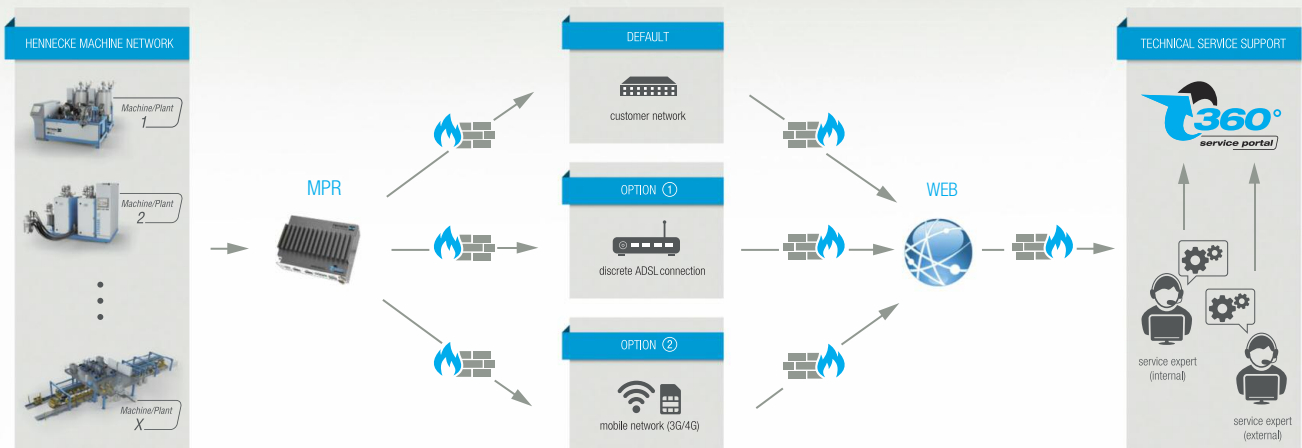# Hennecke
Polyurethane Technology

360° CONNECT

Remote service of your Hennecke machine or plant over the internet

Based on the 360°CONNECT services, our browser-based customer portal offers you a **functional and secure platform for an internet-based remote maintenance (Remote Service) of your machine or plant.** The extensive range of functions can be easily integrated into your system environment and works reliably in the existing network. Alternatively, we can also establish the connection via a separate DSL link or a data connection in the mobile network. In accordance with the strict specifications of the German Federal Office for Information Security [Bundesamt für Sicherheit in der Informationstechnik: BSI], **the highest security requirements for the authentication and encryption** of the data connection are met by all types of connections. In addition, the machine network is consistently separated from your office network and thus ensures **optimum additional protection against unauthorised access.**

The necessary technology based on the Process Data Acquisition (PDA) software is already installed in each Hennecke plant with PC terminal. For machines and systems in which only PLC automation is being used, the data connection for remote service is established over a Remote Service Router (RSR)*. Both solutions impose **minimum requirements on your firewall** because only two communication ports are used in the entire communication process:

- **Protokoll: SSH**   via port   **22**
- **Protokoll: HTTPS**   via port   **443**

We will never connect your network from an external source. The link connection is always from "inside to outside" with the destination "service.hennecke.com". Your firewall therefore only needs to allow outgoing connections on the target ports 443 and 22 of the 360°SERVICE Portal (IP address 195.135.184.93). The possibility of being reached by an external source is therefore excluded. As an option, you can approve the necessary ports in your firewall just for the time required for remote service.

For the configuration, we only need minimum information about the internet connection in your existing network:

DHCP (automatic IP address allocation in the network)   Yes ☐   No ☐

The following information is required if you answered NO to DHCP:

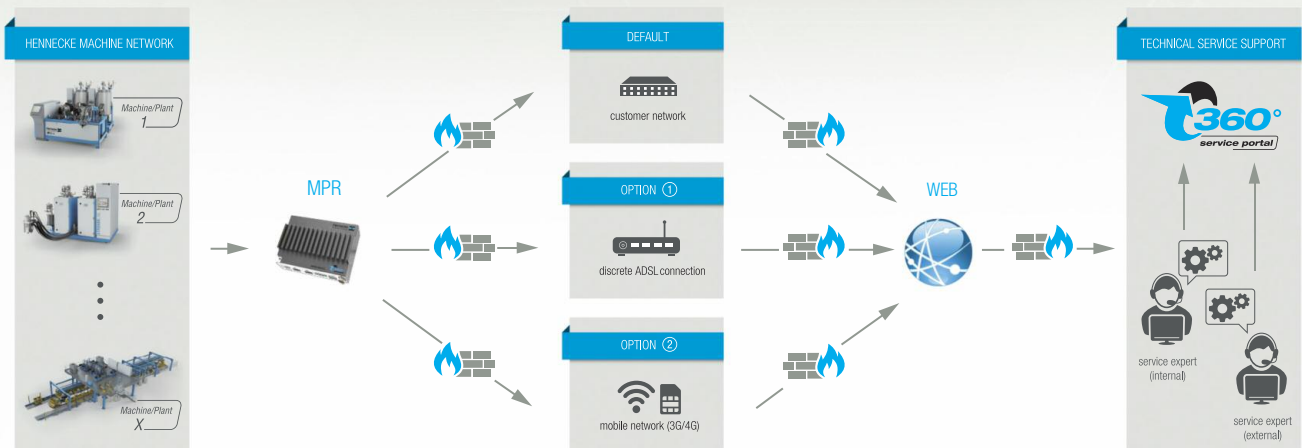| Static IP Address	Subnet Mask	Gateway IP	DNS Server IP

* Note: the Remote Service Router does not support proxy authentication. All data connection figures refer to RSR up to firmware version 2.0.2

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HENNECKE MACHINE NETWORK — Machine/Plant 1 — Machine/Plant 2 — Machine/Plant X — MPR — DEFAULT / customer network — OPTION ① / discrete ADSL connection — OPTION ② / mobile network (3G/4G) — WEB — TECHNICAL SERVICE SUPPORT — 360° service portal — service expert (internal) — service expert (external)

The necessary technology based on the Process Data Acquisition (PDA) software is already installed in each Hennecke plant with PC terminal. For machines and systems in which only PLC automation is being used, the data connection for remote service is established over a Remote Service Router (RSR)*. Both solutions impose **minimum requirements on your firewall** because only a single communication port is used in the entire communication process:

- **Protokoll: HTTPS**   **via port**   **443 (IP-Adress 195.135.184.93)**
- **Protokoll: OpenVPN**   **via port**   **443 (IP-Adress 195.135.184.122)**

We will never connect your network from an external source. The link connection is always from "inside to outside" with the destination "service.hennecke.com" respectively "securevpn.hennecke.com". Your firewall therefore only needs to allow outgoing connections on the target port 443 of the 360°SERVICE Portal. The possibility of being reached by an external source is therefore excluded. As an option, you can approve the necessary ports in your firewall just for the time required for remote service.

For the configuration, we only need minimum information about the internet connection in your existing network:

DHCP (automatic IP address allocation in the network)   Yes ☐   No ☐

The following information is required if you answered NO to DHCP:

Static IP Address	Subnet Mask	Gateway IP	DNS Server IP

* Note: the Remote Service Router does not support proxy authentication. All data connection figures refer to RSR from firmware version 2.2.2 and higher.