

# Remote Access – User Manual



## Table of Contents

Introduction .....	3
Supported equipment types .....	3
Specific equipment types .....	3
Generic equipment types.....	3
Installation.....	4
Login .....	5
Access a plant.....	8
Automatic software update .....	10



## Introduction

IWMAC Remote Access is a service for accessing equipment on the customer network.

### Supported equipment types

#### Specific equipment types

- Carel Boss (http, https)
- AK2 (binary protocol, use AK2 Service Tool)
- AK3 (http, https), both single AK3 and master/slave configuration.
- Green & Cool (old version) (http and binary protocol, needs Internet Explorer)

#### Generic equipment types

- Support all http
- Support most https
- Support most binary protocols, the user may use 3rd party software connecting to the exposed localhost port.

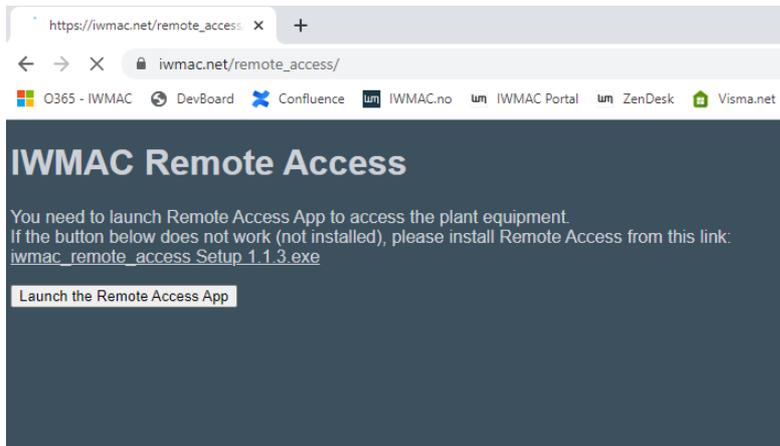
Note! UDP is not yet supported



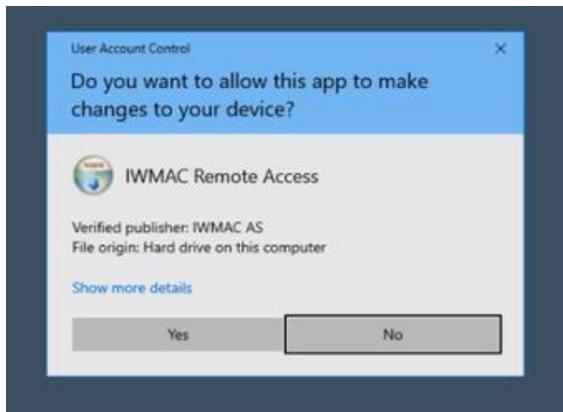
## Installation

Login into IWMAC and follow the guide on the next page.

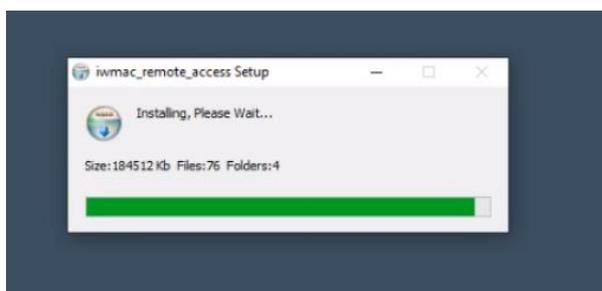
When starting the installation you will see this page:



Launch the installation of the Remote Access Application from the link as shown on the page above.



Click "Yes"

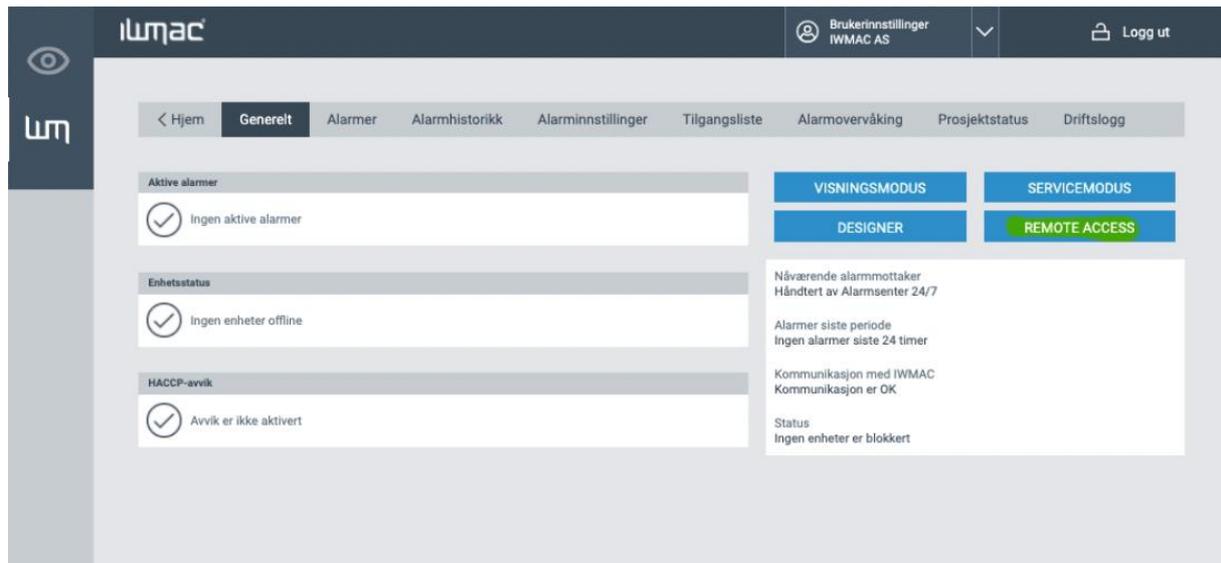


## Login

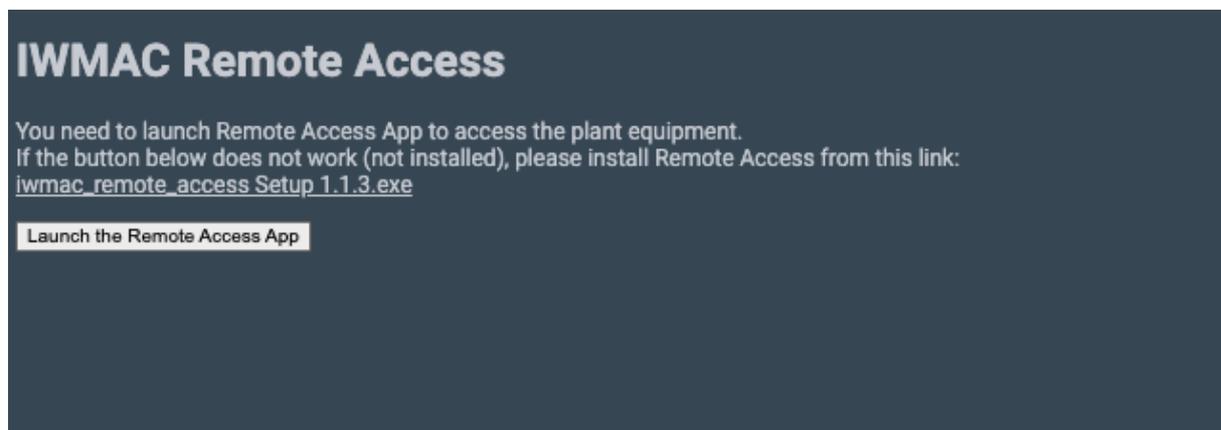
Log in to IWMAC

Then select the plant you want more information about or want to log in to

If you have access to the service, Remote Access will be shown as below



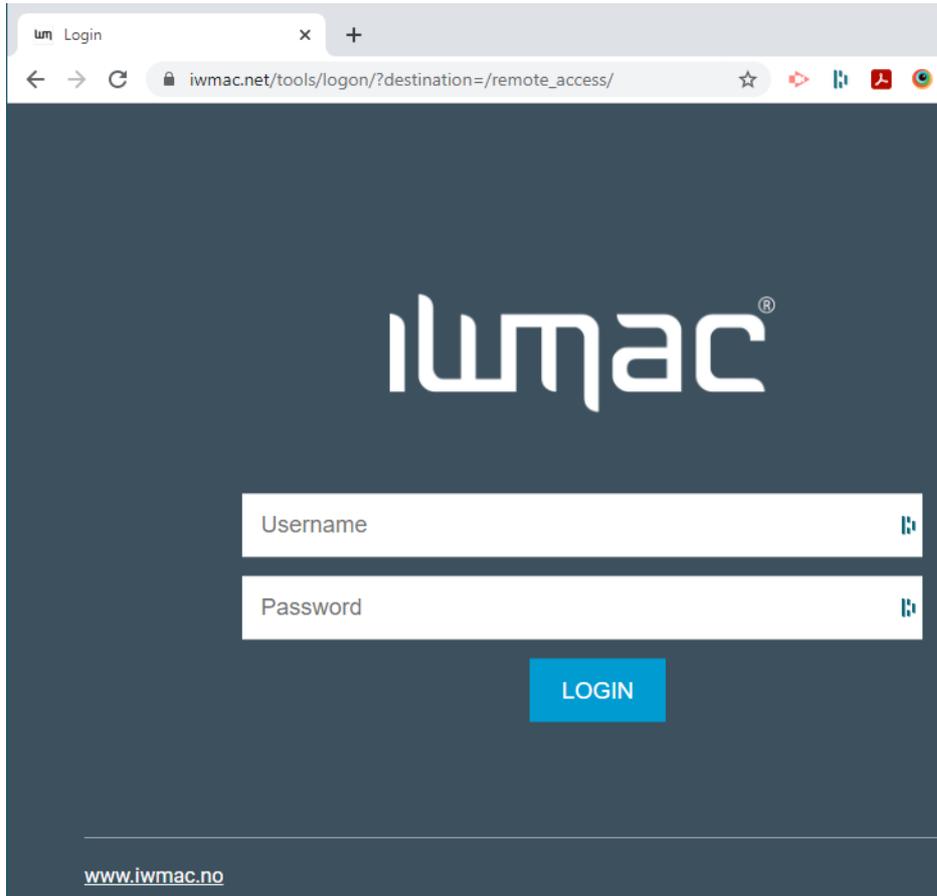
Then select Remote Access to display this page



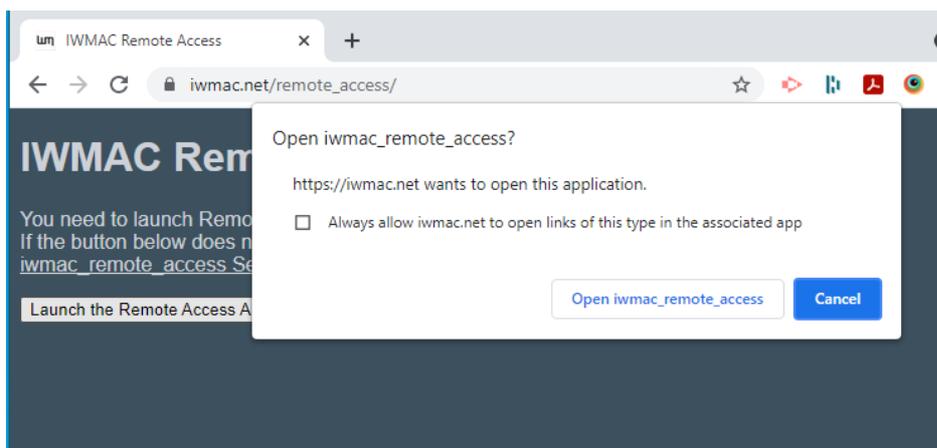
Launch the application by clicking the button "Launch the Remote Access App".



You will see this page:



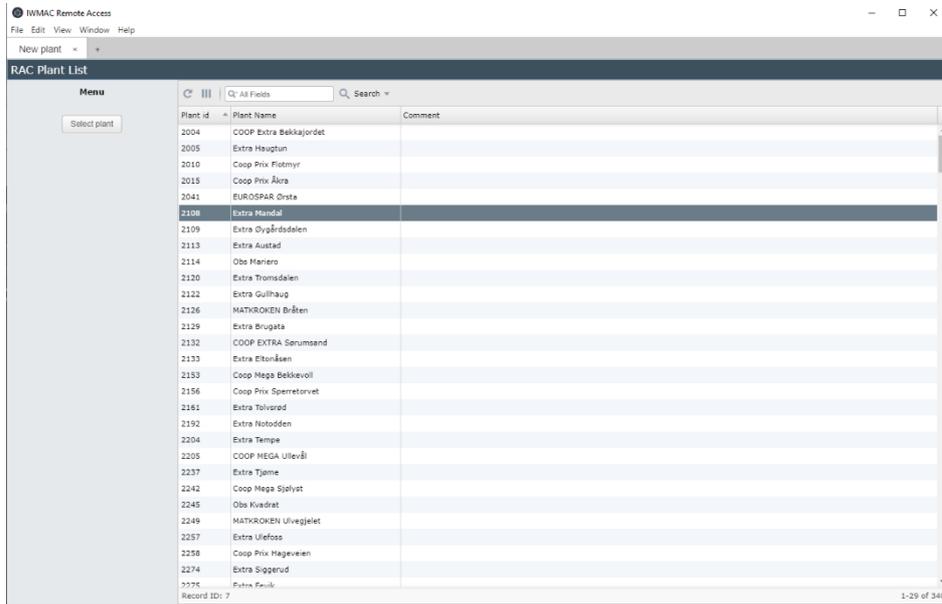
Log in with your IWMAC credentials.



Click "Open iwmac\_remote\_access".

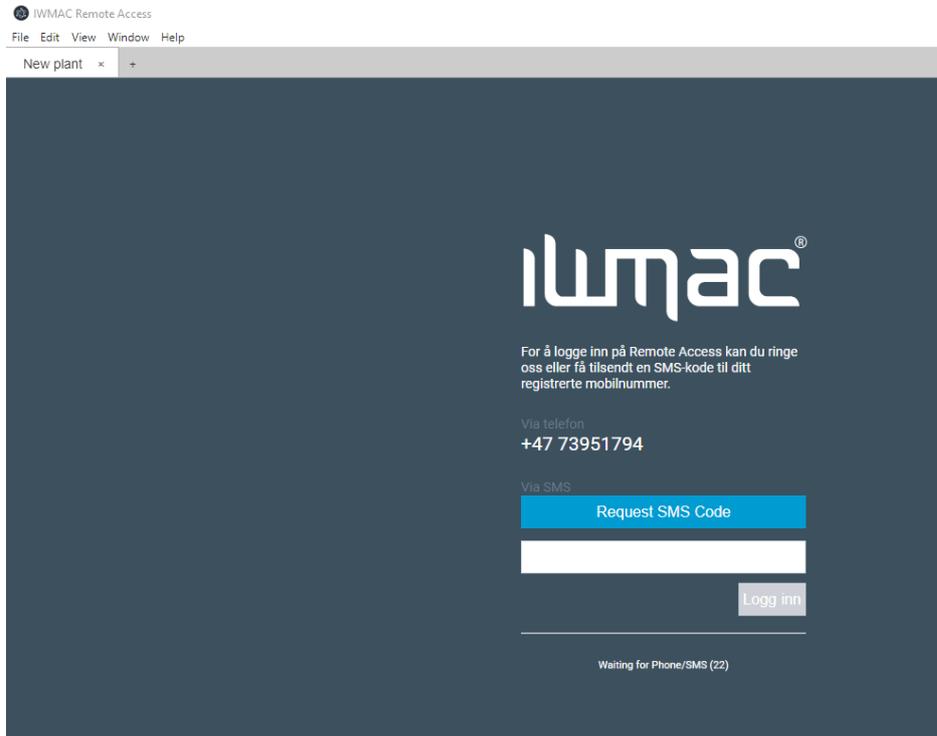


The application will open, looking something like this:

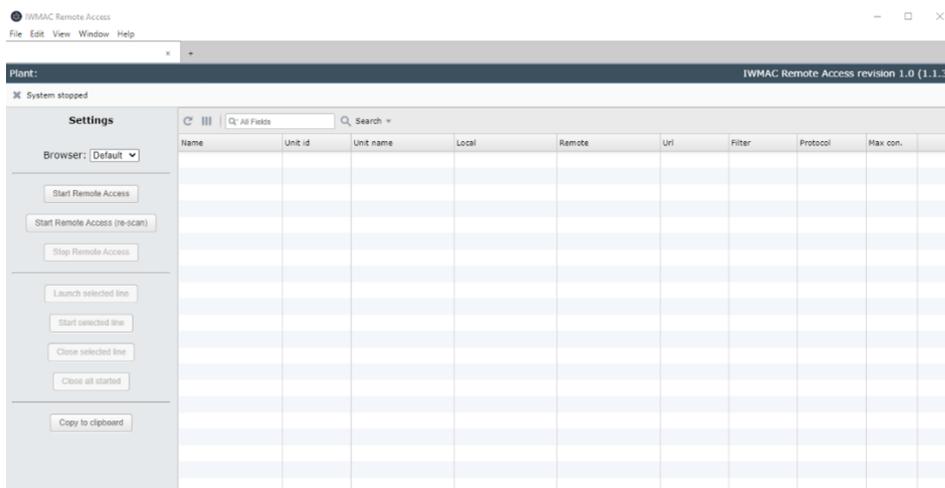


## Access a plant

From the application, select a desired plant, and click “Select plant”. You will then be asked to login using 2 Factor Authentication

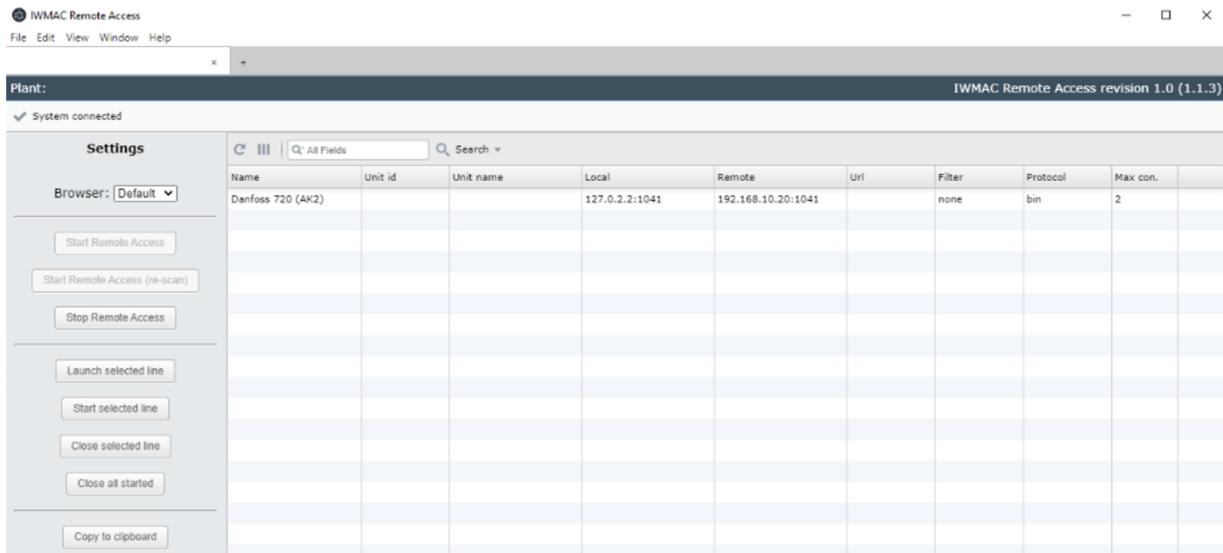


When first accessing the plant, it will look like this:



Click “Start Remote Access”



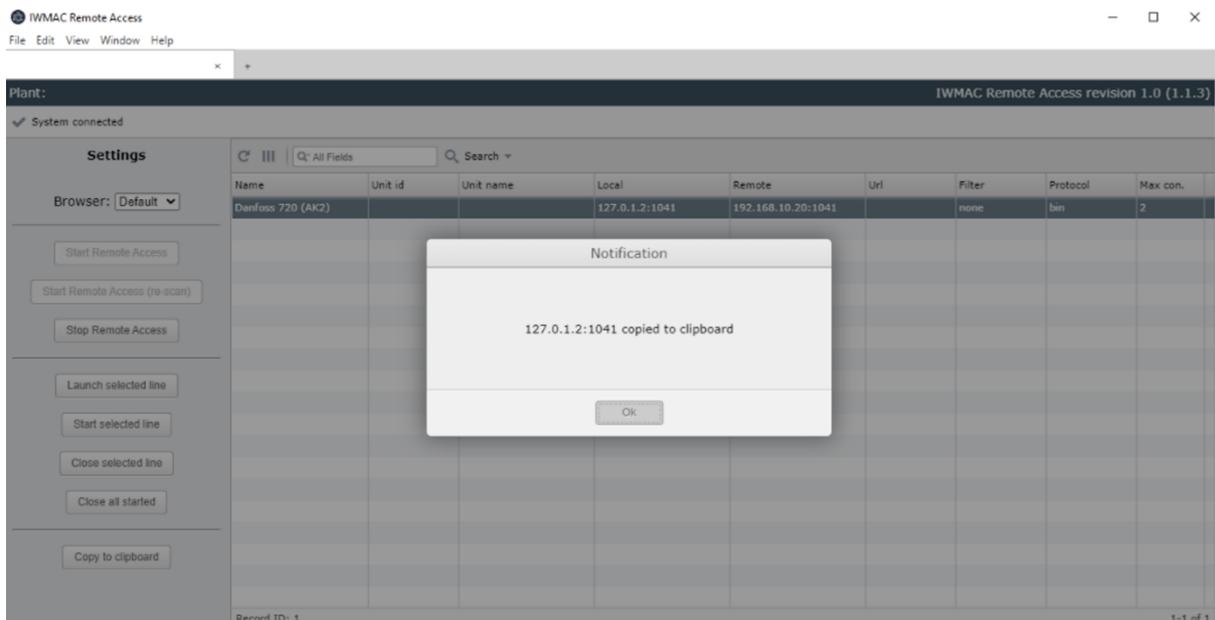


Identified devices will be shown in the table.

To activate a connection to a listed device: select desired unit in the table and click on "Launch selected line".

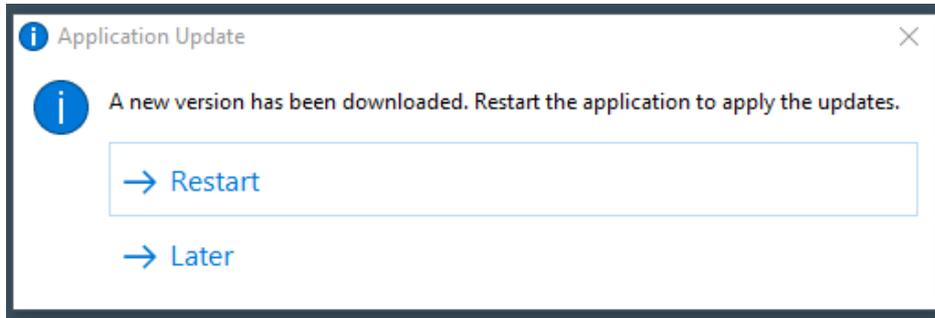
If the protocol is web-based (http/https): a browser window will open with the registered local IP for the device.

If the protocol is binary (bin): a pop-up with the local IP is shown, and the IP is copied to the clipboard. The user must then use this IP to connect from a third-party tool.



## Automatic software update

If a new version of Remote Access has been made available on our cloud solution, you will get this pop-up when starting the application (already started applications will not be notified until they are restarted):



Save your work, and press “Restart”.

After the reinstallation is completed, you will be taken to the login screen.

Log in and continue using the application as normal.

