

USER MANUAL



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I. Introduction

Flowiz_Interface Service software is an application designated for automatic collection of data sent using e-mail messages by one or more converters equipped with a GPRS module.

Flowiz_Interface Service is made by two modules: a service and a monitor

Once *Flowiz_Interface Service* is installed the service works like background program and its aim is to receive the mail messages sent by the converters, extract the data contained in the attachments and save them in form of files in a structured archive. The service is launched at system starting, before user log-in and remains active until system shutdown, even if user logs out.

The monitor is the configuration and control tool of the service, it allows to set up the parameters for mail server connection, service functioning and allows to register the convertes whose messages will be processed by *Flowiz_Interface Service*. Moreover it allows to view and to set the service status (running,stopped,...).

II. Installation

1. Requirements

Flowiz_Interface Service is designed to operate correctly with Microsoft Windows 2000 and Xp operating systems.

It is necessary an account on a mail server where converters could send the data and from where *Flowiz_Interface Service* could pick them up.

An internet connection is needed so *Flowiz_Interface Service* is allowed to check its mail box.

The user must have the necessary rights to install the software on the system and to access the net from the same system.

2. Installation

1. To install *Flowiz_Interface Service* start the program *Flow_Int_Srv_SetUp_vxxx.msi* contained in the installation CD.

2. The installation program will warn if an installation of Microsoft *Framework 1.1* is not present in the computer and it will stop the installation. Execute the program *dotnetfx.exe* that can be found in the directory *\dotNetFramework* on the installation CD and back to point 1.

3. Insert Full Name and Organization (optional fields) and Serial Number (required field) when requested. If Serial Number is incorrect the installation program will be terminated after point 4 and a pop-up will show the error. Repeat the installation procedure from point 1 and insert the correct Serial Number.

4. Select the destination path for program files.

5. The installation program copies all files in the destination path, creates starting link for *Flowiz_Interface Service* on desktop and in menu start\program.

6. Once the installation has concluded correctly you have to restart the system for starting the service.

7. After system restarting, launch the program *Flowiz_Interface Service* to configure the downloading mail service.

It is possible to check the correct installation and functioning of *Flowiz_Interface Service* using Windows Service Control Manager (SCM) that is located in Control Panel\Administration Tools\Services.

In the list of installed services must appear *Flowiz_Interface Service* with its description and its state.

Using SCM is also possible to halt and to restart the service of *Flowiz_Interface Service* manually.

Nome	Descrizione ▲	Stato	Tipo di avvio	Connessione
Distributed Transaction Coordinator	Coordina le transazioni che vengono distribuite in due o più datab...		Manuale	LocalSystem
Auto Connection Manager di Accesso remoto	Crea una connessione a una rete remota ogni volta che un progra...		Manuale	LocalSystem
Connection Manager di Accesso remoto	Crea una connessione di rete.	Avviato	Manuale	LocalSystem
Servizio Microsoft Fax	Facilita l'invio e la ricezione di fax.		Manuale	LocalSystem
Flowiz_Interface Service	Flowiz_Interface mail receiver and attachment extractor service	Avviato	Automatico	LocalSystem
Workstation	Fornisce connessioni e comunicazioni di rete.	Avviato	Automatico	LocalSystem

III. Configuration

Parameters settings are saved in the file *FIService.exe.config* located in the *Flowiz_Interface Service* installation directory.

We recommend NOT TO MODIFY MANUALLY THIS FILE because this could cause software malfunction.

Flowiz_Interface Service has 4 sections:

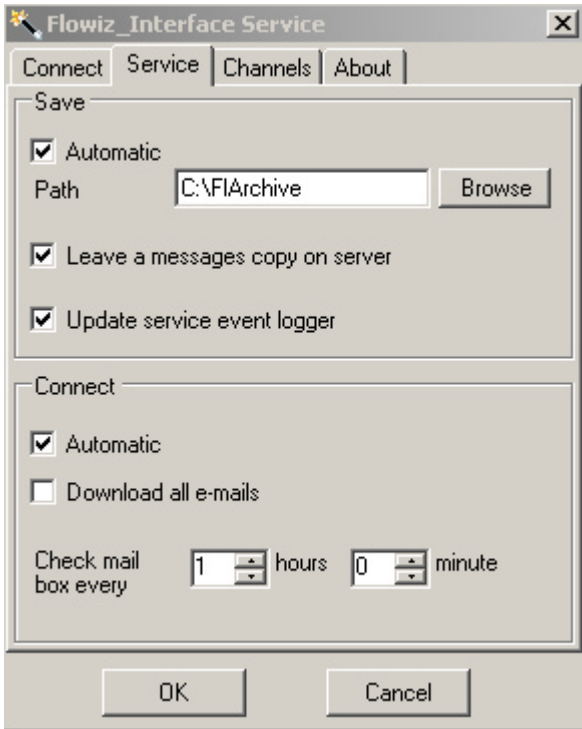
1. **Connect:** mail server connection parameters settings.
2. **Service:** service parameters settings.
3. **Channels:** add/remove converters (channels).
4. **About:** *Flowiz_Interface Service* version and copyright informations.

1. Connect



Parameter name	Description	Default value
Protocol	Protocol used by Server to manage mails (POP3 or IMAP4)	POP3
Server	Mail server name	Empty
User name	Account on mail server to which converters send their mails	Empty
Password	User password to log in mail server account	Empty

2. Service



2.1 Save

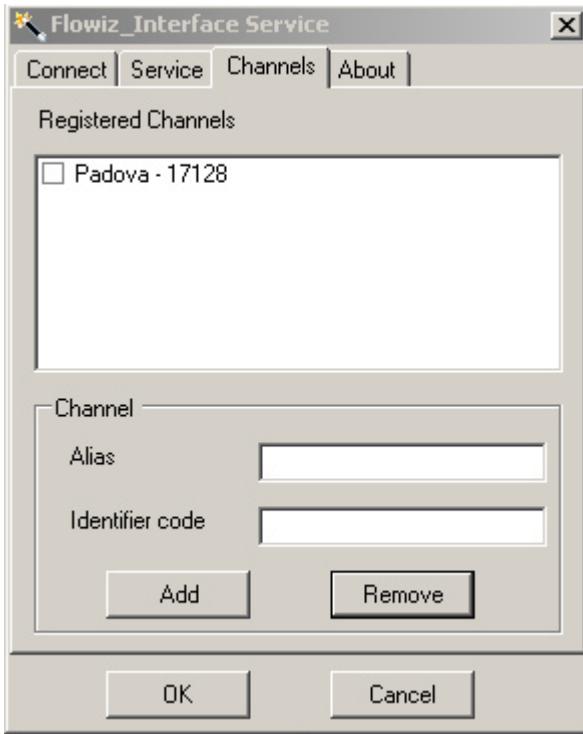
Parameter name	Description	Default value
Automatic	Enable/disable automatic saving of data contained in mail attachments	No
Path	File system path where event logger and extracted data files archive will be created. This path can be inserted using the dialog window opened pushing "Browse" button.	C:\
Leave a message copy on server	Enable/disable leaving messages copy on mail server options.	Yes
Update service event logger	Enable/disable writing <i>Flowiz_Interface Service</i> events on <i>FI_Service_Event.log</i> log file. This file can be found in the position determined by "Path" parameter.	No

2.2 Connect

Parameter name	Description	Default value
Automatic	Enable/disable mail server automatic connection to receive messages.	No
Download all e-mails	Enable/disable downloading all mails contained in user account mail box on mail server. Messages already downloaded and not removed from server will be received again.	No
hours	Hour part of the time interval between two consecutive connection at mail server for new messages check.	1
minute	Minute part of the time interval between two	0

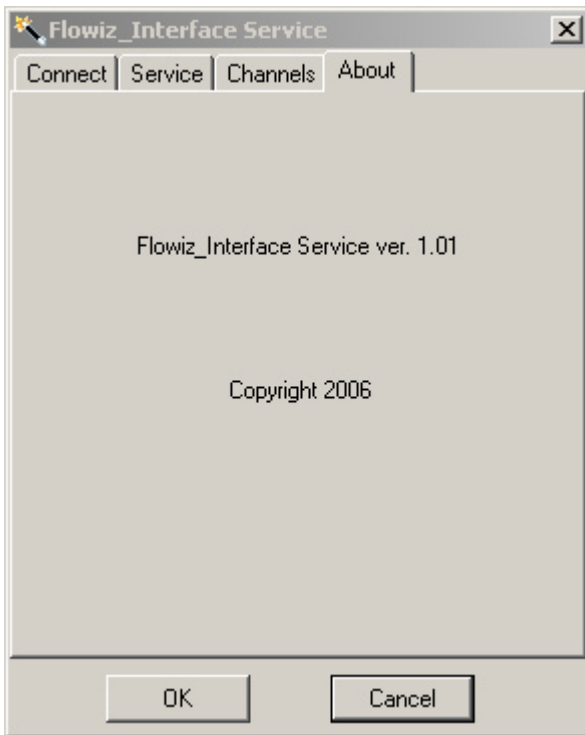
	consecutive connection at mail server for new messages check.	
--	---	--

3. Channels



Parameter name	Description	Default value
Registered Channels	Registered converters (channels) list. These are the converters whose messages founded on mail server are processed by <i>Flowiz_Interface Service</i>	Empty
Alias	Converters (channels) mnemonic names	Empty
Identifier code	Converters (channels) identifier codes provided by the manufacturer.	Empty

4. About



Flowiz_Interface Service version and copyright information.

IV. Functioning

1. Service

After *Flowiz_Interface Service* installation and configuration, the service periodically looks for new messages sent by registered channels on mail server.

These messages contain data attached files (measures, events, configurations,...) that *Flowiz_Interface Service* saves in a sub-directory in the files archive. This sub-directory is named with the unique identifier of the converter that has sent the message. *Flowiz_Interface Service* ignores all messages find in mail box that come from not registered converters.

Here is represented an example of data layout in a converter message attached file:

```
1,2005/10/20,00:10:03,+,1475.718,-,920.359,-0.072,+0.0
2,2005/10/20,00:20:03,+,1486.128,-,926.221,+0.092,+0.1
3,2005/10/20,00:30:03,+,1495.553,-,931.933,+0.037,+0.0
```

As can be noted data are in CSV(Comma Separated Value) format so they can be view directly in an Excel spreadsheet or in a text editor page like Notepad.

The same data imported in Excel are the following:

1	20/10/2005	00:10:03+	dm3	1475.718-	dm3	920.359dm3/s	-0.072bar	0
2	20/10/2005	00:20:03+	dm3	1486.128-	dm3	926.221dm3/s	0.092bar	0.1
3	20/10/2005	00:30:03+	dm3	1495.553-	dm3	931.933dm3/s	0.037bar	0

If the right option is setted, *Flowiz_Interface Service* mantains inside the archive an event file log.



Example of an archive structure with archive name FIArchive, three registered converters with identifier 19087, 19159, 19168 respectively, and log file FI_Service_Event.log

Warning

If on the system where is installed *Flowiz_Interface Service* is also installed a mail client (Microsoft Outlook, Microsoft Outlook Express, Eudora...) that connect itself to the same mail server to download the converters mails pay attention to mail client settings. Infact if the option that allows to leave a messages copy on server is not setted on clients this could remove the messages from mail server before any *Flowiz_Interface Service* process. We suggest in this case to set in appropriate mode the client and let *Flowiz_Interface Service* to remove the messages from server as explained in "Configuration" section.

The same problem could arise in the case of two *Flowiz_Interface Service* installations on different systems but with an access on the same server with the same account. We raccomand **DO NOT USE FLOWIZ_INTERFACE SERVICE IN THIS CONFIGURATION** unless setting "Leave a message copy on server" options on the two installations.

2. Monitor

When *Flowiz_Interface Service* installation has terminated, it is necessary to configure the service, infact the default configuration that is setted during installation don't let server connection and attachments saving.

This configuration is possible by the means of the monitor module as already explained in "Configuration" section.

After configuration, the dialog window is closed by a click on OK,CANCEL or X button, but *Flowiz_Interface Service* remains in execution as showed by its icon that remains active in the Tray Area in the bottom-right of the screen.

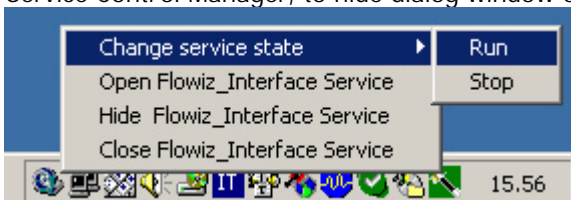


This allows a continous service status check because if the service status change the icon will also change. Moreover if the mouse cursor is placed over the icon a tooltip containing the *Flowiz_Interface Service* state will appar.

Icon	State
	Running
	Stopped
	Run/stop pending or configuration updating
	Error: service not found

To re-open the *Flowiz_Interface Service* dialog window place the mouse cursor over the icon and double click with left button or click with right button to pop-up contextual menu and select "Open Flowiz_Interface Service" option.

With contextual menu is also possible to stop or to restart the service like operating from Windows Service Control Manager, to hide dialog window or to close *Flowiz_Interface Service*.



5. Event Logger

The event logger is the *FI_Service_Event.log* file that is created in the archive directory. When the correspondent option is enabled, in this file *Flowiz_Interface Service* registers for every mail server connection the following data:

- Mail server connection date and time

- Mail server connection result
- User login result
- Processed messages list
- Processing result
- User logout result
- Mail server disconnection result

Here are reported some examples of events and relative recorded messages on logger

a) Connection and mail messages processing successfully executed:

```
---23/03/2006 8.50.49---  
USER CONNECTED  
User login successfully  
Msg Wed, 22 Mar 2006 10:35:51 +0100 (CET) saved  
Msg Wed, 22 Mar 2006 10:50:19 +0100 (CET) saved  
User logout successfully  
USER DISCONNECTED  
-----
```

b) Error in mail server connection:

```
---25/05/2006 9.03.48---  
CONNECTION ERROR  
USER DISCONNECTED  
-----
```

c) Error while try to login on server:

```
---25/05/2006 9.05.30---  
USER CONNECTED  
LOGIN ERROR  
USER DISCONNECTED  
-----
```

d) Error in mail saving

```
---25/05/2006 9.15.30---  
USER CONNECTED  
User login successfully  
Error while saving msg Wed, 22 Mar 2006 10:35:51 +0100 (CET)  
User logout successfully  
USER DISCONNECTED  
-----
```

e) Connection, saving and removing of mail messages successfully executed.

```
---25/05/2006 9.21.19---  
USER CONNECTED  
User login successfully  
Msg Tue, 23 May 2006 09:21:47 +0200 saved  
Msg Tue, 23 May 2006 09:21:47 +0200 deleted  
User logout successfully  
USER DISCONNECTED  
-----
```

f) Error in message removing from server

---25/05/2006 9.25.19---
USER CONNECTED
User login successfully
Msg Tue, 23 May 2006 09:31:47 +0200 saved
Error while deleting msg Tue, 23 May 2006 09:31:47 +0200
User logout successfully
USER DISCONNECTED

V. Uninstallation

To uninstall *Flowiz_Interface Service* it is possible to use the standard uninstall procedure for Windows designed applications: via the Control Panel \ Add and remove programs it is possible to choose *Flowiz_Interface Service* and then push "Remove".