SiteViewer FAQ

- What is SiteViewer?
  SiteViewer is PBT's next generation web-based user interface for the SC4 family of site controllers. It is based on modern HTML5, JavaScript and WebSockets technology, providing an intuitive and easy-to-use graphical interface.

- How is SiteViewer Different from the "Classic" Web Interface?
  The Classic web interface, which is still available in the SC4, is still available either by entering the IP address/Classic or by choosing "Classic Web Interface" from SiteViewer's "View" menu. The Classic interface provides complete capability to set up and provision the SC4, including setting of labels, alarm thresholds and many other operating parameters. SiteViewer is, for the most part, a read-only system. On the other hand, the Classic interface requires that certain UDP ports be open on your network and that your browser is able to support Java applets, which will soon be unsupported in many browsers. SiteViewer requires no special ports or browser plug-ins.

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  Which Browsers support SiteViewer?
  SiteViewer has been tested on late versions of Internet Explorer, Chrome, as well as Android and IPhone tablets & phones. A downloadable, standalone version of SiteViewer that runs as a Windows executable is also obtainable from the SiteViewer web page. Downloading the executable version allows you to evaluate the latest un-released versions of SiteViewer before committing to loading a new release into your site controllers.

- Sometimes I Get an Error Message that SiteViewer Cannot Connect to the Socket
  This can happen if the site controller was not ready to receive new web connections at the instant the web page was opened. This might be because the site controller was in the process of restarting (which could take some minutes) or because it was slowed down by another internal process. Try pressing the "reload" button on your web browser to make another connection attempt.

- How Can I Stop the Battery Graphs from Changing While I Look at Them?
  You can uncheck the Auto Poll checkbox to completely suspend the polling process, or you can open the tree branch for the string you want to look at. When a tree branch is opened, the program will only scan that string, continually updating the display each scan.

- What is the "Dynamic Content" View for?
  Dynamic content is loaded from PBT's web site and provides PBT a way to display timely information that might be useful to the user. When Dynamic Content is enabled, the content updates about every 30 seconds. You can disable dynamic content by clicking the header of the display pane or by unchecking the Dynamic Content checkbox.