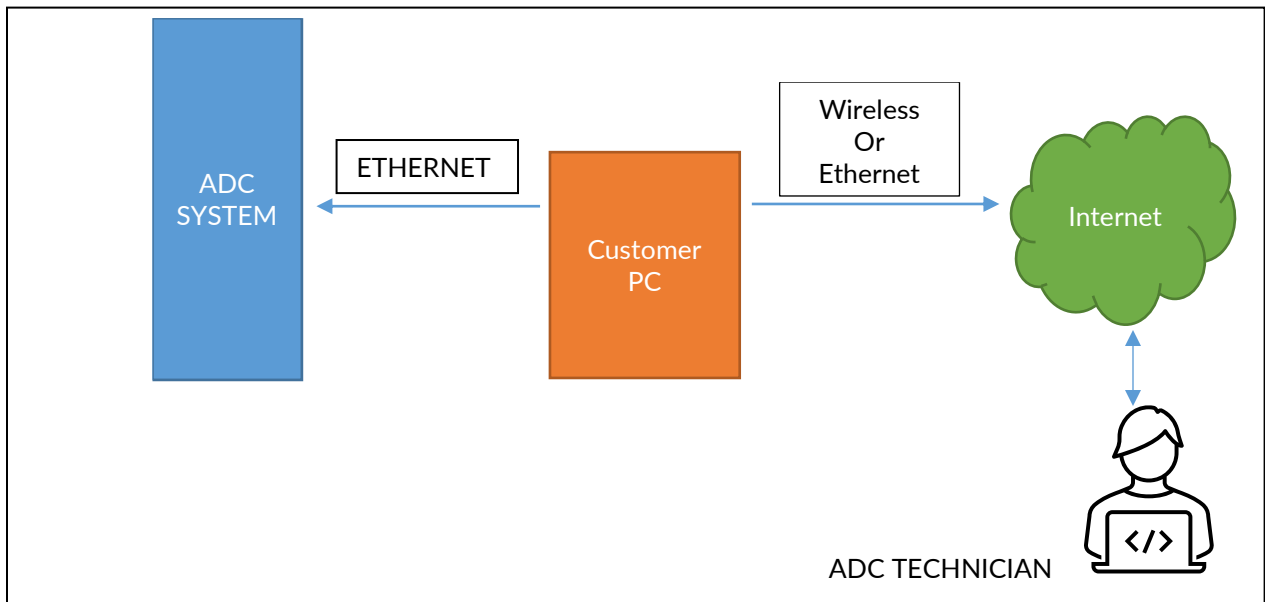


Connecting an ADC System to Remote Support

Embedded Computer Systems

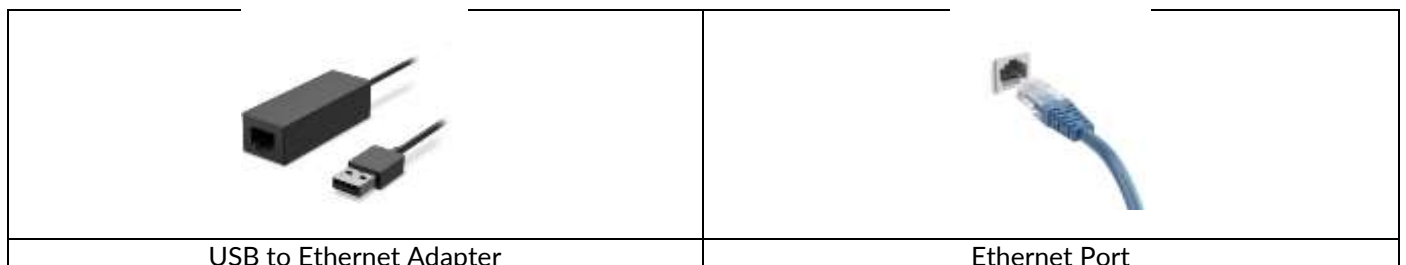
Most ADC systems use an embedded computer for real-time control of the system. However, for security reasons, these systems are not usually connected to the Internet. An Internet connection is obviously required for remote support from ADC. This document describes how to connect an ADC System with an embedded computer to the Internet, using a customer's computer as a bridge.



*** In this figure, the Customer PC is used as a “BRIDGE COMPUTER”

A computer with two network connections is required. The obvious choice is usually a laptop because a laptop already has a wireless network interface built-in to the system, and a USB->Ethernet adapter can be used for the connection to the ADC System. A desktop computer with two network cards is also a great choice. Newer ADC systems can be connected directly to the Internet for Remote Support purposes.

A WORD OF CAUTION: Often times, a laptop will have a wireless connection and a built-in Ethernet port. This seems like a good choice for use as a bridge computer, but usually the wireless adapter does not function if an Ethernet cable is connected to the Ethernet port. This means it cannot be used as a bridge computer. For most laptops, a USB to Ethernet adapter is required.



To use a laptop as a BRIDGE COMPUTER:

1. Connect the laptop to your corporate wireless network so that the system has access to the Internet.
2. Connect the USB to Ethernet adapter to a USB port on the laptop.
3. Connect an Ethernet cable from the USB to Ethernet adapter to the Service port on the ADC System.
4. Open a web-browser and navigate to <https://adc360.screenconnect.com>
5. Request a session code from ADC.



To use a desktop as a BRIDGE COMPUTER:

1. The desktop must have TWO (2) network interfaces.
2. Connect the first network interface of the desktop computer to your corporate network so that the system has access to the Internet.
3. Connect an Ethernet cable from the second network interface of the desktop computer to the Service port on the ADC System.
4. Open a web-browser and navigate to <https://adc360.screenconnect.com>
5. Request a session code from ADC



DESKTOP WITH MULTIPLE NETWORK INTERFACES

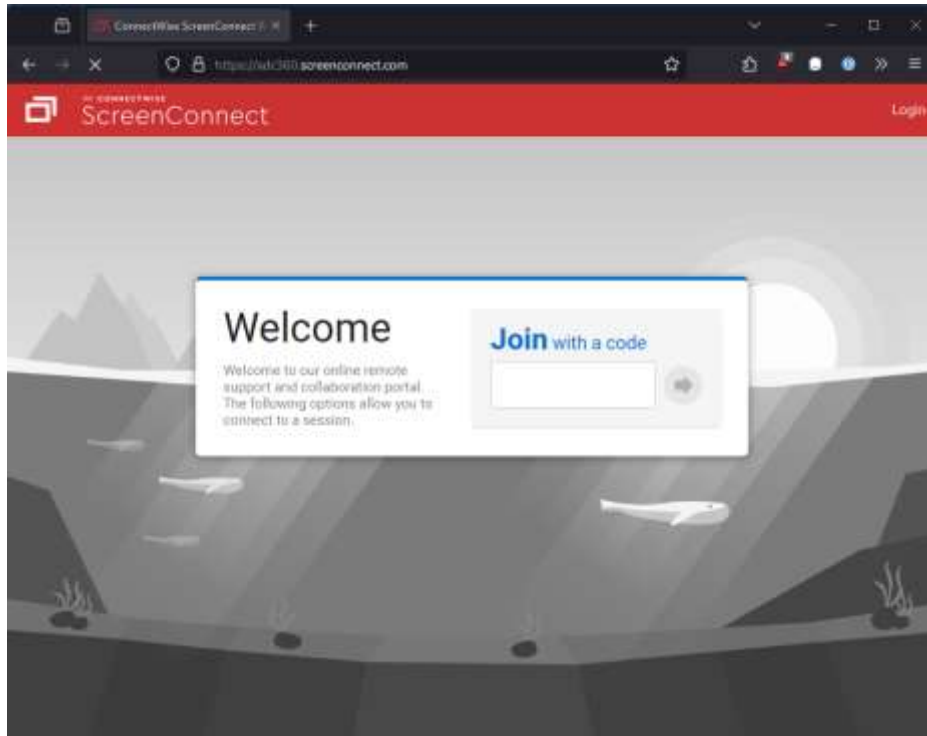
CONNECT ADC SYSTEM DIRECTLY:

Newer ADC Systems can be directly connected to the Internet for remote support. Note that these systems should not remain connected after support has completed. To Connect:

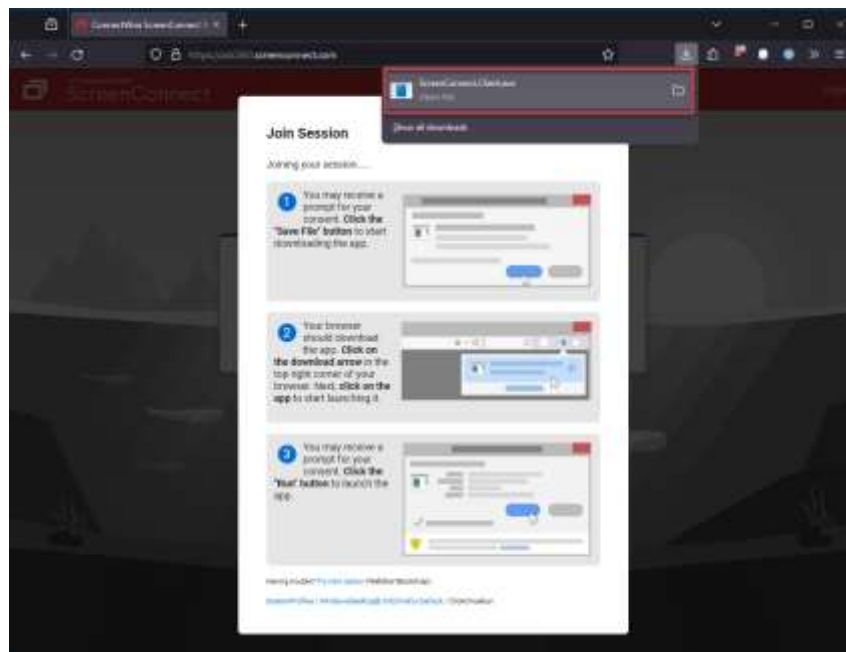
1. Connect the Service port of the ADC System to your corporate network so that the system has access to the Internet.
2. Open a web-browser and navigate to <https://adc360.screenconnect.com>
3. Request a session code from ADC

Joining a Remote Session

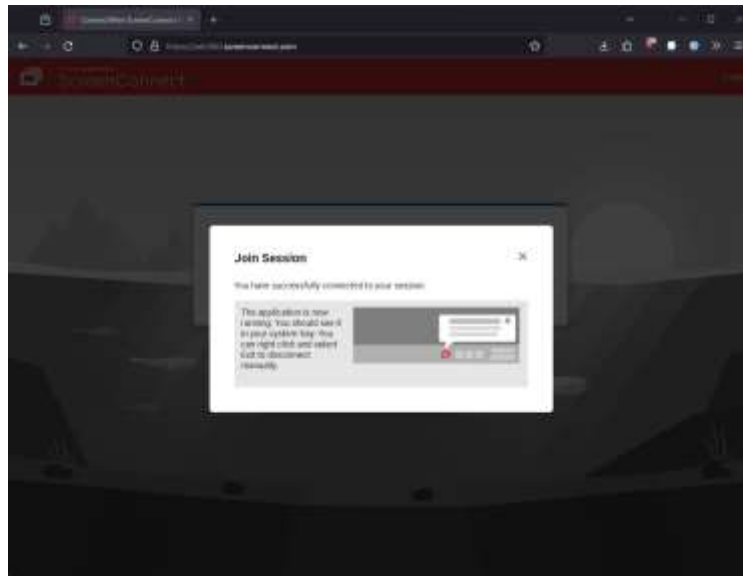
This topic covers the process of joining a remote access session using ScreenConnect. Open your browser (Microsoft Edge, Google Chrome or Firefox) and navigate to <https://adc360.screenconnect.com>. The ADC Technician will provide a six-digit session code. Enter the code and click the (->) button.



Your browser will download an executable, and prompt you to run it.



Click **"Run"** to connect to the session. If asked to approve executing the program, please select YES.



At this point, you will have successfully connected.