

# ICS Technology

# PADS Viewer Manual

PADSViewer

## Welcome to PADS Viewer

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Welcome to PADS (Public Area Display System), one of the most advanced and complete digital signage software packages that are available today.

This PADS Viewer manual describes the possibilities of PADS Viewer, the application for displaying PADS presentations.



PADSViewer

## Starting PADS Viewer

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PADS Viewer is the application for displaying PADS presentations. Normally, you will have one PADS Viewer per Viewer PC, which controls the display that is connected to this PC. However it is also possible to run multiple PADS Viewers on one single PC, driving one or more displays.

### To start the PADS Viewer application

1. Click the **Start** button on the Windows taskbar.
2. Select **Programs** and then **PADS 3.1 Professional**.
3. Select **Viewer**.

or

1. Double click the **PADS 3.1 Prof Viewer** icon on the Windows desktop.

or

1. In Windows, go to the folder containing the PADS Viewer program files.
2. Double click the **PADSViewer.exe** item.

### Remarks

- When the PADS Viewer application is started for the very first time then the PADS Viewer Configuration Wizard will be shown. This wizard enables you to define the required configuration settings (like the Viewer Name and the PADS Server Name) before you start using the PADS Viewer application. See the PADS Installation manual for more information on the PADS Viewer Configuration Wizard).
- The first time the PADS Viewer application is started it will also automatically adjust the size of the PADS Viewer window to cover the entire screen. If required these settings can be adjusted manually afterwards.
- To start multiple Viewers on one single PC with each Viewer having it's own unique program settings you must call the PADSViewer.exe program with the location and name of the program settings XML file as a command line argument (for example: PADSViewer.exe c:\Settings\Viewer1\Viewer1.xml). For more detailed information about this please see the PADS Installation help file.

### Tips

- By default the PADS Viewer application is placed into the Windows **StartUp** folder with the installation. If you don't want the PADS Viewer application to be automatically started with the startup of the Viewer PC then you have to manually remove this item from the **StartUp** folder after installation.

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## Adjusting settings

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The PADS Viewer application has a number of configuration settings that together determine the overall working of the application.

### To adjust one or more of the application settings

1. Start the PADS Viewer application.
2. Place the mouse pointer somewhere in the PADS Viewer window.
3. Click the right mouse button and select **Settings** from the context-sensitive menu.

or

1. Start the PADS Viewer application.
2. Press the key combination [Alt]+[Enter].

or

1. In Windows go to the folder containing the PADS Viewer program files.
2. Select the file PADSViewer.xml and open it with a text editor application.
3. Manually make the changes to the program settings.

IMPORTANT: Please note that the PADS Viewer application will not immediately take over all changes made. Some adjustments are only renewed with a certain interval which may take up to several minutes. This also states for changes made directly to the PADSViewer.xml file.

### Options overview

#### [Position settings](#)

These settings determine the position of the window of the PADS Viewer application.

#### [Size settings](#)

These settings determine the size of the window of the PADS Viewer application.

#### [Identification settings](#)

These settings determine the unique identification of the Viewer within the PADS system.

#### [Layout Server connection settings](#)

These settings determine the communication between PADS Viewer and PADS Layout Server for retrieval of presentations and schedules.

#### [Data Server connection settings](#)

These settings determine how PADS Viewer retrieves real-time data from external data sources.

#### [Viewer window settings](#)

These settings determine the style of the PADS Viewer application.

#### [Background settings](#)

These settings determine the background picture that will be displayed by the PADS Viewer application when there is no other information to be displayed.

#### [Reboot settings](#)

These settings enable you to schedule a periodic reboot of the PADS Viewer PC.

#### [Server date/time synchronisation settings](#)

With these settings you can specify whether or not the date/time of the PADS Viewer PC must be synchronised with the PADS Server PC.

#### [Log settings](#)

These settings enable you to define a log file in which valuable information about the application process will be stored.

#### [Presentation schedule settings](#)

These settings determine if the PADS system will keep a local cache with all schedule information of the individual Viewer.

#### [Content synchronisation settings](#)

These settings determine the process of synchronising content files (videos, pictures etc.) between the PADS Server PC

and the PADS Viewer PC.

#### [Watchdog settings](#)

These settings enable you to activate a watchdog process that controls your PADS Viewer application.

#### [Agent Server connection settings](#)

These settings determine the communication with the PADS Agent Server for exchanging information to do remote management with the PADS Agent application.

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## Position settings

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These settings determine the position of the windows of the PADS Viewer application.

### Settings

#### Horizontal

Horizontal position (in pixels) of the PADS Viewer window.

#### Vertical

Vertical position (in pixels) of the PADS Viewer window.

### Remarks

- The final position of the displayed presentations is determined by the combination of the position properties of the PADS Viewer application and the position properties of the presentation (see PADS Designer documentation).

The position properties of the PADS Viewer application determine the position of the PADS Viewer window where the position properties of the presentation determine the position within the PADS Viewer window.

### Tips

- In most situations both the horizontal and vertical position settings will be set to 0 to use the entire screen for the PADS Viewer window. However, by setting the horizontal and/or vertical position setting to a different value it is possible to have the PADS Viewer window cover only a certain part of the entire screen. In this way it is possible to use the PADS Viewer application in combination with other applications that use the other part of the screen or to use multiple PADS Viewer applications that will run completely independent from each other.
- If you have a Viewer PC with multiple displays connected then you can use the position settings to make that the PADS Viewer window is displayed on one of the connected displays.

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## Size settings

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These settings determine the size of the window of the PADS Viewer application.

### Settings

#### Size

You can choose one of the predefined sizes (Full screen, 640x480, 800x600, 1024x768 or 1280x1024) or specify a custom size. All sizes are measured in pixels.

## Automatic scaling presentations

### Automatic scale presentations to the specified viewer size

When a presentation is created using a different size, this option allows the viewer to adjust the presentation to the current viewer window setting. This way it is possible to create a default presentation that can be shown full screen on viewers which have a different window size.

### Maintain aspect ration

Enable this option to keep the aspect ratio of the presentation.

## Remarks

- The final size of the displayed presentations is determined by the combination of the size properties of the PADS Viewer application and the size properties of the presentation (see PADS Designer documentation).

The size properties of the PADS Viewer application determine the size of the PADS Viewer window where the size properties of the presentation determine the size within the PADS Viewer window.

If the size properties of the presentation are set to a higher value than the size properties of the PADS Viewer application then a part of the presentation will not be visible.

## Tips

- The custom size can be applied for instance to support a wide-screen display device with an aspect ratio of 16:9.
- In most situations the size settings will be set to the screen resolution to use the entire screen for the PADS Viewer window. However, by setting the size settings to a different value it is possible to have the PADS Viewer window cover only a certain part of the entire screen. In this way it is possible to use the PADS Viewer application in combination with other applications that use the other part of the screen or to use multiple PADS Viewer applications that will run completely independent from each other.
- If you have a Viewer PC with multiple displays connected then you can use the size settings to make that the PADS Viewer window will cover all connected displays. In this way you can use the PADS Viewer application to control a video wall.

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## Identification settings

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These settings determine the unique identification of the Viewer within the PADS system. Each Viewer needs a unique address in order to schedule presentations for it.

## Settings

### Viewer Name

The logical name that uniquely identifies the Viewer within your PADS system.

## Remarks

- The **Viewer name** can have a maximum length of 50 characters. Spaces are not allowed and the specified name is not case-sensitive.
- If you specify a **Viewer name** that already exists in the PADS database then as a result PADS Viewer will automatically retrieve the scheduled presentations for this Viewer (assumed that the system has been configured properly). If the specified Viewer name does not yet exist in the PADS database then it will automatically be added after PADS Viewer has successfully setup a connection with the PADS Layout Server software.

## Tips

- In many situations it is a good idea to use the computer name as **Viewer name**, because this name is already

unique within your network. Also for administrative purposes it is sometimes easiest to keep both the computer name and the viewer name the same. To fill in the computer name as viewer name you can use the **Computer Name** button right to the **Viewer Name** input field.

- It's also possible to specify #computername# as **Viewer Name**. In this case PADS Viewer will automatically replace this name with the existing computer name when the Viewer starts up. With this it is possible to install a large number of PADS Viewer PCs all with the same generic XML file.

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## Layout Server connection settings

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These settings determine the communication between PADS Viewer and PADS Layout Server for retrieval of presentations and schedules.

### Settings

#### Server Name

Here you must enter the network address (computer name or TCP/IP address) of the PC that runs the PADS Layout Server software. If the PADS Layout Server software has been installed on the same PC as the PADS Viewer software then you can enter the local computer name or 'localhost' as server name.

#### Port

The PADS Viewer software communicates with the PADS Layout Server service over TCP/IP using a jointly used port number. The default port number for this is 5657. Valid port numbers are in the range 5000 - 64000.

#### Backup Server Name

Optionally you can enter the network address (computer name or TCP/IP address) of the PC that will act as a backup for the PADS Layout Server PC. This PC also needs to have the PADS Layout Server software installed and running. In case of a network or hardware failure PADS Viewer will automatically switch over to the backup server. If the Backup Server Name is left blank then no backup server will be used.

### Remarks

- If PADS Viewer communicates with PADS Layout Server over the Internet and the PADS Layout Server PC is located behind a router then you must specify the public IP address of the router as the **Server Name**. In addition you will have to use port forwarding in the router on the Server PC to make sure that all incoming calls for port number 5657 (or any port number you have specified) will automatically be forwarded to the Server PC where the PADS Layout Server software runs. For more information about this see the PADS Installation help file.
- In order for PADS Viewer to make connection with the PADS Layout Server service it is required that the PADS Layout Server service has been installed on the specified server PC and is up and running. To check if the service is running, go to the Services folder in Windows and look if the service with the name 'PADS Layout Server' has been started. Beside this also the service with the name 'PADS Server' must be up and running.
- If the PADS Viewer must switch over to the Backup Server then the system will keep checking if the primary Server will be available again. As soon as the primary Server is up and running again the system will automatically switch back to the primary Server again.
- Please be aware that when you change the port number for PADS Viewer to communicate with PADS Layout Server that you also has to change this port number to EXACTLY THE SAME VALUE for all other PADS Viewers as well as the PADS Layout Server. The port number of the PADS Layout Server service can be changed by starting the PADS Layout Server Configuration Wizard (see Installation manual).

### Tips

- If the PADS Layout Server service has been installed on the same PC as the PADS Viewer software then it is always recommended to enter 'localhost' instead of your computer name. The reason for this is that 'localhost' will still work when your computer name will change in the future. Also using the computer name will result in a poorer performance, because the system will search your network environment for your own local computer.

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## Data Server connection settings

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These settings determine how PADS Viewer retrieves real-time data from external data sources.

### Settings

#### Viewer retrieves real-time data directly

If this option is selected then each PADS Viewer will handle itself the retrieval, processing and displaying of real-time data. For instance when a presentation uses a data provider that connects to Microsoft SQL Server then this means that each individual PADS Viewer will connect directly to SQL Server to retrieve data.

#### Use Data Server for retrieving real-time data

If this option is selected then the PADS Viewers will connect to the PADS Data Server service which will handle the retrieval, processing and distribution of real-time data for all PADS Viewers.

#### Server Name

Here you must enter the network address (computer name or TCP/IP address) of the PC that runs the PADS Data Server software. If the PADS Data Server software has been installed on the same PC as the PADS Viewer software then you can enter the local computer name or 'localhost' as server name.

#### Port

The PADS Viewer software communicates with the PADS Data Server service over TCP/IP using a jointly used port number. The default port number for this is 5658. Valid port numbers are in the range 5000 - 64000.

#### Data Server refresh rate

Frequency with which PADS Viewer will contact the PADS Data Server to retrieve new real-time data.

#### Backup Server Name

Optionally you can enter the network address (computer name or TCP/IP address) of the PC that will act as a backup for the PADS Data Server PC. This PC also needs to have the PADS Data Server software installed and running. In case of a network or hardware failure PADS Viewer will automatically switch over to the backup server. If the Backup Server Name is left blank then no backup server will be used.

### Remarks

- If PADS Viewer communicates with PADS Data Server over the Internet and the PADS Data Server PC is located behind a router then you must specify the public IP address of the router as the **Server Name**. In addition you will have to use port forwarding in the router on the Server PC to make sure that all incoming calls for port number 5658 (or any port number you have specified) will automatically be forwarded to the Server PC where the PADS Data Server software runs. For more information about this see the PADS Installation help file.
- In order for PADS Viewer to make connection with the PADS Data Server service it is required that the PADS Data Server service has been installed on the specified server PC and is up and running. To check if the service is running, go to the Services folder in Windows and look if the service with the name 'PADS Data Server' has been started.
- If the PADS Viewer must switch over to the Backup Server then the system will keep checking if the primary Server will be available again. As soon as the primary Server is up and running again the system will automatically switch back to the primary Server again.
- Please be aware that when you change the port number for PADS Viewer to communicate with PADS Data Server that you also has to change this port number to EXACTLY THE SAME VALUE for all other PADS Viewers as well as the PADS Data Server. The port number of the PADS Data Server service can be changed by starting the PADS Data Server Configuration Wizard (see Installation manual).

### Tips

- Both retrieving real-time data directly and retrieving data via PADS Data Server have certain advantages. Therefore it depends on your local situation which is the best option to choose.

The advantage of using a data server for retrieving real-time data is that the PADS Data Server service will combine (almost) identical data requests from multiple PADS Viewers into one single data request to the specified data source. This can strongly reduce the required CPU usage.

On the other hand if you have a fast network environment with enough capacity then it could be interesting to let each PADS Viewer be responsible for its own real-time data and thus reduce the system load on the Server PC.

Finally if you use a database (like Microsoft Access) for which you need to specify the file name including the full path to access it, it could save you a lot of work when you use a data server. In this case you only have to make sure that the used path is valid seen from the PADS Data Server's point of view instead of that it must be valid for each individual viewer.

There are many other reasons to think of why you should choose for one option or the other.

- If the PADS Data Server service has been installed on the same PC as the PADS Viewer software then it is always recommended to enter 'localhost' instead of your computer name. The reason for this is that 'localhost' will still work when your computer name will change in the future. Also using the computer name will result in a poorer performance, because the system will search your network environment for your own local computer.

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## Viewer window settings

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These settings determine the style of the PADS Viewer application.

### Settings

#### Show title bar

If this setting is switched on then the window of the PADS Viewer application will contain a title bar. In the title bar the name of the Viewer will be displayed. Only if the title bar is made invisible you will be able to create a real full screen Viewer window.

#### Always on top

If this setting is switched on then the window of the PADS Viewer application will always stay on top. This means that any other window will be pushed behind the PADS Viewer window.

#### Show mousepointer

With this setting you can determine if you like the mousepointer to be visible or invisible when the PADS Viewer application runs.

#### Enable context menu

With this setting you can determine if the context menu (popup menu) of the PADS Viewer window will be accessible.

#### Show Windows taskbar

This setting determines if the Windows taskbar will be visible when the PADS Viewer application runs. Only if the Windows taskbar is made invisible you will be able to create a real full screen Viewer window.

#### Activate Windows Screensaver if no presentation active

If this settings is switched on then the PADS software will automatically activate the Microsoft Windows Screensaver when there is no scheduled presentation for PADS Viewer that must be displayed. As soon as a presentation must be shown again the system will automatically switch off the Screensaver.

#### Black out monitor when no presentation is active

This setting enables you to start or shutdown a monitor display based on the availability of presentations for the PADS Viewer. The number of second(s) indicates the idle period after which the display must be shut down.

### Remarks

- If the Windows taskbar is made invisible you are still able to call the Windows Start menu. You can do so by using the key combination [Ctrl]+[Esc].
- If the **Activate Windows Screensaver if no presentation active** setting is switched on then the PADS system will use the Screensaver settings that have been specified within Microsoft Windows. To select another Screensaver go to the Windows Control Panel and go to the Display properties.
- The Black out monitor setting can prevent the 'burn-in effect' for displays and thus help to extend the lifetime of the display. This function will call the generic Windows function for switching off the display. It can not be guaranteed that this function will work for all existing displays in the market.

## Tips

- If you use the PADS software to start external applications like Macromedia Flash Player or Microsoft PowerPoint Viewer then you must make sure that the **Always on top** setting of PADS Viewer has been switched off. Otherwise the external applications will not run in front of the PADS Viewer application.
- Switching on the **Show title bar** setting enables you to easily move the PADS Viewer window around your screen with the mouse. This is very useful with demonstrations. On the other hand it doesn't allow you to use the full-screen for the PADS Viewer window.
- If the mousepointer is invisible you can still control the PADS Viewer application with the keyboard. In this case you can use the key combination [Alt]+[Enter] to call the settings window or [Esc] to close the application.
- Especially in situations where you use the PADS Viewer application as an interactive application you probably don't want the users of the system to be able to use the context menu. This would enable them to change settings or close the application. Therefore you should switch off the **Enable context menu** setting in these situations.
- The way the Windows taskbar is shown when the PADS Viewer application runs is not only determined by the **Show Windows taskbar** setting as described above, but also by the taskbar properties of the Windows environment.
- The Black out monitor setting not only calls the generic Windows function for switching off the display. In addition also a value 'on' or 'off' will be written to the MonitorStatus program setting in the PADSViewer.xml file. This setting can be used by external applications to respond to the on/off event.

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## Background settings

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These settings determine the background image that is displayed by the PADS Viewer application when there are no PADS presentations to be displayed.

### Settings

#### Background picture

Here you can enter the file name (including the full path) of the picture that will be used as background picture. If no picture is specified then a black screen will be displayed as background for the PADS Viewer window.

#### Remarks

- If the specified picture is smaller than the size of the PADS Viewer window then the picture will automatically be displayed centered in the PADS Viewer window.
- At least the following picture file formats are supported: .bmp, .jpg, .jpeg, .png, .tif, .ico, .gif, .emf, and .wmf.

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## Reboot settings

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These settings enable you to schedule a periodic reboot of the PADS Viewer PC.

### Settings

#### Automatic Viewer PC reboot

If this setting is switched on then the PC on which the PADS Viewer application runs will automatically reboot at the

specified reboot time on a daily basis or on the specified days.

#### Reboot time

The time at which the PC must perform a reboot. The time must be specified in 24 hour format (HH:MM).

#### All days / ...

These settings enable you to specify the days on which the PC must perform a reboot.

#### Remarks

- The reboot functionality has been built-in especially as a solution for memory leaks in the Windows environment. Practice has turned out that some external applications that can be called from the PADS software may have a memory leak. If no action is taken this may lead to a situation where the PC will run out of memory and as a result the PADS Viewer software will no longer run properly.

To overcome this problem one can use the reboot function as described above. By rebooting the PC all memory will be released and thus the memory leak problem is solved.

- The specified reboot time will become effective immediately. So if you specify today as the reboot time 15:00 and the current time is 14:50, then the Viewer PC will be rebooted after 10 minutes.

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## Server date/time synchronisation settings

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These settings determine if the local system clock of the Viewer PC will be synchronised with the system clock of the PADS Server PC.

#### Settings

##### Synchronise PC clock with Server

If this setting is switched on then the Viewer PC will automatically synchronise the local system clock with the system clock of the PADS Server PC.

#### Tips

- In most situations it will be best switch on this synchronise option, to make sure that the date and time of both the Server PC and the PADS Viewer PC will run exactly in sync. If this is not the case it might happen that the information in the PADS Manager application will not correspond with the presentation that is displayed by the PADS Viewer application.
- If the PADS Viewers are installed in another time zone then the PADS Server PC or when you have a separate mechanism to synchronise the PC clocks of the PADS Viewer PCs it's possibly best to switch of the **Synchronise PC clock with Server** setting.

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## Log settings

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These settings enable you to define a log file in which valuable information about the application process will be stored.

#### Settings

##### Viewer application log file

The file name (including the full path) of the file that will be used by the PADS Viewer application to log information messages, warnings and errors. If the item is left blank then no logging will be applied by the PADS Viewer application.

#### **Viewer download content log file**

The file name (including the full path) of the file that will be used by the PADS Viewer application to log information about the downloading of content files. If an item in the log file is left blank then no download content logging will be applied by the PADS Viewer application.

This log file shows the progress of the content file download in percentages (%). When no download is possible an error message is written to the log file.

#### **Remarks**

- The Viewer log file that you specify should always point to a location on the local hard disk of the PADS Viewer PC. If this setting will point to a location elsewhere in the network then network errors can not be written to the log file.
- The log file contains information about starting/stopping the PADS Viewer application, version information, errors that have been detected in the network or presentations, database problems and much more.

#### **Tips**

- If you encounter any problems with the PADS Viewer software then the log file is the first item to look at to find out more details about the possible cause of the problem. Beside the Viewer log file you can always best consult the logs of the Microsoft Windows Event Viewer on the PADS Server PC as well.

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## Presentation schedule settings

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These settings determine if the PADS Viewer will keep a local cache with all schedule information of the particular Viewer. This local cache will be used to continue with playing the content - as good as possible - when the network connection with the PADS Server PC is temporarily not available.

#### **Settings**

##### **Save schedule info to disk**

If this setting is switched on then a copy of the schedule information that the PADS Viewer receives from the PADS Layout Server service is stored on disk.

#### **Remarks**

- As soon as a PADS presentation is scheduled in the PADS Manager application, the schedule information will be forwarded to the PADS Viewers and stored into the local cache of each Viewer. An exception to this are the recurrent schedules. For these schedules only the generated instanced (for the operational period) will be sent to the Viewer and locally stored. As a result a PADS Viewer will continue to play the scheduled presentations from cache in case of a network failure, but for the recurrently scheduled presentations this will stop after the operational period.
- The schedule information is stored in a XML file in the Window Temp folder. The name of this file is dynamically determined by the PADS system and will change every time.

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## Content synchronisation settings

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These settings determine the process of automatic synchronisation of content files (videos, pictures etc.) between the PADS Server PC and the PADS Viewer PC.

This means that a user only has to maintain the content files on the PADS Server PC instead of maintaining them separately for each individual PADS Viewer PC. As soon as a certain content file is placed into the PADS content folder or one of its subfolders on the PADS Server PC it will automatically be downloaded to a corresponding local folder on the PADS Viewer PC. The other way around when a certain content file is removed from the PADS content folder or one of its subfolders on the PADS Server PC it will automatically also be removed from the corresponding local folder on the PADS Viewer PC.

## Settings

### Automatic synchronisation of content files

When this setting is checked then the PADS Viewer software will automatically create a local PADS content folder (including subfolders) and will make sure that the content files in this folder will be an exact local copy of the PADS content folder on the PADS Server PC.

### Only during the following period

Optional setting for specifying a timespan during which the Viewer is allowed to synchronize content files.

### Synchronize all folders

(default setting) The PADS content folder including all subfolders will be synchronised between the PADS Server PC and the PADS Viewer PC.

### Synchronize specified folders only

Only the specified subfolders of the PADS content folder will be synchronised between the PADS Server PC and the PADS Viewer PC. Click Add.. to specify a new subfolder. The folder name you specify here must always be a subfolder of the PADS content folder and the name must be the EXACT name of this subfolder on the PADS Server PC. In addition you can specify if subfolders of this subfolder must be included as well.

### Priority

Specify the priority that must be used for downloading content files. A higher priority will use more network bandwidth and might influence the overall performance of the PADS Viewer PC.

### Use a different local synchronisation root folder

By default the software will create exactly the same PADS content folder name on the PADS Viewer PC as the name of the PADS content folder on the PADS Server PC. If you want to use a different folder name it can be specified here.

### Port number

By default the system will use port number 5660 to communicate with the PADS Server PC for synchronising content files. If a different port number must be used it can be specified here.

## Remarks

- CRC check: The PADS software does a binary CRC check on the files to verify that the file that must be downloaded is different from the one on the Viewer PC. Only if the binary content of a file on the Viewer PC and the Server PC is different the file will be downloaded. For example when you copy a file manually to a Viewer, and afterwards copy the same file to the Server, PADS will recognize that this file is already at the Viewer PC, even when the timestamps are different.
- If you manually delete content files on the Viewer PC and no change in content takes place at the Server PC, the Viewer will not download this file again from the Server PC until a change in the content structure on the Server occurs.
- The PADS Viewer software uses the specified Layout Server Name (see [Layout Server connection settings](#)) as the Server PC to synchronize with.
- The above settings determine the synchronisation process for the PADS Viewer. You must however also make sure that the synchronisation settings on the Server PC have been set correctly. For this you must run the PADS Layout Server Configuration Wizard on the Server PC (see PADS Installation manual for more information).
- The synchronisation process is a process that has a low priority. This means that it might take a while before a file that you have placed on the Server PC has been copied to the corresponding folder on the PADS Viewer PC. Of course this also depends on the file size and available network capacity.

## Tips

- It is recommended not to fill in the **Use different local synchronisation root folder** whenever possible to keep it the same as the corresponding folder on the Server PC, especially when you run the PADS Designer software on the Server PC. In this case you are ensured that the paths of linked content files (like pictures, videos, etc.) in your presentations are always valid for the PADS Viewer PC. If this is not the case then the content can not be displayed

by the PADS Viewer application, because the linked files can not be found.

- The synchronisation process has been developed to download content files from the PADS Server PC to the PADS Viewer PCs. The mechanism can however also be used to distribute other files to the PADS Viewers like custom developed applications.
- For more information about installing the synchronisation of content files, have a look at the PADS installation help file.

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PADSViewer

## Watchdog settings

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These settings enable you to activate a watchdog process that controls your PADS Viewer application.

### Settings

#### Enable Viewer watchdog

If this setting is switched on then a watchdog process will be started on your PADS Viewer PC. This process will control the PADS Viewer application and will take action when this application is no longer responding.

#### Timeout

When the PADS Viewer application is not responding for more than the specified number of minutes then the watchdog process will automatically force the Viewer PC to reboot.

### Remarks

- The watchdog function must be seen as an additional tool to make sure that the PADS Viewer PC can be self-supportive and doesn't need manual interaction in case of problems.
- The watchdog function will only check if the PADS Viewer application is still responding. It will not check if the PADS Viewer application is running. This means that the watchdog process will not force the PADS Viewer PC to reboot when the PADS Viewer application has been stopped in a normal way.

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PADSViewer

## Agent Server connection settings

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These settings determine the communication with the PADS Agent Server for exchanging information to do remote management with the PADS Agent application.

### Settings

#### PADS Agent Server is not located on the Layout Server PC

If the PADS Agent Server is located on a different PC than the PADS Layout Server PC then you have the possibility to specify a different name here.

#### Server Name

Here you must enter the network address (computer name or TCP/IP address) of the PC that runs the PADS Agent Server software. If the PADS Agent Server software has been installed on the same PC as the PADS Viewer software then you can enter the local computer name or 'localhost' as server name.

#### Use a different port number

By default the system will use port number 5777 to communicate with the PADS Agent Server PC. If a different port number must be used it can be specified here.

### Remarks

- If PADS Viewer communicates with PADS Agent Server over the Internet and the PADS Agent Server PC is located behind a router then you must specify the public IP address of the router as the **Server Name**. In addition you will have to use port forwarding in the router on the Server PC to make sure that all incoming calls for port number 5777 will automatically be forwarded to the Server PC where the PADS Agent Server software runs. For more information about this see the PADS Installation help file.
- In order for PADS Viewer to make connection with the PADS Agent Server service it is required that the PADS Agent Server service has been installed on the specified server PC and is up and running. To check if the service is running, go to the Services folder in Windows and look if the service with the name 'PADS Agent Server' has been started.

### Tips

- If the PADS Agent Server service has been installed on the same PC as the PADS Viewer software then it is always recommended to enter 'localhost' instead of your computer name. The reason for this is that 'localhost' will still work when your computer name will change in the future. Also using the computer name will result in a poorer performance, because the system will search your network environment for your own local computer.

PADSViewer

## Closing PADS Viewer

When you no longer want to display PADS presentations, you can close the PADS Viewer application.

### To close the PADS Viewer application

1. Place the mouse pointer somewhere in the PADS Viewer window.
2. Click the right mouse button and select **Exit** from the context-sensitive menu.

Or

1. Press the [Esc] key one or more times.