



USER MANUAL · LINUX EDITION

# TKS Connect Vantage

Your site, in full view.

The full-screen kiosk display for your TKS Connect monitoring dashboard, for Linux PCs.

**Version 1.0 · October 2026**

For operators, site staff and clients

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## IN THIS MANUAL

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## AT A GLANCE

# Quick start

Five steps take a Linux PC from nothing to showing your live power flow.

- 1 Install Vantage: double-click the **.deb** file and click **Install** (Ubuntu, Mint, Debian), or run the **ApplImage** (any other Linux). Chapter 2 has the details.
- 2 Open **TKS Connect Vantage** from your applications menu and wait for the indicator at the bottom of the sign-in screen to turn green.
- 3 Type your TKS Connect **username** and **password** (usernames are case-sensitive).
- 4 Tick **Remember me and open automatically**, so the screen recovers by itself after a restart.
- 5 Press **Sign in and open dashboard**. The dashboard fills the screen.

### Keys to remember

| To do this                                                  | Press                                          |
|-------------------------------------------------------------|------------------------------------------------|
| Show the control bar                                        | <b>Esc</b> , or move the mouse to the top edge |
| Refresh the page on screen                                  | <b>F5</b> or <b>Ctrl + R</b>                   |
| Leave kiosk mode (asks for the password)                    | <b>Ctrl + Alt + X</b>                          |
| Open the built-in help (sign-in screen)                     | <b>F1</b>                                      |
| Stay on the sign-in screen instead of opening automatically | <b>Esc</b> during the 5-second countdown       |

#### TIP

For a screen nobody looks after, work through the checklist in **chapter 8** once. After that, power cuts and restarts need no one at the screen.

## CHAPTER 01

# 1 Introduction

TKS Connect Vantage for Linux turns any Linux PC and screen into a live, always-on showcase of your energy system.

You sign in once with your normal TKS Connect username and password. After that the screen shows your site's live power flow and nothing else: no browser bar, no desktop, and no way for a passer-by to close it.

Put it in a reception area to show visitors what your solar system is doing, in a plant room or control room to keep an eye on performance, or anywhere a wall-mounted screen should tell your site's energy story. A small, inexpensive Linux PC behind the screen is all it takes.

## What the screen shows

Vantage rotates through up to three pages:

| Page                   | What it shows                                                            | Time on screen                   |
|------------------------|--------------------------------------------------------------------------|----------------------------------|
| <b>Live power flow</b> | Your TKS Connect monitoring dashboard, reshaped to fill a wall display   | 45 seconds                       |
| <b>Today's Energy</b>  | A graph of today's grid and solar power, with kWh totals and solar share | 25 seconds                       |
| <b>Signage</b>         | Your own photos and videos, full screen                                  | Until every item has played once |

## Who this manual is for

- **Clients** who want a striking way to showcase their system to staff and visitors.
- **Operators and site staff** who set up the screen, look after it day to day and change its settings.

No Linux expertise is needed. Chapters 2 and 3 get a screen running; chapter 8 makes it look after itself. Where a terminal command is given, it is optional: there is always a way to do the same with the mouse.

Vantage for Linux looks and works the same as the Windows edition, so staff who know one already know the other.

## CHAPTER 02

# 2 Requirements and installation

Vantage runs on any 64-bit Linux PC with a desktop and an internet connection to the TKS Connect website. Everything else it needs is built in.

### What you need

| Requirement | Details                                                                                                                                 |
|-------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| Linux       | 64-bit (x86-64) with a desktop. Tested on Ubuntu 24.04 and Debian 12; also suits Linux Mint 21+, Pop!_OS, Zorin, Fedora 39+ and similar |
| Desktop     | Any: GNOME, KDE Plasma, Cinnamon, XFCE, MATE and others, on X11 or Wayland                                                              |
| Network     | Outbound HTTPS (port 443) to <a href="https://tksenergy.co.za">tksenergy.co.za</a> at all times                                         |
| Screen      | Any size. Tested at 1920 × 1080 and 2560 × 1440                                                                                         |
| Account     | Your TKS Connect username and password, issued by TKS when your site is commissioned                                                    |

### Which file to use

| Your Linux                                             | Download                                              | Why                                                                   |
|--------------------------------------------------------|-------------------------------------------------------|-----------------------------------------------------------------------|
| Ubuntu, Linux Mint, Debian, Pop!_OS, Zorin, elementary | <code>tk-connect-vantage-1.0.0-amd64.deb</code>       | Installs like any other app, appears in the menu and updates in place |
| Anything else (Fedora, openSUSE, Arch...)              | <code>tk-connect-vantage-1.0.0-x86_64.AppImage</code> | One file that runs without installing                                 |

### Installing the .deb (recommended)

- 1 Double-click **tk-connect-vantage-1.0.0-amd64.deb**. Your software centre opens.
- 2 Click **Install** and enter your password when asked. Linux asks for it whenever software is installed.
- 3 Open **TKS Connect Vantage** from the applications menu. The sign-in screen opens.
- 4 Check the connection indicator at the bottom of the sign-in screen. It should turn green and read *Connected to TKS Connect*.

Prefer the terminal? In the folder holding the file, run:

```
sudo apt install ./tk-connect-vantage-1.0.0-amd64.deb
```

## Running the AppImage

- 1 Right-click **tk-connect-vantage-1.0.0-x86\_64.AppImage** and choose **Properties**, then **Permissions**.
- 2 Tick **Allow executing file as program** (the wording varies slightly between desktops).
- 3 Double-click the file. Vantage opens; there is nothing else to install.

Or in a terminal: `chmod +x tk-connect-vantage-1.0.0-x86_64.AppImage`, then `./tk-connect-vantage-1.0.0-x86_64.AppImage`.

### NOTE

Keep the AppImage somewhere permanent, such as your home folder, rather than Downloads. If it moves after you switch on **Open Vantage automatically when this PC starts**, switch that setting off and on again so it points at the new place.

## Removing Vantage

- **.deb:** remove *TKS Connect Vantage* in your software centre, or run `sudo apt remove tk-connect-vantage`.
- **AppImage:** delete the file.

Your settings and signage stay in your home folder (chapter 10), so a reinstall picks up where you left off. Only one copy of Vantage can run on a PC at a time; starting a second shows *TKS Connect Vantage is already running on this PC*.

## CHAPTER 03

# 3 Signing in

Sign in with the same username and password you use on the TKS Connect website; the dashboard opens full screen straight away.

### To sign in

- 1 Type your **username**. Usernames are case-sensitive: *SiteOne* and *siteone* are different users.
- 2 Type your **password**. Use the eye icon in the password box to check what you typed.
- 3 To have this screen come back by itself after a restart, tick **Remember me and open automatically**.
- 4 Press **Sign in and open dashboard**, or press **Enter**.

The message *Signed in. Opening your dashboard...* appears and the kiosk opens on the screen chosen in Settings.

### The connection indicator

The bar at the bottom of the sign-in screen checks the link to the TKS server every 6 seconds. You can only sign in while it is green, because everything on the kiosk comes live from the server.

| Indicator                                            | Meaning                                                          | What to do                                                                                               |
|------------------------------------------------------|------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
| <b>Green:</b> <i>Connected to TKS Connect · N ms</i> | The server can be reached; N is the response time                | Nothing. Sign in                                                                                         |
| <b>Red:</b> <i>No network connection</i>             | The PC cannot see any network                                    | Check the network cable, or connect to Wi-Fi from the desktop's network menu                             |
| <b>Amber:</b> <i>TKS server unreachable</i>          | The PC is online but cannot reach <code>tksenenergy.co.za</code> | Usually a firewall or proxy. Ask IT to allow outbound HTTPS (port 443) to <code>tksenenergy.co.za</code> |
| <b>Grey:</b> <i>Checking connection...</i>           | The first check is still running                                 | Wait a few seconds                                                                                       |

While the link is down the sign-in button reads *Waiting for connection....*

### Remember me and open automatically

When this box is ticked at sign-in, Vantage saves your sign-in on this PC. The next time Vantage starts, it fills in your username and opens the dashboard by itself.

- As soon as the TKS server can be reached, a bar shows *Opening the dashboard for SiteOne in 5 s...* and counts down.
- If the network is not up yet (common just after a restart), the screen shows *Will open the dashboard automatically once connected...* and the countdown starts when it is.
- If the server has a temporary problem, Vantage keeps retrying by itself.
- If the saved password is refused (for example, it was changed on the website), Vantage deletes the saved sign-in and waits for someone to sign in again.
- After someone leaves kiosk mode on purpose, Vantage stays on the sign-in screen. It only opens by itself when it first starts.

#### TIP

To stay on the sign-in screen, press **Esc** during the countdown, or click **Stay on this screen**. To stop the automatic open for good, untick the box and sign in, or untick it in Settings; either way the saved sign-in is deleted.

## Problems signing in

- *Incorrect username or password*: check Caps Lock and the case of the username, then try again.
- **Forgotten details**: TKS issues and resets usernames and passwords. Email [connect@tks.co.za](mailto:connect@tks.co.za) with your site name, or submit a support ticket in the TKS Connect app.
- Press **Help** or **F1** on the sign-in screen for the built-in help.

## CHAPTER 04

## 4 The kiosk display

Once you sign in, the kiosk fills the chosen screen and rotates through the pages switched on in Settings. The screen is kept awake and never shows a page until it has finished drawing.

### Live power flow

This is your TKS Connect monitoring dashboard, laid out for a wall instead of a desk:

- The power flow diagram is made as large as the screen allows, so it reads from across a room.
- Voltages, power factor and battery (BESS) power sit in a strip under the diagram.
- KPI tiles, the navigation bar and the weather, LoRa and live graph cards are hidden.
- The page fits one screen with no scroll bar.

This changes nothing on the website itself. Opening the same dashboard in a normal browser still shows the full desk layout. Dashboards without a power flow diagram (for example bespoke client dashboards) are shown exactly as the website draws them.

### Today's Energy

A chart of today's power drawn from the grid against solar generation, both in kW on one axis. Above it are the kWh generated today, kWh imported from the grid, the solar share and the latest readings. The graph is rebuilt with fresh data every time it comes round.

### Signage

Your own photos and videos, full screen, with an optional strip showing the site name and clock. Signage stays up until every item has played once, then hands over to the next page, so a video is never cut off part way. Chapter 7 explains how to add media.

### How the rotation works

- Pages appear in the order dashboard, graph, signage, skipping any that are switched off.
- A branded wipe covers each change of page.
- If the next page is not ready in time (slow data, a large photo), the current page stays up and the next turn tries again. The screen never goes blank waiting.
- Signage is skipped automatically if no media has been added.
- If every page is switched off, the live dashboard is shown on its own.
- To keep the live dashboard up permanently, switch off **Rotate between pages** in Settings.

## CHAPTER 05

# 5 Using the kiosk

The kiosk needs no attention once it is running; its few controls stay hidden until you look for them.

## The control bar

Move the mouse to the very top of the screen, or press **Esc**, and a slim bar slides in. It hides itself again about 3 seconds after the pointer moves away. From left to right it shows:

- The TKS logo and your **site name**
- *Signed in as* the username, and the name of the page on screen
- The **time and date**
- A **status pill**: green *Live* when connected, red *Reconnecting* when the link is down
- **Refresh** and **Exit kiosk** buttons

## Keyboard shortcuts

| Action                     | Shortcut                     | On the control bar             |
|----------------------------|------------------------------|--------------------------------|
| Show the control bar       | <b>Esc</b>                   | Move the mouse to the top edge |
| Refresh the page on screen | <b>F5</b> or <b>Ctrl + R</b> | Refresh                        |
| Leave kiosk mode           | <b>Ctrl + Alt + X</b>        | Exit kiosk                     |

### IMPORTANT

The exit shortcut is **Ctrl + Alt + X**, the same as on Windows. If your desktop has assigned that combination to something else, use **Exit kiosk** on the control bar instead (move the mouse to the top of the screen, or press **Esc**).

## Refreshing

The dashboard updates itself continuously, so a manual refresh is only needed after a network outage. Refresh reloads whichever page is on screen: the dashboard, a fresh copy of the energy graph, or the signage.

## Leaving kiosk mode

- 1 Press **Ctrl + Alt + X**, or press **Exit kiosk** on the control bar.

- 2 When asked, type the password of the user who is signed in, and press **Unlock**.
- 3 Vantage returns to the sign-in screen with the password box cleared.

The password check works even when the PC is offline, so you can always get out. **Alt + F4** goes through the same password check. After repeated wrong passwords the prompt suggests asking your site supervisor or TKS support.

To leave kiosk mode without a password, switch off **Ask for the password to leave kiosk mode** in Settings. This is not recommended for screens the public can reach.

## What the kiosk prevents

On the kiosk there is no right-click menu, no zoom, no browser address bar, no pop-up windows and no way to browse to other websites. Links that would leave [tksenergy.co.za](https://www.tksenergy.co.za) are blocked. The screen will not blank or sleep while the kiosk is up, unless that is switched off in Settings.

## CHAPTER 06

## 6 Settings reference

Press Settings on the sign-in screen. Changes are kept only when you press Save, and take effect the next time the kiosk opens.

Rest the mouse on the grey line under any setting to see a tip about what to choose. Settings has four tabs. **Signage media** is covered in chapter 7; the other three are listed here.

### Rotation

| Setting                          | What it does                                                                      | Default |
|----------------------------------|-----------------------------------------------------------------------------------|---------|
| Rotate between pages             | Moves between the pages below. Off keeps the live dashboard on screen permanently | On      |
| Live dashboard                   | Includes the power flow dashboard. Shown anyway if every page is off              | On      |
| Today's energy graph             | Includes the grid vs solar graph                                                  | On      |
| Signage (your images and videos) | Includes your own media. Skipped if none has been added                           | On      |
| Live dashboard (seconds)         | Time on the dashboard before moving on, 5 to 3600                                 | 45      |
| Energy graph (seconds)           | Time on the graph before moving on, 5 to 3600                                     | 25      |

### Signage playback

| Setting                         | What it does                                                                          | Default   |
|---------------------------------|---------------------------------------------------------------------------------------|-----------|
| Each photo shows for            | Seconds each photo stays up, 2 to 600. Each photo can override this in the media list | 8 seconds |
| Play videos all the way through | Off cuts videos at the photo time above                                               | On        |
| Mute video sound                | Plays videos silently                                                                 | On        |
| Shuffle the order               | Plays items in random order instead of the order you arranged                         | Off       |
| Show site name and clock        | A small strip across the bottom of the media                                          | On        |

| Setting                | What it does                                                                                                                                  | Default         |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| Picture size           | <i>Fill the screen</i> crops the edges so there are no borders; <i>Fit the whole picture</i> shows everything, with bars if the shape differs | Fill the screen |
| Fade between items     | Crossfade length in milliseconds, 0 to 5000. 0 is an instant change                                                                           | 900 ms          |
| Never stay longer than | Safety limit in minutes, 1 to 120, in case a video stalls                                                                                     | 5 minutes       |

## Display & startup

| Setting                                                   | What it does                                                                                               | Default     |
|-----------------------------------------------------------|------------------------------------------------------------------------------------------------------------|-------------|
| Show the kiosk on                                         | Which monitor the kiosk fills: <i>Main screen</i> , or a numbered screen on a multi-monitor PC             | Main screen |
| Keep the screen awake                                     | Stops the screen blanking or sleeping while the kiosk is up                                                | On          |
| Ask for the password to leave kiosk mode                  | Requires the signed-in user's password to exit                                                             | On          |
| Remember the sign-in and open the dashboard automatically | Saves the sign-in so Vantage opens the kiosk by itself when it starts. Unticking deletes the saved sign-in | On          |
| Open Vantage automatically when this PC starts            | Adds Vantage to this user's desktop startup applications. Needs no administrator password                  | Off         |

If the startup change cannot be saved, Vantage still saves your other settings and tells you. You can then add Vantage by hand in your desktop's *Startup Applications* (GNOME, Ubuntu, Mint) or *Autostart* (KDE) settings.

**Open data folder** opens the folder holding your settings, signage files and the log file. Support may ask you for the log from here.

## CHAPTER 07

# 7 Signage: your own photos and videos

Add photos and videos under Settings → Signage media, and they play full screen as part of the rotation.

## Supported files

| Type   | Formats                  |
|--------|--------------------------|
| Images | JPG, PNG, GIF, BMP, WEBP |
| Videos | MP4, WEBM, MOV, M4V      |

## Adding media

- 1 On the sign-in screen, press **Settings** and open the **Signage media** tab.
- 2 Press **Add photos or videos...** and choose your files, or drag files from your file manager straight onto the Settings window.
- 3 Arrange and adjust each item in the list (below).
- 4 Press **Save**.

### NOTE

Vantage **copies** each file into its own folder. The kiosk keeps working even if the original is later moved, deleted, or was on a USB stick that has since been removed.

## The media list

| Control            | What it does                                                                        |
|--------------------|-------------------------------------------------------------------------------------|
| Thumbnail and name | Shows which file the item is (videos show a play symbol)                            |
| <b>Show</b>        | Untick to keep the item in the list but out of the rotation                         |
| <b>Seconds</b>     | How long this photo stays up. Leave it on <i>auto</i> to use the general photo time |
| ↑ and ↓            | Move the item earlier or later in the order                                         |

| Control | What it does                                                                     |
|---------|----------------------------------------------------------------------------------|
| ×       | Remove the item. Vantage deletes its own copy; your original file is not touched |

## How signage plays

- Items play in the order of the list, or in random order if **Shuffle the order** is on.
- Photos hold for their own time, or the general time (8 seconds by default).
- Videos play to the end and are muted, unless changed under Signage playback.
- Items crossfade into each other (900 ms by default).
- After every item has played once, the kiosk moves to the next page.
- A file that cannot be read is skipped rather than shown as a blank gap.
- If a video stalls, the **Never stay longer than** limit (5 minutes by default) moves the kiosk on.

## Tips for good results

- Use photos the same shape as the screen (usually 16:9 landscape) with **Fill the screen**.
- For posters and logos, where nothing should be cropped, use **Fit the whole picture**.
- MP4 videos (H.264) play everywhere and are the safest choice.
- Keep very large photos and long videos to a minimum. They take longer to load, and the kiosk skips signage for that turn if it is not ready in time.

## CHAPTER 08

# 8 Setting up an unattended wall display

With the steps below, a screen comes back to the live dashboard by itself after a power cut or a restart, with nobody touching it.

### On the PC (once)

- ☐ Set the PC to **power on automatically when mains power returns**. This is a BIOS/UEFI setting, often called *Restore on AC power loss* or *After power failure: Power On*.
- ☐ Turn on **automatic login** for the kiosk user, so the desktop loads without a password (see the table below).
- ☐ Turn off the **screen lock** for that user, so the desktop never locks itself (see the table below). Vantage stops the screen blanking while the kiosk is up.
- ☐ If the PC installs updates automatically, make sure it does not restart during the hours the screen is watched.
- ☐ Make sure the PC can reach **tksenergy.co.za over HTTPS (port 443)**.

| Desktop                      | Automatic login                                                         | Screen lock                                                        |
|------------------------------|-------------------------------------------------------------------------|--------------------------------------------------------------------|
| <b>Ubuntu, GNOME</b>         | Settings → System → Users → Automatic Login                             | Settings → Privacy & Security → Screen Lock → off                  |
| <b>Linux Mint (Cinnamon)</b> | Login Window → Users → Automatic login                                  | System Settings → Screensaver → Lock the computer... → off         |
| <b>KDE Plasma</b>            | System Settings → Login Screen (SDDM) → Behavior → Automatically log in | System Settings → Screen Locking → Lock screen automatically → off |
| <b>XFCE</b>                  | Your login manager's settings (for LightDM: Login Window settings)      | Settings → Power Manager → Security → off                          |

Menu names differ slightly between versions. Your IT contact can also do both steps.

### In Vantage (as the kiosk's Linux user)

- ☐ Settings → Display & startup: tick **Open Vantage automatically when this PC starts**.
- ☐ Settings → Display & startup: leave **Keep the screen awake** on.

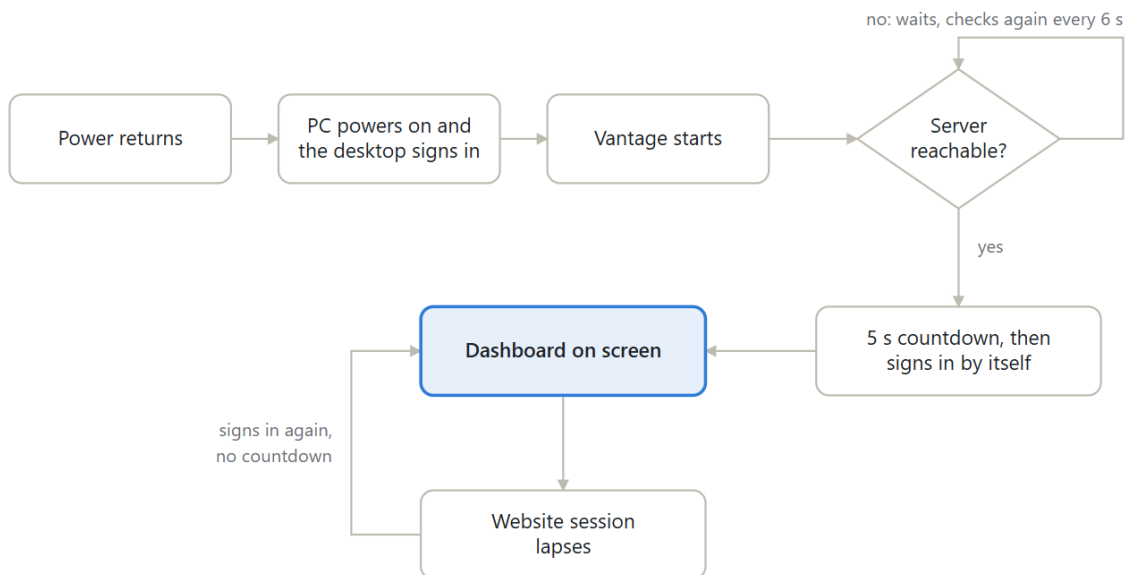
- ☐ Settings → Display & startup: leave **Ask for the password to leave kiosk mode** on.
- ☐ Sign in with **Remember me and open automatically** ticked.
- ☐ Test it: restart the PC and check that the dashboard returns with no one touching the keyboard.

#### NOTE

The saved sign-in only works for the Linux user who saved it, on this PC. If the kiosk logs in to the desktop as a different user, sign in to Vantage once as that user.

## What happens after a power cut

After a power cut the screen returns to the dashboard by itself



*Each step runs by itself; the only wait is for the network to come back.*

**While it runs**, the TKS Connect website ends idle sessions from time to time. When that happens the kiosk signs itself back in behind the loading screen, and the dashboard returns without anyone noticing.

## CHAPTER 09

# 9 Troubleshooting

Most problems are a lost network connection, and Vantage recovers from those by itself once the link returns.

## Messages and what to do

| On screen                                                       | What it means                                                                          | What to do                                                                                          |
|-----------------------------------------------------------------|----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| <i>Opening your dashboard / Signing in to your dashboard</i>    | The kiosk is connecting and signing in to the website                                  | Wait. This normally takes a few seconds                                                             |
| <i>Lost connection to the dashboard ... attempt N</i>           | The dashboard could not be loaded                                                      | Nothing. Vantage retries every 10 seconds. If it lasts more than a few minutes, check the network   |
| Status pill shows red<br><i>Reconnecting</i>                    | The link to the server dropped                                                         | Nothing. The dashboard returns when the link does                                                   |
| <i>Waiting for the TKS Connect website</i>                      | The website could not open a session just now                                          | Nothing. Vantage keeps trying                                                                       |
| <i>Couldn't sign in to the dashboard</i>                        | The website refused the username or password, usually because the password was changed | Press Refresh ( <b>F5</b> ). If it still fails, exit the kiosk and sign in with the new password    |
| Login page with a blue banner:<br><i>tick "I'm not a robot"</i> | The website asked for an extra check before signing in                                 | Tick the box once and the kiosk carries on. If it keeps appearing, contact TKS support (chapter 11) |
| <i>Display engine restarted</i>                                 | The built-in display stopped unexpectedly                                              | Nothing. It reloads by itself                                                                       |
| <i>Display engine unavailable</i>                               | Vantage could not start its built-in display                                           | Restart Vantage. If it happens again, reinstall it and contact support                              |
| <i>TKS Connect Vantage is already running on this PC</i>        | A second copy was started                                                              | Use the copy already open (it may be on another screen)                                             |
| Sign-in button reads <i>Waiting for connection...</i>           | No link to the server                                                                  | See the connection indicator table in chapter 3                                                     |
| Dashboard opens on the wrong monitor                            | The wrong screen is selected                                                           | Settings → Display & startup → Show the kiosk on                                                    |

| On screen                                         | What it means                                                                                            | What to do                                  |
|---------------------------------------------------|----------------------------------------------------------------------------------------------------------|---------------------------------------------|
| Signage never appears                             | No media added, all items unticked, or Signage switched off                                              | Check Settings → Rotation and Signage media |
| The kiosk does not open by itself after a restart | Remember me is off, the saved password was refused, Start with this PC is off, or automatic login is off | Work through the checklist in chapter 8     |

## Linux-specific problems

| Problem                                                                                  | What to do                                                                                                                                                  |
|------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Double-clicking the Applmage does nothing                                                | It is not marked as a program yet. Right-click → Properties → Permissions → <i>Allow executing file as program</i>                                          |
| The Applmage says it needs FUSE                                                          | Install it once: <code>sudo apt install libfuse2</code> (Ubuntu 22.04) or <code>sudo apt install libfuse2t64</code> (Ubuntu 24.04). Or use the .deb instead |
| The Applmage closes straight away with a <i>sandbox</i> message (Ubuntu 23.10 and later) | Use the .deb on these versions; it sets up the security sandbox for you                                                                                     |
| The .deb will not install from the software centre                                       | Install it from a terminal: <code>sudo apt install ./tk-connect-vantage-1.0.0-amd64.deb</code>                                                              |
| The desktop locks itself or goes to sleep before Vantage starts                          | Turn off the screen lock and automatic suspend for the kiosk user (chapter 8)                                                                               |

## The log file

Vantage records sign-in attempts, connection failures and errors in *vantage.log*. It never contains passwords, so it is safe to send to support. Press **Open data folder** in Settings, or open this file:

```
~/local/share/tks-connect-vantage/vantage.log
```

The `local` folder is hidden; press `Ctrl + H` in your file manager to show it.

## Copy diagnostics

On the sign-in screen press **Help** (or `F1`), go to *Support & diagnostics* and press **Copy diagnostics**. Paste the result into your message to support; it includes the Vantage version, your Linux version and desktop, and the connection status.

## CHAPTER 10

# 10 Privacy and security

Vantage stores your password on the PC only if you tick Remember me, and then only in a form that this Linux user on this PC can read.

## What Vantage keeps on the PC

Everything lives in your home folder, under `~/.local/share/tks-connect-vantage/`.

| File or folder             | Contents                                                            | Protection                                                                                                               |
|----------------------------|---------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| <code>signin.dat</code>    | The remembered username and password, only if Remember me is ticked | Encrypted and locked to this PC and this Linux user; readable only by its owner. Useless if copied to another PC or user |
| <code>settings.json</code> | Your Settings choices and the last username                         | None needed; holds no password                                                                                           |
| <code>web/signage/</code>  | Copies of your signage media and their order                        | None                                                                                                                     |
| <code>web/graph/</code>    | The generated energy graph page                                     | None                                                                                                                     |
| <code>browser/</code>      | The kiosk's own browser profile, including its website session      | Separate from your normal browser                                                                                        |
| <code>vantage.log</code>   | Sign-in attempts, connection problems and errors                    | Never contains passwords                                                                                                 |

**While the kiosk is open**, the password is also held in memory, to sign the website back in and to unlock offline. It is cleared when the kiosk closes.

**To remove a saved password**, untick **Remember the sign-in and open the dashboard automatically** in Settings and press Save, or untick **Remember me** and sign in.

**What leaves the PC.** Vantage talks only to `tksenergy.co.za`, over HTTPS. The kiosk cannot open any other website.

### SECURITY

Anyone who can use the PC's logged-in Linux account could recover a saved password. On a public screen, use a separate account just for the kiosk, keep the PC physically secure, and leave **Ask for the password to leave kiosk mode** switched on.

## CHAPTER 11

# 11 Getting help

TKS support is there to help, whether a screen needs attention or you'd like a username confirmed or a password reset.

There are two ways to reach us:

### EMAIL

**connect@tks.co.za**

Write to us any time.

Include the details listed below.

### TKS CONNECT APP

**Submit a support ticket**

Open the TKS Connect app and submit a ticket.

Free on the Google Play Store and the Apple App Store.

## What to include

To get an answer in one reply, include:

- 1 Your **site name** and **username**. Never send your password.
- 2 That you are using **Vantage for Linux**, and what you expected to see versus what the screen shows. A photo of the screen helps.
- 3 The output of **Copy diagnostics** (Help → Support & diagnostics on the sign-in screen).
- 4 The **vantage.log** file (Settings → Open data folder) if support asks for it.

### TIP

For quick answers at the screen itself, press **Help** or **F1** on the sign-in screen.