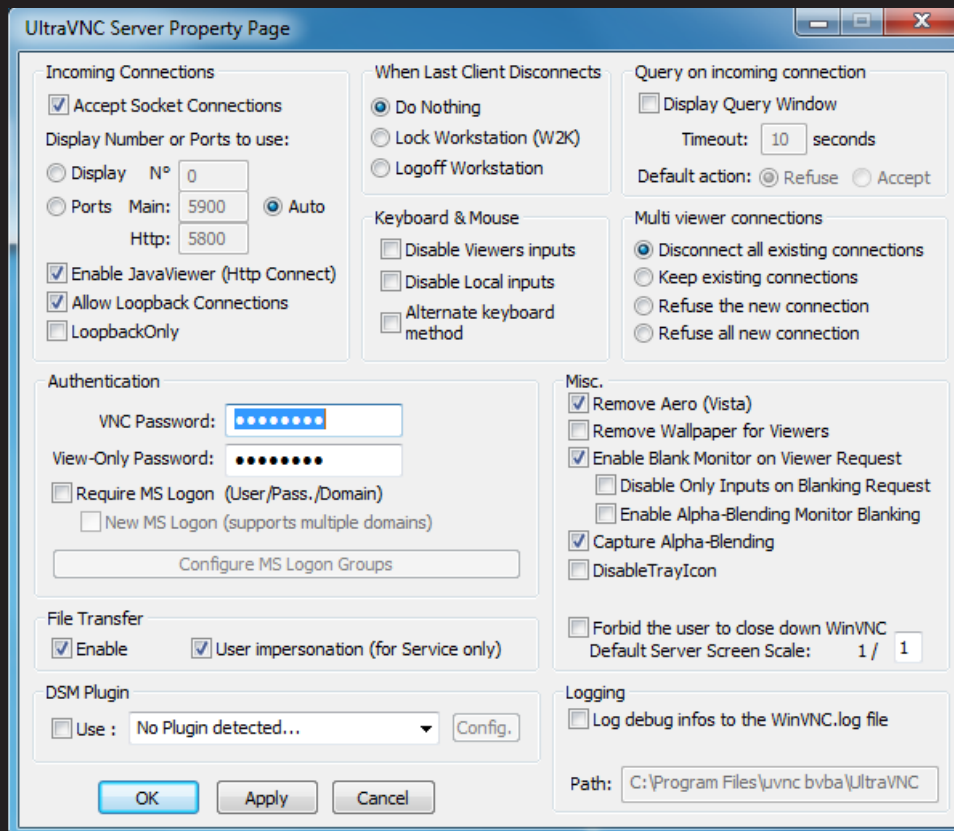
1.2. Proxy Settings



Select the Proxy setting options then enter : Proxy address, proxy port number, domain name, company network domain name, company username and company user password.

NOTE: The "Panel execution Mode" check box enables, on any PC, the "client mode" function of Everyware.

1.2. Proxy Settings

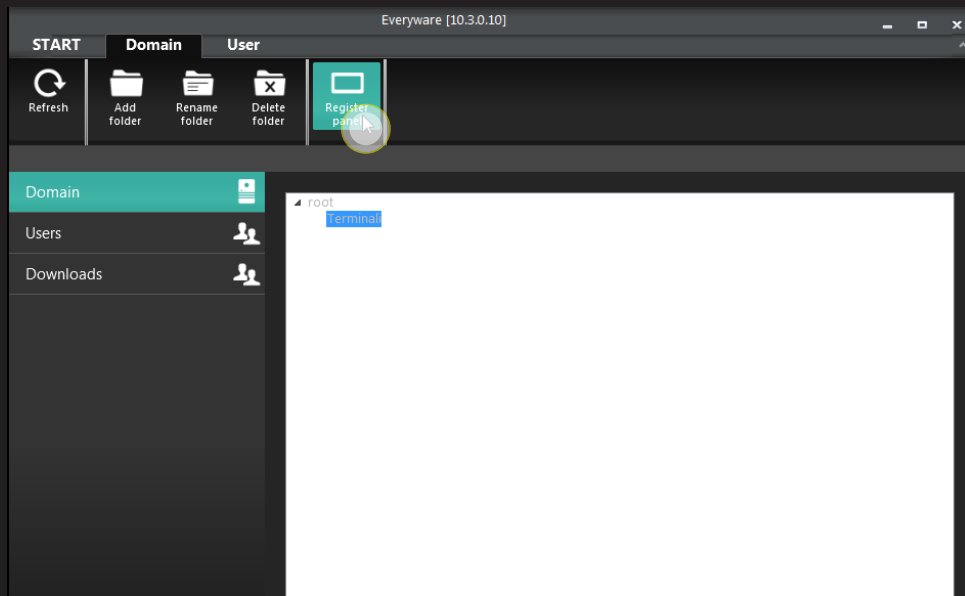


IMPORTANT : If Everyware is installed on a PC, it is required to install a software called VNC Server (free download on internet). ESA Automation suggests "UltraVNC SERVER".

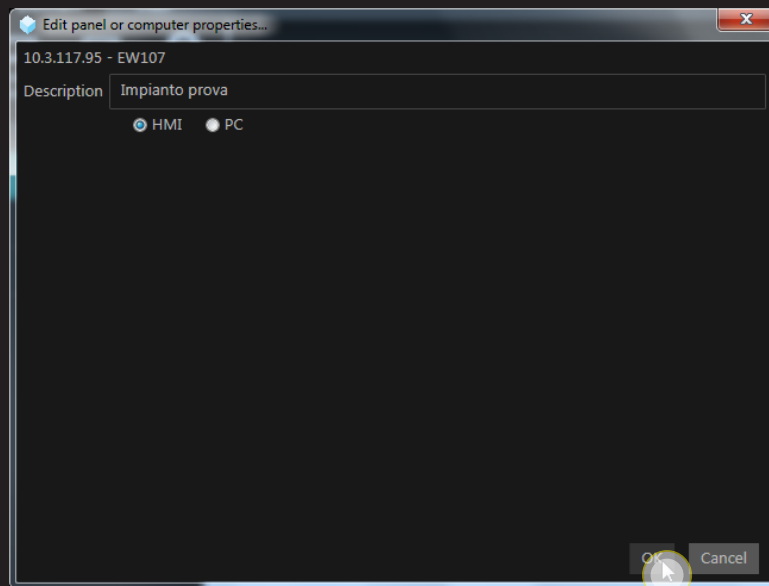
NOTE: In VNC SERVER software user will have to enter a password that is the same password used in the "REMOTE DESKTOP" functionality.

1

1.3. Adding a device

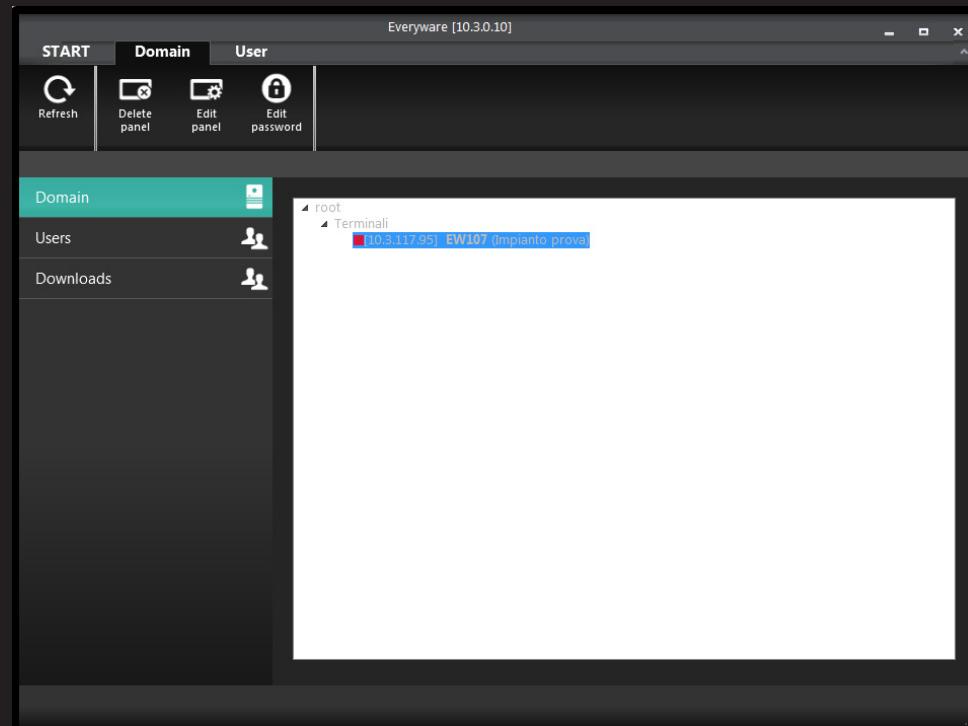


Click on the proper icon to add one or more devices in your own domain.



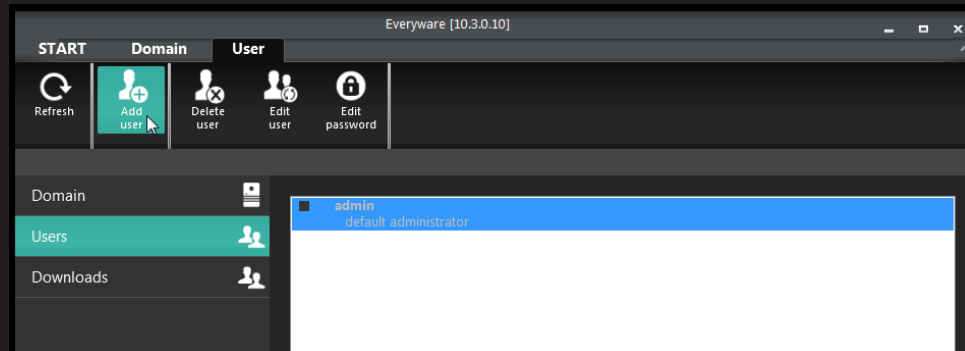
9

1.3. Adding a device

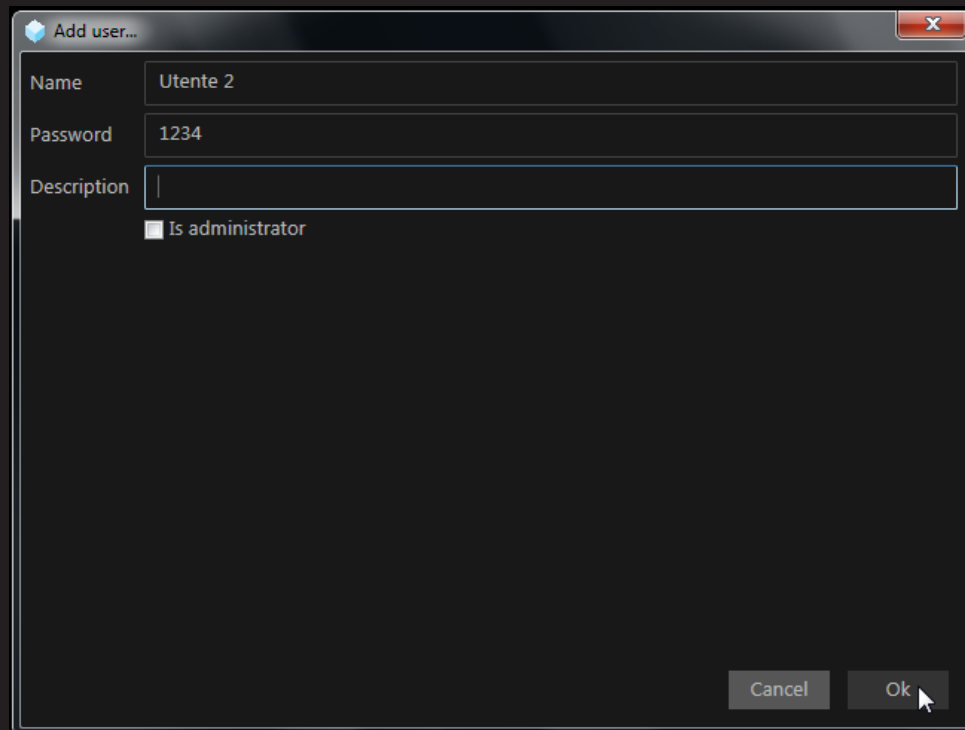


NOTE: As we can see in the picture, the red square symbol shows that the connection is not established yet. Once the connection is established, it will turn on green.

1.4. Adding a user



Click on the icon to add a new user to the domain.

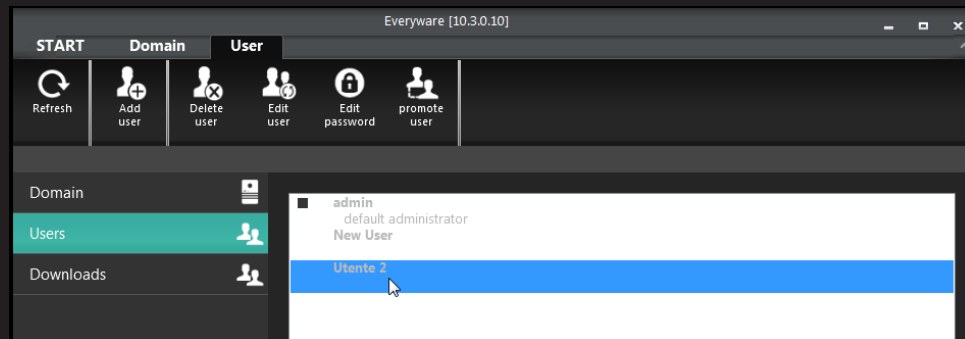


Enter Name, Password and a description (optional) of the new user.

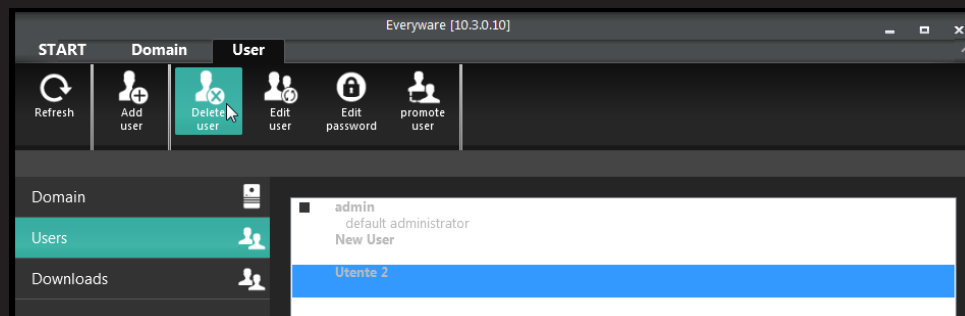
Checking the “Is administrator” check box, the new user is upgraded and he gets the Administration privileges.

NOTE: Only if logged as administrator, you can add users to the domain.

1.5. User Management

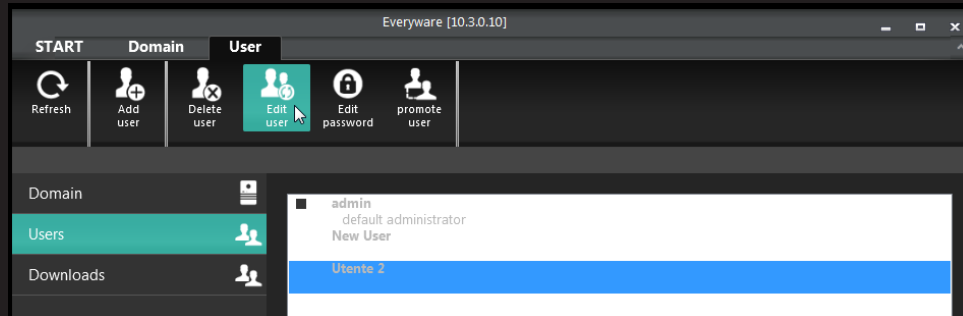


Using the proper icons, you can:

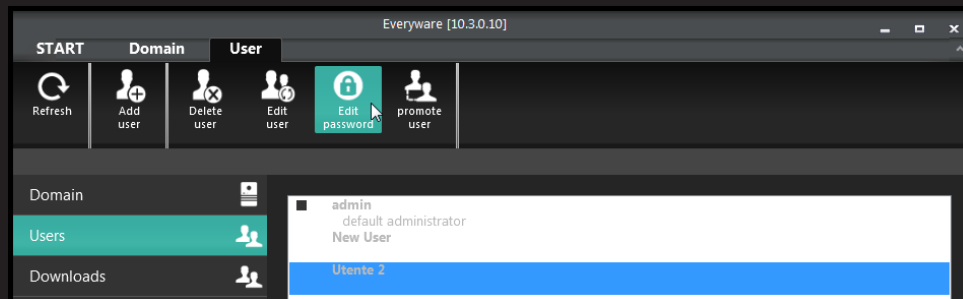


- delete user

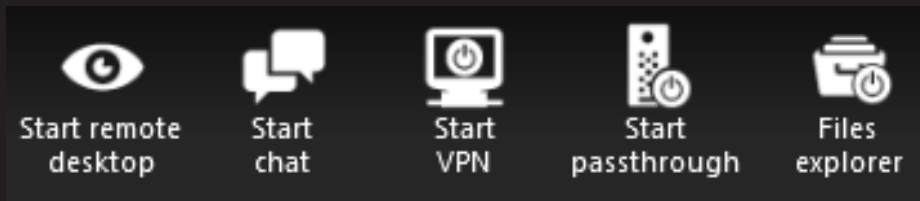
1.5. User Management



- Edit user (name, description and chance to upgrade user to administrator)

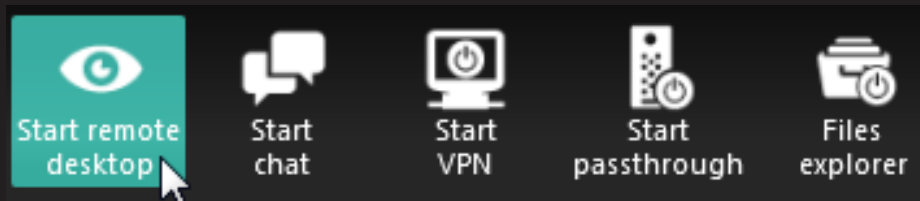


- Edit user password

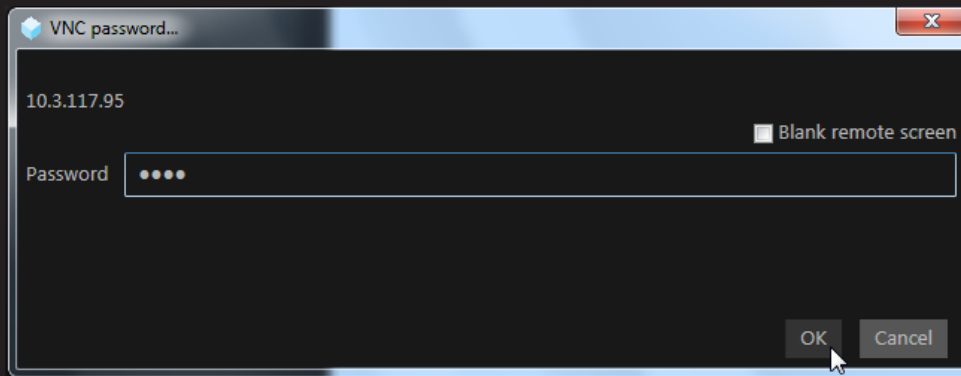


When successfully connected, the following icons will appear on the main bar.

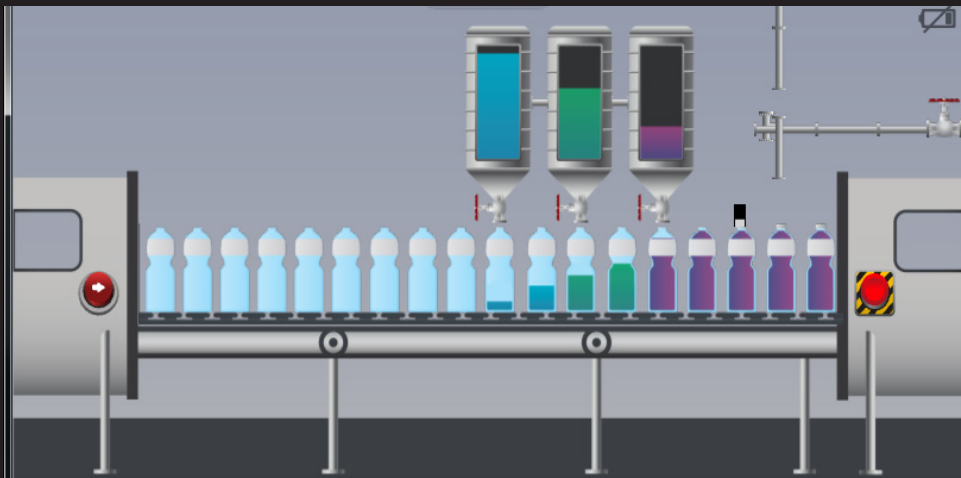
2.1. Remote Desktop



Click the proper icon to start Remote Desktop.



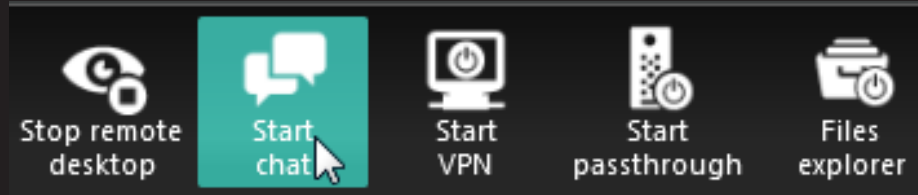
A window will appear; enter the required password to start the Remote Desktop (same password entered in 3.1 "ID Settings" -Remote Access Password-) device side, then click OK to confirm.



User will see the desktop of the remote device.



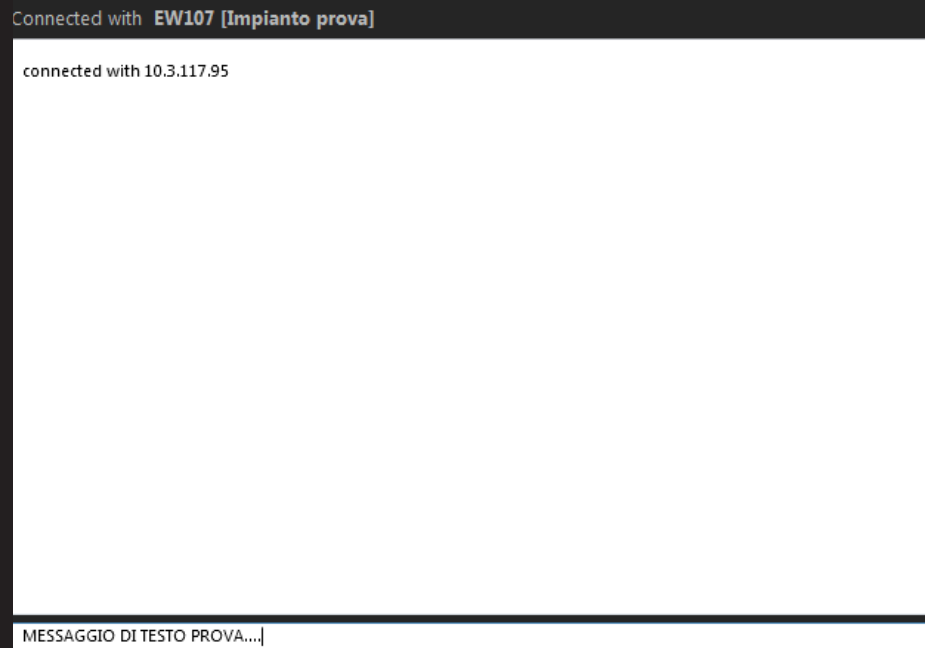
“Blank remote screen” check box, if checked, will show on the device an image that does not allow the local operator to see the operations the remote operator is doing.



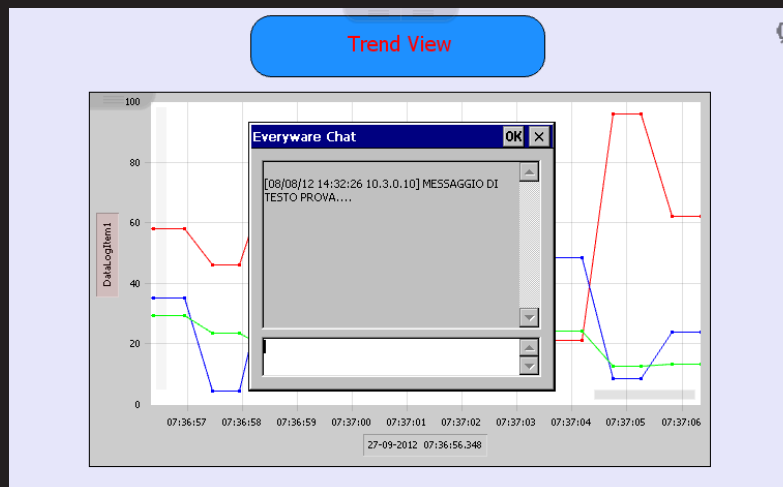
Click the icon to start the Chat Service.



You will see a page showing the right connection with the device.

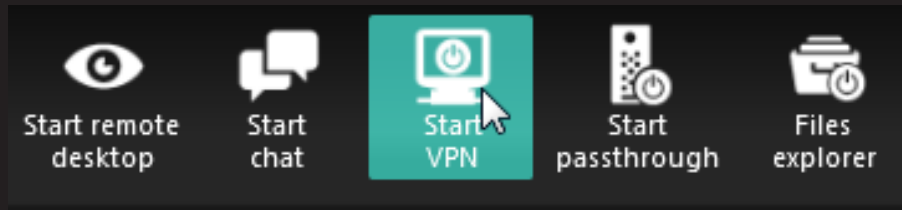


In this page you can enter text messages that will be shown on the device.

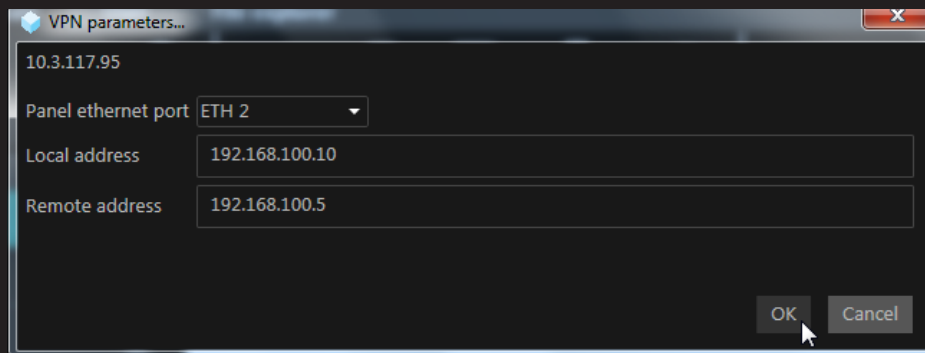


Clicking on "Enter" key, the message will be shown on the remote device with which you are working.

From remote device you can reply entering an answer and clicking on "Enter" key.

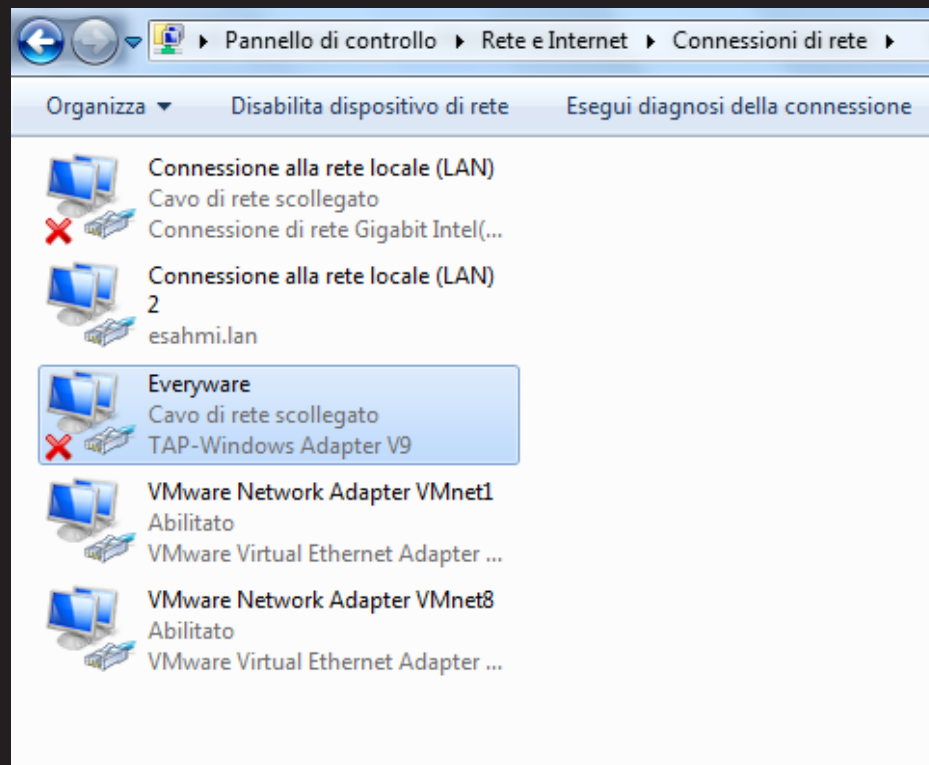


Click the icon to start a VPN connection.

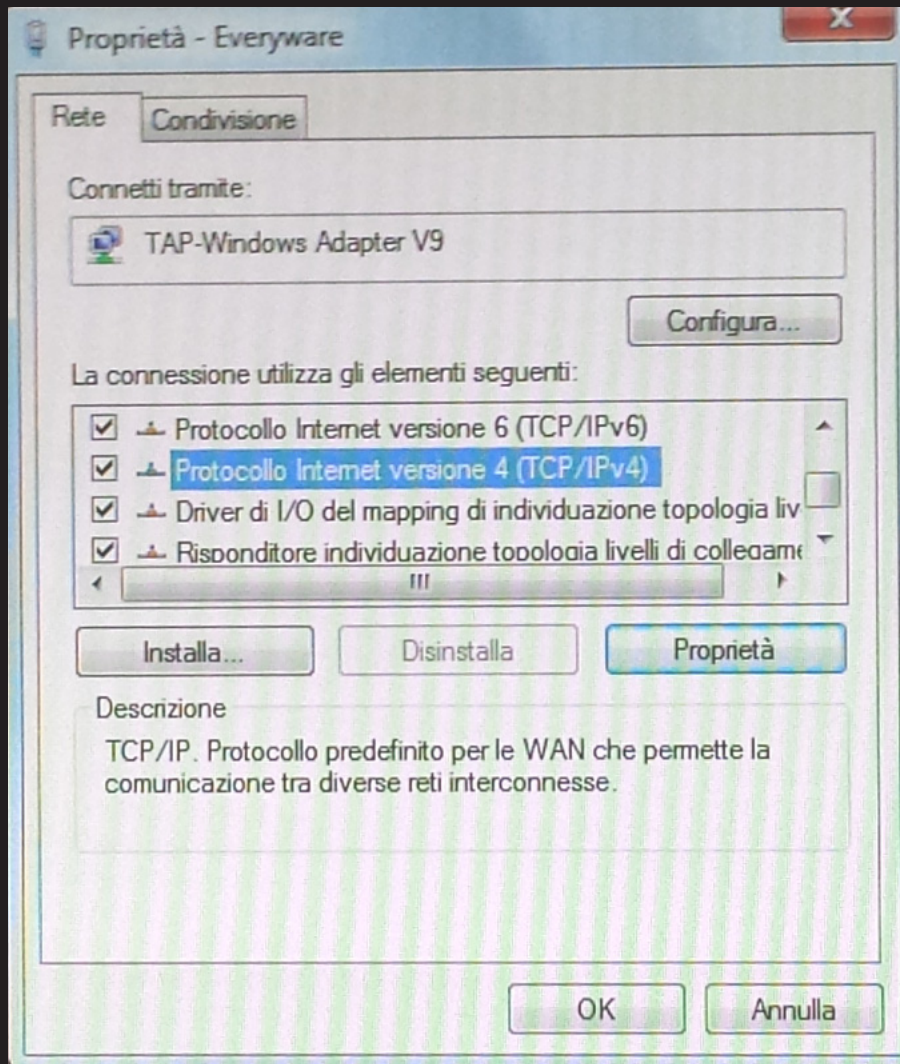


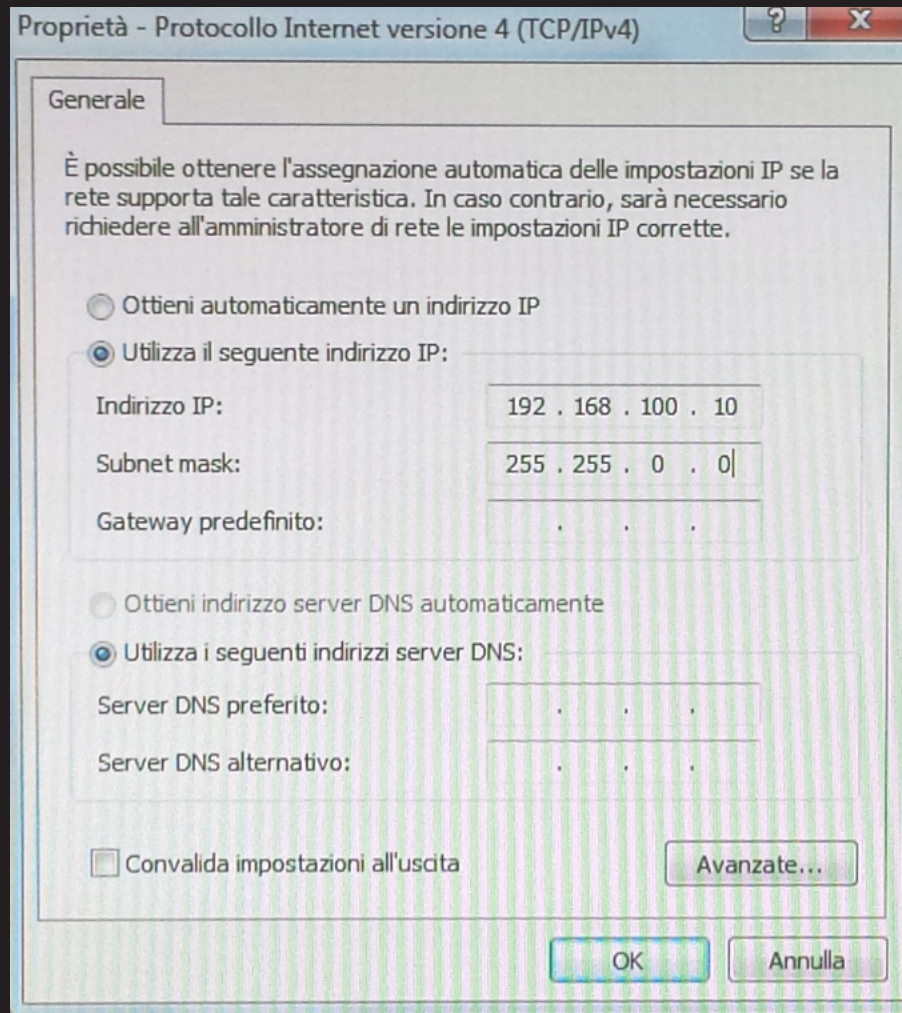
A window will appear and you will have to enter the following data:

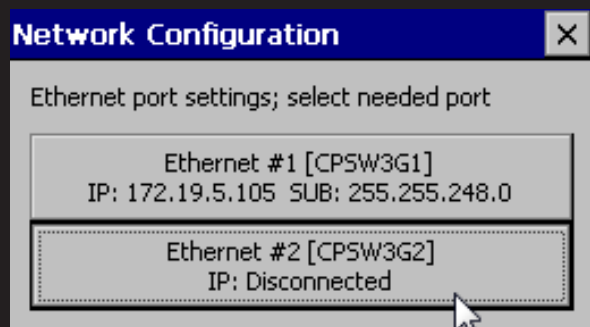
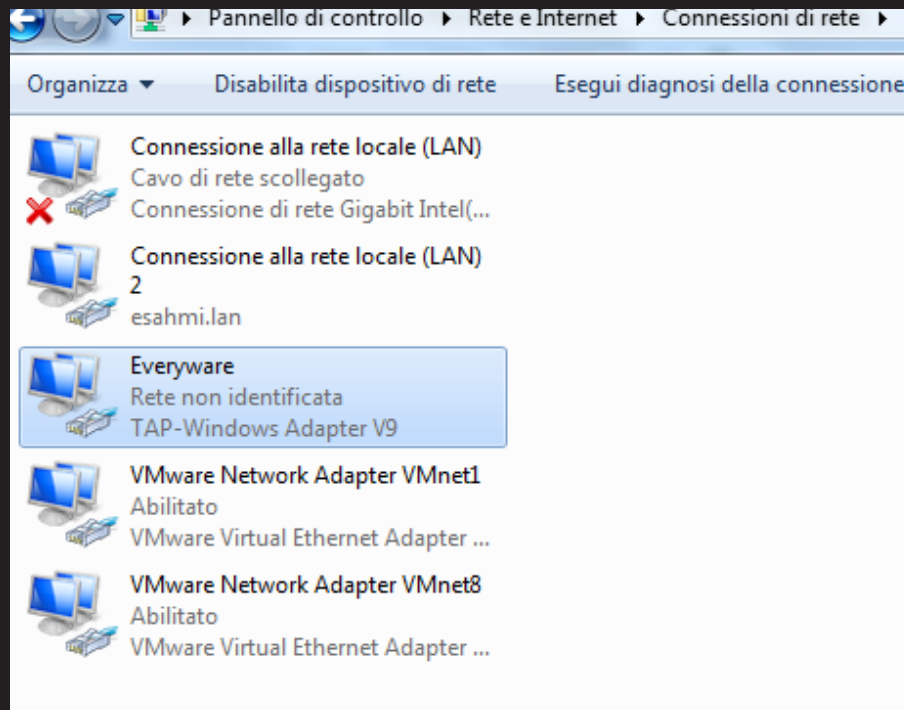
- Local Address : IP address of the Everyware virtual port
- Remote Address : IP address of the device



NOTE: The Everyware virtual port is automatically created during the installation of the application on PC.

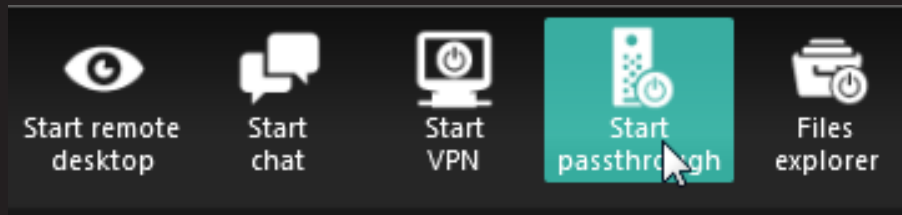






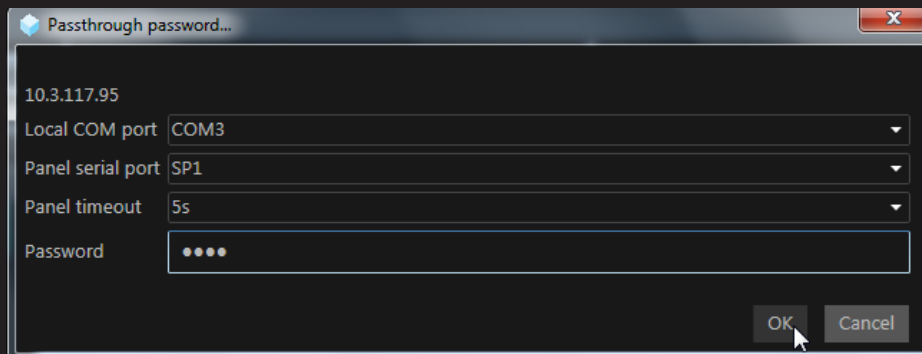
Steps to set IP address of Everyware virtual port on the device.





Everyware Passthrough allows to remotely communicate with a PLC/drive through one of the serial ports on the device.

Click the icon to start Everyware Passthrough.



Then you will be required to:

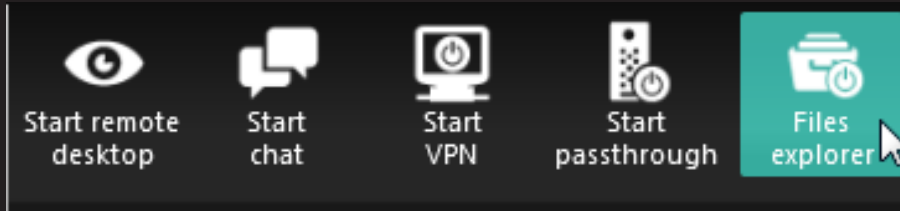
- Select the COM virtual port to use
- Select the device COM port
- Select the timeout time of the device
- Enter the connection password (same password used in the Remote Desktop)

Then click OK.

```
Passthrough 2014.11.5.3  
  
Eth. (T/R):      0      0  
SP1 (T/R):      0      0  
  
TCP mode SP1 Port 2323  
Check Port  
PortMode1: 2  
Comid1: 1  
InitPort  
ProgramPort  
EnterFirmwareMode  
Set ReadTimeout to: 5000  
Creating Serial Port Thread  
IP Address(1): 172.19.5.105 Local Port: 2323  
Creating Socket Thread  
Creating PrintDataThread  
Passthrough started  
|
```

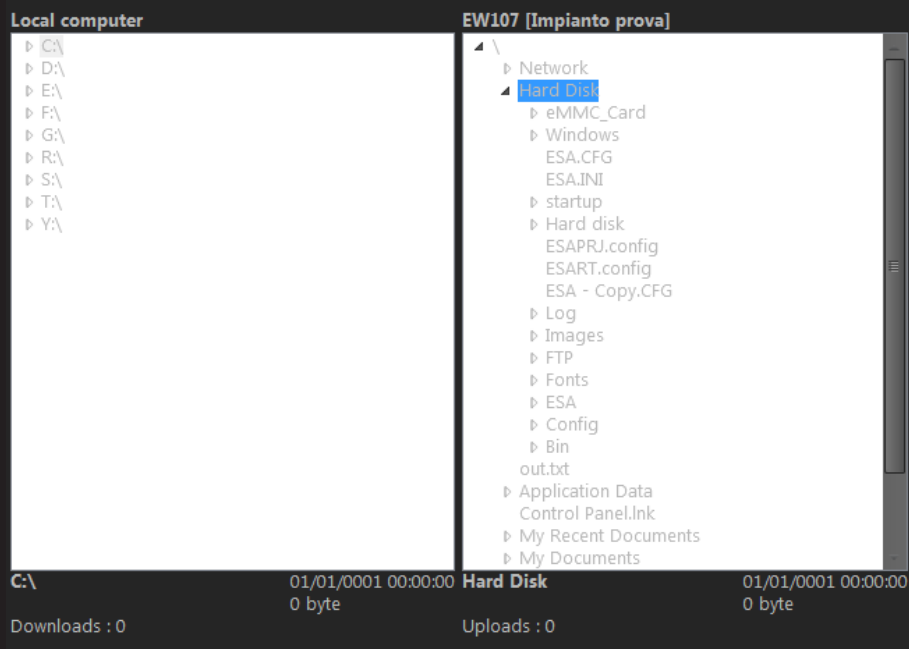
The device will set itself in Passthrough starting mode.

2.5. Files Explorer



With the “Files Explorer” function, user can share file and/or folders between remote device and local PC.

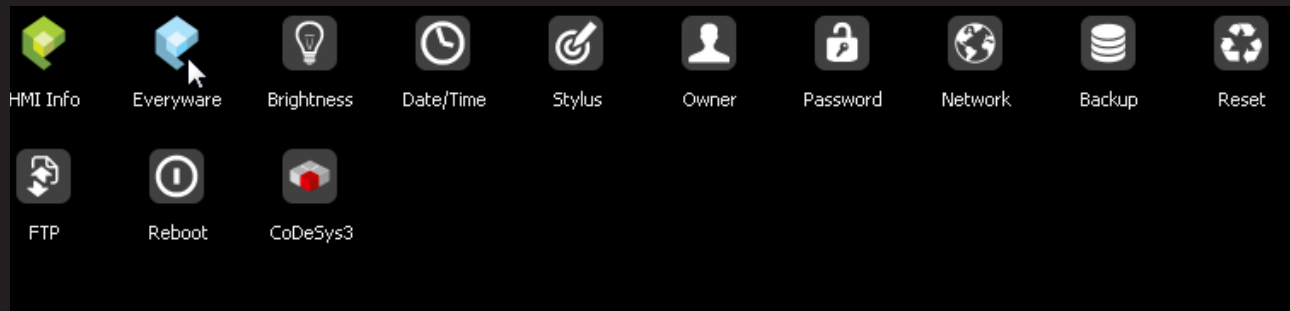
Click the appropriate icon to start the “Files Explorer” function.



On the left side of the window, you can browse the folders of the local PC and the network (if any) connected to it.

On the right side of the window you can see the folders available on the remote device.

To copy a file in the device, just select it in left side and drag it to the right side.

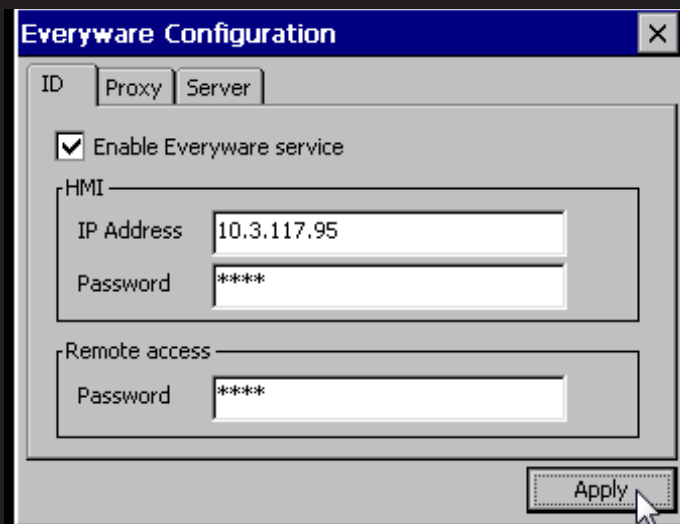


Connect power supply to the device, connect the network cable to the Ethernet port of the device (ETH1 is the port nearest to the power connector), enter in "Control Panel" and click on "Everyware" icon.

3.1. Everyware Configuration



Click on the “Config” key.

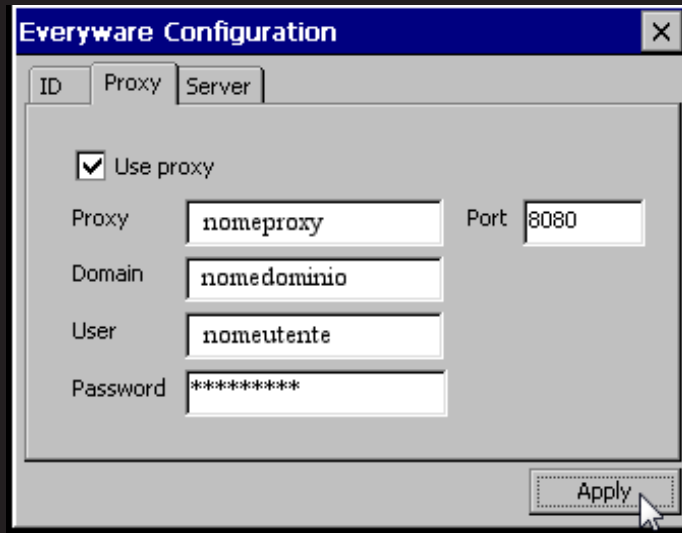


- Make sure that the “Enable Everyware service” check box is selected
- IP address: IP address supplied by Server when you register the device
- Password: the same one used during the registration of the device in the domain
- Password (Remote Access): connection password for remote services.

Click “Apply” to confirm settings.

IMPORTANT : Remember passwords for the future.

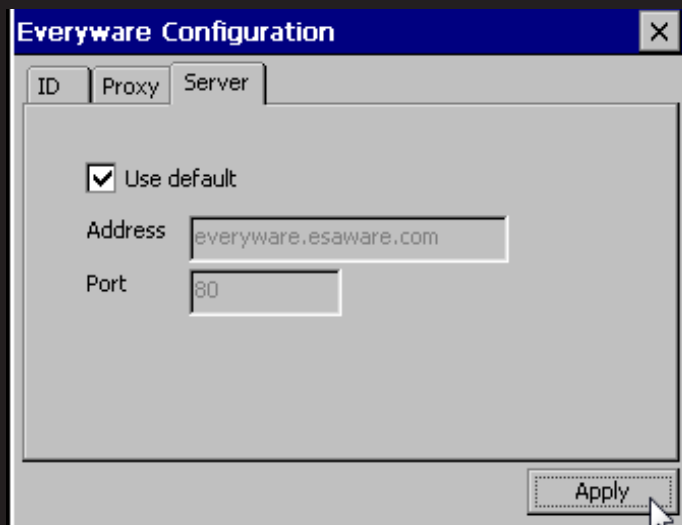
3.1. Everyware Configuration



The screenshot shows the 'Everyware Configuration' dialog box with the 'Proxy' tab selected. The 'Use proxy' checkbox is checked. The 'Proxy' field contains 'noproxy', the 'Port' field contains '8080', the 'Domain' field contains 'nomedominio', the 'User' field contains 'nometente', and the 'Password' field contains '*****'. An 'Apply' button is visible at the bottom right.

“PROXY” settings :

- If company network uses a proxy, select the “Use Proxy” check box and enter the same data as previously done in 1.2 section.
- Click on “Apply” to confirm settings.

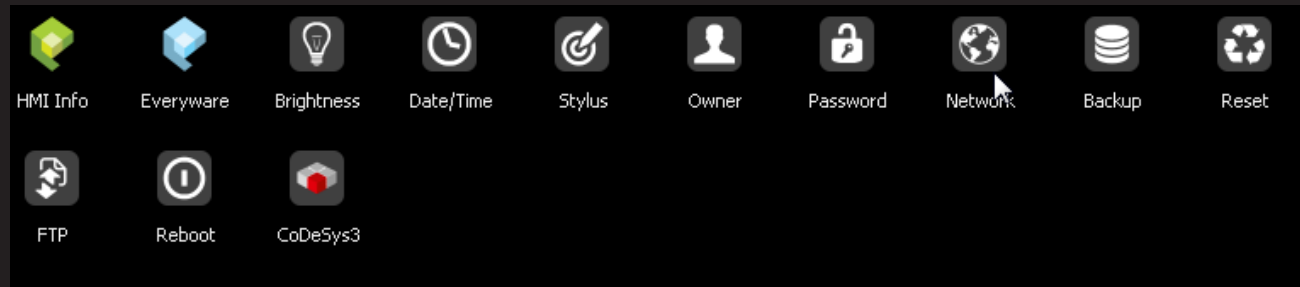


The screenshot shows the 'Everyware Configuration' dialog box with the 'Server' tab selected. The 'Use default' checkbox is checked. The 'Address' field contains 'everyware.esaware.com' and the 'Port' field contains '80'. An 'Apply' button is visible at the bottom right.

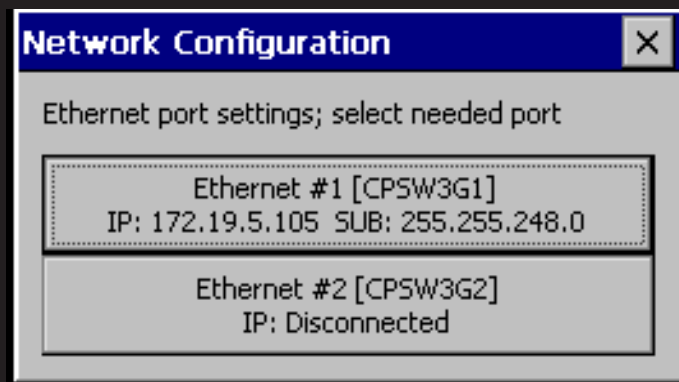
“SERVER” settings :

- Make sure that the “Use default” check box is selected
- Click on “Apply” to confirm settings

3.2. "Network" Settings

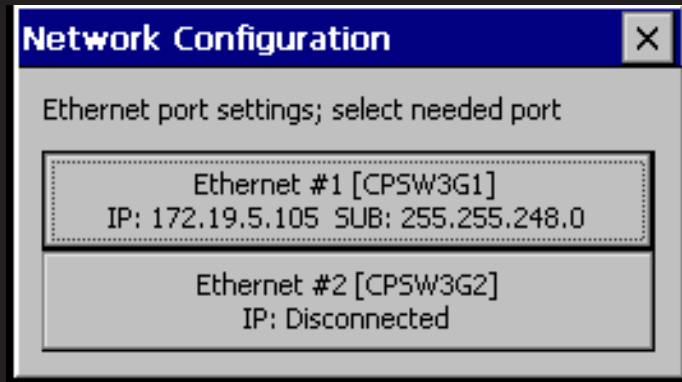


From the device control panel click on "Network" icon.

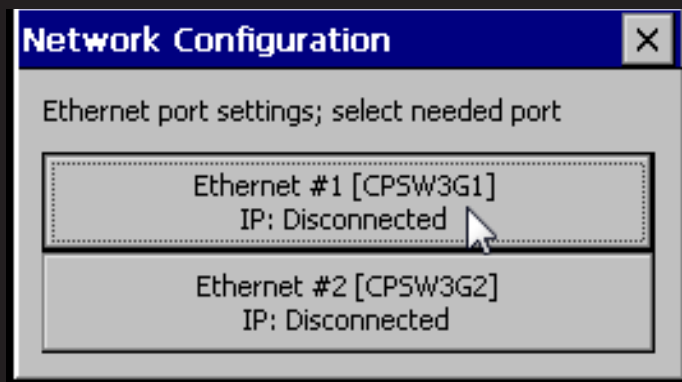


If settings are correct, this image will appear (Ethernet port 1 correctly connected to the network).

3.2. "Network" Settings

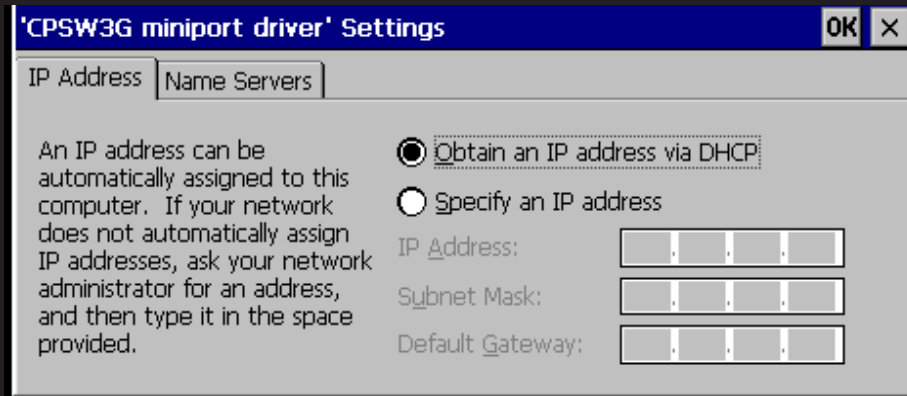


If settings are not correct or Ethernet cable is not connected to the network, this image will appear (Ethernet port 1 not connected to the network).

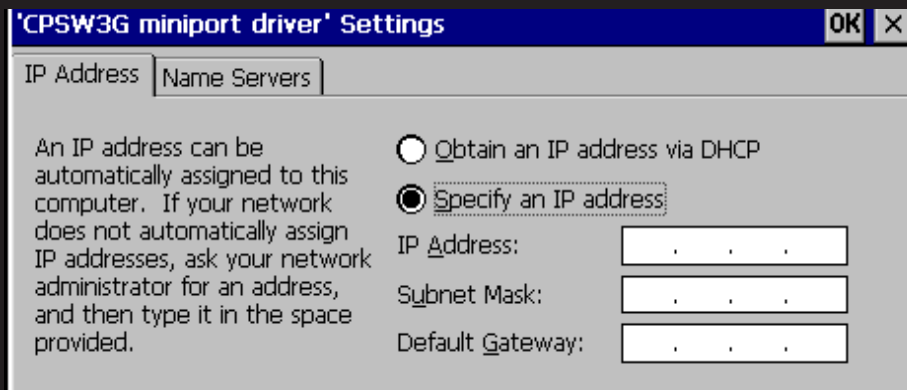


Click on the used Ethernet port and choose one of the settings shown below.

3.2. “Network” Settings



- Selecting “Obtain an IP address via DHCP” option, the IP address will be assigned automatically.



- Selecting “Specify an IP address”, user will have to manually enter a valid IP address.

Going back to the control panel of the device and clicking on the Everyware icon, if all settings are correct, the icon will turn green: the device is correctly connected to the network.

**NOTE:**

The light blue Everyware icon indicates that the device is "Offline". Clicking on the "On" button, the device will connect to the network (the icon will turn green).

The pink color Everyware icon indicates that the device cannot communicate with the Everyware server.

The causes could be:

- incorrect data setting
- network not present
- faulty Ethernet connection (cable not properly connected)
- other hardware problem



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