



TView Service User's Guide

Web monitoring, data export and alarm management for TV2 monitors

Version 1.0.0



Designed & Made in the USA 

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October 2026

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The screenshots in this guide show a test installation with one TV2 monitor. Items marked **NEW** are new or changed in version 1.0.0.

1. Introduction

TView Service is the client/server version of 2DI's TView software. It runs in the background on a Windows computer, stays connected to your TV2 monitors over your network, and keeps a complete copy of their logged readings and alarms in its own database.

You use TView Service through a web browser. Anyone on your network can open the dashboard to see current conditions, charts and alarm history, without installing anything on their own computer.

What TView Service does

- **Monitors continuously.** It checks every registered TV2 and mirrors its stored readings to the server, even when nobody has the web page open.
- **Shows live readings.** The dashboard shows each sensor's current temperature, humidity or pressure, its alarm status and a recent trend.
- **Sends email alerts.** It emails the right people when a sensor goes into alarm, an alarm ends, a sensor disconnects or a TV2 loses AC power.
- **Records alarm reviews.** Authorized users mark alarms as reviewed and add comments, building a record of who reviewed each alarm and when.
- **Keeps an audit trail.** Sign-ins, changes, reviews, exports and deletions are recorded and kept for seven years.
- **Exports data.** Readings and alarm history for any date range can be downloaded as an Excel workbook or shown as a chart.

How it works

Part	Role
TV2 monitors	Measure and log temperature, humidity and pressure. Each TV2 keeps its own history in its internal memory.
TView Service (server)	A Windows service on one computer that is always on. It connects to each TV2 over the network (port 80), copies its data and sends email alerts.
Web browser (client)	Any computer, tablet or phone on your network opens the web interface on port 5170 to view and manage the system.

What's new in version 1.0.0

Change	What it means for you
Audit Trail	A record of who did what and when, kept for seven years (Section 10).
Export information	Every Excel export starts with an Export Info sheet and is recorded in the Audit Trail (Section 7).
Stronger sign-in security	Longer passwords, temporary lock-out after repeated wrong passwords, and automatic sign-out after inactivity (Section 3).
Clock labels	Charts, exports and alarms say whether a time comes from the TV2's clock or the server's.
Redesigned menu	Pages are grouped into Monitor, Data, Admin and System, with icons and an online-device count.
Safer device removal	Removing a device keeps its alarm history, and deleted readings can be recovered for 30 days.
Easier installation	64-bit program, automatic firewall rule, and a failed upgrade puts the previous version back.
Less disk space	Only the latest nightly safety copy is kept, and deleting old readings also frees the matching monthly files.

2. Installing and Upgrading

Requirements

- A Windows computer that stays on and connected to the network. **Nothing is collected and no alarms are emailed while this computer is asleep or off.**
- One or more TV2 monitors on the same network, by Ethernet or Wi-Fi.
- An email account TView Service can send alerts from.
- A current web browser such as Microsoft Edge, Google Chrome or Firefox.

Download and install

1. Download the installer, `TViewService-Setup-1.0.0.msi`, from www.e2di.com/TViewbeta8.php. The same page has the change log and this guide.
2. Run the installer on the computer that will act as the server, and follow the prompts. Administrator rights are needed.
3. TView Service is installed in `C:\Program Files\2DI\TViewService` and runs as a Windows service named **TViewService**. It starts automatically with the computer, so no one needs to be signed in to Windows. **NEW**
4. The installer adds a Windows Firewall rule, so browsers on other computers can reach the dashboard without any extra setup. **NEW**

Upgrading from an earlier version **NEW**

- Run the new installer. Versions before 1.0.0 were installed in `C:\Program Files (x86)\2DI\TViewService`; the upgrade moves the program to the new folder for you.
- Your readings, alarms, users and settings stay where they are and don't need to be re-entered.
- If you previously allowed TView Service through the firewall yourself, that rule pointed at the old folder and is no longer needed.
- From version 1.0.0 onward, if the service can't start after an upgrade, choosing **Cancel** in the installer puts the previous version back, running, with its data.

Open the web interface

- **On the server itself**, go to `http://localhost:5170` in a browser.
- **From another computer on the network**, use the server's network address, for example `http://192.168.1.50:5170`. Ask your IT department for the address if you don't know it.

First sign-in on a new installation

The first time the web interface is opened on a new installation, TView Service asks you to set up an administrator account: a User ID and a password of at least 10 characters. Keep these details safe. The administrator account is used to register devices, add other users and set up email.

Where data is stored

By default, the database, downloaded readings, safety copies and log files are kept in `C:\ProgramData\2DI`. An administrator can change this under **System Settings**.

3. Signing In, Roles and the Menu

Click **Sign In** at the bottom of the menu, enter your **User ID** and **Password**, and click **Sign In**.

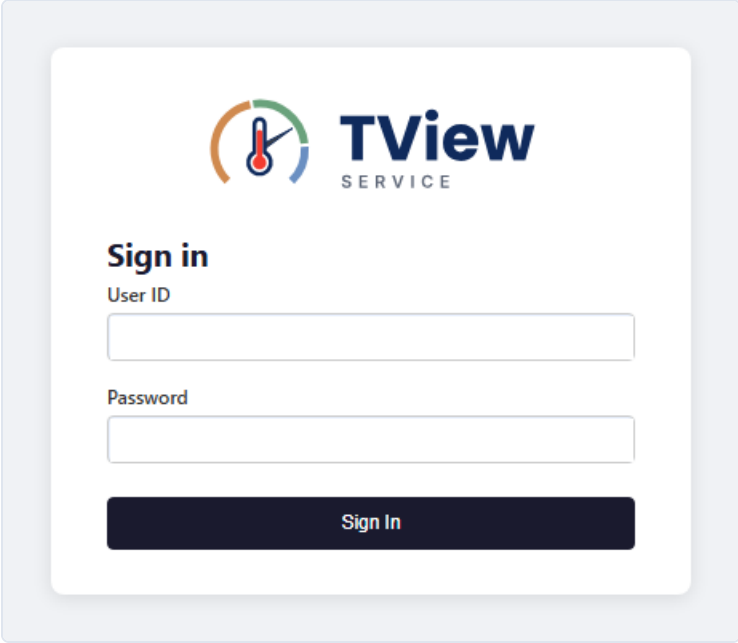


Figure 1. The sign-in screen

When you're signed in, your name appears at the bottom of the menu. Click the arrow icon beside it to sign out. The **Preferences** and **Support** links are below your name.

Sign-in security **NEW**

- **Passwords** must be at least 10 characters when they are set. Older, shorter passwords still work, but administrators see them flagged on the Users page.
- **Repeated wrong passwords** lock that account for a few minutes. An administrator can lift the lock by resetting the password.
- **After 30 minutes without activity** you're signed out automatically. View Only accounts are not signed out, so a wall-mounted dashboard stays up.

Administrators can change these rules under **System Settings**.

User roles

Role	Menu they see	What they can do
Admin	Every page, including the Admin and System groups	Everything: registers and edits devices, manages users, changes settings and email, hides alarms, deletes old data and views the Audit Trail. Admins always see every device.
Reviewer	Dashboard, Devices, Alarms, Data Export	Views readings, charts and devices, exports data, and reviews and comments on alarms, for the devices assigned to them. Can't edit devices, hide alarms or use admin pages.
View Only	Dashboard, Devices, Alarms, Data Export	Views readings, charts and devices, and exports data, for the devices assigned to them. Sees each alarm's review status and comments but can't review, comment on or hide alarms. Stays signed in, for wall-mounted displays.

Every user can set their own units and email notifications on the [Preferences](#) page.

The menu NEW

Group	Pages
Monitor	Dashboard , Devices , Alarms
Data	Data Export , plus Data Maintenance for administrators
Admin	Users , System Settings , Audit Trail (administrators only)
System	System Status , Admin Events (administrators only)

The green box at the top of the menu shows how many devices are online. Administrators also see a badge next to [Alarms](#) counting sensors that have no alarm limits set, for example "1 not set".

Viewing without signing in

If the administrator has turned on [Allow anonymous dashboard viewing](#), anyone who opens the web address can see the Dashboard, Devices, Alarms and Data Export pages in read-only form.

4. The Dashboard

The Dashboard is the home page. It shows a card for every sensor, grouped under the TV2 monitor it's connected to.

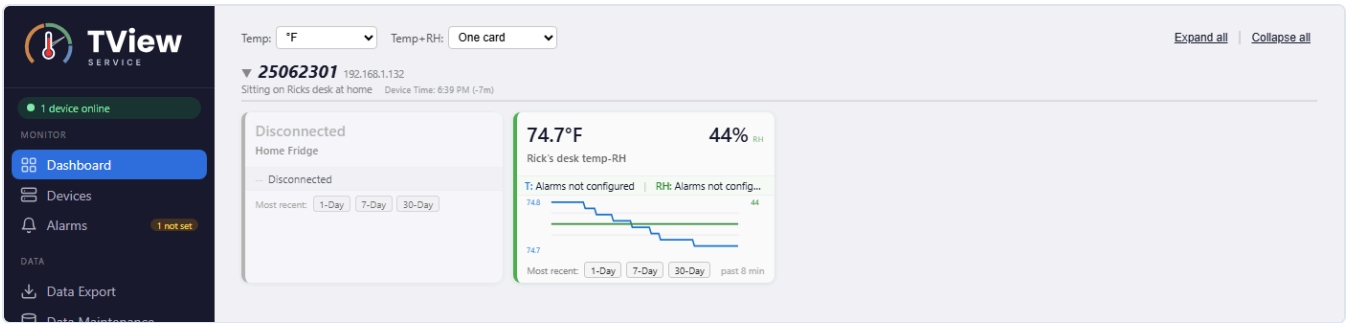


Figure 2. The Dashboard, signed in as an administrator

The device heading

Each TV2 has a heading showing its name, network (IP) address and location, plus **Device Time**: the TV2's own clock, and in brackets how far it differs from the server's clock. Click the ▼ arrow to fold a device's cards away, or use **Expand all** and **Collapse all** at the top right.

Sensor cards

- **Current reading** in large type: temperature, plus relative humidity (RH) for temperature/humidity sensors, or pressure.
- **Sensor name** below the reading, for example "Home Fridge".
- **Alarm status line**, such as **Alarms not configured**, or the alarm limits and whether the sensor is in alarm.
- **A small trend chart** of the most recent readings, with the time span it covers at the bottom right.
- **1-Day, 7-Day and 30-Day buttons** that open a full-size chart for that period (Section 5).

A card with a green edge is connected and reporting. A grey card marked **Disconnected** means the sensor isn't currently sending readings.

Display options

Option	What it does
Temp	Follow device shows each sensor in the unit set on its own TV2. Choose °F or °C to show every temperature in that unit.
Temp+RH	One card shows temperature and humidity together. Separate cards gives each its own card.

The Dashboard updates by itself. There's no need to refresh the page.

5. Viewing Charts

Click **1-Day**, **7-Day** or **30-Day** on any sensor card, or **View Chart** on the Data Export page, to open a full-size chart.



Figure 3. A 7-day chart of a temperature/humidity sensor

- **The heading** shows the date range, the number of samples, how often they were stored (for example every 10 minutes), and that the data is a mirror of the TV2's internal storage.
- **Temperature** is plotted in blue against the left axis. **Humidity** is plotted in green against the right axis.
- **Times are the TV2's own clock**, as the label under the chart says. **NEW**
- **Move the mouse over the chart** to see the exact time and value at any point.
- **The legend** shows the lowest and highest values in the period.
- Use the **1-Day**, **7-Day** and **30-Day** buttons to change the period, and **Back** to return.

The chart's scale fits the readings. If an alarm limit is far outside them, for example because it was mistyped, it's shown at the edge of the chart with an arrow instead of squashing the scale. **NEW**

Gaps in the line mean no readings were recorded at that time, for example while a sensor was disconnected.

6. Managing Devices

The **Devices** page lists every registered TV2 with its name, location, serial number, type, IP address, firmware version, number of sensors and the date it was registered. Administrators also see **Register New Device** and buttons to reorder, edit and delete devices.

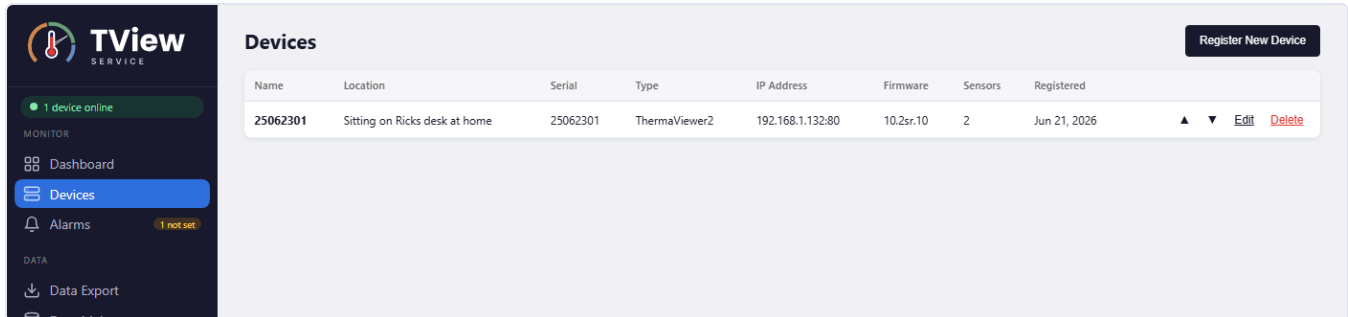


Figure 4. The Devices page, as seen by an administrator

Registering a new TV2 (administrators)

1. Make sure the TV2 is connected to your network and switched on.
2. On the **Devices** page, click **Register New Device**.
3. Type the TV2's **IP Address** and click **Connect**. If you don't know the address, choose your network next to **Or scan network** and click **Scan**.
4. When the TV2 is found, confirm its details. Its sensors appear on the Dashboard within a few minutes, and TView Service starts copying its stored history.

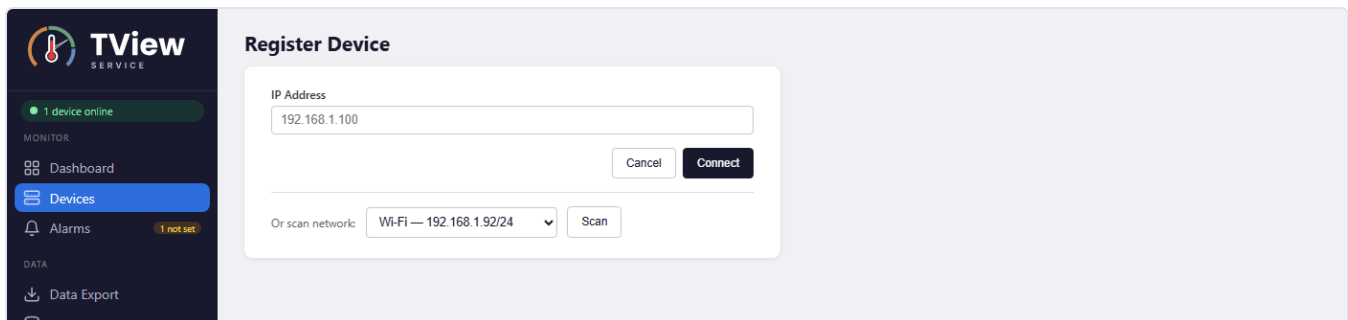


Figure 5. Registering a TV2 by IP address or by scanning the network

Scanning other networks: **Other subnet...** scans a different part of your network. The server must already be able to reach that network, because scanning uses ordinary connections to port 80.

Editing a device (administrators)

Click **Edit** next to a device to change its **Device Name** (up to 50 characters), **Location** (up to 100 characters), the name of the sensor on each port (up to 24 characters), and its **Custom Alarm Email Note** (up to 500 characters): text added to every alarm email from this TV2, such as "Move vaccines to backup fridge in Room 12 and call the pharmacy manager." Click **Update** to save, or **Refresh from Device** to reload the settings from the TV2.

TView SERVICE

1 device online

MONITOR

- Dashboard
- Devices**
- Alarms 1 not set

DATA

- Data Export
- Data Maintenance

ADMIN

- Users
- System Settings
- Audit Trail

SYSTEM

- System Status
- Admin Events

Edit Device

Serial: 25062301 Type: ThermaViewer2 Firmware: 10.2sr.10

Device Name
(max 50 chars)
25062301

Location
(optional, max 100 chars)
Sitting on Ricks desk at home

Custom Alarm Email Note
(optional, max 500 chars)
This is a note appended to an alarm notification

Port 1 — Sensor Name
(max 24 chars)
Home Fridge
TEMPERATURE

Port 3 — Sensor Name
(max 24 chars)
Rick's desk temp-RH
TEMPERATURE HUMIDITY

Back Refresh from Device Update

Figure 6. Editing a device

Reordering and removing

Use ▲ and ▼ to change the order devices appear in. **Delete** removes a TV2 from monitoring. **NEW** Its alarm history and review comments are kept, and come back if the same device is registered again. If you also choose to delete its readings, they're set aside for 30 days before being permanently deleted, so a mistake can be undone with 2DI's help.

7. Exporting Data

The **Data Export** page creates an Excel workbook or a chart for any device and date range. Use it for audits, inspections and quality records.

Figure 7. The Data Export page

1. Choose the **Device**.
2. Set the **Start** and **End** times, or click **Last Hour**, **Last Day**, **Last 7 Days** or **Last 30 Days**. Times are in the TV2's own clock; the page shows what that clock reads and how far it is from the server's, so recent readings are never left out. **NEW**
3. Tick the **Sensors** to include.
4. Leave **Include Device Events sheet** ticked to add the alarm history for the same period.
5. Choose the **Temperature unit** and **Pressure unit**, or leave them on **Follow device**.
6. Click **Download Excel** to save the workbook, or **View Chart** to see the data on screen.

What's in the Excel workbook **NEW**

- **Export Info sheet** (first): an export ID, who exported it and when, the device and date range, the device's clock difference at the time, the units used, and the TView Service version.
- **A sheet of readings** for the selected sensors.
- **Device Events sheet** (if ticked): the alarm history, showing reviewers by name.

The sheets are read-only to prevent accidental changes. Each export is also recorded in the Audit Trail under the same export ID, so a printed or emailed workbook can always be traced back to who made it.

8. Alarm History and Review

The **Alarms** page lists every alarm and event recorded for each TV2. It starts with a summary card for each device showing its total number of alarms and how many are still unreviewed. Choose a device from the list at the top to see its alarms.

1 device online

MONITOR

Dashboard

Devices

Alarms 1 not set

DATA

Data Export

Data Maintenance

ADMIN

Users

System Settings

Audit Trail

SYSTEM

System Status

Admin Events

Alarm History

25062301 (25062301) ☐ Unreviewed only ☐ Show only hidden items

Comment for all selected to be reviewed
e.g. site-wide power blip, no product loss

Showing 1–28 of 28 alarms
Start and End are the device's own clock. Review times are this server's clock.

Start	End	Type	Source	Reading	Alarm Limits	Reviewed select all	Hide select all
▶ 9/15/2026 7:50 PM		Sensor Disconnect	Sensor: Home Fridge			☐	☐
▶ 9/15/2026 7:50 PM		Sensor Disconnect	Sensor: Rick's desk temp-RH			☐	☐
▶ 8/22/2026 6:16 PM		AC Connected	Device			☐	☐
▶ 8/22/2026 6:16 PM		AC Disconnected	Device			☐	☐
▶ 8/22/2026 6:03 PM		AC Connected	Device			☐	☐
▶ 8/22/2026 6:03 PM		AC Disconnected	Device			☐	☐
▶ 8/10/2026 6:38 AM		AC Connected	Device			☐	☐
▶ 8/10/2026 6:38 AM		AC Disconnected	Device			☐	☐
▶ 8/10/2026 6:28 AM		AC Connected	Device			☐	☐
▶ 8/10/2026 6:28 AM		AC Disconnected	Device			☐	☐
▶ 8/10/2026 5:48 AM		AC Connected	Device			☐	☐
▶ 8/10/2026 5:48 AM		AC Disconnected	Device			☐	☐
▼ 8/10/2026 1:23 AM	ended (unknown)	Alarm	Home Fridge: TEMPERATURE	41.81°F	Alarm levels were set to < 32.45°F and > 48.02°F.	☐	☐

Reviewer comment (max 256 chars)

Figure 8. Alarm history, as seen by an administrator, with one alarm opened to add a comment

The note above the list explains the clocks: **Start and End are the TV2's own clock; review times are the server's clock.** **NEW**

Type	Meaning
Alarm	A reading went outside the sensor's alarm limits. The row shows the reading and the limits in force at the time.
Sensor Disconnect	A sensor stopped reporting, for example because it was unplugged or its cable was damaged.
AC Disconnected / AC Connected	The TV2 lost or regained mains power. It keeps running on its backup battery while the power is off.

Reviewing alarms (Admins and Reviewers)

1. Click ▶ next to an alarm to open it, and type a **Reviewer comment** (up to 256 characters) explaining the cause and any action taken.

2. To apply the same comment to several alarms, type it in **Comment for all selected to be reviewed** at the top, for example "site-wide power blip, no product loss".
3. Tick **Reviewed** for each alarm you've checked, or **select all**.
4. Submit your review. Reviewed alarms then show the date, time and reviewer, for example "Reviewed 8/25/2026 7:01 AM by info@e2di.com". Every review is also recorded in the Audit Trail.

If the administrator has turned on **Require a reviewer comment when acknowledging an alarm**, you can't submit until every selected alarm has a comment.

Filtering and hiding

- **Unreviewed only** shows just the alarms still waiting for review.
- Administrators can tick **Hide** to remove routine events from the list. Hidden alarms aren't deleted: tick **Show only hidden items** to see them again. Reviewers don't see the Hide column.
- View Only users see the list without tick boxes or comment boxes. Each alarm shows **Pending** or who reviewed it and when, and opening an alarm shows its reviewer comment.

1 device online

MONITOR

Dashboard

Devices

Alarms

DATA

Data Export

Alarm History

25062301 (25062301)
☐ Unreviewed only
☐ Show only hidden items

Showing 1–28 of 28 alarms

Start and End are the device's own clock. Review times are this server's clock.

Start	End	Type	Source	Reading	Alarm Limits	Reviewed
▶ 9/15/2026 7:50 PM		Sensor Disconnect	Sensor: Home Fridge			Pending
▶ 9/15/2026 7:50 PM		Sensor Disconnect	Sensor: Rick's desk temp-RH			Pending
▶ 8/22/2026 6:16 PM		AC Connected	Device			Pending
▶ 8/22/2026 6:16 PM		AC Disconnected	Device			Pending
▶ 8/22/2026 6:03 PM		AC Connected	Device			Pending
▶ 8/22/2026 6:03 PM		AC Disconnected	Device			Pending
▶ 8/10/2026 6:38 AM		AC Connected	Device			Pending
▶ 8/10/2026 6:38 AM		AC Disconnected	Device			Pending
▶ 8/10/2026 6:28 AM		AC Connected	Device			Pending
▶ 8/10/2026 6:28 AM		AC Disconnected	Device			Pending
▶ 8/10/2026 5:48 AM		AC Connected	Device			Pending
▶ 8/10/2026 5:48 AM		AC Disconnected	Device			Pending
▼ 8/10/2026 1:23 AM	ended (unknown)	Alarm	Home Fridge: TEMPERATURE	41.81°F	Alarm levels were set to < 32.45°F and > 48.02°F.	Pending

Reviewer comment (max 256 chars)
(no comment)

Figure 9. Alarm history as seen by a View Only user: review status is shown but can't be changed

9. Preferences and Email Notifications

Click **Preferences** at the bottom of the menu to set your display units and choose which alarm emails you receive. Administrators also see **Configure notifications for** at the top, to set preferences for any user.

Preferences

Configure notifications for
info@e2di.com (you)

Units

Follow device matches each sensor to the unit configured on its TV2's LCD — useful for deployments where some devices use one unit and others use another. Choosing °F, °C, inH2O, or hPa forces that unit everywhere regardless of the device's own setting.

Temperature: °F Pressure: inH2O

Save Units

Email Addresses

Primary Email: info@e2di.com Secondary Email: 5551234567@tmail.net

Change on the Users page

☒ Email notifications enabled
☐ AC Power Lost / Restored (device-level event)
☒ Sensor Change (hot-swap or port move — device-level event)

Save Preferences

Sensor Subscriptions Expand all Collapse all

Choose which event types you want emails for, per sensor. New sensors are subscribed to all categories by default.

Sensor	Alert all / none	Alarm Start all / none	Alarm End all / none	Disconnect all / none	Ack all / none
▼ 25062301 (25062301)					
Port 1: Home Fridge (246)	☐	☒	☐	☐	☐
Port 3: Rick's desk temp-RH (153)	☐	☒	☐	☐	☐

Figure 10. The Preferences page

Units

Choose **Follow device** to show each sensor in the unit set on its TV2's display. Choose °F, °C, inH2O or hPa to use that unit everywhere. Click **Save Units**.

Email addresses

- **Primary Email** is set by an administrator on the **Users** page.
- **Secondary Email** is an optional second address. **To get alarms as text messages**, sign up with a paid email-to-text (SMS) service, which gives you an email address that forwards each message to your phone as a text, and enter that address here. Most mobile carriers no longer offer this free.
- Tick **Email notifications enabled** to receive alarm emails, and tick **AC Power Lost / Restored** and **Sensor Change** to be told about those device-level events.

Click **Save Preferences**.

Sensor subscriptions

Choose which emails you want for each sensor. New sensors are subscribed to everything by default. Use **all / none** to switch a whole column on or off.

Category	You're emailed when...
Alert	A reading reaches the sensor's low or high alert level.
Alarm Start	A sensor goes into alarm.
Alarm End	A sensor comes back within its limits.
Disconnect	A sensor stops reporting.
Ack	An alarm is acknowledged (reviewed).

10. Administration

These pages are available only to administrators.

Users

The **Users** page lists every account with its Login ID, name, email, role and sign-in status. The **Sign-in** column flags passwords shorter than the current minimum, for example "Password too short". **NEW** Use **Edit**, **Reset Password** and **Delete** to manage an account, or **Add User** to create one.

The screenshot displays the TVIEW User Management interface. On the left is a dark sidebar with navigation links: Dashboard, Devices, Alarms (1 not set), Data Export, Data Maintenance, Users (selected), System Settings, Audit Trail, System Status, and Admin Events. The main area is titled 'User Management' and contains a table of users. A modal window titled 'Add User' is open in the center, showing the form for creating a new user.

Login ID	Name	Email	Role	Sign-in	Actions
info@e2di.com	Rick	info@e2di.com	Admin	Password too short	Edit Reset Password Delete
Rick	Reviewer user		Reviewer		Edit Reset Password Delete
rickk	Viewer				Edit Reset Password Delete

Add User

Login ID:

Name: Role:

Email: Secondary Email:
Optional second address for alarm emails. For text alerts, use the phone carrier's SMS email gateway (e.g. 5551234567@tmomail.net).

Phone: Location:

☒ Email notifications enabled

Visible devices: [select all](#) [clear](#)
Which TVs this user can see in the Dashboard, Alarms, and Data Export. An unchecked device is completely hidden from this user; leave every box unchecked and the user sees nothing. Admins always see everything and are unaffected by this list.

☐ 25062301 (25062301)

Password: Confirm Password:
At least 10 characters.

Figure 11. Adding a user

- Enter a **Login ID**, **Name** and **Role** (Admin, Reviewer or View Only), plus **Email**, optional **Secondary Email**, **Phone** and **Location**.
- Tick **Email notifications enabled** if the user should receive alarm emails.
- Under **Visible devices**, tick the TV2 monitors this user may see. **A user with no devices ticked sees nothing.** Admins always see everything.
- Set a **Password** of at least 10 characters, confirm it, and click **Create**.

A deleted user's Login ID can't be reused for someone else, so the Audit Trail always identifies the right person.

NEW

System Settings

TView

SERVICE

1 device online

MONITOR

Dashboard

Devices

Alarms1 not set

DATA

Data Export

Data Maintenance

ADMIN

Users

System Settings

Audit Trail

SYSTEM

System Status

Admin Events

Support

Preferences

info@e2di.comv1.0.0

Server Settings

Network

Web UI Port

5170

HTTP port for the web interface (default: 5170). Requires restart.

Data Storage

Data Path

C:\ProgramData\2DI

Leave blank to use default: C:\ProgramData\2DI

☐ Export sample data as monthly CSV files (in addition to the database)

When enabled, regenerates per-sensor Non-YYYY log.txt files from the database every few minutes. Useful only if you have external tools that read these files; the dashboard and Data Export page don't need them. Off by default.

Access Control

☒ Allow anonymous dashboard viewing

When enabled, unauthenticated users can view the monitoring dashboard (read-only).

Sign-in Security

Minimum password length

10

Applies when a password is set. Existing shorter passwords keep working and are flagged on the Users page.

Sign out after inactivity (minutes)

30

View Only accounts are not signed out, so a wall-mounted dashboard can stay up. Takes effect at each user's next sign-in.

Lock an account after repeated failed sign-ins

Failed sign-ins

5

Within (minutes)

15

Lock for (minutes)

15

A locked account is reported under Admin Events. Resetting the user's password lifts the lock.

Alarm Review

☐ Require a reviewer comment when acknowledging an alarm

For regulatory-review installations: the Submit button is blocked until every alarm being acknowledged has a non-empty comment.

SMTP Email

SMTP Server

e2di.com

Port

587

Account Email (sender)

info@e2di.com

Password

(unchanged)

☒ Enable TLS

Email Temperature Unit

Fahrenheit (primary)

Email Pressure Unit

inh2O (primary)

☐ Rate-limit alarm emails

Window (hours)

24

When on, at most one email per (device, sensor, category) per window. Applies to Alert, Alarm Start, Alarm End, and Ack notifications. Disconnect and AC events are always emailed. Resets on service restart.

Global alarm email note

Optional. Appears at the top of every alarm email, above the alarm details.

Sent with every alarm email, whichever device fired it—site-wide escalation instructions, a phone tree, compliance wording. A device's own note (at when registering or editing it) still appears at the bottom, so the two can be used together. Leave empty to send nothing. Max 500 characters.

Save & Test

Preview Recipients

Reset

Save Settings

System Information

Data Path: C:\ProgramData\2DI

Default Path: C:\ProgramData\2DI

Web Port: 5170

Restart Service

Figure 12. System Settings

System Settings options

Setting	What it does
Web UI Port	The port for the web interface (default 5170). Changing it requires a restart.
Data Path	Where data is stored. Leave blank to use C:\ProgramData\2DI .
Export sample data as monthly CSV files	Also writes readings to monthly text files for other programs that need them. Off by default.
Allow anonymous dashboard viewing	Lets people view the dashboard read-only without signing in.
Sign-in Security NEW	Minimum password length ; Sign out after inactivity (minutes; View Only accounts are never signed out); and account lock-out: how many Failed sign-ins Within how many minutes Lock for how long. Locked accounts are reported under Admin Events, and resetting the user's password lifts the lock.
Require a reviewer comment...	Blocks alarm review until every selected alarm has a comment.
SMTP Email	The mail server, port, sender account, password and TLS setting used to send alerts. Save & Test sends a test email. Preview Recipients shows who would receive each alarm (below).
Email Temperature / Pressure Unit	The units used in alarm emails.
Rate-limit alarm emails	Sends at most one email per device, sensor and category within the chosen window (hours). Disconnect and AC power emails are always sent.
Global alarm email note	Text added to every alarm email, such as escalation instructions or a phone tree. A device's own note is added below it.

Click **Save Settings** to save. **Restart Service**, under **System Information**, restarts TView Service; monitoring resumes automatically.

Preview Recipients (Notification Preview)

Click **Preview Recipients** in System Settings to open the Notification Preview page. It shows who would receive a particular alarm email right now, using the same rules TView Service uses when a real alarm happens. Use it to check your email setup, or to answer "did anyone actually get the email?" without waiting for an alarm.

Notification Preview

Pick a device (and optionally a sensor + alarm category) to see who would receive that notification right now. Same gating logic the live dispatcher uses — handy for diagnosing "did anyone actually get the email?"-style questions without waiting for a real alarm.

Users currently receiving nothing

These accounts will not receive any alarm email as configured. Severity 1 means the account looks set up but is silent; 3 means notifications were switched off deliberately.

User	Role	Email	Why
Rick	Reviewer	—	No email address Notifications are enabled but neither the primary nor secondary address is set.
rickk	ViewOnly	—	No email address Notifications are enabled but neither the primary nor secondary address is set.

[Re-check](#)

Device: 25062301 (25062301) | Sensor (optional): — Any sensor — | Alarm category (optional): Alarm start

Would receive (1 user)

User	Primary email	Secondary email
info@e2di.com	info@e2di.com	—

Resolved To: addresses (1)

Each alarm email is sent as a separate message with one of these in the To header.

- info@e2di.com

Figure 13. Notification Preview, checking who would be emailed when an alarm starts on one device

Users currently receiving nothing

The top of the page lists every account that won't receive any alarm email as things are set up now. The **Why** column gives the reason, for example "No email address", meaning notifications are switched on but the user has no primary or secondary email address. Fix the problem (add an address on the Users page, or turn notifications on in the user's Preferences), then click **Re-check** to refresh the list.

Problems are graded by severity: 1 means the account looks set up but won't get emails, which usually needs fixing; 3 means notifications were switched off on purpose.

Checking a particular alarm

1. Choose the **Device**.
2. Optionally choose a **Sensor**, or leave **Any sensor**.
3. Optionally choose an **Alarm category**: **Alert (low/high)**, **Alarm start**, **Alarm end**, **Sensor disconnect**, **AC power on/off** or **Alarm acknowledged**. Leave **Any (baseline)** to check general delivery.

The page then shows:

- **Would receive**: each user who would be emailed, with their primary and secondary addresses.
- **Resolved To: addresses**: the final list of email addresses. Each alarm email is sent as a separate message to each address.

If someone you expect is missing, check that they have an email address, that notifications are enabled, that the device is ticked under their **Visible devices**, and that they're subscribed to that sensor and category in their Preferences.

Audit Trail NEW

The **Audit Trail** records who did what, and when: sign-ins, changes to users, devices and settings, alarm reviews and hide actions, data exports and data deletions. Entries are kept for seven years and can't be edited or removed from within TView. Passwords are never recorded.



1 device online

MONITOR

Dashboard

Devices

Alarms 1 not set

DATA

Data Export

Data Maintenance

ADMIN

Users

System Settings

Audit Trail

SYSTEM

System Status

Admin Events

info@e2di.com v1.0.0

Support Preferences

Audit Trail

Who did what, and when: sign-ins, changes to users, devices and settings, alarm hide and review actions, data exports, and data deletions. Entries are kept for 7 years and cannot be edited or removed from within TView. Passwords are never recorded, only the fact that one was changed.

Type

— All —

User

Login ID

From

mm / dd / yyyy

To

mm / dd / yyyy

Refresh

Time (server clock)	User	Action	On	Details
2026-10-26 18:46:29	info@e2di.com	Signed in	Web UI	Role Admin; from 127.0.0.1
2026-10-26 18:42:57	info@e2di.com	Signed in	Web UI	Role Admin; from 127.0.0.1
2026-10-25 22:09:52	rickk	Signed in	Web UI	Role ViewOnly; from 127.0.0.1
2026-10-25 22:08:45	rickk	Signed in	Web UI	Role ViewOnly; from 127.0.0.1
2026-10-25 22:08:35	info@e2di.com	Signed out	Web UI	from 127.0.0.1
2026-10-25 22:08:32	info@e2di.com	Password reset	rickk	Password set by an admin
2026-10-25 22:08:02	info@e2di.com	Signed in	Web UI	Role Admin; from 127.0.0.1
2026-10-25 22:07:49	rickk	Sign-in failed	Web UI	Wrong password
2026-10-25 21:50:47	rickk	Sign-in failed	Web UI	Wrong password
2026-10-25 21:50:41	rickk	Sign-in failed	Web UI	Wrong password
2026-10-25 21:48:21	info@e2di.com	User edited	rickk	Role: 'Reviewer' -> 'ViewOnly'
2026-10-25 21:36:31	rickk	Sign-in failed	Web UI	Wrong password
2026-10-25 21:36:25	rickk	Sign-in failed	Web UI	Wrong password
2026-10-25 21:35:19	Rick	Signed in	Web UI	Role Reviewer; from 127.0.0.1
2026-10-25 21:32:08	info@e2di.com	Signed in	Web UI	Role Admin; from 127.0.0.1
2026-10-25 21:21:45	info@e2di.com	Password reset	rickk	Password set by an admin
2026-10-25 21:21:19	info@e2di.com	Password reset	Rick	Password set by an admin
2026-10-25 21:20:30	info@e2di.com	User edited	rickk	Name: 'Rick' -> 'Viewer only user'
2026-10-25 21:20:09	info@e2di.com	User edited	Rick	Name: (blank) -> 'Reviewer user'; Role: 'ViewOnly' -> 'Reviewer'
2026-10-25 21:17:28	info@e2di.com	Signed in	Web UI	Role Admin; from 127.0.0.1

Figure 14. The Audit Trail

Filter by **Type** (Sign-in, Users, Devices, Server settings, Alarms, Data maintenance, Data exports), by **User**, or by date with **From** and **To**, then click **Refresh**. Times are the server's clock. The **Details** column shows exactly what changed, for example "Role: 'ViewOnly' -> 'Reviewer'".

Data Maintenance

Data Maintenance

Trim old **sensor readings** from a device's server-side sample store — the logged measurements behind the dashboard charts and Data Export. This is mostly a cosmetic tidy-up so the DB doesn't accumulate years of history — it is not a way to permanently delete data. The safety cutoff is fixed at **30 days**; anything more recent than that is off-limits. Use the OOB wipe path if you actually need to erase recent data.

This does not remove alarms. Alarm history — including alarms you have reviewed or hidden — is stored separately and is not affected by anything on this page. Hiding an alarm only removes it from the Alarms list; the record is kept.

Note: the TV2 retains its own sample history on-device. Retention depth varies with the configured sample frequency and cannot be predicted in advance. Rows that fall within the TV2's current retention window will be re-downloaded on the next catchup cycle. Readings older than that, and the monthly CSV files, cannot be recovered once deleted.

Delete sensor readings older than

Device: — Select —

Delete sensor readings older than: 09/26/2026

Readings with a timestamp before this date will be deleted, along with the monthly CSV files (Non-YYYY_1og.txt) for months entirely before it. Alarms are not affected.

Preview

Removed devices

When a device is removed, its alarms, review state and comments are kept here, and come back automatically if the same device is registered again. They take very little space. Purging deletes them permanently.

No removed devices have archived alarms.

Re-sync from TV2 storage

Pull every sample the selected TV2 still has in its on-device storage and merge it into the server database. Useful after a bug fix that changed how samples are stored, or when investigating missing chart data. Normal polling continues in parallel — this launches a separate background thread. Bounded by whatever the TV2's retention buffer still holds.

Device: — Select —

Re-sync from TV2

Figure 15. Data Maintenance

- **Delete old readings:** choose a device and a date, and click **Preview**. The preview shows what will be removed, including how many monthly files and how much disk space, before you confirm. The matching monthly CSV files are deleted too, so the space is actually freed. **NEW** Alarm history isn't affected. Readings from the last 30 days can't be deleted here. Readings still held in the TV2's memory are downloaded again automatically, but older readings and the monthly files can't be recovered once deleted.
- **Removed devices:** alarms, review status and comments of removed devices are kept here, and come back automatically if the device is registered again. Purging deletes them permanently. **NEW**
- **Re-sync from TV2 storage:** copies everything still stored in a TV2's memory back into the server database. Use it if readings appear to be missing from charts.

Each night TView Service saves a safety copy of each device's readings and keeps the most recent one. Each TV2 also keeps its own history, and TView Service fills in from it automatically if anything is lost on the server.

System Status

Shows the number of devices, active downloads and users, the data path, and whether **Sleep Prevention** is active. The **Device Status** table shows each TV2's connection, data sync status and clock offset.

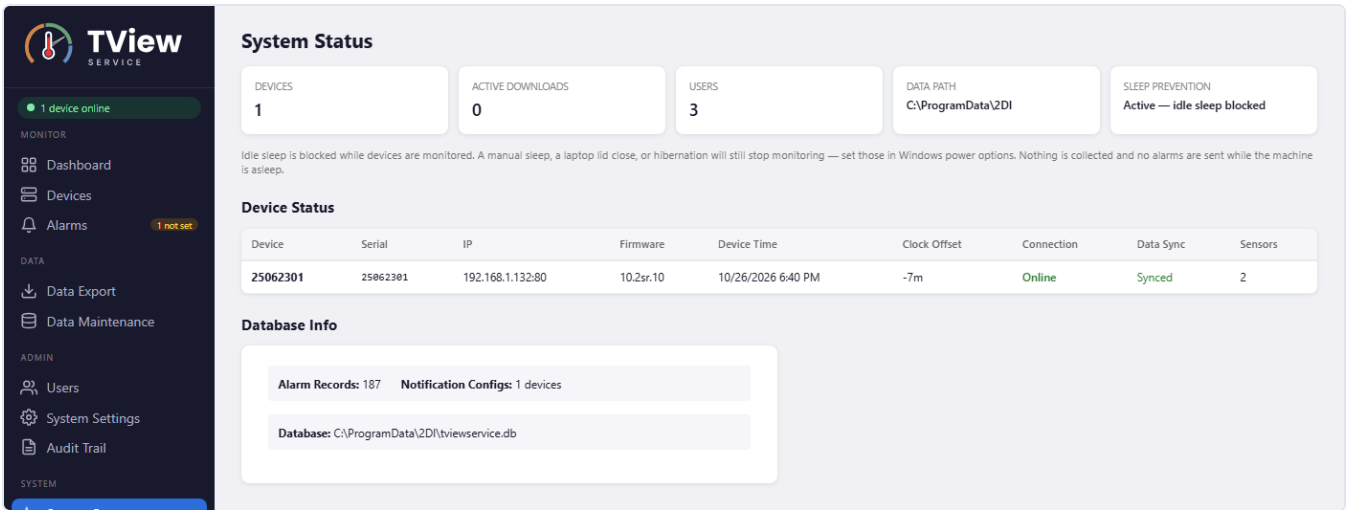


Figure 16. System Status

Admin Events

A log of events administrators should know about: email failures, devices going offline, sensors swapped or moved, implausible readings, locked accounts and data migrations. Filter by **Category** and **Severity**. The last 1,000 events are kept.

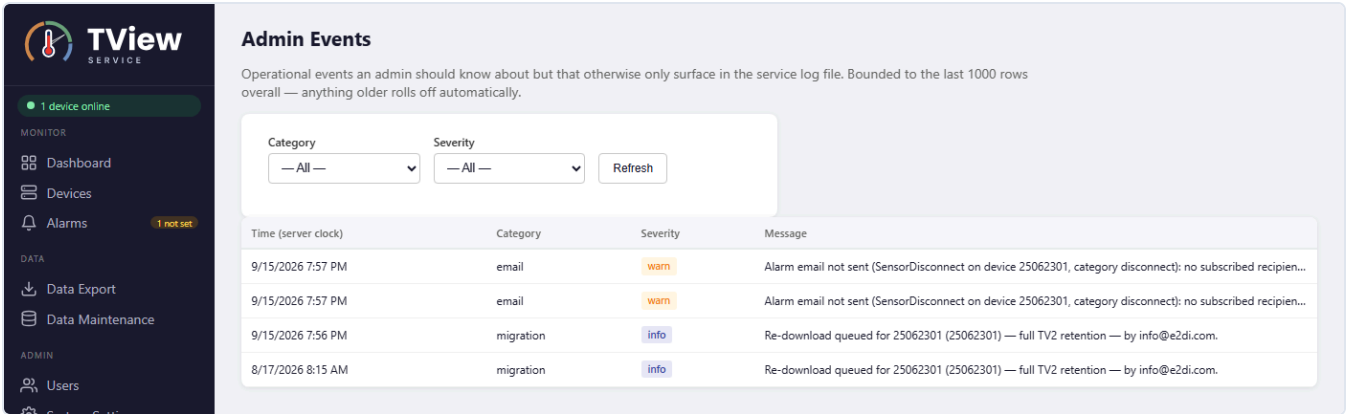


Figure 17. Admin Events

11. Troubleshooting

What you see	What to do
"Invalid user ID or password"	Check the User ID (it may differ from your email address) and password. After repeated failures the account locks for a few minutes: wait, or ask an administrator to reset your password.
You're signed out unexpectedly	You were inactive for longer than the sign-out time (30 minutes by default). Sign in again.
"Reconnecting to TViewService"	The browser lost its connection to the server. Monitoring continues on the server, and the page reloads by itself when the connection returns. If it doesn't, check that the server is on and connected.
Other computers can't open the dashboard	Use the server's network address, not <code>localhost</code> . Version 1.0.0 adds the firewall rule automatically; if you upgraded, remove any old rule you created yourself.
A sensor card shows Disconnected	Check the sensor's plug and cable at the TV2. For wireless sensors, check the battery and distance from the TV2.
A device shows a clock offset, such as (-7m)	The TV2's clock differs from the server's, usually from drift or daylight saving time. Readings use the TV2's own clock, and TView Service never changes either clock. Changing a TV2's clock can cause data loss, so check with 2DI first.
No alarm emails are arriving	Use Preview Recipients in System Settings to see who should receive them, and check Admin Events for email failures such as "no subscribed recipients". Use Save & Test to test the email account.
Readings missing from a chart	Use Re-sync from TV2 on the Data Maintenance page.
Monitoring stops overnight	The server went to sleep. TView Service blocks idle sleep, but a manual sleep, closing a laptop lid or hibernation still stop monitoring. Change these in Windows power options.

Getting help

Click **Support** at the bottom of the menu, or contact Two Dimensional Instruments:

- Phone: (502) 243-0042 or toll-free (877) 241-0042
- Email: info@e2di.com
- Web: www.e2di.com

When you call, have the version number ready. It's shown under your name at the bottom of the menu, for example **v1.0.0**.