

**MONITOUCH V9 series**

# **Web Machine Interface [FAQ]**

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**July, 2016**

**Ver. 2.0**

**Hakko Electronics Co., Ltd.**

### Q1) What is “Web Machine Interface (WMI)”?

“Web Machine Interface (WMI)” is a name of our VPN/cloud service Hakko offers for V9 series.

\*“Web Machine Interface (WMI)” a term coined by Hakko.

This is a breakthrough service which passes and utilizes on-site information to web while traditional HMIs pursues operability and user-friendliness for operators.

### Q2) What can I do with “Web Machine Interface (WMI)”?

“Web Machine Interface (WMI)” offers two services below. You can enjoy both easy and safe solutions at reasonable cost by simply preparing internet access.

(1) VPN remote access service

It is possible to access to V9 and external devices connected to the V9 such as PLC or web cameras via Ethernet at remote site to monitor or operate.

(2) Cloud data service

It is possible to store data such as log data of V9 series in the cloud server. It is also possible for on-site V9 series to read and write files stored in the cloud server.

### Q3) What is VPN ?

VPN (Virtual Private Network) is a service or technology which establishes virtual dedicated line on the internet. It is used for connecting intranet of several different locations and it works as if network of the remote site is still on the same corporate network. Compared with existing dedicated lines, it is economical to prepare. Also VPN is more secure as it protects data by authentication and encryption which gives less chance of interference, leak, or wiretapping.

“Web Machine Interface (WMI)” does not require special IT knowledge for the setup. You do not need to prepare a global IP or a VPN router to start this service.

### Q4) Why can I establish VPN connection without any VPN router?

VPN connection usually requires VPN routers to both source and destination of the communication. VPN feature is equipped with all the V9 series thus you can achieve VPN connection without VPN routers. Also “Web Machine Interface(WMI)” supports TLS which does not require VPN router on a client (PC) side. You can establish VPN connection simply with internet connection and management tool “V-Connect”.

### Q5) Do I need to obtain a global IP address?

“Web Machine Interface (WMI)” does not require global IP to achieve VPN remote access or VPN cloud data utilization service.

“Web Machine Interface (WMI)” easily achieve remote access without special IT knowledge or complicated settings.

### Q6) What is the security measures against falsification and wiretapping?

VPN remote access service employs TLS method which is one of encryption protocol and commonly used for internet. Also, cloud data service employs HTTPS method. Each packet is encrypted to avoid falsification or wiretapping. These encrypted packets are capsulized by adding new headers. This is called tunneling technology.

Encryption and tunneling will give you safe and secure VPN connection environment.

VPN connection is possible only when authentication server authorized domain names, IDs and passwords entered from both source and target of the communication.

### Q7) Can I access overseas via VPN service?

You can access remotely both domestic and overseas as this service uses internet.

License application is acceptable worldwide.

### Q8) Other than “Web Machine Interface(WMI)”, can I use V9 series and management tools (V-Connect/V-ColodDataManager) to access to my existing cloud server that I installed?

No. “Web Machine Interface (WMI)” and management tools (V-Connect/V-CloudDataManager) support only a cloud and VPN server which Hakko prepared. Thus, it is not possible to use V9 series and management tools to access to customers’ server.

**Q9) Can I Access to all the devices on the network where target V9 is connected?**

Since V9 with LAN port x2CH models support routing function, you can access to the devices which are connected to the V9 via Ethernet.  
Application examples: Remote access to V9 series, accessing to the programs in the PLCs connected to the V9 via Ethernet, or accessing to network cameras.

**Q10) Can I use “Web Machine Interface (WMI)” service without V9 series?**

No.  
This service is available only via V9 series.

**Q11) Can I decide remote access authentication to every each device?**

No, it is not possible to allow or prohibit remote access with each device.  
For routing function, remote access is always allowed to the devices which default gate way is V9’s IP address. On the other hand, remote access is not possible to the devices when their default gate way is not V9’s IP address.

**Q12) Will the service be temporary suspended for server maintenance or other reasons?**

Yes, our server will be maintained periodically and maintenance schedule will be notified through our website. \*Unplanned, urgent maintenance may be conducted without prior notice.

**Q13) What are the minimal settings for both connecting source PC and target V9?**

An application for a license (free or paid) to meet your system requirement is needed before using this service. Application forms are available from our website. The license of VPN remote access service and cloud data service are prepared and needed individually.  
On the source of the connection, you need to install management tools and initial settings to register the destination. On the target V9 panels, a domain name and a active ID need to be entered on local mode.

**Q14) Which port does “Web Machine Interface(WMI)” service use?**

The WMI service uses “443”. Generally 443 is used for HTTPS connection which is to browse secure websites. If the port 443 is closed or you need to disconnect a session at certain interval, adjust your firewall settings to open the port 443 all the time. (Please consult your network administrator for firewall settings.) \*This service uses general HTTPS protocol thus you usually do not need to change firewall settings.

**Q15) Can I connect 24/7/365 ?**

There is no restriction in accordance with the Terms of the Service; however, the service may be disconnected when:

- (1) periodic server maintenance is conducted
- (2) HTTPS access over certain period of time is prohibited at your firewall  
(Please consult with your network administrator for further details and settings on your firewall.)

**Q16) What are the prices and types of license of “VPN remote access service”?**

Types of the license are “free license” and “fare-paying licenses”.  
Free license allows you to try 30 days for free.  
Fare paying licenses are “Value”, “Simple”, “Wide”, and “Extra” depending on the maximum accessible number of V9 panels. Please refer to “Web Machine Interface (WMI)” catalog for further information.

**Q17) Can I migrate my domain for a free license to a fare-paid license when I purchase it?**

Yes, it is possible to do so.

However, your domain may not migrate if someone purchases and registers a fare-paid license with the same domain name as yours during the time between expiration of your free license and purchase of your new fare-paid license.

**Q18) Can I extend my free license period?**

No. Please use a fare-paid license.

**Q19) What kind of management tools do you have? Are management tools for free?**

The management tool of VPN remote access service and cloud data service are prepared and needed individually.

The management tool of VPN remote access service : V-Connect

The management tool of cloud data service : V-CloudDaraManager

You can download each management tool from our website for free.

**Q20) Can I cancel my license before maturity?**

Yes. Please note that license fee or renewal fee which were already paid are not refundable.

**Q21) Can I change my license plan after I signed up my original license plan?**

It is possible to upgrade your license plan. (Downgrade is not possible.)

Cost of the upgrading will be difference between the new plan and original plan.

Month of license renewal is based on the first sign-up of your original plan and renewal fee of the new plan will be charged.

**Q22) I am not able to place an new order for the renewal before the expiry date.  
Can Hakko allow us extra time before placing the order?**

No. Please order your renewal plan before your expiry date. You are not able to use your service after the expiry date based on Japan time.

**Q23) Can I change my domain name later?**

No. It is not possible to change your domain name after it is determined.

**Q24) Can I change a password?**

You can change your password.

**Q25) What will happen to the active ID if a V9 is broken and need to replace to new one?**

Please key in the active ID of the broken V9 unit to the new one.

Number of active IDs to be issued depends on the license type.

**Q26) Can I resell this service?**

It is possible to incorporate the WMI service to the customer's project provided that such customer discloses full user information to Hakko and their operation rules conform to Hakko's regulations.

**Q27) Do I need to submit my license application only in Excel worksheet?**

Only application form which is available from our website in Excel worksheet is acceptable. Please make an application for the license with Excel worksheet.

**Q28) When I applied for the license, I temporarily used the names of my SI or dealer on behalf of them. Can I change administrator or user information later once it is finalized?**

To apply this service, information on actual administrator and user is required. Active IDs (important key to activate remote access) will be issued and sent directly from Hakko to the user indicated on the application form, thus actual user information is needed on your form. To change the information on administrator or user, please allow yourself for a few business days to complete.

**Q29) Does Hakko sell 3G/LTE router and SIM cards?**

Hakko Electronics sells 3G/LTE routers and SIM cards as a reseller. For the details, please contact our sales persons.

**Q30) Can I apply for only the license of cloud data service ?**

Cloud data service is premised on the paid license agreement of VPN remote access service. Thus, we do not accept application for only the license of cloud data service.

**Q31) While I have a contract for the license of both VPN remote access and cloud data service, can I renew only the license of cloud data service without that of VPN remote access service?**

It is not possible to renew only the license of cloud data service. However, it is possible to use only cloud data service until the time to renew it, if the contract period for the license of VPN remote access service has already expired and the period for that of cloud data service lasts for a certain period of time.

**Q32) Can I change the disk capacity for cloud data service?**

It is possible to upgrade (change from 500MB plan to 1GB plan). The cost of this upgrade is the difference between 1GB plan and 500MB plan ("1GB plan" - "500M plan"). However, the contract renewal month depends on the original plan and the cost for the renewal depends on the upgraded plan. It is not possible to downgrade.

**Q33) Can I establish encrypted communication using VPN remote access service and cloud data service all over the world?**

Some countries and areas may regulate encrypted communication. Please select "unencrypted communication mode" (on your V9 series) in such cases. Please check whether a country or an area in which you use V9 series regulates encrypted communication or not.

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July 2014

First Edition

July 2016

Second Edition

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