

Linking the visualisation

GILLES TOUCH (VNC)

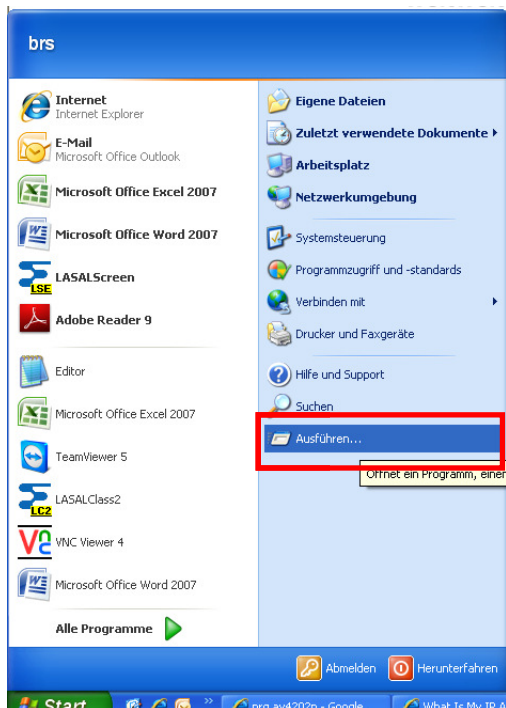
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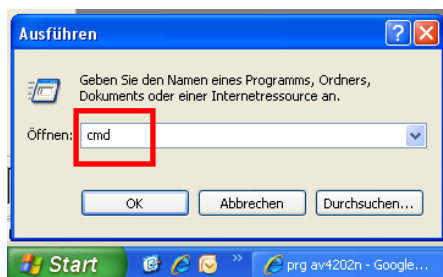
1. Determination of the internal IP address

The IP address that is used in the in-house network must first be set-up in the Gilles Touch controller.

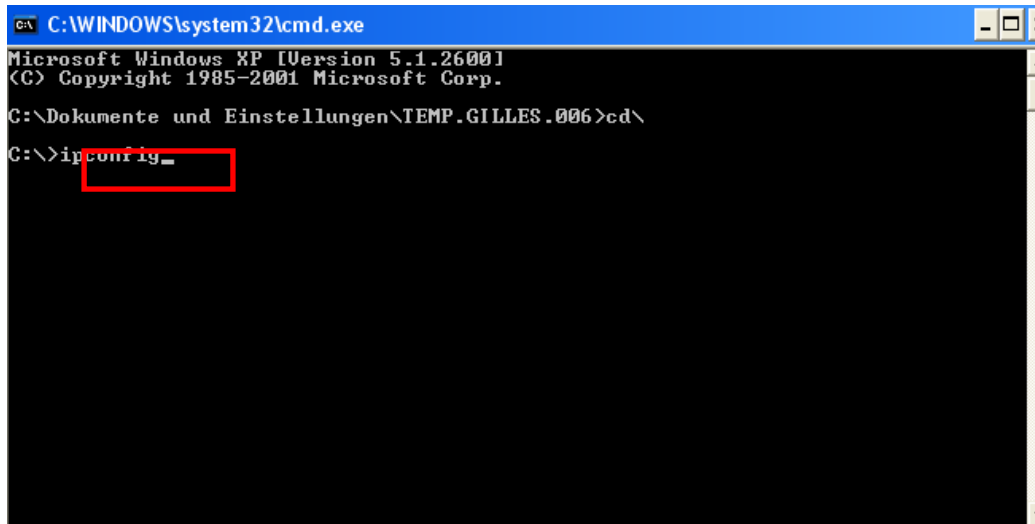
In order to be able to find this out a computer (laptop/desktop) is now required from the customer that is already being used in their network.



Please go to "Start - Run" on the laptop or desktop.



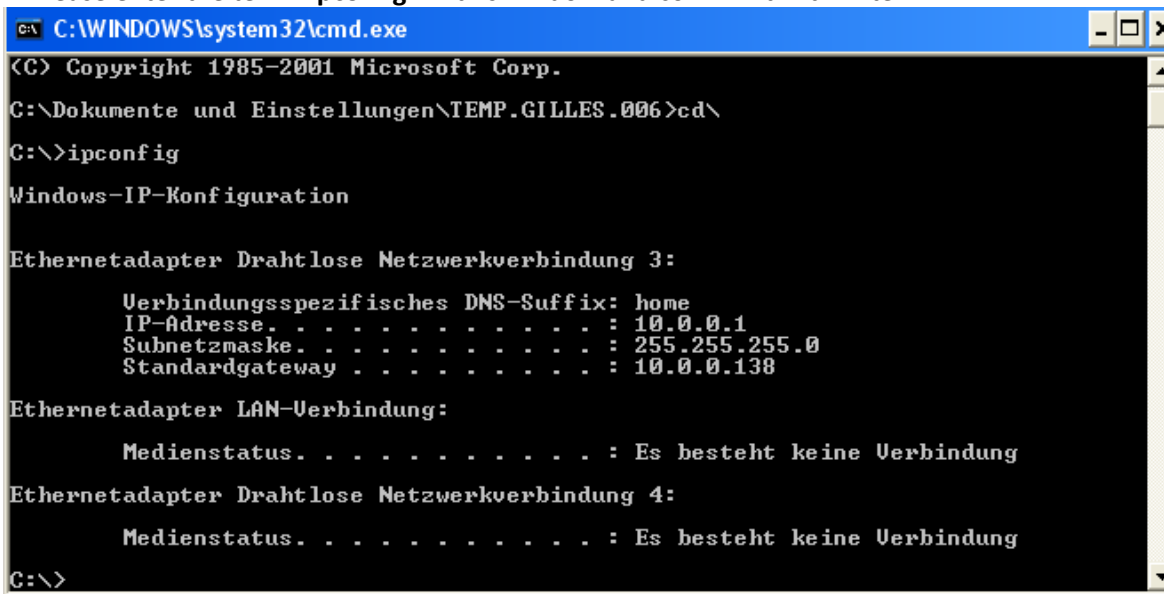
Please enter the term "cmd" in this window and confirm it with Enter.



```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.
C:\Dokumente und Einstellungen\TEMP.GILLES.006>cd\
C:\>ipconfig_
```

Now a black window will appear the so-called command console.

Please enter the term "ipconfig" in this window and confirm it with Enter.



```
C:\WINDOWS\system32\cmd.exe
(C) Copyright 1985-2001 Microsoft Corp.
C:\Dokumente und Einstellungen\TEMP.GILLES.006>cd\
C:\>ipconfig
Windows-IP-Konfiguration

Ethernetadapter Drahtlose Netzwerkverbindung 3:
    Verbindungsspezifisches DNS-Suffix: home
    IP-Adresse. . . . . : 10.0.0.1
    Subnetzmaske. . . . . : 255.255.255.0
    Standardgateway . . . . . : 10.0.0.138

Ethernetadapter LAN-Verbindung:
    Medienstatus. . . . . : Es besteht keine Verbindung

Ethernetadapter Drahtlose Netzwerkverbindung 4:
    Medienstatus. . . . . : Es besteht keine Verbindung

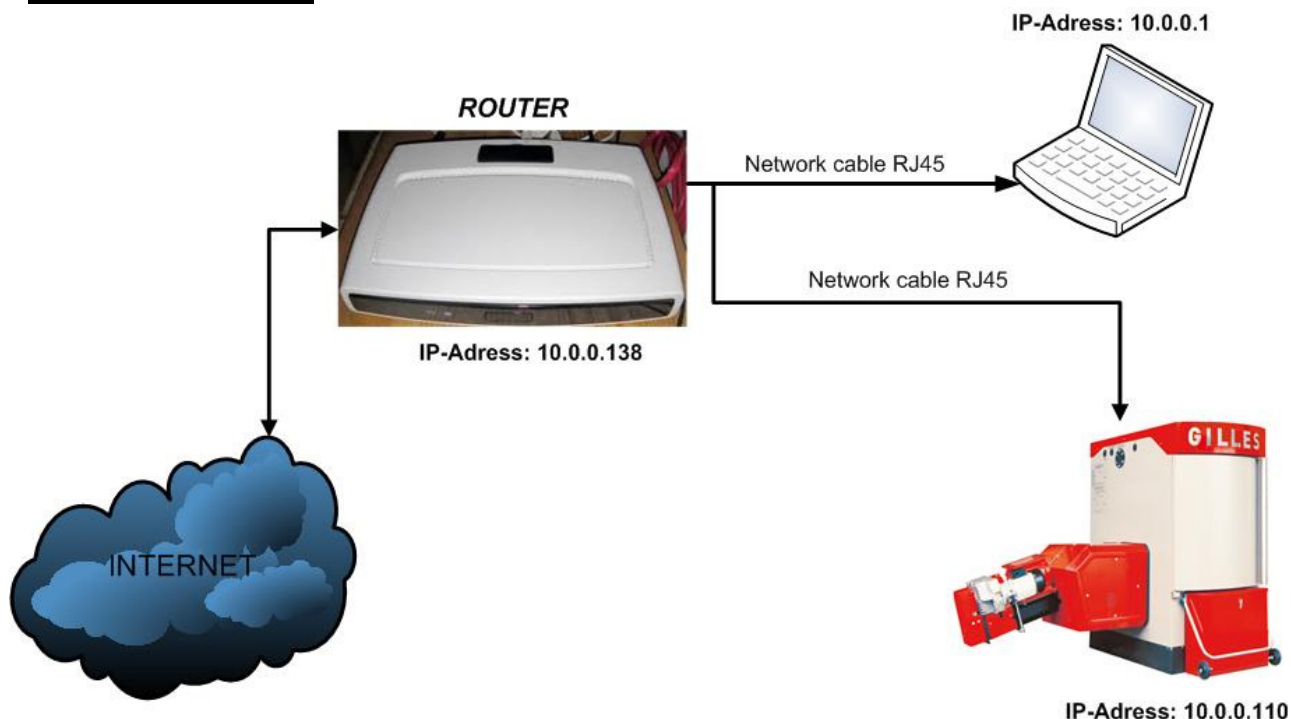
C:\>
```

This will show you a list of the IP addresses that are in use in your network.

I.e.: The computer that you are currently using has the IP address **10.0.0.1**
Every device located in your network has such an address; no devices use the same address.
It cannot happen that for example two devices use the same address.

The address **10.0.0.138** is the address of your router (where the internet is connected).

Schematic diagram:



IMPORTANT:

The IP address must be set in the Gilles Touch controller that matches the address range in use in the network.

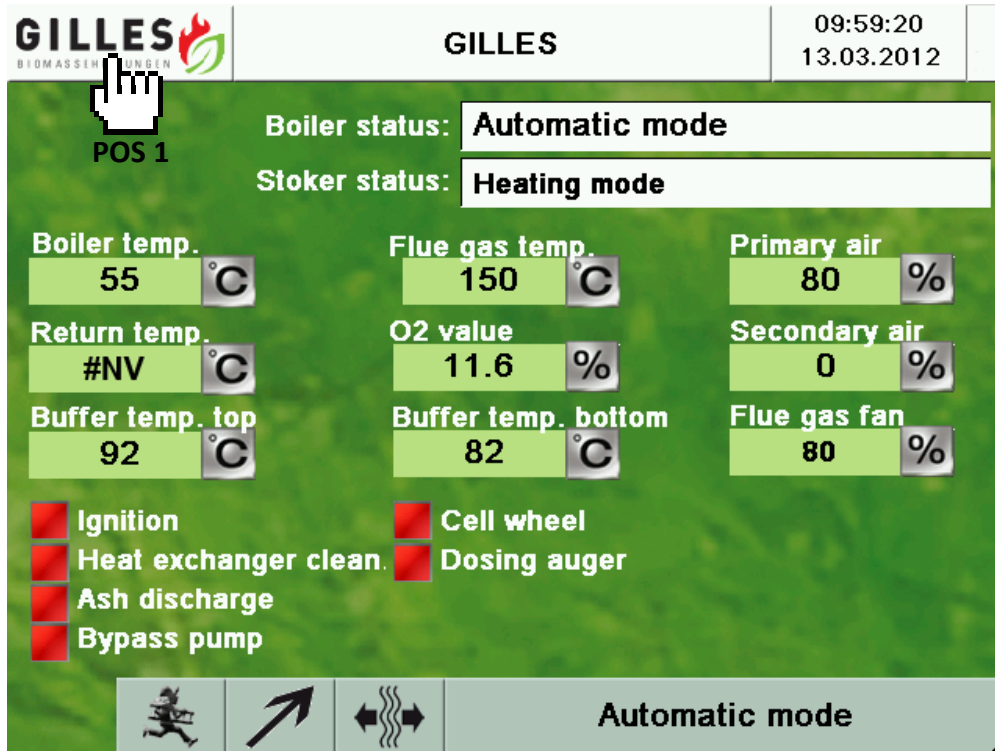
In no event may an address be set that is already being used by any device in the network.

In our case the IP addresses 10.0.0.1 (computer) & 10.0.0.138 (router) are already being used.

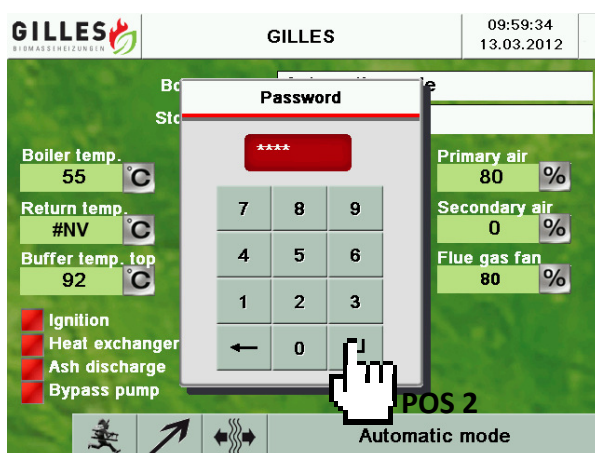
So these may no longer be set in the controller.

The following IP addresses are still free and may be used: 10.0.0.2 – 10.0.0.137 & 10.0.0.139 – 10.0.0.254.

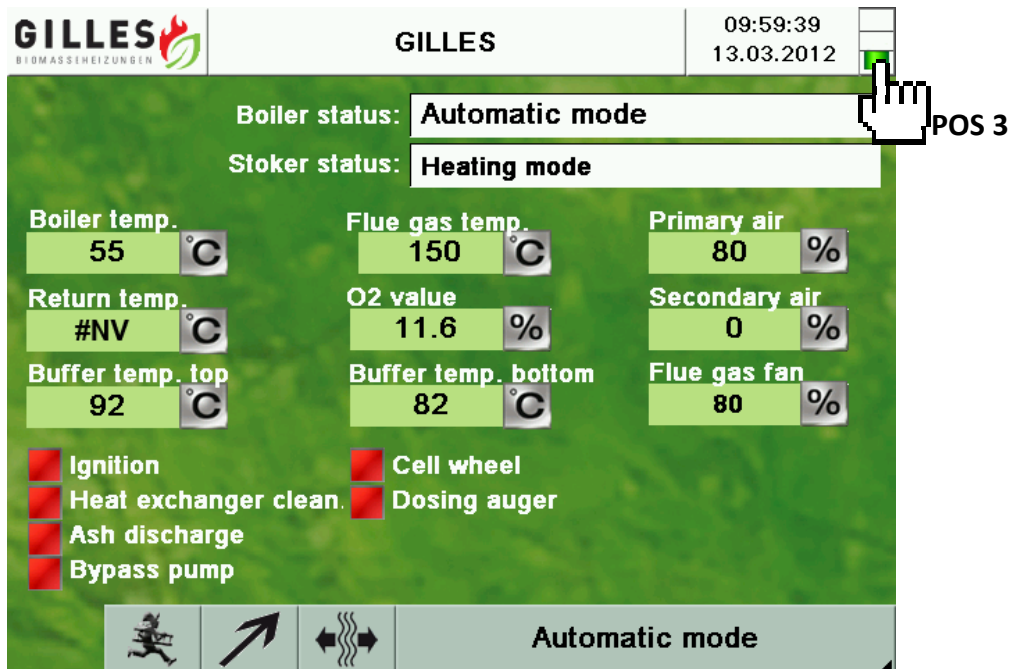
2. Setting the IP address in the Gilles Touch controller



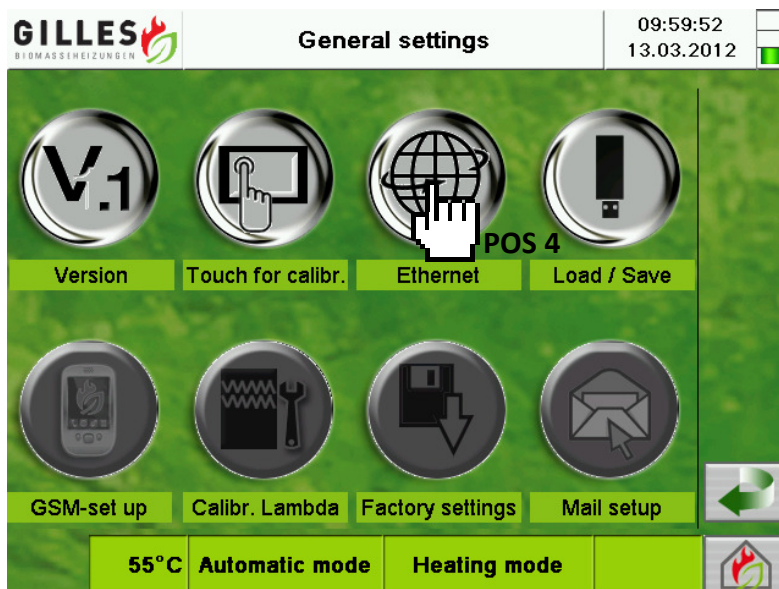
Please press **POS 1** to get to the password entry.



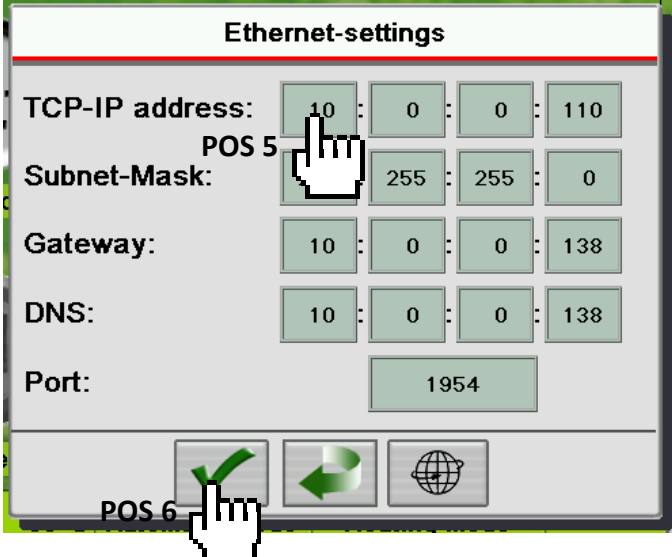
Please now enter the password "**4711**" here and confirm it with Enter **POS 2**.



If the entry was carried out correctly the password level 'Level 1' POS 3 is now activated.
If this is not the case carry out the entry again.



Please now go to the image "Main screen – General".
Please call up the window "Ethernet" POS 4.



In this window you can now set all network settings (by pressing on the relevant numeric window **POS 5**) of the Gilles Touch controller.

Please enter the IP address here that is in use in your network.

In this case the IP address here is: set to **10.0.0.110**, as we use the address range **10.0.0.x** in our network.

The subnet mask should always be set to **255.255.255.0** by **default**.

For the **Gateway & DNS** entries the IP address of the router, **10.0.0.138**, should be set.

Summary:

IP address: here the address must be entered that is in use in the network.

PLEASE NOTE: *No address may be entered here that is already being used in the network.*

Subnet mask: Always set to **255.255.255.0** by default.

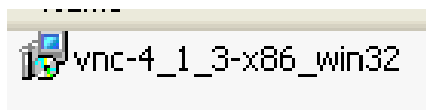
Gateway: Here the IP address of the router (interface to the internet) must always be entered.

DNS: This entry is only relevant for email error messaging.
Here the IP address of the router must also be entered.

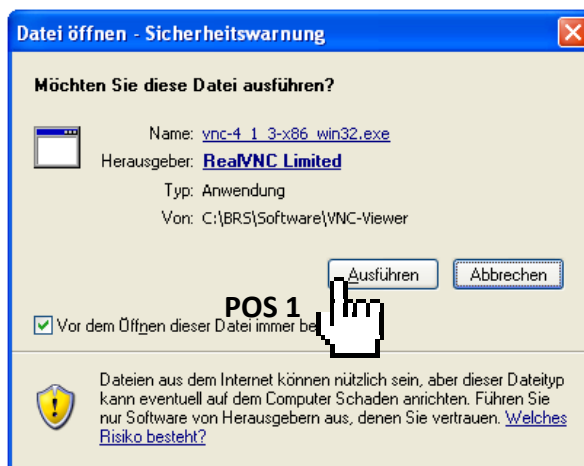
If all parameters have been entered these must be accepted with **POS 6**.

3. Installation of the VNC remote maintenance program

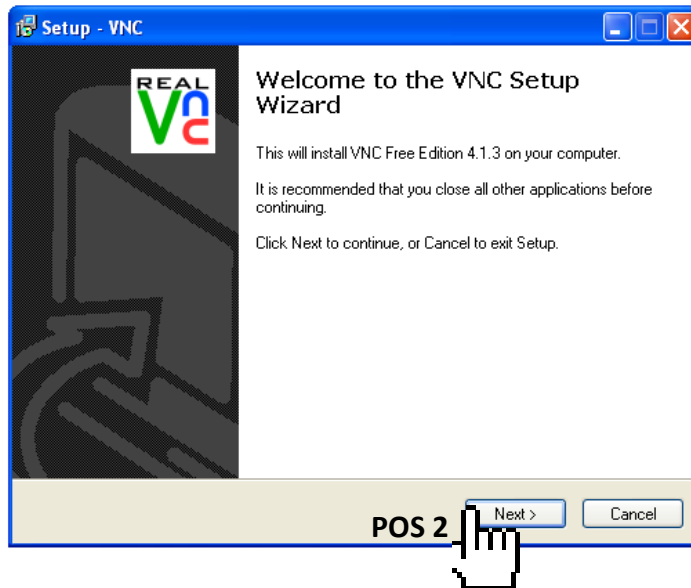
The VNC remote maintenance program can be downloaded directly from the [GILLES download area](#) of the GILLES homepage (www.gilles.at).



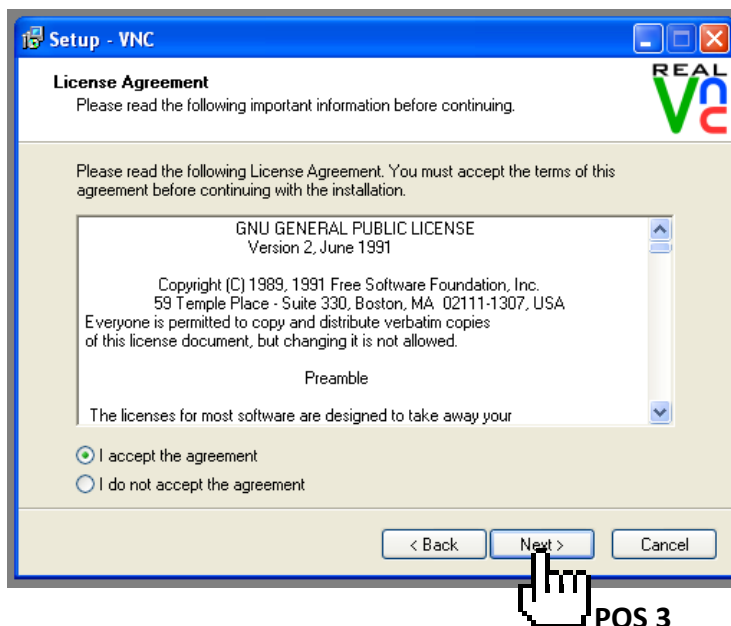
Once you have downloaded the software, please begin the installation by double-clicking on the icon.



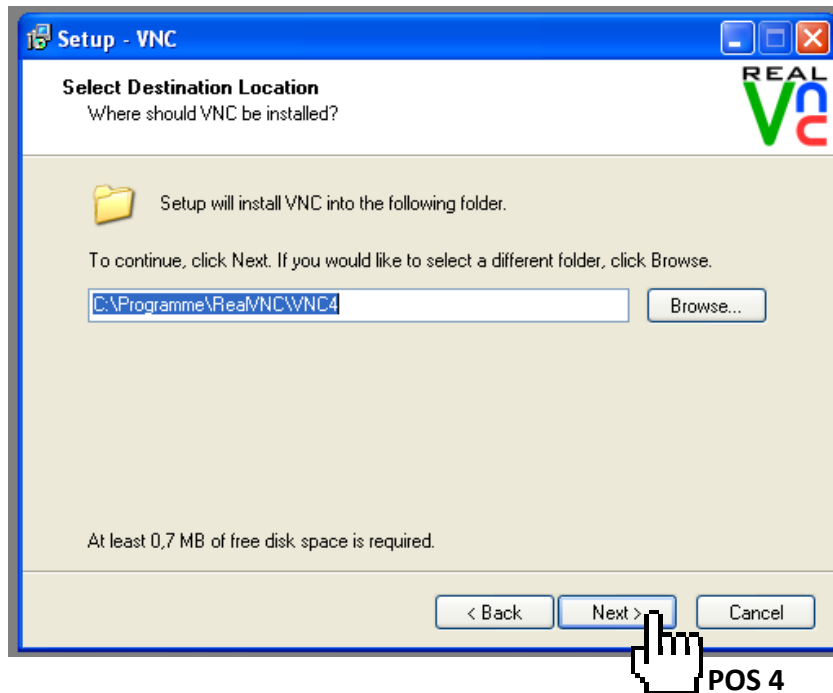
Confirm this window with "Run" POS 1.



Please confirm the next window with "Next" POS 2.

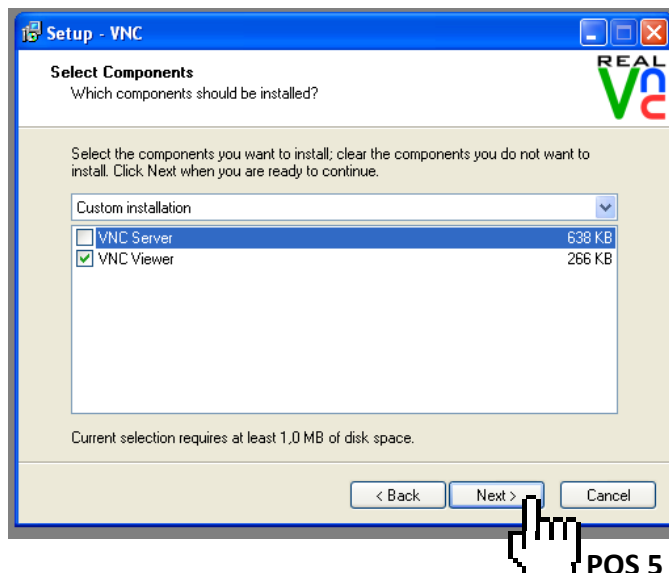


Also confirm here with "Next" POS 3.



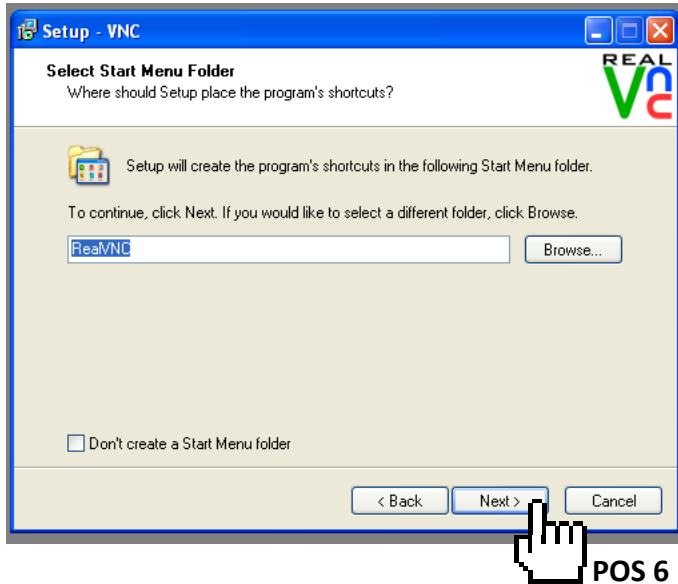
In this window you have the option of entering or changing the installation path of the VNC program. By default no settings need to be made here.

Confirm with "Next" POS 4.

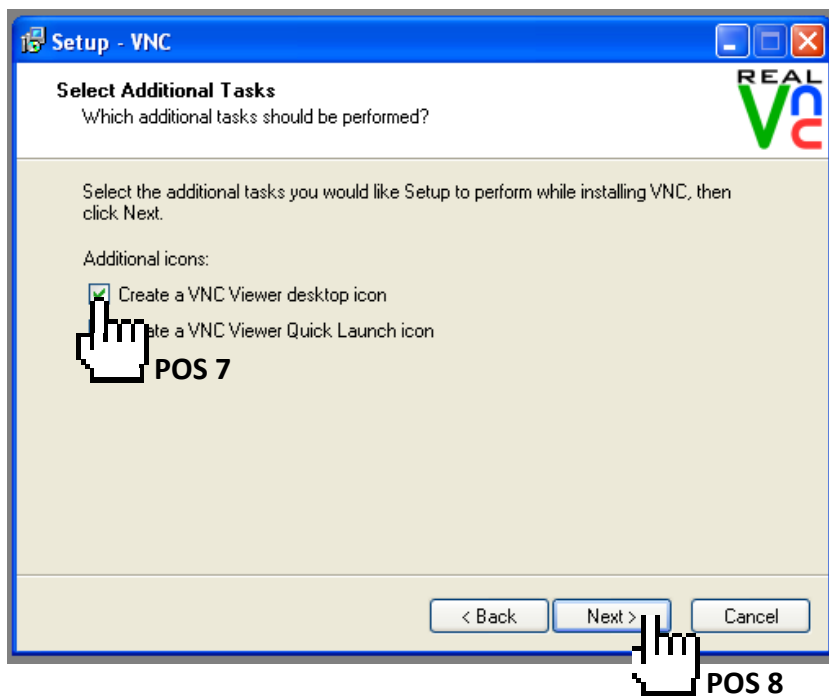


Only the "VNC Viewer" needs to be installed in the next window. The "VNC Server" entry can be deselected (see picture).

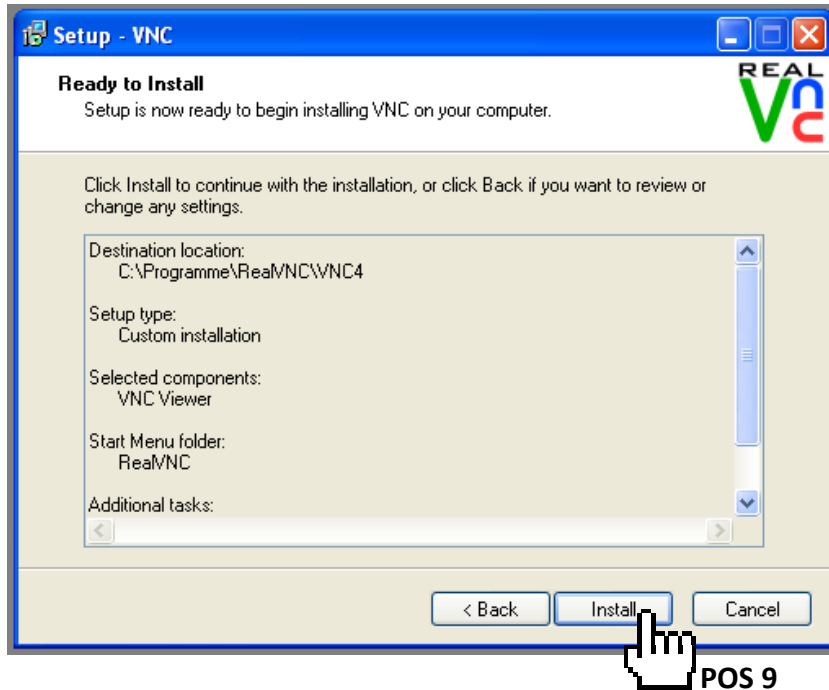
Continue with "Next" POS 5.



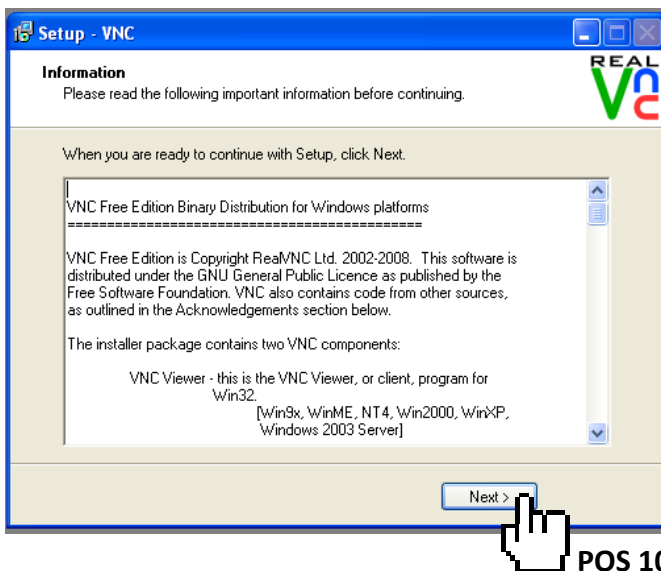
Also confirm the next window with "Next" POS 6.



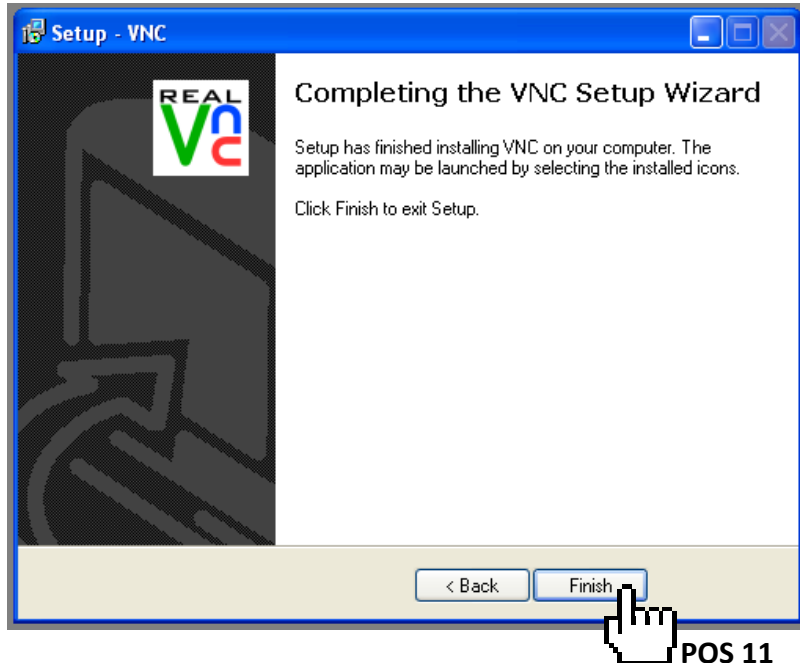
The entry "Create a VNC Viewer desktop icon" must be placed in this window POS 7.
Continue with "Next" POS 8.



Now begin the installation of the VNC program with the "Install" POS 9 button.



After the installation has been carried out confirm this window with "Next" POS 10.

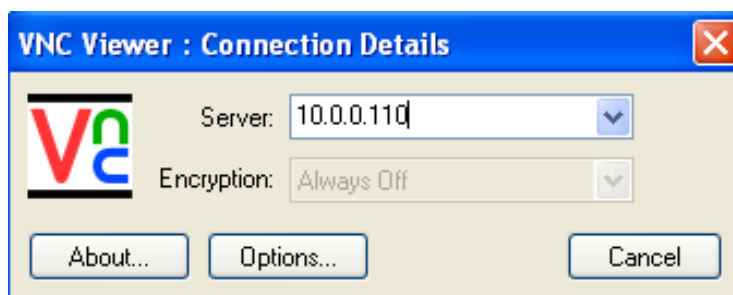


After all steps have been carried out the installation must be completed with the "Finish" POS 11 button.

4. Starting the visualisation in the internal network

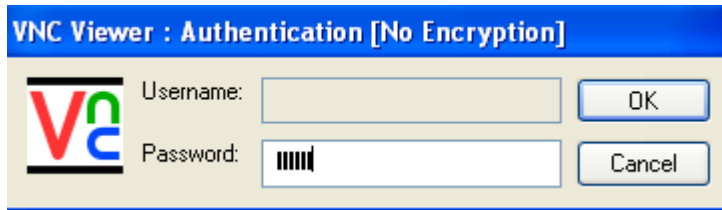


Please start the VNC Viewer program. You will find this icon directly on your desktop.



Now enter the IP address of the Gilles Touch controller that you set on page 8 in this window.

Confirm this entry with the Enter key on your keyboard.



If the program can now establish a connection to the Gilles Touch controller a password query will now appear.

The standard password here is "**gilles**".

Once you have confirmed with the Enter key or the OK button the complete visualisation will now be started.

If this password prompt does not appear but a program error instead, the following reasons could be the cause:

IMPORTANT:

1. The network cable is either not connected to the Gilles Touch controller or router or not connected firmly enough. (see page 5)
2. The IP address set on the Gilles Touch controller does not correspond to the addresses used in the network. (see page 8)
3. The settings made on the Gilles Touch controller were not accepted. (see page 8)
4. The network cable has a break in it.

5. Starting the visualisation over the internet

IMPORTANT:

These settings should be carried out by specialist personnel as some settings must be changed on the internet router.

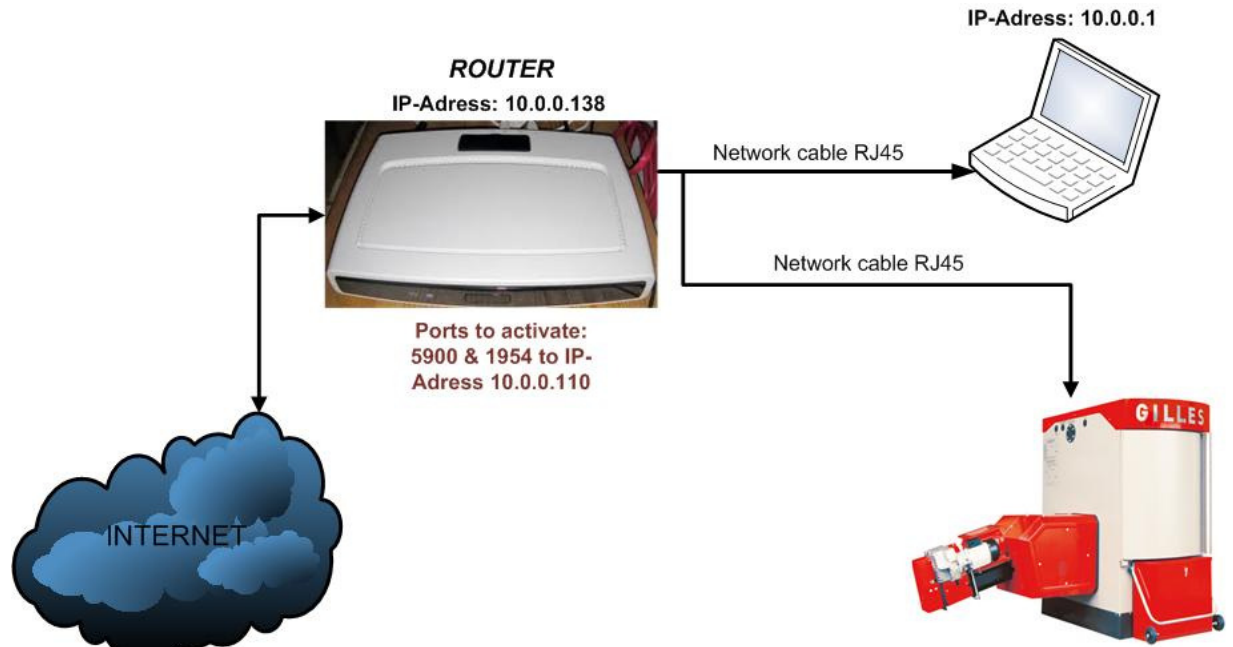
If these settings are not carried out by specialist personnel it is possible that all the router settings could be lost.

The following settings must be made on the router:

5.2 Setting up port forwarding on the router

Two ports must now be activated for the Gilles heating on the IP addresses set on the router.

The ports 5900 & 1954 are to be activated.



5.3 Setting up a dynamic DNS

A dynamic DNS is only needed if the customer does not receive a **fixed IP address** from their internet service provider.

I.e.: if the customer is always assigned a new public IP address a DNS server must be set-up on the router.

Therefore the customer does not need to enter for example: **178.183.20.12** in the VNC viewer, but instead a specific name such as: **Customerxyz.dyndns.org**

6. Tools for analysis

6.1 What is my IP Address

On the internet site www.whatismyipaddress.com the public IP address **POS 1** (which has currently been given by the internet service provider) can be seen.

What Is My IP Address? (Now detects many [proxy servers](#))



IP Information: **178.190.166.61**

ISP: Telekom Austria

Organization: Telekom Austria

Connection: [Broadband](#)

Services: [None Detected](#)

City: Gaspoltshofen

Region: Oberosterreich

Country: Austria

178.190.166.61

[Additional IP Details](#)



6.2 Open Port Check Tool

On the internet site www.canyouseeme.org you can test whether the activated ports (5900 & 1954) are open on the router or are still closed.

CanYouSeeMe.org - Open Port Check Tool

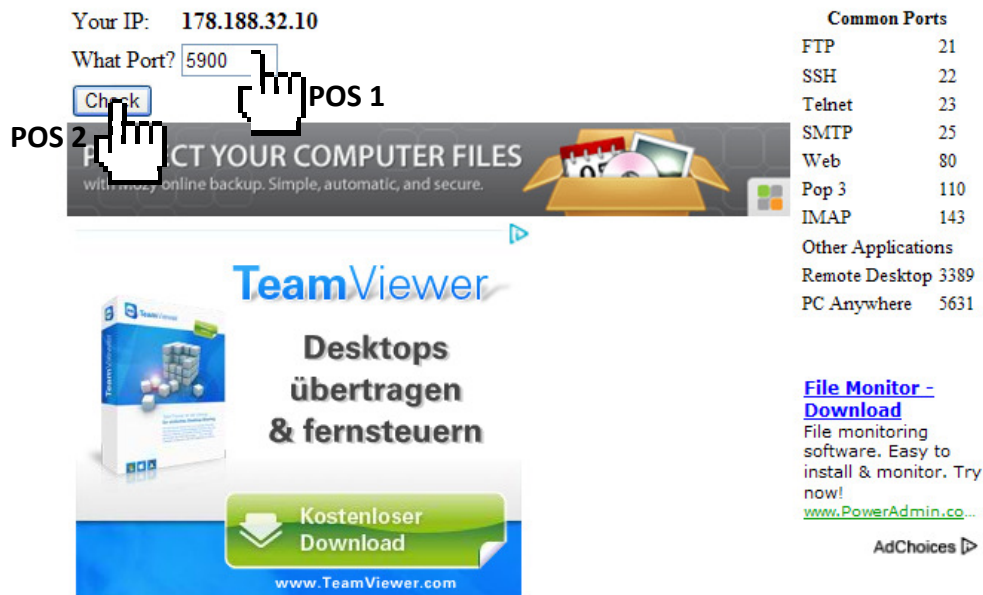
This page will serve as a free utility for remotely verifying a port is open or closed. It will be useful for users who wish to check to

[WS_FTP Server Test frei](#) leichter, sicherer File Transfer + flexible Benutzerverwaltung ipswitchFT.com/FTPServer

[Top Mode Online](#) Riesen Auswahl an Top Marken. Kostenloser Versand in 1-2 Tagen! Zalando.at



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PC Anywhere	5631

File Monitor - Download
File monitoring software. Easy to install & monitor. Try now!
www.PowerAdmin.co...

AdChoices ▶

Error: I could **not** see your service on 178.188.32.10 on port (5900)
Reason: Connection timed out

POS 3 

The respective port can be entered at **POS 1**.

Here the port 5900 is queried to see whether it has been activated on the router.

If the check should be started press the "Check" **POS 2** button.

If a message such as here in the picture "Error:" **POS 3** appears, then this port is not yet open on the router. Remote maintenance via the internet is therefore not yet possible.

If however the message "Success:" appears the port is activated on the router.