APPLICATION NOTE	: 2306	DATE: 14-11-2023
SUBJECT	: **Remote assistance 2.0 for DA-6xS**	
DATE OF INTRODUCTION	: November 2023	

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Change History

Date	Description of change
14-11-2023	First version
21-12-2023	Change of server name

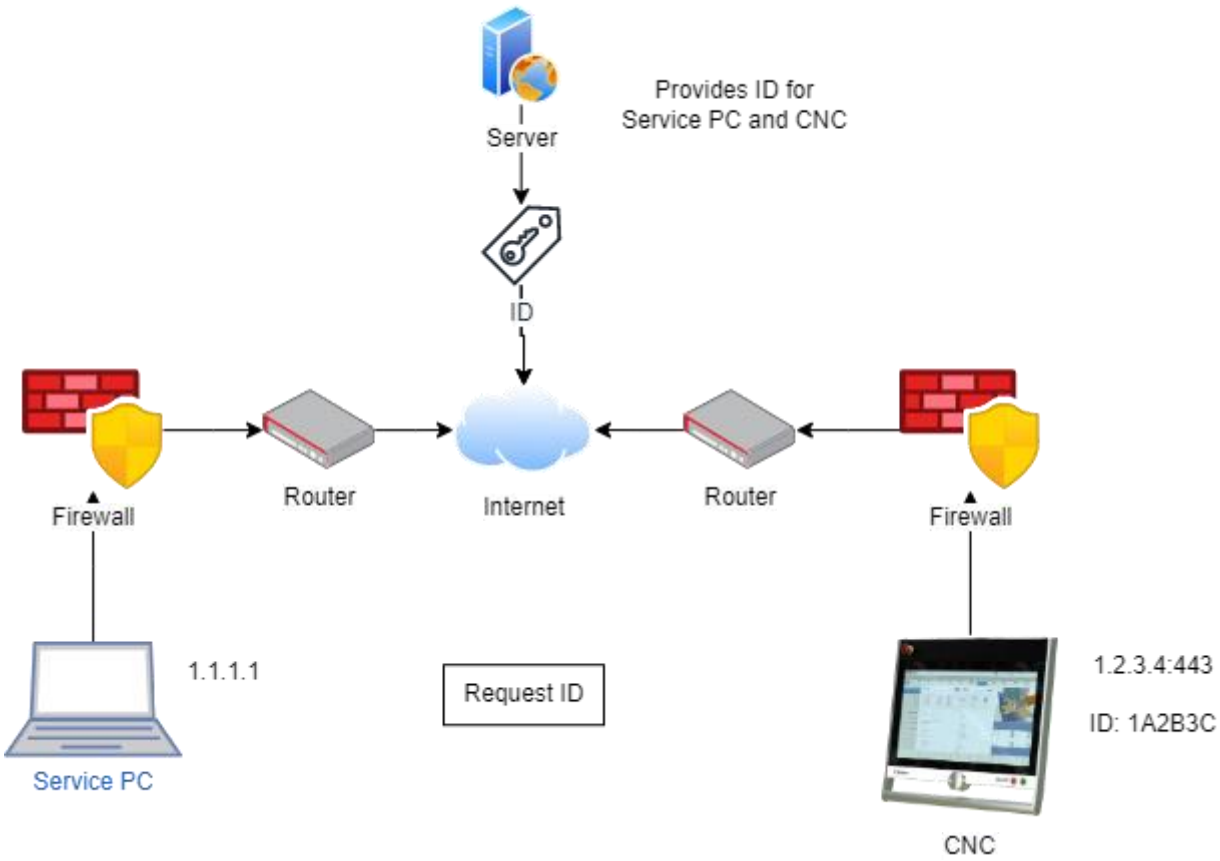
1. Introduction

A remote assistance 2.0 function is standard available in the DA-60 series controls. With this feature a DA-60 control can make a connection through a local connection or through a secure server. This secure server is provided by Delem, but can also be setup by an OEM if so desired. When a connection is achieved, an engineer can view and utilize the screen of the remote DA-60 control on his service PC. He can also operate the control with a mouse and keyboard, with the exception of the start and stop buttons. The required PC tool is also supplied by Delem.

The remote assistance 2.0 function is available for the DA-60 series controls with software version 4.2.0 or higher.

2. The connection

The next figure illustrates the connection over the internet. In case of the local remote assistance connection, the server runs inside of the controller. The server is an external device, the server is not running on the target or your local network, but running in an external network.



In case of a local connection, the DA-60 control initiates the connection to the service PC. Therefore, the following information needs to be set in the DA-60 control.

- The Hostname or IP address of the OEM.
- An outgoing port number. The OEM router should forward the incoming connection with this port number to the service PC.

In case of a server connection, the DA-60 control and service PC need to provide connection details from the server so that they can both requests an ID.

- The Hostname or IP address of the server.
- The port number of the server.

When a working connection has been made with the server, it will provide the connected device with an ID. This ID needs to be entered when setting up the connection between the actual service PC and the CNC.

3. Installation on the service PC

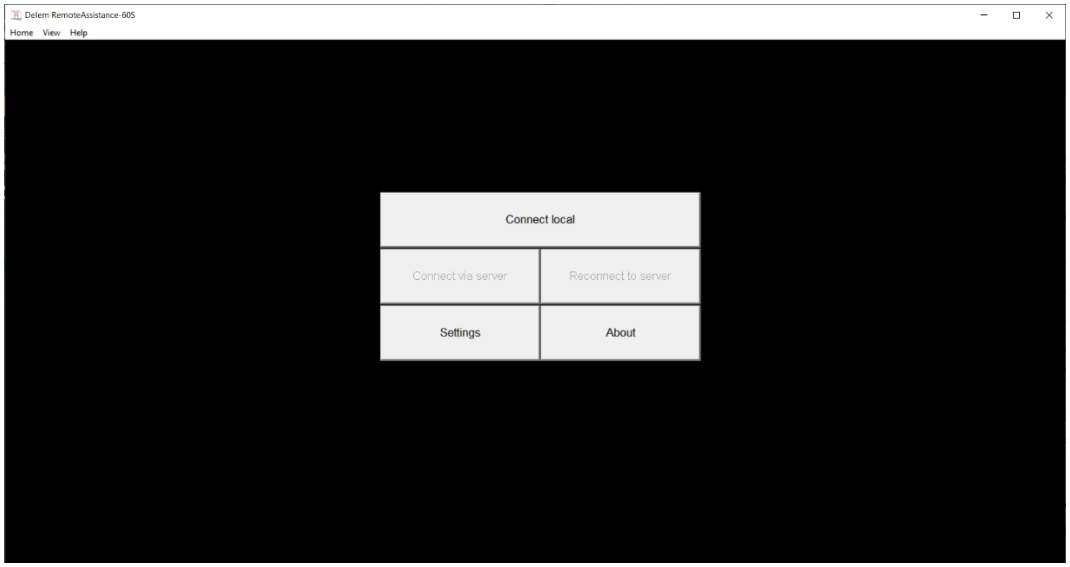
The PC application can be installed with Delem.DA-60S.Installer.V4.2.0.xxxxx.exe.



Start up the Delem Installer program and select the option Install RemoteAssistance-60S. You are asked to select a folder; after confirmation, the following tool will be installed:

RemoteAssistance-60S.exe

When running this program, the following screen will appear:



Now the PC is ready to receive an incoming connection.

4. Establishing a connection

To be able to make a connection, the remote assistance option must be enabled in the machine parameters first. This can be done by navigating to the Network tab in the machine parameters in the section Remote assistance. In this section, a local or server connection can be configured.

There are three methods of initiating a remote assistance connection:

1. A local connection, where the service PC initiates the connection to the CNC.
2. A local connection, where the CNC initiates the connection to the PC
3. A server connection, where the server provides an ID to both the CNC and the server PC.

4.1. Local connection

A local connection is used for making a connection between a service PC and a CNC in a local area network (LAN). This is mainly used in a private network without connection to the outside world.

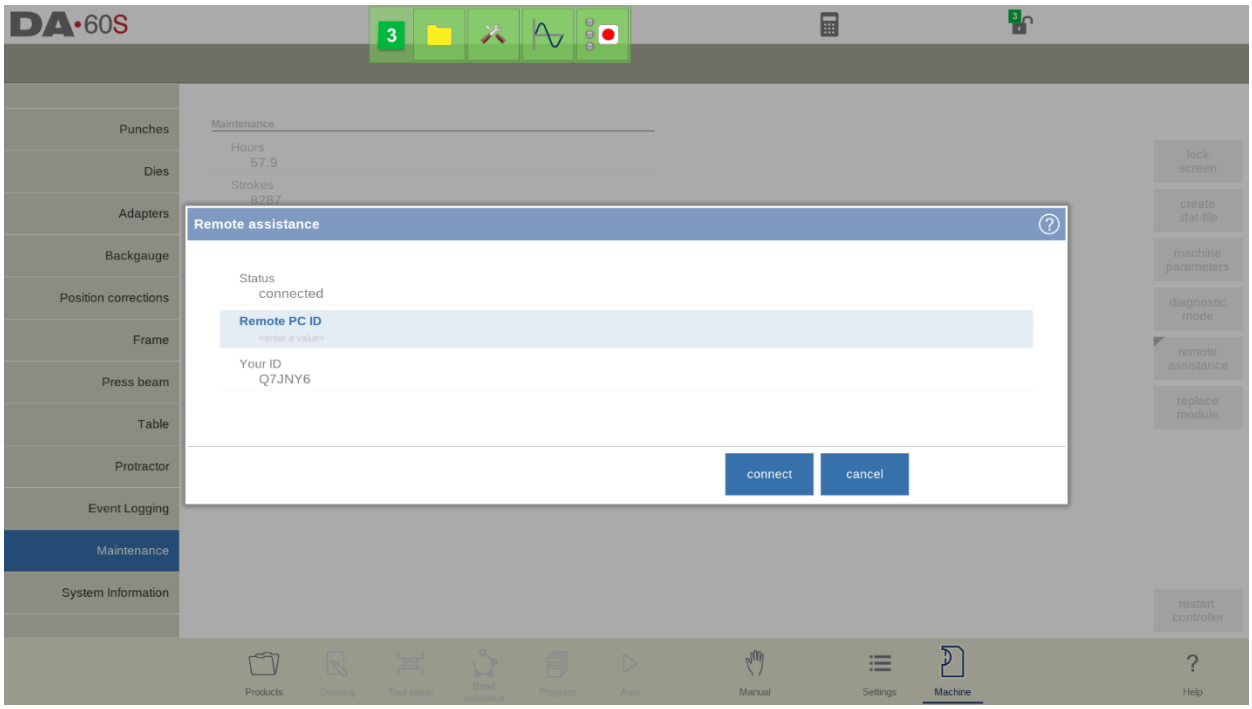
The connection can be initiated by the CNC or the service PC.

4.2. Server connection

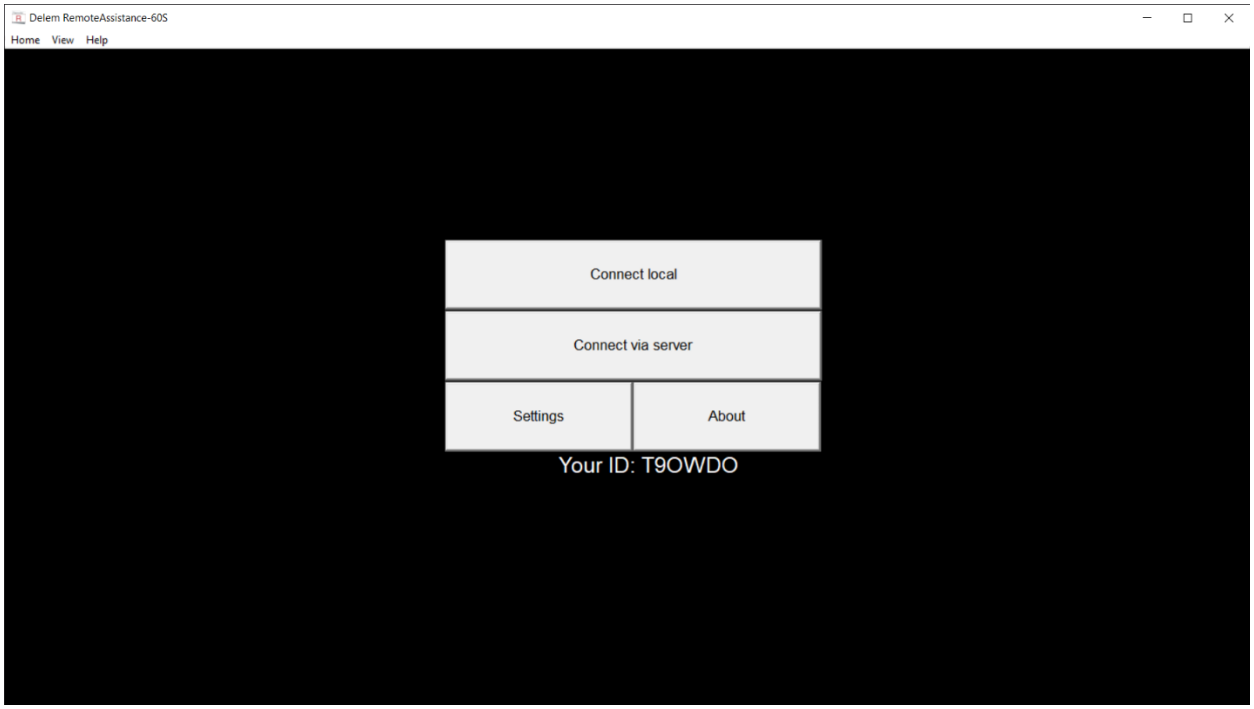
A server connection is used for making a remote connection through a (proxy) server provided by Delem. This provides a secure method of connecting to a CNC with a service PC for remote assistance. This server will handle and approve connections that are being requested by a service PC or CNC by giving a token or ID.

Demo server: **demo.ras.delem.net:443**

Once connected to the server, the token/ID can be found in the machine/maintenance page under the remote assistance function on the CNC.

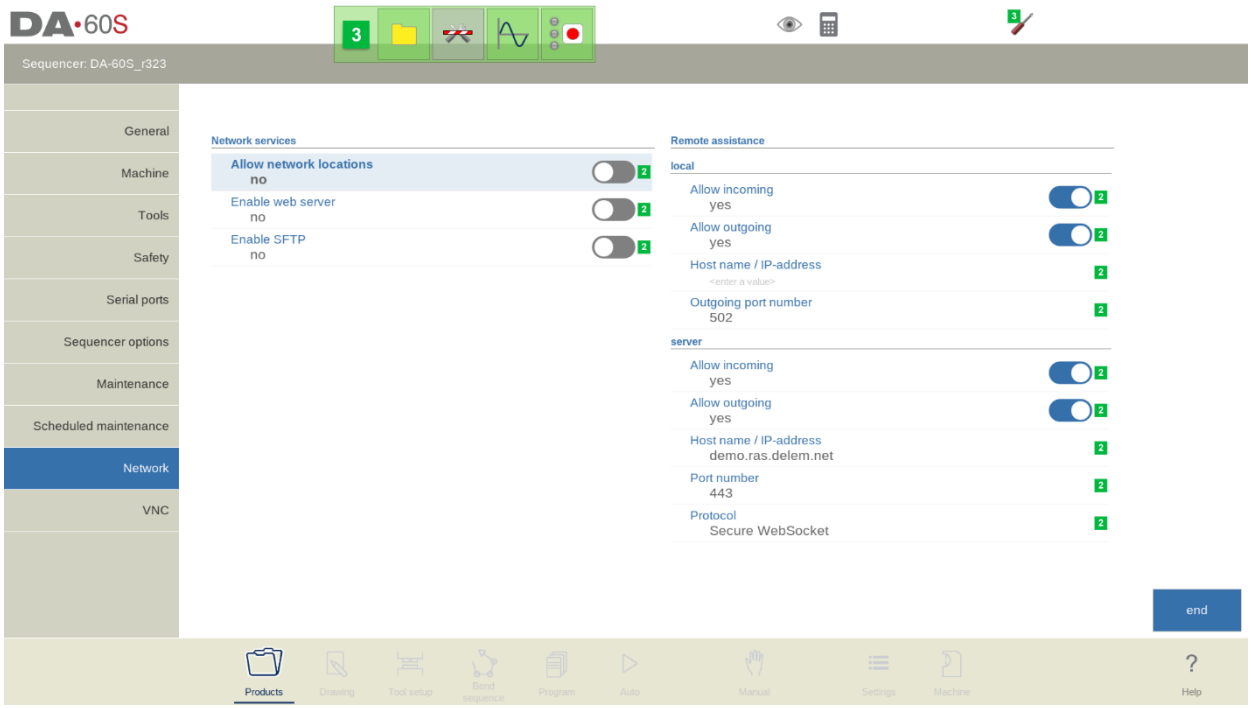


On the remote assistance client, the token/ID can be found under the settings and about button.



5. Parameters

The following parameters are available for remote assistance 2.0:



Allow incoming: Allows the CNC to receive incoming connections for a local or server connection to a service PC.

Allow outgoing: Allows the CNC to make an outgoing connection for a local or server connection to a service PC.

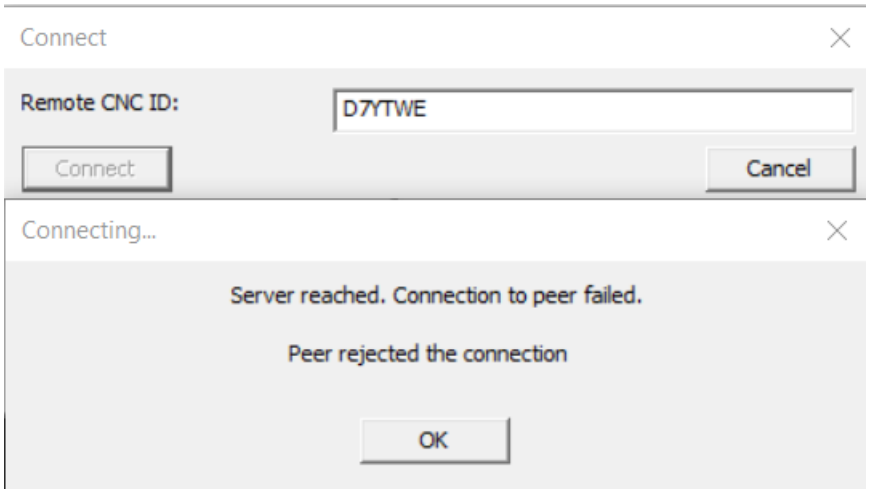
Host name / IP-address: For a local connection, this would be the hostname or IP-address of the service PC.

(Outgoing) port number: The port number for making a connection, the default for local is port 502 and for the server 443

Protocol: the server can use a normal (80) or secure web socket connection (443).

6. Error messages

Connection to peer failed. Peer not found.
This error message comes when you try to connect to your own ID.



Server reached. Connection to peer failed.
This error message comes when the ID is unknown to the server.

