

Engineering Note: EN0076 HC06 Remote Support via iPad/iPhone using AbtoVNC

Summary: How to use 'AbtoVNC' for remote support of HC06/HCCA using an iPad/iPhone

Products affected: Hydro-Control VI, Hydro-Control CA

Revision Date: 13/03/2014 Author: S. Cook

AbtoVNC is a third party application available for the iPad and iPhone that allows remote connection to a device running a Windows operating system. It is possible to connect to the Hydro-Control using AbtoVNC and to remotely view the screen and control the unit. This document explains how to connect to the Hydro-Control using the IOS version of AbtoVNC which is available from the iTunes store. AbtoVNC is also available for Android devices however this has not been tested by Hydronix.

There are two methods of connection, directly using the I.P Address of the Hydro-Control, or via a repeater. A repeater resides on the internet and acts as a proxy between the server (The Hydro-Control) and the client (the mobile device). It allows both devices to reside behind a Firewall with network address translation (NAT) without further requirement for port forwarding.

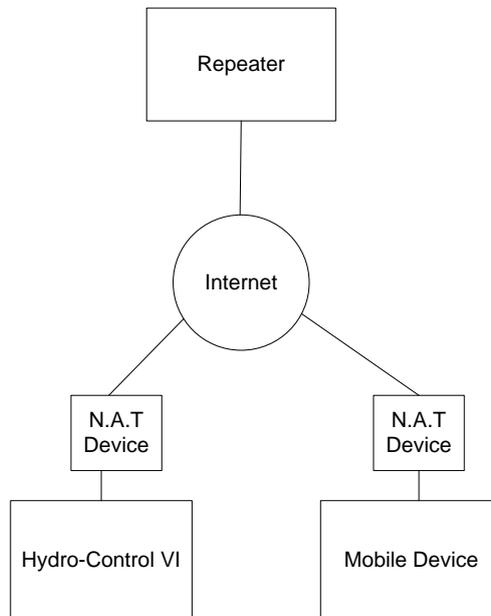


Figure 1 - Repeater Configuration (Mode II)

Hydronix offer a repeater service. The settings for this service are pre-configured in the Hydro-Control VI Ethernet Comms page.

Address: HC06Support.hydronix.com

Port: 5901

If a different repeater is being used on another server it is possible to use this repeater's I.P address or DNS name. These should be configured on the Ethernet Comms page of the Hydro-Control.

See HD0455 Hydro-Control VI Installation Guide for more explanation on setup and configuration of a repeater service.



Figure 2 - Ethernet Comms Page

1 Remote Support Via Repeater using AbtoVNC

From the tasks section of the main menu click “connect”



Figure 3 - Main Menu

Click “New Server”

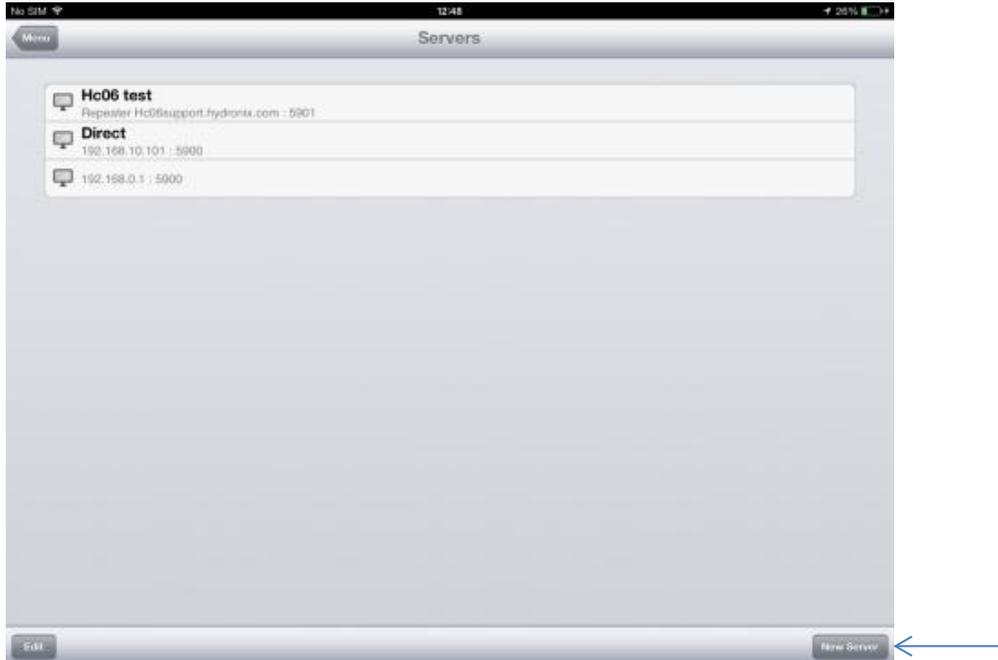


Figure 4 - Connections Page

Setup the following connection. Session should be the serial number of the Hydro-Control that is to be connected and host should match that shown on the remote support server on the Ethernet comms page (figure 1). The Hydronix remote support server is configured to accept connections on port 5901. If a 3rd party server is used the necessary port listening for VNC connections can be obtained by the server administrator.

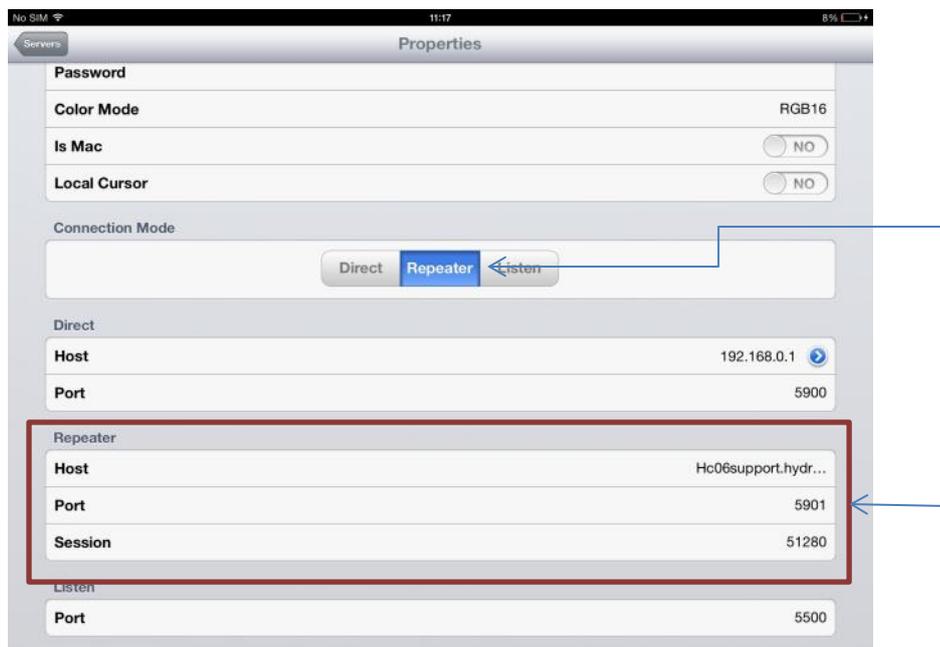


Figure 5 - Connections Configuration

2 Remote Support Via direct connection using AbtoVNC

Find the IP address of the Hydro-Control on the network. A network administrator should be able to find this or, if an outgoing connection is available, connect via UltraVNC through a Windows pc. See HD0455 on how to do this. The I.P address is shown in the title bar.

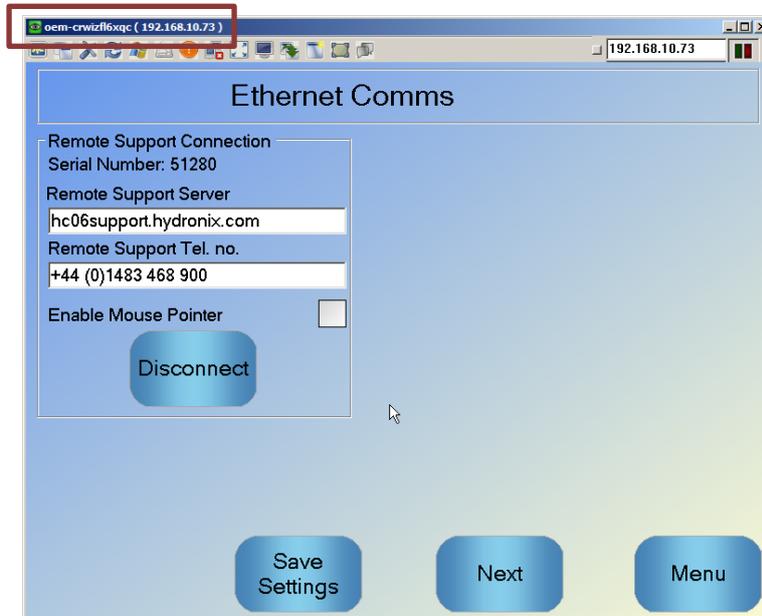


Figure 6 - UltraVNC Connection

Set up a new connection with the following configuration in the “Direct” settings. The I.P address should be the I.P address of the device and the Port should remain 5900.

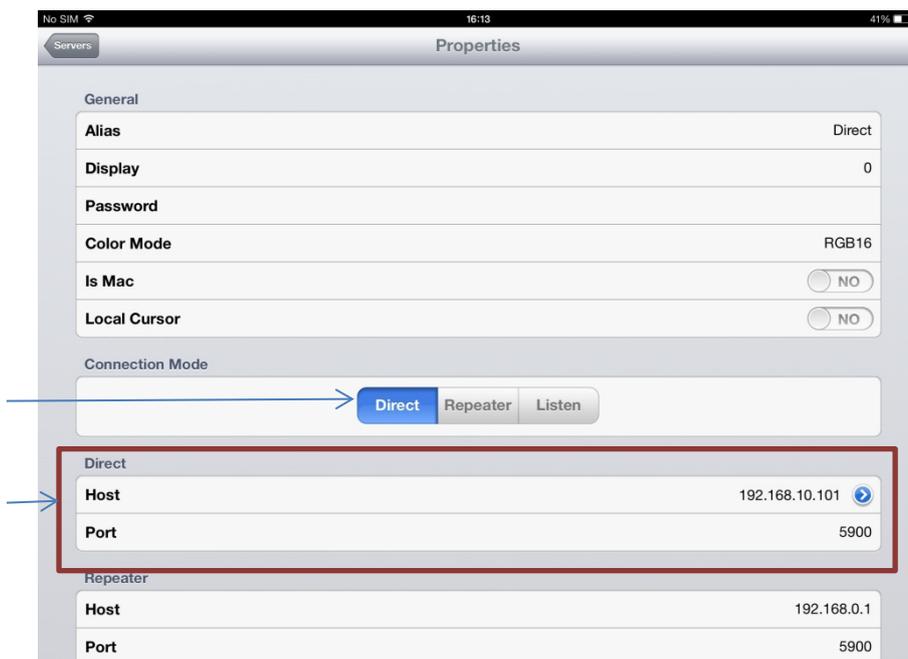


Figure 7 - Connecting directly to the Hydro-Control VI