InTouch^SM Remote Support
Pre-Installation Questionnaire

Fast, Accurate Configuration of InTouch Remote Support Service

This questionnaire will provide METTLER TOLEDO with the information necessary to properly configure InTouch.

Establishing an InTouch Server Connection

To establish a connection and allow remote sessions to communication with the InTouch Enterprise server, the following URL requires access through your proxy/firewall:

Data items, alarm conditions, diagnostic log files, etc. are communicated to the enterprise server using:

- https://intouch.mt.com - Port 443 (SSL-enabled)

InTouch Global Access Servers: These improve the performance of remote access sessions. Only one server is used during a remote session; however, access to all servers is provided for redundancy. (Axeda supplies METTLER TOLEDO):

- ghsom1.axeda.com (US East Coast)
- ghsj1.axeda.com (US West Coast)
- ghjap.axeda.com (Asia)
- gh-aus.axeda.com (Australia)
- ghuk1.axeda.com (Europe)

METTLER TOLEDO

This information will be provided to our technician to configure your terminal using our proprietary tool. As with all of your information, we treat this as confidential. If you are interested in learning more about InTouch[SM] security, please ask for a copy of our white paper entitled, "InTouchSM Remote Services, IT Security."

Access Required for Remote Service

1. The agent that enables remote services requires internet access to send device data to the enterprise server. Will your proxy servers and firewalls allow access to the server listed on page 1?

    Yes   No

2. All remote service data is encrypted. Does this comply with your IT security policies?

    Yes   No

3. Is a proxy server used for internet access?

    Yes   No

    If yes, what is the type, IP address, port and the user name/password (if required) of the proxy server?

    Type: HTTP   SOCKS

    IP Address:

    Port:

    User Name:

    Password:

Terminal IP Configuration

1. Will the provisioned Ethernet connection require DHCP to obtain an IP address, or will a static IP address be specified?

    DHCP   Static IP

    If a static IP will be used, please specify the following information:

    IP Address:

    Subnet Mask:

    Gateway Address:

2. Will automatic DNS addressing be supported?

    Yes   No

    If no, please specify the preferred and alternate addresses to use:

    Preferred DNS:

    Alternate DNS:

Terminal Access Capabilities

Once Internet access to the terminal is configured, METTLER TOLEDO can begin remote monitoring. The terminal has the following additional remote access capabilities to further enhance your remote support experience:

Remote Session Port

To support the remote web server and remote shared data server access, port 17002 must be accessible on the proxy server (if a proxy server is used). Will port 17002 be made available to support these additional capabilities?

    Yes[1]   No

Terminal Web Server

The Terminal Web Server provides additional remote access to the terminal, allowing remote technicians to connect to the terminal to review or edit its settings. Select one of the following access capabilities:

    Read/Write[1]   Read   Disabled

Terminal Shared Data Server

The Terminal Shared Data Server stores the terminal's configuration settings. Providing remote technicians with access to these details improves their ability to troubleshoot and adjust terminal settings. Select one of the following access capabitilies:

    Read/Write[1]   Read   Disabled

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1. In order for remote support specialists to make adjustments to the terminal settings, Read/Write access must be enabled for both the Terminal Web Server and the Terminal Shared Data Server. Changes are only made with your agreement.

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