Moxa Remote Connect Client Software User's Manual

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www.moxa.com/product



Moxa Remote Connect Client Software User's Manual

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Download and save the Moxa Remote Connect client software from <u>https://moxaftp.box.com/v/mrcclient_</u>to the target computer. The MRC-Client software can be installed on Windows-based systems including Windows 7, Windows 8, and Windows 10. Before installing the software, please make sure the system environment is equipped with **Microsoft .NET framework version 4.0 or newer versions.** Then, make sure the executable file is run with **ADMINISTRATOR** privilege to start the installation.

NOTE Windows 7 SP1 or later Windows versions are already embedded with .NET framework V4.5. You can double check it in the "Programs and Features" under the Control Panel.

STEP 1: Click on the saved file to start the installation with administrator privilege.

~	.		
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~		Open	
MRC_0	۲	Run as administrator	
1-Beta		Troubleshoot compatibility	
1703		7-Zip	•
	•	Copy to pCloud Sync	•
		Pin to Taskbar	
		Pin to Start Menu	
		Restore previous versions	
		Send to	+
		Cut	
		Сору	
		Create shortcut	
		Delete	
		Rename	
		Properties	

STEP 2: Accept Moxa's software license agreement. Then, click "Next" to continue.



STEP 3: Choose if you want to create a shortcut on your desktop or not. Then, click "Next" to continue.

🗠 Setup - MOXA Remote Connect Client Software	. <b>-</b> x
Select Additional Tasks Which additional tasks should be performed?	
Select the additional tasks you would like Setup to perform while installing MOXA Remote Connect Client Software, then click Next.	
Additional shortcuts:	
Create a desktop shortcut	
< <u>Back</u> ext>	Cancel

STEP 4: Click "Install" when you are ready to install the software.

🔊 Setup - MOXA Remote Connect Client Software	
Ready to Install Setup is now ready to begin installing MOXA Remote Connect Client Software on your computer.	
Click Install to continue with the installation, or click Back if you want to review or change any settings.	
Additional tasks: Additional shortcuts: Create a desktop shortcut	*
	<u> </u>
< <u>Back</u> Instal	Cancel

STEP 5: Install the TAP-Windows virtual network interface. Agree with the OpenVPN license agreement and continue the process.







STEP 6: After successfully installing the TAP-Windows virtual network interface, you will see a new **"Moxa Remote Connect**" network interface.



### WARNING

In Windows 10 environment, users may need to change the network interface name manually if it does not change automatically.



STEP 7: Run the MRC-Client software





#### WARNING

If the wrong .NET Framework version is detected or not installed, you may see the below error message when running the MRC-Client. It is necessary to install the latest .NET Framework from Microsoft before running MRC-Client.

Windows -	- Application Error	
8	The application failed to initialize properly (0xc0000135). Click OK to terminate the application.	
	ОК	]

Download Microsoft .NET Framework from Microsoft's website: https://www.microsoft.com

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## Introduction

Moxa Remote Connect client software (MRC-Client) is designed for computer-based devices, such as SCADA servers, application servers, log servers, or engineers' troubleshooting tools to connect with Moxa Remote Connect server (MRC-Server) and remote devices.

There are four major function blocks in the Moxa Remote Connect Client software user interface including buttons, operation area, system information, and the client status.

Moxa Remote Connect Client     Sign In Device Pool Option     Log Language Help	Function Button
Import activation file  D:\li_peng\Downloads\li.peng@moxa.com (1).key  Apply	
Input account information	
Remote Connect Server mrcus.moxa.com	Operation Area
Device Group Code     ******       Client ID or E-mail     CLIENT001	
Login Password	
Remember account     Remember password	
Test Connection Sign In Sign Out	
Fri Jul 07 17:19:50 2017 OPTIONS IMPORT: route-related options modified Fri Jul 07 17:19:50 2017 Preserving previous TUNTAP instance: Moxa Remote Connect Fri Jul 07 17:19:50 2017 Initialization Sequence Completed	
Fri Jul 07 17:19:51 2017 Sign in successfully Fri Jul 07 18:09:34 2017 Sign out	System Information
	Client Status
Status Signed In Visible Startup Mode Virtual IP	

D:\li_peng\Downloads\li	.peng@moxa.com (1).key		Apply
Input account informa	ition		
Remote Connect Server	mrcus.moxa.com		
Device Group Code	*****		
Client ID or E-mail	CLIENT001		
Login Password	ale	e nje nje nje nje nje nje nje nje nje nj	a aja aja aja aja aja aja aja
Remember account	Remember password		
		Test Connection	Sign In Sign
	NS IMPORT: route-related options mo ving previous TUN/TAP instance: Moxa		

Click "Sign  $\mbox{In}{\sc "}$  and the window below will be displayed.

Users can choose either "Import activation file" or "Input account information" to sign into the connectivity portal. The activation file or the account information is provided by the Moxa Remote Connect Server portal administrator. Users need to click "Apply" to import the sign in information.

Moxa Remote Connect Client				
Sign In Device Pool	Option		Log Langi	uage Help
Import activation file				
D:\li_peng\Downloads\li.	peng@moxa.com (1).key		]	Apply
Input account informa	tion			
Remote Connect Server Device Group Code Client ID or E-mail Login Password Remember account	mrcus.moxa.com ***** CLIENT001 ***********************************	****	96 96 96 96 96 96 96 96 96 96 96 96 96 9	
	successfully			Sign Out
Status Signed In Visible	Startup Mode		Virtual IP	

Click on "Remember account" or "Remember password" or both to remember the information for the next time you sign in.

loxa Remote Connect Client					
Sign In Device Pool	Option		Log	Langu	age Help
Import activation file					
D:\li_peng\Downloads\li.	peng@moxa.com (1).key				Apply
Input account information	tion				
Remote Connect Server	mrcus.moxa.com				
Device Group Code	*****				
Client ID or E-mail	CLIENT001				
Login Password	*****	ie nie nie nie nie nie nie nie nie nie n	ale ale ale ale ale ale ale a	a ale ale ale ale ale ale a	
Remember account	Remember password				
		Test Connec	tion	Sign In	Sign Out
	successfully		nect		
Status Signed In Visible	Startup Mode		,	Virtual IP [	

After inputting your sign in information:

- Click "Test Connection", you can check if the Moxa Remote Connect Server is reachable.
- Click "Sign In" button, you can log into the Moxa Remote Connect Server with the input information.
- Click "Sign Out" button, you can log out the Moxa Remote Connect Server.

The system and connection initialization information window shows you the information when you operate the buttons.

**NOTE** If you see "Fail" information, please check if you have "Moxa Remote Connect" network interface on your computer.

D:\li_peng\Downloads\li	peng@moxa.com (1).key		Apply	
Input account informa	tion			
Remote Connect Server	mrcus.moxa.com			
Device Group Code	*****			
Client ID or E-mail	CLIENT001			
Login Password	*******	ije sje sje sje sje sje sje sje sje sje s	a alta alta alta a	
Remember account	Remember password			
	Tes	t Connection Si	gn In Sign (	Dut
	NS IMPORT: route-related options modifier ving previous TUN/TAP instance: Moxa Rel			

The MRC client software status bar shows the current status after user's operation.

- Signed In: turns to green when the client software successfully signs into the Moxa Remote Connect Server
- Visible: turns to green when this computer can be accessed by other clients in the same device group
- Startup Mode: turns to green when "Sign in at Windows Startup" is enabled in the option
- Virtual IP: after successful sign-in, this computer will get a virtual IP address from the Moxa Remote Connect Server

	peng@moxa.com (1).key	Apply
Input account informa	tion	
Remote Connect Server	mrcus.moxa.com	
Device Group Code	****	
Client ID or E-mail	CLIENT001	
Login Password	**********	e nije nije nije nije nije nije nije nij
Remember account	Remember password	
	Test Connection	Sign In Sign Ou
	NS IMPORT: route-related options modified ving previous TUN/TAP instance: Moxa Remote Connect	

## **Function: Device Pool**

After successfully signing into the Moxa Remote Connect Server, the software will list all the Moxa Remote Connect gateways and the connected remote devices in the device pool.

Moxa Remote Connect Client					- <b>-</b> x	
Sign In Device Pool Option			Log	Language	Help	
Sign In Device Pool Option  Device Name Grow001 Machine_01 Log Server  Refresh						
Device Name	Status	Tunnel	Virtual IP	Local IP / MAC		
₽- <b>GW001</b>	8		10.10.1.1	-		
-Machine_01		•	10.10.1.2	192.168.127.254		
Log Server		•	10.10.0.6	-		
					_	
Refresh Snapshot Save as Load						
Status Signed In Visible Startup Mode Virtual IP 10.10.0.5						

Users can monitor the online/offline status of the MRC-Gateway and remote devices. Green means the gateway or the local device is online, red means the device is offline, and grey means the status check is unavailable. (Note: users must enable "Health Check" in the gateway for remote devices, otherwise the button will change to grey as the status is unknown.)

Moxa Remote Connect Client					
Sign In Device Pool Option	_ <b>_</b> ,_		Log	Language	Help
Device Name	Status	Tunnel	Virtual IP	Local IP / MAC	
	0 0	•	10.10.1.1		
Machine_01		•	10.10.1.2	192.168.127.254	
Log Server		•	10.10.0.6	-	
					_
					_
					_
					_
					_
Machine_01 Log Server Refresh Status Signed In Visible Startup Mode			Snapshot Sav	e as Load	
Status Signed In Visible Startup Mode			Virt	tual IP 10.10.	0.5

Click on the buttons in the "Tunnel" column to start or close the connection with the remote device.



The tunnel is down. Click on the button to start the connection (the icon will become green).

The tunnel is live. Click on the button to close the connection (the icon will become red).

Sign In Device Pool Option		_	Log	Language H	lelp
		2			
Device Name	Status	Tunnel	Virtual IP	Local IP / MAC	
<b>GW001</b>	0.0	•	10.10.1.1	-	
Machine_01		9	10.10.1.2	192.168.127.254	
Log Server		•	10.10.0.6	-	
					-
					-
					-
					-
					-
Refresh		9	Snapshot Save	e as Load	
Status Signed In Visible Startup Mode	7			ual IP 10.10.0.	

Once the tunnel is open, the virtual IP will turn to green.

Sign In Device Pool Option					_
			Log	Language Hel	lp
Device Name	Status	Tunnel	Virtual IP	Local IP / MAC	
⊟- GW001	0 0	•	10.10.1.1	+	
Machine_01		<b>(</b>	10.10.1.2	192.168.127.254	
Log Server		•	10.10.0.6	-	
					]
Refresh			Snapshot Sav	e as Load	J
Status Signed In Visible Startup Mode			Virt	tual IP 10.10.0.5	

Users can look up the mapping table of virtual IP addresses to the real IP address of each remote device. If a device does not have a virtual IP, it means the "Auto IP Mapping" feature in the MRC-Gateway is disabled and users should access the remote device via its original local IP address.

🗢 Mox	a Remote Connect Client					- <b>- x</b>
s	ign In Device Pool Option			Log	Language	Help
	Device Name	Status	Tunnel	Virtual IP	Local IP / MAC	
	<b>GW001</b>	0.0	•	10.10.1.1		
	Machine_01		9	10.10.1.2	192.168.127.254	KΠ
	Log Server		•	10.10.0.6	-	- 1
	Refresh		[	Snapshot Sav	e as Load	
st	atus Signed In Visible Startup Mode			Virt	ual IP 10.10	0.5

- Click "Refresh" to refresh the device pool and get the latest update from MRC-Server.
- Click "Snapshot" to save the current device pool and connection status. This will make these setting the default settings the next time the MRC client software is run.
- Click "Save as" to save the current device pool to a *.lst file.
- Click "Load" to load a saved .lst file and display the devices in the device pool.

xa Remote Connect Client					
Sign In Device Pool Option			Log	Language	Help
Device Name	Status	Tunnel	Virtual IP	Local IP / MA	С
<b>GW001</b>	0.0	•	10.10.1.1	-	
Machine_01		•	10.10.1.2	192.168.127.2	54
Log Server		•	10.10.0.6	-	
٢					
Refresh			Snapshot Sav	/e as Loa	d
Status Signed In Visible Startup Mode			Vir	tual IP 10.1	0.0.5

# **Function: Option**

Moxa Remote Connect Client			
Sign In Device Pool Option	Log	Language	Help
Sign In       Device Pool       Option         Image: Sign in at Windows start up       Image: Sign in at Windows start up         Image: Visible in the device group       Image: Visible in the device group         Image: Sign in at Windows start up       Image: Sign in at Windows start up         Image: Sign in at Windows start up       Image: Sign in at Windows start up         Image: Sign in at Windows start up       Image: Sign in at Windows start up         Image: Sign in at Windows start up       Image: Sign in at Windows start up         Image: Sign in at Windows start up       Image: Sign in at Windows start up         Status       Signed In       Visible         Status       Signed In       Visible			
Sign in at Windows start up			
Visible in the device group			
Status Signed In Visible Startup Mode	Vir	tual IP 10	.10.0.5

Click "Option" for advanced settings.

Enable "Sign-in at Windows starts up" to automatically connect with remote devices after Windows system bootup and the "Startup Mode" status will turn to green.

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Users can check the history logs of the account sign-in and sign-out events. The activity of the remote machine connection is also recorded in the log book.

- Click "Refresh" to get the latest log from the Moxa Remote Connect Server within a defined period.
- Click "Save as" to save the log as an excel file.
- Click "Clear" to clear the display of event logs in the MRC-Client software. The history logs can be retrieved back by clicking "Retrieve".

No.	Operation	Date	Time
1	Sign in to [VPN server domain name]	JAN. 18, 2016	20:15:36
2	Sign out from [VPN server domain name]	JAN. 18, 2016	20:15:36
3	Start up as Windows service	JAN. 18, 2016	20:15:36
4	Connect to remote devices [device name]	JAN. 18, 2016	20:15:36
5	Connect to multiple remote devices or clients	JAN. 18, 2016	20:15:36
6	Connect to remote client [client ID]	JAN. 18, 2016	20:15:36
7	Disconnect from remote devices [device name]	JAN. 18, 2016	20:15:36
8	Disconnect from multiple remote devices or clients	JAN. 18, 2016	20:15:36
9	Disconnect from remote client [client ID]	JAN. 18, 2016	20:15:36
10	Save / Load device pool [file name]	JAN. 18, 2016	20:15:36
11	Snapshot the device pool	JAN. 18, 2016	20:15:36
12	Clear the log history	JAN. 18, 2016	20:15:36
			Retrieve

The default language is English. Users can import other language files to change the MRC-Client software language.

Moxa Remote Connect Client	
Sign In Device Pool Option Log	Language Help
Select Language English -	
Import Language File	
Import Language File	
	Apply
Status Signed In Visible Startup Mode	Virtual IP 10.10.0.5