



GD

Dispenser Management

Module
GD WebEx

Manual GD WebEx

GD WebEx includes all the connection functions between the world GD-Distributor Management and the internet network. Therefore it includes all the functions of the GD Web, GD Remote and GD Mobile and GD Messenger modules previously sold separately.

GD WebEx therefore allows you to:

- Create an internet portal for your customers directly connected to the management (GD Web).
- Exchange GD path data via the internet (GD Remote) with the server.
- Exchanging messages via SMS with PDAs and controlling GDs Track (GD Mobile)
- Exchanging messages via data network with Android handhelds (GD Messenger)

At the license level these are three products enabled in a single solution, but separate installation setups. Below is the manual for each of the components.

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GD WebEx

GD WebEx is the GD module that allows you to create an internet portal for your customers directly connected to the management software.

Your customers, once registered with their account and appropriately authorized, can autonomously enter orders and calls that will be directly created in GD and therefore can be managed like calls received by telephone from operators at your company, subject to approval.

Everything is completely managed according to the customer / site settings in GD in combination with the GD WebEx user. GD WebEx

The package can be installed on a specific server or on any PC on the local network, which must then be published on the internet. If you have a corporate site hosted, you can insert a link inside that points to the WebEx GD server. The module can also be installed on a Windows 10 PC, but obviously, also based on the expected workload, it is advisable to use a machine with a Windows Server operating system.

NB: It is essential to verify that the operating system of the machine is completely updated before proceeding with the installation. Check in Windows Update or in the Update / Security settings before proceeding with the installation.

GD WebEx is a web application built on top of Microsoft's internet server, called IIS (Internet Information Server) and consists of a separate module to be installed (GDWebSetup.exe) and some extensions in GD / GDAdmin to manage its configuration and finally analysis for the management of generated requests. It can be used starting from version 6.5A of GD - Distributor Management.

Integration GD / GD WebExGD WebEx

The site can be used by the end user to insert product requests (orders), report faults or enter different specific requests for each distributor, check the data of his fidelity card and related promotions.

It can be compared to an ecommerce site and management service, but completely integrated with the GD management system to the point that the requests entered can be directly assigned to the shippers (subject to the approval of an operator of the management system to the PC to avoid any problem)

All in absolute security by limiting the access of each account registered to the desired data.

The user can also consult the status of the requests / orders he has entered, if his request has been accepted and finally view the history of previous orders / requests.

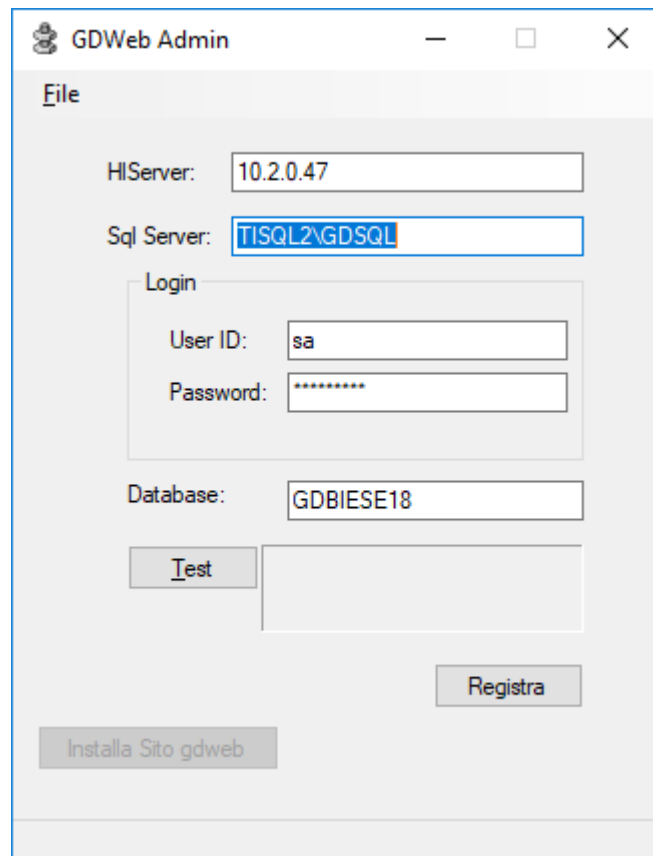
It should be noted that the order entered is valued based on the price list and the customer / distributor site settings exactly as when a request is placed on the products of the site directly in GD.

Installation of the GDWebEx module

The installation of GDWeb consists of two phases.

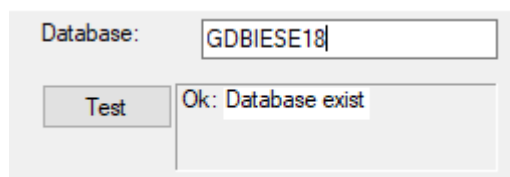
The first, carried out by the GDWebSetup file, copies all the necessary files and installs the GDWebAdmin program, while the second one, started by GDWebAdmin itself, installs the Microsoft server and configures the necessary for use.

Start the GDWebSetup.exe file (in administrator mode): at the end of the installation from the Start menu, launching the GDWebAdmin will start the site administration, configuration and update program.



The image shows the 'GDWeb Admin' window. It has a 'File' menu. The configuration fields are: 'HIServer' with value '10.2.0.47', 'Sql Server' with value 'T:\SQL2\GDSQL', a 'Login' section with 'User ID' 'sa' and 'Password' masked with dots, and 'Database' with value 'GDBIESE18'. There is a 'Test' button next to the database field, a 'Registra' button at the bottom right, and an 'Installa Sito gdweb' button at the bottom left.

As mentioned, the GDWeb module can be installed on a dedicated server / pc located in the local network or on the GD server. It is necessary to indicate to the site where to take the data necessary for the operation, ie the name / ip address of the machine where the GD hardware protection key is physically connected, the SQL Server instance machine and the related login for access, the GD database. Once the data has been entered, press the Test button to check that the information is correct (the message Ok: Existing database is displayed)



This is a zoomed-in view of the 'Test' button area. The 'Database' field contains 'GDBIESE18'. The 'Test' button is highlighted, and a message box displays 'Ok: Database exist'.

At this point press the Install GdWebEx Site button. Which will install Microsoft's IIS if it is not present and the website files.

```

Amministratore: Windows PowerShell

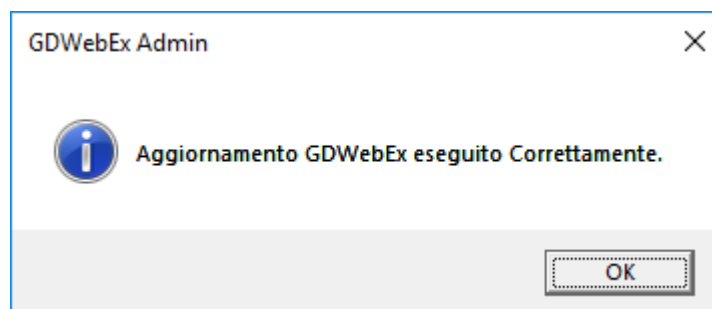
Enable-WindowsOptionalFeature: IIS-HealthAndDiagnostics
Running
[oooooooooooo]

Online       : True
RestartNeeded : False

Path         :
Online       : True
RestartNeeded : False
  
```

If the machine is already used as a web server for other sites, we recommend that you make a backup before proceeding. A Windows window will appear which will install all the necessary Microsoft components. At the end of the process, which can last up to several minutes, a message of successful installation will be displayed.

At this point it is possible to proceed to the configuration of GD / GDAdmin to set the graphics, products and anything else necessary to your GDWebEx site.



Initial configuration of GDWebEx in GD Admin

After enabling the GD Web module on GD Admin and installing the GD Web module on the website, it is necessary to configure the communication parameters necessary to transfer the files from your PC to the website and vice versa. This communication takes place via FTP, a standard protocol in the Internet environment.

The configuration of the parameters in GD Admin is done as usual from the General Settings window in GD Admin in the folder dedicated to the Modules, which allows access to the text setting screen (and email messages that the system automatically sends in the various phases of user registration both to the end user and to those who are in charge of managing GDWebEx in the management. All the information needed to monitor user activity from registration onwards will be sent to this email address. use those that have already been set up for GDCrm, but for greater freedom have been managed separately anyway Warning: it is important that the access parameters to the e-mail are correct and verified, as otherwise they can generate delays to the Gd WebEx site. want the system not to send emails to the manager it is advisable to leave empty the Email Manager field. If you do not enter the address of the sewer SMTP of mail, no email will be sent (however this mode is in our opinion inadvisable). To delete some of the emails just delete the text from the GD WebEx settings.

GD WebEx Settings

GD WebEx Module

Server SMTP: Port:

User SMTP: Pw:

Email of

Privacy banner text on the GD WebEx site:

Text of the email sending the WebEx GD code to the Customer's Ref.:

Text of the GD WebEx registration e-mail sent to the user:

Text of the registration email to GD WebEx sent to the Vending Co.:

Text of the deletion email from GD WebEx sent to the user:

Text of the cancellation email from GD WebEx sent to the Vending Co.:

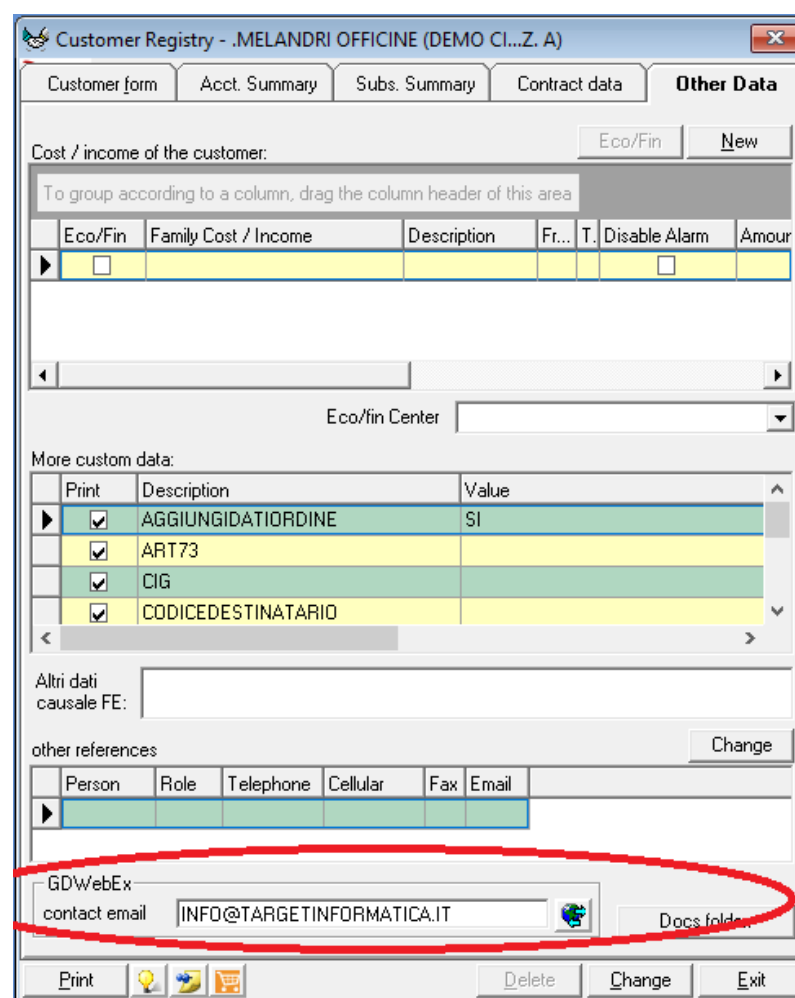
By pressing the Default button the email texts are reset as they were originally. The fields marked with curly braces {0} or {1} should not be deleted as the program inserts variable information from time to time.

User registration and authorization process

The system foresees that each external user, customer of the management, can register with his own account that is associated to the customer in GD and in particular to one or more sites connected to it.

The phases are as follows:

- 1) The end user requests management access to the GDWebEx site
- 2) The management operator opens the customer card, inserts in the Other Data folder the email address of the person who requested access to GDWeb and that will be the contact person at the client of the activity carried out on GDWeb. It will be the customer's e-mail address (or the main mailbox of his company) if it is a small company, but it could also be that of the reference person at the customer.



- 3) Pressing the Activate GDWeb button  will display the following box which will send an email to the address indicated. The code supplied and attached to the email (in this case 1100C2) must be used by the customer to register, thus associating his name with the corresponding customer in GD and preventing anyone, even in the client's company, from registering to make orders in GDWebEx without to have been authorized.

GD - Vending Machine Management

? GDWeb activation for the customer .MELANDRI OFFICINE (DEMO CIALDA + TRADIZ. A).

The GDWeb Customer Code to be communicated to users for registration is: 1100C2

Would you like to send an email to GDWebMaster with the customer code?

Regardless of the sending of the email, GD at this point scrolls through all the customer sites associated with the customer and asks whether to activate in GDWebEx for each of them. This choice can also be changed individually in each site, but for practical reasons it has also been included here.

Customer Sites - .UFFICI MELANDRI DEMO - SEDE

Site form | **Acc./Date** | Log/Other | Price List | Fee/Subs. | Accounts | Other Data

Working Hours - from: 07:00 to: 20:00 Break times - from: to:

List of days with special accessibility:

	Occasion	Day	Signal	Start time	End time	Note
▶						

Holiday Start(A): Holiday End(A): Holiday Start(B): Holiday End(B): Comply with Holiday Closures ☐
Show in GDWeb ☒

Weekly opening days: 6 / 7 Additional time for accessibility(Min.): 0

Visit date summary

Last dates for visit type: 7/3/2019 Load: Takings/Payout: Stock survey: Maint.:

Scheduled Maintenance (in days) Last: Next:

A: B:

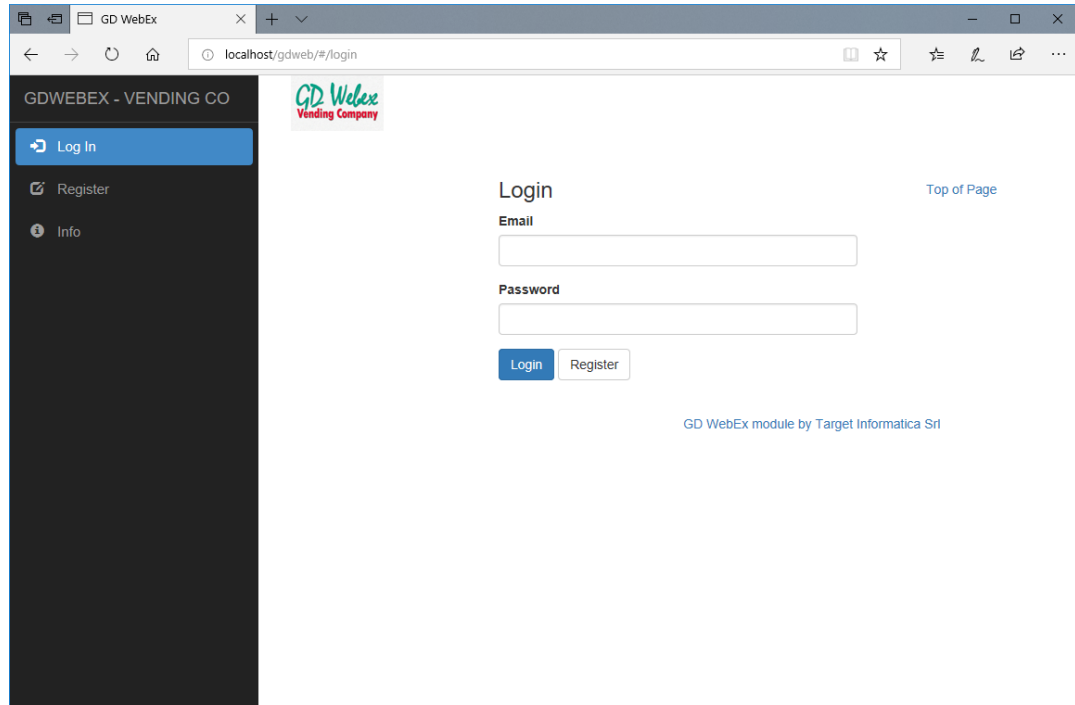
Coord. GPS - Lat.: 45.449368 Long.: 9.164002 Inactive ☐

Print Receipt

At this point the end user can register on the GDWebEx site by entering his data (email address and password) and entering the received code. The code provided is the same for any Melandri user decides to register, while it is different for each GD customer. Subsequently it will also be

possible to activate, if desired, specific users to specific sites or groups of client sites, limiting the user's field of action if necessary.

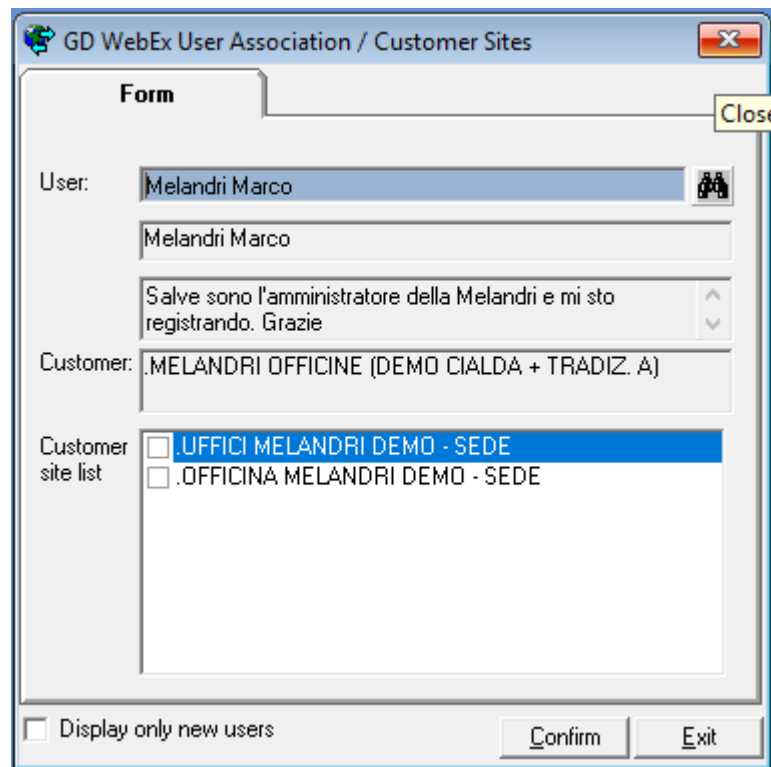
Once the address has been entered, the GdWebEx site appears as follows directly on the Log In page for the end user (example site). The graphics can be partially customized (see next section).



Clicking on the Register button (or choosing the item in the sidebar) the user will register.

If appropriately specified GDWebEx will send both to the referring Email address (indicated in the GD customer form) and to the Email Manager address (indicated in the general settings of the module) an e-mail informing about the registration so that the customer is informed that a new user has registered and the manager can enable to make the account operational through the "Associate GD WebEx users" function in GDAdmin / Management / WebEx GD Module.





The screenshot shows a window titled "GD WebEx User Association / Customer Sites". It contains a "Form" tab with the following fields:

- User:** A text box containing "Melandri Marco" and a small icon of two people.
- Customer:** A text box containing ".MELANDRI OFFICINE (DEMO CIALDA + TRADIZ. A)".
- Customer site list:** A list box with two items: ".UFFICI MELANDRI DEMO - SEDE" (selected) and ".OFFICINA MELANDRI DEMO - SEDE".

At the bottom, there is a checkbox labeled "Display only new users", and two buttons: "Confirm" and "Exit". A "Close" button is also visible in the top right corner.

At this point select the user (by default only the new names that do not have associated sites are displayed) and check the sites that the user can view to enter orders or reports of failure.

Customization of the GdWebEx site graphics

As mentioned the graphics can be customized by uploading specific images for the background, for the logos at the top and for a further series of possibilities. On the CD there are some sample images that allow you to build the site shown here, but obviously we will use logo colors and management images. As for the main ones, they can be entered in GdAdmin from the Management / Gd WebEx Module / GD WebEx Image Setup menu that allows you to customize the background and up to three logos (one on the left, one in the center and one on the right). It is also possible to insert a default image for products that may not have an image.



This image will be used by GD WebEx for all enabled products that can be viewed on GD WebEx and enabled on the customer's distributor (s), for which an appropriate graphics. Images managed by GD WebEx are bitmap (BMP) or JPEG images.

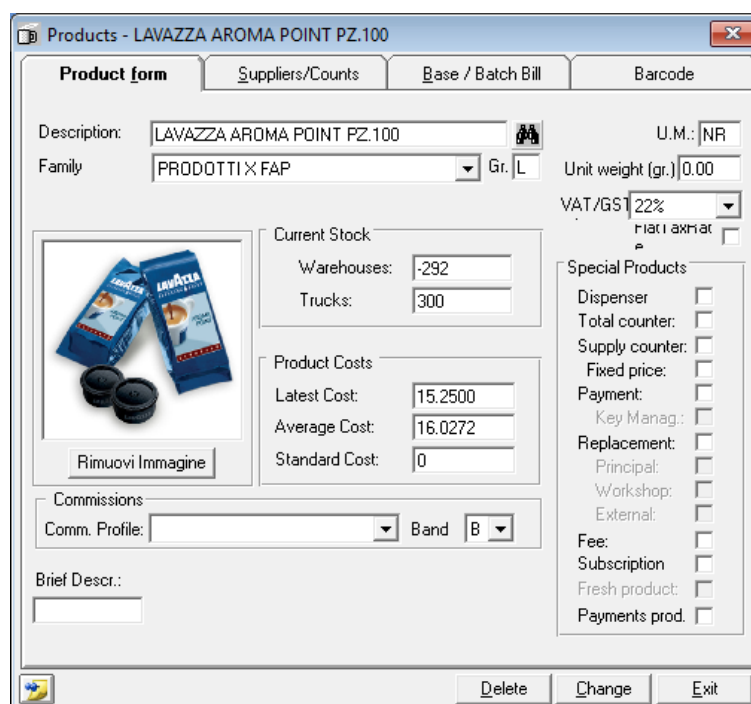
For example, it is possible to upload the image of the company logo simply by uploading it to the card.



Product Graphics

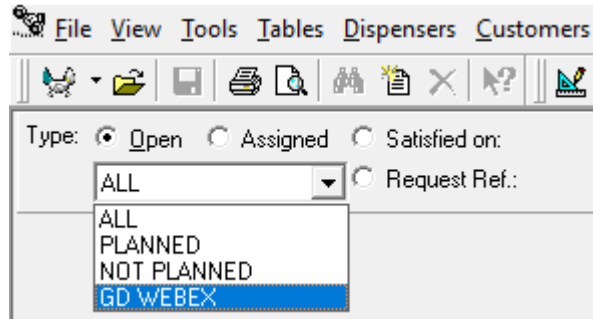
GD allows you to upload ad hoc images for each product you wish to view in GD WebEx. The image can be loaded (or removed) directly from the management data sheet which automatically resizes it appropriately.

To have a good quality and uniformity of the images it is advisable to use uniform photos of each other, of square shape (or however not too different between width and height) and with the minimum border around possible. If you do not have specific graphic skills we suggest using images of the producers and preferably on a white background.

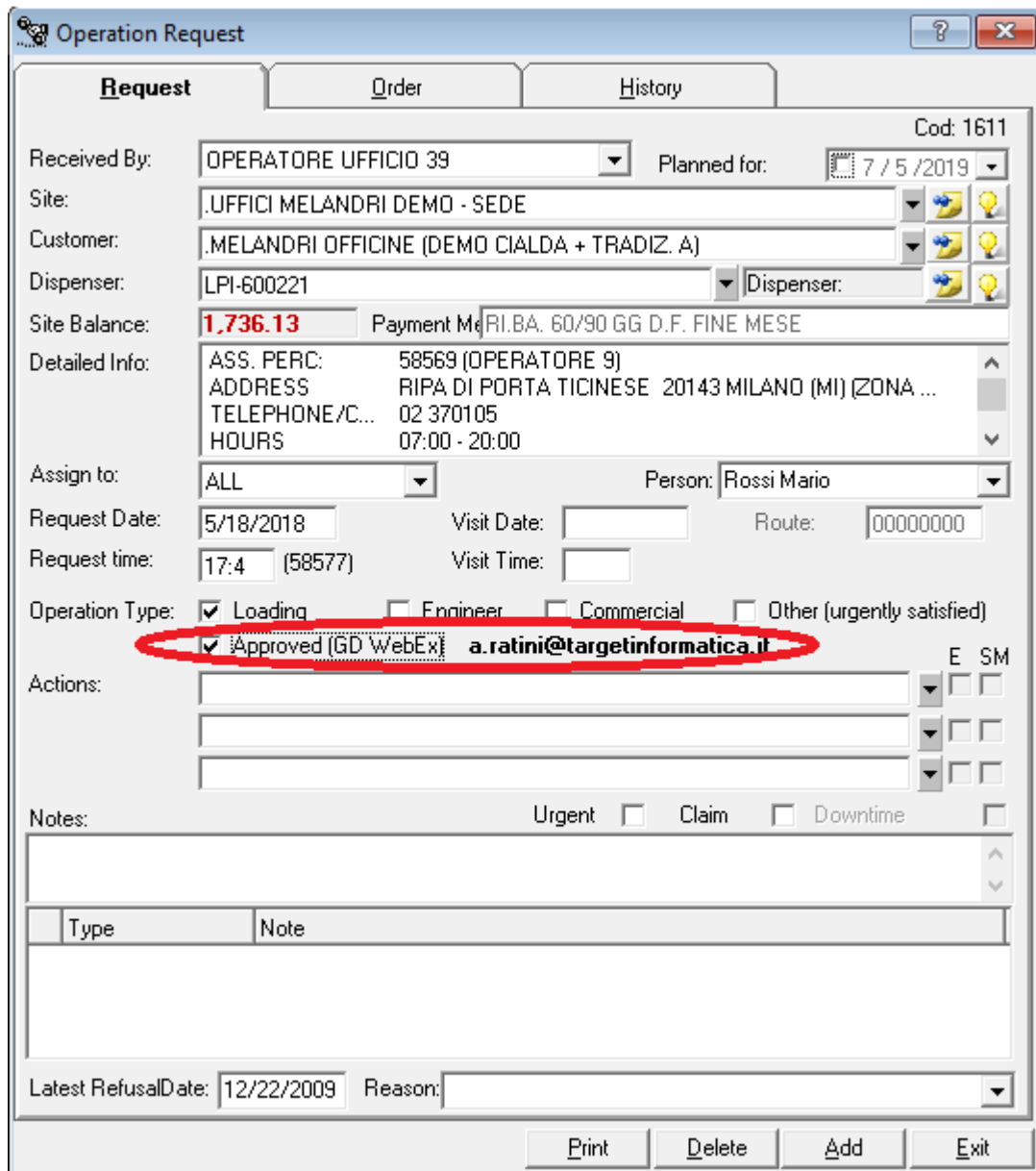


Customer requests generated by GD WebEx

Upon confirmation of the order / intervention requests, GD WebEx automatically generates the related requests in the management that can be viewed together with all the other Open Requests in GD, or separately through the new filter available.



In any case, the GD WebEx requests, since they have not been entered in an "mediated" manner by a management operator, must be approved before they are more or less automatically assigned to the loaders, to prevent incorrect or multiple entries from the end user generating cascade problems. For this purpose a special check has been inserted in the request tab.



In the list it is also possible to see if the single GD WebEx request has been approved (GD WebExApprov.) And the user account (email address) that entered it (GD WebExUserName), as well as it is possible to order and group the requests also for these fields. Requests not yet approved are shown in gray, so that they are always immediately intelligible, while once the box has been checked they are like all the others.

From the point of view of the order, each request is entered "based on the products of the site" and in the case of multiple sites more requests are generated, exactly as in GD.

GD Remote: Installation and general settings

NB: once the product has been configured, Internet access and terminals are used with GDRemote terminals, it is identical to what is performed on the local network using the GD Trasn Services, with the only difference that the connection between PDA and PC on which GD is performed is via GPRS via internet and not in local network. Therefore, please refer to the GD manual and the section on initialization of handhelds for everything in your competence.

Installing GD Remote

From the installation CD, double click on the setup.exe icon and run the installation wizard.

Check in the License Information section of the GD Server key management procedure (double-click on the GD key icon), which next to the GD Remote item is the Enabled item (Level 1) otherwise contact the IT Target

If you are not able to proceed independently, for network configuration activities, we advise you to contact the supplier that follows you from a system point of view or the support of your ADSL telephone operator, as the operators of Target Informatica do not I am able to support you in this task and do not have access to your router.

Configuration of the PC and internet connection

Essential elements:

- ADSL Internet connection with fixed IP, ie with IP address assigned and invariable. Note: check this feature in the contract proposal or directly with the telephone company offering the connection.
- ADSL router with "Virtual server" or "Port forwarding" management functionality. Note: in general, the routers that supply the telephone companies on loan for use, in addition to being known for their reduced capacity and performance, are usually blocked with a password that is not communicated to the user; it is therefore advisable to purchase the router directly, also considering the reduced cost of the equipment. If you already have the router, verify that you have user and password to access the configuration and possibly the documentation of the device.
- SIM for GSM / GPRS telephone connection preferably of the "Machine To Machine" type.

Routerrouter

- configuration activity In the configuration, to the "Virtual server" or "Port forwarding" option add the following data: for port 33333: **Internal / private port** = 33333, **External / Public port** = 33333, protocol **TCP**, **Internal IP / Host** = the IP address of the PC / Server where the GD Server is run.
If in the configuration there is a column **ID**, normally it is an automatic line numbering made by the router like 1,2, etc., if there is a column **Name**, it is used to insert a reminder such as "ServerGD"
- In the router configuration, to the option "Virtual server" or "Port forwarding" add the following data: for port 33343: **Internal / private port** = 33343, **External / Public port** =

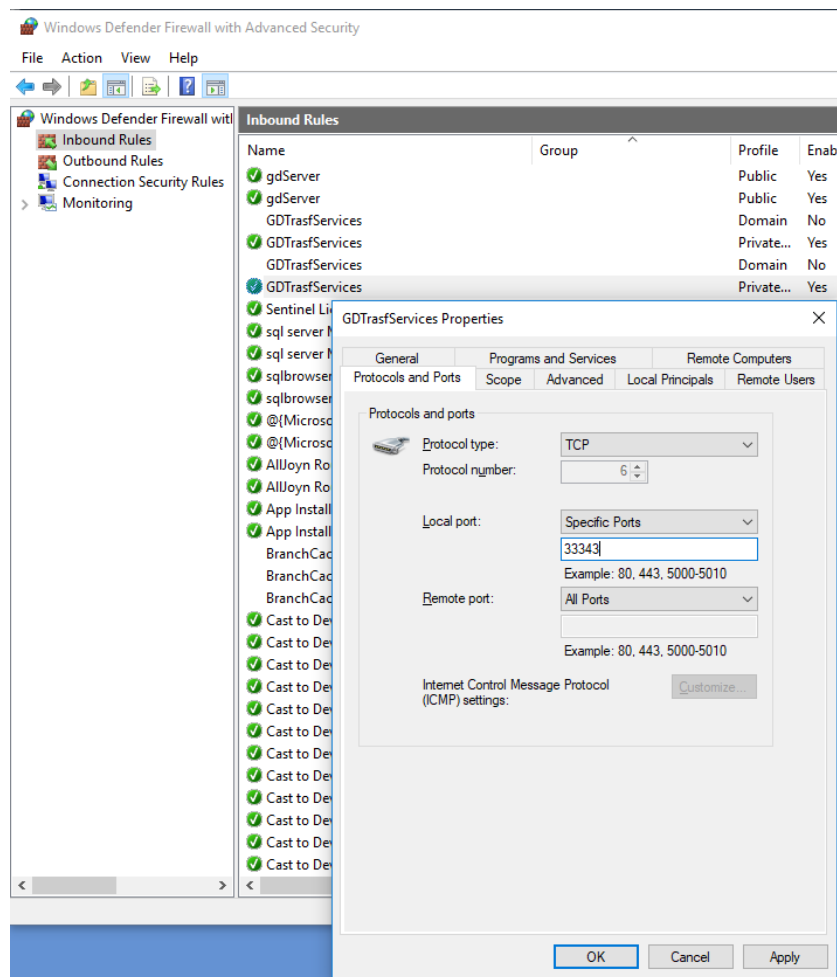
33343, protocol **TCP**, **Internal IP / Host** = the IP address of the PC / Server where the GD Server runs.

If in the configuration there is a column **ID**, normally it is an automatic line numbering made by the router as 1,2, etc., if a column is present **Name**, it is used to insert a reminder such as "GDTrasfServices"

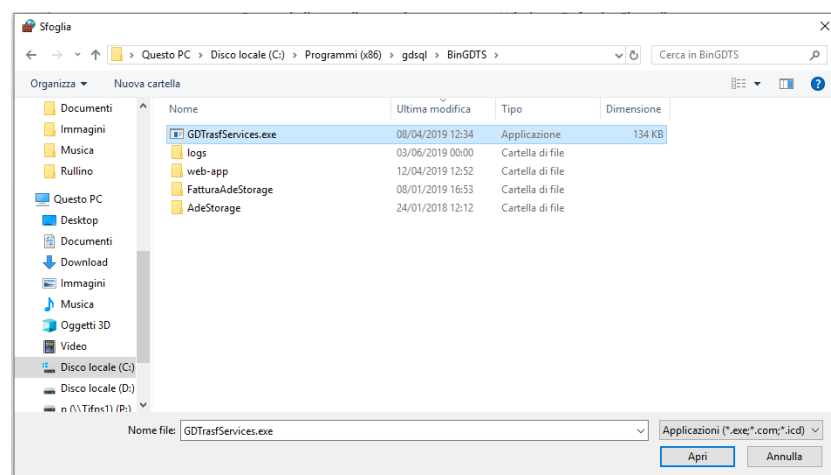
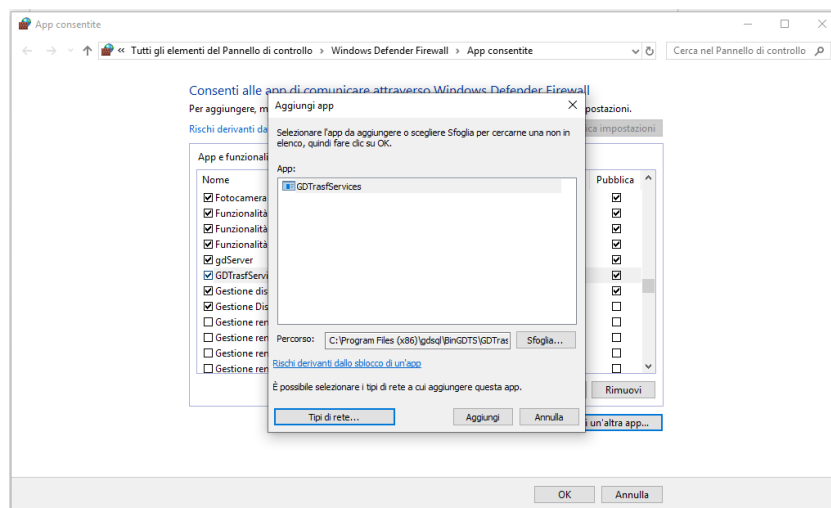
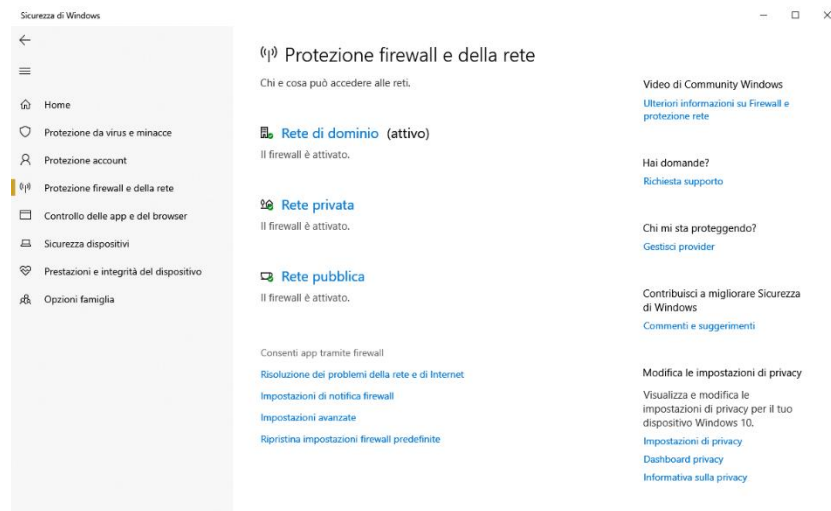
Server configuration or PC acting as Server

- In the event that a Firewall software is active on the PC / Server where the GD Server is running, it is necessary to add in the configuration the opening of port 33333 and port 33343 for the TCP protocol and / or unlock the relevant apps to GD transfers

If you use the Windows firewall, these settings depend on the operating system, but in general it is a matter of adding an exception to the firewall that allows you to switch to the data that arrives on ports 33333 and 33343.



In addition it is recommended to unlock the app relating to the GD communication, GDTrasf Services, by pressing "Allow App via Firewall" and choosing the GD TrasfServices.exe file in the Program File folder s (x86) GDSQL BinGDTs GDTrasfservices.exe as indicated below.



NB: If different firewall software (Norton or similar) is installed on the PC, we advise you to contact your trusted technician and show him the instructions listed above from which he will be able to easily understand what to do.

Advice and information on SIM and telephone contracts for handhelds with GD Remote.

Given that we cannot be aligned on the almost daily variations on telephone rates and services, it is necessary to keep in mind that at present the only telephone operator that proves to provide the services necessary for the product to function is TIM - Telecom Italia Mobile. If you have a different operator, the functionality of the product must be verified by Target Informatica and cannot be guaranteed a priori.

As mentioned, SIMs are indispensable for GSM / GPRS telephone connection, preferably (especially for reasons of cost, given that to date they do not pay concession fees) of the "Machine To Machine" type.

As far as costs / contracts are concerned, our advice is to focus on package offers (10/15 or more MB monthly) since the standard rate on data traffic is usually much higher.

Traffic or the amount of data transferred is directly linked to the GD configuration and to the data sent to the operator, and is not predictable a priori. Experience tells us that in general the values are between 80 and 200 KB per route, but this is an absolutely rough figure. Our advice is to stipulate a contract with a medium-cut offer, and monitor it through bills, adapting it based on actual use, bearing in mind that usually the excess and unused monthly traffic amounts cannot be recovered in the following month .

GD Mobile Client / Server

Module for the management of communications via telephony and via the Internet

The GDMobile Kit allows, by means of a GSM modem, to send via the SMS entry form / modification of the telephone requests the key information on the request to one or more operators in sequence . The module also allows you to manage the GDTrack hardware v.1 and v satellite trackers. 2 and software. **GDMobile Client / Server** and is a completely shareable service between the various PCs that use GD - Distributor Management and consists of a server part (GDMobile Server) and a client part (GDMobile Client).

TrackServer version

The GDTrack is also available with a reduced version of the GDMobile module, called **TrackServer**, which is quite similar but which carries out the only functions related to the management of GDTracks. This version doesn't in fact **not allow the management of sending / receiving SMSs to operators and for telemetry**, while it allows the management of SMS from and to HW GDTracks, which use this channel for configuration and any alarms. The installation and configuration of the full version of GD MobileServer and the TrackServer version are completely identical, limited to the features present.

Main functions of the GDMobile Client / Server

The main functions of the GDMobile Client / Server are

- Sending and receiving of SMS (not available in the TrackServer version)
- Reception and management of telemetry alarms received via SMS (not available in the TrackServer version)
- Remote control of GDTrack v.1 satellite locators by direct call to the locator modem
- Remote control of GDTrack v.2 hardware satellite locators via internet connection
- Remote control of satellite locators GDTrack v.2 software, installable on Windows Mobile handhelds with telephone connectivity of GPS locators via internet connection

System requirements

In order to install correctly and use the GDMobile Client / Server both on the server where the modem resides and on the clients, it is necessary that the computer has one of the following Windows operating systems:

Software requirements:

Family Windows 7.

Window family s Server 2008 R2.

Windows Vista family.

Windows Server 2008 family.

Microsoft Windows XP Home or Microsoft Windows XP Professional, both with Service Pack 3 or later.

Windows 2003 family with Service Pack 2 or later.

Hardware requirements:

CPU Pentium 1 GHz or higher

RAM 512 MB or higher

Free disk space: minimum 3 GB (only needed on the PC with GDMobile Server)

Requirements for using GDTrack v.2 (Hw and Sw)

- Internet Connection ADSL with fixed IP, ie with IP address assigned and invariable. Note: check this feature in the contract proposal or directly with the telephone company offering the connection.
- ADSL router with "Virtual server" or "Port forwarding" management functionality. Note: in general, the routers that supply the telephone companies on loan for use, in addition to being known for their reduced capacity and performance, are usually blocked with a password that is not communicated to the user; it is therefore advisable to purchase the router directly, also considering the reduced cost of the equipment. If you already have the router, verify that you have user and password to access the configuration and possibly the documentation of the device.
- SIM for GSM / GPRS telephone connection preferably of the "Machine To Machine" type
- For GDTrack v.2 sw it is also necessary to have a handheld device equipped with Windows Mobile and a GPS detector.

USB GD protection key (if you have a parallel port key ask for it to be replaced before proceeding with the installation)

Warning: during GDMobile Server setup the availability of the Windows Operating System installation files may be required , so it is advisable to check availability before proceeding with the installation.

Installation and first configuration of the modem

NB: If a previous version of GDMobile is already installed on your PC, it is necessary to remove this version of the product before starting the installation of the new version. Note that in this case the settings related to the modem will be maintained.

However, it is advisable to disable the GDMobile from the GDAdmin / GD Modules settings by noting the serial port number used and setting the type to STANDARD (LOCAL) as shown in the figure. Exit GD Admin and restart the PC and check that the modem icon is not displayed next to the protection key icon in the taskbar. Then skip to the next paragraph of this manual ("Installing the GDMobile Server")

To correctly install the GDMobile Server and properly configure the GSM modem, follow the steps described below.

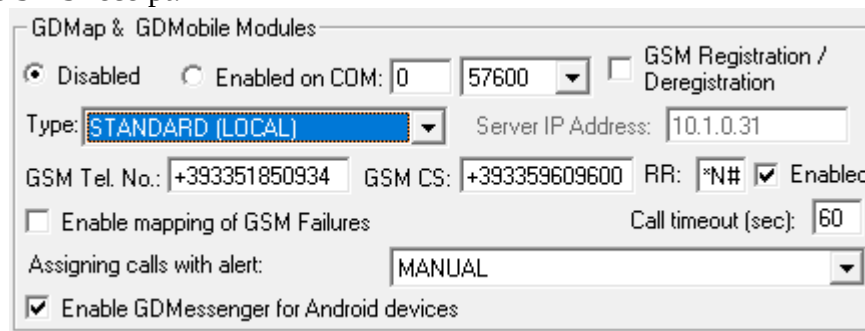
- 1) Check in the GD Operators tab that the operator's mobile number is present in the form +3933 for each operator that you want to enable this feature. Operators without a mobile number will not be included in the list of possible SMS recipients;
- 2) Insert a functioning and enabled SIM card (possibly tested on a mobile phone), having the foresight to disable any PIN code present. Write down the number of the Service Center of the operator to whom the Sim belongs)
- 3) Connect and screw the antenna to the appropriate connector;
- 4) Connect the power supply to the modem and connect the modem to a serial port available on the PC using the appropriate wiring, taking note of the serial port number used;

5) After powering up, the modem light should go on for a few seconds with the light of the red modem fixed (equivalent to the Search network on mobile phones) after which if everything was done correctly and there is enough space, the light will start to flash.

At this point the modem is ready to operate and it is possible to proceed with the installation of the software module. If it is not possible to obtain the above, it is advisable to contact Target Informatica before proceeding:

6) Verify that GD is enabled to manage the GSM module by checking inside the key management program (GD Server) and otherwise contact the Target IT for enabling. At the end, restart the PC;

7) Go to the GD Modules folder of the General Settings of GDAdmin, and enter the DATA number of the SIM inserted in the modem, that of the operator's GSM service center, and the characters to activate the sending of the SMS receipt.



Here is a valid table to date, service centers and receipt request characters formodems **Wavecom**:

TIM:	CS = +393359609600	RR = * N #
Wind:	CS = +393205858500	RR = * N #
Vodafone:	CS = +393492000200	RR = YYYY or * N #

Formodems, **Telit** to get the return receipt, type * V # instead of * N #

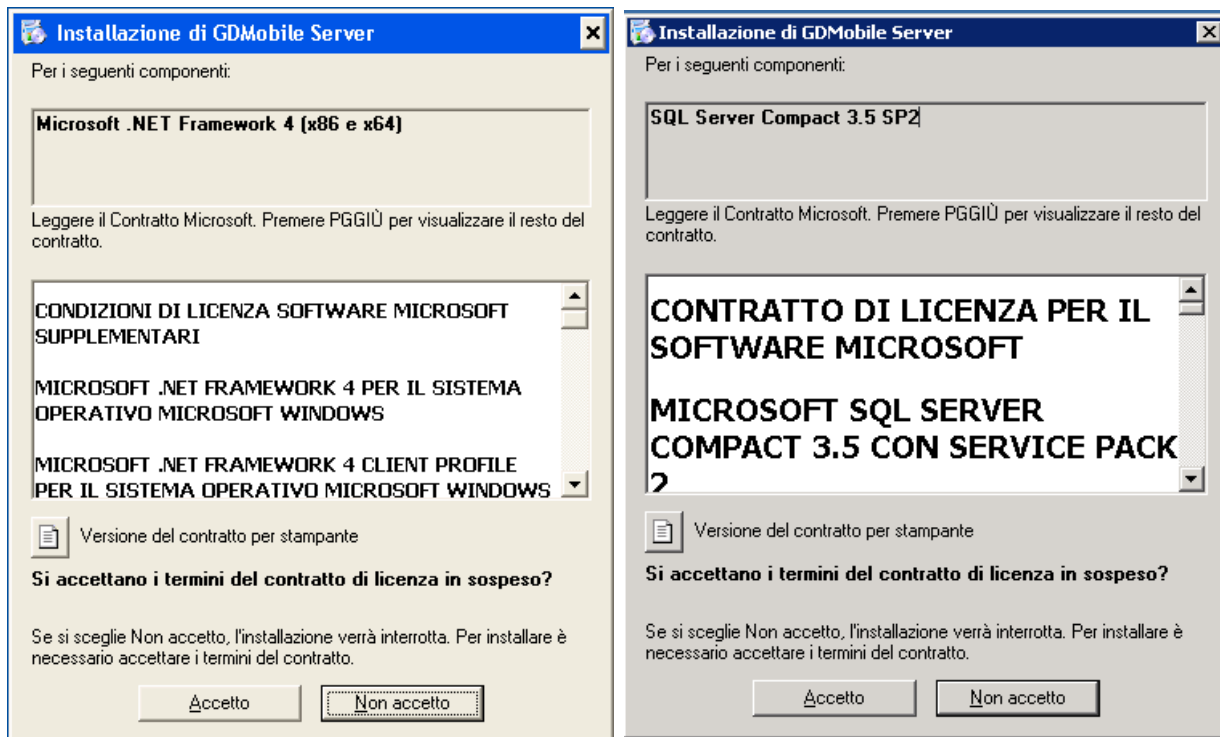
8) Check the COM serial port to which the modem is connected and memorize the number.

9) Leave the GDMobile disabled as the software module must be installed.

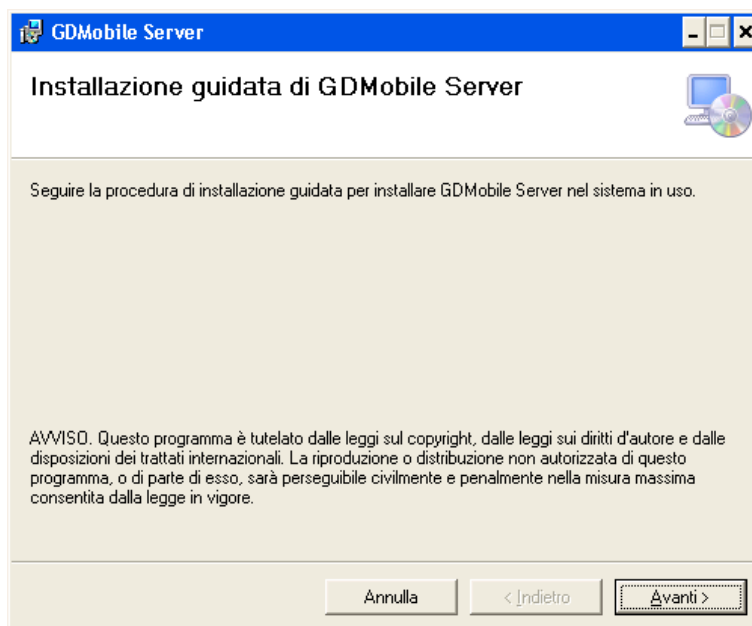
When finished, exit all GD programs to make the settings effective. If the setting parameters are changed subsequently, do not forget to close and reopen both GD and GDAdmin, checking that the phone icon disappears and then appears (there is a special message to record the settings that warns of this).

Installing and first starting the GDMobile Server

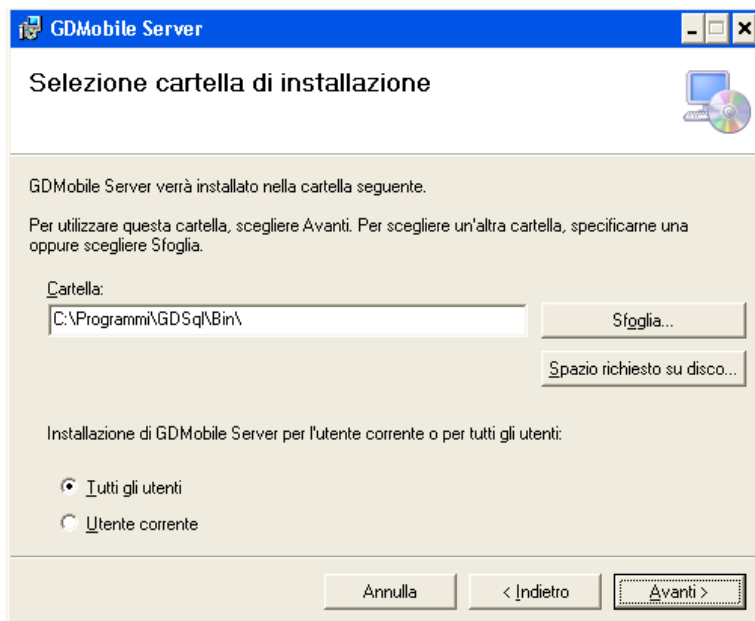
To install GDMobile Server insert the CD and in the folder of the same name run the setup.exe file. Depending on how updated the machine's operating system is, the installation of the updated Microsoft Net Framework or Microsoft SQL Server Compact may be required. Accept the license and complete the installation if required.



At the end of the installation of the NET Framework 4, the installation of the GDMobile Server is started



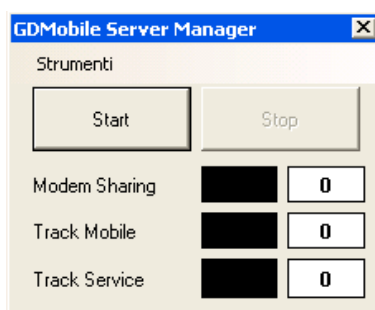
Select the destination folder. The system automatically proposes the Bin subfolder under the GDSQL directory. It is advisable to change the position only if GD and then the GDSQL folder has been installed on a different disk / location.



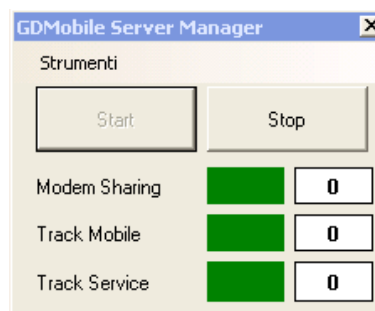
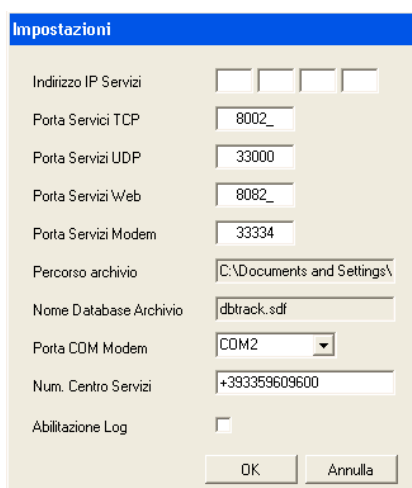
Then press Next when prompted and complete the installation.

At this point the GDMobile Server service has been installed (found in the Services of the operating system under the name GD Services). Activate or reactivate the GDMobile from the GAdmin / GD Modules settings and then, from Start / Programs / GD - SQL Distributor Management launch the GDMobileServer Manager

GDMobileServer Manager is a panel that appears in the taskbar (where the clock is) that allows you to control the status of the service and check that modem sharing and GDTrack management is working correctly (see the next paragraph GDMobile Server Manager).



From the Tools menu choose the Settings item.



If no particular changes are required, set the serial port where the modem is connected and the SMS service center according to the previous table and confirm. Then start the service by pressing the Start button: if everything is working correctly the three black boxes will become green.

Check that you have the correct version of GD for use with the GDMobile Server: this can be done by checking that in the information box (Menu? / Information on GD), scrolling through the list, the "GDMobile Support GDMobile Server version" item is displayed.



Installation and configuration of the GD Messenger Service

From version 6.6A the GD Messenger Service program is available which allows you to manage on the internet data channel, sending and receiving alerts and messages to and from Android devices.

After installing the GDMobileServer, run SetupGDMS.exe as an administrator on the GDMobileServer disk and press next following the classic installation steps. At the end press Finish

The GDMessengerService service does not require any specific configuration and has no user interface, as it receives and distributes messaging to and from PDAs to PCs. The only other thing to do, besides enabling its use on the GDAdmin, is to open port 33353 on the router and / or firewall and route it to the PC.

To make the GDMessengerService operational, as happens for all the other GD services available for the Internet access, it is **necessary to have**:

- ADSL Internet connection with fixed IP, ie with IP address assigned and invariable. Note: check this feature in the contract proposal or directly with the telephone company offering the connection. Alternatively, ADSL router configured to use a Dynamic DNS.
- ADSL router with "Virtual server" or "Port forwarding" management functionality. Note: in general, the routers that supply the telephone companies on loan for use, in addition to being known for their reduced capacity and performance, are usually blocked with a password that is not communicated to the user; it is therefore advisable to purchase the router directly, also considering the reduced cost of the equipment. If you already have the router, verify that you have user and password to access the configuration and possibly the documentation of the device.
- In the router configuration, add the following data to the "Virtual server" or "Port forwarding" option: for port 33353: **Internal / private port** = 33353, **External / Public port** = 33353, protocol **TCP**, **Internal IP / Host** = IP address of the PC / Server where the GD Server is run.
- If in the configuration there is a column **ID**, normally it is an automatic line numbering made by the router as 1,2, etc., if a column is present **Name**, it is used to insert a reminder such as "GDMsg"

Finally if in the case in an active Firewall software is active on the PC / Server where the GD Server is running, it is necessary to add in the configuration the opening of port 33353 for the TCP protocol.

For these network configuration activities, we advise you to contact the supplier who follows you from a systemic point of view or the support of your ADSL telephone operator, as Target Informatica operators are not able to support you in this task and do not have access to your router.

Configuring the PC with GDMobile Server to use GDTrack v.2 **(this part of the configuration must be performed only for the use of GDTrack v.2 devices)**

The GDTrack v.1 accumulate data in the local memory and are interrogated by the GDMobile when you want to know their position or you want to download the data or the positions detected during the day. Data transmission takes place via a modem data connection between the GDMobile and the GDTrack device, established by directly calling the telephone number corresponding to the SIM installed in the device.

The GDTracks v.2 on the contrary are always connected to the internet and transmit the information relating to their position in real time and continuously to the GDMobile Server, through the internet connection available on the handheld (GPRS / EDGE / UMTS). The GDMobile Server stores the information and makes it available to GD-Distributor Management. In fact, when GD or GDMap want to know the path traced or the current position they do not make a connection to the GDTrack but query the GDMobile Server requesting all the necessary data and in the case of a daily route, all the position readings received during the day (the route).

In order for the connection between the GDTrack v.2 and the GDMobile Server to occur, it is necessary to ensure that a connection can be established between them via the internet.

If you have a router or a firewall, for the correct functioning of GDTrack v.2 it is essential to open and remap (defined port forwarding activity or virtual server) on the IP address of the GDMobile server port 8082, through which the GDTrack v.2 communicate with the GDMobile Server (In practice this is the configuration similar to that performed for port 33333 for those using the GDRemote)

The necessary configuration activity varies depending on the type of firewall router and depending on the provider that provides internet connection (some providers allow you to access their devices, others perform configurations on behalf of their customers). In any case, what is needed is to open a communication channel between the internet that the GDTracks exploit to send the position data and the GDMobile Server as follows.

- For GDTrack SW: In the router configuration, to the "Virtual server" or "Port forwarding" option add the following data: for port 8082: **Internal / private port** = 8082, **External / Public port** = 8082, protocol **TCP**, **Internal IP / Host** = the IP address of the PC / Server where the GDMobile Server is run.
If in the configuration there is a column **ID**, normally it is an automatic line numbering made by the router as 1,2, etc., if a column is present **Name**, it is used to insert a reminder such as "GDTrack SW"
- For HW GDTracks : In the router configuration, add the following data to the "Virtual server" or "Port forwarding" option: for port 33000: **Internal / private port** = 33000, **External / Public**

port = 33000, **protocol TCP**, **Internal IP / Host** = the IP address of the PC / Server where the GDMobile Server is run.

If in the configuration there is a column **ID**, normally it is an automatic line numbering made by the router as 1,2, etc., if there is a column **Name**, it is used to insert a reminder such as "GDTrack HW"

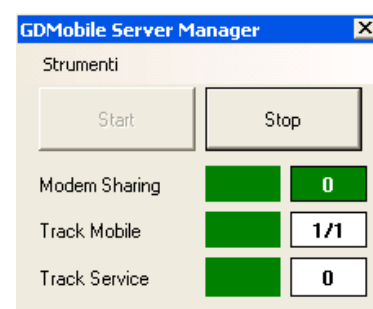
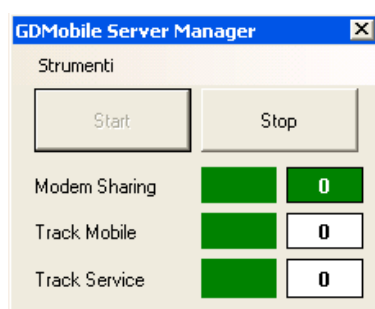
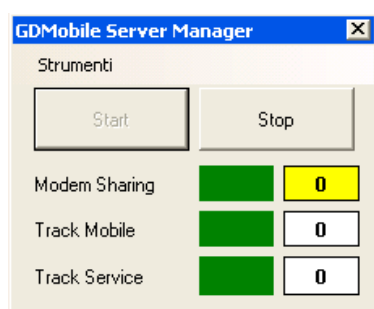
- In the event that on the PC / Server where the GD Server is running a Firewall software is active, it is necessary to add in the configuration the opening of port 8082 and / or 33000 for the TCP protocol. The installation program sets the Windows firewall on its own, but if different firewall software (Norton or similar) is installed on the PC, we recommend that you contact your trusted technician by having him insert the TI.GD.WindowsServiceHost.exe program in the BIN sub-folder. of the GDSQL folder in the list of programs that can communicate with the outside.

GDMobile Server Manager

This program can be started from the appropriate icon in the clock taskbar and allows control of the GDMobile service. In addition to the Start and Stop buttons used to start and stop the service if necessary, there is a Tools / Settings menu that allows you to configure the network operating parameters of the various functions (see below).

The GDMobile displays Modem Sharing services (sharing of the modem) and GDTrack management v. 2 receiving data from the locators placed in the vans and redistributing them to the different PCs on the local network. If you don't use GDTrack v.2 the only item that interests you is the one called Modem Sharing. When the service is started, the left indicators are green and this means that the program is able to manage GDTracks v.1 and to send and receive SMS. The indicator on the right shows the status of the modem (Red - modem not available / Yellow - Modem busy / Green - Modem available and ready to be used). Inside the box on the right is shown a number indicating the number of connected GDMobile clients, generally more than one if you have GDRemote.

To control the management of GDTrack v.2 (hardware or software) the two following entries are used (Track Mobile and Track Service). The color logic is similar to what was said, and while the first item (Track Mobile) indicates whether it activates the reception of data from the GDTracks v.2 in the field in the 1/1 format (the indicator on the left represents the number of GDTracks Hw, the one on the right the number of GDTrack Sw), the second (Track Service) indicates whether the redistribution of GDTrack data to all the PCs on the local network is active and working.



NB: In standard conditions it is not necessary to change any of the parameters as the service prepares to work on the main IP address of the machine and on the established ports. Change these settings only if you are an expert and in any case contact GD - Distributor Management support.

GDMobile Client

By exploiting the architecture of the GDRemote module, with GDMobile it is possible to send SMS and control the GDTracks from any PC using the GSM modem installed on a single PC.

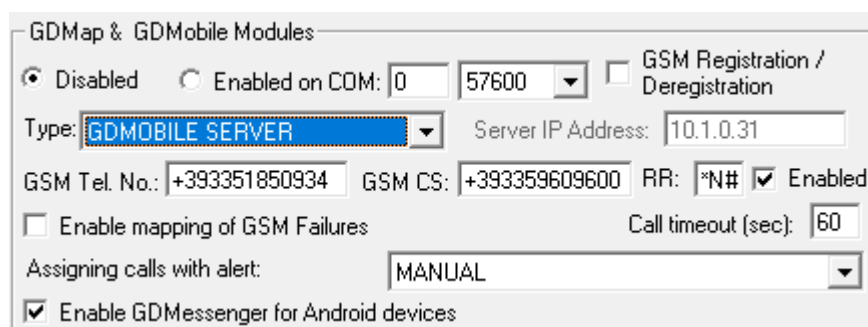
The operation in GD / GDMap remains unchanged, whether you are on the PC that has the modem connected or on the others. The confirmation receipts to the sending of the messages are sent only to the PC that sent the SMS, while the other possible incoming SMS messages are displayed on all the PCs with the active GDMobile.

The direct use of the modem for the management of GDTracks remains possible only from the PC to which the modem is physically connected.

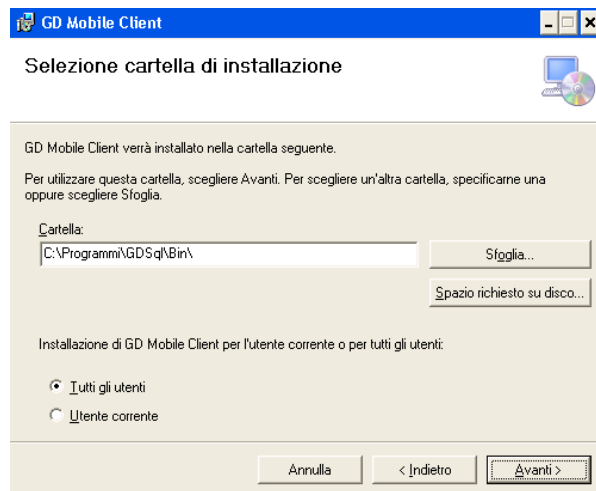
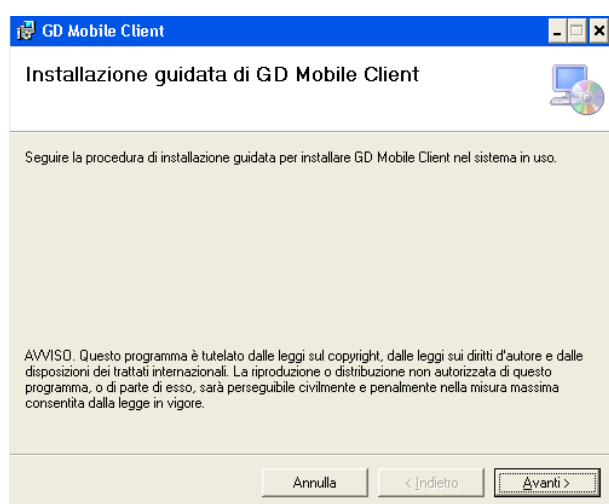
Installation and configuration of the GDMobile Client

This function is only possible in the presence of the optional GDRemote module.

First of all, **on the server where the GDMobile Server is installed**, set the GDMobile in GDAdmin / Tools / General Settings - Modules folder in server mode.

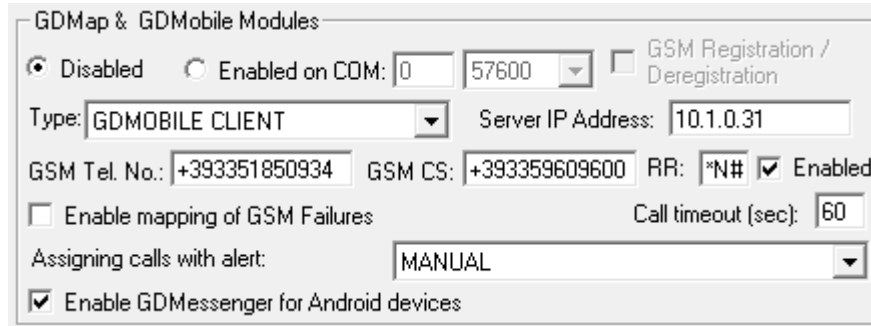


Then on all the client PCs from which you want to use the distributed services of GDMobile Server proceed with the installation of the GDMobile Clients. The installation is completely standard and similar to that of the previous module.



Once the installation of the GDMobile Client software is completed, proceed to configure the connection to the GDMobile Server through GD Admin.

On the general settings of GD Admin, GD Modules folder in the presence of both GDMobile / GDRemote modules, it is possible to set the GDMobile Client work mode.



If you choose the STANDARD (LOCAL) option, the GDMobile does not make the services available to other PCs and it continues to work only locally.

With this new version the modem status icon has been made available directly within the GD application (Bottom next to the Target Informatica logo).

In addition to the three icons with the yellow, red and green phone, there is a new icon with a red but barred phone, which indicates that the client PC with GD Distributor Management failed to connect to the GDMobileServer.

Summary:

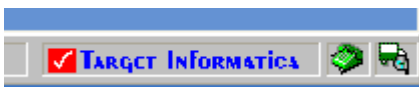
Red barred icon: (Unable to connect to GDMobileServer or GDMobile Server not started)

Red icon: GDMobile is running but modem is not ready / not receiving

Yellow icon: GDMobile is running but modem is busy

Green icon : The GDMobile is running and the modem is ready

An icon is also available for the management of GDTrack v.2 which is displayed only if the relative licenses are available. If this icon is green, the collection service from GDTrack v.2 (which provides GD / GDMap with the position of the vehicle in real time) is active and functional.



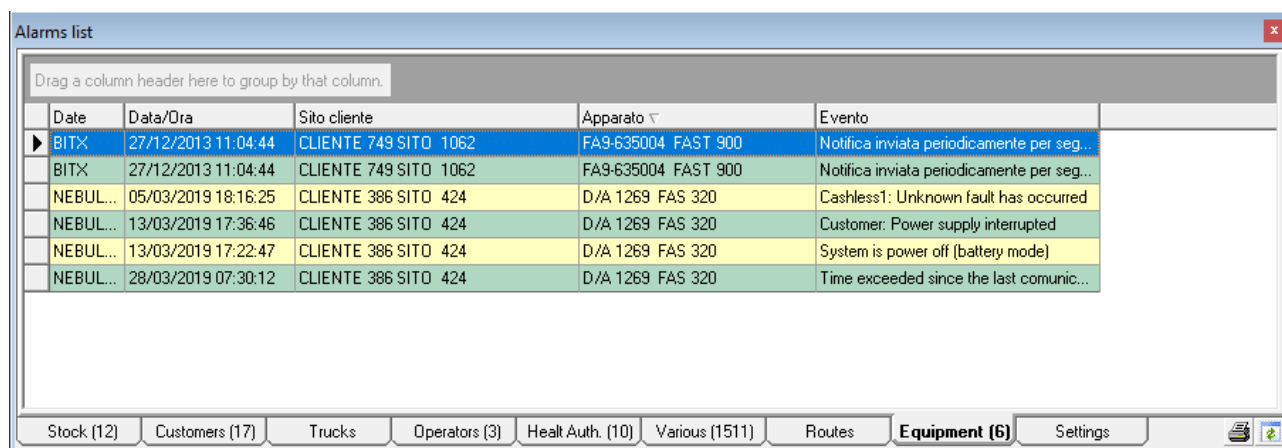
NB: For all information regarding the configuration and use of GDTrack devices, see the GDMap module manual.

Fault / event management from distributors and / or other devices

GSM fault management via SMS, already present in GD / GD Map if you have the GD form Mobile, has been generalized and integrated with the new Alarm View.

The new folder of the alarm list is called Apparatus, and upon arrival of the fault / event it automatically displays the information relating to the fault / event reported: date / time, type of HW that generated the fault, Customer and distributor site, fault / event.

The fault / event remains active until the user, by double clicking on the line, does not archive it (adding any notes) or deletes it (if enabled and equipped with the alarm release password). Optionally, as was the case previously, the user can create / modify a maintenance request by entering the fault data and then sending an SMS to the technician with the usual procedure provided by GDMobile.



Alarms list

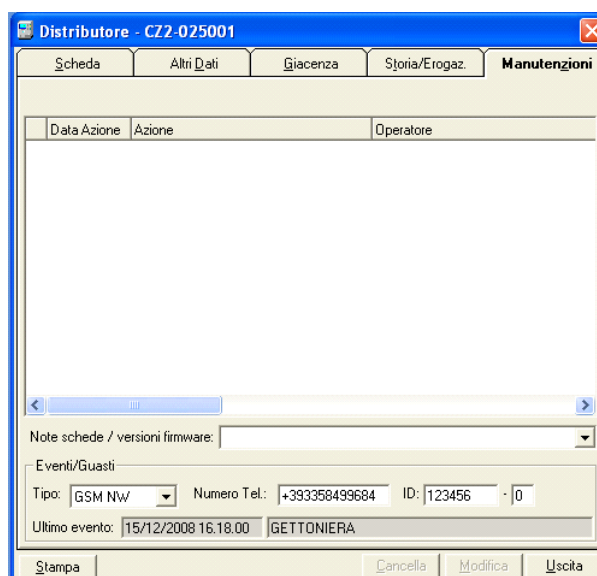
Drag a column header here to group by that column.

Date	Data/Ora	Sito cliente	Apparato	Evento
BITX	27/12/2013 11:04:44	CLIENTE 749 SITO 1062	FA9-635004 FAST 900	Notifica inviata periodicamente per seg...
BITX	27/12/2013 11:04:44	CLIENTE 749 SITO 1062	FA9-635004 FAST 900	Notifica inviata periodicamente per seg...
NEBUL...	05/03/2019 18:16:25	CLIENTE 386 SITO 424	D/A 1269 FAS 320	Cashless1: Unknown fault has occurred
NEBUL...	13/03/2019 17:36:46	CLIENTE 386 SITO 424	D/A 1269 FAS 320	Customer: Power supply interrupted
NEBUL...	13/03/2019 17:22:47	CLIENTE 386 SITO 424	D/A 1269 FAS 320	System is power off (battery mode)
NEBUL...	28/03/2019 07:30:12	CLIENTE 386 SITO 424	D/A 1269 FAS 320	Time exceeded since the last comunic...

Stock (12) Customers (17) Trucks Operators (3) Health Auth. (10) Various (1511) Routes **Equipment (6)** Settings

Distributor configuration:

The data relating to the configuration of the vending machine (telephone number of the SIM present in the vending machine, id of the battery and the d / a in the battery) which was previously external, has been integrated into the distributor card inside the maintenance folder. Here is also displayed the last fault received by the distributor and when it occurred.



Distributore - CZ2-025001

Scheda Altri Dati Giacenza Storia/Erogaz. **Manutenzioni**

Data Azione	Azione	Operatore

Note schede / versioni firmware: []

Eventi/Guasti

Tipo: GSM Nw Numero Tel.: +393358499684 ID: 123456 0

Ultimo evento: 15/12/2008 16.18.00 GETTONIERA

Stampa Cancelli Modifica Uscita

It is possible to search in the archive a distributor based on the SIM phone number, using the special character £ followed by the telephone number in the identification field of the distributor itself. Currently the system supported is the GSM of Necta, but other similar ones will be integrated with similar features, based on customer requests.

NB: Regarding distributors Necta, the configuration of the distributor equipped with a suitable Necta GSM Kit, as well as the other possible operations via GSM / GPRS, requires the use of the N&W Flash product Global Vending SpA and cannot be executed through GD. For information on the configuration of the distributors, see the Flash product documentation. However, for optimal operation of the fault signaling via SMS, the battery of Flash distributors must be configured with these parameters:

Watch Dog interval = 0
 Empty / failed calls number = 1
 Interval between single calls = 0
 Interval between calls groups = 0



Use in GD - Distributor Management

The GD Mobile kit allows, via a GSM modem (included in the kit) to send via SMS, to one or more operators in sequence, directly from the GD customer request management screen - Distributor Management, the exact key information on the request made by the latter (technical intervention, order, etc.), in order to start the related activities in the field, reducing response times and avoiding costly misunderstandings between headquarters and operator due to the volatility of the telephone interview. entering customer requests a 'Warn' button is displayed, pressing which accesses the template for sending the mass ggio

The SMS message contains the call code, the code of the lease and the description of the intervention to be carried out

The operator equipped with a portable terminal can, by typing the codes in the SMS content on the same terminal, insert the call between the activities provided for in own work program, managing the intervention whose signaling should not be lost in the best way.

If all the installation procedures have been carried out correctly and the modem has been connected and detected, the bottom left of the customer requests entry form is displayed. the Alert button by pressing which the template for sending the message is shown.

The SMS message contains the call code (the same one used for free sites, corresponding to their configuration), the site code, the text of the first maintenance action set and the notes (up to an overall maximum of 160 characters)

GDMobile also allows sending SMS with a request for a return receipt, which is also shown once outside the sending window. It is possible to obtain from the Route data summary in the context of GDAdmin daily prints, which messages have been sent, whether with or without a receipt and whether it was received, and which visits were made or not in consequence (with an indication even if it was a free site or if it was SMS on an already established stage)

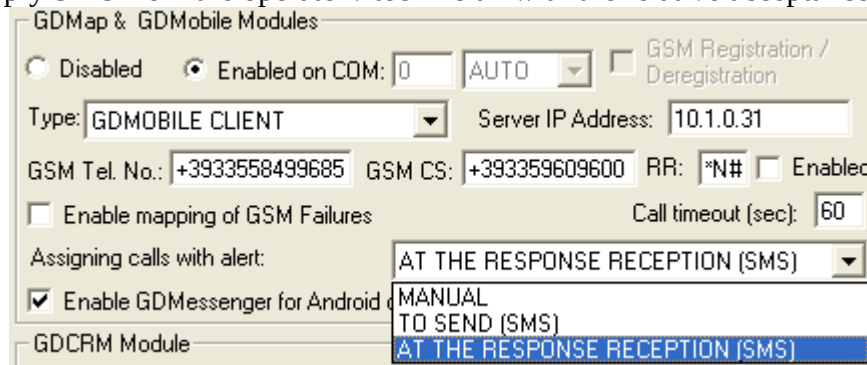
GDMobile has an icon that appears at the bottom of the notification area next to the clock, and that is used by the various GD modules. This icon can have three colors that correspond to three states (red = unavailable because in the start-up phase, communication error with the modem or subsequently in the absence of the GSM field, yellow = in the initialization phase or in any case busy, green = ready and available with GSM OK signal).

Automatic assignment of calls sent via SMS

From this version it is possible that calls for which an SMS has been sent to the loader / technician can be automatically passed as assigned to the daily route of the same. Obviously in order to send the SMS and receive the received (or the acceptance) it is necessary to have the GD Mobile Server module.

Operationally, the only thing to do is to set the "Assign calls with alert" field in GD Admin as desired. General settings, in the folder for GD modules, keeping in mind that it is possible to choose between -manual (ie the manual assignment remains as occurred so far)

- to receive the SMS notification (if the operator does not manage the replies and therefore the call is considered assigned when the SMS sending receipt arrives
- to receive the reply SMS from the operator / technician with the relative acceptance of the call



The path chosen to associate the call is obviously the one that at that time is Started for the operator to whom the message was sent.



GD Messenger (for Android devices)devices

The GDMobile Client / Server has always been able to communicate by sending and receiving SMS messages with mobile phones and above all handhelds used by operators. All the features already present are maintained, however the communication via SMS is now less economically justifiable, given that, for the electronic transmission of the fees to the AdE, at least for traditional vending, it is in any case necessary to stipulate a data contract with your provider telephone.

From version 6.6A, only for Android-based PDAs, the data channel can be used as an alternative to the SMS channel which remains the only one available for Windows Mobile handhelds, for technical reasons.

This data channel, among other things, will be used in the future to improve the real-time communication between the Android office and PDAs, to make more information available that will be considered useful directly during the work day.

For Android, in fact, from the next version, if desired, the actual opening and closing of technical interventions will be available in real time, as well as further customizable alerts on loader activity.

The service that deals with this exchange of information between the management site and the operator's Android handheld through the data channel is the GD Messenger service, which works with the GD WebEx license.

Two cases can occur:

- 1) If you are already using the GDMobileServer, the GD Messenger Service must be installed on the same PC where the GDMobileServer is present (whose manual is referred to for detailed information), but requires in addition the router configuration for the opening of door 33353, in the usual manner.
- 2) If you have never used and installed the GDMobileServer, it is sufficient to install only the GD Messenger Service by setting the router configuration to open port 33353, in the usual way. In this second case, any Windows Mobile handhelds will not be able to receive messages of any kind.

NB: From the PC operator's point of view and the PDA's point of view, nothing changes with respect to SMS operations both in call management, in their acceptance and rejection, as well as in sending SMS with notes. The only difference is that the information is exchanged through the internet connection and not by sending SMS.

Installation and configuration of the GD Messenger Service

Only after installing the GDMobileServer, **run SetupGDMS.exe as an administrator on the GDMobileServer disk** and press next following the classic installation steps. At the end press Finish

The GDMessengerService service does not require any further specific configuration and has no user interface, as it receives and distributes messaging to and from PDAs to PCs. The only further thing to do, besides enabling its use on the GDAdmin, is to open port 33353 on the router and / or firewall and route it to the PC.

To make it operational, as happens for all the other GD services that require access to internet, it is **necessary to have:**

- ADSL Internet connection with fixed IP, that is with IP address assigned and invariable. Note: check this feature in the contract proposal or directly with the telephone company offering the connection. Alternatively, ADSL router configured to use a Dynamic DNS.

- ADSL router with "Virtual server" or "Port forwarding" management functionality. Note: in general, the routers that supply the telephone companies on loan for use, in addition to being known for their reduced capacity and performance, are usually blocked with a password that is not communicated to the user; it is therefore advisable to purchase the router directly, also considering the reduced cost of the equipment. If you already have the router, verify that you have user and password to access the configuration and possibly the documentation of the device.
- In the router configuration, add the following data to the "Virtual server" or "Port forwarding" option: for port 33353: **Internal / private port** = 33353, **External / Public port** = 33353, protocol **TCP**, **Internal IP / Host** = IP address of the PC / Server where the GD Server is run.
- If in the configuration there is a column **ID**, normally it is an automatic line numbering made by the router as 1,2, etc., if a column is present **Name**, it is used to insert a reminder such as "GDMsg"

Finally if in the case in an active Firewall software is active on the PC / Server where the GD Server is running, it is necessary to add in the configuration the opening of port 33353 for the TCP protocol.

For these network configuration activities, we advise you to contact the supplier who follows you from a systemic point of view or the support of your ADSL telephone operator, as Target Informatica operators are not able to support you in this task and do not have access to your router.

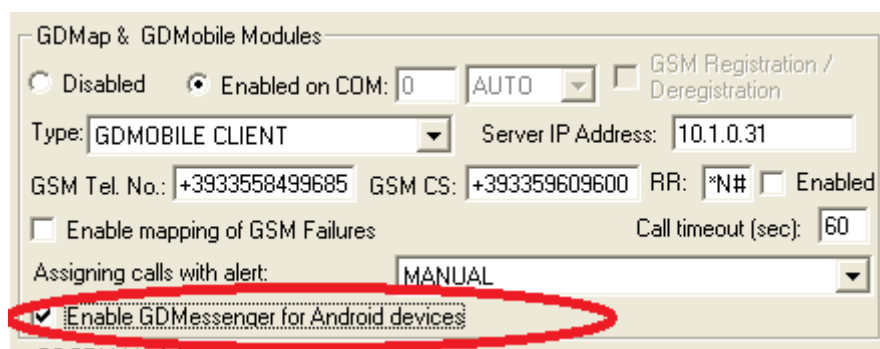
NB: From the point of view of the GD license, the GDMessenger functionalities are included, as for the GDMobileServer, in the new GD WebEx module (remember that GD WebEx can be activated in all installations that already had at least one of the GD Remote modules, GD Mobile, GD Web)

If the panel of GDMap / GDMobile modules is not editable, it means that the license of the GD WebEx module has not yet been purchased (or activated).

Client PC configuration - GDMobileServer + GDMessenger mode

On Client PCs that used GDMobileServer to send SMS messages, it is not necessary to install anything else.

The only further step to be performed is to activate the use of GDMessenger for Android PDAs in GDAdmin, by checking the appropriate check. It should be noted that, as stated above, the configuration of the GDMobileServer must have already been performed and its mobile number has been indicated in the card of the single operator.

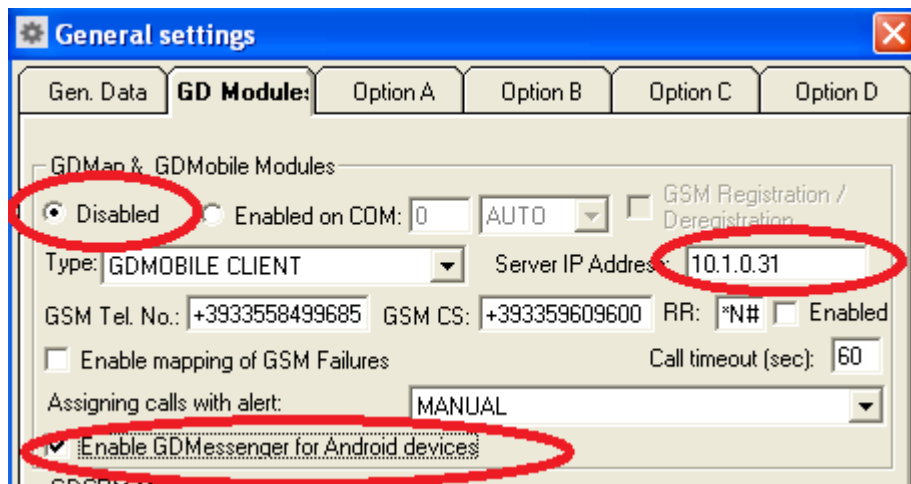


If GD on the Client PC fails to establish the connection with the GDMessenger Service, a red background will be displayed under the GDMobile Server icon in the GD status bar (obviously in this case the color of the phone icon indicates the modem status in GDMobile Server, there is no correlation with GD Messenger)



Configuration of client PCs - only GDMessenger mode

If you have never used the GDMobileServer to send SMS and therefore do not have a modem connected to the server and its SIM, as already mentioned it is however possible to use only the GD Messenger Service leaving "Disabled" checked, entering only the IP address of the server and checking the check "Enable GDMessenger for Android devices".

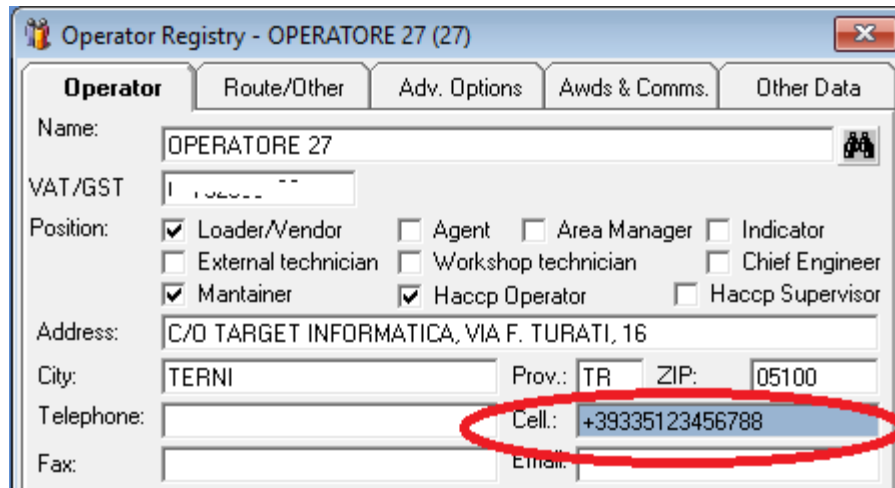


If GD on the Client PC fails to establish the connection with the GDMessenger Service, the red phone icon will appear on a red background, while if everything is ok the phone icon will be green.



Since as mentioned the GD Messenger works by emulating the SMS service, the reference number of the terminal is the telephone number of the mobile phone specified in the operator card, which therefore must be entered.

NB: In order for the system to work properly, at least one path must have been sent to the Android terminal after entering the mobile number,



Operator Registry - OPERATORE 27 (27)

Operator | Route/Other | Adv. Options | Awds & Comms. | Other Data

Name: OPERATORE 27

VAT/GST: I 132011 00

Position: ☒ Loader/Vendor ☐ Agent ☐ Area Manager ☐ Indicator
☐ External technician ☐ Workshop technician ☐ Chief Engineer
☒ Maintainer ☒ Haccp Operator ☐ Haccp Supervisor

Address: C/O TARGET INFORMATICA, VIA F. TURATI, 16

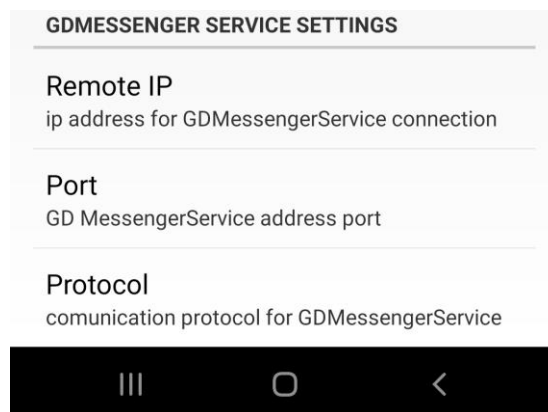
City: TERNI Prov.: TR ZIP: 05100

Telephone: Cell.: +39335123456788

Fax: Email:

Configuring the Android device

To be able to send and receive messages, the Android handheld must be configured with the IP address of the GD server Messenger. They are already set and must not be modified unless specifically indicated by Target Informatica both the port and the communication protocol. Everything is in the general settings of GDMobile for Android.



GDMESSANGER SERVICE SETTINGS

Remote IP
ip address for GDMessengerService connection

Port
GD MessengerService address port

Protocol
communication protocol for GDMessengerService

