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## 1. System requirements

**Q1: Is it possible to use Microsoft SQL Server Express with testo Saveris Web Access?**

Yes. You can use Microsoft SQL Server Express with testo Saveris Web Access. But it is not recommended to use Microsoft SQL Server Express version due to the great performance limitations the Express version brings with itself.

**Q2: With which Browser can I use testo Saveris Web Access?**

Basically you can use testo Saveris Web Access with all current web browsers.

Explicitly supported are Microsoft Internet Explorer Version 9 or newer and the current versions of Mozilla Firefox, Google Chrome and Apple Safari.

For mobile Devices the current versions of Apple Safari and Android Standard Browser are explicitly supported.

**Q3: With which devices can I use testo Saveris Web Access?**

Testo Saveris Web Access supports almost all PCs, Tablets und Smartphones with a current web browser.

**Q4: Do I have to install additional Software to use testo Saveris Web Access?**

No. Once you have installed testo Saveris Web Access on your Server, every Device which is using testo Saveris Web Access does only need a current web browser.

**Q5: Is it also possible to install the testo Saveris Web Access webserver on Windows 7 and Windows 8 operating systems?**

Yes. The testo Saveris Web Access webserver does also work on operating Systems Windows 7 and Windows 8. Please remind that these operating systems have not been fully tested.

Generally it is not recommended to host testo Saveris Web Access on a desktop edition of Microsoft Windows. This is due to performance reasons.

**Q6: Does the testo Saveris Web Access also work on 32-bit operating systems?**

Yes. The testo Saveris Web Access does also work on 32-bit operating Systems. Please remind that these operating systems have not been fully tested.

Generally it is not recommended to host testo Saveris Web Access on 32-bit operating systems. This is due to performance reasons.

See above.

**Q7: From which Saveris Software Version is testo Saveris Web Access supported?**

Testo Saveris Web Access is supported from testo Saveris Software Version 4.3 or newer.

**Q8: Which are the optimum system requirements for testo Saveris Web Access?**

The optimum system requirements are:

Microsoft Windows Server 2012 R2 64-bit

Microsoft SQL Server 2012

Microsoft Net Framework 4.5

Microsoft Web Deploy 3.5

Microsoft IIS 8.5

Microsoft Internet Explorer 11  
Testo Saveris Software Version 4.3 SP1 SBE or PROF  
Network: Windows Active Directory

**Q9: Which are the minimum system requirements for testo Saveris Web Access?**

The optimum system requirements are:  
Microsoft Windows Server 2008 R2 64-bit or newer  
Microsoft SQL Server 2008 R2 or newer  
Microsoft Net Framework 4.5 or newer  
Microsoft Web Deploy 3 or newer  
Microsoft IIS 7.5 or newer  
Microsoft Internet Explorer 9 or newer  
Testo Saveris Software Version 4.3 SBE/PROF or newer

## 2. System architecture

**Q10: Is it possible to run the testo Saveris Web Access webserver and the testo Saveris database server on two separate servers?**

Yes. It is no problem to run the testo Saveris Web Access webserver and the testo Saveris database server on two separate servers.

**Q11: Can I run the testo Saveris Web Access webserver in my DMZ (demilitarized zone)?**

Yes. You can run the testo Saveris Web Access webserver in your DMZ. Thereby you have e.g. the possibility to access the Saveris Web Access easily via the internet.

Please remind that the Saveris Forms Authentication can't supply the same security as a sophisticated VPN connection.

**Q12: Can I access my measuring data from extern (via the internet) with testo Saveris Web Access?**

Yes. With testo Saveris Web Access you can access your measuring data via the internet. Please remind that the necessary IT infrastructure to facilitate this has to be provided from your side. E.g. this can be a VPN connection or deployment of the Saveris Web Access in your DMZ.

## 3. Start-Up

**Q13: I want that all new registered users can not see any measurement data. Only after the administrator gives the specific user rights to the new users, it should be possible for them to see measurement data. How can I do this?**

Follow these steps:

1. Open IIS Manager
2. Go to the Saveris Web Access Website's folder
3. Double-click on Application Settings
4. Edit the entry AutoGrantFormLogin
5. Set Value to 0

Follow these steps for doing the same thing for windows authentication:

1. Open IIS Manager
2. Go to the Saveris Web Access Website's folder
3. Double-click on Application Settings
4. Edit the entry AutoGrantWinLogin
5. Set Value to 0

**Q14: I want that all new registered users can see all the measurement data (but can not acknowledge alarms). After the administrator gives the specific user rights, every new user can only see the measurement data for which his account has the according rights. How can I do this?**

This is the standard configuration. If you didn't change the settings before you do not have to make any changes to your system. If you changed the settings before follow these steps:

1. Open IIS Manager
2. Go to the Saveris Web Access Website's folder
3. Double-click on Application Settings
4. Edit the entry AutoGrantFormLogin
5. Set Value to 1

Follow these steps for doing the same thing for windows authentication:

1. Open IIS Manager
2. Go to the Saveris Web Access Website's folder
3. Double-click on Application Settings
4. Edit the entry AutoGrantWinLogin
5. Set Value to 1

**Q15: How can I login as administrator at starting testo Saveris Web Access for the first time?**

Use the super admin user "sa":

User name: sa

Password: Testoweb1!

Due to security reasons don't forget to change the super admin-password to an individual password after you first logged in.

**Q16: I can't find the "Deploy" tab and the "Import Application" link. What can I do?**

If you don't see an Import Application link, the most likely reason is that you do not have installed Web Deploy. You can use the [Microsoft Web Platform Installer](#) to install Web Deploy.

**Q17: How can I open the Microsoft Internet Information Services Manager (IIS Manager)?**

To open IIS Manager from the search box:

1. Click **Start**.
2. In the Start **Search box**, type **inetmgr** and press ENTER.

**Q18: I cannot open the IIS Manager. What can I do?**

Possibly the IIS services are not activated/ installed yet.

For installing the IIS services on Windows Server 2012 follow this link:

<http://www.iis.net/learn/install/installing-iis-85/installing-iis-85-on-windows-server-2012-r2>

For installing the IIS services on Windows Server 2008 follow this link:

<http://technet.microsoft.com/en-us/library/cc771209.aspx>

For installing the IIS services on Windows 7 follow this link:

<http://technet.microsoft.com/en-us/library/cc725762.aspx>

For installing the IIS services on Windows 8 follow this link:

<http://windows.microsoft.com/de-de/windows-8/internet-information-services-iis-8-0>

**Q19: I want to change the name of the website/ the web address of testo Saveris Web Access. How can I do this?**

The name of the website of testo Saveris Web Access is defined during Web Deploy. The websites name is predefined as testosaveris. Basically you can choose any name you want. If you want to change the name of the website perform Web Deploy again and enter a different name.

**Q20: During the Installation of testo Saveris Web Access I get the error message „You are trying to install a non-CFR-conform version on a CFR version. What do I do wrong?**

You are trying to install testo Saveris Web Access for Software Versions testo Saveris SBE and PROF on a Software Version testo Saveris CFR Server. This is not possible.

Testo Saveris Web Access CFR will be published soon. If you have questions regarding testo Saveris Web Access CFR please contacts testo sales.

**Q21: I want to encrypt testo Saveris Web Access with SSL (secure sockets layer). Is this possible?**

Yes you can encrypt testo Saveris Web Access with SSL. See

<http://www.iis.net/learn/manage/configuring-security/how-to-set-up-ssl-on-iis>

**Q22: How do I know if I have to install TestoSaverisSMTPMail or TestoSaverisMAPIMail?**

This depends on the mail client you already installed with your Saveris Server installation. You have to install the same mail client you installed with Saveris Server.

We recommend to use SMTP Mail.

**Q23: I want to activate windows authentication. How can I do this?**

To activate windows authentication do the following:

1. Open IIS Manager
2. Go to the Saveris Web Access Website's folder
3. Double-click on Authentication
4. Enable the entry Windows Authentication

**Q24: After I deployed a testo Saveris backup; projects, zones and channels are missing in the testo Saveris Web Access. What can I do?**

If you deploy a backup with different project and zone names as the current project and zone names deposited in testo Saveris Web Access, a wrong allocation of the project and zone names can occur.

In this case the access rights in the user management of testo Saveris Web Access should be assigned new.

This step should not be necessary if the backup is just for relocating the testo Saveris database instance. In this case project and zone names stay unmodified.

#### 4. Daily use

**Q25: How many users can use testo Saveris Web Access?**

Testo Saveris Web Access can be used by any number of users.

**Q26: I also see all old projects in the drop down menu for project selection. What can I do to only see the current projects?**

To only see the new projects do the following:

1. Open IIS Manager
2. Go to the Saveris Web Access Website's folder
3. Double-click on Application Settings
4. Edit the entry EnumOnlyActiveProject
5. Set Value to 1

**Q27: I get an error message after selecting a time range in testo Saveris Web Access. What can I do?**

1. Check if measurement data is existing in the selected time range.
2. Check that the date format matches you regional settings.

**Q28: Suddenly I can't see my zones in the testo Saveris Web Access any more. What can I do?**

This can happen if your Zone was deleted in the Saveris Desktop Client or if new Zones were added to the Client. The Zone-rights have to be assigned again from an administrator.

**Q29: Is it possible to assign user rights for only viewing data and NOT acknowledging alarms?**

Yes it is possible. Edit the user roles and do not select both the checkbox for admin rights and the checkbox for operator rights. Press Submit and the user can only view measurement data and alarms.

**Q30: Is there a limitation to for the number of users for the testo Saveris Web Access?**

No there is no limitation for the number of users.

**Q31: Is there a limitation for the maximum amount of data which can be shown in the testo Saveris Web Access?**

Yes there is a limitation for the maximum amount of data.

**Q32: What is the average data volume of a data request?**

The answer to this question will follow soon.

**Q33: Which languages are available at testo Saveris Web Access?**

At testo Saveris following languages are available: English, German, French, Spanish, Russian, Chinese, Italian, Portuguese, Turkish, Japanese. For all not available languages the standard setting is English language.

**Q34: Is it possible to configure the testo Saveris System via the testo Saveris Web Access?**

No it is not possible to configure the testo Saveris System (edit zones, alarms, reports, etc.) via the testo Saveris Web Access. The configuration functionality is deliberately excluded in testo Saveris Web Access to keep it lean and simple.

**Q35: Is it also possible to comment alarms if I acknowledge them with testo Saveris Web Access?**

Yes you can acknowledge and comment alarms with testo Saveris Web Access. You can comment alarms with both standard clauses and individual comments.

**Q36: Which reports can be generated with testo Saveris Web Access?**

With testo Saveris Web Access no PDF reports can be generated. The only possibility to export data from testo Saveris Web Access is via the clipboard (copy&paste) or printing the website.

**Q37: Does the testo Saveris Web Access also work with different web browsers than Microsoft Internet Explorer?**

Yes it does. See Q2: With which Browser can I use testo Saveris Web Access?

**Q38: Which data is additionally stored in testo Saveris Web Access?**

Actually no data is stored in testo Saveris Web Access. All data (measurement data and user information) is always stored in the testo Saveris database. Testo Saveris Web Access only shows an image of the database of the selected time period via the testo Saveris Web Access UI.

**Q39: Can I also select the data by hour in testo Saveris Web Access?**

No you can't select data by hour in testo Saveris Web Access. You only can select data by day in testo Saveris Web Access.

**Q40: I can't acknowledge and comment alarms. What can I do?**

Probably you do not have the corresponding user permissions. Ask your administrator to grant you the corresponding user permissions.

If you use Saveris Web Access for the first time log in as Super-Admin and grant user permissions for the first time. See also Q15: How can I login as administrator at starting testo Saveris Web Access for the first time?