

# Graphical visualisation software F.A.Q.

## Frequently asked questions

### 1. Graphical Visualisation/Site Monitor software is not communicating at all with the panel network?

If you are unable to send or receive any messages with the panel network, then please ensure you verify each of the following:

- The PC is correctly connected to the USBInt or EC0232. Please ensure that the USB cable is connected to the USBInt and the connected to a spare USB port on your PC.
- The USBInt is correctly connected to the EC0232. Please ensure that the serial cable from the EC0232 is connected into the USBInt.
- The com-port is correctly configured in Site Monitor. To correct this, open and login into Site Monitor. Click on the appropriate network and select Edit Network. Ensure the correct com-port is selected. If there are multiple com-ports, you can usually determine which is the correct one by unplugging the USBInt from the PC, re-opening up the Edit Network, and taking note of which com-port has gone missing. Reconnecting the USBInt and re-opening the Edit Network, you should ensure you select the com-port that was restored.
- The EC0232 is powered. Ensure you have connected the power plug to a power socket, and the power socket is switched on. The EC0232's LED will be lit when it is sufficiently powered.

### 2. Graphical Visualisation/Site Monitor software is only partially communicating with the panel network?

If you are only to send and receive some messages, and some events on the panel network are not shown in Graphical Visualisation/Site Monitor software, then please ensure you verify each of the following:

- The network protocols match. By default, panels will use Network Protocol V1 and so will Graphical Visualisation/Site Monitor software. If the panels have been configured otherwise, or if Graphical Visualisation/Site Monitor has a different version selected, then the communication will only be partial. To configure the Network Protocol in Graphics/Site Monitor, open and login into Site Monitor. Click on the appropriate network and select Edit Network. Ensure the network protocol property is set as required.
- The panels may be configured to filter network events. Ensure that each panel is capable of processing events sent from Graphics/Site Monitor.
- The network addresses in Graphical Visualization software match those configured in Site Monitor. It is important that the for each

EC0232, and so therefore each LON network, that the Network Address used in the Graphics presentation configuration matches precisely the value used in Site Monitor. The Network Address property can be access by selecting the appropriate network, and selecting Edit Network.

### 3. The device icons are too large/small, how do I resize them?

This can be achieved by using the designer, and navigating to the Device Images area. In there you can select any icon and alter its size using the properties. If you want to resize all, alter only a single device image, then right mouse-click on that device image and select the Copy Dimensions. In the popup window you can choose what device images to apply these new dimensions to.

### 4. The menu system in Graphical visualization software no longer works correctly?

If you have generated your menu system by using the wizard, it is important to note that alterations to the structure of the site (such as adding/removing/altering floors or buildings), will require the menu wizard being re-run. Failure to do so means that the menu system buttons may not be configured correctly, or having the wrong building/floor information present.

### 5. How do I back-up my project files when using Graphical Visualisation Software?

For backup purposes there usually two important files to consider, the graphics presentation file and the event log database.

- Graphics presentation file – You should back up this file every time it is altered in the designer. During live operation of EFGVS, the file is not modified and can, therefore, usually be excluded from any regular backup routine.
- This is located in the Database sub-directory within the EFGVS installation folder (the default installation folder is C:\Eaton\EFGVS, if you provided a different directory during the installation process, please browse to that location). This is where all the event logs are stored and also the network configuration of Site Monitor. The software automatically creates backup copies of this file to a sub-directory called Database\Backup. Ideally, this file should be regularly backed up to an external location.