WebConnect

Setting up your equipment

GLUNZ & JENSEN

Table of contents

Connecting and getting started

Follow this short instruction for connecting and getting started with WebConnect.

When connection of the equipment has been completed (this instruction), please also follow the instruction for registering and setting up an account at WebConnect (Appendix A).

Step 1: Setting up your equipment

- Ensure that the equipment's software version is version 2012xxxx or newer:

  - Software version can be checked from the 1_23 -menu (fig. 1).
  - Enter **Configuration -> Information -> SW versions** (fig. 2 and fig. 3).
  - If software is not minimum a 2012xxxx version, please download appropriate processor software from **http://www.glunz-jensen.com/support/software** (login is required) and upgrade the processor's software before attempting making the WebConnect connection.
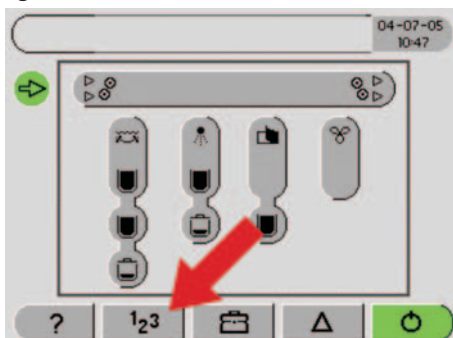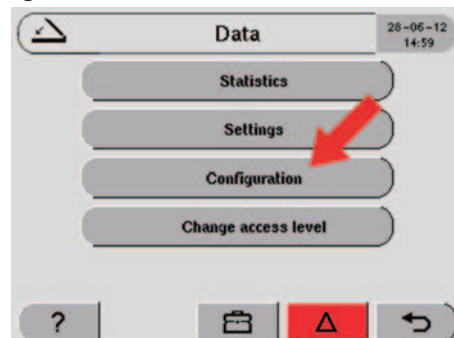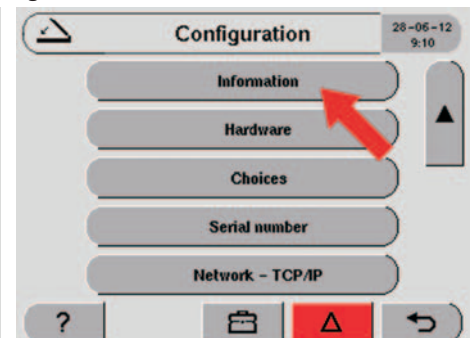
fig. 1

fig. 2

fig. 3

Step 2: Ethernet cable

- Connect a standard Ethernet cable between the processor (fig. 1) and LAN wall socket (Local Area Network) (fig. 2).

fig. 1

fig. 2

Step 3: Access level

- Set access level to **Service** ...

  - Enter **1₂3** (fig. 1).
  - Enter **Change access level** (fig. 2).
  - Enter the code **389** and confirm by pressing the **return key** (fig. 3).

  ✋ **Please note that the code 389 is a default service code and might have been changed.**
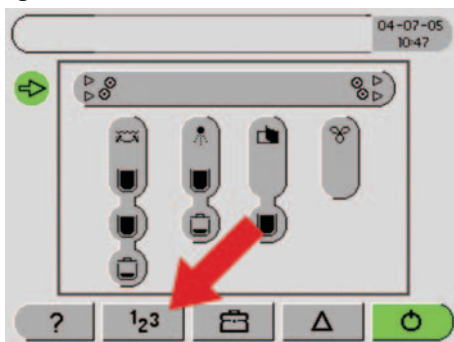
fig. 1

fig. 2

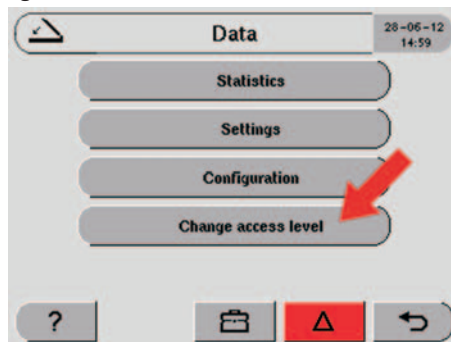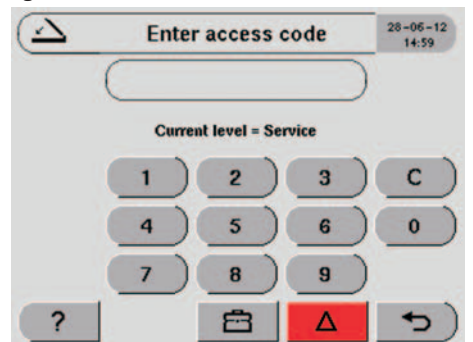
fig. 3

Step 4: IP connection - Automatic setup

- Setting up IP connection:

  - Enter **1₂3 -> Configuration**, then ...
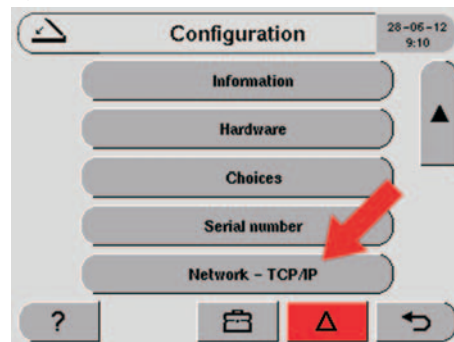 - **Network - TCP/IP** (fig. 1) -> **IP addresses** (fig. 2)
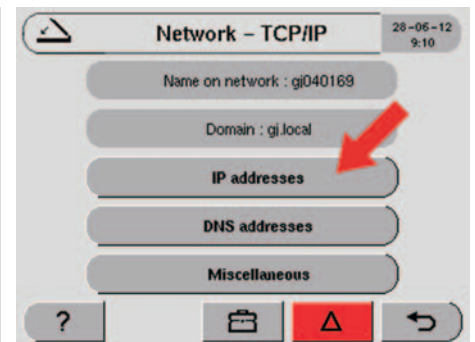
fig. 1

fig. 2

- Select **Automatic (DHCP)** (fig. 3), and
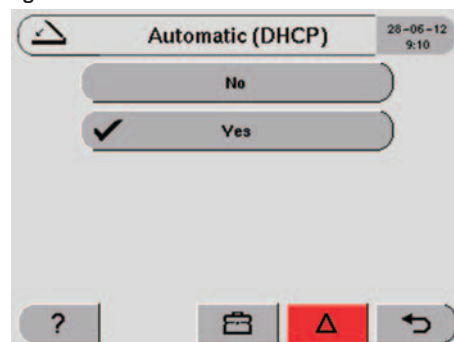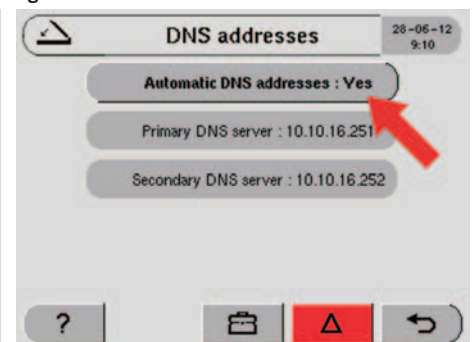
- Set to **YES** (fig. 4).

fig. 3

fig. 4

fig. 5

Step 5: DNS addresses - Automatic

- Enter **1₂3 -> Configuration -> Network TCP/IP -> DNS addresses**

- Make sure that **Automatic DNS addresses** is set to **YES** (fig. 5).

Step 6: Test of setup

- To confirm the setup is working as expected please enter the 🧰 (fig. 1).

- Select **Web connect** and press **Connection test** (fig. 2 and fig. 3)
  This will test the IP connection from the processor to the global Glunz & Jensen web server.

fig. 1
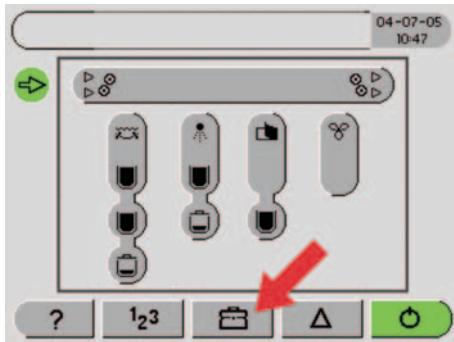
fig. 2
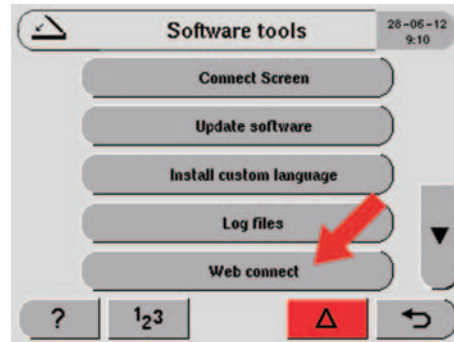
fig. 3

- Press the **Continue** key to test the web connection (fig. 4).

- Connection test will show **Connection OK** (fig. 5).

fig. 4
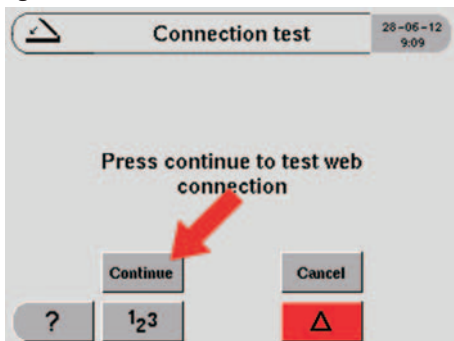
fig. 5
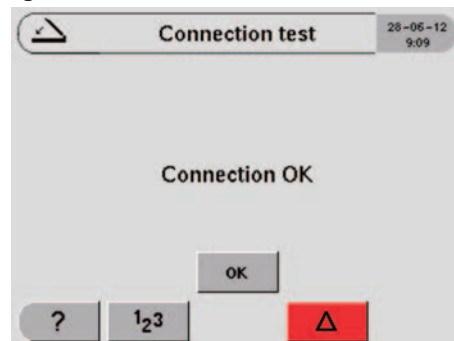
fig. 6
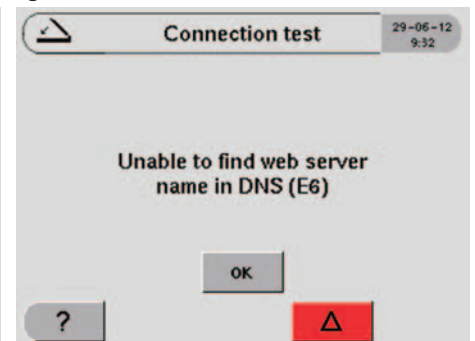
- If however, connection is not OK an error code will be shown (example in fig. 6). Please see Appendix B (page B-1) for trouble shooting.
  If trouble shooting does not solve the problem make a manual setup of IP and DNS addresses. See step 7.

ℹ️ **Error codes will often be related to the IP setup locally. Please then contact the inhouse IT administrator to get adviced.**

✋ **Standard outgoing http Port 80 connection is required to access http://gii.glunz-jensen.com**

Step 7: IP addresses and DNS addresses - Manual setup (fixed addresses)

Only follow this procedure if automatic setup described earlier is not possible. Before typing in data manually, please contact the inhouse IT administrator for correct addresses for:

- IP address
- Subnet mask
- Default gateway
- Primary DNS server
- Secondary DNS server

In Appendix C is a list showing the addresses needed for the manual setup of the IP and DNS addresses (fixed addresses). Please hand over the list to the inhouse IT administrator.

When the addresses needed for the setup (according to Appendix C) has been obtained from the inhouse IT administrator, please continue with the setup procedure described in the following:

- Enter **1₂3** **-> Configuration -> Network TCP/IP -> IP addresses** (fig. 1).

- Select **Automatic (DHCP):**

  - Set **Automatic (DHCP)** to **No** (fig. 2)
- Enter data for:
  - IP address
  - Subnet mask
  - Default gateway
- Press the return key.

fig. 1
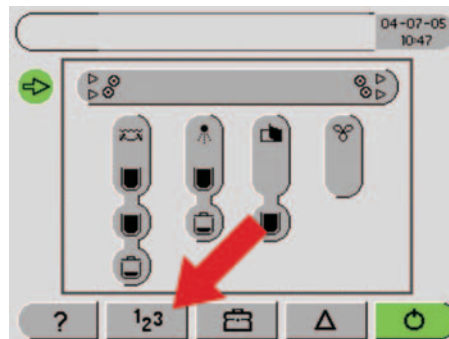
fig. 2
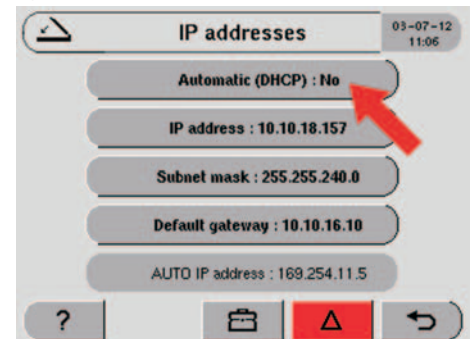
- Enter **DNS addresses** (fig. 3) and type in correct addresses for (fig. 4) :
  - Primary DNS server
  - Secondary DNS server
- Configuration of your equipment is now complete.

- Please make a connection test as described in step 6. If the connection test fails, please see Appendix B (page B-2) for trouble shooting.

fig. 3
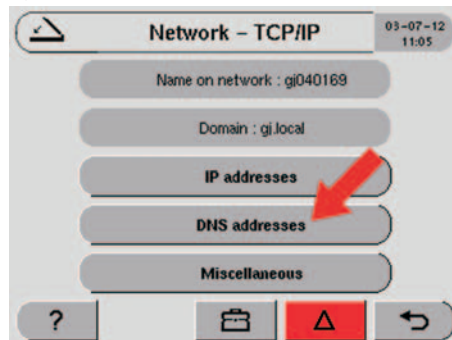
fig. 4
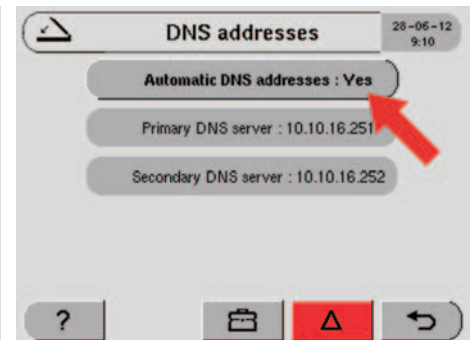
Step 8: Set up your account

- When connection of the equipment has been successfully completed (this instruction), please continue with **How to set up your account** as described in Appendix A.
  Please visit **http://connect.glunz-jensen.com** for setting up your WebConnect account and registering your equipment.

Appendix A   How to set up your account

WebConnect - How to set up

your account

Written By: AnneLise Lock Lorenzen

⚙ **PARTS:**

- [Standard PC or laptop (1)](#)

SUMMARY

Visit http://connect.glunz-jensen.com and sign up for your WebConnect account.

Step 1 — WebConnect
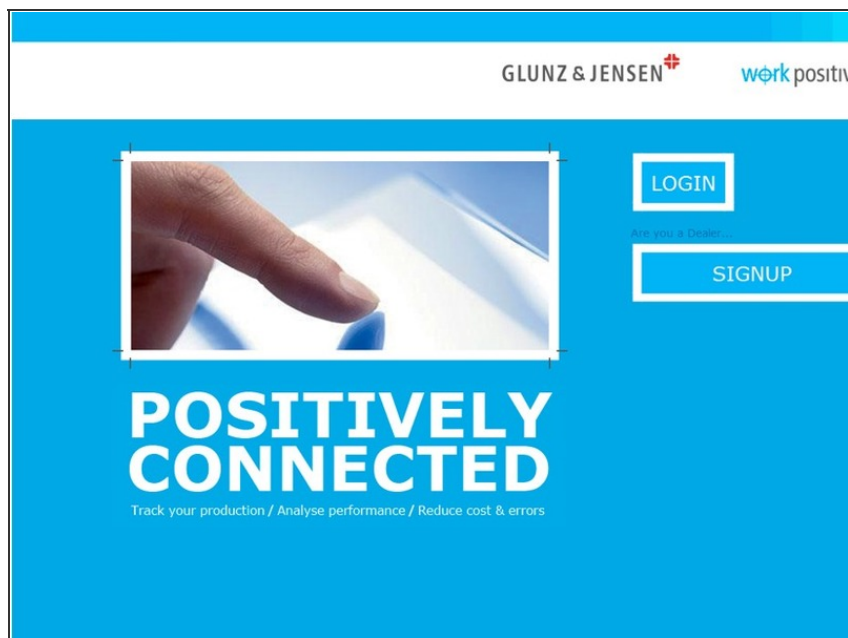
- Welcome to WebConnect.
- Please follow the instruction below for connecting your equipment.

Step 2 — WebConnect - How to set up your account

- Before signing up at WebConnect, please make sure that your equipment has been set up to correct IP addresses and connected to the local network. The procedure is described in the instruction **'WebConnect - Connecting to correct IP addresses.'**
- **Please visit http://connect.glunz-jensen.com for setting up your WebConnect account and registering your equipment.**

Step 3
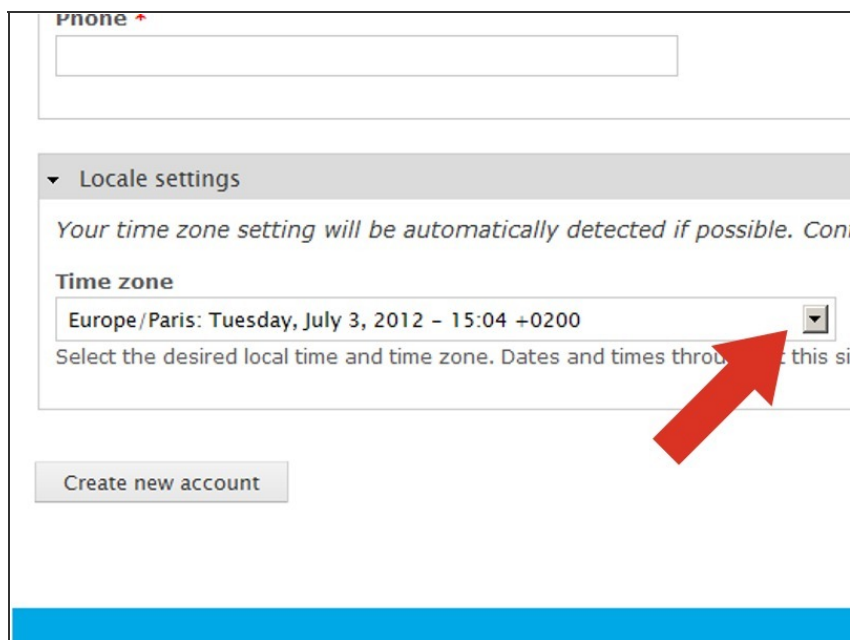
- **If you are an end user:** Press 'Signup' and you will enter the registration form.

- **If you are a dealer:** Please use the link 'Are you a dealer' above the signup key. This will redirekt you to a dealer registration form.

Step 4 — Create an account

- Please fill in the registration form.

Step 5

Select time zone.

Step 6
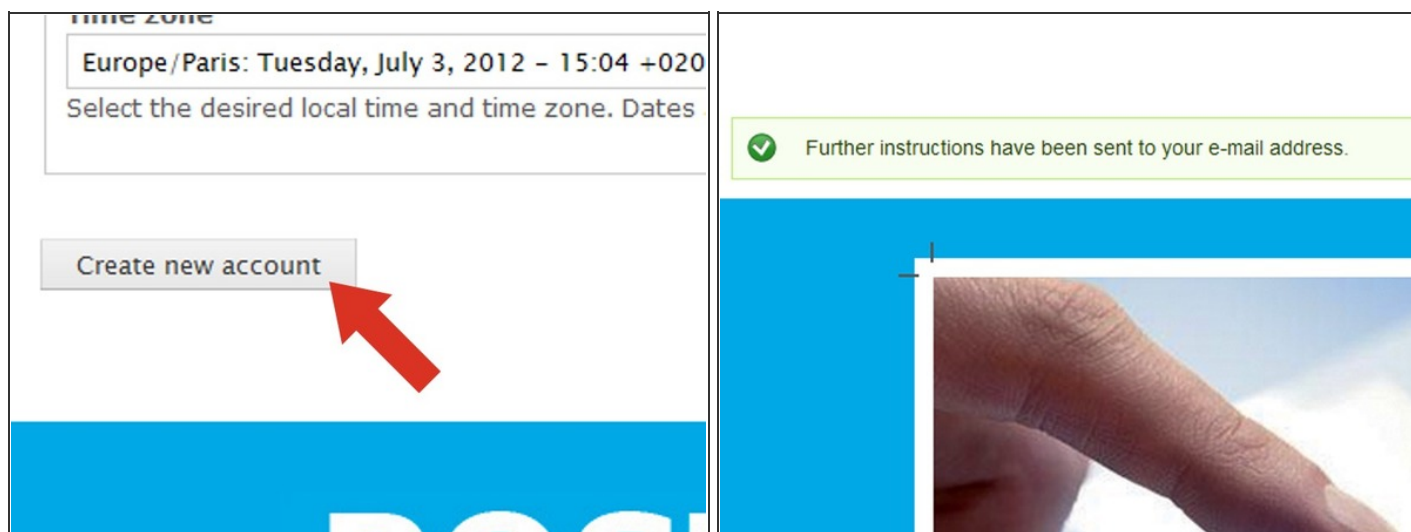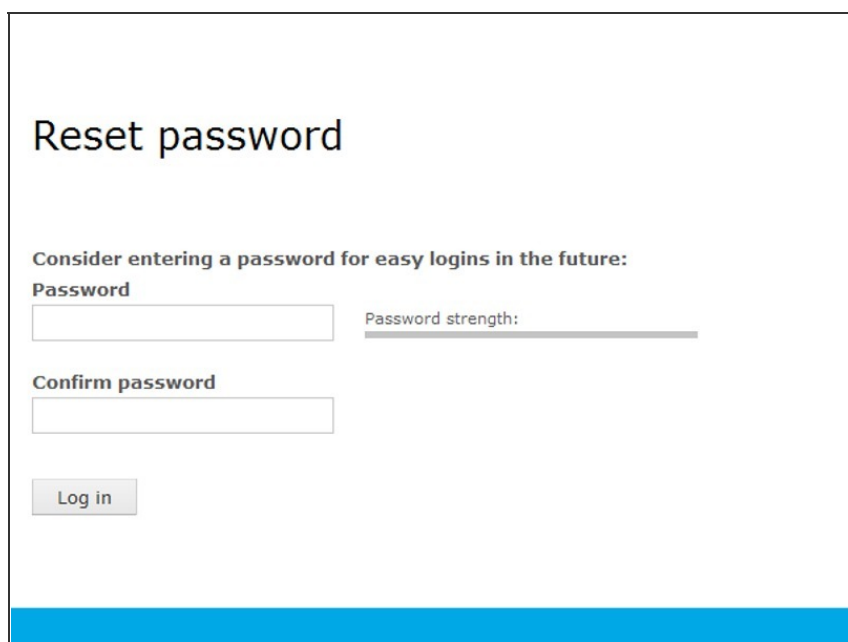
- Complete the registration by pressing the 'Create new account' key (fig. 1).
- A confirmation e-mail will then be send to your email address (fig. 2).

Step 7

Subject: FW: Account details for AnneLise at WebConnect

Dear Customer,

Thank you for registering at WebConnect.

You may now log in by clicking this link or copying and pasting it into your browser:

http://connect.glunz-jensen.com/user/reset/141/1341394065/3KbPqRls49oPR9Xj92akK84

This link can only be used once to log in and will lead you ...age where you can set your password.

You will be able to log in at http://connect.glunz-jensen.com/user... future using:

username: Customer
password: Your password

-- WebConnect team

- Shortly after pressing 'Create new account' you will receive an email with a link to generete your password for you new account etc.
- Activate the link in the e-mail.

Step 8

Reset password

Consider entering a password for easy logins in the future:
Password

Password strength:

Confirm password

Log in

- Create your password ...
- Please note that this password will be needed for future logins.

Step 9

You have just used your one-time login link. It is no longer necessary to use this link to log in.

GLU

Products

Products

Products

You have no products

| My Account | Product list |

Create your first product

My Account

Serialno	Current State

Log out

Product status page

ⓘ Click the help icon to view help about this page.
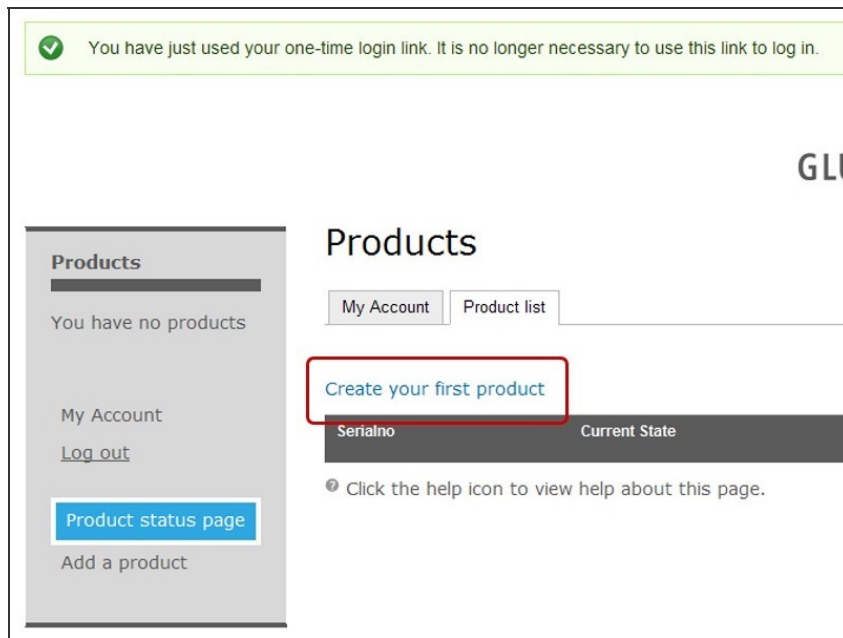
Add a product

- The product status page will show up, and a link for registering your first product will be available.
- Activate the **'Create your first product'** link.

Step 10 — Create a product

- Please note that you will need the equipment's serial number and the activation key when filling in the product registration form (fig. 1).
- The equipment's **activation key** will be presented on the control panel at the first equipment start-up, and both the equipment's **serial number** and the **activation key** can be found in the control panel menu:
  - **Graphical finger touch panels**: 'Data -> configuration -> Serial number' (fig. 2). Please note that the processor serial number is a combination of 'Product code' followed by 'Sequential', e.g. the Product code 10063000 + Sequential 69 will be serial number 10063000-69.
  - **One-line panels**: ???

Step 11

- Press 'Save' when the product registration form has been completed.

Step 12 — Product status page

- This view is your **Product** status page and this view presents a short status of all your registered products. (fig. 1).
- To see a detailed report of your registered equipment press 'Report' (fig. 2) ... one report for each piece of equipment.
- The grey menu to the left (fig. 3) is available from all sub views. Activating the 'Product status page' key will return any view to the Product status view (this view).

Step 13 — Help function
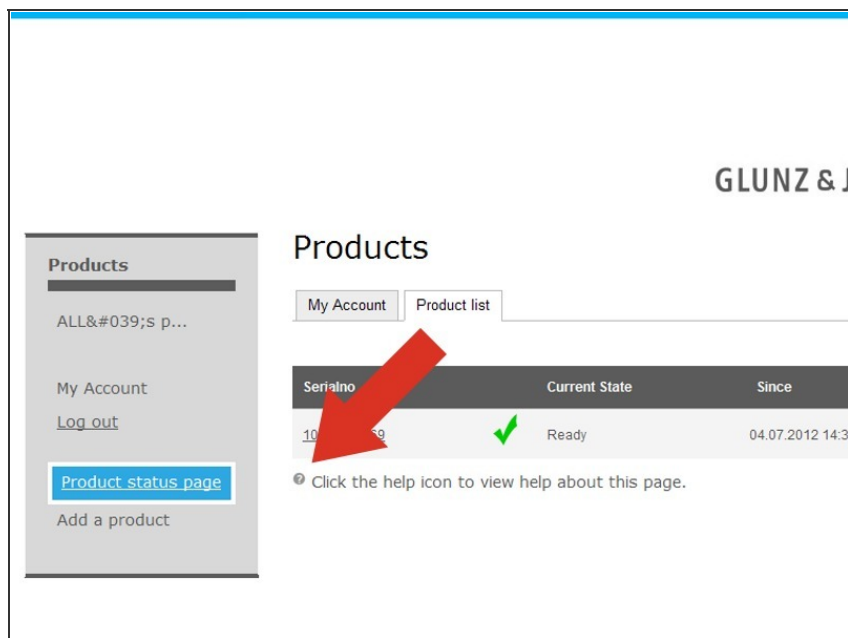
- In any view in WebConnect is presented a 'Help' key. The help key activates a short explanation to each view in WebConnect.

- WebConnect is easy to understand and easy to use.

- Registration of your first piece of equipment is now complete. To register more products activate the 'Add a product' key in the grey menu.

- **Congratulations with your WebConnect connection**

This document was last generated on 2012-09-07 08:26:08 PM.

Appendix B   Trouble Shooting

If the connection does not succeed

This can be due to a couple of reasons, like e.g. this example ...
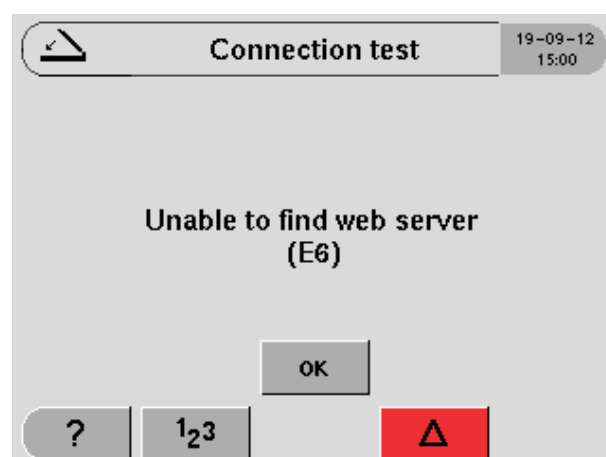Please follow the trouble shooting instructions below.

Check cable connection

● Make sure that the Ethernet cable is mounted correctly and that activity LED's on SOM PCB (and on the back of the control panel box) are flashing.

Check of Automatic DHCP setup

If the processor has been set up to Automatic DHCP ...

● Enter **1₂3** **-> Configuration - > Network TCP/IP -> IP addresses** and check that the **Automatic (DHCP) menu** shows **Yes**.

● Also make sure that IP info is shown for the shaded menus:

  ● IP address
  ● Subnet mask
  ● Default gateway
  ● AUTO IP address
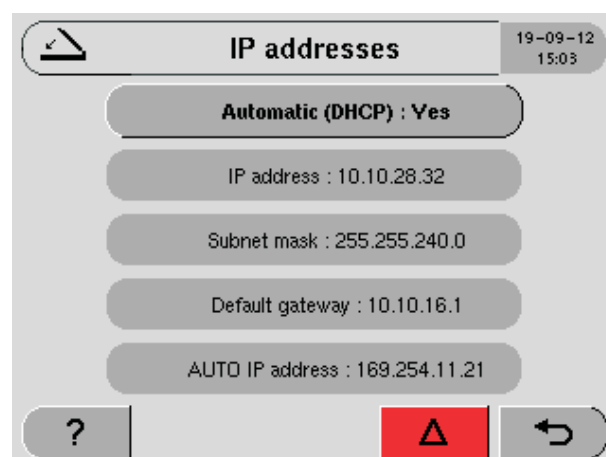
> **ℹ** **Please note, that the values on your eqipment will be different from those shown in this example.**

If the IP-setup looks correct, please check the PC's connection to the LAN like described later in this instruction. If however, it looks like this, or the **Auto IP address** is showing **0.0.0.0** ...

● The Ethernet cable is either not connected or defect, or

● The DHCP server is not present in the network. In that case, please contact your inhouse IT administrator.
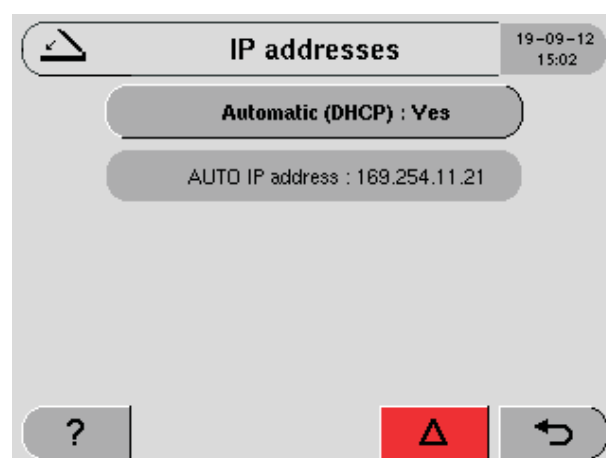
> **✋** **Setup for a fixed IP address (manual setup) may be necessary. Please consult the inhouse IT administrator.**

Check of TCP/IP setup

If the processor has been set up to fixed IP addresses (manual setup) it's important that the **Subnet mask** and the **Default Gateway** are correct.

- Enter 1_23 **-> Configuration - > Network TCP/IP -> IP addresses** and check that IP addresses are identical to those supplied by the inhouse IT administrator.

✋ **Please note, that the values on your eqipment will be different from those shown in this example.**

Check of DNS setup

If the processor has been set up to fixed IP addresses (manual setup) it's important that the DNS addresses are correct.

- Enter 1_23 **-> Configuration - > Network TCP/IP -> DNS addresses** and check that IP addresses are identical to those supplied by the inhouse IT administrator.

✋ **Please note, that the values on your eqipment will be different from those shown in this example.**

Check of LAN connection

✋ **For this test, it's important to use a PC connected to same LAN as the processor.**

To check the connection from a Windows PC ...

● Select **Run** in the Windows start-up panel (see fig.).
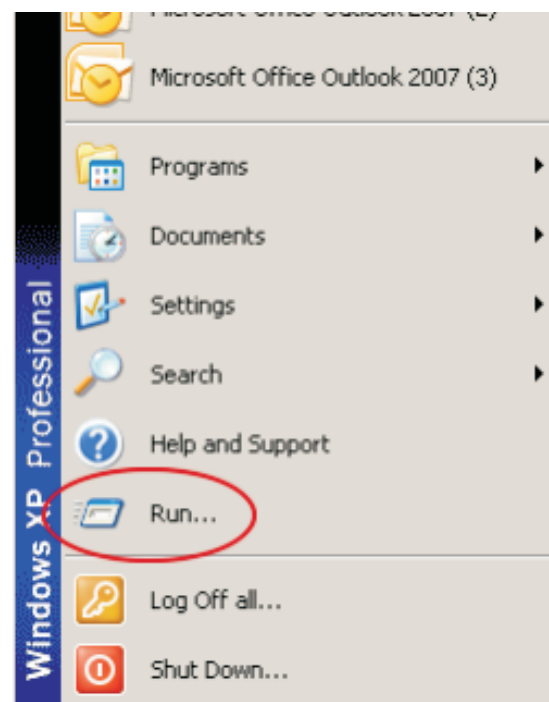
● Type **cmd** in the 'open' field and click 'OK'.

● A command prompt window will open.
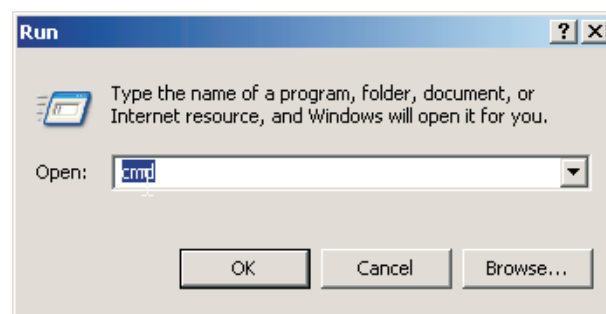
● Type '**ping**' followed by the IP address of the processor and press enter.

● If the ping command gets the **Request timed out** (see fig.) it is likely that the processor's TCP/IP setup is incorrect.
In that case, please contact the inhouse IT administrator.
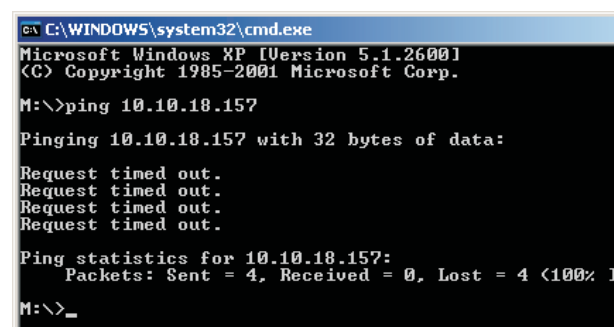
If however, the ping command gets a reply (see fig.) ...

● The processor's main TCP/IP setup is OK, but there might be issues with the DNS servers. See **Check of connection to DNS servers** below.

Check of connection to DNS servers

Use the PC for test of connection to the DNS servers. Before checking connection to the DNS servers, it's important to make sure that the PC is connected to the www.

Check of PC's connection to the www:

● Open a web browser on the PC (e.g. Google or Safari) and make a search.

● If the search is succesfull, connection to www is confirmed.

● Now test the PC's connection to the LAN as described below.

Check of PC's connection to the LAN:

● Open the Windows command prompt.

● Type the command **ipconfig/all** and press enter. (Continues next page.)

The result of the command ipconfig/all will show the IP addresses of the PC and connection to the network. Please check that the IP addresses for the

- Subnet Mask

- Default Gateway

- DHCP and DNS servers

are identical to the ones supplied by the inhouse IT administrator for making the LAN connection of the processor.

```
C:\WINDOWS\system32\cmd.exe                                          _ □ X
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

M:\>ipconfig/all

Windows IP Configuration

        Host Name . . . . . . . . . . . . : 10pc0098
        Primary Dns Suffix  . . . . . . . : gj.local
        Node Type . . . . . . . . . . . . : Hybrid
        IP Routing Enabled. . . . . . . . : No
        WINS Proxy Enabled. . . . . . . . : No
        DNS Suffix Search List. . . . . . : gj.local
                                            gj.local

Ethernet adapter Local Area Connection:

        Connection-specific DNS Suffix  . : gj.local
        Description . . . . . . . . . . . : Intel(R) 82566DM Gigabit Network Con
nection
        Physical Address. . . . . . . . . : 00-0F-FE-8F-2B-F6
        Dhcp Enabled. . . . . . . . . . . : Yes
        Autoconfiguration Enabled . . . . : Yes
        IP Address. . . . . . . . . . . . : 10.10.28.53
        Subnet Mask . . . . . . . . . . . : 255.255.240.0
        Default Gateway . . . . . . . . . : 10.10.16.1
        DHCP Server . . . . . . . . . . . : 10.10.16.214
        DNS Servers . . . . . . . . . . . : 10.10.16.251
                                            10.10.16.252
        Primary WINS Server . . . . . . . : 10.10.16.214
        Lease Obtained. . . . . . . . . . : 2. oktober 2012 09:00:40
        Lease Expires . . . . . . . . . . : 5. oktober 2012 09:00:40

M:\>_
```

If just one of IP addresses is different from the result listed, the connection of the processor will fail.

If however, all addresses are different from what has been supplied by the IT administrator for the processor setup there may be more than one LAN setup in the lokal network.
**In either matters please contact the inhouse IT administrator for advice.**

Connection using the Google DNS servers

If none of the above methods clarifies the connection problem, then try and make a connection using the Google DNS servers:

- Enter $\boxed{1_23}$ -> **Configuration - > Network TCP/IP -> DNS addresses**.

- Select **Primary DNS server** and type the IP address **8.8.8.8**

- Select **Secondary DNS server** and type **8.8.4.4**

If connection still fails, then please continue below.
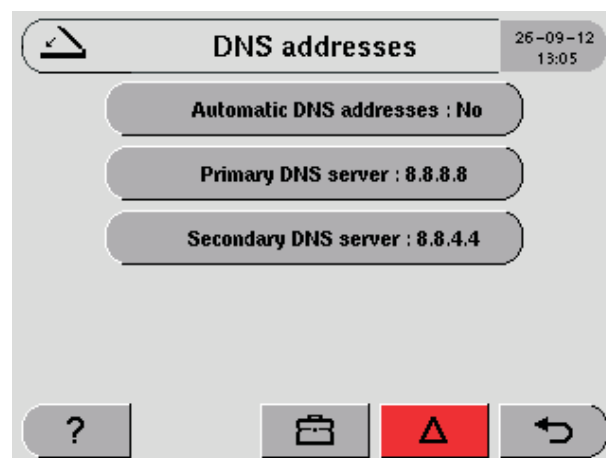
Connection for Proxy servers

Connection fail can also be due to local use of Proxy servers. Please consult the inhouse IT administrator for the Proxy server info:

- IP addresses, port numbers and credentials (username and password).

✋ **Please note that for some servers, only one of ftp_proxy or http_proxy (see illustration below) is needed.**

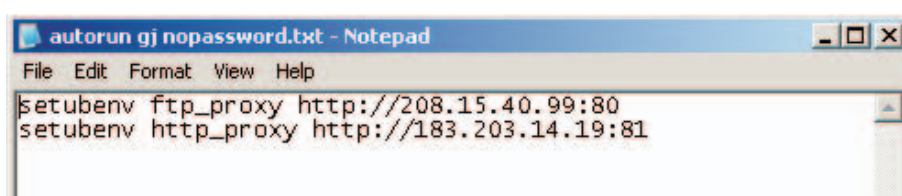**Setting of Proxy server settings in the processor's software:**

- Create a text file named **autorun.gj** on the root directory of a USB memory stick.

- Type following text in the text file (see also illustration):

setubenv ftp_proxy http://username:password@xxx.xxx.xxx.xxx:80
setubenv http_proxy http://username:password@xxx.xxx.xxx.xxx:81

**with** username and password
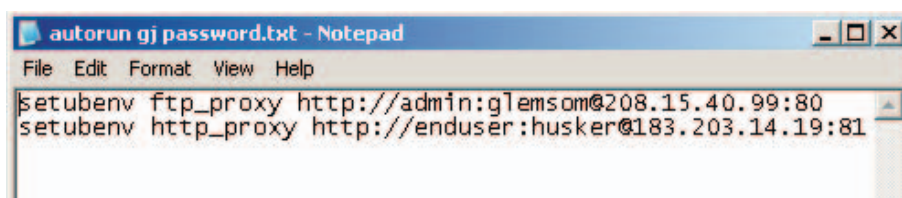
without username and password

Loading Proxy server settings to the processor:

- Switch power to the processor off.

- Insert the USB memory stick into the processor's USB port.

- Switch power to the processor on and wait till the contol panel shows the processor overview graphics.

- The USB memory stick can now be removed from the processors USB port.

- To check whether the processor software reads the autorun file, insert the USB stick to a PC's USB port and verify that the autorun.gj file has now been renamed to **autorun.gj.old**.

Electronics cabinet

USB memory stick

T2646
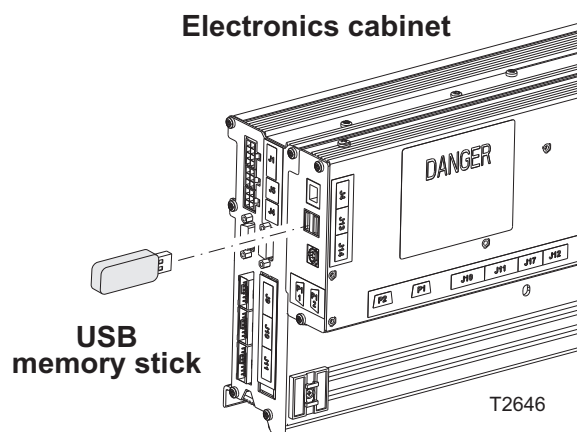
Appendix C Data for manual IP/DNS setup

Below is listed the setup information needed for manual setup of the IP and DNS addresses.

i **Please hand over this formula to the IT administrator.**

Write down the data in the table below, and follow the description for setting up the IP and DNS addresses manually. See page 7 in the instruction.

Required information for manual setup	Setting
Equipment serial number	
IP address	
Subnet mask	
Default gateway	
Primaty DNS server	
Secondary DNS server	
Standard outgoing http Port 80 connection is required to access http://gii.glunz-jensen.com	
Other information which may needed for the setup:	
Proxy server IP addresses	
Proxy server port numbers	
Proxy username and password	