DX Assistant Setup and Software Installation Guide

Recommended System Requirements

1. Operating System:
    a. MS Windows Server 2008 R2 (or later) Standard or Enterprise Edition
    b. MS Windows Small Business Server Essentials 2011 or later
    c. MS Windows 7 or later
2. CPU: 2.50+ GHz Dual core
3. RAM: 2 GB
4. Disk Space (typical 60 GB, but depends on number of devices – see below):
    a. 40 GB - Windows Server 2008 Standard R2 or other Operating System
    b. 5 GB - Base Installation + 2 GB per device.
5. 10/100 Ethernet or WiFi Network Connection
6. CD ROM Drive

Overview

The DX Assistant Software Install CD contains three software programs that are used to configure each Rad-DX, monitor a network of detectors, and manage the server data. A brief description of each software program is listed below.

1. **DX Dashboard:** The DX Dashboard is the primary server software application used to monitor a network of Rad-DX radiation detectors.
2. **DX Setup:** The DX Setup software acts as a utility application necessary to configure each Rad-DX detector to communicate on the DX Dashboard software. The user uses this program to establish the server/URL settings and to configure device communication settings, i.e. WiFi, Ethernet, and Mesh settings.
3. **WampServer:** The WampServer is a web environment that runs the DX Dashboard website. The user will have limited interaction with this program; however, it is an essential component to running the DX Dashboard.

Installation Instructions

It is recommended (though not necessary) that the services of a trained IT professional with server configuration experience perform the DX Assistant setup process.

Prior to installation, it is necessary to configure a static IP Address on the DX Assistant server machine. This can be done via the Control Panel in Windows.

1. Insert the Install CD into the CD drive of the server machine. The installation process should open automatically (see Figure 1). If not, then click the CD drive in My Computer and press Install to start the install process.

Figure 1

2. Follow the install wizard instructions by clicking Next (see Figure 2).

Figure 2

3. The next step provides the user with the WampServer and DX Dashboards licensing agreements. It is recommended the user read the agreements, and it is required that the user accept each agreement before continuing the install process (see Figures 3 and 4).
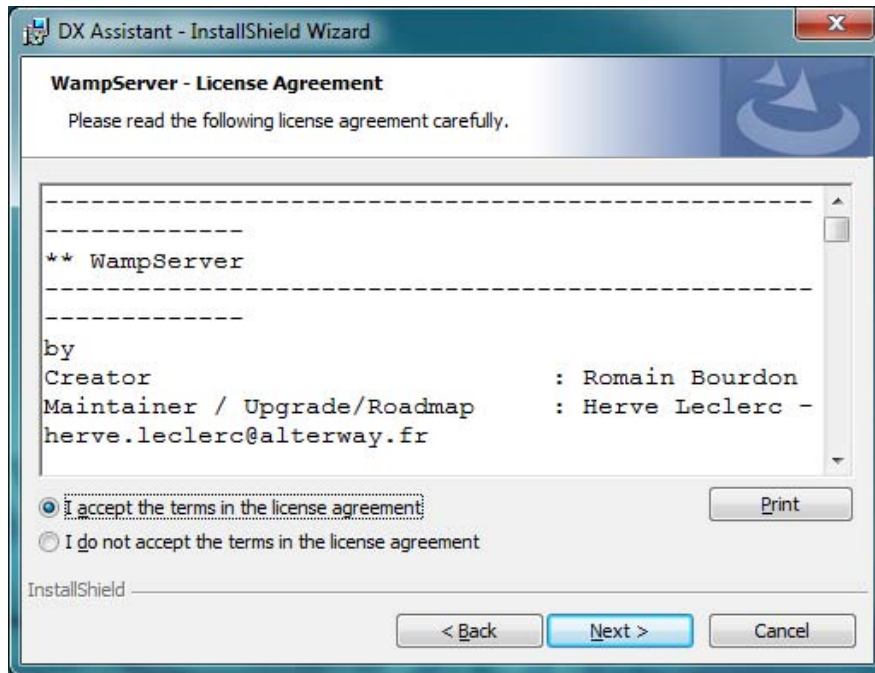

Figure 3

Figure 4

4. The next step allows the user to choose where to install the program and whether or not to create desktop icons. It is recommended the user keep the default settings (see Figure 5).
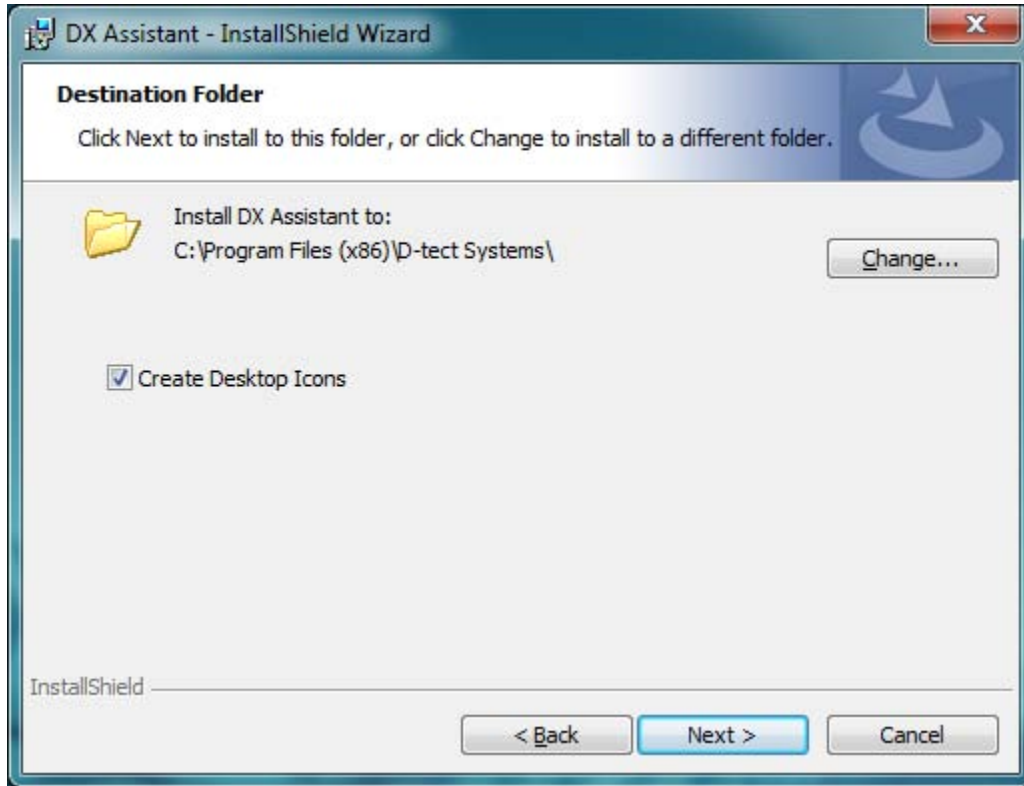
Figure 5

5. This step prompts the user to designate the static IP address or URL. It is important that you set the IP Address on the machine prior to proceeding with the Installation. This can be done in the Control Panel. The IP Address must be static and not dynamically issued by a DHCP server. The user also has the option to use a URL; however, it is also critical he URL be static (see Figure 6).
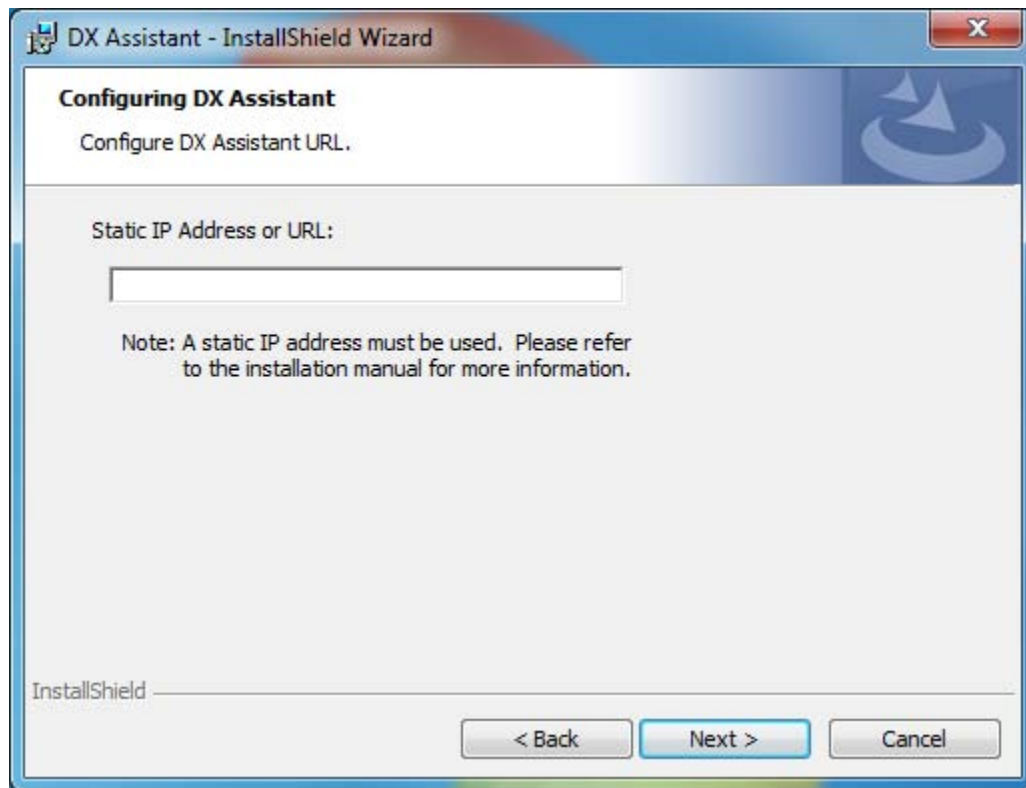
Figure 6

6. Next, the user configures the firewall settings. The user may select the option to automatically configure Windows firewall to allow the DX Assistant access through the firewall, which is required for devices to connect to DX Assistant over Ethernet or Wi-Fi. The installer can only configure the Windows firewall. If the customer has installed a third-party firewall or anti-virus software, then other steps may need to be taken (see Figure 7).

    a. Firewall Rule – Direction: in, Protocol: TCP, Ports: 80 and 443

Figure 7

7. If you are installing on a Windows Server operating system, then here is a dialog that may appear. The dialog asks the user if they want the installer to stop the 'World Wide Web Publishing Service', which is a service that is running by default on server versions of Windows. This service will prevent DX Assistant from running. It is recommended you click "yes" (see Figure 8).
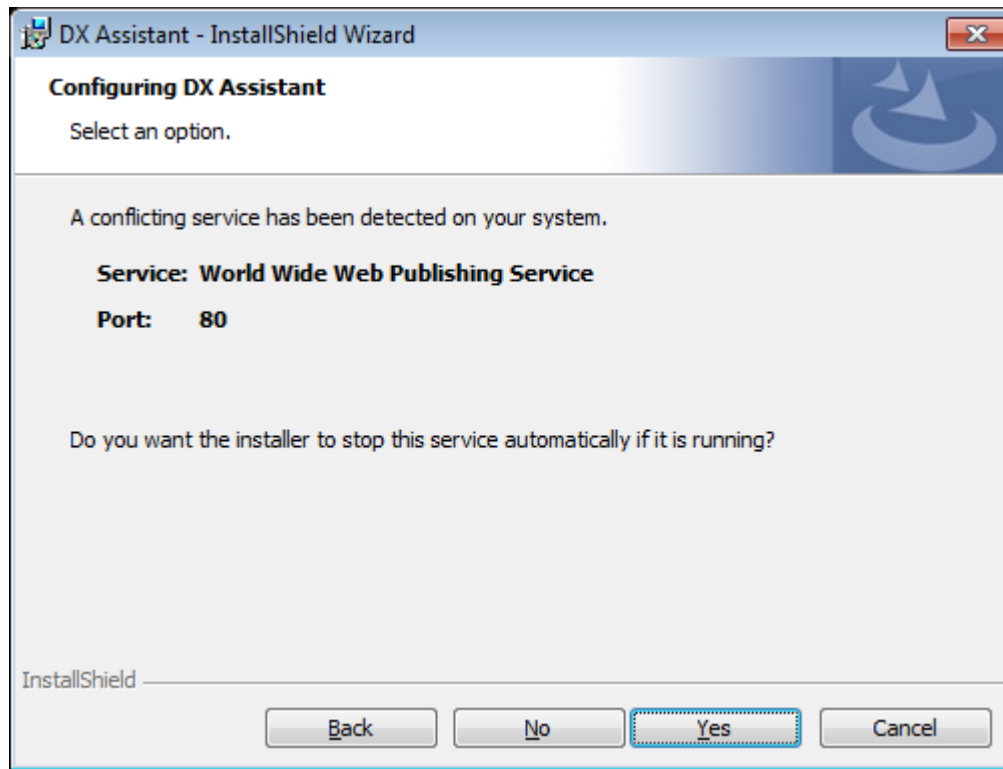

Figure 8

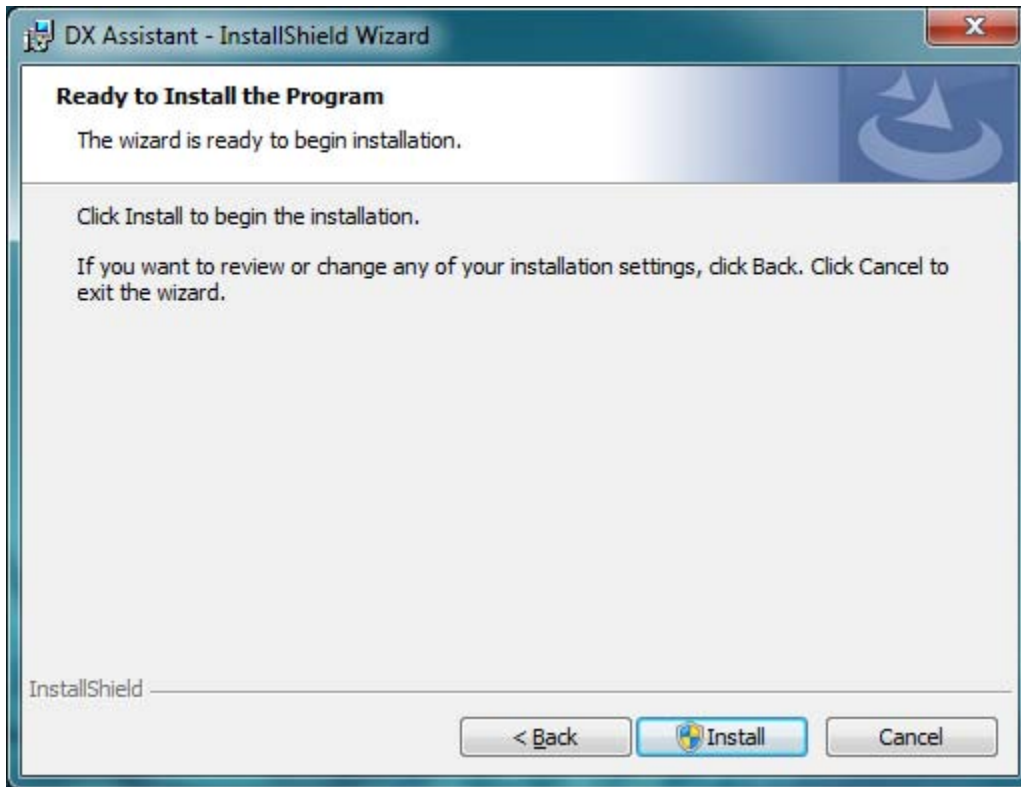8. Proceed with the install process by clicking the Install button (see Figure 9).

Figure 9

9. The DX Assistant software is now installed. Press "Finish" and launch the DX Setup to proceed (see Figure 10).
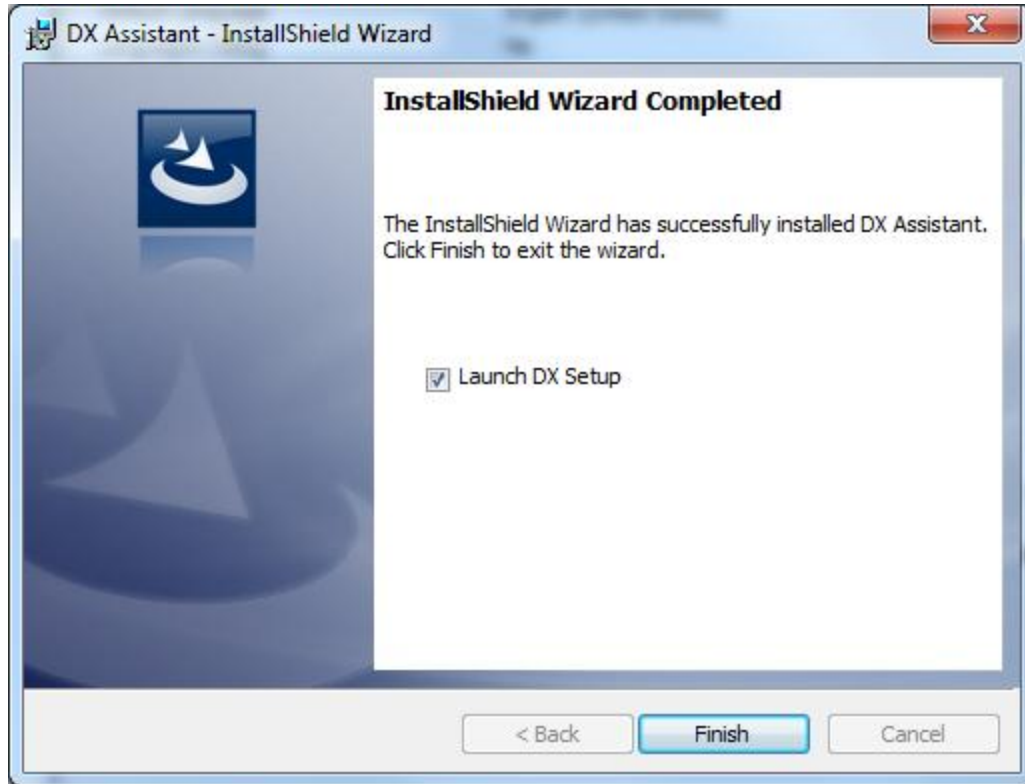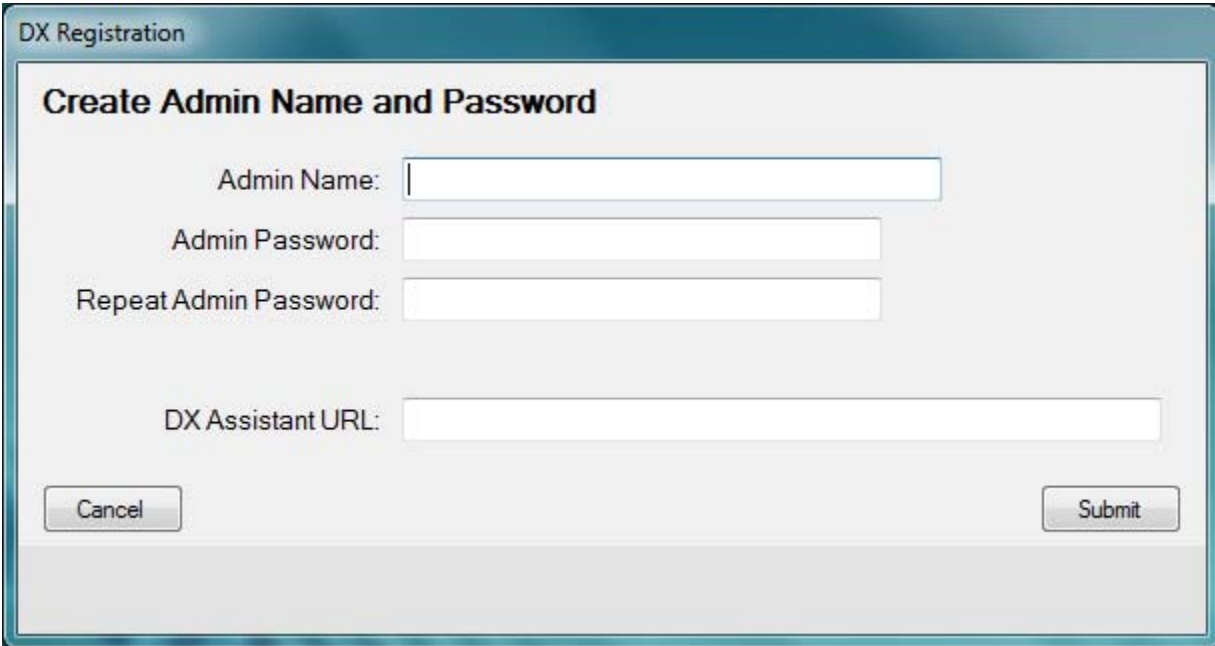

Figure 10

10. Upon launching the DX Setup, a dialog box appears allowing the User to create an Admin Name and Admin Password. Please record the name and password as it is required to login to the DX Dashboard. Also, verify that the IP Address/URL is correct. The URL shown below in Figure 11 below is only an example. Press Submit when complete.

Figure 11

11. After completing the registration, the DX Setup screen will appear (see Figure 12).

Figure 12

12. While leaving the DX Setup running, Open DX Dashboard by clicking "View Devices on Dashboard". Enter the Username and Password (see Figure 13).
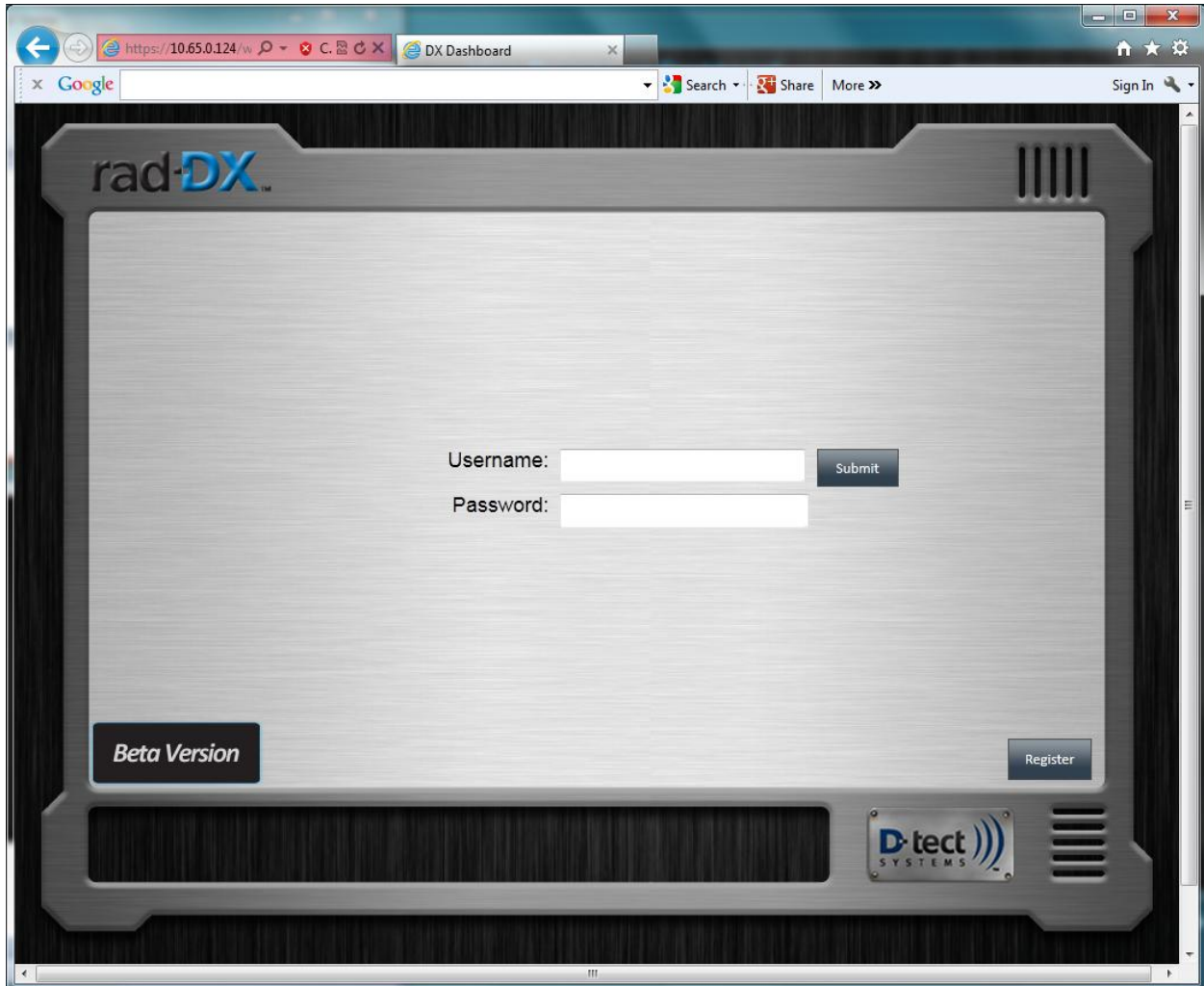

Figure 13

13. After entering the Username and Password, the user is directed to the DX Dashboard Home Screen (see Figure 14).
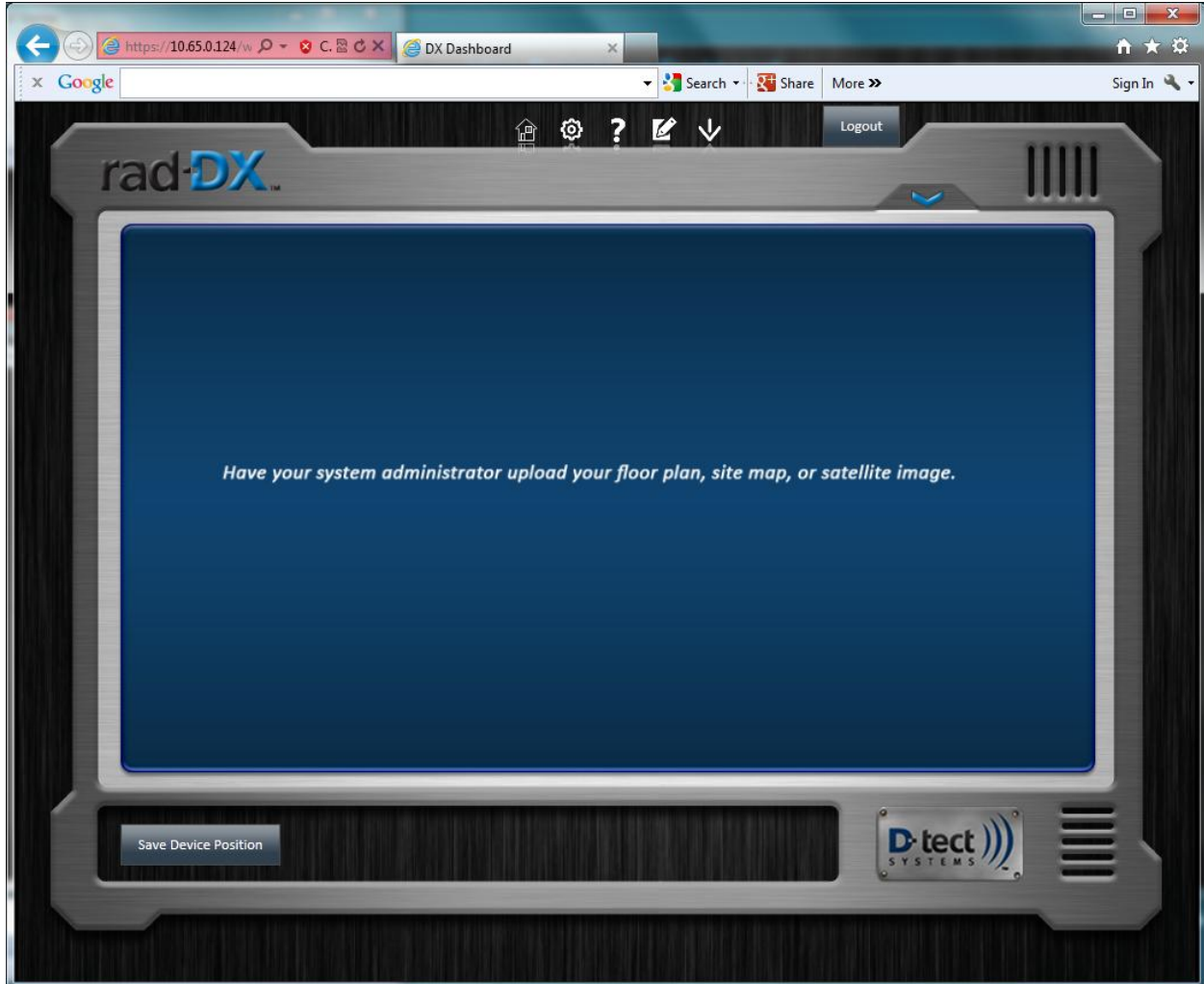

Figure 14

14. While the DX Dashboard is still running, switch back to the DX Setup screen. Now connect the USB cable to Rad-DX and server. The screen will automatically go to the Device Setting: Communications screen. Go to the DX Dashboard Home Screen again (see Figure 15).
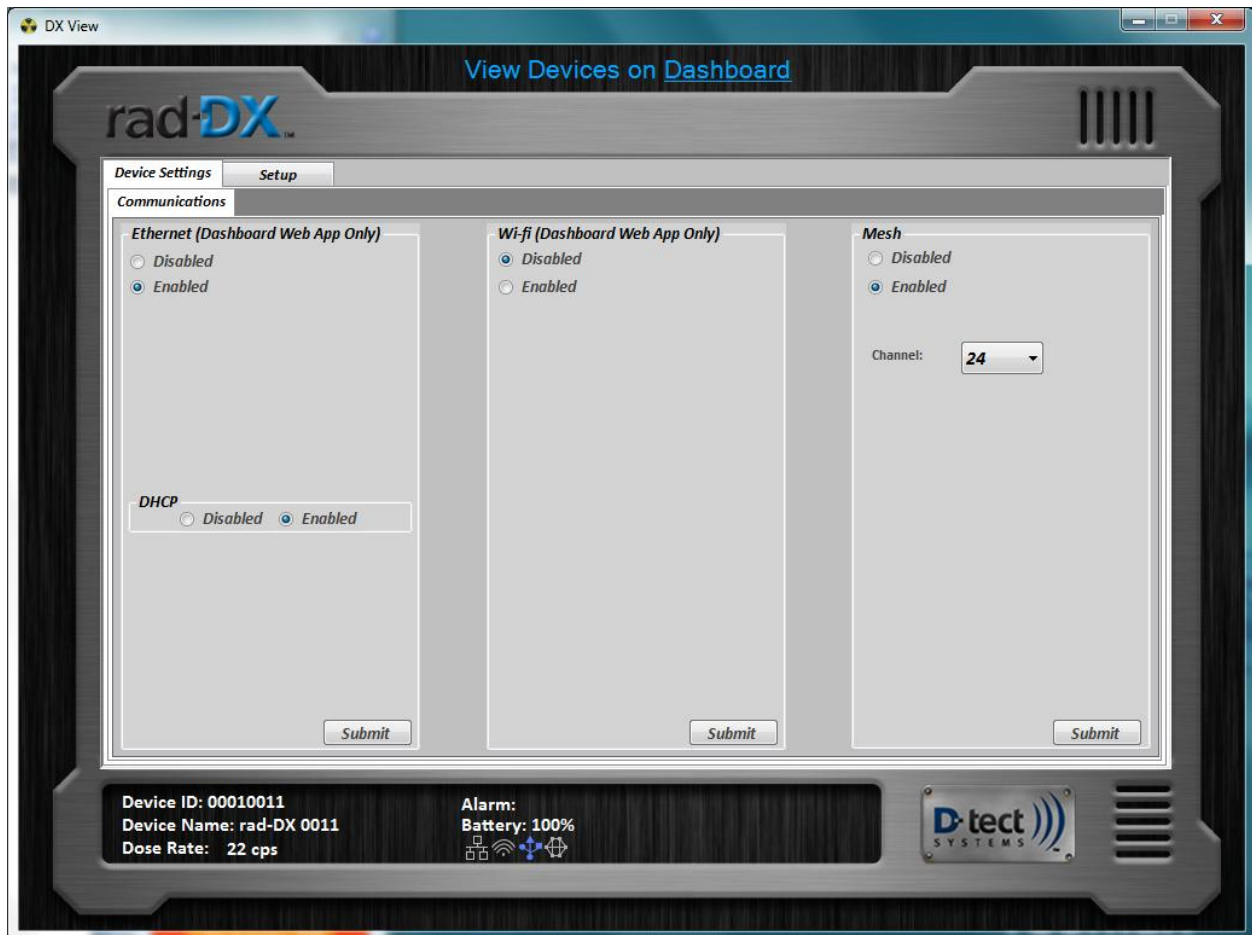

Figure 15

15. In Figure 16 a small round gray icon is show on the upper left portion of the screen. A gray icon indicates the device is not communicating.
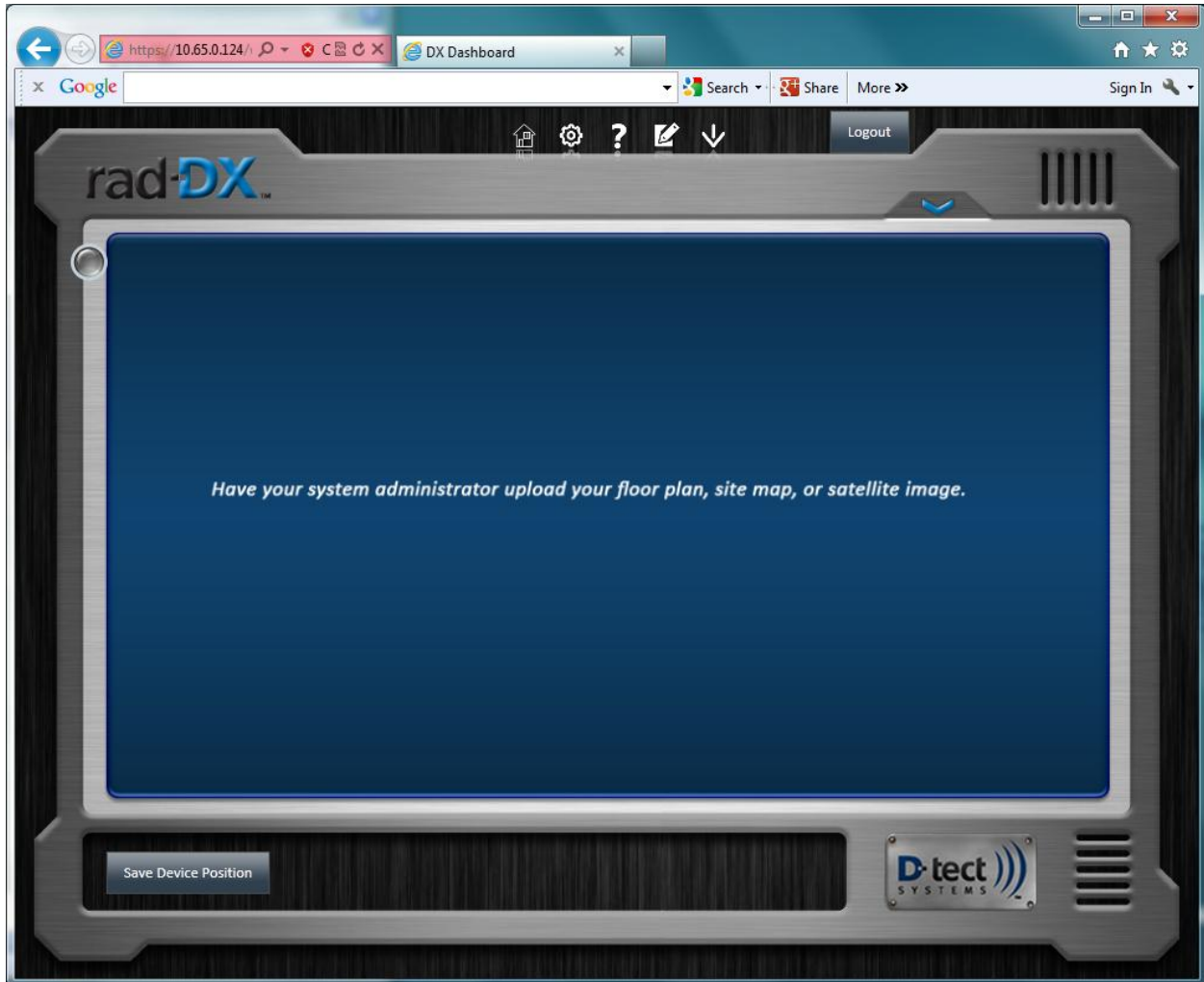

Figure 16

16. While the DX Dashboard continues to run, go back to the DX Setup screen and configure the device to communicate either by WiFi or Ethernet and press Submit (see Figure 17).

At least one Rad-DX device must be configured first via WiFi or Ethernet before any others may communicate via Mesh to the DX Dashboard. Other devices may be configured to use Mesh only, if desired.
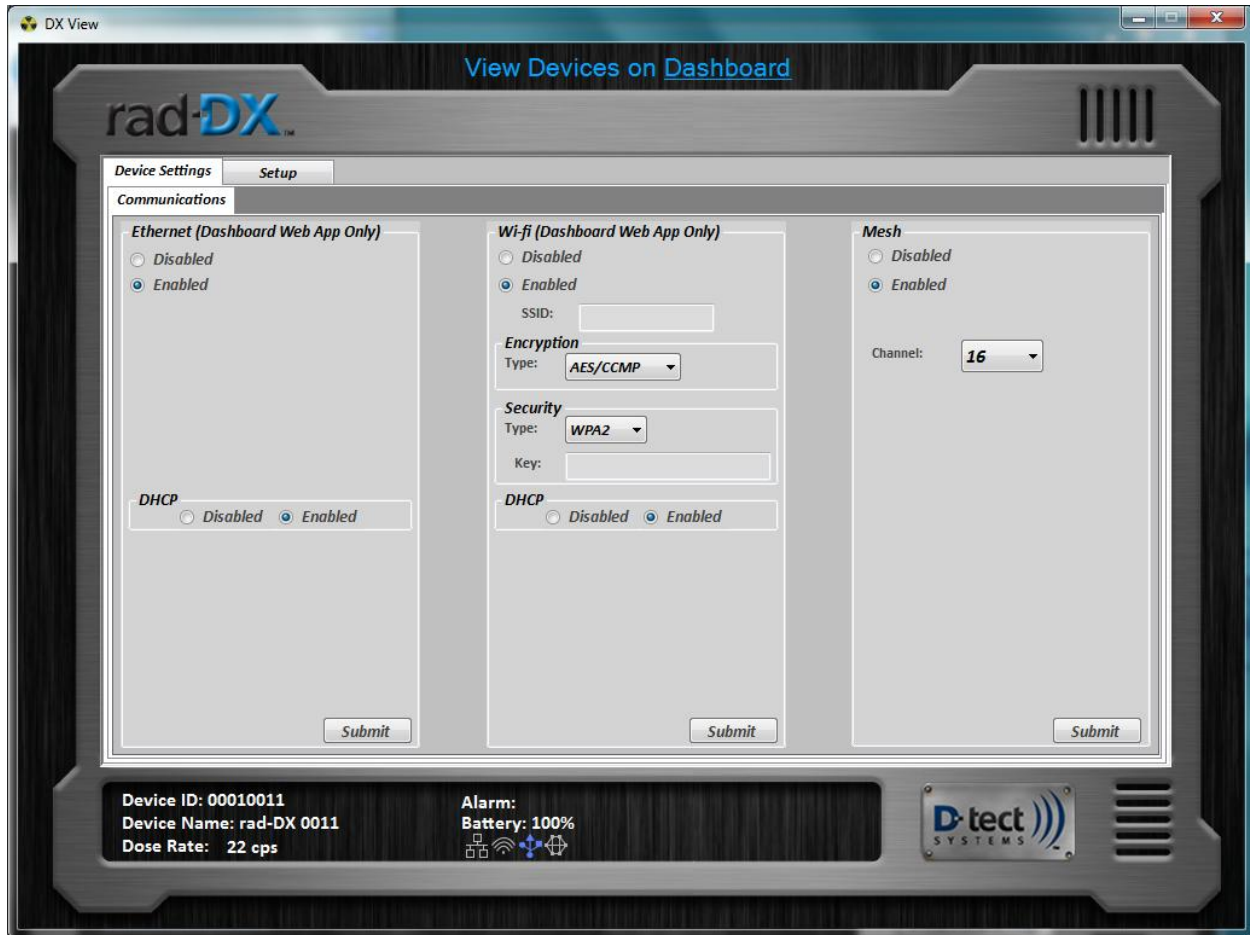

Figure 17

17. Return to the DX Dashboard to see if the icon turns blue (see Figure 18). A blue icon indicates the device is communicating to the DX Dashboard. If the icon does not turn blue after roughly 3 minutes, then something is not configuring properly. If this is the case, then see appendix A.
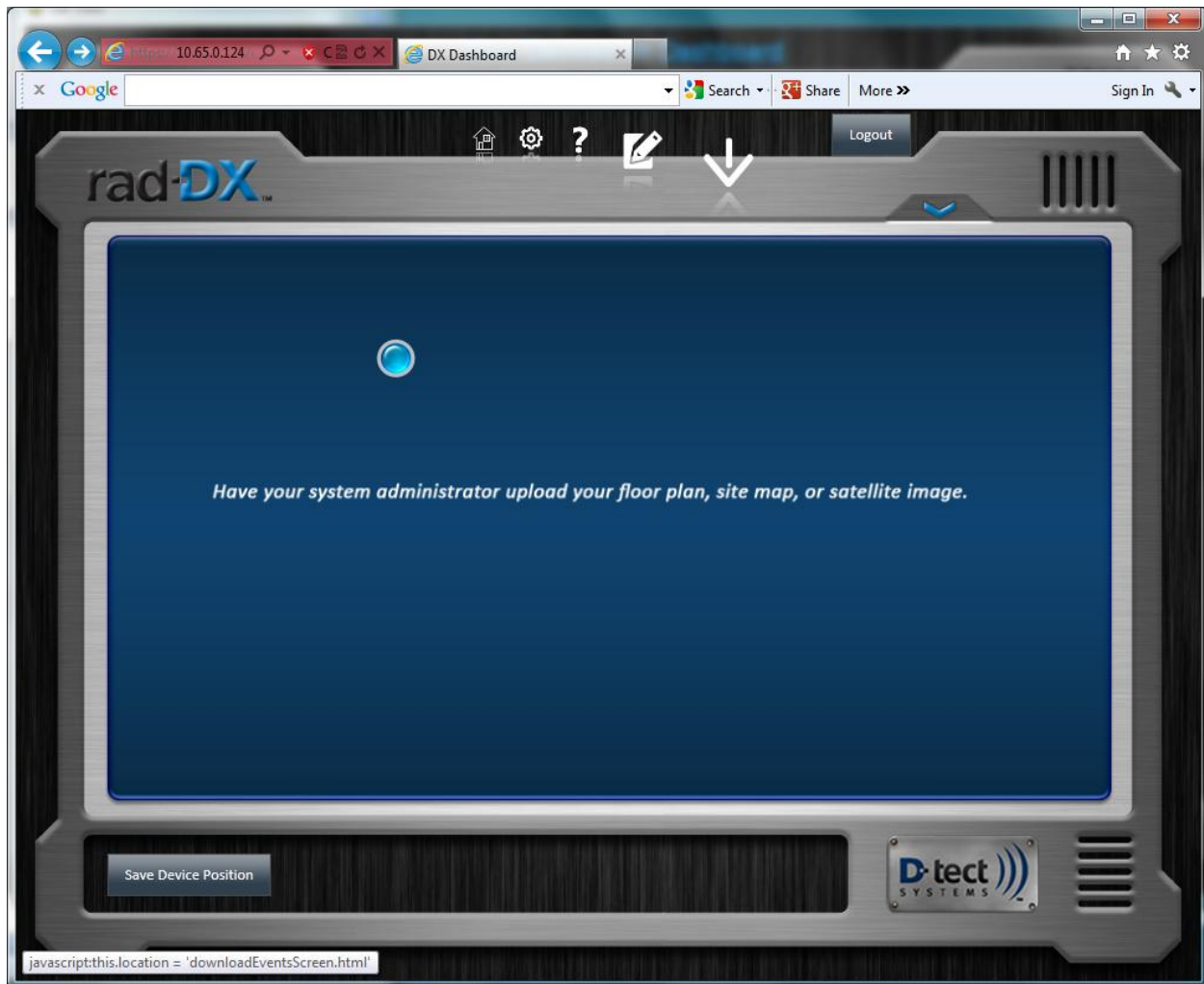

Figure 18

18. By clicking on the blue icon, a Status window will appear allowing the user to view a graph or view additional device settings (see Figure 19).
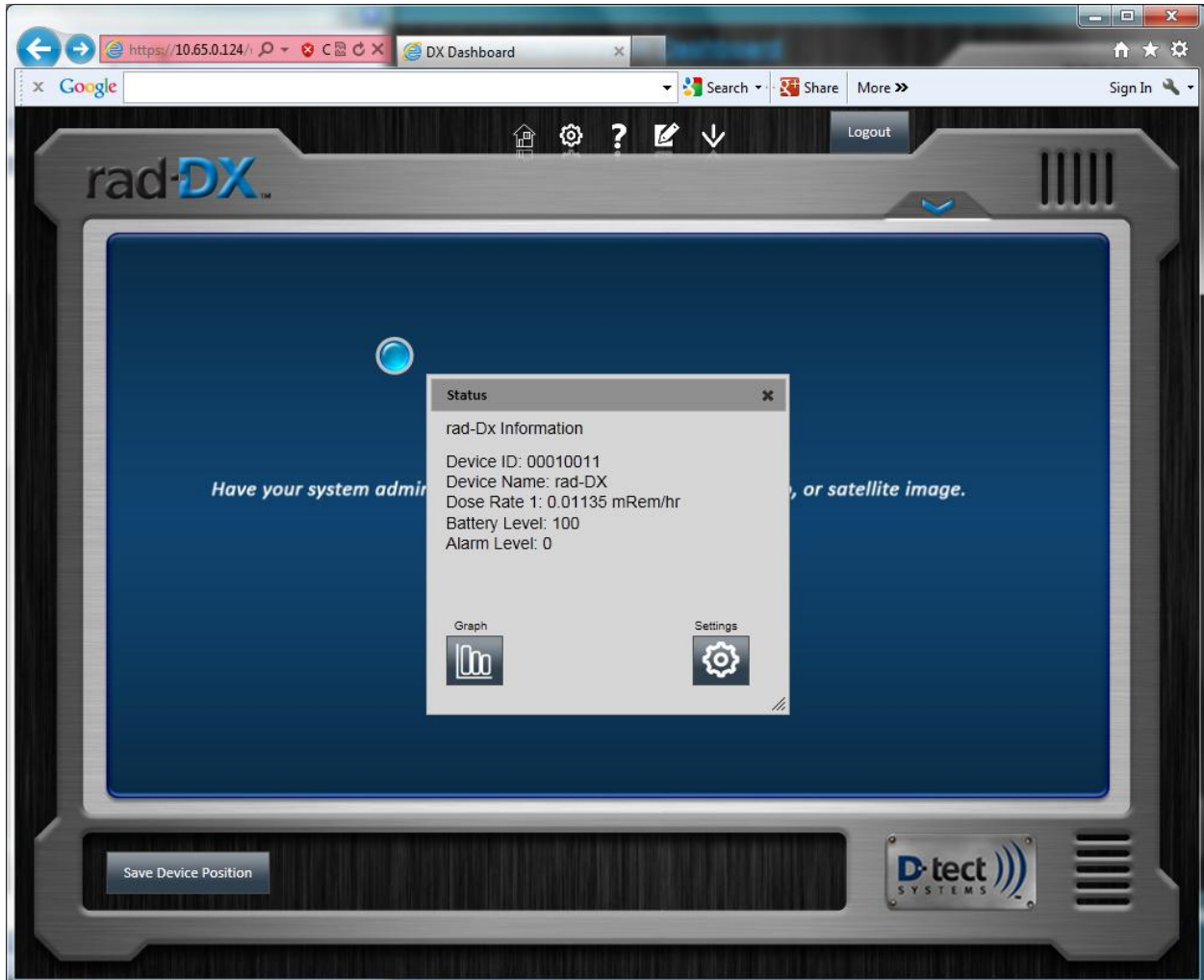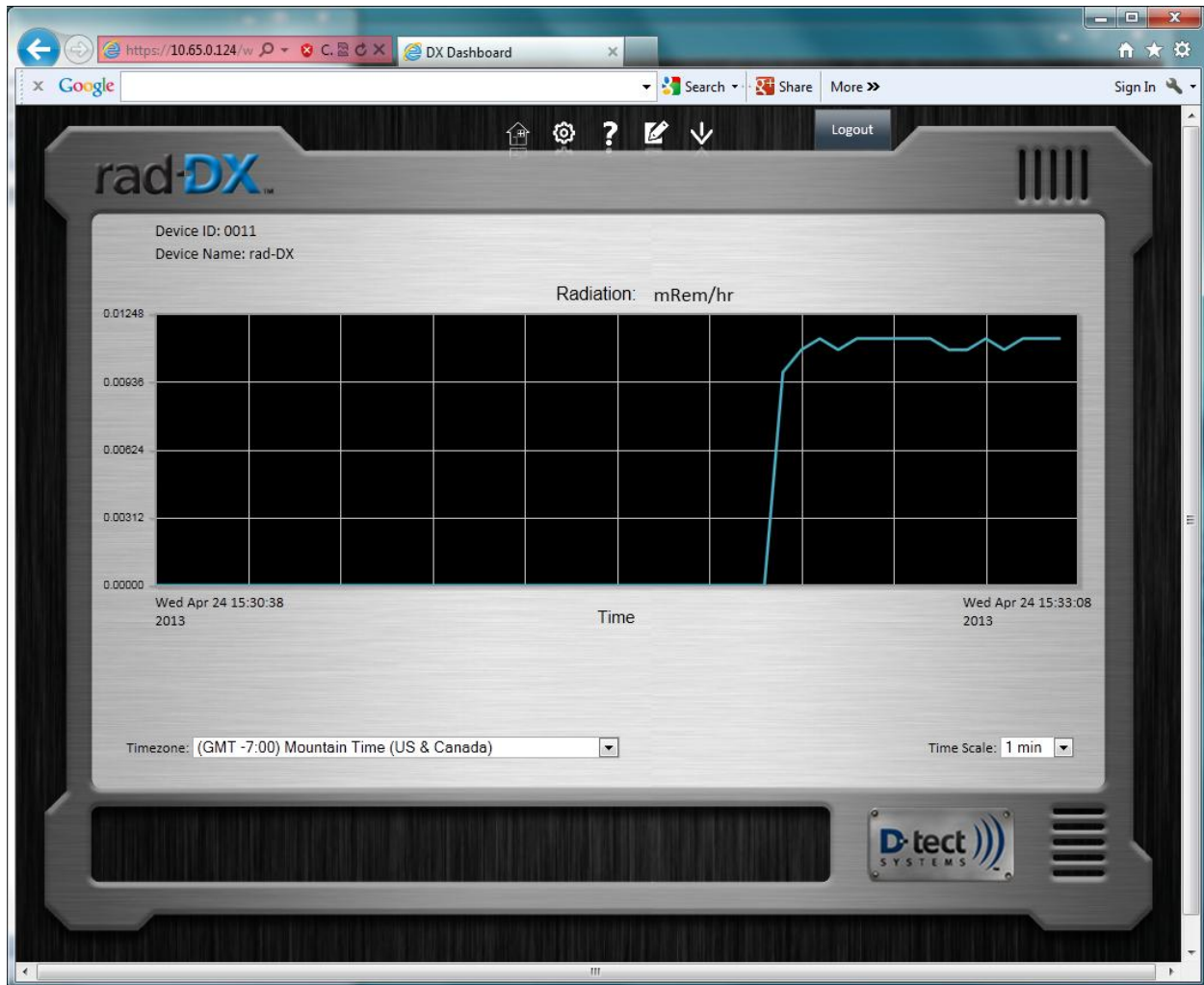

Figure 19

19. Graph View (see Figure 20)

Figure 20

20. The user may view dose data for all devices on the Device Panel by clicking on the blue arrow as shown on Figure 21.
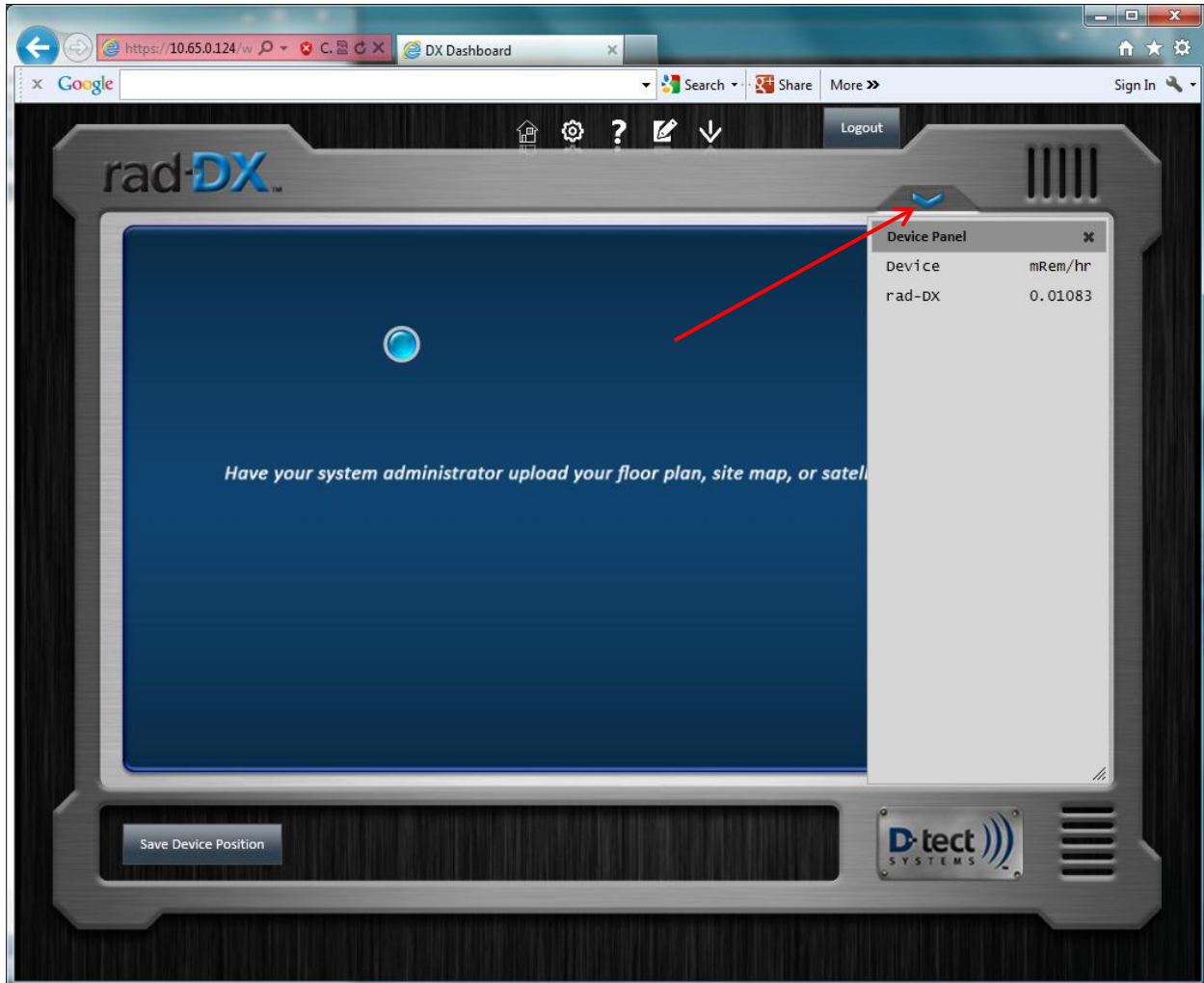

Figure 21

21. Please refer to the Rad-DX Manual for additional information regarding the Rad-DX, such as installation and mounting instructions, and additional features of the DX Dashboard software application.

Appendix A – Trouble Shooting Guide

This Troubleshooting Guide is designed to help the user diagnose possible issues. Those listed below are only common issues. You may experience additional problems, in which case, please contact the D-tect Systems Support Team at techsupport@dtectsystems.com. Please include name and all relevant contact information with a complete description of the issue.

1. "During the registration, I get an error stating, 'ERROR – Unable to reach server. Check DX Assistant URL and try again.'
   a. Check that the IP Address of the PC is set properly and matches what was entered during the install.
   b. If it does not match, set the appropriate address on the PC. At this point the user MUST uninstall DX Assistant and reinstall using the correct IP address or URL.

2. "When I click 'View Devices On Dashboard', the browser opens, but is blank or shows errors."
   a. Check the Windows firewall setting or antivirus software. All such software should be configured to allow traffic on ports 80 and 443.
   b. Check to ensure that no other server software (e.g. Microsoft Internet Information Services - IIS) is running that uses ports 80 or 443.
      You may need to restart Wamp (see step "c" below).
   c. Verify the WampServer is running. This is done by clicking on the tool bar arrow located at the bottom right section of the screen, which will show all hidden icons. The WampServer icon is the icon on the bottom row that his orange on the left picture and green on the right picture. If the icon is green, then the WampServer is running. Conversely, an orange icon indicates it is not running.
      If it is not green, left-click the Wamp icon and select "Restart All Services"
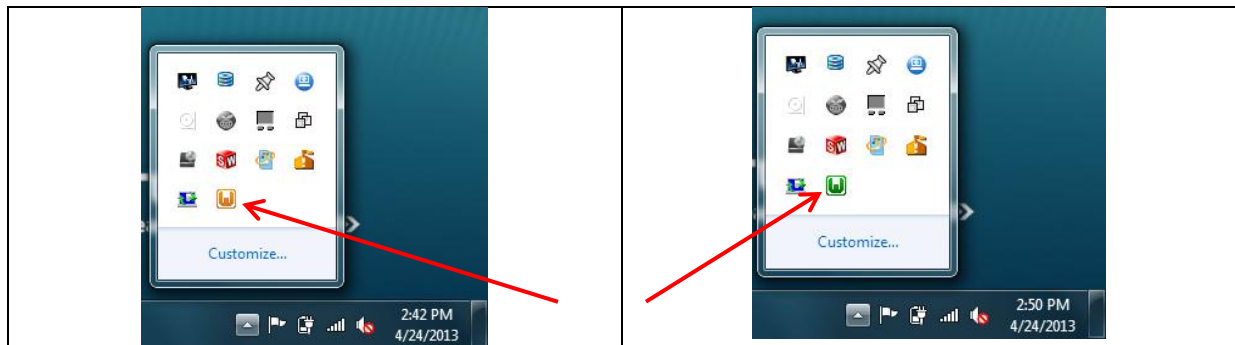
3. "The rad-DX icon will not turn blue on the DX Dashboard."
   a. Check to verify that the firewall and any antivirus software is set to allow ports 80 and 443 (see #2 above)
   b. Ensure that the password in the device using the DX Setup Utility.

Click on the DX Setup Desktop Icon to reset the password in the device

c. Ensure that the WiFi and Ethernet settings are setup properly for the device.

Click on the DX Setup Desktop Icon to change the communication settings