# Application note

Starting with the M2Me solution

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- How to install the M2Me client for PC
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- How to install the M2Me client for smartphone and tablet
- Porting the M2Me Client onto a new smartphone or tablet
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- Hot line support during your test
- Virtual showroom

Last update : **09/09/2020**
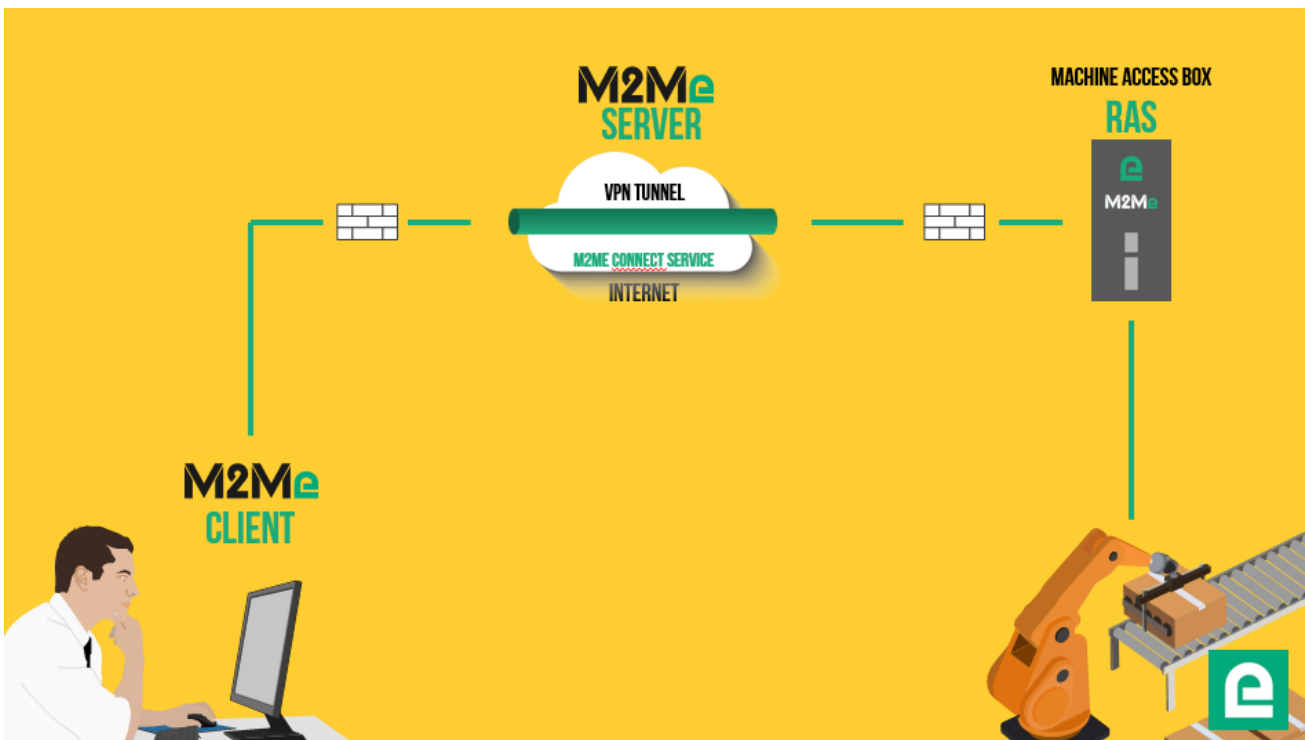
1) THE M2ME SOLUTION

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 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).
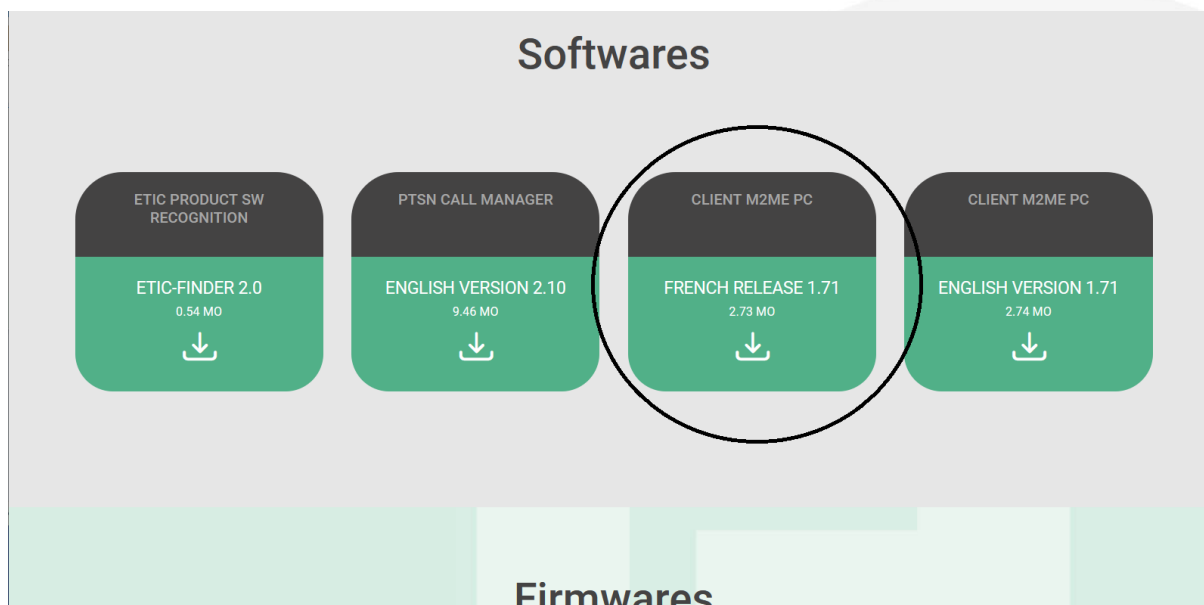
2) HOW TO INSTALL THE M2ME CLIENT FOR PC

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.

- **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.

The file https://www.etictelecom.com/wp-content/uploads/2019/04/RAS-User-Guide-.pdf may help you during the installation of the M2Me Client onto your PC.

- **How to register the certificate (.P12 file attached)**

A unique x509 certificate has been provided to identify your PC on the M2Me service. This certificate is required during the installation of the M2Me client. Warning: only one connection at a time with the same certificate is allowed on the M2Me service.
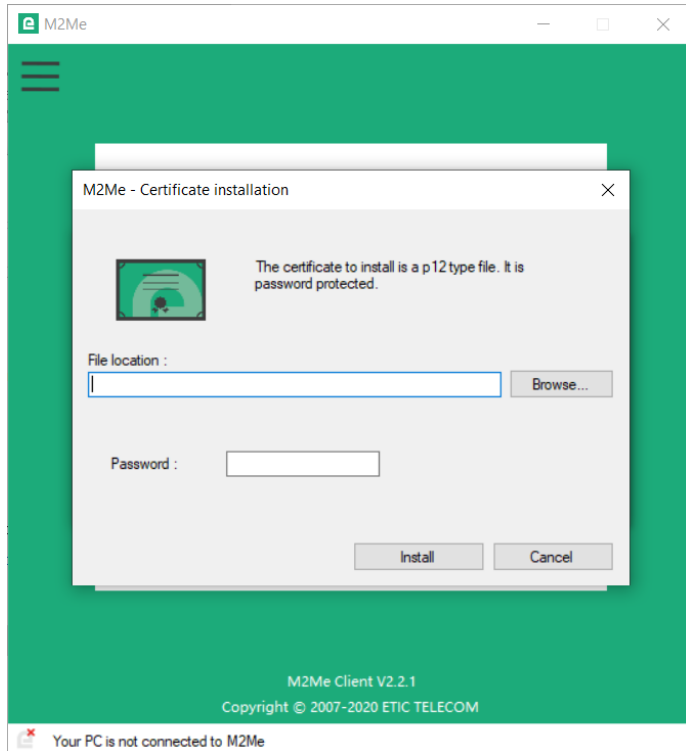
Password requested during the installation of the certificate is « etic »

- **Local sites directory opening**

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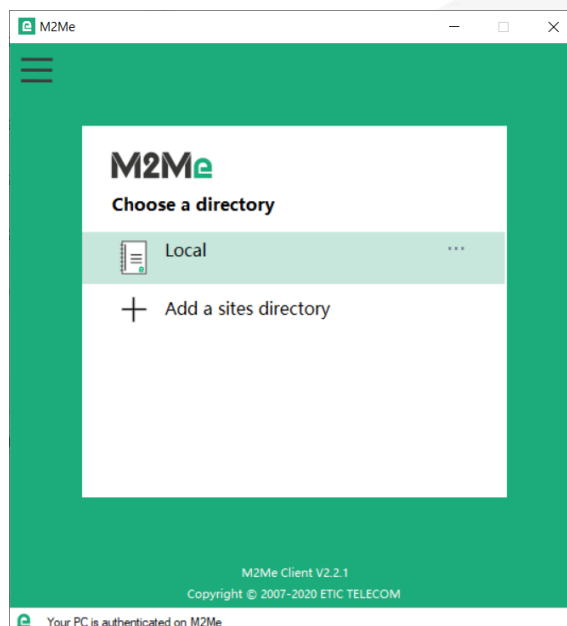

From the 2.2.1 version, it is possible to connect your M2Me client to your fleet management product (RFM) to get your sites directory.

- **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.
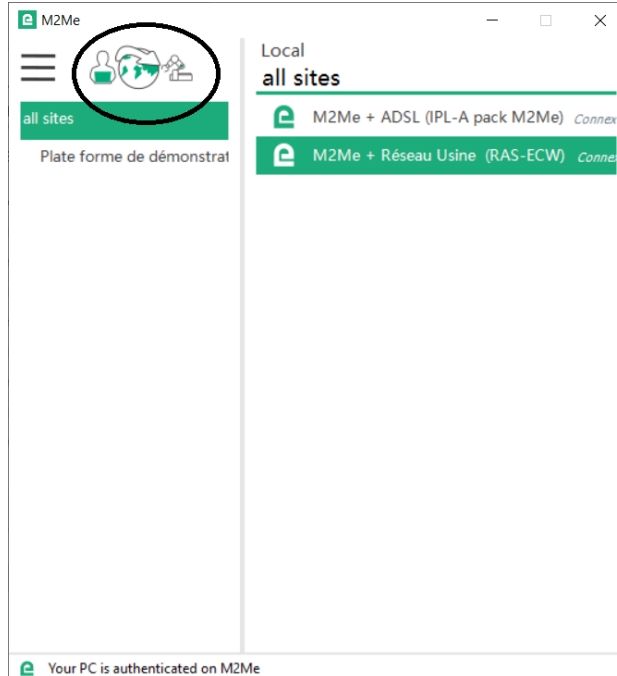

You can set your remote site connection credentials on a dialog box. It is already filled for the demonstration sites.
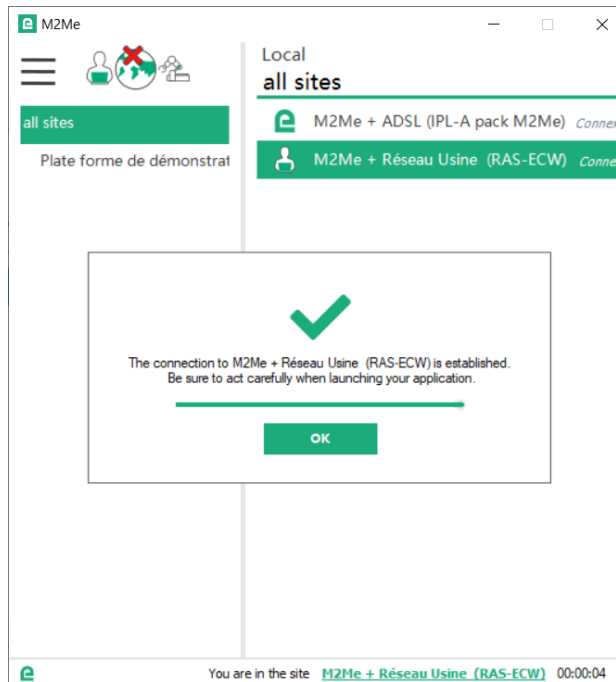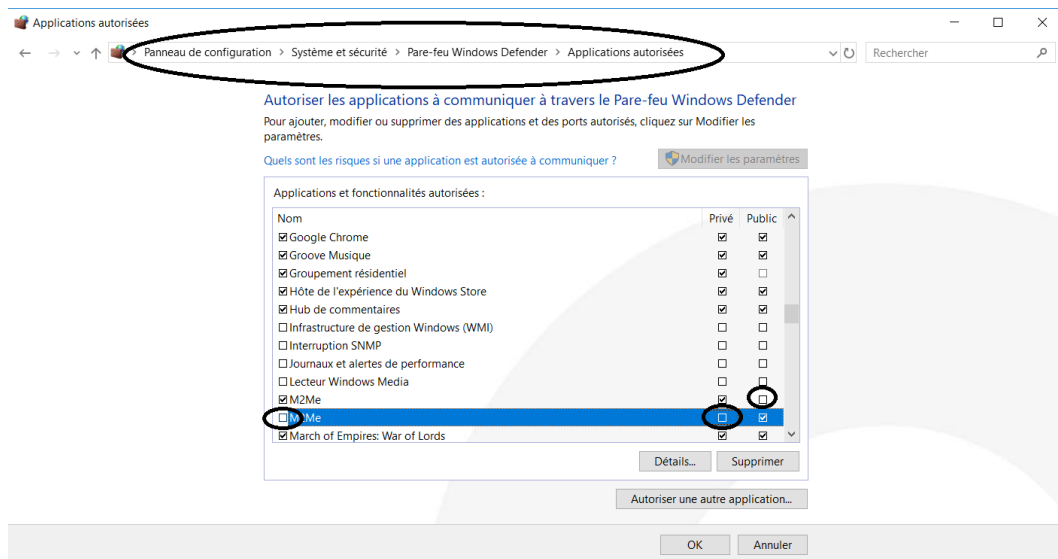

Warning: if you have specific SW to drive the maintenance of your PLC (PL7, Unity, So Machine, STep 7, TIA Portal, …), please note that this SW must be on the PC equipped with the M2Me Client.

- **Firewall problem of your new PC**

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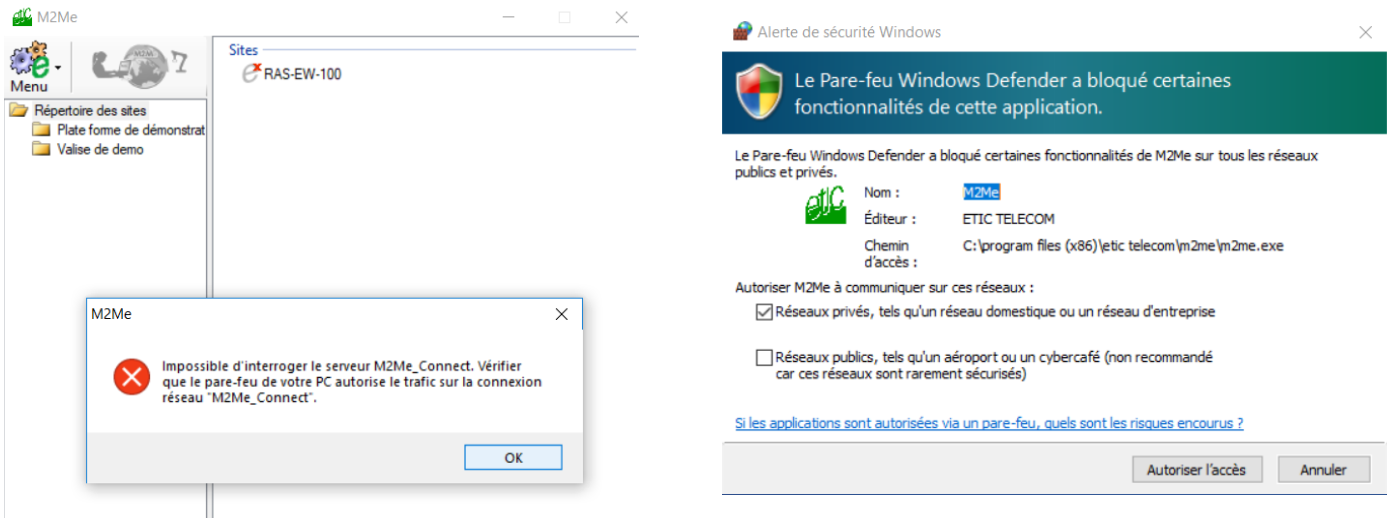
It is then necessary to check the M2Me access requested for proper operation.
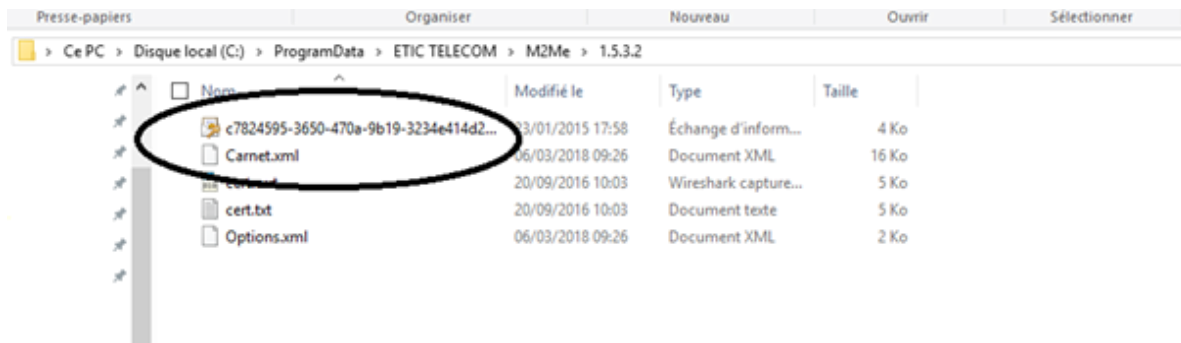

3) PORTING THE M2ME CLIENT ONTO A NEW PC.

- **Retrieving the certificate (version < 2.2.1)**

By default, the M2Me client certificate and the list of remote sites are in C: at the following location:
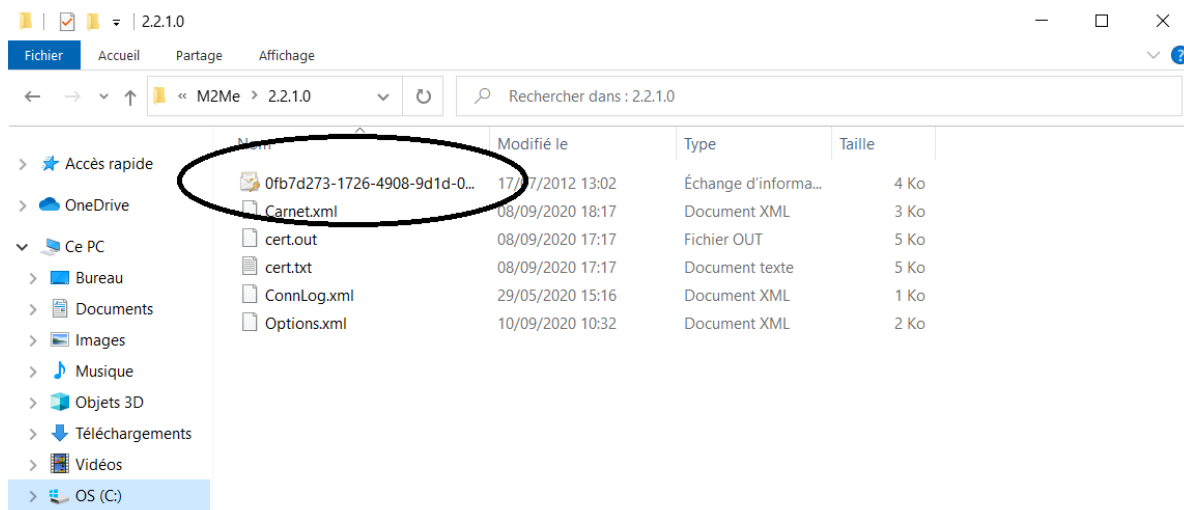"C:\ProgramData\ETIC TELECOM\M2Me\1.7.1.1 "

The registration of the certificate is explained in point 2) of the application note.

- **Retrieving the certificate (version > 2.2.1)**

By default, the M2Me client certificate and the list of remote sites are in C: at the following location:
"C:\Users\USERNAME\AppData\Local\ETIC TELECOM\M2Me\2.2.1.0"

The registration of the certificate is explained in point 2) of the application note.

- **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
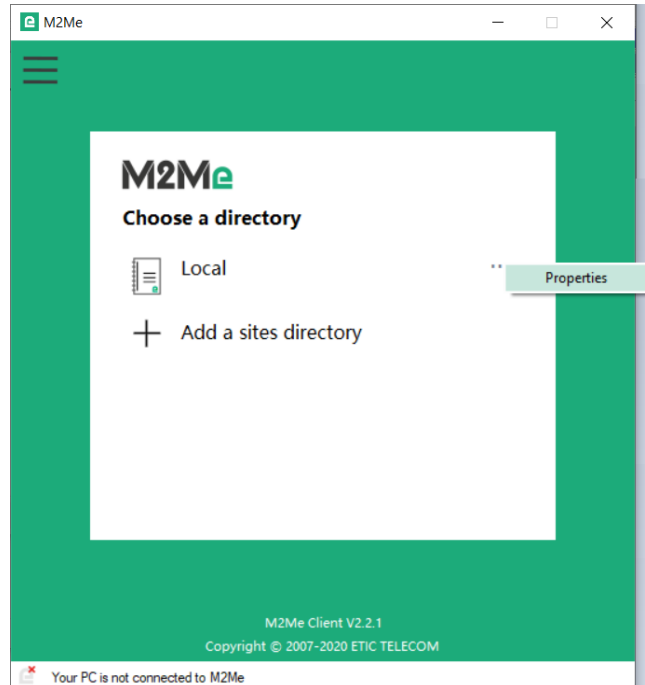
In the opened menu you can save and restore your sites directory.
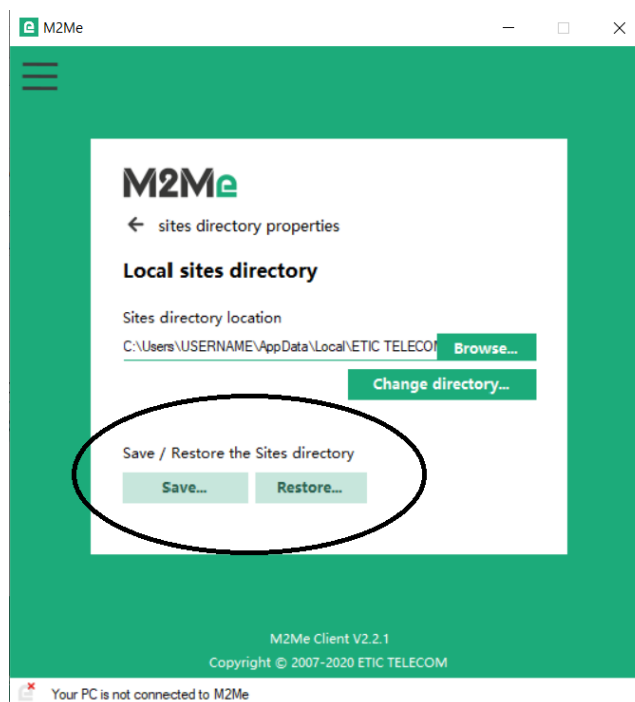
4) HOW TO SETTLE THE M2ME CLIENT FOR SMARTPHONE AND TABLET.

- **Creation of your customer area**

Log on to www.etictelecom.com and create your customer space (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).

DOC_MPR_M2Me_Starter kit_D
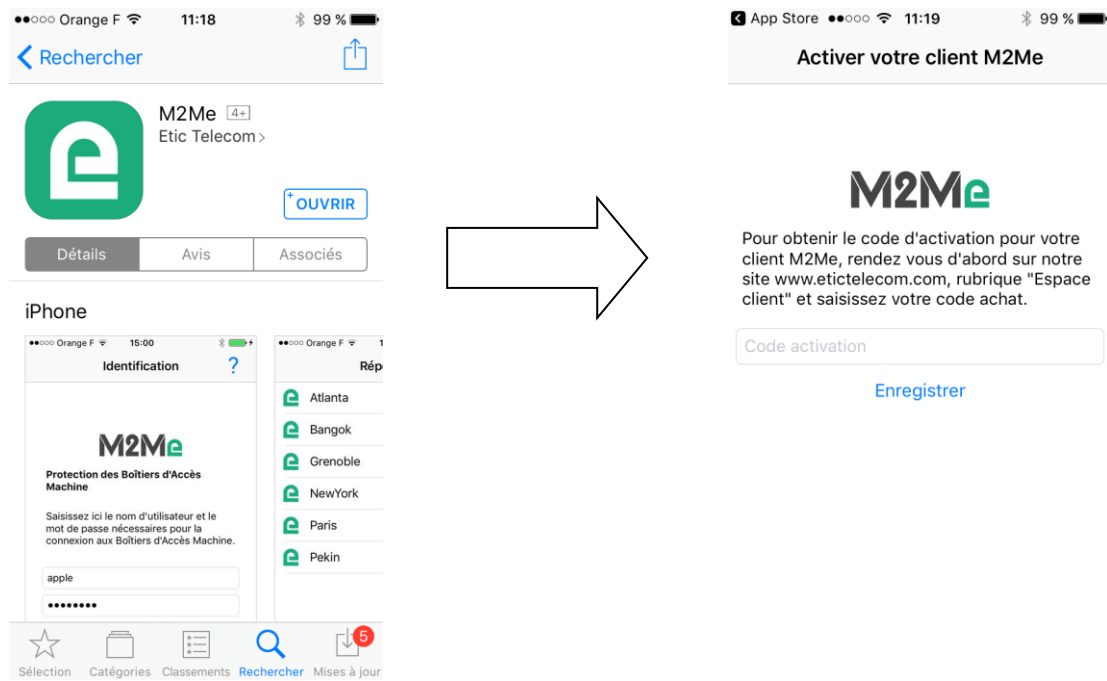
The activation code obtained must be carefully preserved. It will be necessary to activate the M2Me application on your smartphone or tablet.

- **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.
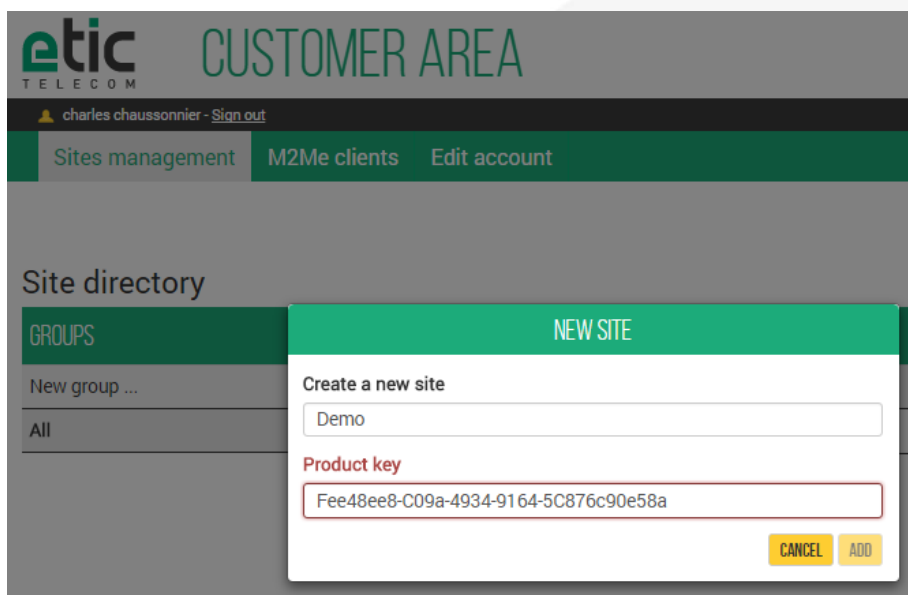
- **Connection settlement from your smartphone or tablet to remotes sites.**

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.

5) PORTING THE M2ME CLIENT ONTO A NEW SMARTPHONE OR TABLET

Log on to www.etictelecom.com and go to your customer area and **disable the terminal** as described hereunder.
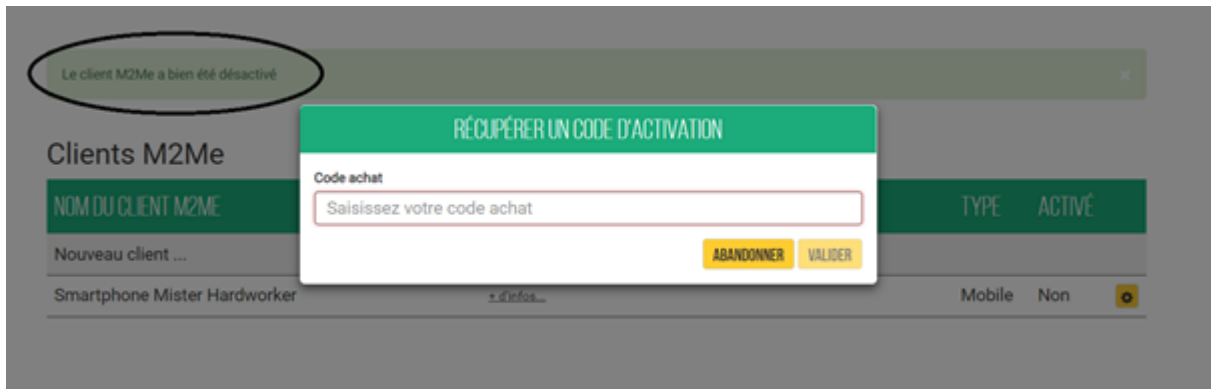
M2Me clients

M2ME CLIENT NAME		TYPE	ENABLED	
New client ...				
Smartphone Mister Hardworker	+ details...	Mobile	Yes	⚙

Activation code
Rename
Disable

Fill in your activation code on your new smartphone or tablet PC

Note: If you have lost your activation code, you can generate a new activation code by entering your purchase code.

6) HOW TO CREATE A REMOTE USER ON A MACHINE ACCESS BOX RAS

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.
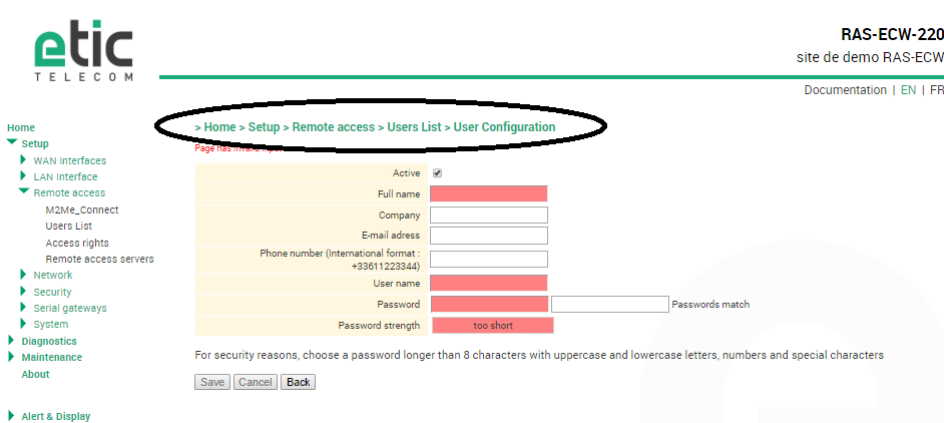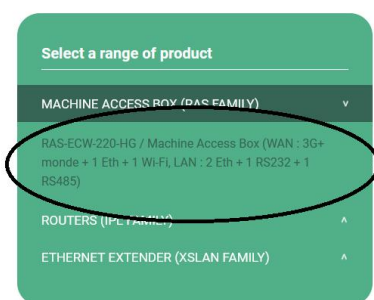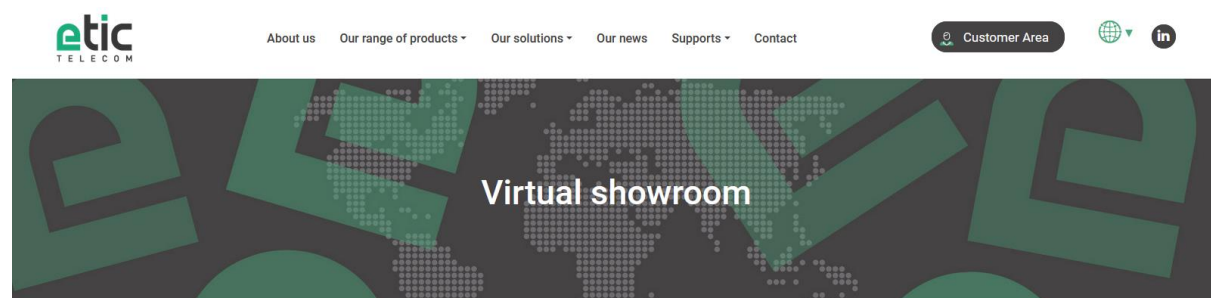

It is important to always give the same user name and password to a remote operator regardless of the RAS Machine Access Box in order to simplify operation.

7) HOT LINE SUPPORT DURING YOUR TEST

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

8) VIRTUAL SHOWROOM (AVAILABLE FROM THE HOME PAGE)

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).