

Technote 97 – AcquiSuite "Remote Access"

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1 What is AcquiSuite "Remote Access"?

This document describes a new feature: *AcquiSuite "Remote Access"*, which if enabled by the customer greatly simplifies and speeds Tech Support access to the customer's AcquiSuite.

These recommendations apply to models, running firmware **v02.16.0905** or later:

- A8812 (AcquiSuite),
- A8810 AcquiSuite EMB aka Embedded AcquiSuite),
- A7810 (AcquiLite) and
- A8814 (AcquiSuite+).

In this document, "AcquiSuite" will be used generically to mean both the AcquiSuite and AcquiLite models.

2 Benefits of AcquiSuite "Remote Access"

- **Controlled by customer:** Enabled or disabled by the customer, no need to involve local IT personnel. Let's Obvius Tech Support connect to AcquiSuite's "login" screen. Even if enabled, access to AcquiSuite still requires its admin password.
- **Tech Support -- Simpler, Easier, Faster:** No firewall or port-forwarding configuration needed as long as *outgoing* TCP is permitted (which most firewalls do by default).
- **More Secure:** No open, incoming ports through customer's firewall! No need to *remember* to close ports after service call. All communication AES-encrypted and mutually authenticated.
- **Compatible:** Uses only *outgoing* TCP on port 2022, for compatibility with nearly all firewalls, ISPs, cell carriers and NAT/routers.
- **Proven Protocols:** Based on industry-standard SSH v2 protocol, with *mutual authentication* via public/private cryptographic keys between AcquiSuites and Obvius' server.

3 Required Firewall Configuration

No firewall or NAT/router configuration is needed if your firewall permits *outgoing* TCP connections, which most do by default.

If your firewall does not permit this, here is the minimum you need to permit:

- *Outgoing TCP* connection to host "ra.buildingmanageronline.com", port 2022.
- As of 2016/09, ra.buildingmanageronline.com is 67.51.237.194 but this may change w/o notice.
- IDS configuration: All communication to port 2022 will be SSH v2 protocol.

4 Enabling Remote Access from the LCD

Remote Access may be enabled or disabled through the product's LCD menu, requiring physical access to the product.

To enable/disable,

- press MENU to enter the Main Menu,
- press SELECT to enter the TCP/IP Config menu, then
- press MENU repeatedly to reach the "R-Access on/off" choice shown below.
- Press SELECT to change the setting.

Once enabled, Remote Access will immediately attempt to connect, including dialing out if the system is configured with a modem.



5 Enabling Remote Access from the WebUI

Remote Access may also be enabled via the product's WebUI, if you are logged in as "admin".

To do so,

- Browse to the AcquiSuite's IP address,
- Login as "admin",
- Navigate to the Networking >> Setup sub-menu,
- Find the "Allow 'Remote Access'" checkbox, and check or uncheck it.
- Click Apply, and you should see the status change immediately.

See the screenshot below:

Networking Setup



IP Address:
Subnet Mask:
Default Gateway:
Hostname: mark-a8812-fronius-001EC600072E ([edit](#))
DNS Server #1:
DNS Server #2:
Ethernet MTU: (128-1500, default 1500)

Use DHCP to automatically assign IP Address:
Enable UPnP:

HTTP Proxy server Address: Port: (both blank = no proxy)

Allow "Remote Access": R-A connected! R-Access online! Your SN=0072E

Allow Telnet logins: (Telnet & FTP may be temporarily activated)
Allow FTP logins: (sessions & transfers in progress won't be interrupted)
Allow SSH logins: (SSH may be temporarily activated)