FASTVIEWER

FASTVIEWER FIREWALL ADJUSTMENTS

The connection is carried out via Internet (also via Proxy-Server), and is coded (256-Bit-AES-Code). The FASTVIEWER communication server is located at WFL in Linz/Austria. In the firewall the following enables should be set:

- **Type: ONLY outbound connections, incoming are not necessary**
- **URL: fastviewer.wfl.at (IP 85.233.98.41)**
- **Ports: 80 HTTP (mandatory), 5000 TCP or 443 HTTPS (recommended)**

The connection to the Internet is normally as follows:

1. The customer calls WFL-service-support and orders a teleservice.
2. The WFL technician starts the support program and receives a randomly generated 5-digit-number by the Fastviewer server. This number will be communicated with the customer.
3. The customer starts the teleservice program on the machine control and enters the 5-digit-number.
4. The teleservice connection is then set-up. The 5-digit number is only valid for one teleservice session and becomes immediately invalid thereafter.

The remote diagnostics system allows a fast and cost effective help with problems of all kinds.

The WFL service center can offer for example following help:

- Quick assistance for problems which the customer can´t solve themselves, e.g. help with setting machine data, monitoring of Input / output states of the machine peripherals.
- Minimization of travel costs
- Shortening downtimes
- Often sufficient in case of errors an alteration of a PLC program - building block so that the machine at least can continue to produce again, even if the error is not corrected. It can for example, the faulty function while not be used until the replacement part has arrived.
- Support of the worker directly at the machine e.g. with operating or programming problems. Through the remote control function sees the specialist in the WFL service center the same screen on his PC as the worker on site and can therefore understand the operator actions and can transparently recognize incorrect program functions. A remote control of Control by the specialist is also possible, however an NC-start can´t be triggered. Information between WFL – headquarters and location can be exchanged and displayed in parallel via pop-up text windows (chat), as it were you can talk / chat via keyboard.
- Remote update of software versions by file transfer

- If service is needed on site, the intervention can be optimally prepared by improved information.

For the customer are no recurring license fees (e.g., monthly, annually, etc.).

The arise costs incurred by WFL for remote diagnostics or damage recovery will invoiced after actual effort.