

# WELLNESS SYSTEM *SERVICE & MAINTENANCE MANUAL*

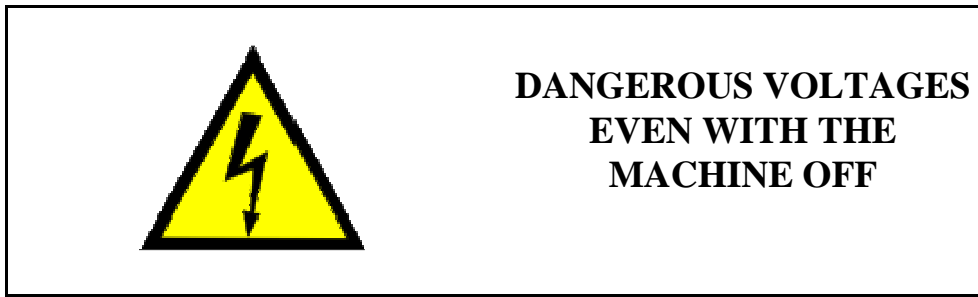
REV. 1.0





The information contained in this manual is intended for **QUALIFIED TECHNICIANS** who have completed a specific **TECHNOGYM** training course and are authorized to perform machine start-up and adjustment procedures as well as extraordinary maintenance or repairs which require a thorough knowledge of the machine, its operation, its safety devices and working procedures.

**CAREFULLY READ THE INFORMATION CONTAINED IN  
THIS MANUAL BEFORE PERFORMING ANY MAINTENANCE  
PROCEDURES ON THE MACHINE**



**NOTE**

The information contained in this document is subject to change without notice.

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# 1. GENERAL NOTICES

## 1.1. INTRODUCTION

This document is reserved for Technogym Service technicians, and is intended to provide authorized personnel with the necessary information to correctly carry out repairs and maintenance. A thorough knowledge of the technical information contained in this manual is essential for completing the professional training of the operator.

In order to facilitate consultation, the paragraphs are accompanied by schematic drawings which illustrate the procedure being described.

This manual contains notices and symbols which have a specific meanings:



**WARNING: non observance may result in accident or injury.**



**CAUTION: non observance may cause damage to the system.**



**Information about the operation in progress.**



**Observation about the operation in progress.**

## 1.2. RECOMMENDATIONS

*Technogym recommends the following steps for planning repair procedures:*

- Carefully evaluate the customer's description of the malfunction and ask all the necessary questions to clarify the symptoms of the problem.
- Clearly diagnose the causes of the problem. This manual provides the fundamental theoretical basis, which must then be integrated by personal experience and attendance at the training courses periodically offered by Technogym.
- Rationally plan the repair procedure so as to minimize the downtime necessary for procuring spare parts, preparing tools, etc.





## 2. SYSTEM ARCHITECTURE

Depending on the number of PCs that the Club requires, and more generally on the complexity of the system as a whole, the recommended architecture will vary, in order to ensure adequate functionality and performance. The minimum supported operating system for version 7.0 is Windows XP sp3. Windows 2000 sp4 may still be supported, but it is no longer tested. Windows 95 and 98 are no longer compatible. This has to be taken into consideration when updating an existing Wellness System, because some of the older Wellness Experts could still be on these operating systems. When updating a Wellness System, we suggest using the existing computer only if they are over the following minimum specifications:

- P III or equivalent
- 256 MB RAM
- 900 MB of available disk space
- Windows XP sp3

In case the existing computers are below these requirements, the system may result low in performance. The most updated technical specifications can be downloaded from:

<ftp.technogym.com>

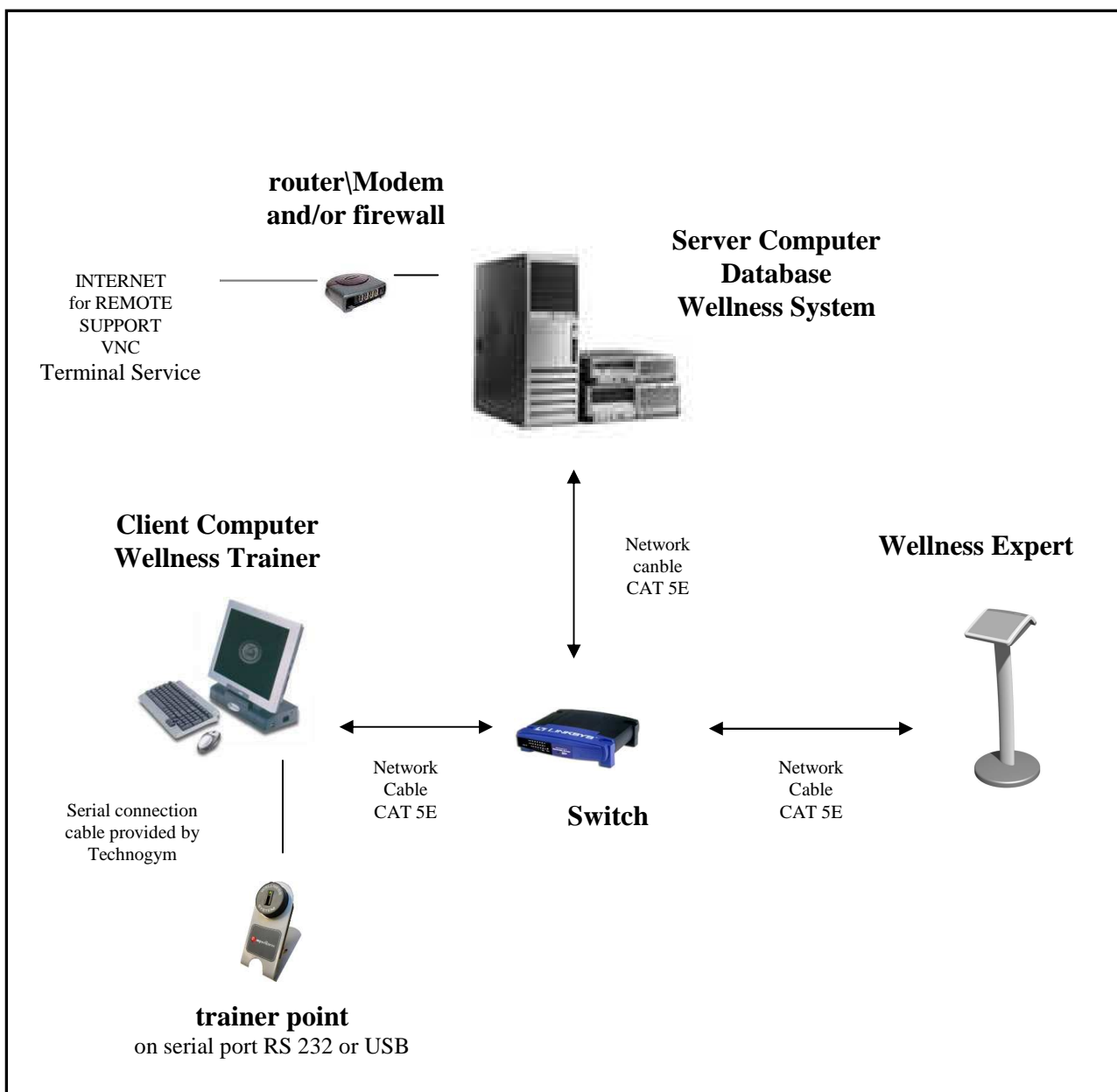
**user name:** tgservice  
**password:** vision\_2009

SW-Download/WSystem 7.0/Technical Requirement/

## 2.1. HARDWARE REQUIREMENT FOR WELLNESS SYSTEM 7.0

In the figure below you can find the generic scheme of the computer network that must be implemented for the installation of Wellness System Professional 7.0. The configuration below is for an installation with one Wellness Trainer and one Wellness Expert.

- In case of purchase of more licenses of Wellness Trainer client, the schema must be thought with a number of Wellness Trainer computers equal to the number of Wellness Trainer client licenses purchased.
- In case of purchase of more Wellness Expert the schema must be thought with a number of Wellness Expert equal to the number of Wellness Expert purchased.



## **2.2. MINIMUM CONFIGURATION (ONLY FOR CLUBS WITH LESS THAN 5000 MEMBERS AND LESS THAN 10 CLIENT WORKSTATIONS\*)**

- IBM compatible computer Pentium™ IV/2 GHz processor or Higher;
- 2 GB RAM memory;
- Hard disk SERIAL ATA or SCSI U160 or Higher with 30 GB of free space;
- Backup unit: Iomega or Travant or DAT with at least 30 GB of storage;
- Video board at least 1024x768 screen resolution and 32 bit color quality ;
- DVD reader;
- 100 MB or 1 GB Network Ethernet card;
- 1 serial port 9 pin; 4 USB port;
- ISDN modem or ADSL modem with network adapter or usb interface (recommended is with network adapter)
- Firewall and Antivirus;
- Monitor CRT or LCD;
- Keyboard & Mouse;
- Microsoft® Windows® XP Professional Service Pack 3 (32 bit) or Microsoft® Windows® Vista Home Premium or Higher (32 bit - 64 bit) or Microsoft® Windows® 7 Home Premium or Higher (32 bit - 64 bit) or Microsoft® Windows® 2003 Server R2 (32 bit – 64 bit) or Microsoft® Windows® 2008 Server (32 bit – 64 bit); If Contact Manager PDA module is present, it's mandatory Microsoft® Windows® 2003 Server (32 bit – 64 bit) or Microsoft® Windows® 2008 Server (32 bit – 64 bit) and enough client licenses for the client workstations;
- Internet Information Service \*\*only in case the module sw Contact Manager PDA has been acquired;
- Terminal Service with FTP service or UltraVNC;

## 2.3. RECOMMENDED CONFIGURATION

- IBM compatible computer Intel Core™ 2 Duo processor;
- 4 GB RAM memory or higher upgradeable up to 8 GB;
- 2 mirror Hard disk SCSI U320 with 50 GB of free space;
- SCSI Raid hard disk hardware controller U320 with Raid 1 “mirror”;
- DAT Backup unit **with** at least 30 GB **of storage**;
- Video board at least 1024x768 screen resolution and 32 bit color quality ;
- Floppy Disk and DVD reader;
- 100 MB or 1 GB Network Ethernet card;
- 1 serial port 9 pin; 4 USB port;
- ADSL modem with network adapter or usb interface (recommended is with network adapter)
- Firewall and Antivirus;
- Monitor CRT or LCD;
- **Keyboard & Mouse;**
- Microsoft® Windows® 2003 Server (32 bit – 64 bit) or Microsoft® Windows® 2008 Server (32 bit – 64 bit), and enough client licenses for the client workstations;
- Internet Information Service **\*\*only** in case the module sw Contact Manager PDA has been acquired.
- Terminal Service with FTP service or UltraVNC;

### Note

- ✓ Others software can't be installed on the computers.
- ✓ The language of the operating system must be one of the languages the Wellness System is released in; as we can't guaranty that it will install and work correctly on other ones.
- ✓ Uninterruptible Power Supply (with automatic shutdown of the server) is strong recommended.
- ✓ In case the module Training Room has been acquired, a 128 Kbps, or more, connection to Internet is required.

## 2.4. HW REQUIREMENT FOR WELLNESS TRAINER CLIENT 7.0

### Minimum configuration

- ✓ IBM compatible computer Pentium™ IV/ 2 GHz or higher;
- ✓ 2 GB RAM memory;
- ✓ Hard disk SERIAL ATA, at least 30 GB of free space;
- ✓ Video board at least 1024x768 screen resolution and 32 bit colour quality ;
- ✓ DVD reader;
- ✓ 100 MB or 1GB Network Ethernet card;
- ✓ 1 serial port 9 pin; 4 Ports USB;
- ✓ Monitor CRT or LCD 17 inches;
- ✓ keyboard, Mouse PS2 (not on serial port);
- ✓ Microsoft® Windows® XP Professional Service Pack 3 (32 bit) or Microsoft® Windows® Vista Home Premium or Higher (32 bit - 64 bit) or Microsoft® Windows® 7 Home Premium or Higher (32 bit - 64 bit).

### Recommended Configuration

- ✓ IBM compatible computer Intel Core™ 2 Duo or Higher;
- ✓ 4 GB RAM memory;
- ✓ Hard Disk Serial ATA, at least 30 GB of free space;
- ✓ Video board at least 1024x768 screen resolution and 32 bit color quality ;
- ✓ DVD reader;
- ✓ 100 MB or 1 GB Network Ethernet card;
- ✓ 1 serial port 9 pin; 4 Ports USB;
- ✓ Monitor CRT or LCD 17 inches;
- ✓ keyboard, Mouse PS2 (not on serial port);
- ✓ Microsoft® Windows® XP Professional Service Pack 3 (32 bit) or Microsoft® Windows® Vista Home Premium or Higher (32 bit - 64 bit) or Microsoft® Windows® 7 Home Premium or Higher (32 bit - 64 bit)

### Note

- ✓ Others software can't be installed on the computers.
- ✓ The language of the operating system must be one of the languages the Wellness System is released in; as we can guarantee that it will install and work correctly on other ones.

It is allowed to install the Wellness Trainer 7.0 and Database Server 7.0 on the same computer only using the recommended HW requirement Wellness Trainer 7.0, without other Client workstation (Wellness Trainer 7.0 or Wellness Expert 7.0) and at least 100 members



## 3. STRUCTURE OF THE NETWORK

### 3.1. CHARACTERISTICS OF THE NETWORK

In order to exchange information, the PCs must be connected together over a network. This requires network boards and the configuration of the SW protocol used for communications.

What follow is an example of how to configure the mostly used protocol, TCP/IP.

### 3.2. CONFIGURING THE TCP/IP PROTOCOL

From the control panel, select “Network Connections”, position the mouse over the “**Local Area Connection**” icon and click the right mouse button. From the various options in the pull-down menu that appears, select “**Properties**”. The following window will then be displayed:

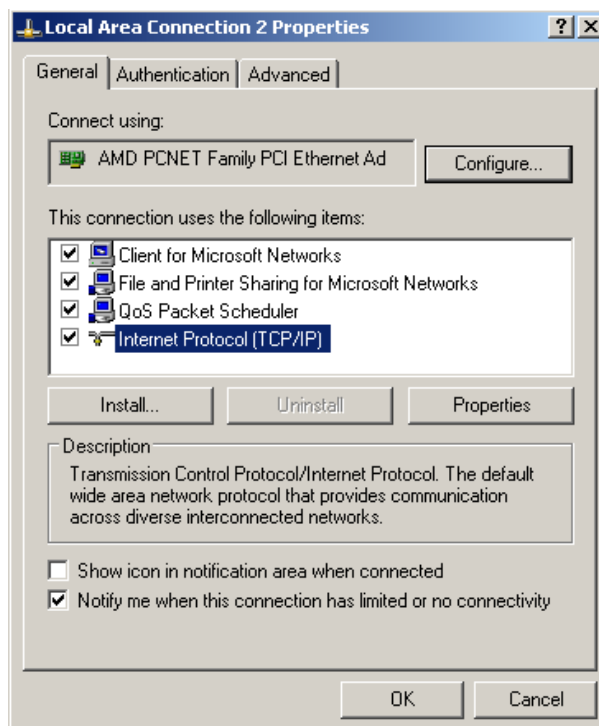
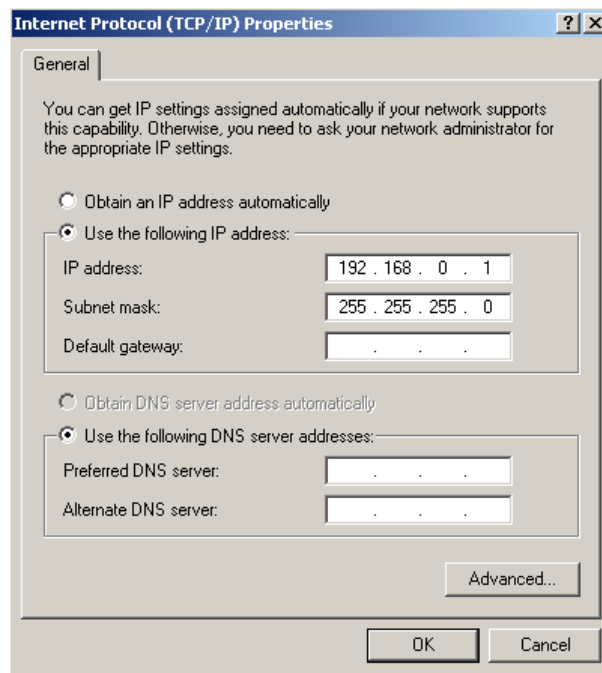


Figure 3.2-1

Select the TCP/IP protocol and click the “**Properties**” button. The dialog box shown in the following figure appears:



**Figure 3.2-2**

Select “IP Address” and then specify the addresses of the PC. If the network is complex, ask for the configuration to the network administrator. If the network is small and it’s only for the Wellness System, you can configure the machines according to the following criteria:

1. On all the machines, define “**Subnet Mask**” as **255.255.255.0**;
2. The IP addresses to be assigned, existing configurations permitting, are those in class C: they must have the base **192.168.0.x** where x is different for each PC. For example: 192.168.0.1 for the first machine, 192.168.0.2 for the second machine etc...



**ATTENTION: two PCs with the same address cannot coexist on the network.**

Do not change any of the settings in the “DNS Configuration”, “Gateway” and “WINS Configuration”, as these contain configuration parameters for complex networks. If they are defined, request information to the network manager.



## 4. REMOTE SERVICE

The remote service gives the possibility to quickly restore the functionality of system in the event of problems, and to perform software upgrades without a technician visiting the premises.

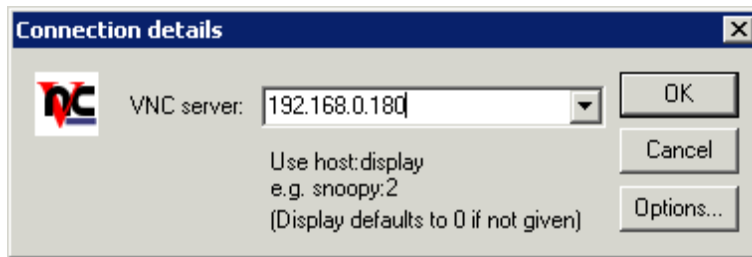
In order to use this service, it is necessary to configure connection to internet, and to use a SW program which establishes a connection between the PCs of the customer and the local after sales. Most used applications for remote support are LogMeIn, TeamViewer and VNC. The first two require a license when used in commercial environment; the third is free and can be downloaded from internet.

We suggest using one of the first to reach the server and then VNC to reach all clients.

On Wellness Expert is preinstalled VNC server. It starts automatically as it is installed as a service.

To connect you need to install VNC and then start VNC Viewer.

The below windows will be shown:

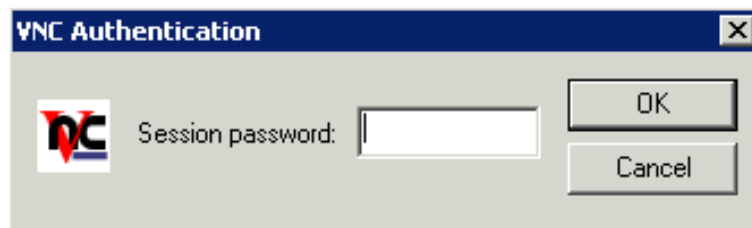


Insert the IP address of the Expert that, if it has not been changed is 192.168.0.180 and press “OK”.

If VNC is able to connect to the VNC Server, it will prompt for the password.

The one used on the Expert is “tgs”.

Insert the password, press “OK” and you will be connected.



For more details, visit the sites [www.realvnc.com](http://www.realvnc.com)

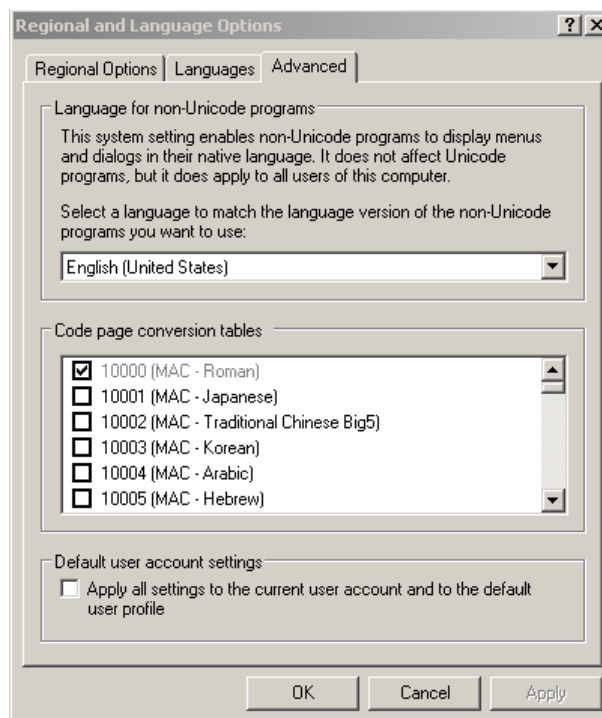
## 5. SOFTWARE INSTALLATION

Before installing Wellness System, you need to perform the following operations:

### 5.1. VERIFYING HARDWARE AND SOFTWARE CONFIGURATION

On the Server and on each Trainer and Expert, check that:

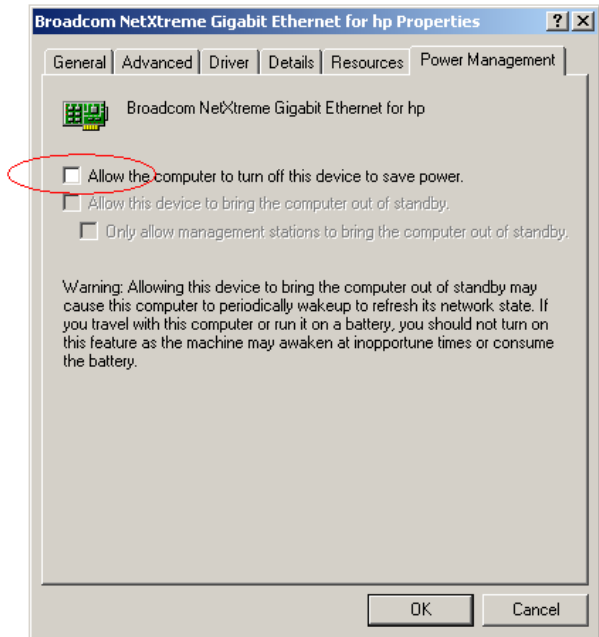
- The characteristics are compatible with the system requirements set in the chapter 1
- The network is configured and working3.
- The “Regional and Language Options” in control panel are correct (must be one of the released languages of Wellness System) and identical on all the pc (Wellness Expert included)  
Check also that the language for non Unicode programs is set to the default “English (United States) as if different from this, you could experience problem with the installation of Sybase and errors during database rebuild or upgrade.



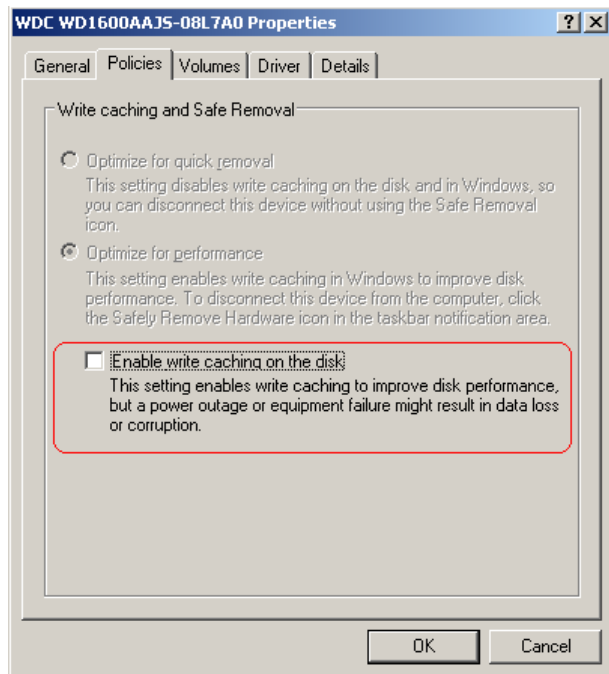
- Hard disks on the Sever are always active; this can be checked in the Power Saving Options. A delay in answering client’s request can cause the disconnection from the database.

On the server, perform the below preliminary operations:

- Remove the flag “Allow the computer to turn off this device to save power” from the power management options of the network interfaces. This can be accessed from Device Manager



- Disable the write caching on the disk, to avoid the corruption of the database file. This can be done from Device Manager, disk properties.



## 5.2. OPERATIONS ON THE DATABASE SERVER

### 5.2.1. DATA BACKUP

When upgrading the Wellness System, the database needs to be updated too. The first thing to do is checking which MyWellness applications are installed on the server. To do that, you can read the “programs and functionalities” environment of the control panel.

If Roaming User (or MultiSiteClient) is present, it means that the database is under Training Room’s synchronization. Call the Software Support Department in After Sales to communicate this type of installation. In general, you must run a last synchronization, check that it executed successfully and then uninstall the MultiSiteClient. You will reinstall this after the upgrade. The database must be running during the removal process, because the synchronization structure has to be removed also from it.

If the OfflineDataManager is installed, this has to be removed too. If it synchronizes to a secondary database, you must run a last synchronization, check that it executed successfully, and uninstall it with the database running.

At this point, you must make a copy of the database files (Tgs\_Data.db and tgs\_data.log) because, you will have to uninstall the previous version and delete the installation folders. To standardize this operation, create a folder named **C:\WsSetup** and, after stopping the Sybase engine, copy into this folder the database files.

We suggest to copy into this folder also the installation CD or DVD, in case they get lost in a second time.



**To find where the database file is located, check the property of the shortcut “Wellness System Database Server”. You can find it in “start”, “all programs”, “start up” or “Wellness System Database”, to do that, right-click on the link, select properties and then the tab “shortcut”. Read the line in destination entry:**

```
“C:\Program Files\SYBASE\ASA90\win32\dbsrv9.exe”-ti0 -gk all -ct -c2048 -n  
TGS_DATA C:\program files\mywellness\wellness system\wellness trainer  
2005\Tsc_Data\Tgs_Data.db”
```

**you can easily identify which is the database folder by reading the terminal part of this destination, and then copy the files you find there. For example, in this case the database is in**

**C:\program files\mywellness\wellness system\wellness trainer 2005\Tsc\_Data\**



**It is recommended that you check that the date of the files is that of last usage of the SW.** For security reasons, you can make a second copy of this folder on the hard disk of another PC on the network or on Wellness Expert.

### **5.2.2. UNINSTALLING THE OLD RELEASE AND DELETING THE FOLDERS**

If upgrading the application, it is necessary to uninstall the old version of Wellness Trainer and Sybase. It is then necessary to delete the folders C:\Program files\MyWellness and C:\Program files\Sybase.

## **5.3. OPERATIONS ON EXPERT PCS**



**It is recommended that you reboot the PC before and after each installation or removal operation of the SW.**

### **5.3.1. UNINSTALLING THE OLD RELEASE AND DELETING THE FOLDERS**

When upgrading the application, it is necessary to uninstall the installed Wellness Expert SW and Sybase. It is then necessary, if present, delete the folders c:\program files\MyWellness and c:\program files\Sybase.

## 5.4. INSTALLING WELLNESS SYSTEM DATABASE SERVER AND WELLNESS TRAINER 7.0

To carry out the procedure you need the following:

- the CD or DVD enclosed with the license box;
- Key Code 1 and Key Code 2 activation codes. These can be retrieved on the TGDirect;
- identification codes of the gym, named Id Chain and Id Club; When upgrading from version 4.0 or higher, these are already present in the database.
- administrator access to Windows.



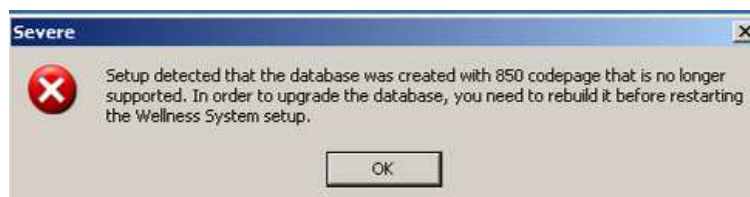
**If upgrading an existing installation, copy the database files (Tgs\_Data.db and tgs\_data.log) in the standard path “C:\Program files\MyWellness\Database Server\Database” or in any other path you wish to use for the database.**

From version 7.0 sp4, the setup of Wellness System comes on one DVD. Lower version were shipped on CDs. The setup of Wellness System Database Server and Wellness Trainer may differ from build to build. Follow the installation manual present on the CD or DVD.



**If upgrading from version 5.0 or lower, it is always recommended to rebuild the database using MyWellness Rebuild Utility.**

If you don't rebuild the database and this was originally created by a version 3.0 or early version 4.0, it's possible that its codepage is 850. This codepages is no longer supported by Sybase 9.0 and so the database has to be rebuilt before proceeding with the setup. The following message will be displayed:



**Figure 5.4-1**

Select **Ok** and cancel the setup.

### 5.4.1. MYWELLNESS DATABASE RUBUILD UTILITY

The rebuild of the database is done automatically, and to do that you must install “MyWellness Database Rebuilt utility. Rebuilding the database will also improve its performances. The setup is present on the same DVD of the Wellness System and it’s very easy. To launch it, double click the file setup.exe and press the **Next** button until the end of the installation. To function, the “MyWellness Database Rebuilt” utility requires Sybase 9.0, so it will install it. Now you can start this utility, that is located in “start”, “all programs”, “MyWellness Tools”, “MyWellness Database Rebuilt”, as indicated in figure below:

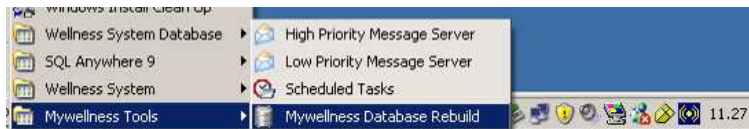


Figure 5.4.1-1

The following screen will be displayed:

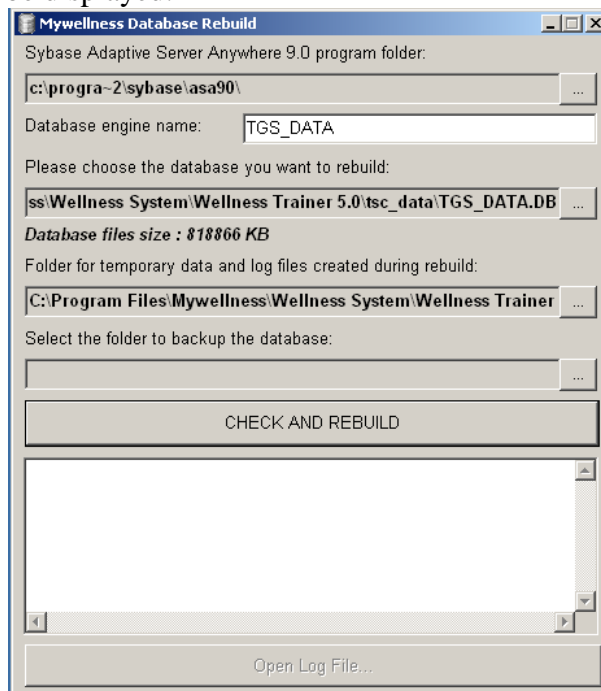
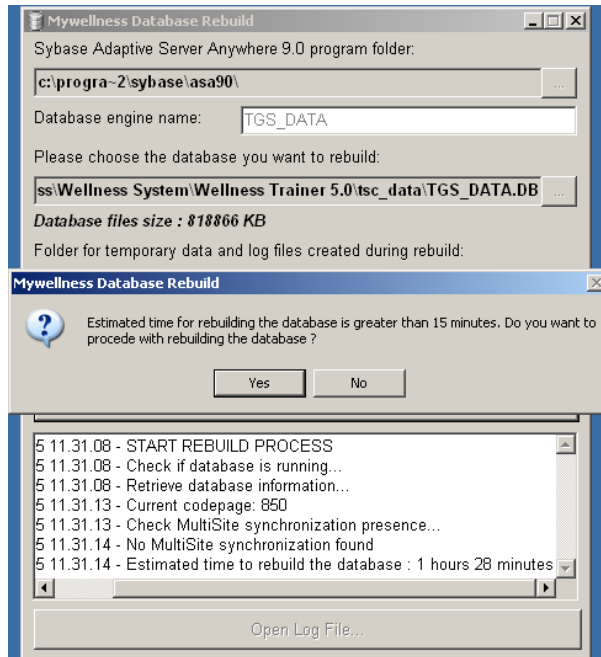


Figure 5.4.1-2

Select the path of the database to rebuild and then the path for the temporary files created during the rebuild. The path can be the same of the database, or any other place where you have at least the size of the database of free space available. It’s then compulsory to select a folder for the backup. This is because if the rebuilt utility is stopped during the process, the starting and final databases may be lost.

Press “**check and rebuilt**” to begin the process:



**Figure 5.4.1-3**

The rebuilt will tell you an estimated time and will prompt for the intention to proceed. The time is calculated on the amount of data (Workouts, Club Members...) present in the database and may vary in function of the performance of the PC.

Press “yes” to proceed with the rebuild.

After rebuilding the database, start the setup of Database Server, following the manual present on installation support or reported here below.



## 5.4.2. INSTALLATION PROCEDURES

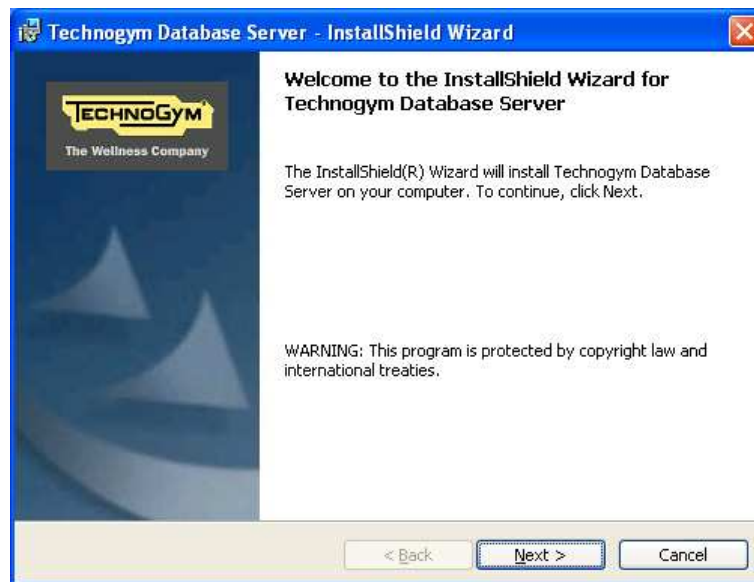
This chapter describes the steps for using the Wellness Trainer installation software, which comprises:

- **Technogym Database Server**
- **Wellness Trainer.**

You are recommended to read the previous chapters before proceeding.

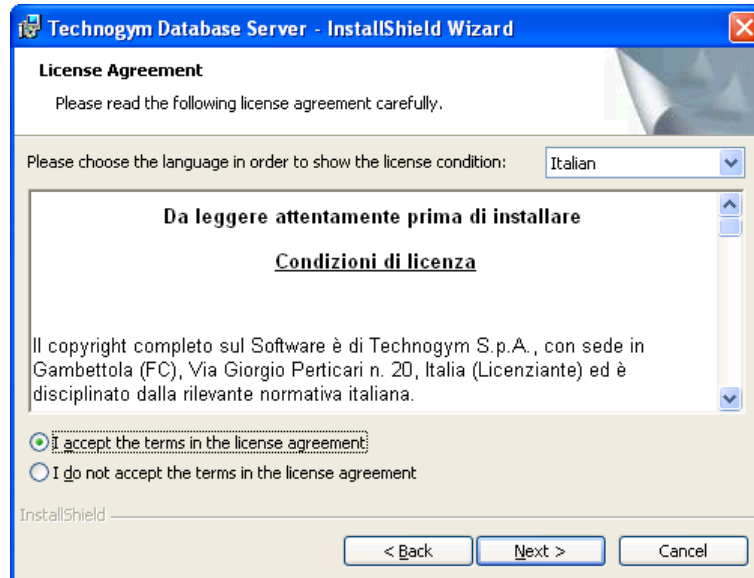
To proceed:

1. Insert the CD-ROM into the PC disk drive.
2. Wait for the installation software to start automatically; click on **Install** in the section **Wellness System 7.0 Database Server** to start the installation procedure. The following page appears:



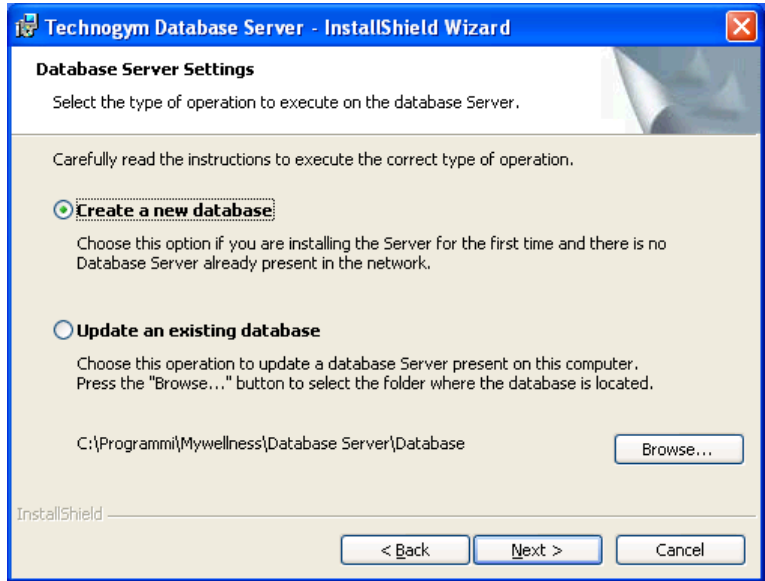
Click on **Next** to continue.

3. The following page appears:



Select the language that you wish to view the license terms in. Read the license terms and select the “**I accept the terms in the license agreement**” option to proceed with the installation. Click on **Next** to continue. If a Database Server has been detected via the network, proceed to step **11**, otherwise proceed to step **4**.

4. The following page appears:

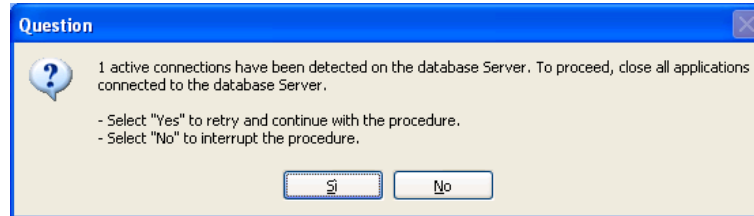


Select **Create a new database** if you are installing the Database Server for the first time, click on **Next** to continue and proceed to step **5**. The database will be saved in the **Database** subfolder of the application installation folder, which you will select in step **7**.

Alternatively, select '**Update an existing database**' if you wish to update a Database Server which has already been installed on the computer. If the suggested path for the database to be updated is incorrect, click on **Browse...** to specify the correct folder. Click on **Next** to continue.

If the database indicated is not of a type which is compatible with the update wizard, proceed to step **12**.

If other active connections have been detected on the database Server, the following warning message appears:

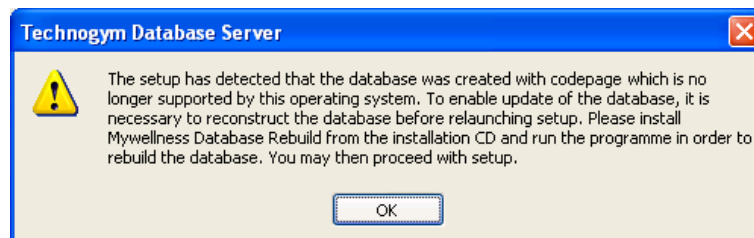


Before proceeding with the installation, you must close all other active applications which are using the database Server and then click on **Yes**. The message will continue to be displayed as long as active connections are detected.

To interrupt the installation procedure, click on **No** and proceed to step **13**.

If there are no active connections, the installation wizard proceeds to check the properties of the database to be updated.

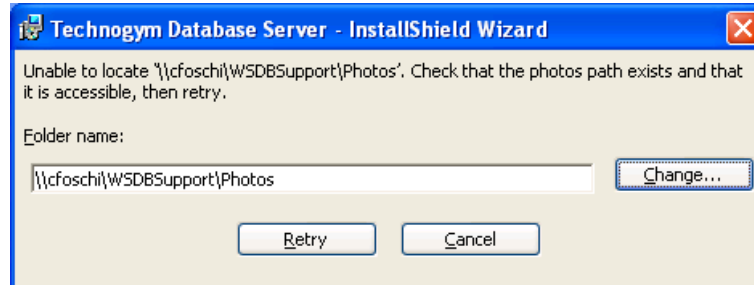
In order to function correctly, the codepage of the selected database must be compatible with codepage written in the language of the operating system on which the Database Server is being installed. If the database has been created with an incompatible codepage, the wizard displays the following message:



To use the updated version of Database Server, it is necessary to reconstruct the database using the Database Rebuild utility from the installation CD. To perform this operation, go to paragraph.

Click on **OK** to select a different database for updating.

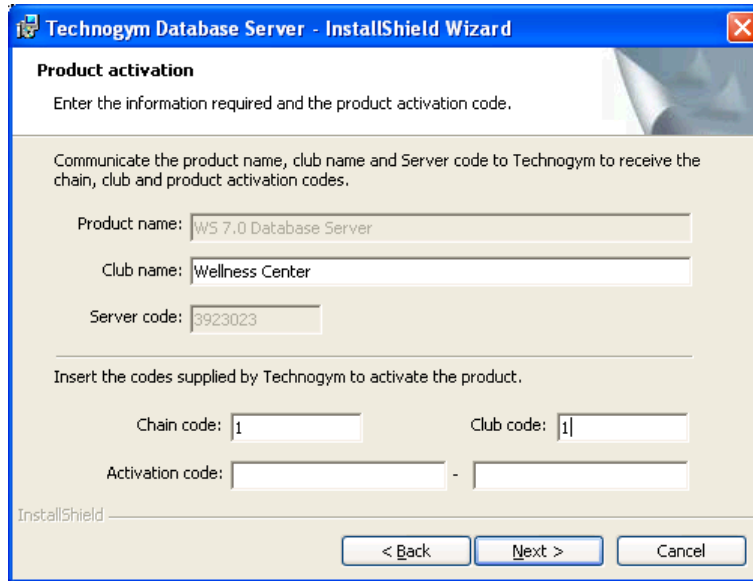
If the database can be updated but the photos path specified during the first installation of Database Server is incorrect, the following warning message appears:



Press **Change** to select a different folder in which to save the photos, otherwise check that the path is accessible and press **Retry**.

If the WS Database Server 7.0 product has not yet been licensed, proceed to step **6**, otherwise proceed to step **7**.

5. The following page appears:



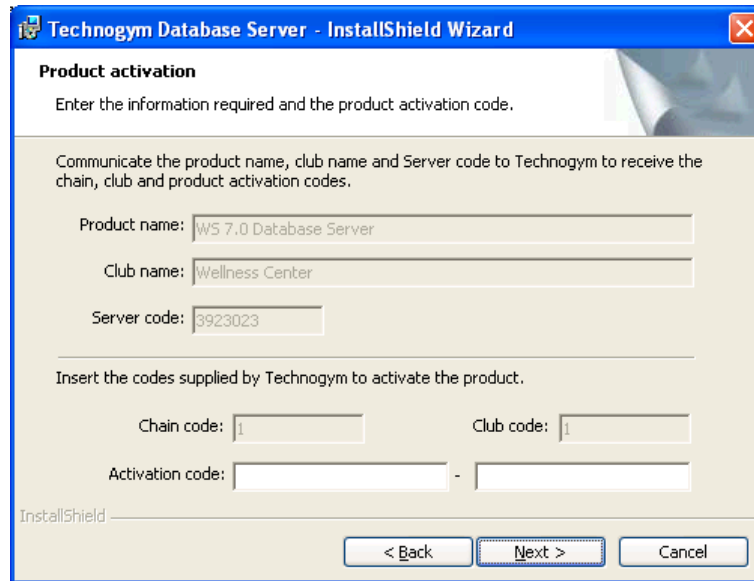
The screenshot shows a window titled "Technogym Database Server - InstallShield Wizard". The main heading is "Product activation". Below it, the text reads: "Enter the information required and the product activation code." and "Communicate the product name, club name and Server code to Technogym to receive the chain, club and product activation codes." There are three input fields: "Product name" with the value "WS 7.0 Database Server", "Club name" with the value "Wellness Center", and "Server code" with the value "3923023". Below these, the text says: "Insert the codes supplied by Technogym to activate the product." There are three more input fields: "Chain code" with the value "1", "Club code" with the value "1", and "Activation code" which is split into two fields separated by a hyphen. At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

Input the Club name, Chain ID code and Club ID code and then input the activation codes provided by Technogym. Click on **Next** to continue.

If the error message “**Activation codes invalid**” appears, check that you have entered the centre name and that the Chain ID code and Club ID code are correct.

If all the data is correct, proceed to step 7.

6. The following page appears:

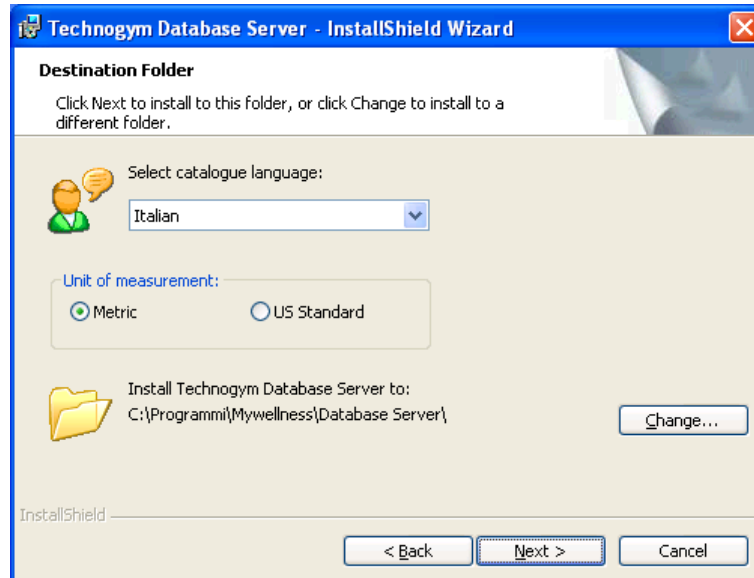


Enter the activation codes provided by Technogym. Click on **Next** to continue.

If the error message “**Activation codes invalid**” appears, check that the activation codes are correct.

If all the data is correct, proceed to step 7.

7. The following page appears:



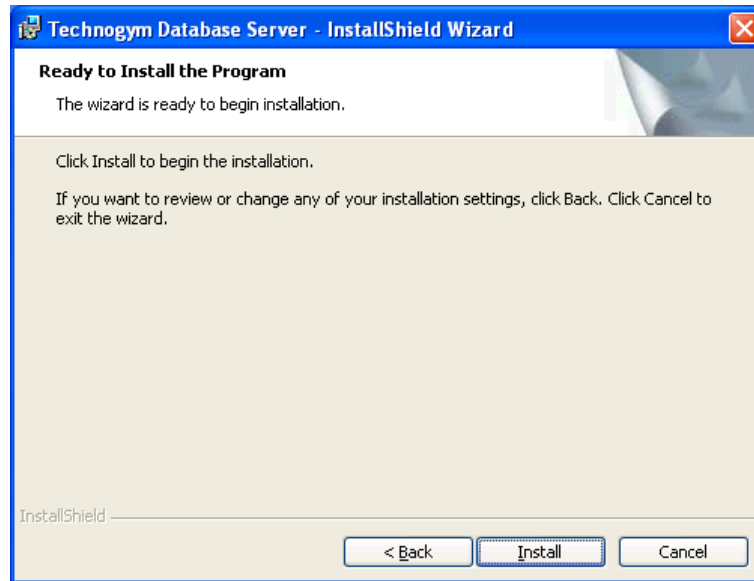
Select the desired system language and unit of measurement: click on **US Standard** for imperial measurements (with miles and pounds); click on **Metric** for the European system (with kilometres and kilogram)

Then select the path to which you want the application installed: click on **Change** to specify a different installation path from the one which is suggested.

Click on **Next** to continue and proceed to step 8.

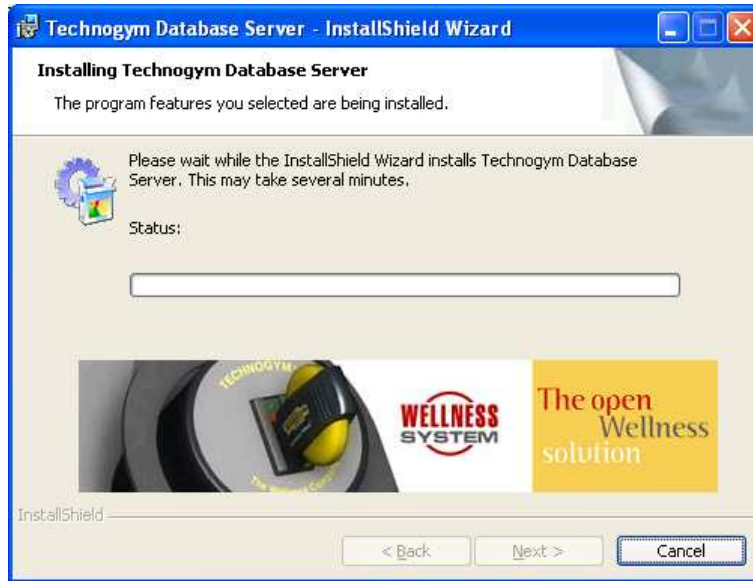


8. The following page appears:



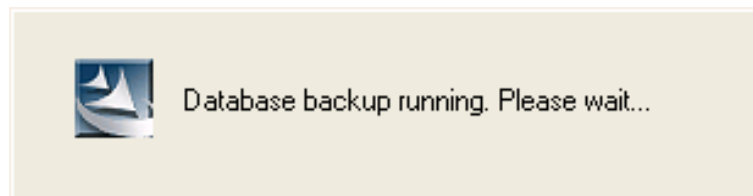
The system parameters have been successfully configured. Click on **Install** to continue with the installation.

9. The following screen appears:



The procedure then copies the program files into the folder selected in step 7 and readies Windows® for its execution.

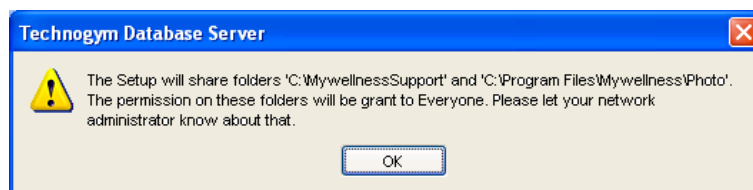
If in step 4 you chose to update an existing database, the following window will appear before the components are updated and installed:



The setup procedure displays this message to inform you that it is creating a backup copy of the database. This backup copy is saved in the BACKUP subfolder of the folder which contains the actual database.

At the end of the database update process, you need to select the biometric parameters defined by the club which correspond to the standard parameters defined by Technogym, go to step 10.

If this is the first installation of Database Server, and in step 4 you chose to create a new database, the following message also appears:

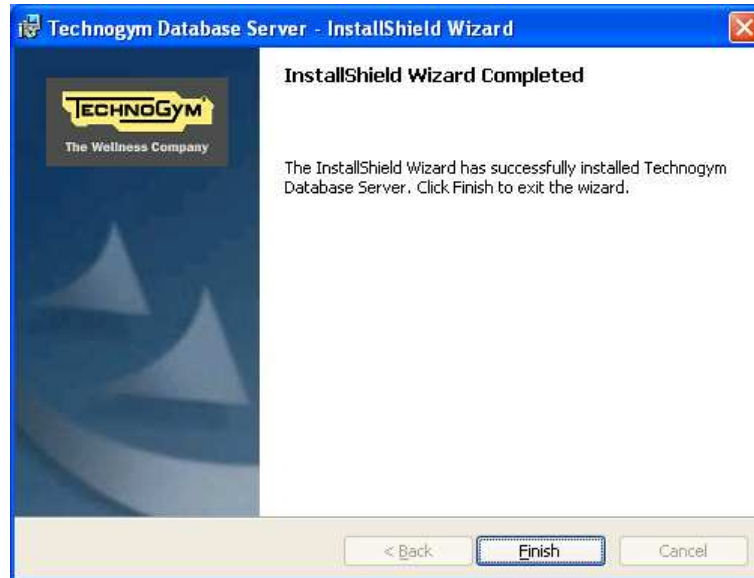


This message is to inform you that the installation procedure creates two new shared folders, with reading and writing access granted to all computers using the database:

1. MyWellnessSupport: support folder for Wellness System applications
2. Photos: folder in which club member photos are saved.

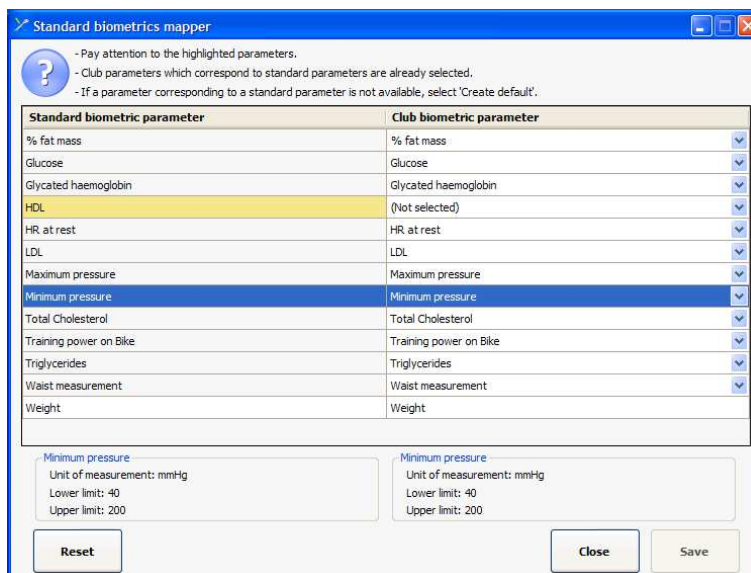


**CAUTION: If a version 3.0 database is being updated then update ONLY the last 30 days of the workout result history in order to quicken the process. To update the entire history, it is necessary to run the application Restores old training results (see step 14).**  
The installation procedure is successfully completed when the following page appears:



Click on **FINISH** to conclude the installation procedure and exit the wizard.

**CAUTION:** The installation wizard installs the Database server as a service.  
10. The following screen appears:



If in step 4 you chose to update an existing database, you need to indicate the biometric parameters (if any) defined by the club which correspond to the standard parameters defined by Technogym.

For this purpose, the installation procedure launches the **Standard Biometrics Mapper**, an application which will help you to perform this delicate operation.

**CAUTION:** Standard Biometrics Mapper automatically recognizes the biometric parameters; the previous screen is only shown if the procedure cannot be fully automated.

Pay particular attention to the rows highlighted in yellow, since for these rows it was not possible to automatically establish a link between the club parameter and the standard parameter.

The standard parameters are listed alphabetically in the left-hand column.

In the right-hand column you can link club parameters to standard parameters by selecting from among the parameters available in the list; if no club parameter can be assimilated with the standard parameter, select 'Create predefined' to create a new one.

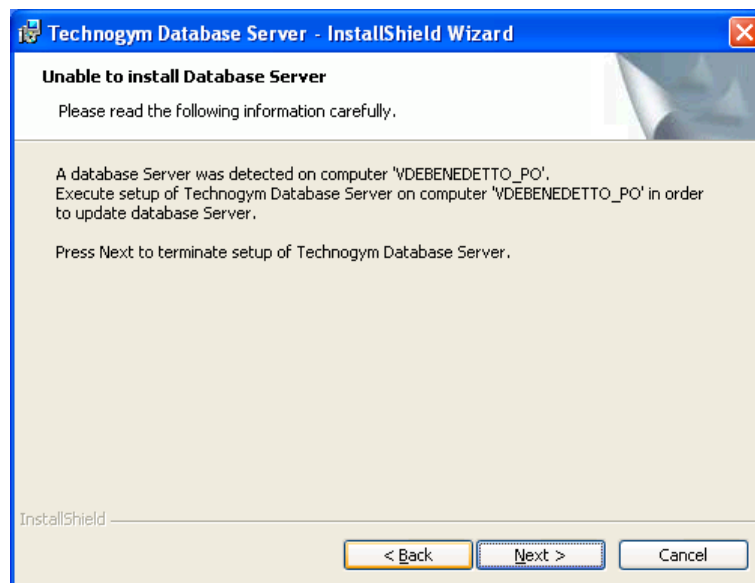
Only when each standard parameter is associated with a club parameter is it possible to terminate this stage, by clicking on **Save** and proceeding to the final setup stage.

In the event of problems, you can restore the initial selections by clicking on **Reset**.  
To confirm the selections made, click on **Save** and proceed to step 12.



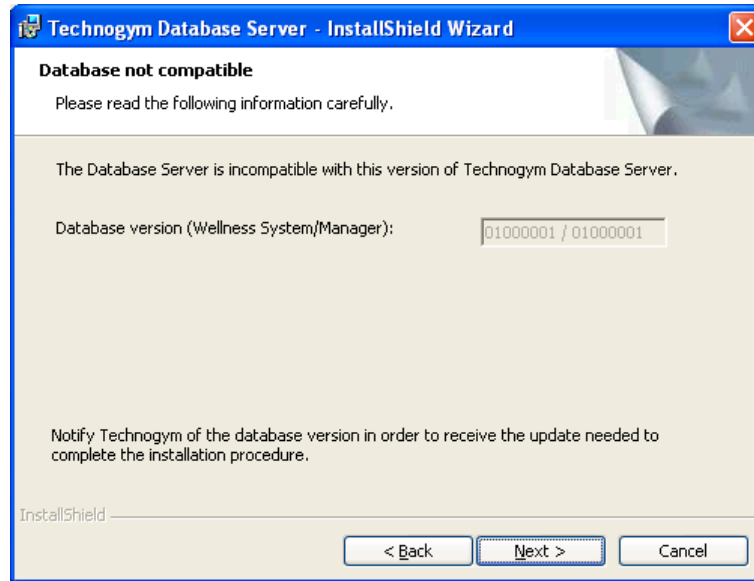
**CAUTION: If necessary, the club biometric parameters which have been selected will be modified so that they coincide with the corresponding standard parameters; in particular, the name will be modified along with all the main properties (validity range, minimum value, maximum value, etc.).**

11. The following page appears:



Click on **Next** to interrupt the installation procedure and proceed to step 13.

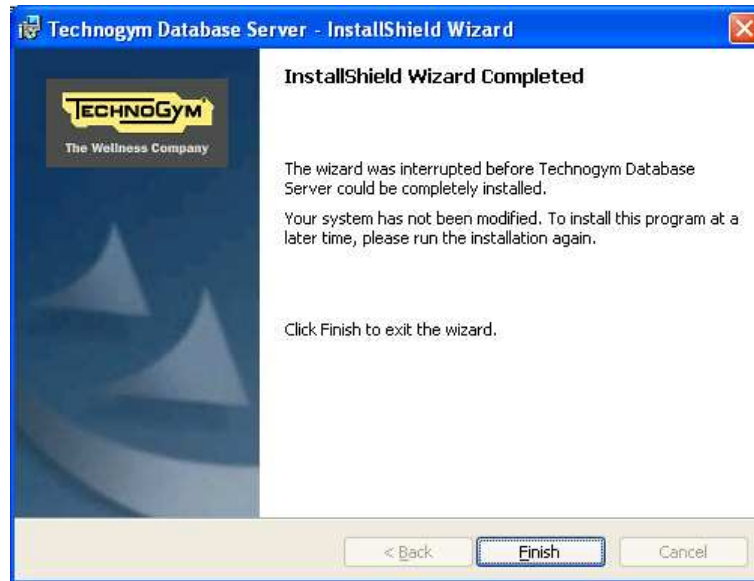
12. The following page appears:



In this case, contact Technogym Technical Support and communicate the version which appears in the **Database Version** text box.

Click on **Next** to interrupt the installation procedure and proceed to step 13.

13. The following page appears:

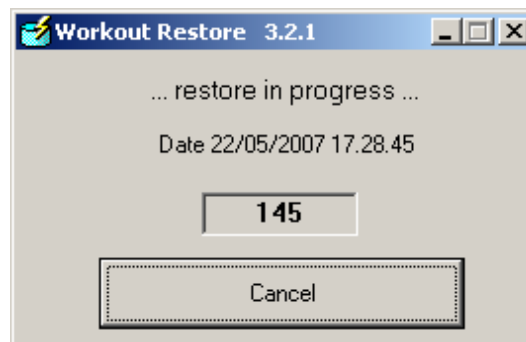


Click on **Finish** to exit the installation wizard.

14. To update the entire workout result history of the **version 3.0** database, it is necessary to run the program **Restore old training results** (not necessary for new installations or updates of versions 2.0 and earlier versions). This program is installed together with **Setup Database Server** and is located in the Start Menu, under the **Database Server** group.

It is advisable to run the program for a full update only when the system is inactive (for example, overnight), in order to prevent disrupting the functionality of the various computers connected to the database.

When executed, '**Restore old training results**' displays the remaining number of club members still to be processed:



Workout results are updated for each individual member; until the data of all members is restored, Wellness Expert display **ONLY** the “actual distance” workout results from the **last 30 days** and Wellness Trainer limits its reports to data from the **last 30 days**.

The procedure can be interrupted by pressing the **Cancel** button and resumed at any time.

## 5.5. STARTING DATABASE SERVER

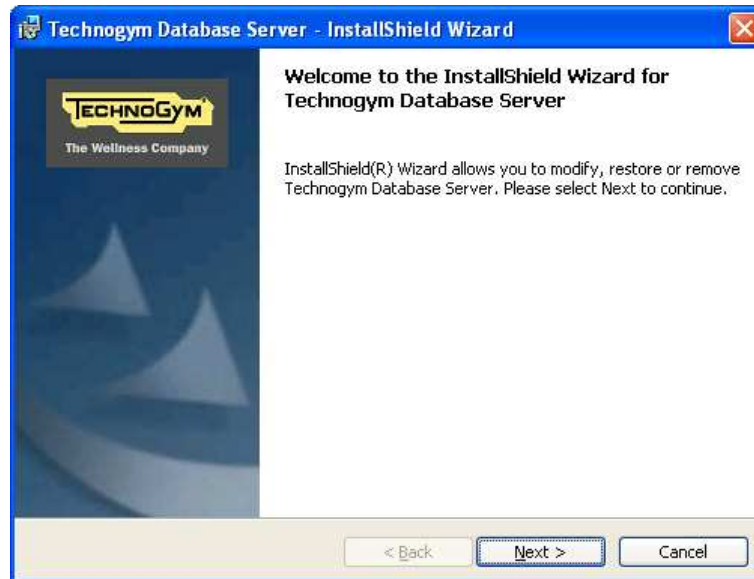
Database Server starts automatically when the PC is turned on (the installation software installs the database as a service, but it is also possible to create a link in the Windows “autorun” folder); it is necessary to log on as an administrator.



## 5.6. REPAIR OR REMOVE DATABASE SERVER

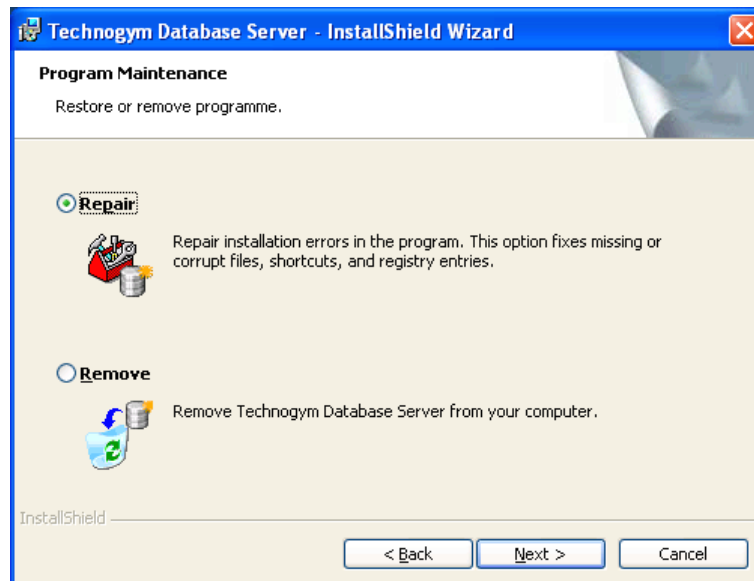
It is possible to repair or remove an existing version of **Database Server** using the Windows® Control Panel–Add or Remove Programs.

1. In the window which lists all the programs installed on the computer, click on the item corresponding to Technogym Database Server. Then click on **Change**. The following page appears:



Click on **Next** to continue.

2. The following page appears:

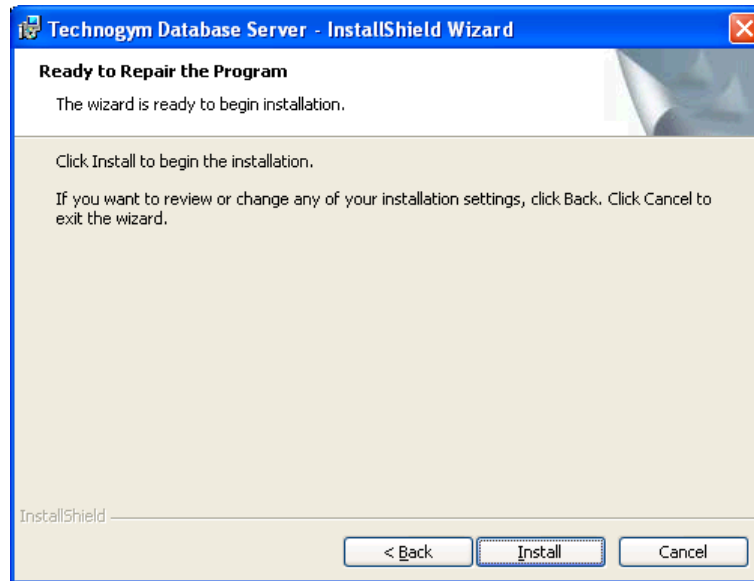


Select the option relating to the operation you wish to perform:

- Click on **Repair** to reinstall the program with the same settings as the original installation;
- Click on **Remove** to uninstall the program by removing the relative components from the computer.

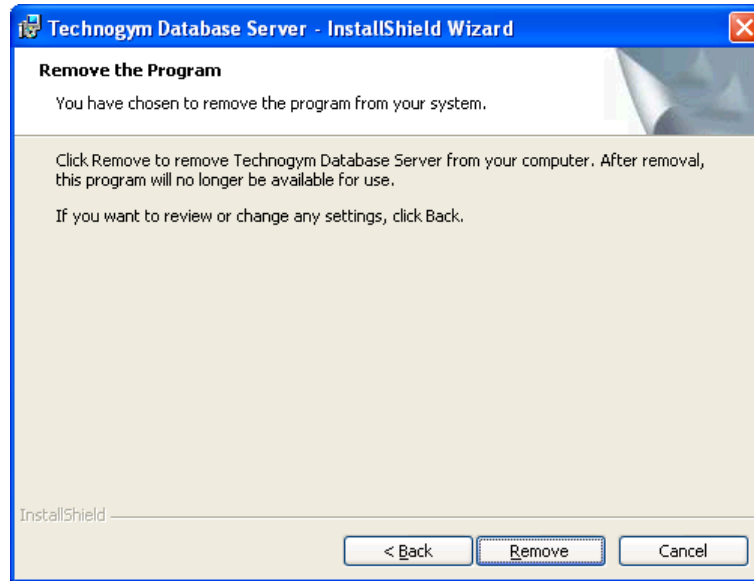
Click on **Next** to continue.

3. If you chose to reinstall the program, the following page appears:



Click on **Install** to reinstall the program and proceed to step 5.

4. If you chose to remove the program, the following page appears:



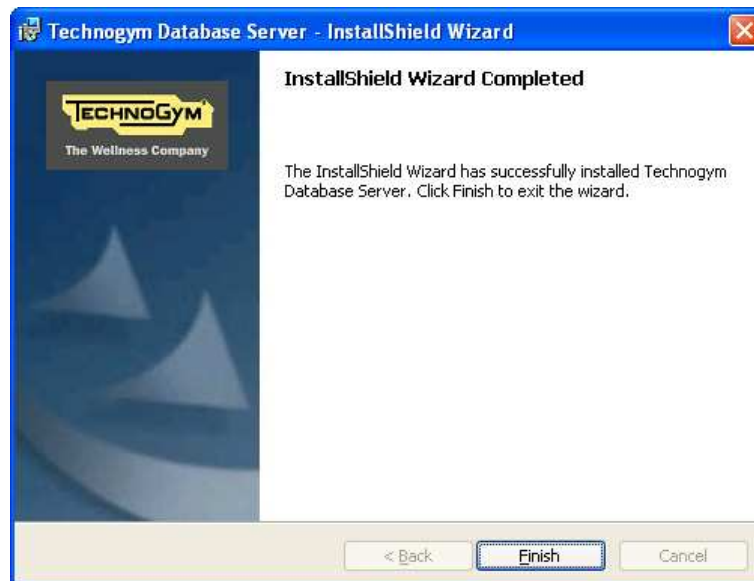
Click on **Remove** to uninstall the program and proceed to step **6**.

5. The following page appears:



The reinstallation procedure copies and updates the program files.

The procedure has been successfully completed when the following page appears:

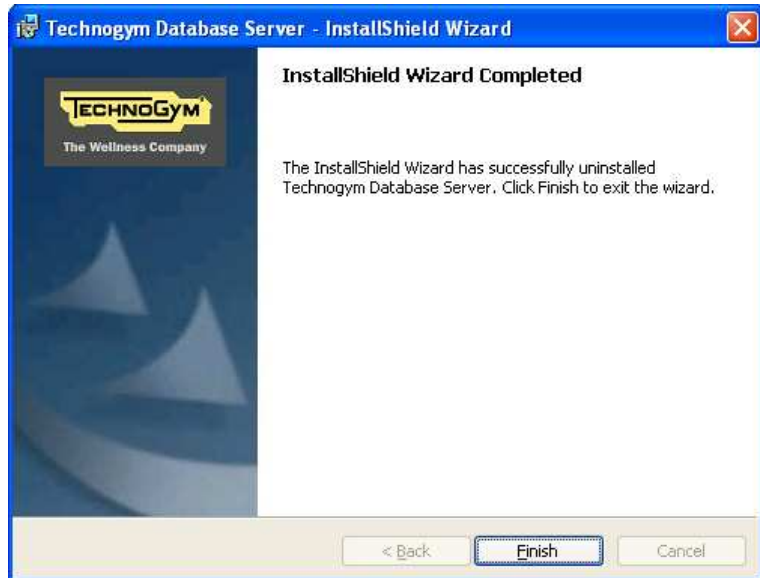


Click on **Finish** to return to the operating system.

6. The following page appears:



The removal procedure has been successfully completed when the following page appears:



Click on **Finish** to return to the operating system.

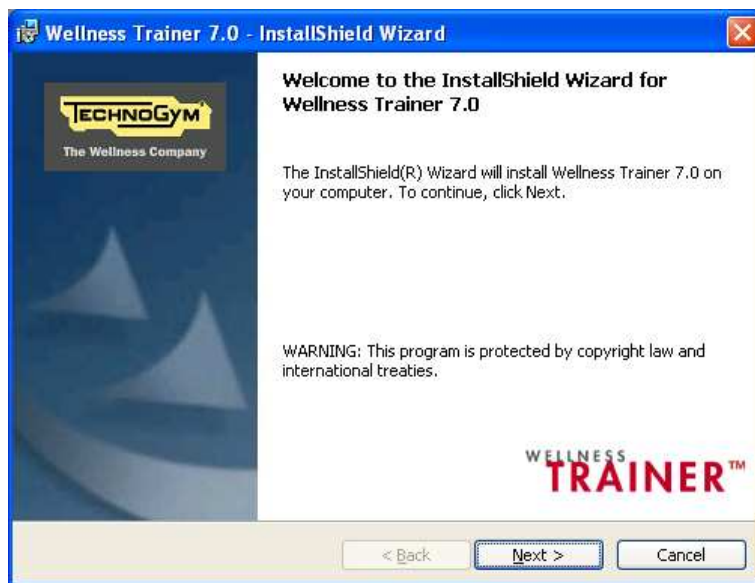
## 5.7. INSTALL WELLNESS TRAINER

The following are required to run the installation wizard:

- the CD-ROM provided with this manual;
- Access to Windows as an administrator.

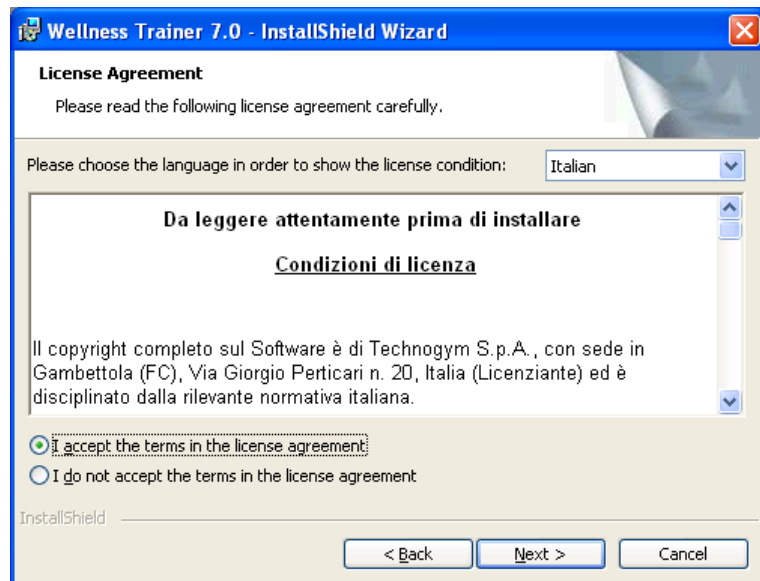
To proceed:

1. Insert the CD-ROM into the PC disk drive.
2. Wait for the installation software to start automatically; click on **Install** in the section **Wellness Trainer 7.0** to start the installation wizard. The following page appears:



Click on **Next** to continue.

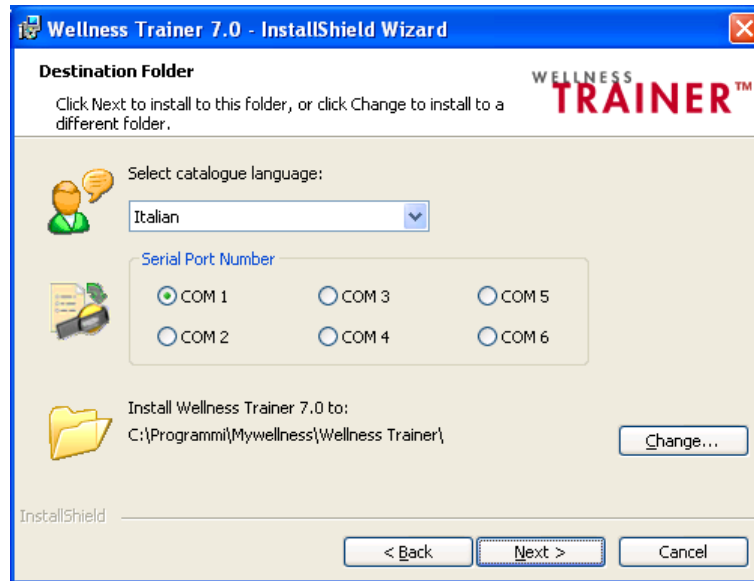
3. The following page appears:



Select the language that you wish to view the license terms in. Read the license terms and select the “**I accept the terms in the license agreement**” option to proceed with the installation. Click on **Next** to continue.

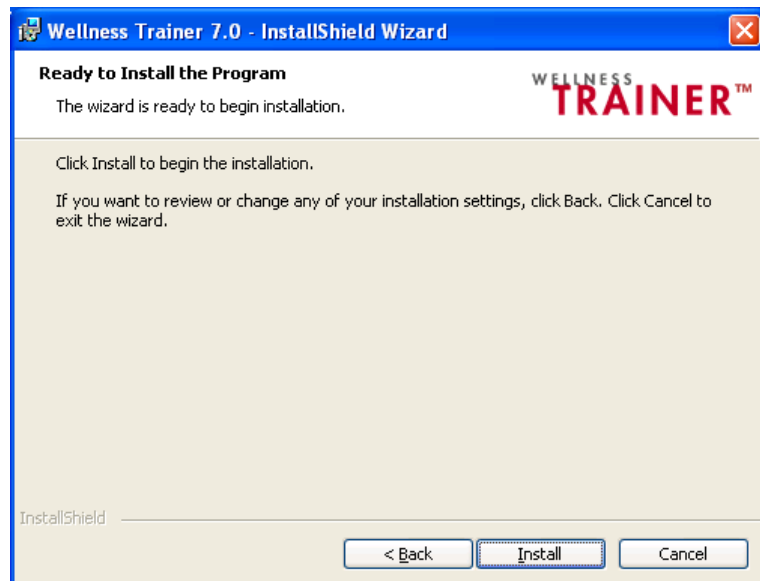


4. The following page appears:



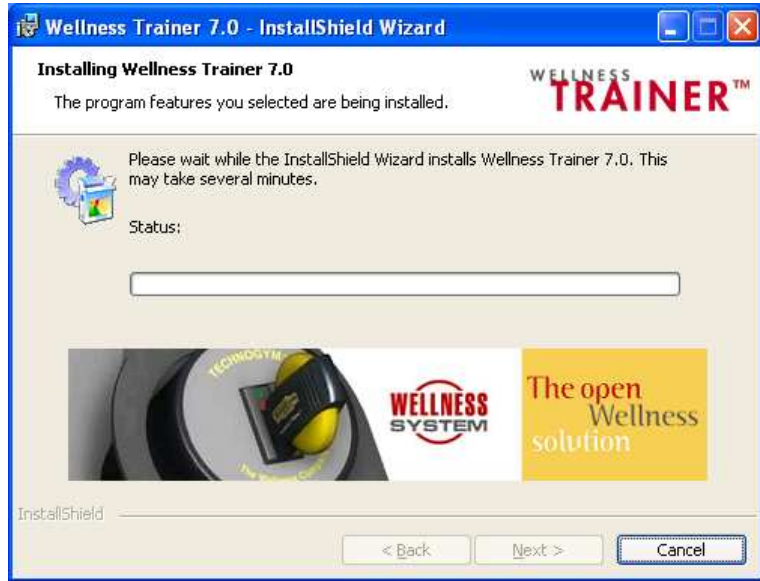
Select the desired system language and the serial port for connection to the Trainer Point.  
Then select the path to which you want the application installed: click on **Change** to specify a different installation path from the one which is suggested.  
Click on **Next** to continue.

5. The following page appears:



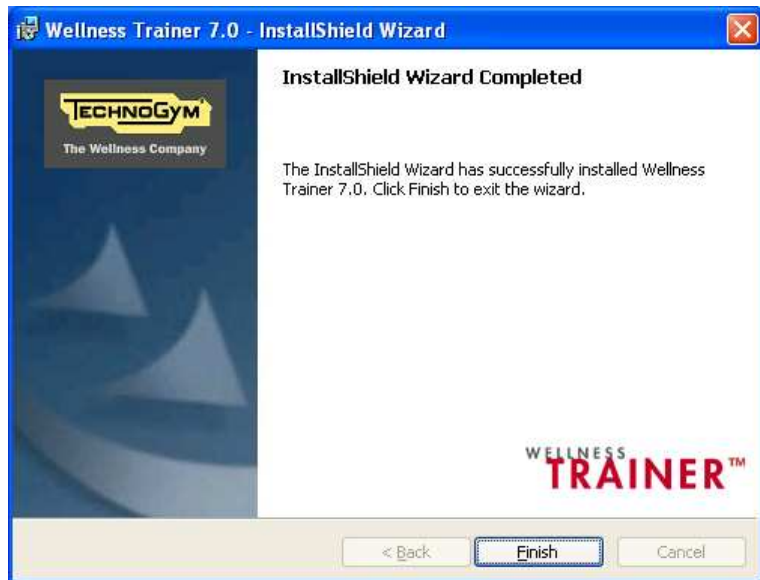
The system parameters have been successfully configured. Click on **Install** to continue with the installation.

6. The following page appears:



The wizard then copies the program files into the folder selected in step 5 and readies Windows® for the execution of Wellness Trainer.

The installation procedure is successfully completed when the following page appears:



Click on **Finish** to exit the installation wizard.

**NOTE:** Certain information provided during the installation procedure may subsequently be modified by configuring the TGS.INI file (see paragraph headed Configure the TGS.INI file).

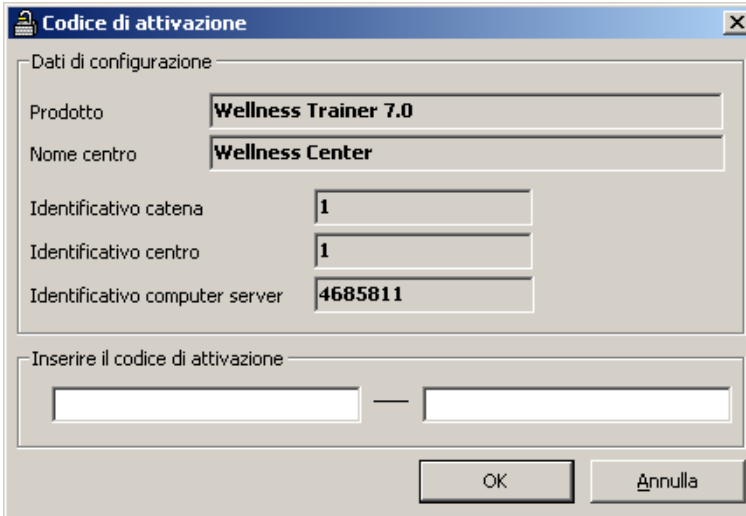
Once the installation procedure is complete, refer to the paragraph headed *Start the software*.

## 5.8. FIRST EXECUTION OF WELLNESS TRAINER

Before starting Wellness Trainer, the Trainer Point must be connected to the computer serial port and switched on; otherwise, the software will display the message “Error communicating with the Trainer Point.” Connect and switch on the Trainer Point, then click on **Retry**; alternatively, click on **Cancel** to exit the program.

To **start Wellness Trainer**, select Programs/Wellness System/Wellness Trainer 7.0 from the Windows® Start Menu. If the links to the installed software are in a folder different from the one suggested (see step no. 4 under heading *Install Wellness Trainer*), select Programs/.....(name of the folder)/Wellness Trainer 7.0 from the Windows® Start Menu.

On first start-up, Wellness Trainer requests the program activation codes in the following page:



The screenshot shows a Windows-style dialog box titled "Codice di attivazione". It is divided into two sections. The first section, "Dati di configurazione", contains five input fields: "Prodotto" (Wellness Trainer 7.0), "Nome centro" (Wellness Center), "Identificativo catena" (1), "Identificativo centro" (1), and "Identificativo computer server" (4685811). The second section, "Inserire il codice di attivazione", contains two empty input fields separated by a horizontal line. At the bottom right, there are "OK" and "Annulla" buttons.

The codes are provided by the Technical Support Service.

Wellness Trainer is equipped with an access protection system; in order to use the program, you must input the username and password: input the username “administrator” and the password “tgs” (lower case characters) when logging in for the first time, then change the password as described in the User Guide.

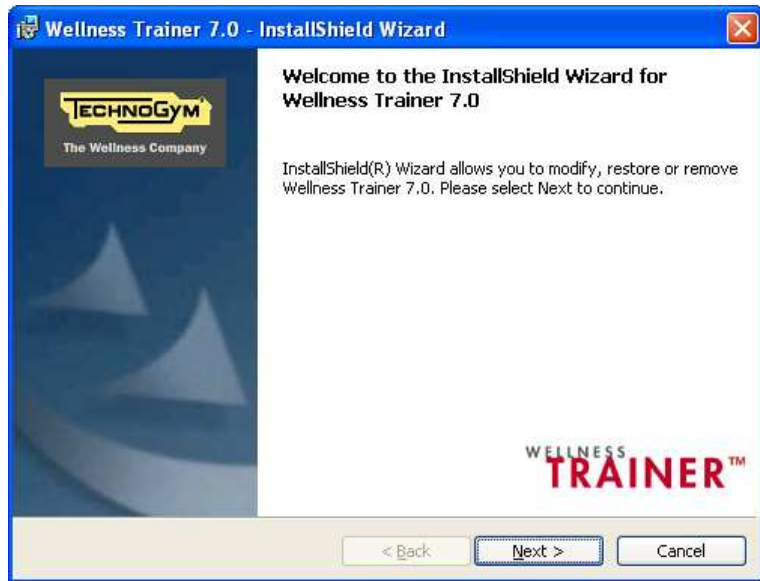
To **start the User Guide**, select Programs/Wellness System/Wellness Trainer Help from the Windows® Start Menu.

If the links to the installed software are in a folder different from the one suggested (see step no. 4 under heading *Install Wellness Trainer*), select Programs/.....(name of the folder)/Wellness Trainer Help from the Windows® Start Menu.

## 5.9. REPAIR OR REMOVE AN EXISTING VERSION OF WELLNESS TRAINER

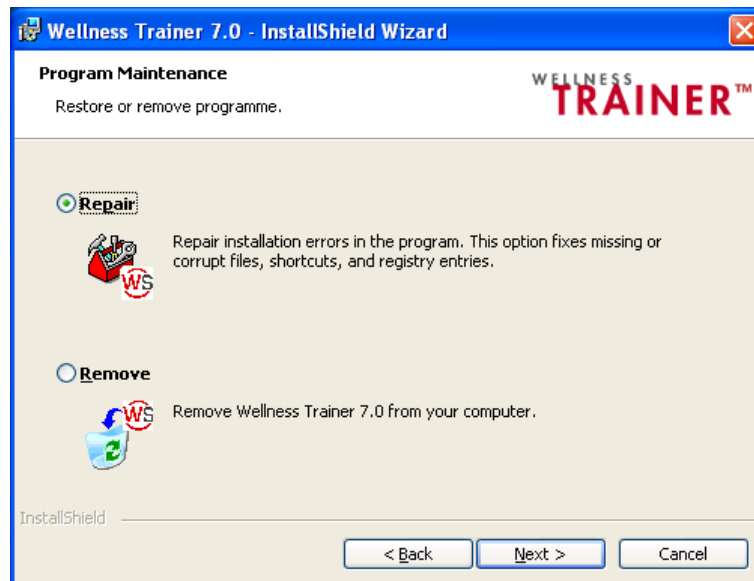
It is possible to repair or remove an existing version of **Wellness Trainer** using the Windows® Control Panel–Add or Remove Programs.

1. In the window which lists all the programs installed on the computer, click on the item corresponding to Wellness Trainer 7.0. Then click on **Change**. The following page appears:



Click on **Next** to continue.

2. The following page appears:

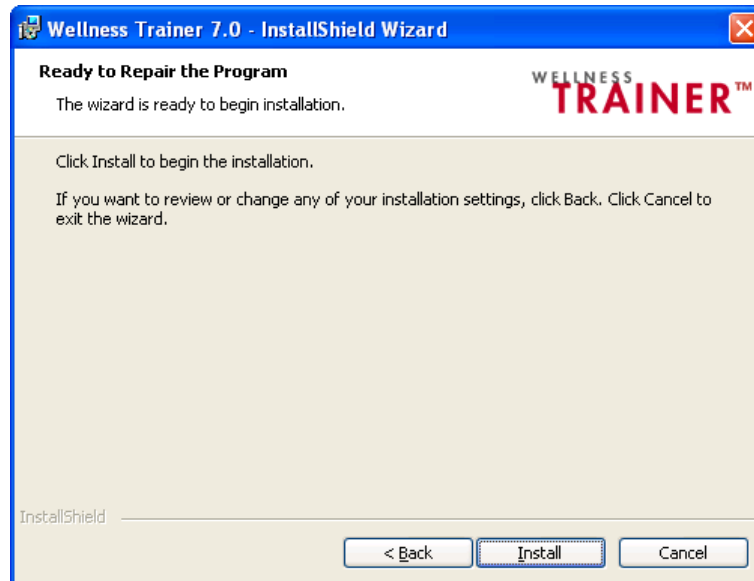


Select the option relating to the operation you wish to perform:

- Click on **Repair** to reinstall the program with the same settings as the original installation;
- Click on **Remove** to uninstall the program by removing the relative components from the computer.

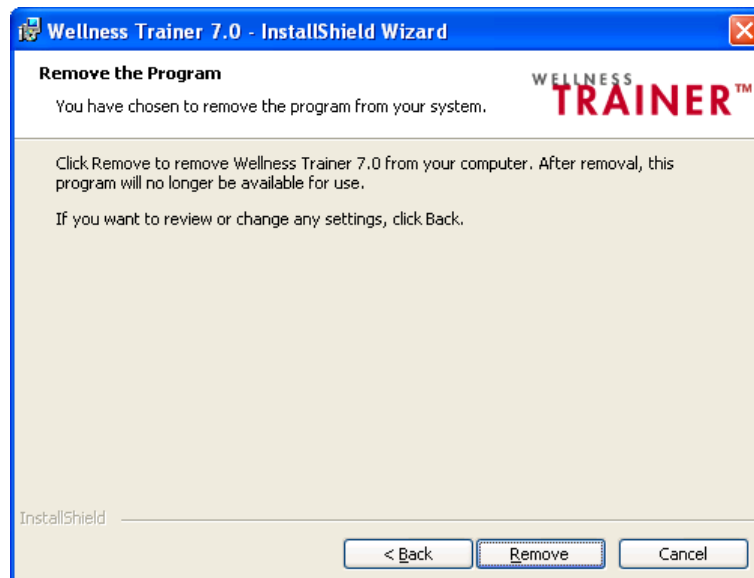
Click on **Next** to continue.

3. If you chose to reinstall the program, the following page appears:



Click on **Install** to reinstall the program and proceed to step 5.

4. If you chose to remove the program, the following page appears:



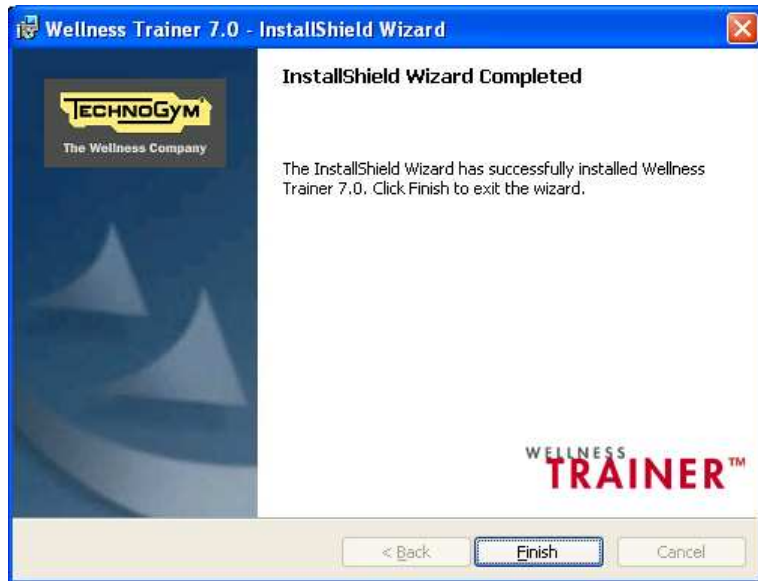
Click on **Remove** to uninstall the program and proceed to step 6.

5. The following page appears:



The reinstallation procedure copies and updates the program files.

The procedure has been successfully completed when the following page appears:



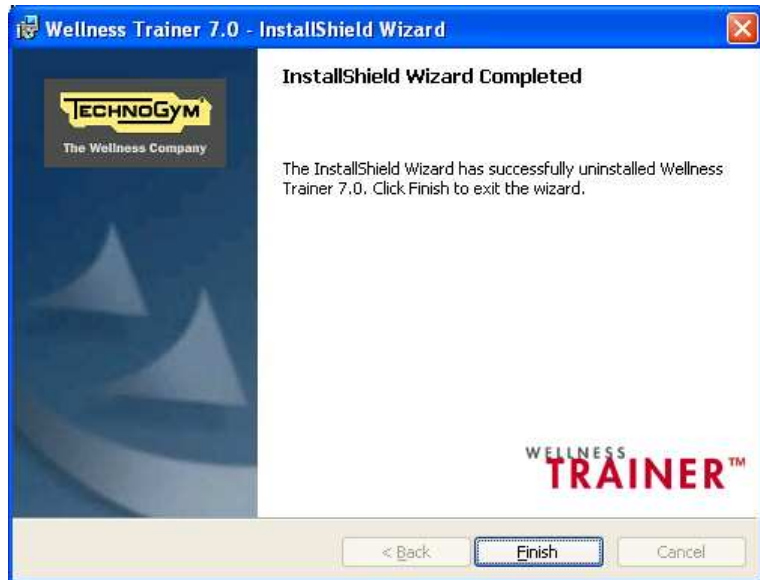
Click on **Finish** to return to the operating system.



6. The following page appears:



The removal procedure has been successfully completed when the following page appears:



Click on **Finish** to return to the operating system.

## 5.10. TECHNICAL INFORMATION

This chapter contains information on error management and the parameters of the configuration file “TGS.INF”.

## 5.11. ERROR MANAGEMENT

Wellness Trainer is equipped with a function for the management of critical situations. In the event of an error:

- it displays a message with the related error code;
- it saves the detected problem in the TGS\_ERR.LOG file;
- it prevents incorrect data from being written to the database;
- It restores the software to its previous state so that the operation which was not successfully executed can be repeated.

The TGS\_ERR.LOG file is located in the TSC\_EXE subdirectory of the main directory selected during installation (see step no. 4 under heading *Install Wellness Trainer*). TGS\_ERR.LOG consists of a sequence of messages which report basic information about the problems encountered:

**SYSTEMID:** program ID (Trainer);

**DATE\_TIME:** date and time that the error occurred;

**OPERATOR:** staff member;

**LEVEL:** user level;

**USERID:** profile code of the TGS user;

**ERRCODE:** error code;

**PROCNAME:** name of the procedure which caused the error;

**VERSION:** product version;

**LANGCODE:** code of the selected language;

**UMES:** selected unit of measurement;

**NOTES:** notes field.

## 5.12. CONFIGURE THE TGS.INI FILE

The TGS.INI document contains the Wellness Trainer configuration parameters. TGS.INI is located in the TSC\_EXE subfolder of the main installation folder selected during installation (see step no. 4 under heading *Install Wellness Trainer*).

### Note

Before making any changes, you are advised to contact the Technical Support Service.

**TPMandatory=Y** Trainer Point is required. Set it to N to start Wellness Trainer without it.

**UseTWAINWebcam=N** Set it to Y to solve problems with Webcam using the Twain driver

**ENG=TGS\_DATA** Name of the database server to which the client connects to

**CommLinks=tcpip,shmem,spx** Connection string. This can be changed using utility EasyRegIniModify available on ftp site.

**DBVersion=05008250** Version of the database that must be used with this client

**Porta1=TL** serial port connected to the Trainer Point. In this case Com1. To change it, move the TL to the corresponding row number.

## 5.13. INSTALLING THE WELLNESS EXPERT

The installation of the Wellness Expert SW is carried out by Technogym on Wellness Expert products. However, for the purposes of SW upgrades or re-installation in the event of any problems, the installation procedure is described below:

The software for installing the Wellness Expert is supplied on a DVD. Insert the DVD in the drive. If the auto play function is enabled on the PC, inserting the DVD in the disk drive will automatically start the installation program. If the auto play function on the PC is disabled, it is necessary to launch the SETUP program directly from the DVD. After starting the installation, the following dialog box appears:



Figure 5.13-1

Select the desired language for installation. The following dialog box appears:



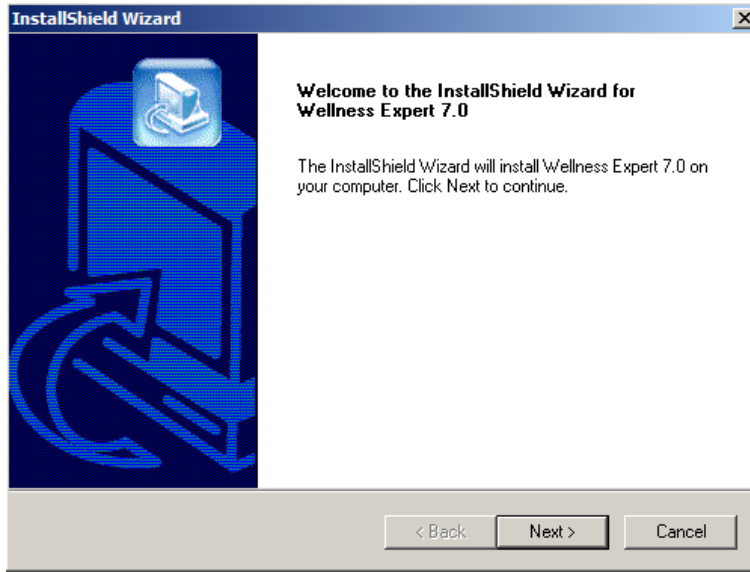
**Figure 5.13-22**

Select Wellness Expert 7.0 “Install”. The following dialog box appears:



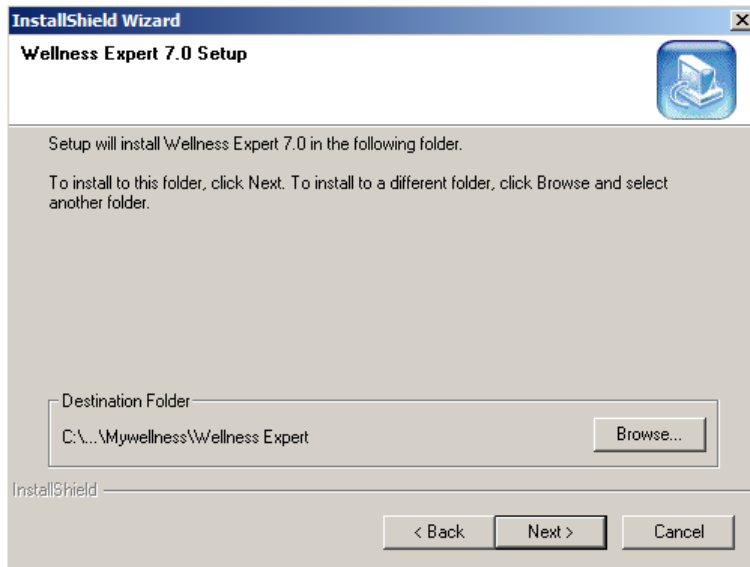
**Figure 5.13-23**

Select Wellness Expert 7.0 “Install”. The following dialog box appears:



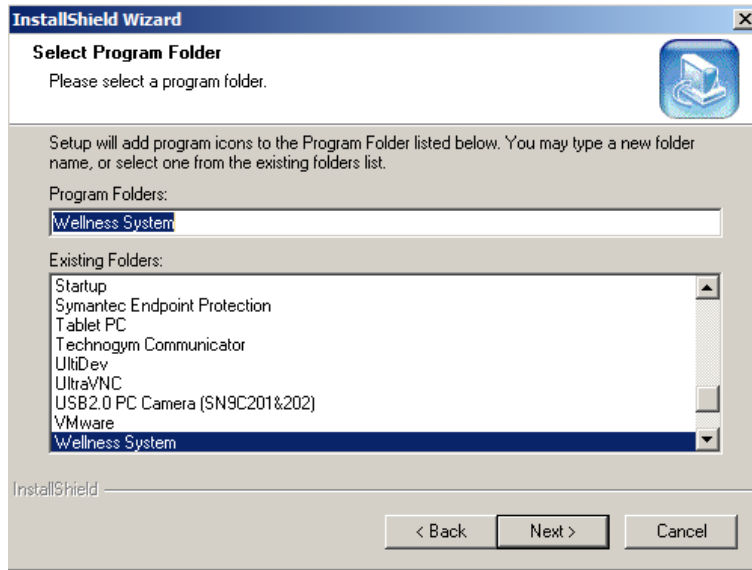
**Figure 5.13-24**

Select “Next”. The following dialog box appears:



**Figure 5.13-5**

Click the “**Next**” button to proceed. The following dialog box appears:



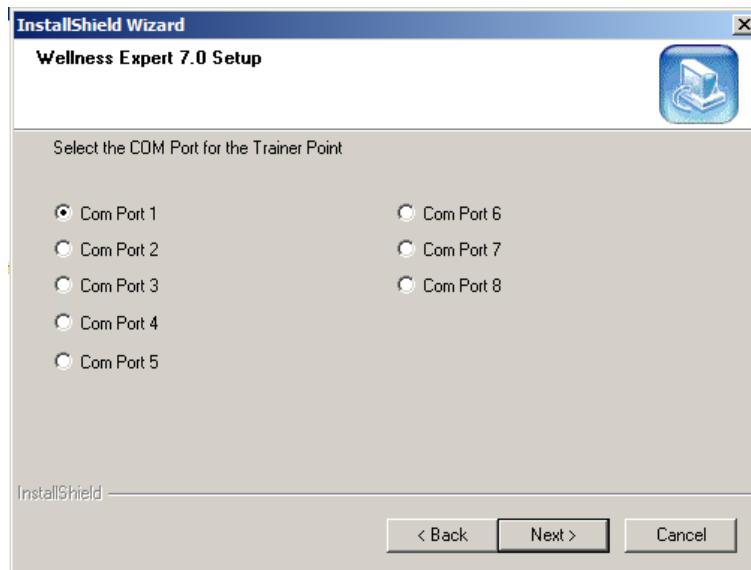
**Figure 5.13-6**

Click the “**Next**” button to proceed. The setup will then proceed with the installation Microsoft .NET Framework 1.1., of Sybase Adaptive Server Anywhere 9.0, of Windows Media Player and of Microsoft Data Access 2.7. After this, the following dialog box appears:



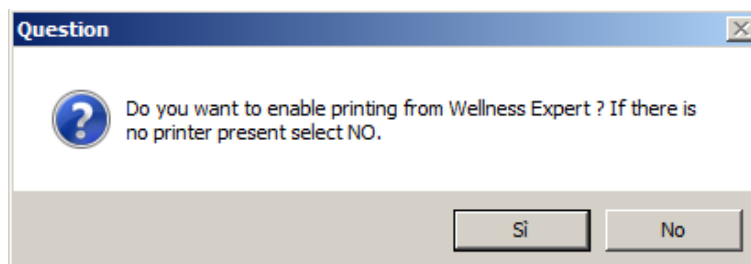
**Figure 5.13-7**

Select the language for the SW, and then click on the “**Next**” button to proceed. The following dialog box appears:



**Figure 5.13-8**

Select the PC serial port to which the Trainer Point has been connected. Select “**Com Port 1**” and then click on the “**Next**” button to proceed with the installation.



**Figure 5.13-9**

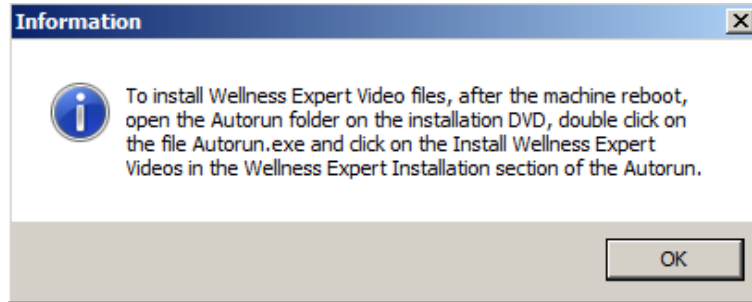
Choose whether to enable printing from the Wellness Expert SW. Click the “**Yes**” button to print, or click “**No**” to disable printing.



**The above selection changes the value of the FlagNoPrint parameter in the file console.ini. Therefore, this setting can subsequently be changed by manually modifying the value of the parameter: enter 0 to enable printing, or 1 to disable printing.**



At this point, the following dialog box appears:



**Figure 5.13-10**

Press **OK** to reach the end of the installation:



**Figure 5.13-11**

The installation program prompts the user to reset the PC in order to configure itself correctly and complete the installation. Select **“Yes, I want to restart my computer now”** and click the **“Finish”** button to proceed with the machine reset and restart the system.

## 5.14. SETUP WELLNESS EXPERT VIDEO

The installation SW for the Wellness Expert is composed of two parts. One contains the SW installation, the other the video clips. The installation procedure has to start with the SW installation and continue with the Video installation.

The setup can either comes on a CD or on a DVD, depending on the version. To start the setup, insert the CD or DVD and wait for the screen below Now:



Figure 5.14-1

Select the language for the setup. The following dialog box appears:



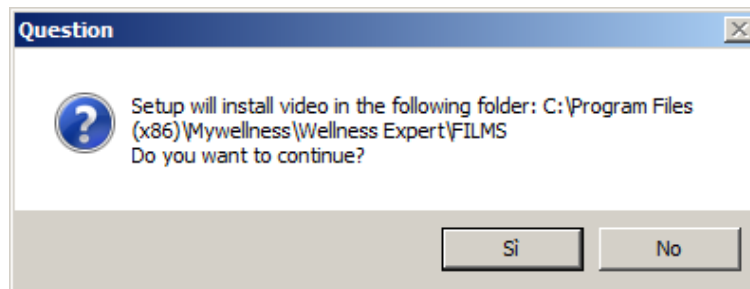
**Figure 5.14-2**

Select Wellness Expert 7.0, “**Install**”, to reach the below menu:



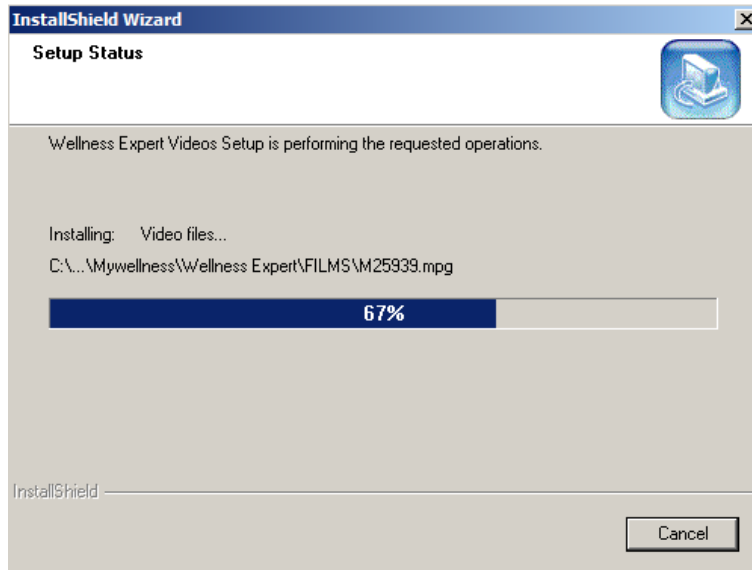
**Figure 5.14-3**

Select Wellness Expert Videos, “**Install**”, the below message will be displayed:



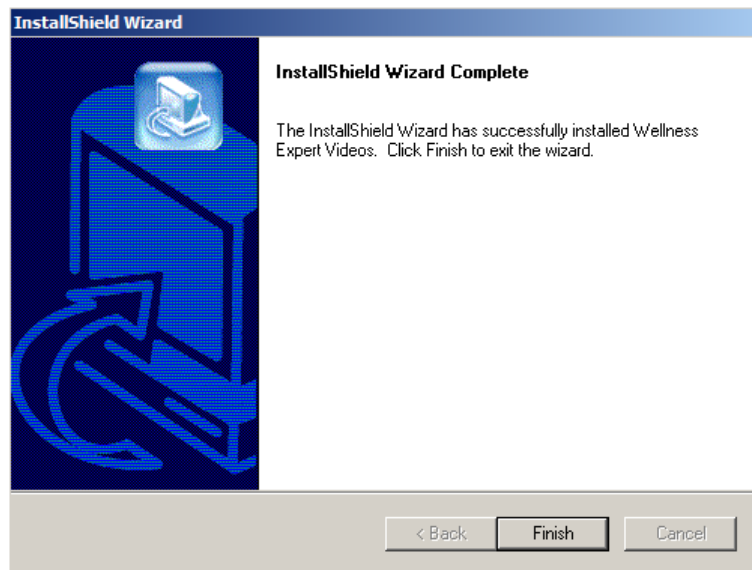
**Figure 5.14-4**

Press “**Yes**”, the below window will be displayed:



**Figure 5.14-5**

When the progress bar reaches the 100%, the below window will be displayed:



**Figure 5.14-6**

Press “**Finish**”, the Wellness Expert is ready to use

## 6. WEB CODES

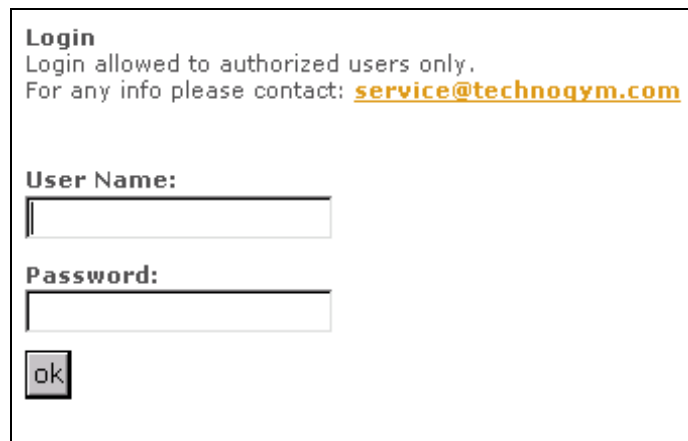
### 6.1. PURPOSE OF THE PROGRAM

The program enables every distributor or branch to access a protected area, by means of a username and password (specific to the code generation environment), in which it is possible to:

- Display the licenses that have not yet been used. The number of unused licenses is obtained by subtracting the number of licenses used from the licenses ordered, separately for each individual product.
- Generate the activation codes.
- Associate the generated codes (software licenses) to the corresponding purchase orders, to permit the traceability of installations and orders.

### 6.2. ACCESS

The code generation service is available at the address <https://www.technogym.com/support>. The below login window will appear:



**Login**  
Login allowed to authorized users only.  
For any info please contact: [service@technogym.com](mailto:service@technogym.com)

**User Name:**

**Password:**

**Figure 6.2-1**

Access to the code generation procedure is granted only to authorized users. Each distributor or branch that distributes the Wellness System can request, from Technogym, the activation of one or more accounts for accessing the code generation service.

Initially, each distributor will be assigned a single account and notified of the corresponding User Name and Password.

## 6.3. USING THE PROGRAM

### 6.3.1. LICENSE ACCOUNT



Figure 6.3-1

Clicking on **License account**, the following menu appears on the left of the page:

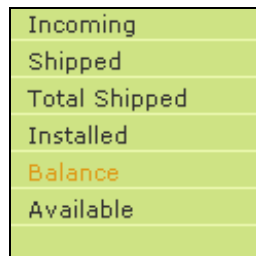


Figure 6.3-2

From here it is possible to:

- **Incoming:** display the list of orders and license codes that still need to be shipped by Technogym
- **Shipped:** display the list of orders and license codes that have already been shipped by Technogym
- **Total:** display the total number of licenses received from Technogym
- **Balance:** display the number of licenses available for generating codes
- **Installed:** find out how the licenses received have been used
- **Available:** display the available licenses for generating the codes

#### 6.3.1.1. Incoming

Displays a table similar to that of the Shipped Licenses; showing which licenses that have been ordered from Technogym, but not yet shipped. These licenses do not contribute to the Balance.

### 6.3.1.2. Shipped

The program displays the following table, which lists the licenses that have been shipped by Technogym. Only these licenses are used for calculating the Balance.

Shipped Licenses User: Stefano Gabellini						
BaanCode	Purchase number	Order date	Product	Type	Licenses	Source
E010V4 - ITA	700547	3/15/2001	Expert 4.0	New	2	Baan
E010V4 - ITA	208115	6/25/2001	Expert 4.0	New	4	Baan
E077V4	208115	6/25/2001	Trainer 4.0	New	2	Baan
E011V4	208115	6/25/2001	Trainer 4.0	New	3	Baan
E075V4	208115	6/25/2001	Data Base 7.0	New	2	Baan
E012V4 - ITA	207886	6/5/2001	Expert 4.0	New	1	Baan
E010V4 - ITA	207477	4/3/2001	Expert 4.0	New	2	Baan

**Figure 6.3-3**

In the above table, each line corresponds to a shipped product license:

- **Baan Code:** the Baan product code;
- **Purchase Order:** the purchase code of the license;
- **Order Date:** the date of the purchase order;
- **Product:** the product for which the codes can be generated;
- **Type:** the type of license that can be used;
- **Licenses:** the number of licenses shipped;
- **Source:** identifies the source of the order information.



**NOTES:** the Baan codes E011V7 and E077V7 appear on the site as Trainer 7.0 licenses of types 'New' and 'Add New', and are used differently for the purposes of generating the licenses. Every order must include an E011V7 code which corresponds to the first Trainer license, and as many E077V7 licenses as there are additional work stations. The correctness of the orders is checked in real time. If a club's purchase order contains only E077V7 codes without any E011V7 codes, it will not be possible to generate the activation codes.



### 6.3.1.3. Total Shipped

The program displays the following table, which lists the total number of licenses received from Technogym. The table is purely for informational purposes.

**Invoiced Licenses** User: **Internal user for UK**

	New		Upgrade		Hardware	Service
	Base	Additional	Base	Additional		
WS 7.0 Database Server	254	0	259	0	58	0
Wellness Trainer 7.0	146	451	257	360	473	0
Wellness Expert 7.0	330	27	257	247	407	0

**Figure 6.3-4**

### 6.3.1.4. Balance

The program displays the following table, which lists the type and number of licenses for which it is possible to generate activation codes.

**Balance** User: **Internal user for UK**

	New		Upgrade		Hardware	Service
	Base	Additional	Base	Additional		
WS 7.0 Database Server	12	0	9	0	25	0
Wellness Trainer 7.0	9	54	14	81	25	0
Wellness Expert 7.0	36	0	16	19	25	0

**Figure 6.3-5**

In the above table, each line corresponds to a product, while the columns correspond to the different types of licenses available:

- **New:** indicates a new product license, which can be either a base or additional license;
- **Upgrade:** indicates a license for upgrading from previous software versions, which can be either a base or additional license;
- **Hardware:** this type of license is used for regenerating the codes when the hardware of the server is changed;
- **Service:** this license can only be used with the authorization of Technogym;

In the above example, there are 6 new licenses, 15 upgrade licenses and 2 hardware licenses available for the Data Base 7.0. There are no additional licenses for the Data Base.

Placing the cursor on the intersection between the product row and type column displays an on-line help about the type of license corresponding to that cell.



**The number of available licenses shown on this page is updated in real time with each code generation. However the credits for the licenses will only become available after 24 hours from the shipment date.**

### 6.3.1.5. Installed

The program displays the following table, which lists the clubs in which the licenses and the associated orders have been used.

Installed User: Stefano Gabellini									
Club Name	Id Chain	Id Club	Product	Type	Licenses	Purchase Order	Baan Code	Activation date	User
CORPUS	1	1	Data Base 7.0	Hardware	1	Hardware		15/01/2002	I.for I
Claudio	7373	1	Gate 1.1	New	1	111111	E0020V11-ITA	15/01/2002	S.Gabellini
Wellness	301	1	Trainer 5.0	Hardware	2	Hardware		14/01/2002	I.for I
Wellness	301	1	Trainer 4.0	Upgrade	1	139499	E611V4 - ITA	14/01/2002	I.for I
Wellness	301	1	Trainer 4.0	Add Upgrade	1	140230	E0000055	14/01/2002	I.for I

**Figure 6.3-6**

In the above table, each line corresponds to a generated code:

- **Club Name:** the name of the club where the licenses have been used;
- **IdChain, IdClub:** these are the unique club identifiers;
- **Product:** the product for which the codes have been generated;
- **Type:** the type of license used;
- **Licenses:** the number of licenses used;
- **Purchase order:** the purchase order code for the license;
- **Baan Code** this is the Baan product code (i.e. the code used for ordering the license);
- **Activation date:** the date when the license codes were generated;
- **User:** specifies the user who has used the licenses.

### 5.4.1.2 Available

The program displays the following table, which lists the type and number of licenses that are available.

Available Licenses User: Stefano Gabellini <input type="button" value="print"/>						
BaanCode	Purchase Order	Order date	Product	Type	Licenses	Source
E0000055	140230	10/01/2001	Trainer 4.0	Add Upgrade	1	Baan
E0000055	142535	28/02/2001	Trainer 4.0	Add Upgrade	1	Baan
E0000055	142536	28/02/2001	Trainer 4.0	Add Upgrade	1	Baan
E0000055	142998	12/03/2001	Trainer 4.0	Add Upgrade	1	Baan
E0000055	144137	11/04/2001	Trainer 4.0	Add Upgrade	1	Baan
E0000055	145865	19/06/2001	Trainer 4.0	Add Upgrade	1	Baan

**Figure 6.3-7**

This page shows the list of licenses that have not yet been associated with an activation code. From this table it is possible to determine to which orders the available licenses in the balance are referred.

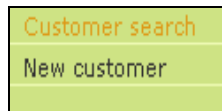
The meaning of the columns is the same as for the Shipped page.

## 5.4.2 CODES



**Figure 6.3-8**

Clicking on **Codes**, the following menu appears on the left of the page:

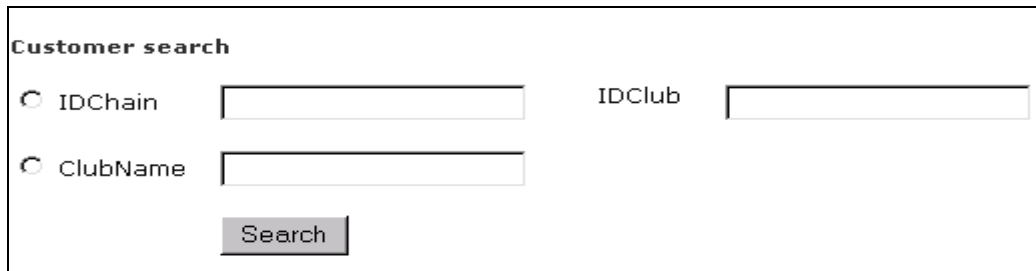


**Figure 6.3-9**

From here it is possible to choose:

- **Customer search:** search the already licensed installations and subsequently access the license manager page;
- **New customer:** enter new customers.

### 5.4.2.2 Customer search



**Customer search**

IDChain       IDClub   
 ClubName

**Figure 6.3-10**

The search can be conducted in two ways: either by entering the IdChain and Id Club identifiers associated with the Club, or by entering a part of the club name.

In the first case, select the top option button (next to IdChain/IdClub), enter the search values in the IdChain and IdClub fields and click the **Search** button: if a club matching those values is found, the program directly invokes the *License* page which shows all the licenses assigned to that club (see **Figure 6.3-13**).

In the second case, select the lower option button (ClubName), and in the ClubName field enter either a part of or the entire club name and click on Search: the program will show a list of all the installation whose ClubName field contains the string used as a search key.

Club list    User: <b>Stefano Gabellini</b> <input type="button" value="print"/>				
ClubName	City	IdChain	IdClub	
CORPUS	Perugia	1	1	<input type="button" value="View"/>
Wellness Club	Gambettola	1	2	<input type="button" value="View"/>
Champions Club	Cesena	14	1	<input type="button" value="View"/>
S.G. "ROMEO NERI" Srl	Rimini (RN)	15	1	<input type="button" value="View"/>

**Figure 6.3-11**

To select the desired customer, click on the corresponding **View** button. This calls up the *License* page for the club, as described below.

### 5.4.2.3 New customer

Each club is uniquely identified, at the global level, by an IdChain and IdClub code. The first identifies the chain and the second identifies the Club within the chain. The value of the IdChain code depends on the country in which the product is installed.

In the case of a new customer, it is necessary to fill out the fields in the form shown below:

New customer User: Stefano Gabellini			
Id Chain	<input type="text"/>	Id Club	<input type="text"/>
Name	<input type="text"/>	Address	<input type="text"/>
Zip code	<input type="text"/>	City	<input type="text"/>
Contact	<input type="text"/>	E-mail	<input type="text"/>
Tel	<input type="text"/>	Fax	<input type="text"/>
IdCustomer	<input type="text"/>	Country	italy <input type="button" value="v"/>
			<input type="button" value="Send"/>

Figure 6.3-12



#### WARNING:

- All the fields on the form are required and must be filled;
- The IdCustomer field is the client identification code used by the branch/distributor. If the Baan system is used, this will be the same as the Baan code;
- If the customer does not have an e-mail address, enter the e-mail of the branch/distributor.

### 5.4.2.4 Licenses

Customer name: **SPORT IS LIFE Badia Polesine (Ro)** IdChain: **23** IdClub: **1**

Club Name	IdServer	Product	License	Option	Activation system	Code 1	Code 2
SPORT IS LIFE	8715273	Contact Manager 7.0	1		LicensingSystem1.0	22132678	1378165281
SPORT IS LIFE	0	WS 7.0 Database Server	1		LicensingSystem1.0	15395848	1107566627
SPORT IS LIFE	8715273	Wellness Expert 7.0	1		LicensingSystem1.0	22163215	1377182243
SPORT IS LIFE	8715273	Wellness Trainer 7.0	1		LicensingSystem1.0	22030192	1109799073

[History](#) [Add](#)

**Figure 6.3-13**

The License page displays, for the previously selected club, the list of licensed products, the number of activated licenses, options selected for the software functions, and the activation codes. There are 2 buttons in this window:

- **Add:** calls up the code generation/management page.
- **History:** displays all the licenses used for the previously selected club.

### 5.4.2.5 Code generator

License		Customer	
Product	<input type="text" value="WS 7.0 Database Server"/>	IdCustomer	c04040
Type	<input type="text" value="New"/>	Name	SPORT IS LIFE
Activation System	LicensingSystem1.0	Address	via 24 Maggio 427
Total Number of Licenses	1	Zip code	45021
	Already used: 1	City	Badia Polesine (Ro)
ClubName	SPORT IS LIFE	Contact	Nicola
Time	Unlimited	Tel.	0425 52851
Purchased License	<input type="text" value="212790 - E075V7 (1)"/>	Fax	
		E-mail	service@technogym.com
		<a href="#">Modify</a>	
License generator			
<a href="#">Generate</a>	Code 1	15395848	
	Code 2	1107566627	
Delete all licenses			
<a href="#">Delete</a>	All licenses of this product will be deleted		

**Figure 6.3-14**



This page is used for:

- **Entering new licenses for products that have not yet been licensed:**
  - Select the product from the Product drop-down menu.
  - Specify the type of activation (see License account). The type of activation must correspond to the types of licensed purchased: choose 'New' if a new license has been purchased, and choose 'Upgrade' if the license purchased for that club is an upgrade.
  - If the option field appears, it is possible to specify an operating mode for the software whose codes are being generated. The selected option must be the same one chosen during the software setup. e.g. to use the Smartcard instead of the TGS key, the Smartcard option must be selected during installation of the Data Base, and the activation codes must be generated specifying Smartcard in the option combo box.
  - Specify the Activation System. You can choose between “Standard Activation System” and “Licensing System 1.0”. The first is identified by the word “WsCogen”, the second by “Licensing System 1.0”. The “Standard Activation System” must be used for versions up to 4.0.1036 included, the “Licensing System 1.0” from version 4.0.2026.
  - In the License Number field, enter the updated total number of licenses for the selected product. If there was previously one license, and the total number of licenses must now be two, then it is necessary to enter the value 2 in this field; however only one License will be deducted from the *Licenses account*.
  - In the ClubName field, enter the name of the club used in the application. In the case of a single data base this value must be the same for all the applications.
  - In the IdServer field, enter the value returned by GetId or by the setup procedure during installation, or when the application is started for the first time.
- **Adding licenses for already licensed products:** in this case, on selecting the product, the program shows the current number of licenses, which can be modified according to the user's needs.
- **Reducing the number of licenses used:** on selecting an already licensed product, it is possible to reduce the number of licenses for that product by simply modifying the License number field. This operation will not restore the licenses already used.
- **Deleting all the licenses for a given product:** if a product is no longer being used, pressing the **Delete** button cancels all the licenses for that product. This operation will not restore the licenses already used.
- **Associating the licenses that are being generated to their purchase orders:** The association is made using the **Purchase order** field which makes it possible to select one of the orders that have been shipped. **It is up to whoever generates the license to associate the correct purchase order with the license that is being generated.**

In order to generate an activation code for licenses that are referred to different orders, it is necessary to repeat the code generation procedure as many times as there are orders. The number of licenses that are used each time must be covered by the associated order.

**Example:** generation of licenses for 2 Wellness Trainers.

In this case, two different types of licenses are required, one New Base license (corresponding to the code E011V5) and one Add New license (corresponding to the code E077V5).

The activation codes must be generated as follows:

- 1- First generate the codes for a Wellness Trainer, specifying New in the Type field and associating the license E011V5 to these activation codes.
- 2- Then return to the code generation page and select Add New for the Type field, enter the value 2 in the Total Number of Licenses field and associate the license E077V5 to these activation codes. In this case, because there is already 1 Wellness Trainer license, only the additional license will be deducted from the Balance table.
- 3- The activation codes to be applied are only the last ones generated, corresponding to a total of 2 Wellness Trainer licenses.

**Example:** it is necessary to generate licenses for 5 Wellness Experts, and these have been ordered with 2 orders: 3 Wellness Experts in the first order and 2 Wellness Experts in the second order.

When generating the activation codes it is necessary to:

- 1- First, generate the codes for the 3 Wellness Experts and associate the first order to these activation codes.
  - 2- Next, return to the code generation page and enter the value 5 in the License number field. In this case, because there are already 3 Wellness Expert licenses, only two new licenses will be deducted from the Balance table, and the license that is generated should be associated to the second order which contains the two licenses necessary for reaching a total of 5 licenses.
  - 3- The activation codes to be applied are the last ones generated, which correspond to a total of 5 Wellness Expert licenses.
- **Modifying the details of the club** in which the products are installed.
  - **Generating activation codes because the server Hardware has been changed:** in this case, it is necessary to send a request to Technogym, specifying the installation for which the codes need to be regenerated, and enclosing a report of the hardware technician who will carry out the operation. Subsequently, the Hardware type credits for the generation of the codes will be credited on the Licenses account. For each product, there are 10 hardware licenses available which can be used when it is not possible to contact Technogym. In this case, in order to restore the hardware licenses used, the report will have to be sent subsequently to their use.

The codes are generated by clicking the **Generate** button, and only after once again confirming the number and type of license being used and the total number of licenses that will be assigned to the club.



**The Purchase License combo box only displays the licenses which can be used for the code that is being generated, and shows the number of such licenses that are still available in brackets.**

### 5.4.2.6 History

The program displays the following table, which logs all the license code generation activities.

Customer name: **SPORT IS LIFE Badia Polesine (Ro)** IdChain: **23** IdClub: **1**

Product	Licenses	Type	Generation Date	Purchase License	
Contact Manager 7.0	1	New	12/05/2008	761262 - E611V7 (0)	update
Wellness Expert 7.0	1	Upgrade	12/05/2008	761262 - E612V7 (0)	update
Wellness Trainer 7.0	1	Upgrade	12/05/2008	761262 - E611V7 (0)	update
WS 7.0 Database Server	1	Upgrade	12/05/2008	761262 - E675V7 (0)	update
Wellness Expert 2005	1	Hardware	12/02/2007	Hardware - (96)	update
Wellness Trainer 2005	1	Hardware	12/02/2007	Hardware - (94)	update
Wellness Expert 2005	1	Upgrade	27/03/2006	739938 - E612V5 (0)	update
Wellness Trainer 2005	1	Upgrade	27/03/2006	739938 - E611V5 (0)	update
Data Base 2005	1	Upgrade	27/03/2006	739938 - E675V5 (0)	update
Data Base 4.0	1	Hardware	12/01/2005	Hardware - (96)	update
Expert 4.0	1	Hardware	30/06/2004	Hardware - (79)	update
Trainer 4.0	1	Hardware	30/06/2004	Hardware - (75)	update
Expert 4.0	1	Hardware	29/03/2001	Hardware - (79)	update
Trainer 4.0	1	Hardware	29/03/2001	Hardware - (75)	update
Expert 4.0	1	Upgrade	01/03/2001	140281 - E612V4 -ITA (0)	update
Trainer 4.0	1	Upgrade	01/03/2001	140281 - E611V4 -ITA (0)	update
Data Base 4.0	1	Upgrade	01/03/2001	140281 - E675V4 (0)	update

Figure 6.3-15

Each line corresponds to a single generated license, to which the license purchase order is associated. In the case of errors in assigning the association, on this page it is possible to modify the number of the purchase order associated with the license.

#### **5.4.2.7 Details**

To modify the customer details entered as described in paragraph 5.4.2.3 “

New customer“, click the **Modify** key in Figure 6.3-14: the following window appears:

User: <b>Stefano Gabellini</b>	
Customer	
IdCustomer	<input type="text" value="Codice Baan"/>
Name	<input type="text" value="Wellness Club TRE"/>
Address	<input type="text" value="Via Colombarone"/>
Zip code	<input type="text" value="47032"/>
City	<input type="text" value="Bertinoro"/>
Country	<input type="text" value="italy"/> ▼
Contact	<input type="text" value="Mr. Bragagni"/>
Tel	<input type="text" value="+3934232424"/>
Fax	<input type="text"/>
E-mail	<input type="text" value="ss@tin.it"/>
<input type="button" value="Send"/>	

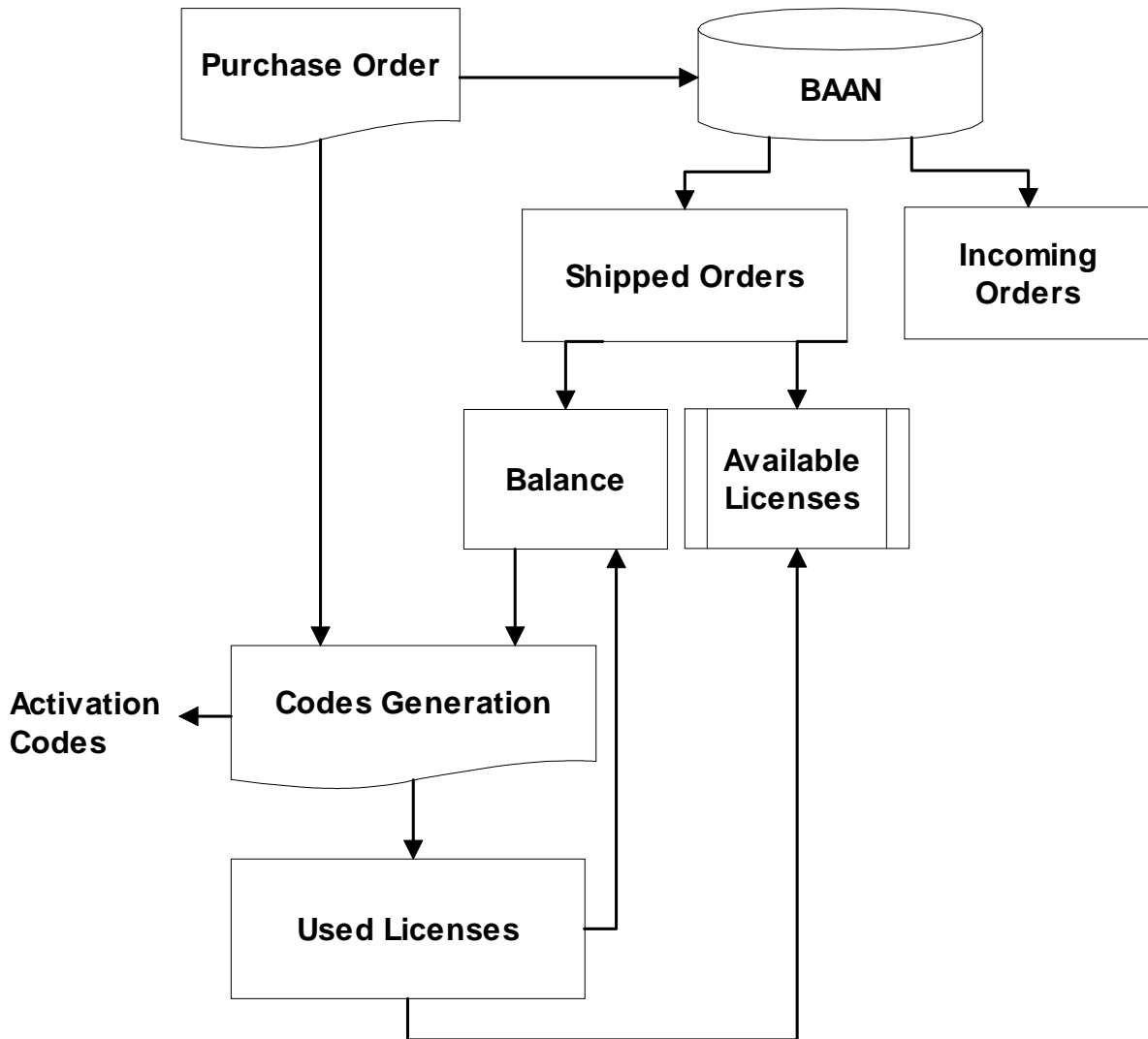
**Figure 6.3-16**

Click **Send** to confirm the changes made to the customer details.

### 5.4.3 HOW TO USE THE PROGRAM

Before generating an activation code, the program requires the user to have ordered the necessary licenses. The tables below provide some concrete examples to help you determine which license codes to order and what types of code generations to use.

#### 5.4.3.2 Flow



### 5.4.3.3 Order codes

The following table provides a brief explanation of Baan codes for the Wellness System 7.0 software licenses.

CODE	ARTICLE	DESCRIPTION
<b>WELLNESS SYSTEM</b>		
E011V7	WELLNESS TRAINER 7.0 LICENSE	Software for Trainer to create and assign training programs, monitor compliance, performance, etc. Club must have a full license
E077V7	ADDITIONAL W.TRAINER 7.0 LICENSE	License Wellness Trainer software for additional computers
E075V7	WELLNESS SERVER 7.0 LICENSE	The database management software to store all data
E010V7-ALGG	WELLNESS EXPERT KIOSK	Interactive kiosk for users, to get training program and results feedback. It includes Wellness Expert 7.0 license.
E012V7	WELLNESS EXPERT 7.0 LICENSE	Software program for end users, to get training program and results feedback.
<b>MYWELLNESS PORTAL</b>		
EWP540A01V1	MYWELLNESS PORTAL CLIENT	License to connect the club to MyWellness Portal. One per club
EPP530A01V2	MYWELLNESS PORTAL ANNUAL FEE	Hosting fee for MyWellness Portal. Yearly fee
<b>ADDITIONAL MODULES</b>		
E0000037	SMS MESSAGING	Software for sending SMS message from W. System. One license per club
E00095V5	BIOMETRICS LINK 2005 LICENZE	Additional module to support the automatic data acquisition from measurement devices like weight scales etc.
E0039V7	CONTACT MANAGER 7.0 LICENSE	License to enable Contact Manager into Wellness System.
E0038V7	CONTACT MANAGER 7.0 CLIENT LICENSE	License to enable Contact Manager in additional PC.
E00027V7	IMPORT TOOL	Import tool to transfer members' data from other programs into W. System
<b>UPGRADES</b>		
E611V7	UPGRADE W.TRAINER 7.0 LICENSE	
E00055V7	ADD.UPGRADE W.TRAINER 7.0 LICENSE	
E612V7	UPGRADE W.EXPERT 7.0 LICENSE	
E00085V7	ADDITIONAL W.EXPERT 7.0 LICENSE	
E00090V7	ADD.UPGRADE W.EXPERT 7.0 LICENSE	
E675V7	UPGRADEW.SERVER 7.0 LICENSE	

### 5.4.3.4 What to order and how to generate the codes

#### 1. WELLNESS SYSTEM PROFESSIONAL EDITION

- *Always*

**E075V7** Data Base Server License  
**E011V7** Wellness Trainer Client License  
**EFT00190-ALGG**Trainer Point (Device for assigning keys).  
**EA02GAT0200** WS Keys

- *For each Wellness Expert*

**E010V7-ALGGXX**

- *For each additional Wellness Trainer*

**E077V7** Additional Wellness Trainer license  
**EFT00190-ALGG**Trainer Point (Device for assigning keys)

- *For Biometric Link*

**E00095V5** Biometrics Link

- *For Contact Manager*

**E0039V7** Contact Manager for Wellness Trainer license

- *For each additional Contact Manager to use where Wellness Trainer is not installed*

**E0038V7** Additional Contact Manager License

## **2. WELLNESS SYSTEM TRAINING EDITION**

- *Always*

**E075V7** Data Base Server License  
**E00113V7** Wellness Trainer Training Edition Client license  
**EFT00190-ALGG**Trainer Point (Device for assigning keys).  
**EA02GAT0200** WS Keys

- *For each Wellness Expert*

**E110V7-ALGGXX**

- *For each additional Wellness Trainer*

**E00177V7** Additional Wellness Trainer Training Edition license  
**EFT00190-ALGG**Trainer Point (Device for assigning keys)

- *For Contact Manager*

**E0039V7** Contact Manager for Wellness Trainer license



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- *For each additional Contact Manager to use where Wellness Trainer is not installed*

**E0038V7** Additional Contact Manager License

### **3. CONTACT MANAGER STAND ALONE**

- *Always*

**E075V7** Data Base Server License

**E0037V7** Contact Manager Stand Alone license

- *For each additional Contact Manager*

**E0038V7** Additional Contact Manager License

- *For each Contact Manager on PDA*

**E0040V7** Contact Manager for PDA license



## 7. MISCELLANEOUS

### 7.1. DATA BACKUP

There are two ways to backup data in the Wellness System. One is automatic and the other is manual. If you select this second one, the customer must be instructed on how to perform daily backups of the database. The data must be saved on a storage medium different from the HD of the Server PC. Therefore, it is possible to use the disk of another PC on the network, however we recommend using a backup unit that can store the data on a DVD

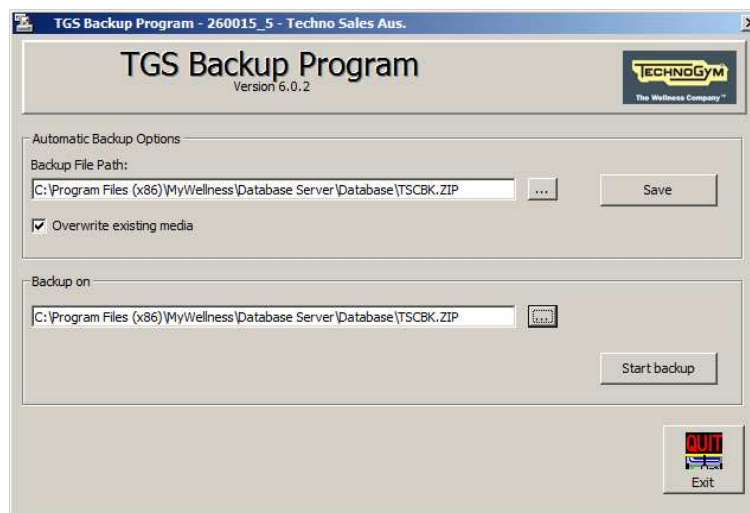
It is sufficient to use 3 DVD in rotation, to have data for:

- yesterday;
- the day before yesterday;
- 3 days ago.

The purpose of this is obviously to minimize the risk of data loss resulting from malfunctions of the hard disks and/or DVD writer.

To make a manual backup of the database, you must select, from the programs menu the folder **“Database Server”**, and then our utility **“Database Server Backup”**.

The following windows will be displayed:



**Figure 7.1-1**

You can select the path where you want the backup to be done and the name of the file from the bottom box “Backup on”. To start the process, click on the button “Start Backup”. The backup will be a compressed file containing a copy of Tgs\_Data.db and Tgs\_Data.log.

## 7.2. AUTOMATIC BACKUP

To configure the automatic backup you must use the utility “**Database Server Backup**” that can be found into the “**Database Server**” folder in the all programs menu. When this tool is started the window showed below will appear:

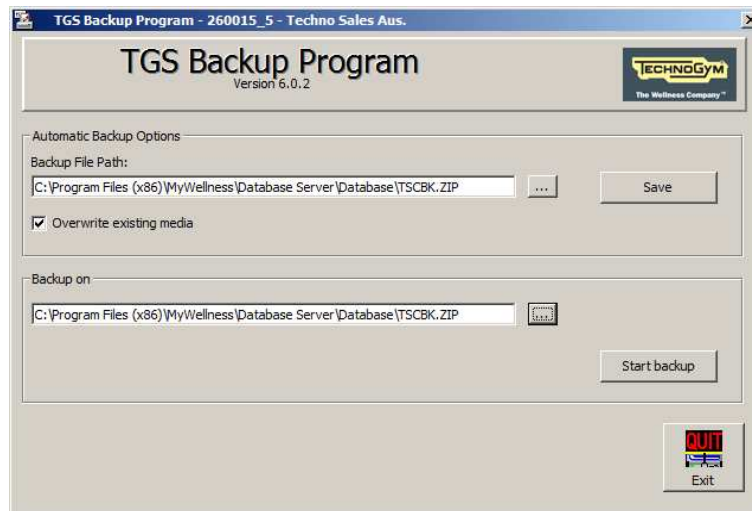


Figure 7.2-1

From here it is possible to:

- Define the “**Backup File Path**” where the backup file will be saved;
- Specify whether the system should use a single backup file (In this case, flag “**Overwrite existing media**”) or create a different file for each backup.

**NOTE:** It is recommended to create a **Wsbck** folder on a different drive from the one where the database is installed, and then edit the “**Backup File Path**” to specify that folder. In this way, if the disk on which the database is installed is damaged, the backup copy will not be lost. The folder can also be created on the disk of another computer that has been previously mapped as a local disk. In this case, the network connection will need to be re-established whenever the Server is restarted, and the PC on which the disk is physically located must be switched on and accessible during the backup.

Click the “**Save**” button to save the changes, and then the “**Exit**” button to exit. At this point the backup must be scheduled using the “**Scheduling of Server Tasks**”, which is found in the “**Database Server**” folder. When this tool is started the following window appears:

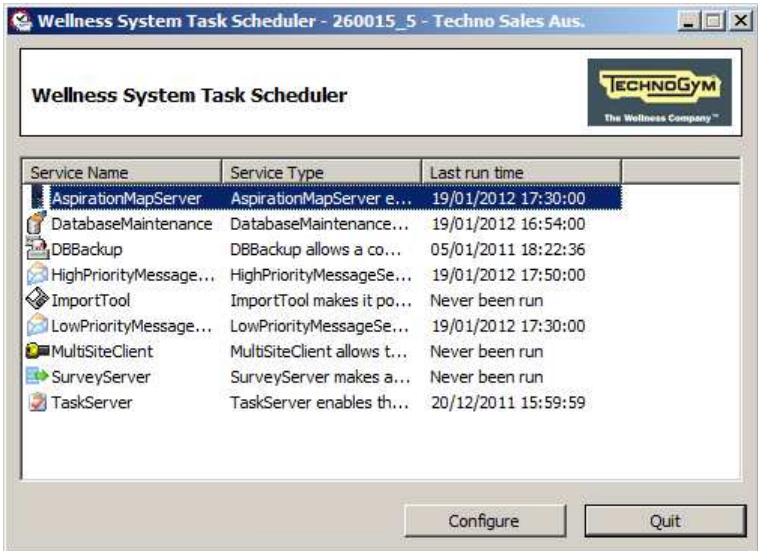


Figure 7.2-2

Select the **DBBackup** Service and click the “**Configure**” button. The following window will then appear:

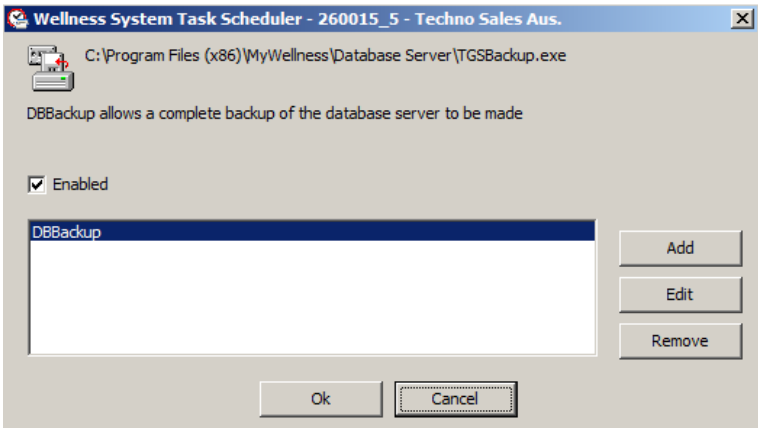
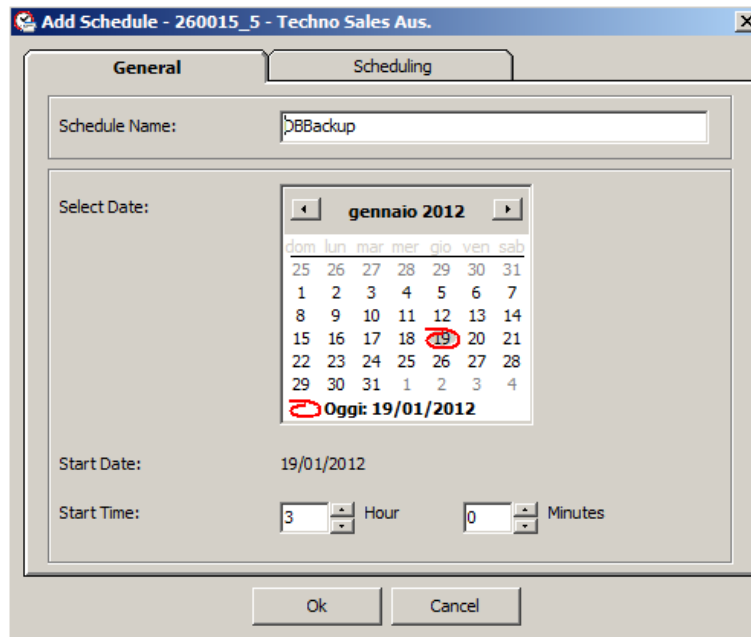


Figure 7.2-3

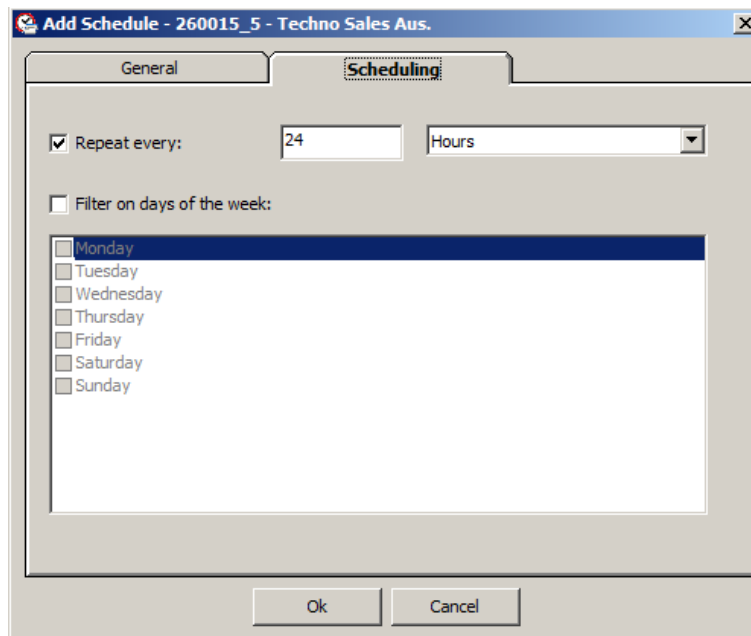
Here it is possible to enable the Task with the “**Enabled**” check box, and change the Task configuration by clicking the “**Edit**” button. The following window will then appear:



**Figure 7.2-4**

Using the **General** and **Scheduling** tabs shown in the figure below it is possible to set up when the backup is performed.

**NOTE:** It is recommended to choose a time during which the Wellness System is not in use and the server is switched on.



**Figure 7.2-5**

Click **“Ok”** in this window and **“Save”** in the preceding window to save all the changes made.

### 7.3. VERIFYING AND SAVING BACKUP FILES ON A STORAGE MEDIA

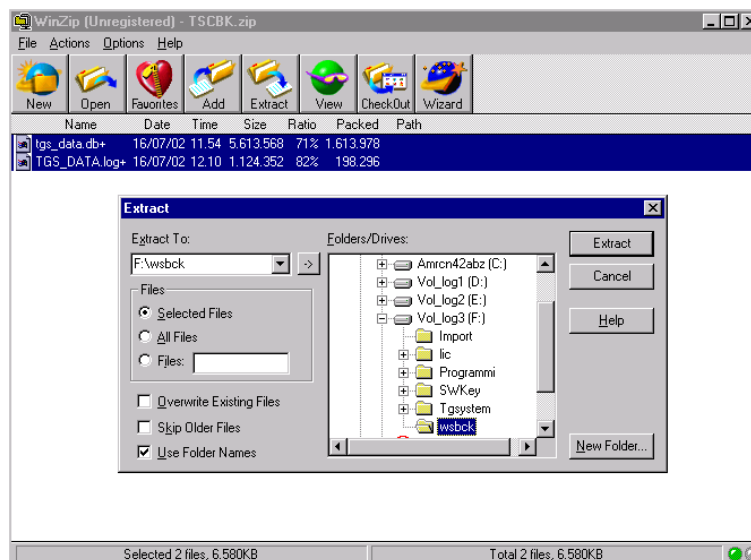
After performing the first backup, the backup file TSCBK.zip will be placed in the “**Backup File Path**” (i.e. F:\WSBck). This file, which is the zipped copy of the database files TGS\_DATA.db and TGS\_DATA.log, must be copied to a different storage media from the hard disk where the data base resides. This can be done using various devices, such as backup units having adequate capacity for the file size, and the backup tools provided with them for scheduling (**at a different time from the creation of the TSCBK.zip file, these activities must not overlap**) the copying of the “Backup File Path” to the storage medium.

The entire backup process should be verified at least once a month, checking that:

- A. The file TSCBK.zip has been created in the “**Backup File Path**”(i.e. F:\WSBck) and that the creation date matches the date of the last backup
- B. The file TSCBK.zip can be unzipped, i.e. that it is not corrupted, and that the size and date of the TGS\_DATA.db and TGS\_DATA.log files are consistent with those of the files being used by the data base.

**NOTE:** By default, the files in use are in the C:\program files\mywellness\database server\database folder. The password for opening the zip file is “tgs”.

In the following figure, WinZip is being used to extract the files contained in the TSCBK.zip backup file.



**Figure 7.3-1**

The TSCBK.zip file can be recovered from the backup storage medium. This check depends closely on the type of backup unit that is being used. The recovered file should be verified by proceeding as described in point B.

## 7.4. PERSONALIZING THE WELLNESS EXPERT STANDBY WINDOW

The standby window of the Wellness Expert contains 2 web pages: one for the canter section which shows a video clip, and another for the lower section. These 2 web pages load 2 files that are found in the folder C:\Program Files\MyWellness\Wellness System\Wellness Expert 2005\QTIME and are called:

- **Sigla.html** is the video clip for the large upper section measuring 616 x 444 pixel
- **Image.html** is the image for the small lower section measuring 616 x 151 pixel

The Club can personalize these parts of the stand by screen with its own web pages. These must be copied into the folder C:\Program Files\MyWellness\Wellness System\Wellness Expert 2005\CLUB\_HTML. Copy the following files into the folder CLUB\_HTML:

- **Top.html (o .htm)** to personalize the large upper frame;
- **Bottom.html (o .htm)** to personalize the small lower frame (default image).

It is also possible to enter only one of the two files in CLUB\_HTML, if the customer wishes to personalize only one of the two sections.

## 7.5. MANAGING THE LICENSE FILES WITH LICENSING SYSTEM 1.0

The activation codes used by the Wellness System are those identified by the activation type “Licensing System 1.0”.

The license data are stored:

- In the data base, in the table dba.license;
- In specific files for each product type:
  - **trainer.lf**: license files for Wellness Trainer SW;
  - **expert.lf**: license files for Wellness Expert SW.

The utility Licenseconfig.exe is available to view license data.

## 7.6. THE SW FAILS TO FIND THE LICENSE FILES

In this case the SW programs in question fail to start with the error “**License check failed, check the shared path for protecting the software \\...\MWSHared) exists and the user running into the application is authorised to write into this path**”. This can happen if:



- The shared folder was not correctly configured during the set up. Redefine it using Licenseconfig.exe utility.
- The client has not permission to access the server: in this case, define a user and give permissions.

## 7.7. LICENSECONFIG.EXE

This utility can be found in the folders Tsc\_Exe and Con\_Exe of the Expert and of the Trainer. It can be used to insert the activation codes or for editing the shared path.

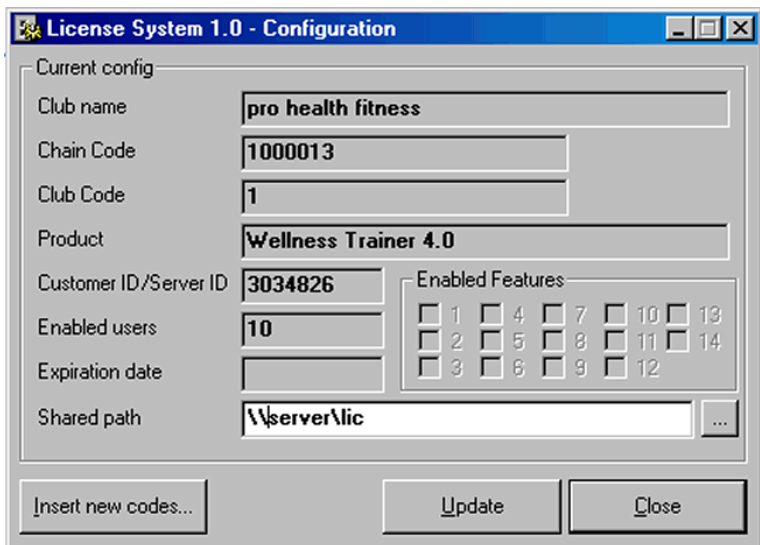


Figure 7.7-1

## 7.8. NEW EQUIPMENT

To update the Wellness System to include new Technogym machines released subsequently to the installed software version, it is necessary to run the **New Equipment Setup**.



**Before adding new machines, check the compatibility of all the components of the WS.**

This setup must be carried out after having installed the Wellness System on all the Wellness Expert or Wellness Trainer clients and on the server where the Data Base resides.

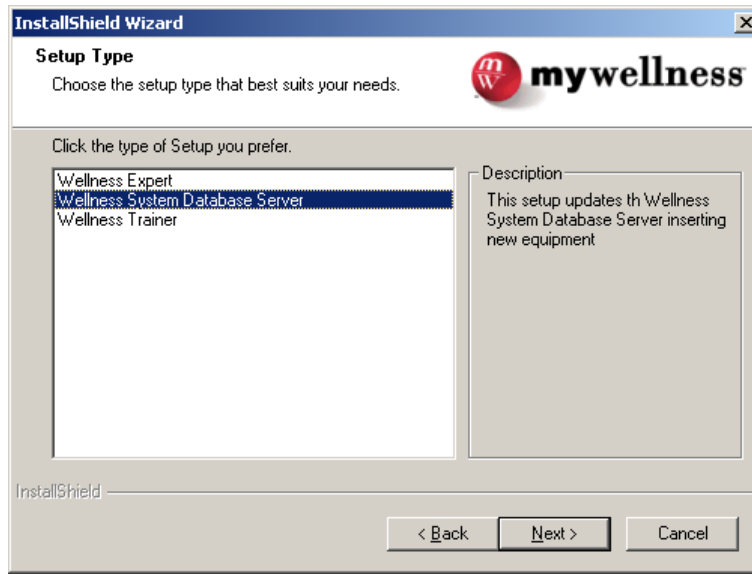


**Before running the setup of New Equipment on Wellness Trainer and Wellness Expert, you need to close the application itself. If not, the setup will fail to copy all needed files.**

In the first step of the setup you can choose which setup to run. You can choose one of the following options:

Setup Type	Description
------------	-------------

Wellness Expert	This setup copies components, pictures and movies for new equipments on the Wellness Expert
Wellness System Database Server	This Setup updates the Wellness System Database Server inserting new equipments
Wellness Trainer	This setup copies components, pictures for new equipments on the Wellness Trainer



By default is selected the option “Wellness System Database server”.

For each option, the setup controls if the selected program is installed in the machine where the setup is running. For example, if you select the option “Wellness Expert” and you are running the setup on a computer where Wellness Expert is NOT installed, the New Equipment setup will show the following error: “Unable to find Wellness Expert installed on this machine. Setup will terminate”.

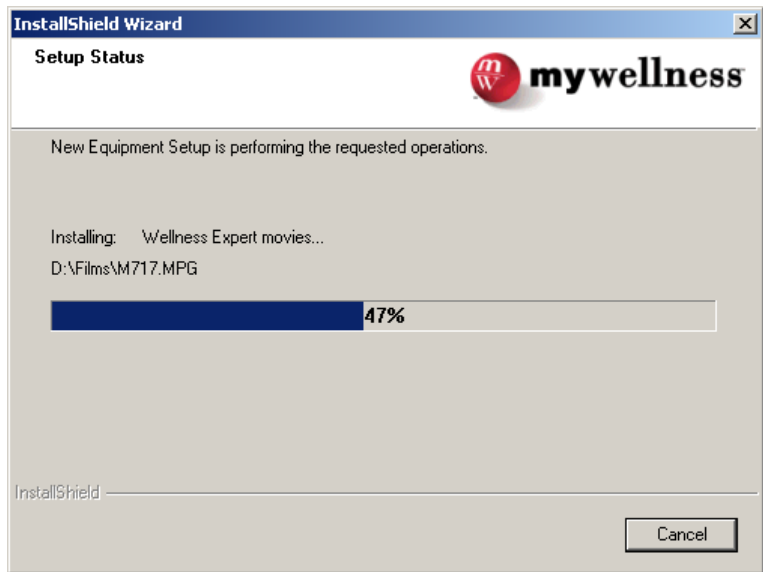
Each type of setup must be run on the machine where is installed the program that you want to update.

### Wellness Expert Setup

This setup copies components, pictures and movies for new equipment on the Wellness Expert; it automatically detects where Wellness Expert is installed and then copies components, bitmaps and movies of new equipment.

If the Wellness Expert movies are not installed on the hard disk but are maintained on the CD-ROM, the New Equipment setup will NOT copy movies. Otherwise the setup will copy movies in the folder specified in the following entry of Console.ini file:

```
[PATH]
Film = "D:\Films"
```

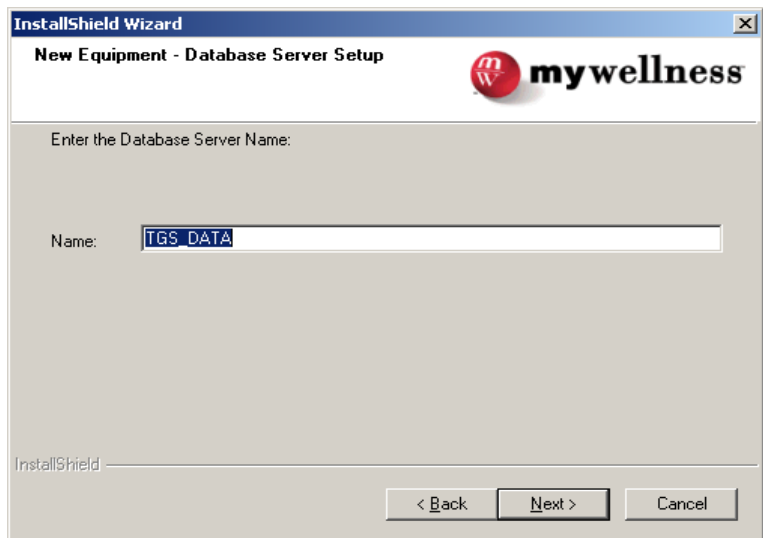


### Wellness Trainer Setup

This setup copies components and pictures for new equipment on the Wellness Trainer. The setup automatically detects where Wellness Trainer is installed and then copies components and bitmaps of new equipments.

### Wellness System Database Server

This Setup updates the Wellness System Database Server inserting new equipments. Before continuing setup, ensure that Wellness System Database Server is running. In this step, setup will ask you the Database Server Name:



By default the name of the Database Server is “TGS\_DATA” but if want you can specify a different name. Once you entered the Database Server Name click Next to continue. Now, you have to choose the language of New Equipment readme file:



New Equipment readme file is an HTML file that contains the list of all Equipment installed by the setup.

Once you have finished the setup, if you want to view this readme file click on the link “Readme New Equipment” created in the program folder “Start\Programs\Wellness System Database”.

#### **REMARK**

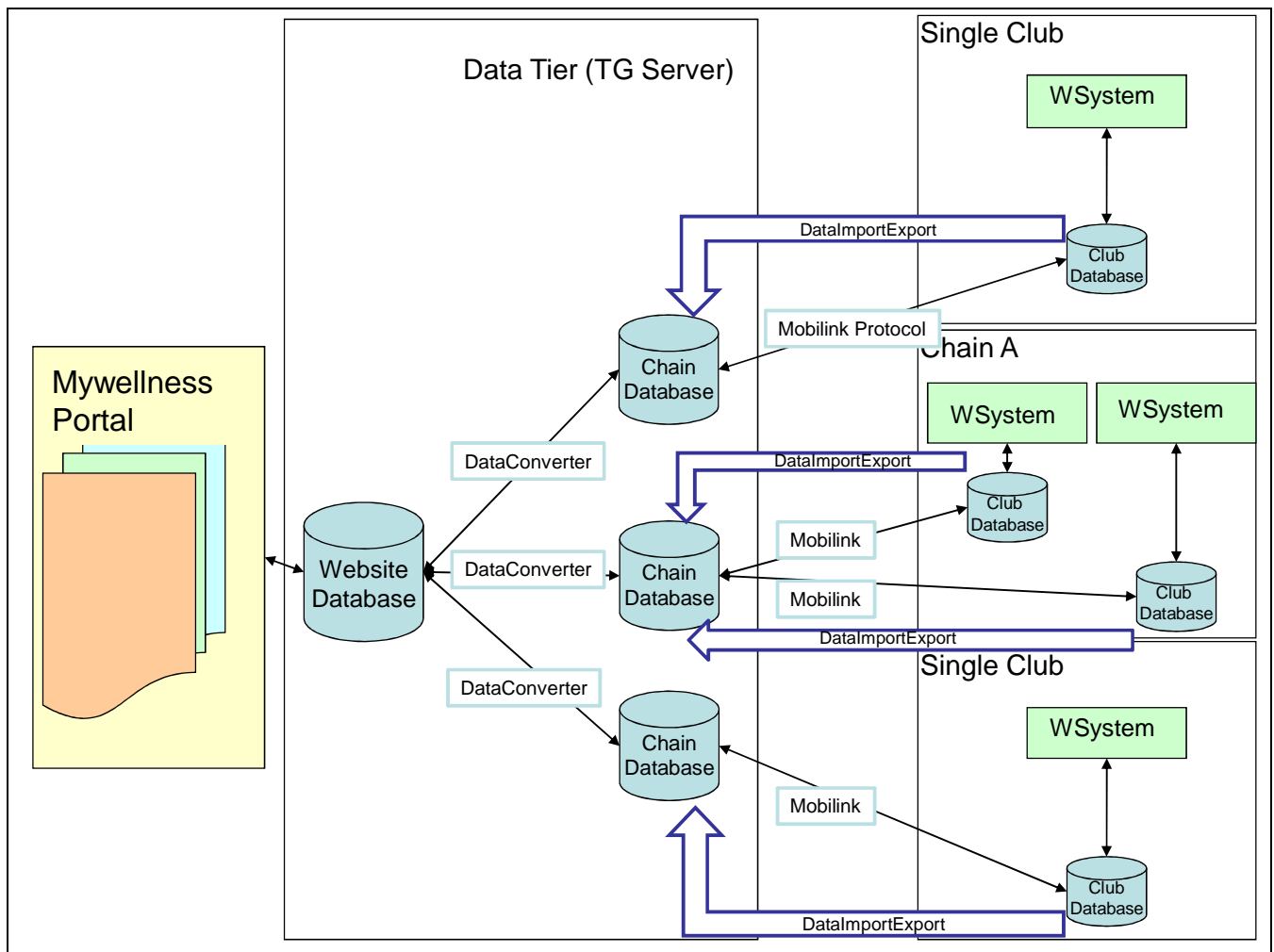
The setup must be executed on the server machine, and all the Trainers and Experts PC. If the Trainer and the Server are installed on the same PC, the setup must be performed twice.

## **7.9. MYWELLNESS PORTAL**

MyWellness portal is the service that allows users to:

- Access training programs, workout result, exercise videos etc. from WEB
- Train at different clubs belonging to the same chain (user roaming).

The drawing is as follows:



On the right side you have:

- 2 single clubs and 2 clubs belonging to the same chain.

In the center

- The server containing the databases with which the club data is synchronized, which will be referred to as the “consolidated database” from now on.
- The Website Database, which is a structure containing some of the data of the Router db. It’s synchronized to this via the DataConverter and it’s the source for the web application.
- The web server containing the site MyWellness Portal.

The installation of MyWellness Portal requires an on-site call at the club to install the “MyWellness Portal Client”, carried out by the branch/distributor, and an intervention on the host servers to configure the web pages and the consolidated database, carried out by the Technogym HQ After Sales service.

To support these functions, the data must exist on both the club database and the consolidated database, and its constant duplication must be assured. The tool used for synchronizing the data is Sybase MobiLink: whenever any additions and/or changes are made to the club database, this

program automatically duplicates them, via the synchronization process, on the consolidated database as well.

In order for the synchronization to succeed:

- The club database server must be provided with an Internet connection;
- The MyWellness Portal Client must be installed at the club;
- The consolidated database must have been constructed on the host server;
- The synchronization on the club server database must have been scheduled.

**NOTE:** The club database server will communicate with the consolidated database only after the installation on the host server has also been completed.

## 7.10. MANAGING THE INSTALLATION

Installation of the MyWellness Portal requires coordinating the dates of the activities carried out by the branch/distributor and by the HQ After Sales service. Therefore, it is important to follow the procedure illustrated below.

## 7.11. DOWNLOAD OF SOFTWARE AND DOCUMENTS FOR INSTALLATION

The software and documents necessary for the installation can be downloaded from the SW-Download/Troom/ folder on the Technogym ftp site:

<ftp.technogym.com>

The setup of MyWellness Portal Client will install and execute the below software:

- **Roaming User 7.0** is the software that synchronizes the data;
- **DataMatching** is the tool that let you uniform the activities and biometric parameters in all the clubs of the same chain;
- **Import/Export** is the software that let you extract the data from the Wellness System database

## 7.12. PRODUCT CODES

<b>EPP530A01V2</b>	Mywellness Portal Annual Fee	Hosting fee, must be ordered every year
<b>EWP540A01V1</b>	Mywellness Portal Client License	License to install MyWellness Portal Client. One per club

## 7.13. CAUTIONS

The synchronization between the club database and the consolidated database starts when the synchronization is created, i.e. when the MyWellness Portal Client is executed. From that time onward, all changes to the data will be duplicable on both the gym database and the consolidated database. For this, the TGS\_DATA.log database log file and all the copies of it in the TSC\_DATA folder (xxxxxxxxx.log where xxxxxxxxxxx is a number indicating the creation date) are fundamental, because all changes to the database are written to these files. When the synchronization is performed, the software uses special OFFSET pointers to duplicate all changes made to the club database on the consolidated database. For this reason, the log files cannot be manually deleted, as this would result in the loss of those data that have not yet been synchronized.

Therefore:

1. Do not delete the data base log files;
2. Do not use the `-m` option to start the data base. The correct command line is:

```
C:\Program files\SYBASE\ASA70\win32\dbsrv7.exe -ti0 -gk all -ct -c2048 -n TGS_DATA
C:\Program files\Wellness System\Database Server\Database\TGS_DATA.DB
```

3. In the Bckrst.ini file, do not edit the parameter StartBackup:

```
; Backup command line
StartBackup=dbbackup.exe -y -r -q -c
```

4. In the event of a Recovery (the log file is deleted and reconstructed) or if a backup is recovered using, the synchronization will no longer be possible and must be reactivated.
5. In general, when a database is moved to a new server, or upgraded to a higher version, the procedure is:

- Run last synchronization, by double clicking on the icon Roaming User 7.0 present on server's desktop, and check that it executed successfully. If you are in the impossibility of running synchronization (server crashed, database or log file corrupted etc.) call Software Support and coordinate the operation with HQ.

- Uninstall Roaming User 7.0 from control panel. Database must be running as synchronization will be started. The removal process will proceed only if this synchronization is successful. If not, the removal will roll back leaving the situation unchanged.

The removal of Roaming User 7.0 will also remove the synchronization structure from the database file and this is important, as it is not possible to upgrade a database with a synchronization structure still installed.

- In case of upgrade, uninstall Database server. In case of server substitution, move the database to the new server.

- Run the setup of database server, upgrading the database.

- Install Roaming User 7.0 and send the export file to HQ.

Wellness System must not be used between the removal and reinstallation of Roaming User, if not the data inserted in between will not be under synchronization.







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