

Thermomax-Technical Helpline 028 3836 4460

TROUBLESHOOTING

PROBLEMS

- 1. Why is the graph not visible on the web site?
- 2. Why the graph is showing data only from the current day and only for the 1st channel?
- 3. I've connected the unit directly to the PC via ethernet cable but I can't open the web site

SOULUTIONS

- 1. Java Runtime Environment (JRE 6 or higher) must be installed.
- 2. Change the web browser's cache settings.
 - Internet Explorer
 - Step 1



Step 2



• Firefox

Step 1

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Options		-					×		
General	Tabs Content Applications Privacy			Privacy	Security	C Sync	्रिंट Advanced		
Genera Ne	General Network plate Encryption								
Connecti Configur	Connection Configure how Firefox connects to the Internet Settings								
Cached V	Cached Web Content								
Your wel	Your web content cache is currently using 6.4 MB of disc space Qverride automatic cache management								
Limi	Limit cache to 0 MB of space								
Offline W	Offline Web Content and User Data								
Your app	Your application cache is currently using 0 bytes of disc space								
The follo	☑ Iell me when a website asks to store data for offline use Exceptions The following websites are allowed to store data for offline use: ■								
	Remove								
Депотел									
				ОК	Canc	el	<u>H</u> elp		
General New Connecti Configur Cached V Your wel Quer Limit Offline W Your app V The follo	twork ion re how Fi Web Com the content the content the content web Cont the content the c	Ipdate Encr refox connected refox connected tent tent t cache is cumatic cache o o O ent and Use cache is cum cache is cum a website at bottes are all	yption tts to the Internet mently using 6.4 management MB of space Data ently using 0 by aks to store data sowed to store data	et MB of disc se tes of disc : for offline ata for offlin	space t cache s space use ne use: Canc	Setti Clea Space to Clea Except	ngs r Now o "0" r <u>Now</u> tions		

Step 2

Firefox 🔻				- 0 X	
about:config +					
e about:config		ź	े र 😋 🛃 - Google 🔎 🏫	🖸 = 🛷 📼	
Search:				<u>م</u>	
Preference Name	 Status 	Туре	Value	E\$	
browser.allTabs.previews	default	boolean	false		
browser.altClickSave	default	boolean	false		
browser.anchor_color	default	string	#0000EE		
browser.audioFeeds					
browser.autofocus the warranty	type about coming in the address bar and press enter. In prompted about				
browser.backspace	the warranty, click if libe careful, i promise!				
browser.blink_allowed	default	boolean	true		
browser.bookmarks.autoExportHTML	default	boolean	false		
browser.bookmarks.editDialog.firstEditField	default	string	namePicker		
browser.bookmarks.max_backups	default	integer	10		
browser.bookmarks.restore_default_bookmarks	user set	boolean	false		
browser.cache.check_doc_frequency	user set	integer	1		
browser.cache.compression_level	default	integer			
browser.cache.disk.capacity	user set	integer	048576		
browser.cache.disk.enable	default	boolean	ue		
browser.cache.disk.max_entry_size	default	integer	_200		
browser.cache.disk.sn					
browser.cache.disk.s Locate and set the "browse	er.cache.ch	neck_doc_t	frequency" to a value of "1"		
browser.cache.disk.s by double-clicking on the number					
browser.cache.disk_ca					
browser.cache.memory.enable	default	boolean	true		
browser.cache.memory.max_entry_size	default	integer	5120	_	
browser.cache.offline.canacity	default	integer	512000		

3. The IP address of the PC needs to match the IP address of the unit.

If your PC uses DHCP it should pick-up the right IP address automatically but if doesn't, the IP address has to be changed manually.

Example:							
Unit's default network settings:		IP: 192.168.0.2					
		Mask: 25	5.255.255.0				
		Gateway:	192.168.0.1				
PC's network settings:	IP: 192	2.168.0.x	(x is a number between 0 and 255 but different than 2)				
	Mask: 255.255.255.0						
	Gatewa	ay: 192.16	68.0.1				

To change the network settings in Windows 7 please follow these steps:

Step1

Open Network connection by clicking the **Start** button, and then clicking **Control Panel**. In the search box, type **adapter**, and then, under Network and Sharing Center, click **View network connections**.

Step 2

Right-click the connection that you want to change, and then click **Properties**. If you're prompted for an administrator password or confirmation, type the password or provide confirmation.

Step 3

Click the **Networking** tab. Under **This connection uses the following items**, click **Internet Protocol Version 4 (TCP/IPv4)**, and click **Properties**.



Step 4

To specify an IP address, click **Use the following IP address,** and then, in the **IP address**, **Subnet mask**, and **Default gateway** boxes, type the IP address settings.

nternet Protocol Version 4 (TCP/IPv4)	Properties ? X				
General					
You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.					
Obtain an IP address automatically					
Use the following IP address:					
IP address:	192.168.0.5				
Subnet mask:	255.255.255.0				
Default gateway:	192.168.0.1				
Obtain DNS server address automatically					
Output the following DNS server add	resses:				
Preferred DNS server:					
Alternate DNS server:	· · ·				
Validate settings upon exit	Advanced				
L	OK Cancel				