HOMAG

TELESERVICENET
Sales No. 8743 / 8745

Dear Customer,

Your HOMAG machine is equipped with TELESERVICENET.

Via this system, HOMAG Support can connect directly to your machine for support purposes.

In order to avoid delays during start-up, please pass this document on to the customer's project manager and IT administrator.

1

HOMAG router for TeleServiceNet (TSN)

The following information is required in order to connect the HOMAG Internet Router to the customer's network.

IP address for the HOMAG Internet Router
IP WAN: xxx.xxx.xxx.xxx
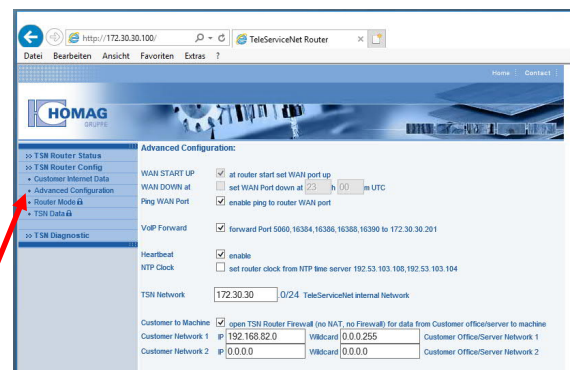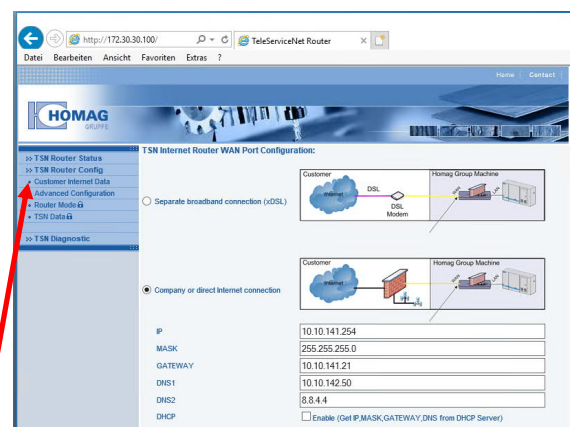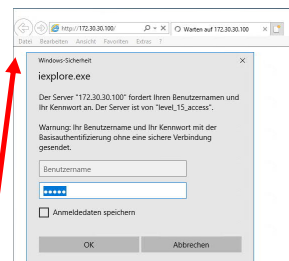MASK: 255.255.255.0
GATEWAY: xxx.xxx.xxx.xxx
DNS1: xxx.xxx.xxx.xxx
DNS2: xxx.xxx.xxx.xxx

The IT administrator has the details.

The HOMAG Internet Router has several tasks. It is required for remote maintenance, but also serves as interface to the customer's network.

The web page of the HOMAG Internet Router is accessed via Internet Explorer on the HOMAG machine and this address http://172.30.30.100. The password is "Homag".

The customer's IP address is entered in the HOMAG Internet Router under **Customer Internet Data**.

Customer to Machine is required to access the HOMAG machine network from the company's network / office.

Please install the separate power supply for the HOMAG Internet Router 100V – 240 V AC. **Cisco 881** WAN Port 1 x 10/100 MBit/s **Cisco 891** WAN Port 1 x 10/100/1000 MBit/s 1 x 10/100 MBit/s	
Required connections Network cables to the HOMAG Internet Router and from the Internet Router to the HOMAG machine are to be installed by the customer. All network cables must have CAT6 Ethernet or higher quality standard. At the HOMAG panel dividing saw, there is a socket (Customer LAN) on the wiring cabinet. This is where the network cable has to be plugged in.	
At the machine An additional power supply 100V – 240 V AC must also be installed for the HOMAG NAT Router in the HOMAG machine wiring cabinet. Example: terminal G3300/X305 1 and 2	

(2)

Return route from the office to the HOMAG machines

Initially, the machine net 10.101.0.0 / 16 (delivery status of HOMAG machines after NAT router) is not known in the customer's network.
This is why a route back to the machines is needed.
The route can be entered directly by the IT administrator to enable communication with the machine in the customer's network.
The HOMAG Internet Router serves here as interface to the machine net. The route can be entered locally on the customer's computer or server that requires a connection to the HOMAG machines.
Alternatively, a static router can be entered in the Gateway / customer's router.

Example of route command via Windows prompt (command CMD in the Start menu)

route add -p 10.101.0.0 mask 255.255.0.0 xxx.xxx.xxx.xxx

After setting up a route, the accessibility of the machines in the network can be tested with the Ping command.

(3)

Entry in the customer's firewall for remote diagnostics

A Port Weiterleitung / Forward Ports IPSec CISCO VPN is required in the customer's firewall in order to ensure that remote diagnostics / remote maintenance will work (direct access by HOMAG for purposes of remote maintenance).

Public IP: xxx.xxx.xxx.xxx > 10000 TCP > Cisco WAN IP: xxx.xxx.xxx.xxx
or
Public IP: xxx.xxx.xxx.xxx > 500 / 4500 UDP > Cisco WAN IP: xxx.xxx.xxx.xxx

Remote diagnostics / remote maintenance is carried out at the following locations.

HOMAG GmbH 217.7.150.225-254 (Mask: 255.255.255.224) or 217.7.150.224/27
HOMAG Automation 81.201.227.18
HOMAG Panel Dividing 213.39.15.98
HOMAG Bohrsysteme 178.208.99.186

Homag UK: 82.70.112.29
Homag France: 81.80.41.177
Homag Italia: 94.84.43.242
Homag Espana: 88.87.207.138
Homag Polska: 213.17.202.124

HC HOMAG

Internet

V1.00

Firewall

Company network

Entry in the customer's Firewall for remote diagnostics

Forward Ports IPSec CISCO VPN
Public IP: xxx.xxx.xxx.xxx > 10000 TCP > Cisco WAN IP: xxx.xxx.xxx.xxx
or
Public IP: xxx.xxx.xxx.xxx > 500 / 4500 UDP > Cisco WAN IP: xxx.xxx.xxx.xxx

3

HOMAG router for TeleServiceNet (TSN)
IP WAN: xxx.xxx.xxx.xxx
MASK: 255.255.255.0
GATEWAY: xxx.xxx.xxx.xxx
DNS1: xxx.xxx.xxx.xxx
DNS2: xxx.xxx.xxx.xxx

IP LAN: 172.30.30.100

LAN Company network

Return route from the office to the HOMAG machines
route add -p 10.101.0.0 mask 255.255.0.0 xxx.xxx.xxx.xxx

2

1

System network

⚡ **An additional 100V – 240V AC power supply line is required**

LAN System network

red network connections CAT6 Ethernet or better installed by customer

Machine network

Customer LAN

HOMAG NAT 1 Router
IP WAN: 172.30.30.1
IP LAN: 192.2.2.180

⚡ **An additional 100V – 240V AC power supply line is required**

HOMAG NAT 2 Router
IP WAN: 172.30.30.2
IP LAN: 192.2.2.180

⚡ **An additional 100V – 240V AC power supply line is required**

LAN production cell 1

LAN production cell 2

OPTION

X305

MXX-H1
IP: 192.2.XX.1
NAT: 10.101.XX.1
X-XXX-XX-XXXX

MXX-H1
IP: 192.2.XX.1
NAT: 10.102.XX.1
X-XXX-XX-XXXX

Production cell 1

OPTION
Production cell 2