

Frequently Asked Questions for PT Link software

Application

What are the first steps in PT Link?

1. Open PT Link

Click on the PT Link desktop icon

- or -

Open a webbrowser und enter *http://localhost:8089* in the address bar.

Default login: username = user; password = password.

NOTE: Change the login credentials after the first login.

2. Establish connection to OMNITREND Center (OMTC).

On the communication dashboard next to OMTC click on  and edit the PT Link configuration information from OMTC (server name, server address).

Username and password are available in PT Link as default from OMTC. Password for the connection between PT Link and OMTC can be edited in the OMTC software. In PT Link the password can be changed. The username is fixed for OMTC and PT Link and cannot be changed.

NOTES:

- Changing the password in OMTC also requires change of password in PT Link.
- It may take a couple of minutes to establish the connection between PT Link and the devices. Please refresh PT Link page (press F5 on your computer keyboard).

3. Establish connection to devices.

On the communication dashboard click on  to add a new device.

Type in name, device address*, username and password (see table below).

Standard logins for devices:

Device	Default username	Default password
VIBGUARD	vibguard	vibguard
VIBGUARD compact	vibguardcompact	vibguardcompact
VIBRONET Signalmaster V3	user3	user3

*IP address, under which the online device can be accessed in the network. IP address can be edited in OMTC.

I forgot my user login password. How can I reset the password?

NOTE: Data buffered in PT Link software will be lost.

1. Delete PT Link application.
2. Reinstall PT Link application.
3. Log in with default credentials and configure PT Link again (OMTC connection / devices).

Can the password from PT Link to the OMTC be changed?

Yes. The password can be changed in OMTC. Changing the password in OMTC also requires change of password in PT Link.

Can I change to login of online devices?

Yes. Login can be changed in OMTC with the configuration of the online device.

NOTE: When the login details are changed they also have to be transferred to the device and changed in PT Link.

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What is the standard import cycle time for device data?

15 minutes

Can I change the data import cycle time?

No. The import cycle time cannot be changed. If necessary you can trigger the data transfer instantly in PT Link.

How can I trigger data import?

On the Communication dashboard next to the device name click  to open the sub-menu with additional features.

Instant data transfer: PT Link collects data from the selected device. The import of PT Link data into OMTC is triggered instantly. Normally, PT Link collects data from a device every 15 minutes and transfers the data directly to OMTC.

How is handheld data transfer handled?

There is no change in the process of data transfer from a handheld device to OMTC as PT Link is not involved in this process.

Which data will be transferred from the devices to OMTC via PT Link?

- Trend
- Signal
- Events

Note: FAQ's about the application are also described in the online help of PT Link.

System

Insufficient disk space

Buffer for PT Link data is full.

Possible reasons and actions:

- There is no connection between PT Link and OMNITREND Center (OMTC) to transfer the data.
Please free up space on local disk where PT Link is installed. Check if other software is using disk space. Delete unnecessary files. PT Link needs at least 1 GB free memory.
- The DAP folder in OMTC is full, so that PT Link cannot transfer any data to OMTC.
Please free up space on local disk where OMTC is installed. Check if other software is using disk space. Delete unnecessary files. Check settings for the DAP folder in OMTC.

Which devices are supported?

The following devices are supported by PT Link:

- VIBGUARD
- VIBGUARD Compact
- VIBRONET Signalmaster V3

Do I need to run PT Link on the same PC as OMTC Server?

No. It is possible to run PT Link on the same server but not mandatory.

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Is data communication via email still possible?

Yes.

Can PT Link run on the same computer as OMTC?

We recommend to install PT Link on a separate server so that OMTC performance will not be influenced by PT Link. It also allows you to scale your system and add additional devices without changing IT infrastructure. In case your server has enough resources and the amount of devices and produced data is low you can run PT Link on the same server as OMTC.

How can I exchange the security certificate?

Please contact Technical Support.

What should I do with an existing multi DAP setup?

Please contact Technical Support.

How can I install PT Link?

PT Link can be installed with a Windows installer service.

What are the system requirements?

- A fast hard drive (IOPS) is required and we strongly recommend to use SSD drives.
- Large single user installations need 16 GB RAM and 2,4 GHz Quad core processing units.
- Large server installations need 12 GB RAM and 3 GHz Quad core processing units.

Details can be found in the installation manual.

What is the maximum number of devices that can be connected to PT-Link?

Limitation is on data volume produced by devices and hardware or network connection for PT Link (see also System requirements for PT Link in the OMTC installation manual).

What port is used by PT Link to send data to OMTC?

443

Can the port that is used by PT Link to send data to OMTC be changed?

Yes. Please contact Technical Support.

Can I change the port PT Link is running on?

No

Which communication protocols will be used?

- For the communication between devices and PT Link: HTTP
- For the communication between PT Link and OMTC: HTTPS
- For the communication for web frontend: HTTP