



## RF500A Backup Utility Installation and Setup Guide

Use the following guide to install and setup RF500A Backup on your PC or Server.

Please read through the guide in order to understand what is required for the installation.

### PC or Server Requirements

RF500A Backup Utility requires a PC or Server running Windows XP, Windows 7 or Windows 8. The PC must have access to the Gateways in question, e.g. you must be able to open Internet Explorer and log on to the Gateways from the PC.

### Two Programs Running

The RF500A Backup utility is formed of two separate programs. The first which completes the backup runs as a Service in the background, and will run so long as the PC is switched ON.

The second is the setup program, which forms the majority of this setup guide, and is the user facing side of the backup utility.

### Backup Location Authentication

The RF500A Backup Utility does not currently support Backup Location Authentication. Please ensure that the folder selected for backup, if not local PC – local user, is not password protected.

### Local/Network/Cloud Service

RF500A Backup Utility can save the data to a local or Network drive. If using a Network Drive then ensure that this drive is accessible from the PC.

Comark recommends that you use a Local Drive on the PC, rather than the network. If you want to ensure that this folder is itself backed up then IT can usually set this up. Alternatively you could setup a Drop Box, or Microsoft Sky Drive, account and backup to that folder which will then be backed up online.

The software should be installed only by a competent person, and should be installed as an Administrator on the PC.

If in any doubt please contact your IT department.

### RF500A Requirements

Any RF500A gateways to be backed up will need the correct software installation. Log in and navigate to the Hardware page and confirm that the version of Software is M4 or later.

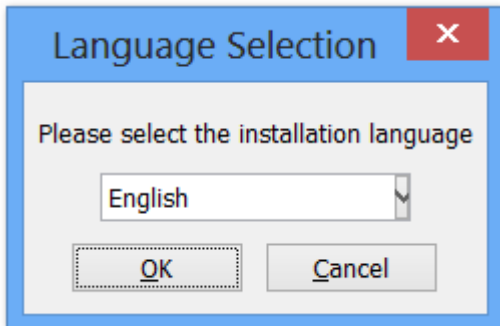
If not M4, then visit [www.comarkinstruments.com/software.tpl](http://www.comarkinstruments.com/software.tpl) to download and install the latest version.

## RF500A Backup Software Installation.....

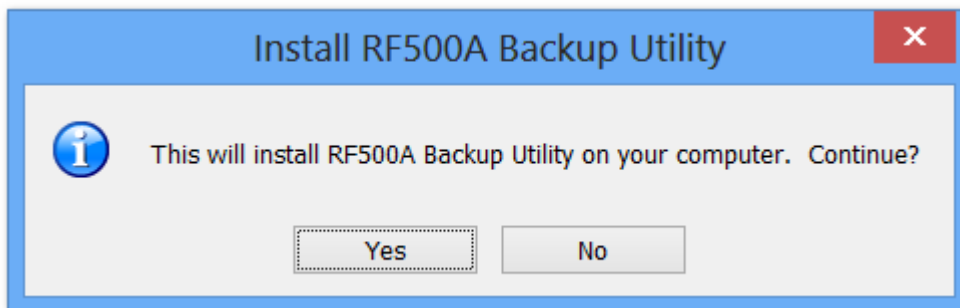
Follow this guide to install and run the RF500A Backup utility.

Visit [www.comarkinstruments.com/software.tpl](http://www.comarkinstruments.com/software.tpl) and download the RF500A Backup Utility Program.

Double click on the exe file to install the software....

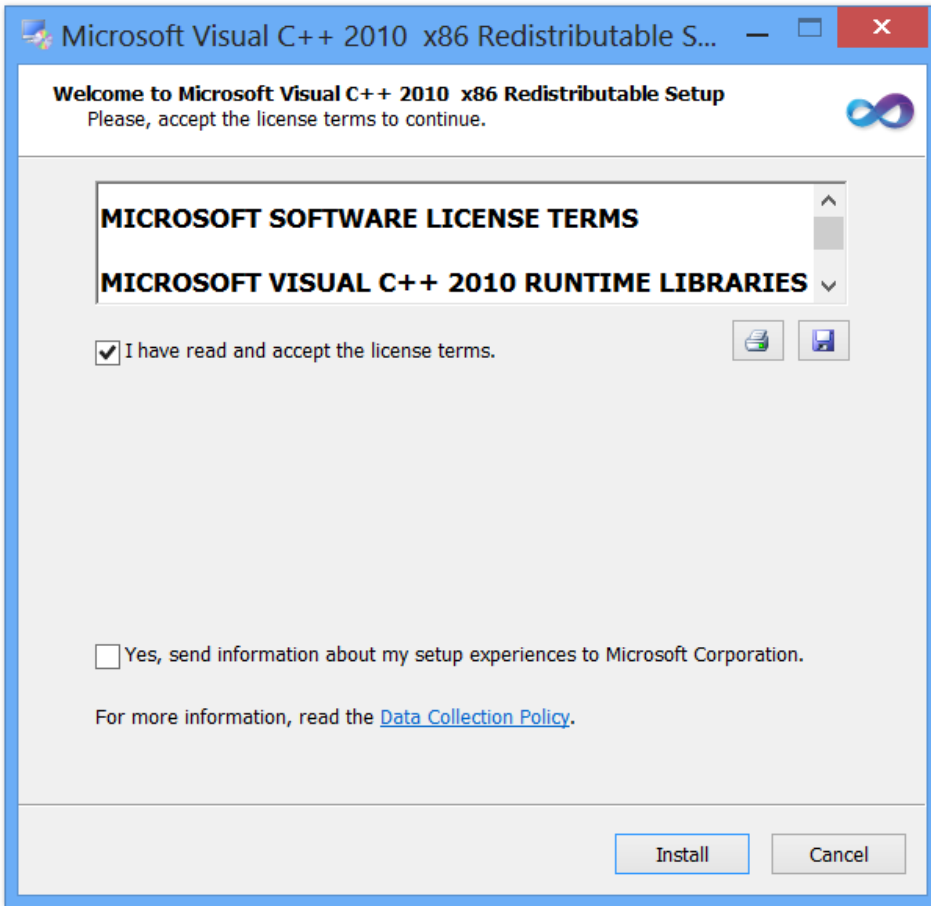


Select English and click OK to continue....

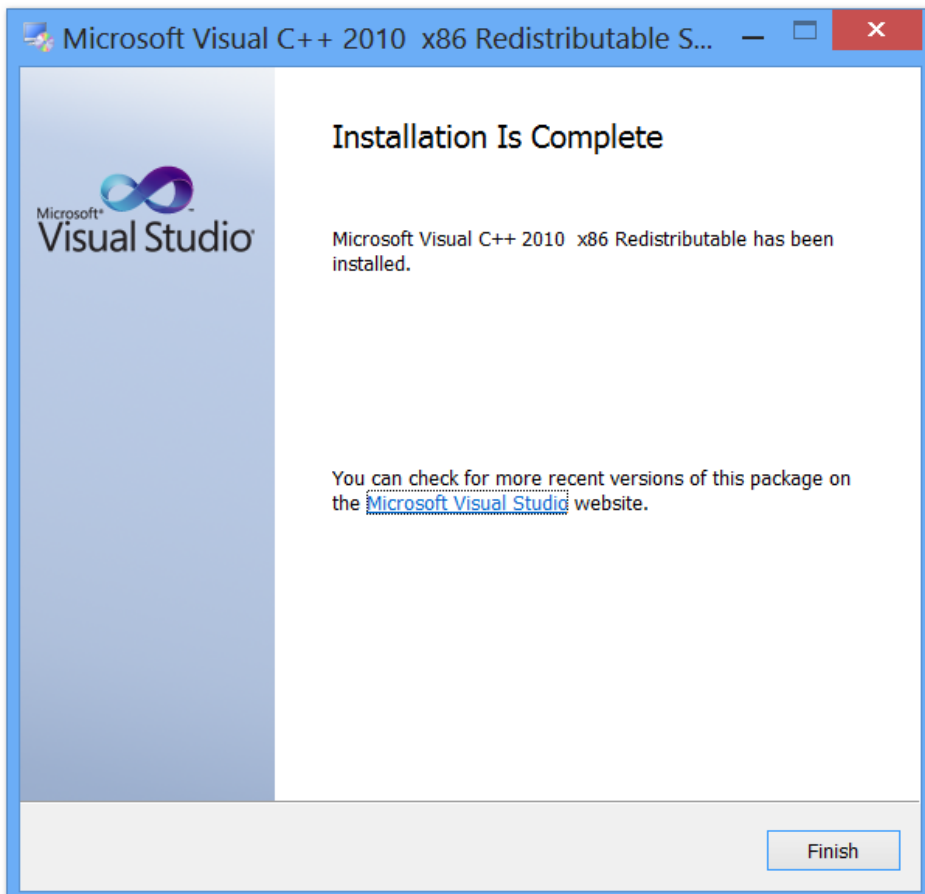


Select Yes to install the RF500A Backup Software onto your PC/Server. Follow the on screen instructions to complete the installation.

During the installation you may be asked to install Microsoft C++ x86 Redistributable Setup....



Tick the box, to confirm you have read and accepted the license terms, and then click Install.



Select Finish to continue....

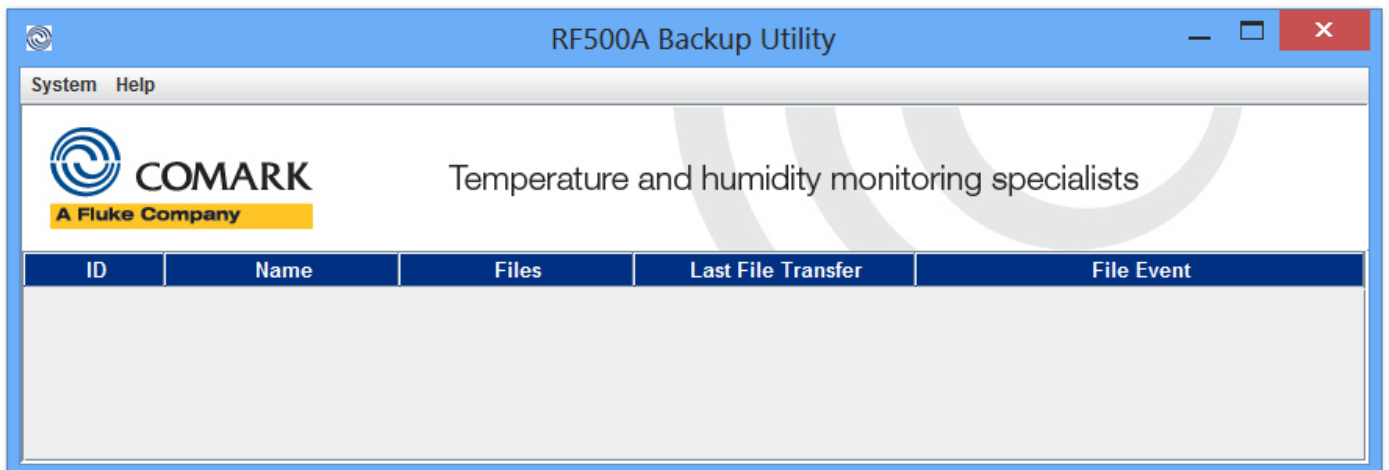
Confirmation of installation will appear like this. Press any key to finish the installation.



Click on Finish to complete the installation, and run the backup utility.

### Running the backup Software for the 1<sup>st</sup> Time

Select Start-All Programs-Comark-RF500A Backup Settings-RF500A Backup Settings to run the software for the 1<sup>st</sup> time (ignore if open).



This is the main Window for the Backup Utility, and will show current status of the RF500A Gateways you are backing up.

The first part of the backup installation and setup is complete.

## Continue Setup...

Click System-Setup Backup Server and the following setup screen will appear (after a few seconds)...

Software ID	93539
Server Version No	1.14
Backup status	Running
Server App Dir	C:\ProgramData\Application Data
-----	
Current Backup Location	no file
Enter new backup location	<input type="text"/>
	<input type="button" value="Browse"/>
-----	
Backup Update Rate (minutes)	5
Backup User	<input type="text"/>
Backup User password	<input type="password"/>
	<input type="button" value="Submit"/>
-----	
	<input type="button" value="Test Connection To Backup Server"/>
	<input type="button" value="Refresh"/>
	<input type="button" value="Add RF500A"/>
	<input type="button" value="Stop All Backups"/>
	<input type="button" value="Restart Backups"/>

## Enter New Backup Location

Use the Browse button, above, to navigate to the location you have selected for the Backup files...

Use the drop down menus to navigate to the final location, and click OPEN to complete and return to the setup window.

Click Submit to complete.

## A new User or use existing RF500A Administrator.

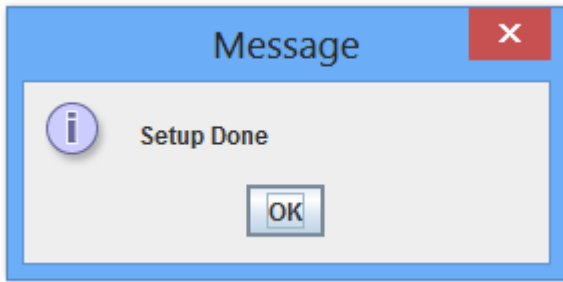
In order for RF500A to be backed up, details of an Administrator are required on the Gateways. This can either be a new user or an existing Administrator.

However, the Administrator must be added to all the RF500A Gateways to be backed up. Same Username and same Password on each.

Use of a regular user to backup the Gateway(s) is not recommended as the backups will stop when their password expires.

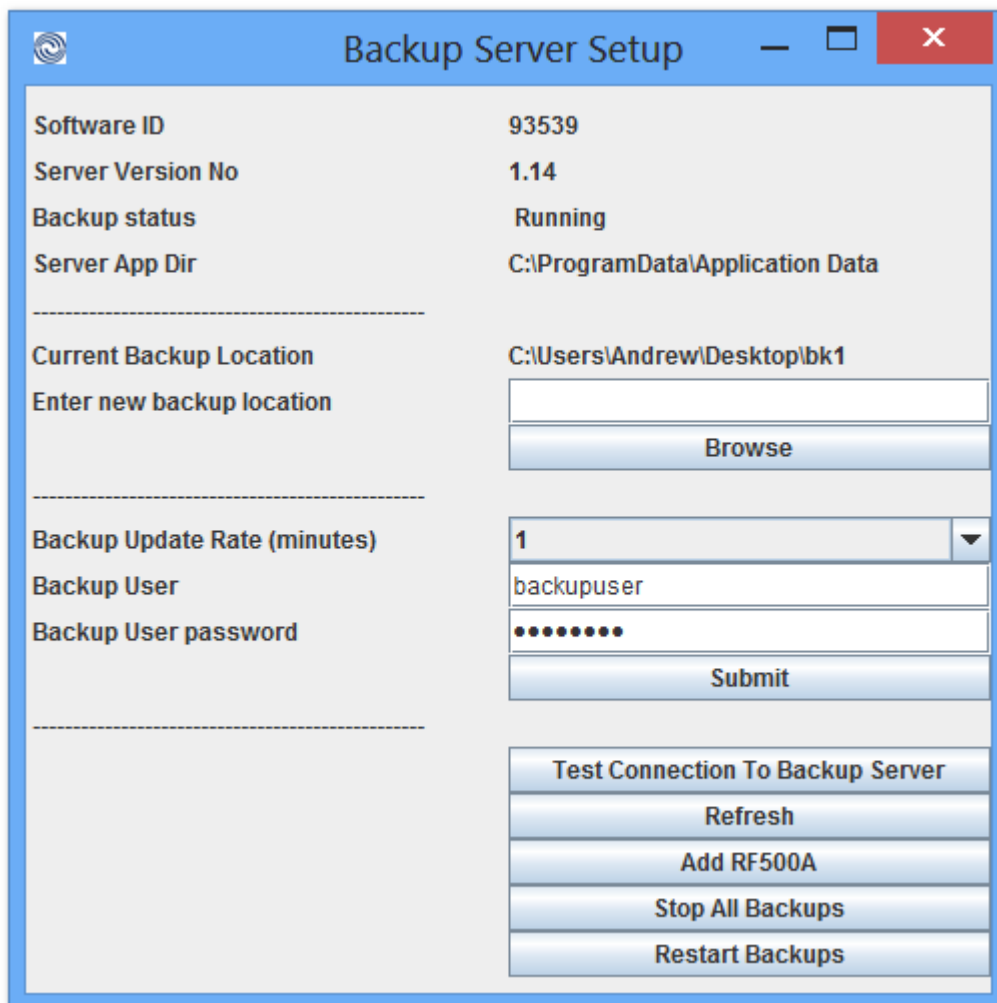
Enter the details of the user in the setup window, see above and click Submit to complete this stage of the backup setup.

This message will appear....



Click OK to continue....

The backup setup page will look something like this now....



Make a note of the Software ID number as it will be required next. In this case **93539**

**Note:** When finished with Backup Server Setup close the window. If it is left open then the main Backup Utility Window will not get updated.

## Gateway Setup...

Log on to the first Gateway to be added to the backup software

## New User

Setup the new Administrator.

Example Username 'backupuser' Password 'comark'

## Data ID Number

Navigate to the Hardware page...



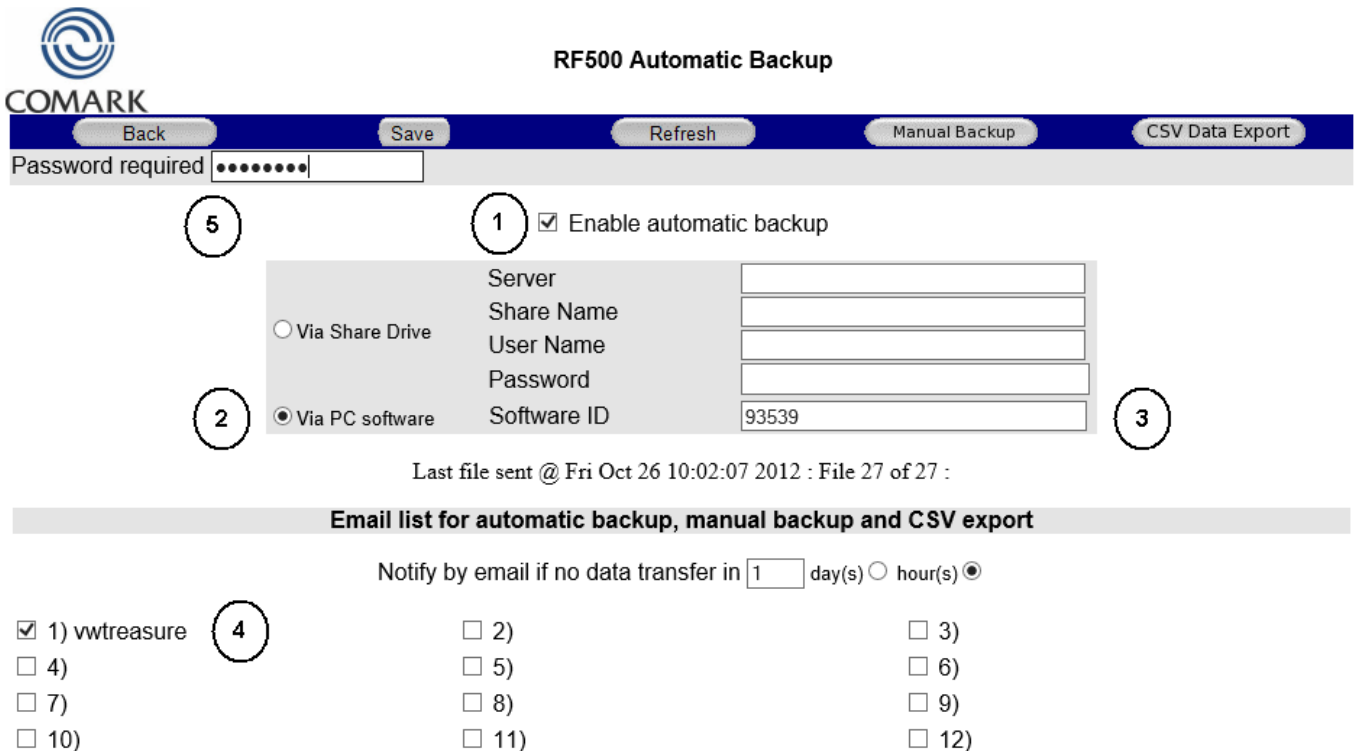
Make a note of the Data ID number, shown above. In this case **10173**

You will also need to note the following information from the Gateway to add to the Backup Software....

- 1) Serial Number of the Gateway, see above. In this case **17301001**
- 2) The IP address of the Gateway. See Administration-Setup Network for this. In the form **123.456.789.012**

## Data Backup

Now visit Administration-Data Backup to setup the RF500A for Automatic PC Backup.



To complete the RF500A setup, you need to do the following....

- 1) Click the tick box Enable Automatic Backup, see above.
- 2) Click Via PC Software

- 3) Enter the Software ID number, recorded earlier from the Backup Software as the Client ID number. In this case 93539
- 4) Tick for E-mails to be sent in the event that the backup stops.
- 5) Then enter your password and select Save.

### Setup E-mails

Comark strongly recommends that the Gateway is setup to send e-mails in the event the backup stops for any reason.

RF500A Setup is now complete.

### Final RF500A Backup Utility Setup

Return to the RF500A Backup Utility setup...

The screenshot shows a window titled "Backup Server Setup" with a blue header bar. The window contains the following information and controls:

Software ID	93539
Server Version No	1.14
Backup status	Running
Server App Dir	C:\ProgramData\Application Data

---

Current Backup Location: C:\Users\Andrew\Desktop\bk1

Enter new backup location:

Browse

---

Backup Update Rate (minutes): 1

Backup User: backupuser

Backup User password: ●●●●●●

Submit

---

Test Connection To Backup Server

Refresh

Add RF500A

Stop All Backups

Restart Backups



Now Click Add RF500A....

17301001  
192.168.25.251  
10173

Cancel submit

Enter the following information from your RF500A Gateway...

- 1) Serial Number
- 2) IP Address
- 3) DATA ID Tag.
- 4) Click on Submit to continue.

**Note:** When filling out the form above, please ensure that you do not add any unnecessary spaces as these will not be visible but will prevent the Gateway from being added to the backup software.

The backup server setup for RF500A is complete.

### First Data Transfer

The main server window will now show details of the 1<sup>st</sup> Backup for the gateway. Files will now be downloaded from the Gateway until the Gateway has been backed up.

ID	Name	Files	Last File Transfer	File Event
10173	Andy GW5	File 16 of 2299	26-Oct-2012 10:31:47	First data transfer

This first backup will take up to several hours to complete. After which the backup software will download files from the Gateway at the pre-described Backup Update Rate, see Backup Server Setup.

The default is 5 minutes, but this can be changed to 1, 5, 15 or 30 minute intervals, see backup server settings.

## **Add another gateway**

At this point further RF500A Gateways can be added to the system. Click on Add RF500A and repeat the process above, logging on to the Gateway to enter the Client ID number into the RF500 Backup page, and then complete the Add RF500A setup on the backup Utility.

The RF500A backup utility can cope with many RF500A Gateways.

Don't forget to add the Backup User and Password as Administrator to any new Gateway you want to backup.

## **RF500A Backup Service Runs Invisibly**

Once the setup is complete, and you are happy that Gateways are being backed up there is no need to keep the backup utility window open. It can be closed without fear of the backup stopping.

RF500A Backup runs as a Windows Service. This means that it will run on the PC even if you are not logged in. The PC must however be switched on for the service to run.

Selecting Start-All Programs-Comark-RF500A Backup Settings-RF500A Backup Settings will open the main software screen to allow you to check on progress of the backup at any stage, and also to diagnose issues with the backup service.

## **Note: Users running on WiFi Connections**

If you are connected to the Network via WiFi then the RF500 Backup Software requires that you are logged on to the PC at all times in order to download data from your Gateway(s).

Users running on LAN connections need only turn the PC on.

## Possible Messages

A number of messages are possible from the Backup Software. See list below....

All of these will appear on the RF500A Backup Setup Window above, in the File Event Window.

It is possible for more than one event to be active at the same time. Only the most important event is shown. Clear messages one by one.

**Data Backup Disabled** – Data backup is disabled by software. Check Data Backup software and re-start backups if necessary.

**First Data Transfer** – First time this Gateway has been backed up by the software

**Error: Check Local File System** – Cannot access local directories on Local PC. Check directories exist and have the correct permissions.

**Data Backup Disabled on Gateway** – The backup has been disabled from the Gateway. To re-start log on to the Gateway and navigate to Administration-Data Backup to re-initialise.

**Update Gateway** – Gateway needs to be updated. Visit [www.comarkinstruments.com/software.tpl](http://www.comarkinstruments.com/software.tpl) and download the latest update for the Gateway. Log on to the gateway and navigate to Administration-Update Firmware. Then upload this downloaded file using the upload new files button.

**Update Software** – Your backup software version requires updating. Visit [www.comarkinstruments.com/software.tpl](http://www.comarkinstruments.com/software.tpl) and download the latest version of the RF500A Backup Utility.

**Serial Number does not match** – Check the serial number of the Gateway with that programmed into the backup software. Remove RF500A Gateway and Re-add with correct Serial Number to start backup.

**Data ID number does not match** – Check the Data ID number matches the one found in the Gateway. Remove RF500A Gateway and re-add with the new Data ID number to start backup.

**Software ID number does not match** – Check the Software ID number set on the Gateway matches the Backup Software. Re-enter number on the Gateway, under Administration-Data Backup to start backup.

**Data Login Error** – Check backup username and password are correct and confirm also that username and password exist on all Gateways to be backed up. Also check username has not timed out on the Gateway. This will happen if backup user is not an Administrator.

**Error: check data location exist** – The backup software has been unable to create the folder for the backup or save any files. Check that the folder has the correct permissions. Check also that the folder exists.

**Error: End of file Error** – Possible file corruption. Could have lost connection to the Server if file storage not local. Software will try again to save. If this message continues please contact Comark for support.

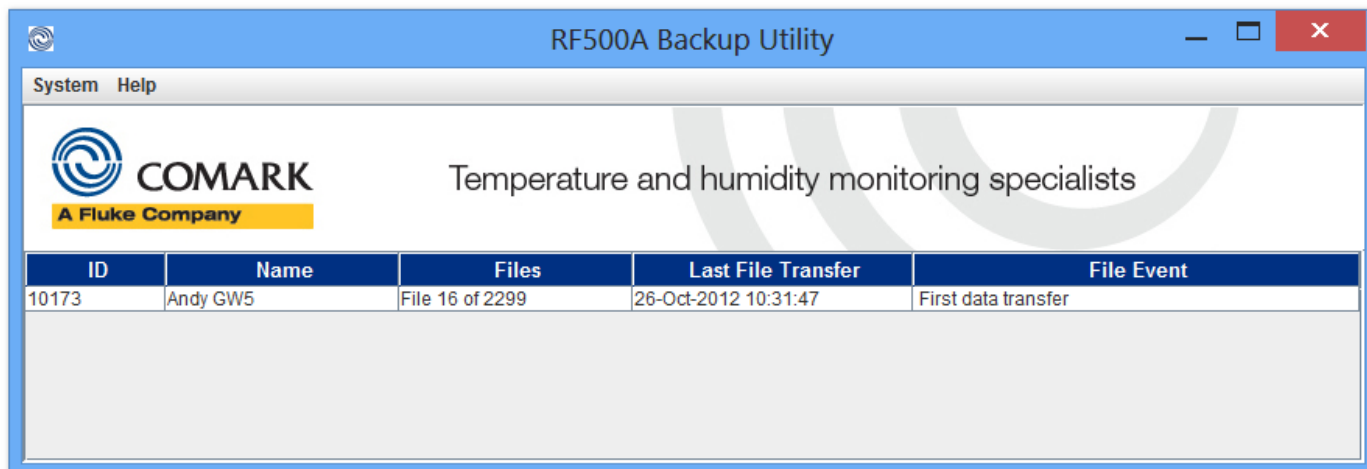
**No Data updates, check RF500 backup server** – The RF500A Backup Service is not running. Check Computer Services and try to restart service. If in doubt contact Comark for support.

**Check data location directory** – Cannot write to local directory. Check directory exists and that the correct permissions are setup.

**Data backup disabled via server** – Data backup has been disabled from the software. Open the backup software and re-start backups if appropriate. This message could appear temporarily, for example when a new Gateway is added.

## RF500A Gateway Back Up Properties

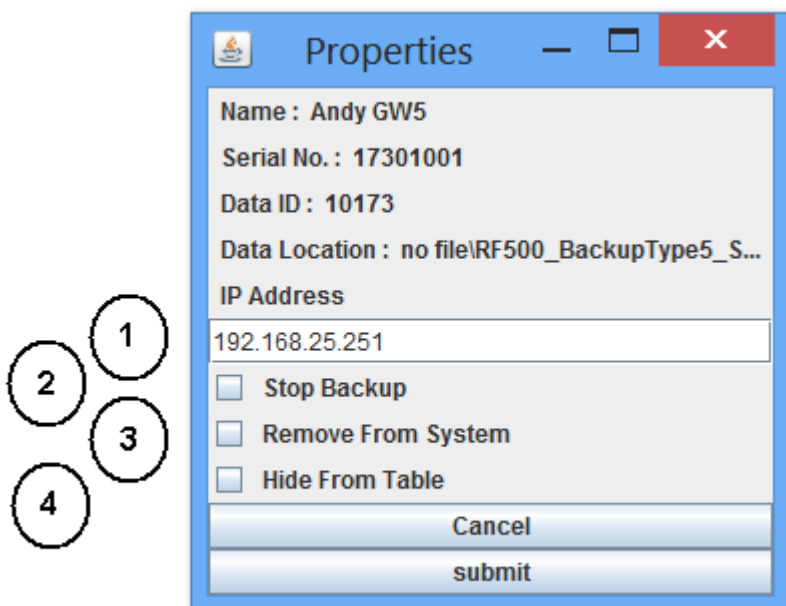
Run the main backup utility window, from Start-All Programs-Comark-RF500A Backup Settings-RF500A Backup Settings, to bring up this screen...



Right Click on one of the RF500A Gateways and select Properties.

Here another window will pop up with details of the Gateway selected.

Properties include the following information...



From here it is possible to

- 1) Enter a new IP address for the Gateway, should it change.
- 2) Stop the backup – tick the box. Un-tick the box to re-start backup.
- 3) Remove from the system – tick the box and the gateway will be removed from the backup utility. However, its data folders will remain.
- 4) Hide from table – clicking this box just removes the gateway from the list, should you not wish it to be displayed.

Selecting Submit will cause any changes to be updated.

Select System-Show Hidden RF500A from main screen, to display details for any hidden RF500A Gateways.

## **RF500 Gateway Restore**

Should you need to restore a Gateway from the Backup please contact Comark or your local distributor for details.

## **RF500 Backup Utility Management**

Some useful information is shown below...

### **Location of Backup Data**

Choose the location of the backup data carefully.

### **Encrypted Data**

Your backup data is secure and readings cannot be altered.

### **How often should I check the backup is working?**

It is sensible to occasionally check that the backup system is working correctly. Each Gateway can detect when the backup is not working and can be programmed to send e-mails in this event. See Administration-Data Backup to setup e-mails. Do this on all Gateways.

### **Do not switch off the PC/Server Running the backup**

The PC/Server running this application should be left on all the time to ensure that the Gateways are being continuously backed up.

There is no requirement to be logged in to the PC/Server however.

### **JAVA version**

See note at the start of this document. RF500A Backup Utility requires JAVA to work. Your JAVA version will be checked during the installation and if found not to be correct you will be offered the opportunity to install a version that will work.

### **Ports in Use**

RF500A Backup uses two ports for transfer of data. Click Help-About from the main backup window to confirm.

### **Technical Notes**

RF500A Backup Utility requires two ports to be open locally on the PC for the Host Machine Windows Service and the GUI (Graphical User Interface) to be able to communicate.

Further details of this and all other IT requirements for RF500A can be found in our RF500 IT Note as a pdf download from our software page... [www.comarkinstruments.com/software.tpl](http://www.comarkinstruments.com/software.tpl)

### **JAVA**

The RF500A Backup Utility requires JAVA to run on your PC. This is bundled with the installation and will be installed on the PC for the sole purpose of running RF500A Backup.

Java version: 1.7.0.11 (32-Bit)

If you are in any doubt with regards to installing this software then contact your IT Department for advice.

JAVA is a trademark of Oracle, and is a completely free installation.



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