

Moxa Remote Connect Client Software User's Manual

Edition 1.0, January 2018

www.moxa.com/product



© 2018 Moxa Inc. All rights reserved.

Moxa Remote Connect Client Software User's Manual

The software described in this manual is furnished under a license agreement and may be used only in accordance with the terms of that agreement.

Copyright Notice

© 2018 Moxa Inc. All rights reserved.

Trademarks

The MOXA logo is a registered trademark of Moxa Inc.
All other trademarks or registered marks in this manual belong to their respective manufacturers.

Disclaimer

Information in this document is subject to change without notice and does not represent a commitment on the part of Moxa.

Moxa provides this document as is, without warranty of any kind, either expressed or implied, including, but not limited to, its particular purpose. Moxa reserves the right to make improvements and/or changes to this manual, or to the products and/or the programs described in this manual, at any time.

Information provided in this manual is intended to be accurate and reliable. However, Moxa assumes no responsibility for its use, or for any infringements on the rights of third parties that may result from its use.

This product might include unintentional technical or typographical errors. Changes are periodically made to the information herein to correct such errors, and these changes are incorporated into new editions of the publication.

Technical Support Contact Information

www.moxa.com/support

Moxa Americas

Toll-free: 1-888-669-2872
Tel: +1-714-528-6777
Fax: +1-714-528-6778

Moxa Europe

Tel: +49-89-3 70 03 99-0
Fax: +49-89-3 70 03 99-99

Moxa India

Tel: +91-80-4172-9088
Fax: +91-80-4132-1045

Moxa China (Shanghai office)

Toll-free: 800-820-5036
Tel: +86-21-5258-9955
Fax: +86-21-5258-5505

Moxa Asia-Pacific

Tel: +886-2-8919-1230
Fax: +886-2-8919-1231

Table of Contents

1. Installation	1-1
2. Introduction.....	2-1
3. Function: Sign In.....	3-1
4. Function: Device Pool.....	4-1
5. Function: Option.....	5-1
6. Function: Log	6-1
7. Function: Language.....	7-1

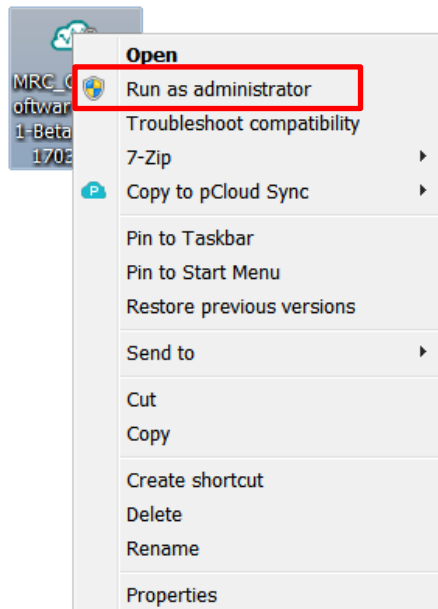
1

Installation

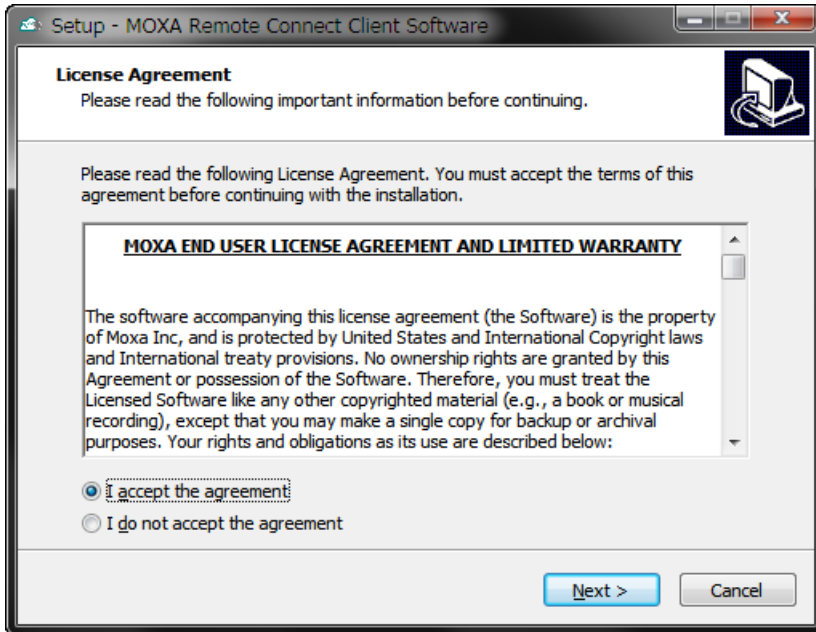
Download and save the Moxa Remote Connect client software from <https://moxaftp.box.com/v/mrcclient> to the target computer. The MRC-Client software can be installed on Windows-based systems including Windows 7, Windows 8, and Windows 10. Before installing the software, please make sure the system environment 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.

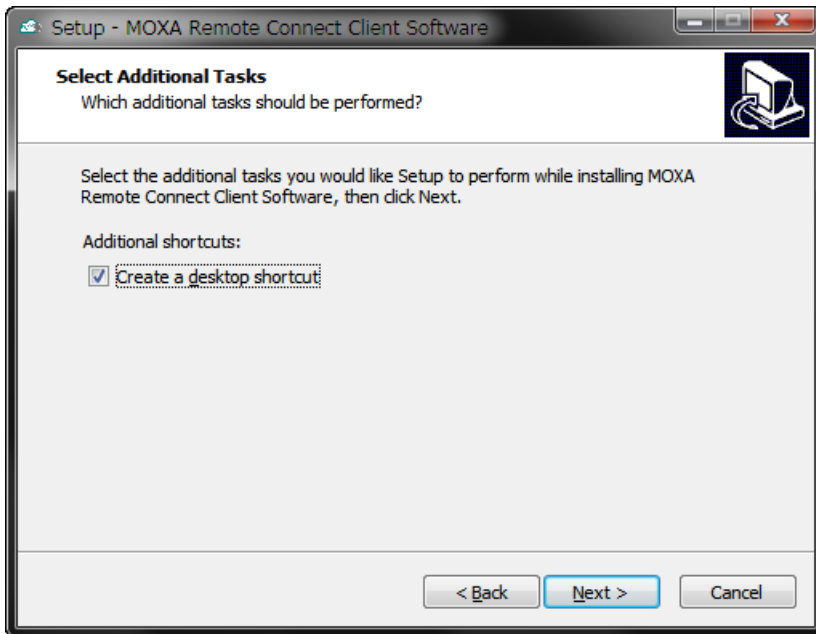
STEP 1: Click on the saved file to start the installation with administrator privilege.



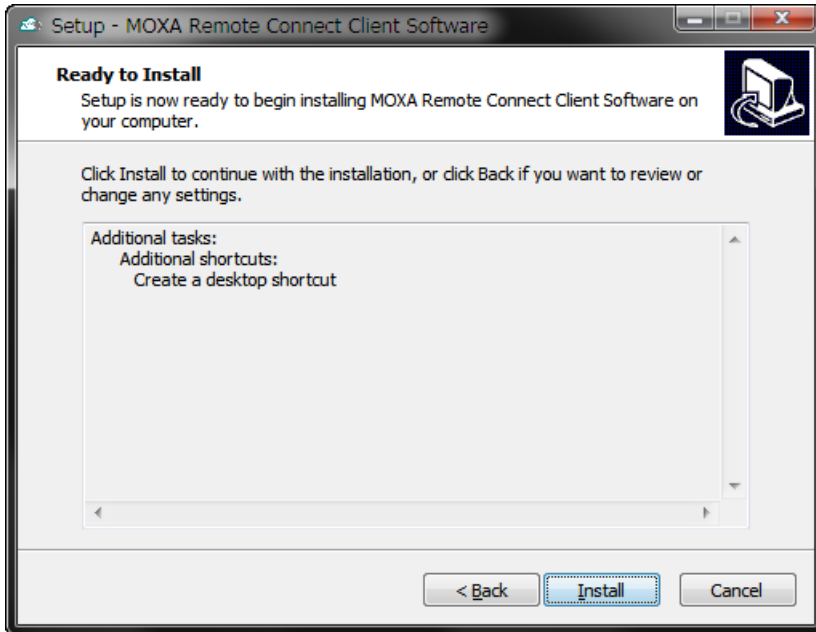
STEP 2: Accept Moxa’s software license agreement. Then, click “Next” to continue.



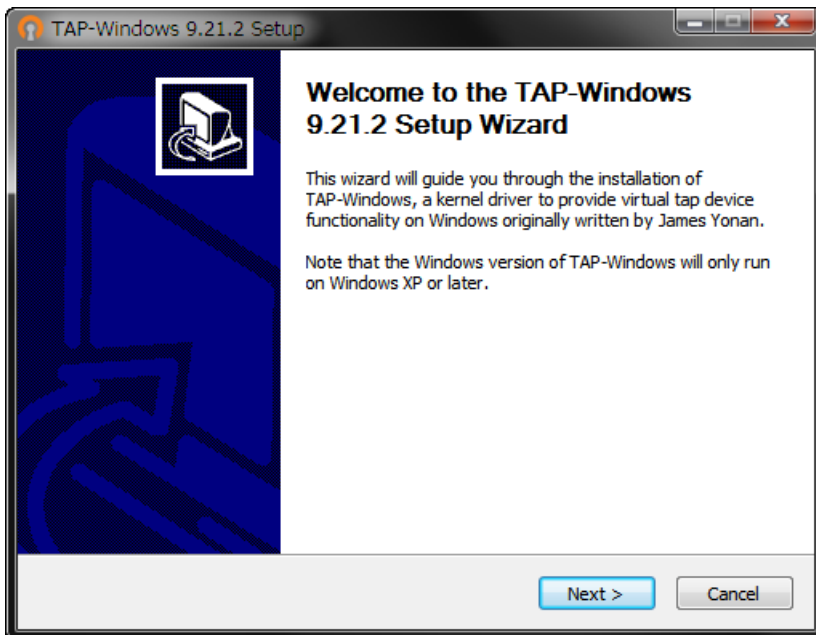
STEP 3: Choose if you want to create a shortcut on your desktop or not. Then, click “Next” to continue.

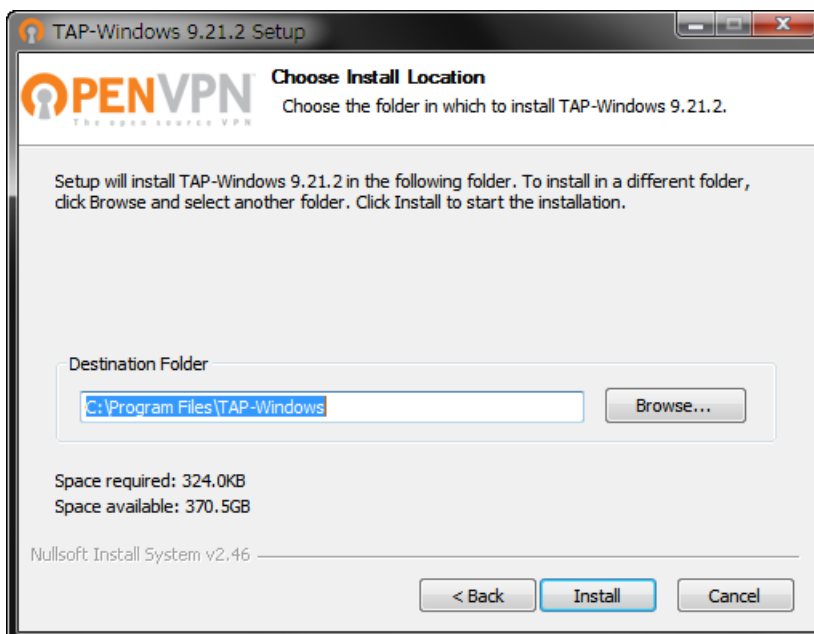
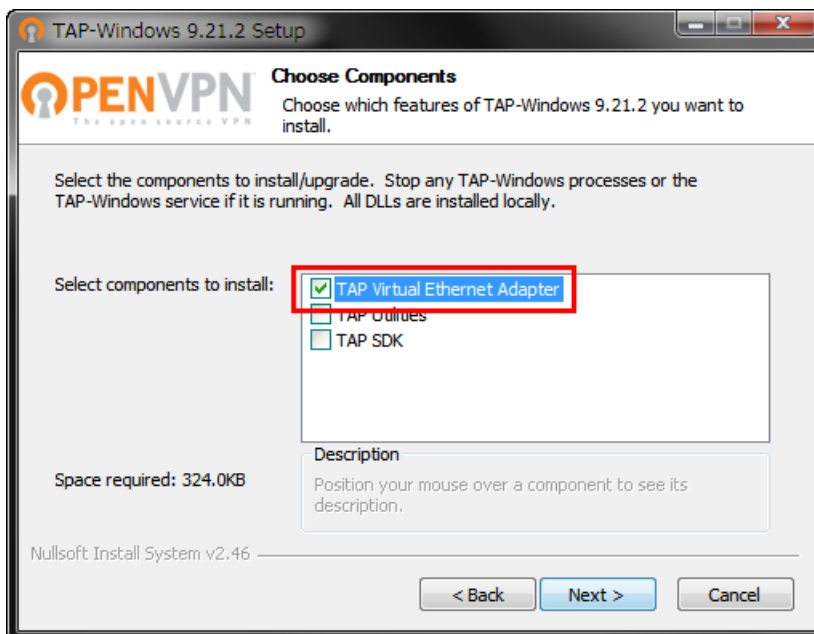
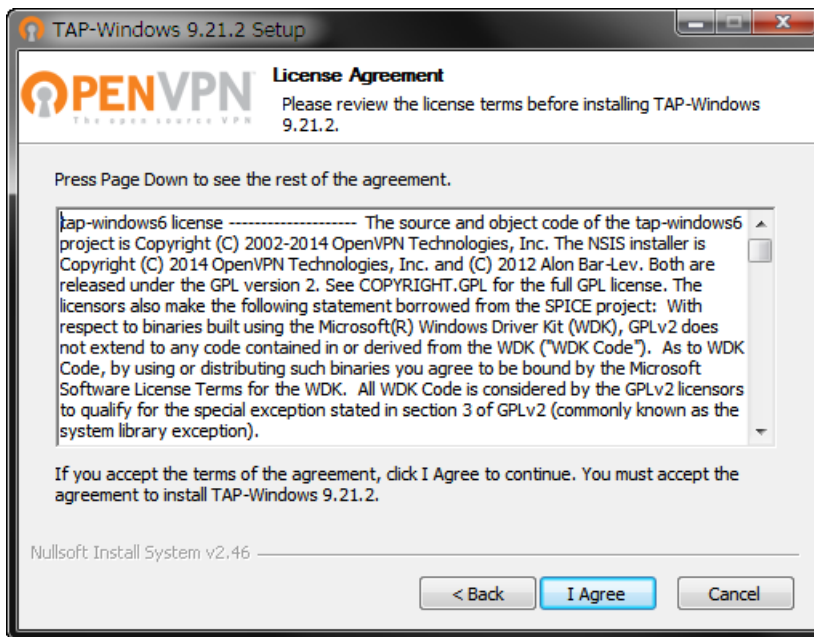


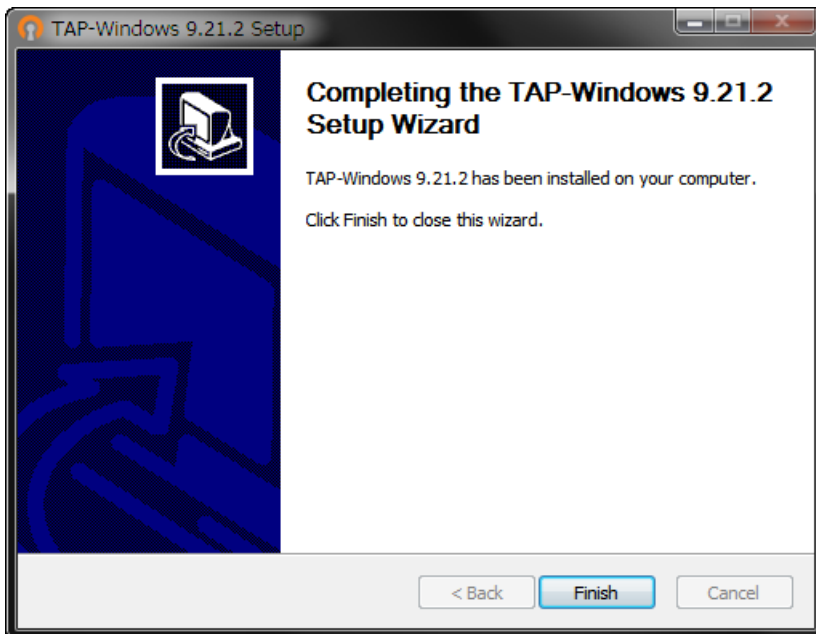
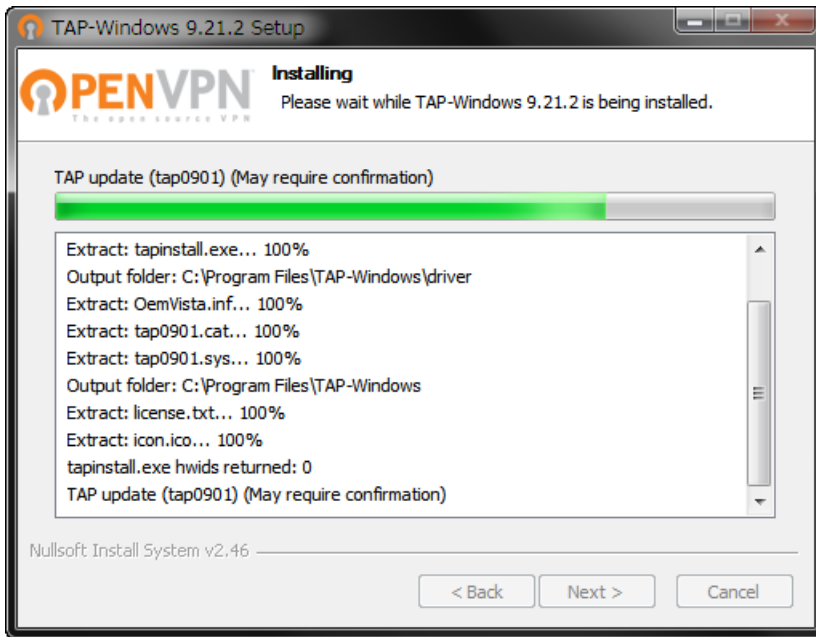
STEP 4: Click "Install" when you are ready to install the software.



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





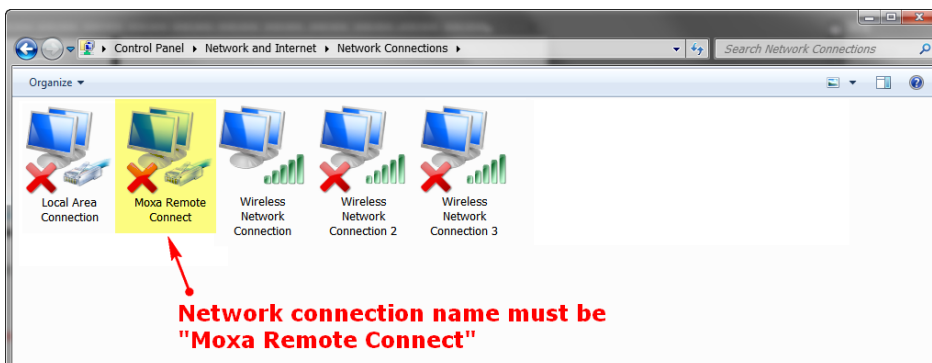


STEP 6: After successfully installing the TAP-Windows virtual network interface, you will see a new "Moxa Remote Connect" network interface.

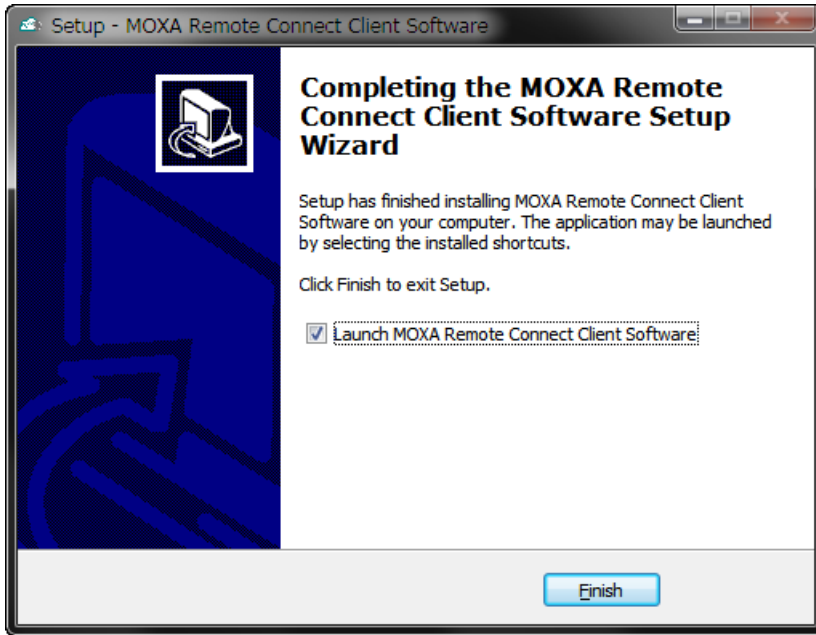


WARNING

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

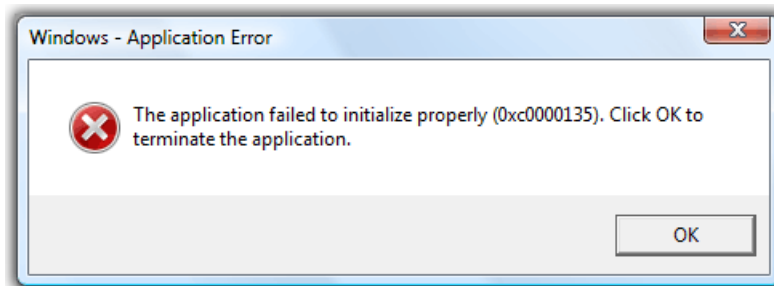


STEP 7: Run the MRC-Client software



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.

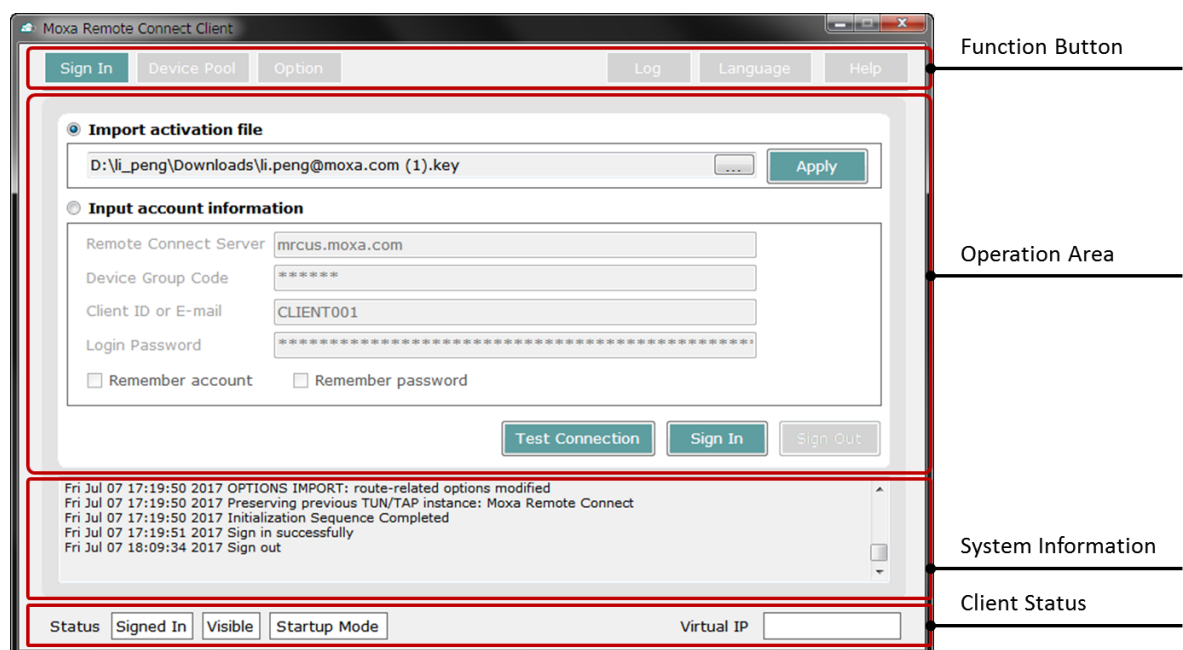


Download Microsoft .NET Framework from Microsoft's website: <https://www.microsoft.com>

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.

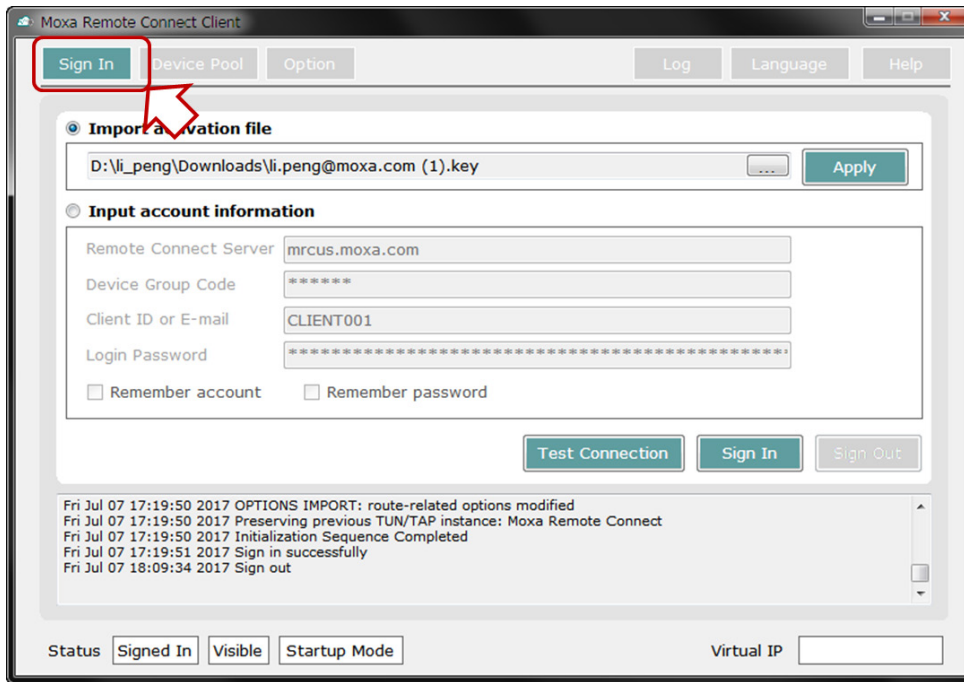
There are four major function blocks in the Moxa Remote Connect Client software user interface including buttons, operation area, system information, and the client status.



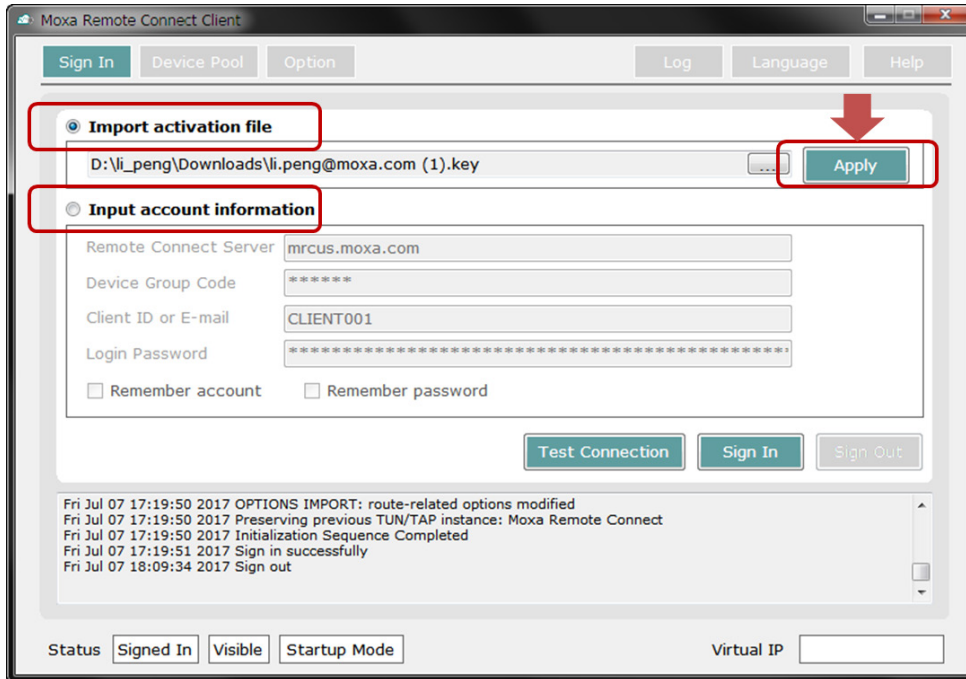
3

Function: Sign In

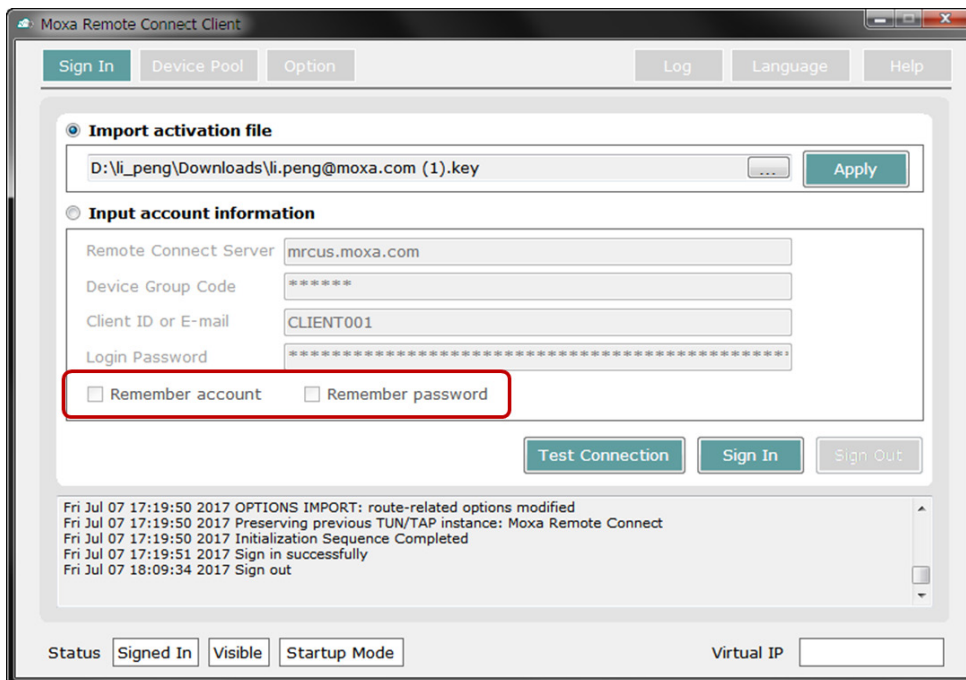
Click "Sign In" and the window below will be displayed.



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.



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

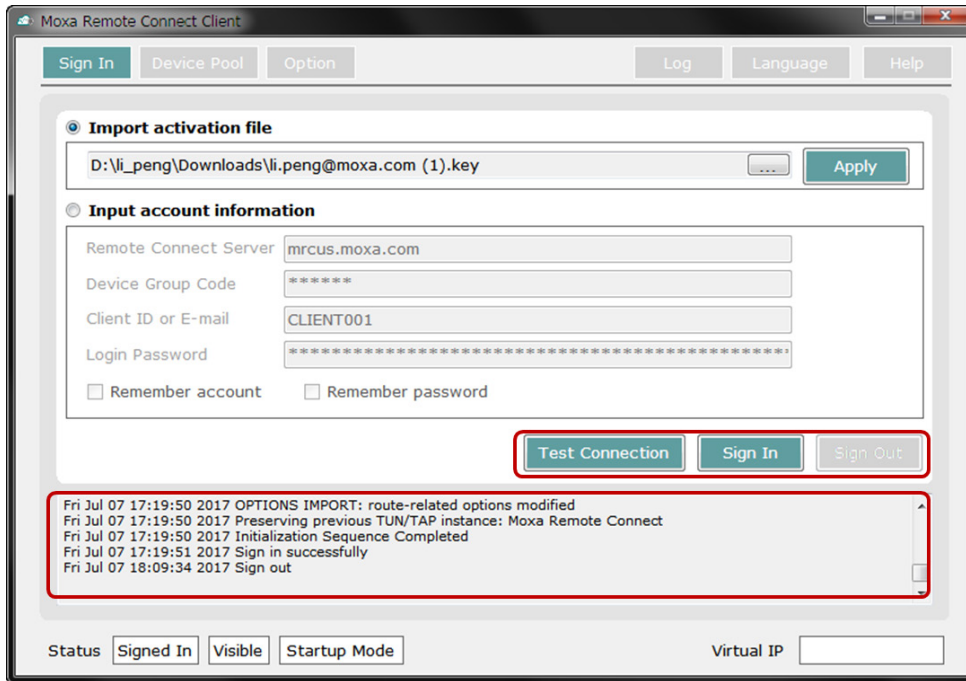


After inputting your sign in information:

- 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.

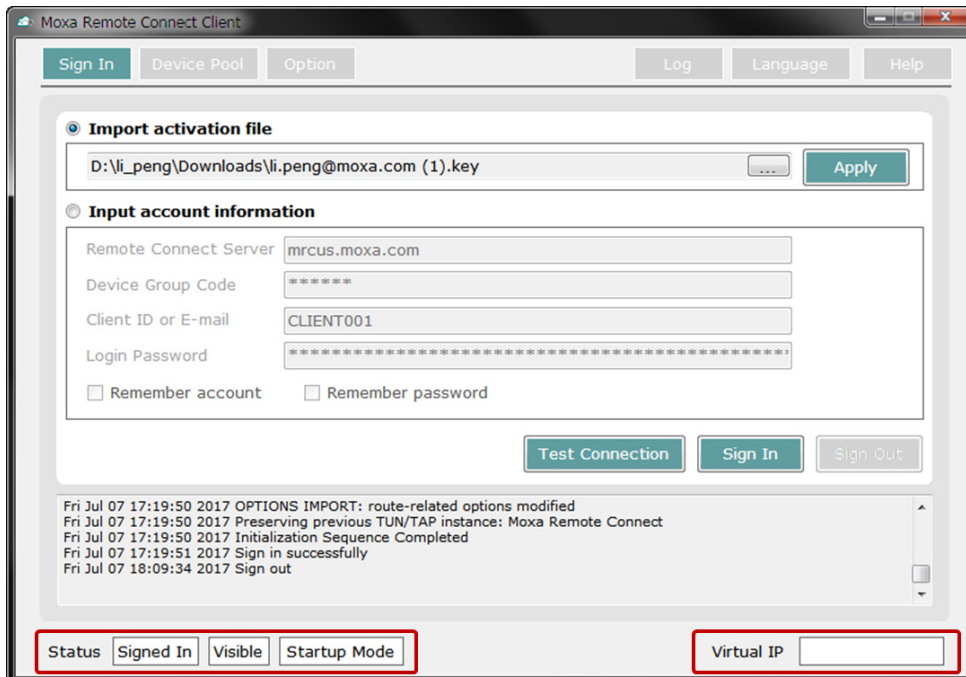
The system and connection initialization information window shows you the information when you operate the buttons.

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



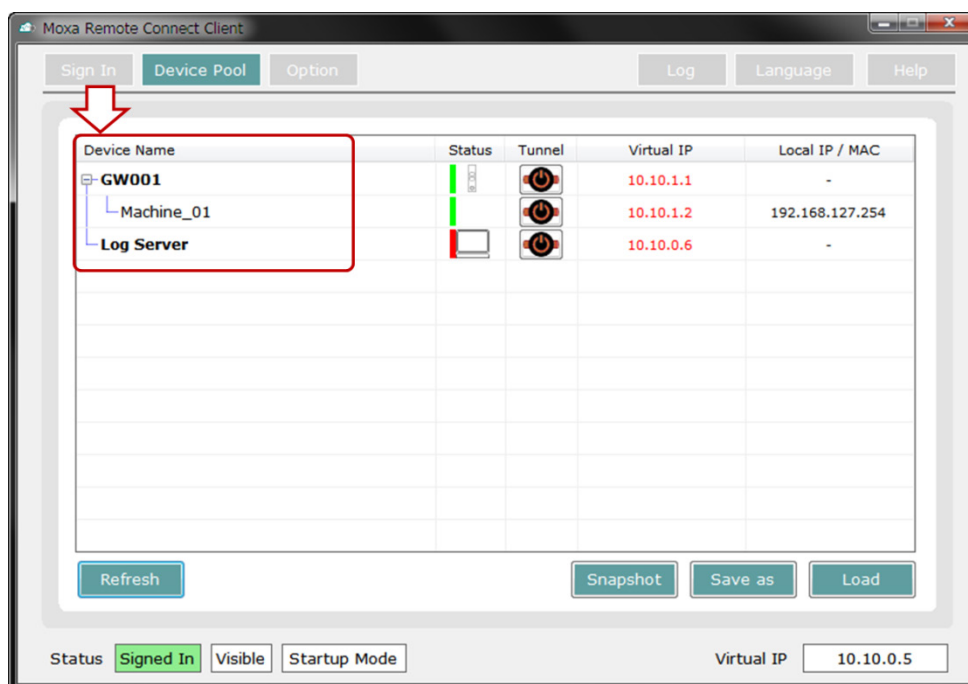
The MRC client software status bar shows the current status after user's operation.

- 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

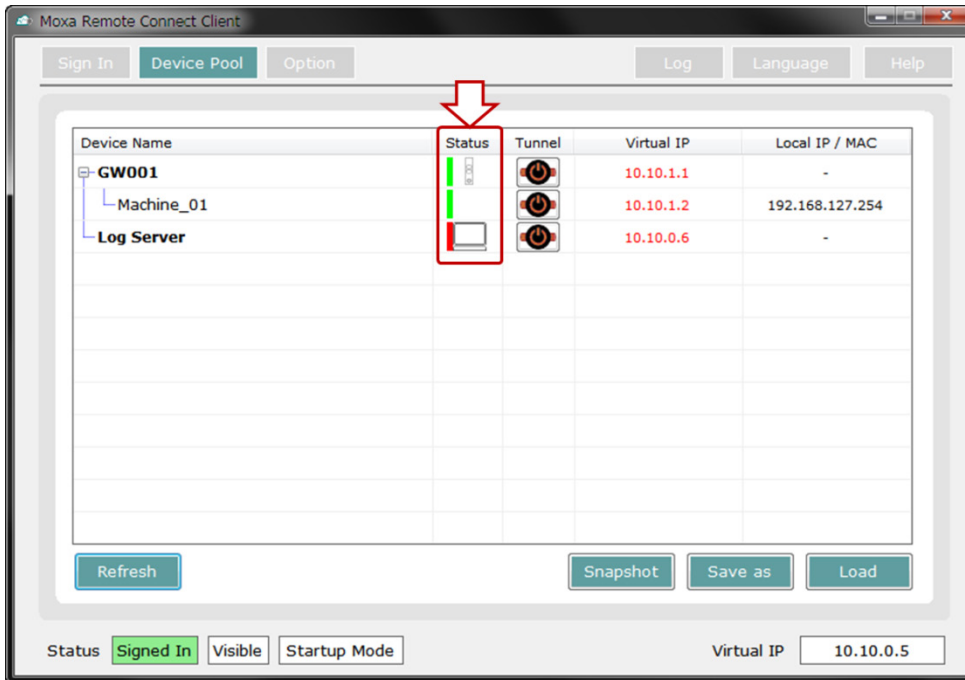


Function: Device Pool

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.



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.)



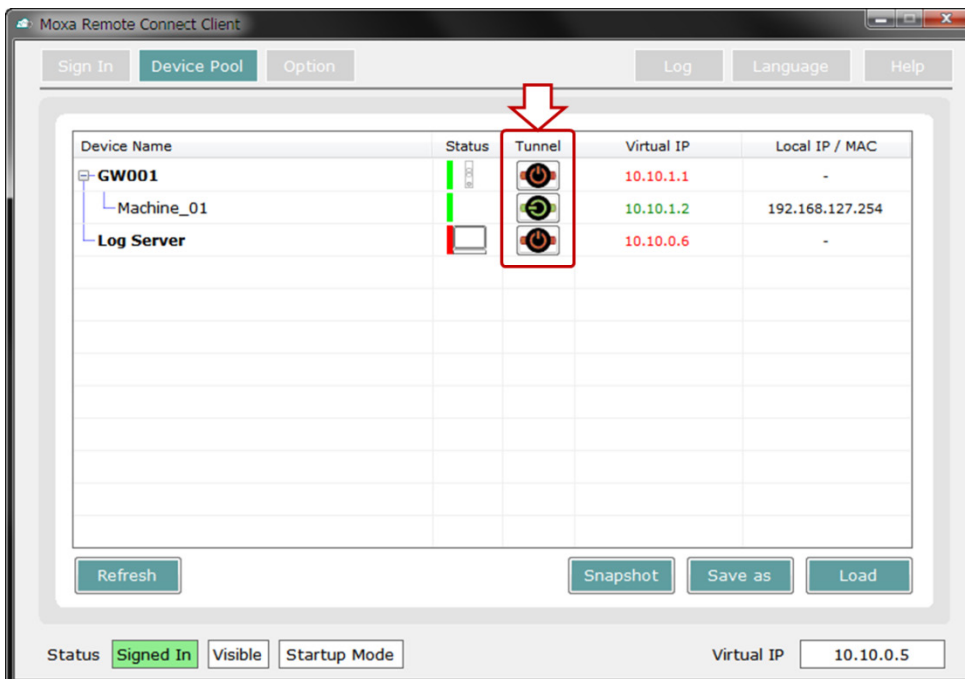
Click on the buttons in the "Tunnel" column to start or close the connection with the remote device.



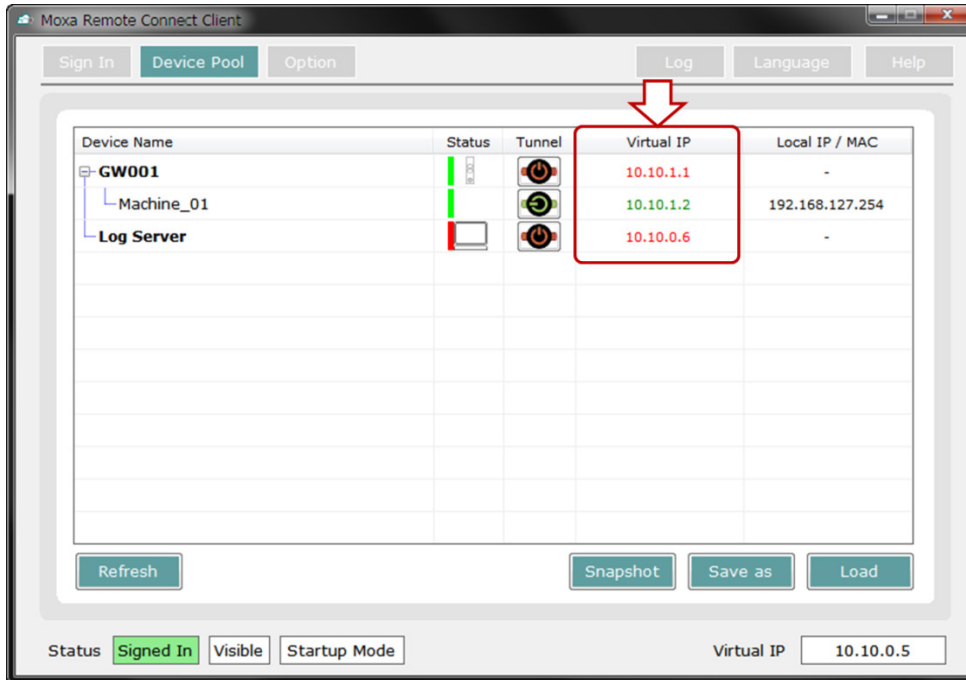
The tunnel is down. Click on the button to start the connection (the icon will become green).



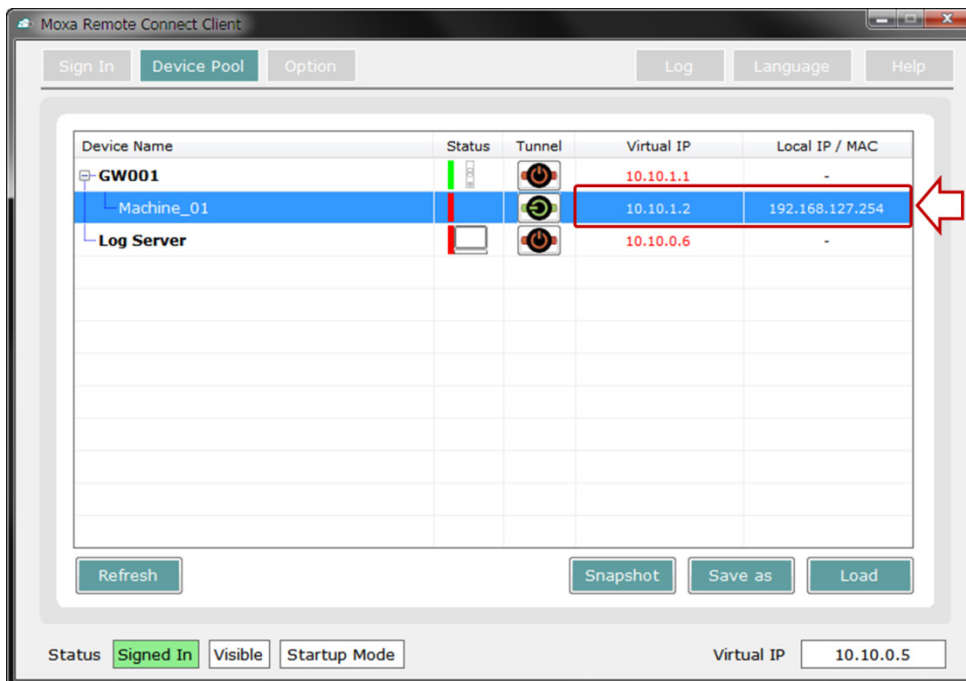
The tunnel is live. Click on the button to close the connection (the icon will become red).



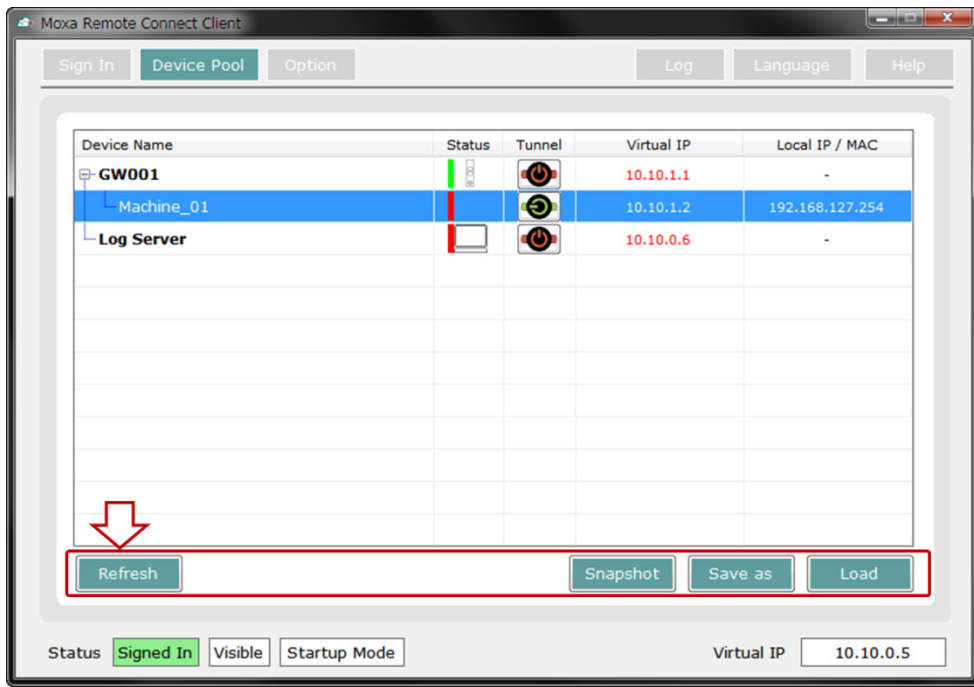
Once the tunnel is open, the virtual IP will turn to green.



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.



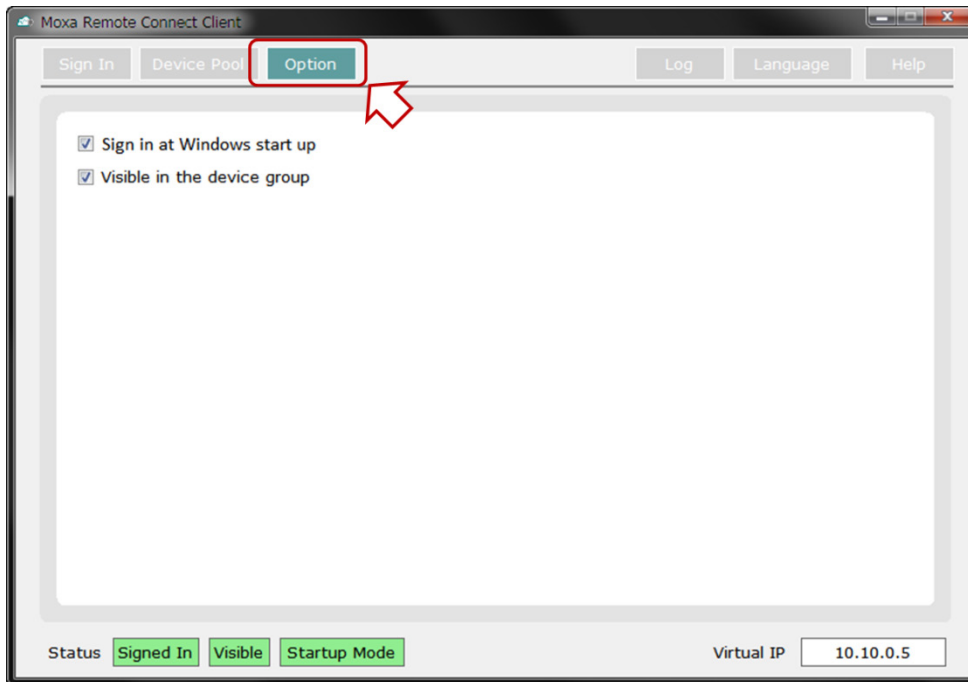
- Click "Refresh" to refresh the device pool and get the latest update from MRC-Server.
- Click "Snapshot" to save the current device pool and connection status. This will make these setting the default settings the next time the MRC client software is run.
- Click "Save as" to save the current device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



5

Function: Option

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.

6

Function: Log

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".

The screenshot shows the Moxa Remote Connect Client software interface. The 'Log' button is highlighted with a red box and a red arrow. Below the button is a table with 12 rows of log entries. At the bottom, there is a 'Retrieve' button and status indicators for 'Signed In', 'Visible', and 'Startup Mode', along with a 'Virtual IP' field showing '10.10.0.5'.

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	

Status: **Signed In** **Visible** **Startup Mode** Virtual IP: 10.10.0.5

7

Function: Language

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

