APPLICATION NOTE

Starting with the M2Me solution
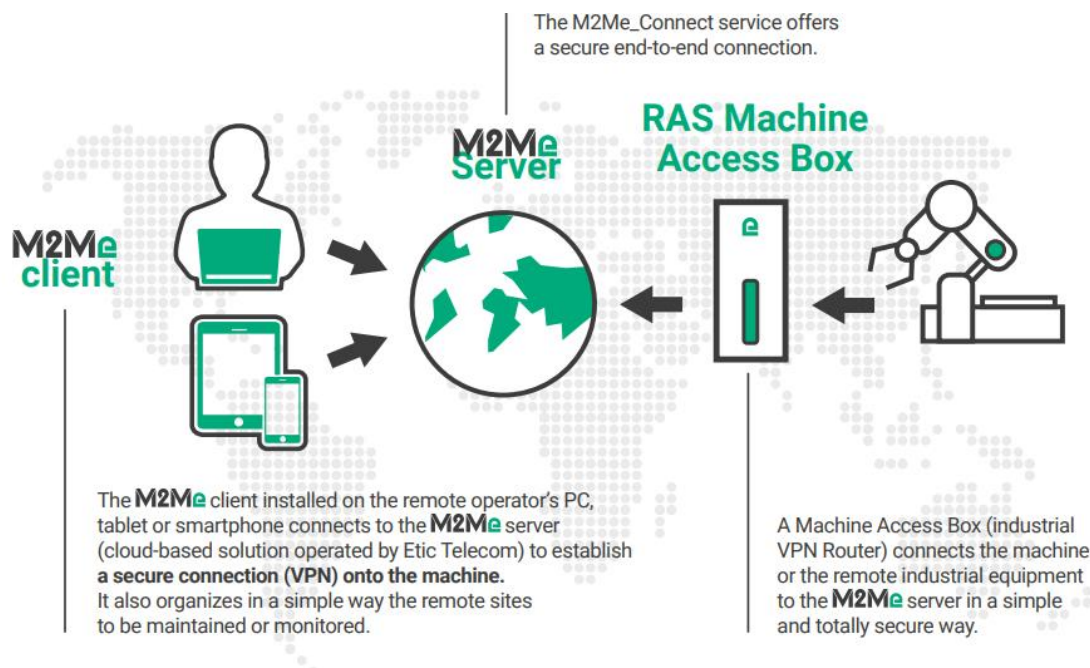
1) The M2Me solution
2) M2Me license activation (PC and Smartphone).
3) How to install the M2Me client for PC
4) Load / restore the sites directory
5) Install the M2Me client on your smartphone/tablet from the App Store or Google Play.
6) Porting the M2Me client onto a new smartphone/PC
7) How to create a remote user on a RAS Machine Access Box
8) Hotline support during your tests
9) Virtual showroom

Last update : **13/11/2023**
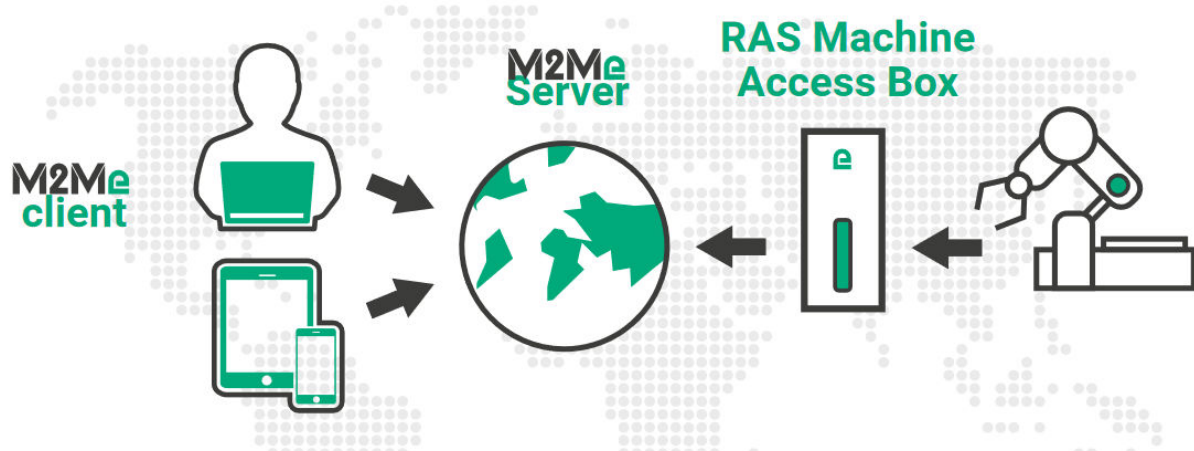
1) THE M2ME SOLUTION

The M2Me solution is dedicated to remote maintain and control any type of industrial devices (PLC, HMI, Drive, ...). Using M2Me you can from your PC, your tablet or your smartphone be "teleported" in real time and safely onto the remote site you want to monitor or maintain.

The M2Me_Connect service offers a secure end-to-end connection.

The **M2Me** client installed on the remote operator's PC, tablet or smartphone connects to the **M2Me** server (cloud-based solution operated by Etic Telecom) to establish **a secure connection (VPN) onto the machine.** It also organizes in a simple way the remote sites to be maintained or monitored.

A Machine Access Box (industrial VPN Router) connects the machine or the remote industrial equipment to the **M2Me** server in a simple and totally secure way.

The terminal of the remote operator shall be equipped with an M2Me Client (for PC or Smartphone) enabling a direct and secured connection to the M2Me server (Cloud solution operated by Etic Telecom). M2Me Client offers a user-friendly HMI presenting the remote sites on directories.

A machine Access Box (Industrial VPN router, namely RAS) ensures the connection between the devices of the machine and the M2Me server (secured VPN link).

2) M2ME LICENSE ACTIVATION (PC AND SMARTPHONE).

- **Creation of your customer area**

Log on our web page www.etictelecom.com and create your customer area (click on "sign up now").

Fill out the form by filling in at least all the fields marked in green

A message will be sent to the registered email address to complete the creation of the account.

- **M2Me client registration**

In the "M2Me Client" section, give a name to your M2Me Client and enter your purchase code (see below).

The obtained activation code must be kept carefully. It will be necessary to activate the M2Me application on your PC, smartphone, or tablet.

M2Me PC Client purchase codes are in the format MP_xxxxxxxx.
M2Me Smartphone Client purchase codes are in the format MC_xxxxxxxx.

# 3) HOW TO INSTALL THE M2ME CLIENT FOR PC

From the version 2.2.0 it is now possible to use it on a Windows session where the user is not administrator of the PC.

For an update, it is preferable to back up the directory of sites (detailed instructions are provided in point 5: Backup/Restore of a Sites Directory).

- **M2Me client download**

Click on www.etictelecom.com. (Support/software)
Only the latest software version of our M2Me client is available on the download area.
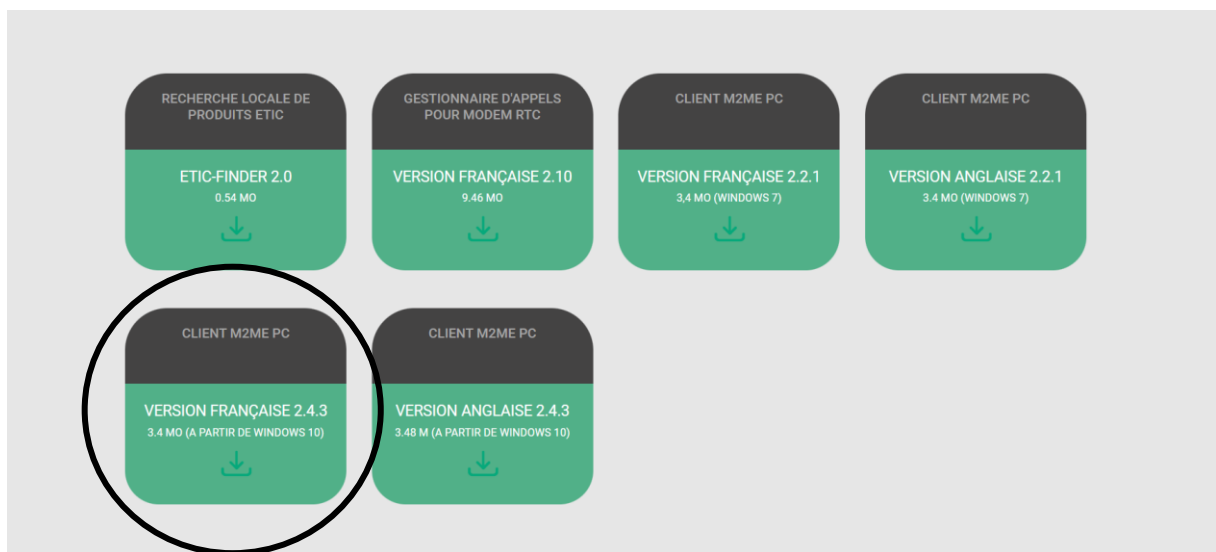
- **M2Me client activation**

A unique certificate is required to identify yourself on the M2Me service. Use the activation code to download the M2Me certificate. Once the M2Me client is activated, you will be able to connect to the M2Me_Connect service.
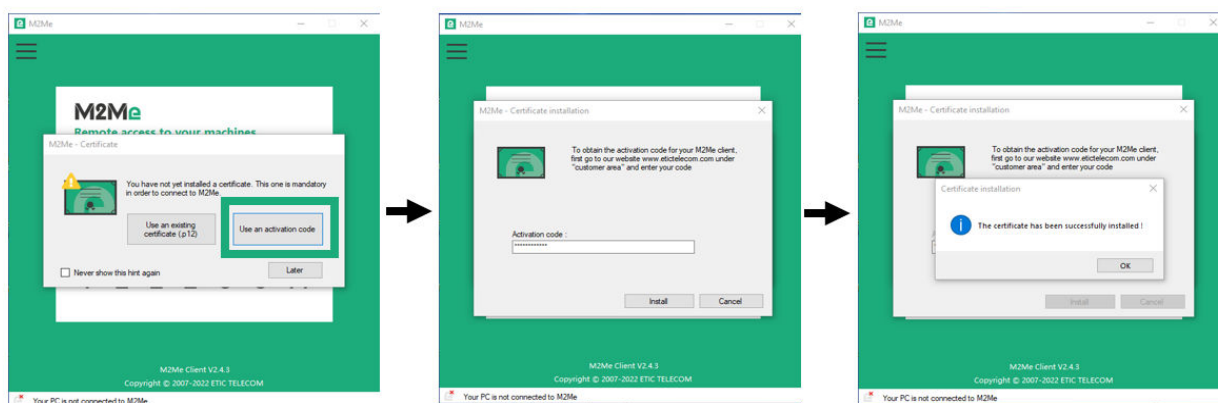
- **Local sites directory opening**

At the opening of the M2Me client, click on the "local" button to open the local sites directory.


From the 2.2.1 version, it is possible to connect your M2Me client to your fleet management product (RFM) to get your sites directory.

- **Test on our « demo WALL »**

You can do the M2Me connection from your PC to our "demo wall" to verify that the M2Me Client is properly installed on your PC. The "demo wall" can be reached from the directory of the M2Me Client.

To initiate a connection to a remote site, select it on the list and click on the "Connect to the site" button.
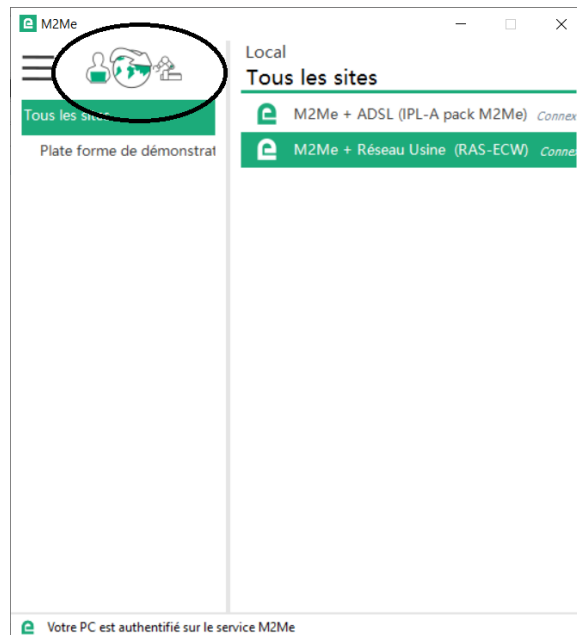
You can set your remote site connection credentials on a dialog box. It is already filled for the demonstration sites.
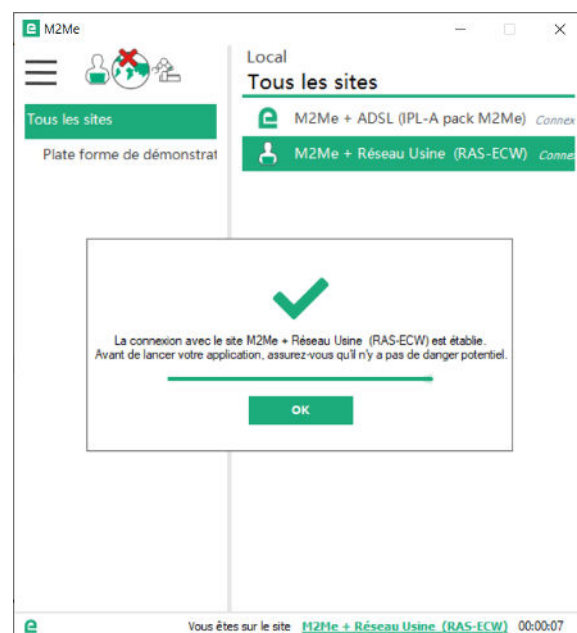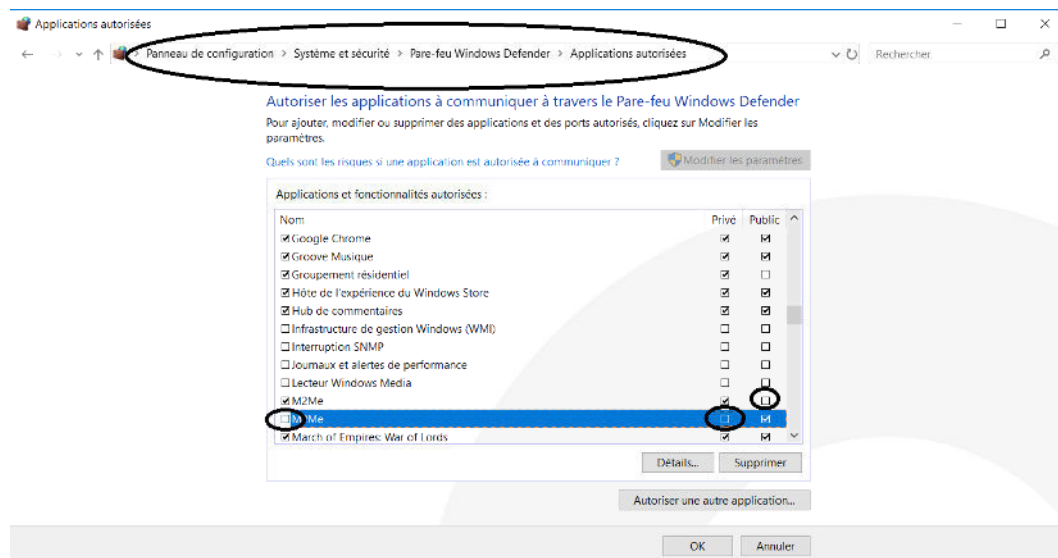

Warning: if you have specific SW to drive the maintenance of your PLC (PL7, Unity, So Machine, STep 7, TIA Portal, …), please note that this SW must be on the PC equipped with the M2Me Client.

- **Firewall problem of your new PC**

The Windows Firewall can block some features of M2Me (see image below).
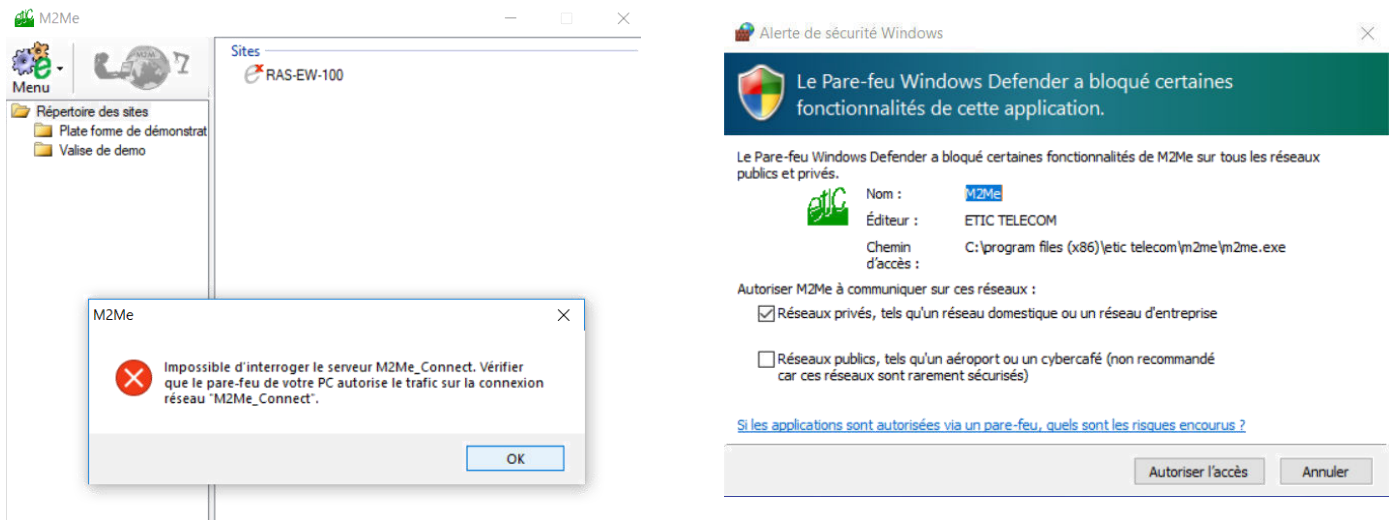
It is then necessary to check the M2Me access requested for proper operation.

4) LOAD / RESTORE THE SITES DIRECTORY

In the operating phase or during the installation of your M2Me client, you may have to download a new address book file of remote sites WITHOUT RECREATING MANUALLY EACH SITE.

Launch your M2Me Client and click on the "properties" button next to your local site directory.
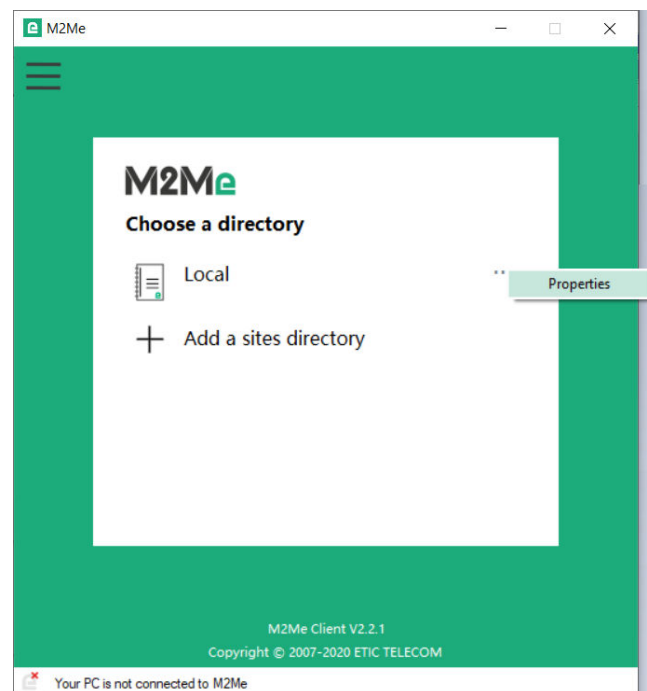
In the opened menu you can save and restore your sites directory.
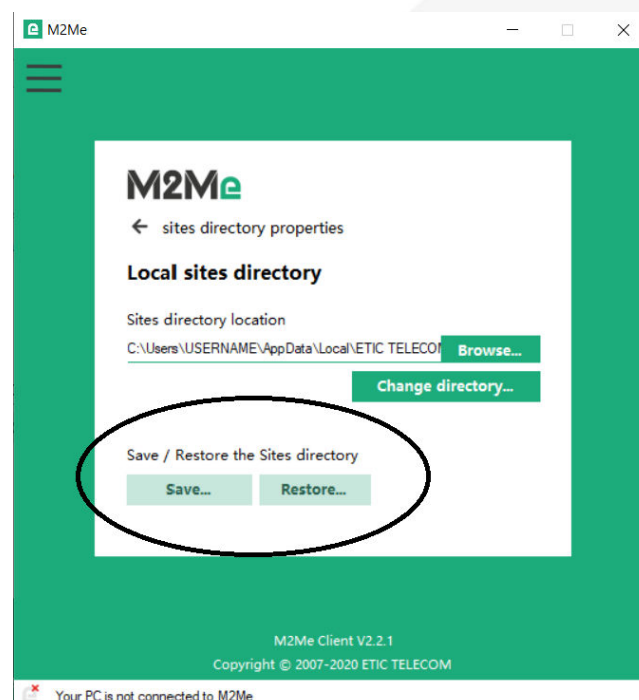
5) INSTALL THE M2ME CLIENT ON YOUR SMARTPHONE/TABLET FROM THE APP STORE OR GOOGLE PLAY.

The activation code obtained must be carefully preserved. It will be necessary to activate the M2Me application on your smartphone or tablet.

- **M2Me Client installation on your smartphone or tablet from the App Store or Google Play.**
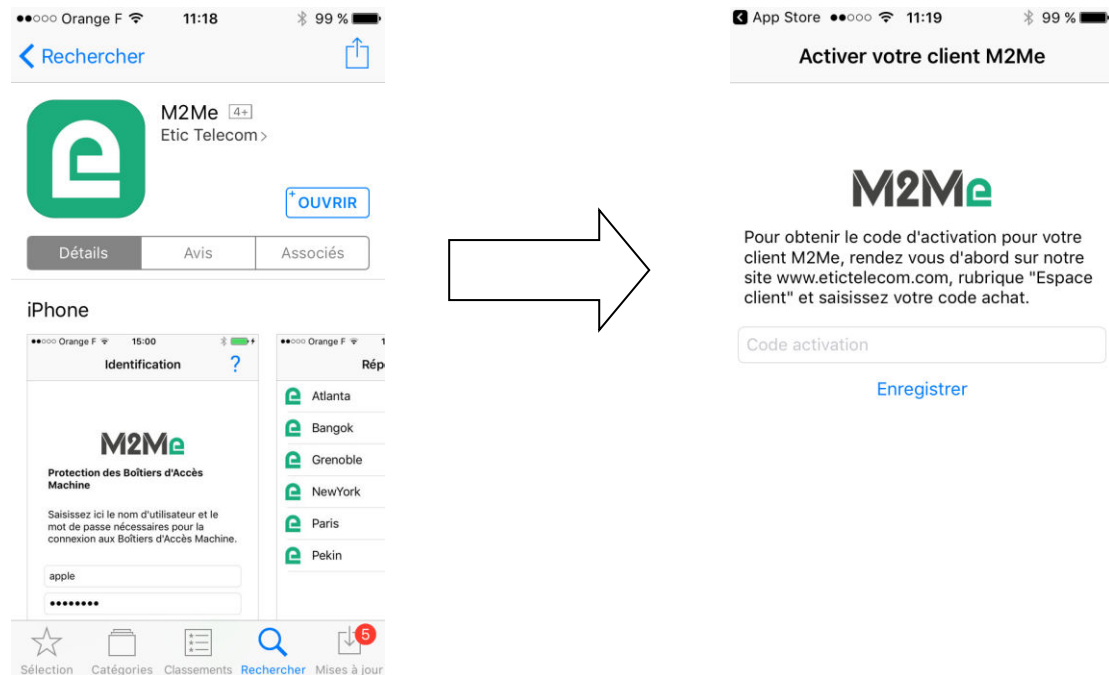
- **Creating a remote site.**

From the client area (Site Management Topic), create a remote site by giving it a name and entering the product key from the Remote Site RAS Access Machine.
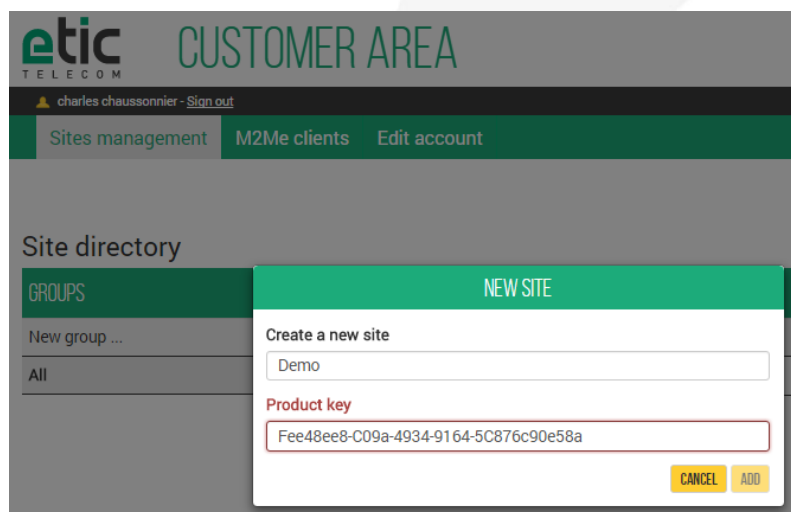
- **Connection settlement from your smartphone or tablet to remotes sites.**

The connection presupposes your referencing in the Machine Access Box (namely RAS) as a remote user. Your username and password will be requested before any M2Me connection.

6) PORTING THE M2ME CLIENT ONTO A NEW SMARTPHONE/PC

Log on to www.etictelecom.com and go to your customer area and **disable the terminal** as described hereunder.

Fill in your activation code on your new smartphone or PC.
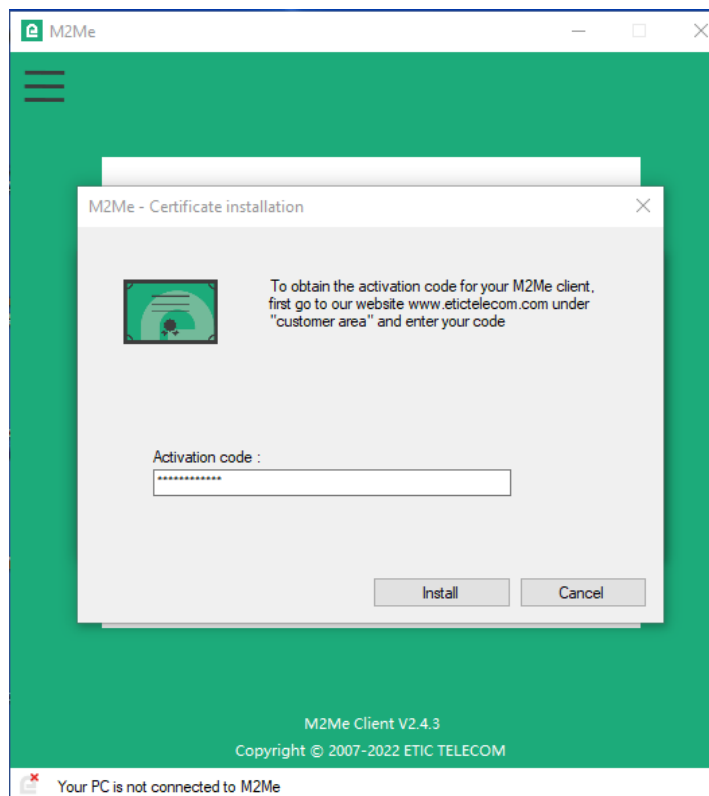
Note: If you have lost your activation code, you can generate a new activation code by entering your purchase code.
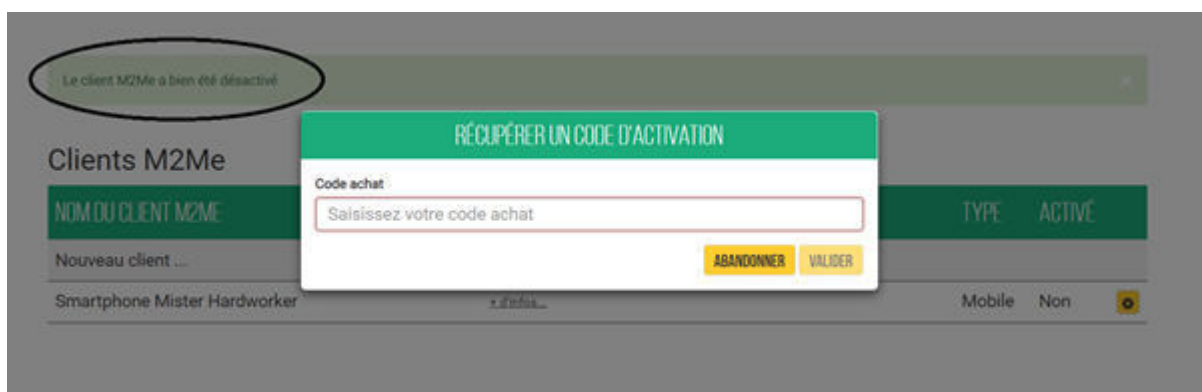
7) HOW TO CREATE A REMOTE USER ON A RAS MACHINE ACCESS BOX

The RAS Machine Access Box must be pre-configured to be connected to the M2Me service. A Wizard available from the home page of the product allows a quick and intuitive configuration.

- Add a user:

> **Add/Edit a user**

Save | Cancel | Page has unsaved changes

We advise you to use strong passwords, click on the help icon to know more.

User

Active	☑
Full name	Jean Dupond
Company	
E-mail adress	
Phone number (International format : +33611223344)	
User name	jdupond
Password	●●●●●●●●●● ●●●●●●●●●● Passwords match
Password strength	Ok

For security reasons, choose a password longer than 10 characters with uppercase and lowercase letters, numbers and special characters

Save | Cancel

- Add an operator:

> **Home > Setup > Remote access > Operator list > Operator Configuration**

Save | Cancel | Page has unsaved changes

User

User	⌄

Access rights

Select on the table below the devices and services the operator will be authorized to access.

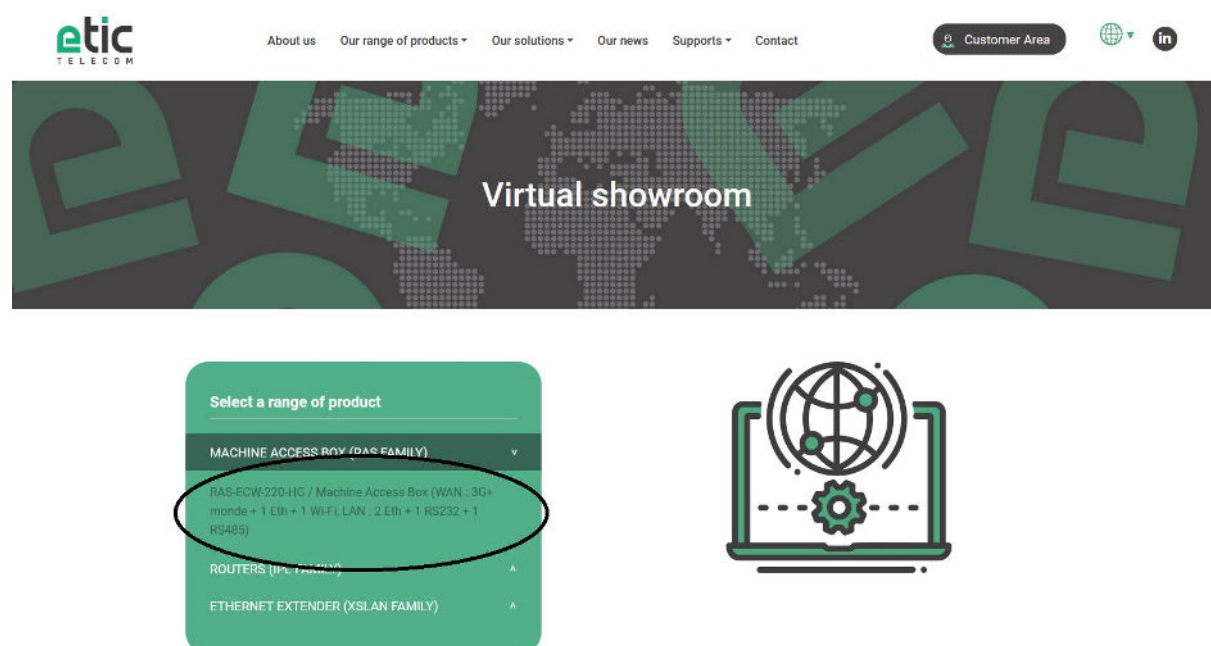| Authorize	Device	Services
☐	All the devices	✚ All
☑	All devices on the LAN	✚ All
☐	All devices on the additional LAN	✚ All
☐	This device	✚ All

Save | Cancel | Back

It is important to always give the same user name and password to a remote operator regardless of the RAS Machine Access Box in order to simplify operation.

DOC_MPR_M2Me_Starter kit_E

8) HOTLINE SUPPORT DURING YOUR TESTS

Feel free to contact +33 4 76 04 20 05 or hotline@etictelecom.com.

9) VIRTUAL SHOWROOM

By surfing on our WEB site www.etictelecom.com (Support/Virtual Showroom) you can learn how to configure a Machine Access Box (namely a RAS product).