



EasyAccess 2.0 Instruction Manual

Your Industrial Control Solutions Source
maplesystems.com



For use as the following:

- Installation and setup of EasyAccess 2.0 with Maple Systems products

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WARRANTY

Warranty statements are included with each unit at the time of purchase and are available at maplesystems.com.

TECHNICAL SUPPORT

This manual is designed to provide the necessary information for trouble-free installation and operation of EasyAccess 2.0. However, if you need assistance, please contact Maple Systems:

- Phone: 425-745-3229
- Email: support@maplesystems.com
- Web: maplesystems.com

NOTE ON LICENSING & ACTIVATION:

- For HMIs that ship with an EasyAccess 2.0 license pre-activated, there is no cost or monthly fee to add the HMI to your Domain Account, nor to use EasyAccess 2.0.
- For HMIs that do not ship with an EasyAccess 2.0 license, there is a *one-time* cost to purchase an activation card. There is no monthly fee for using EasyAccess 2.0.

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Chapter 1 - Introduction

Overview

Traditionally, HMIs were designed to connect only to local industrial control equipment such as PLCs or automation controllers. With the prevalence of internet connectivity on the plant floor, there is increased demand for remote access to local HMIs and PLCs. Access from a computer outside of the plant provides the opportunity for qualified personnel to add new features to the HMI/PLC without requiring a costly visit. The ability to troubleshoot and reconfigure an HMI or PLC from a remote location greatly reduces the length of downtime.

However, accessing a remote HMI has traditionally been a tricky proposition. Security must be ensured to prevent unauthorized access and to reduce operational risks. Complex network configurations often make it difficult for HMI users to establish remote communications. And even with everything set up properly, access may still be limited: You may only be able to connect one HMI at a time within the remote network. However, with EasyAccess 2.0, all of this has changed: You can now securely and easily connect to any remote HMI.

EasyAccess 2.0 provides a new way to access an HMI from anywhere in the world. With EasyAccess 2.0, it is very easy to monitor and troubleshoot your HMIs and PLCs from a remote location as long as an Internet connection is available. Since EasyAccess 2.0 manages all network settings and security settings for you, the user can simply connect to the HMI as if it were on the same local network. Moreover, it is possible to have access to multiple HMIs within a network at the same time and up to three users can connect to an HMI simultaneously.

EasyAccess 2.0 is a service designed to enable seamless remote support and troubleshooting. Consider a machine builder who sells his machines with Maple HMIs installed: One of his customers calls to report a problem. Rather than book an expensive airplane flight, the machine builder remotely connects to the HMI using EasyAccess 2.0 to investigate the problem. He can review and update the HMI project, monitor the PLC using Ethernet Pass-through, or even update the PLC program. The customer need do nothing except make the initial phone call.

Features

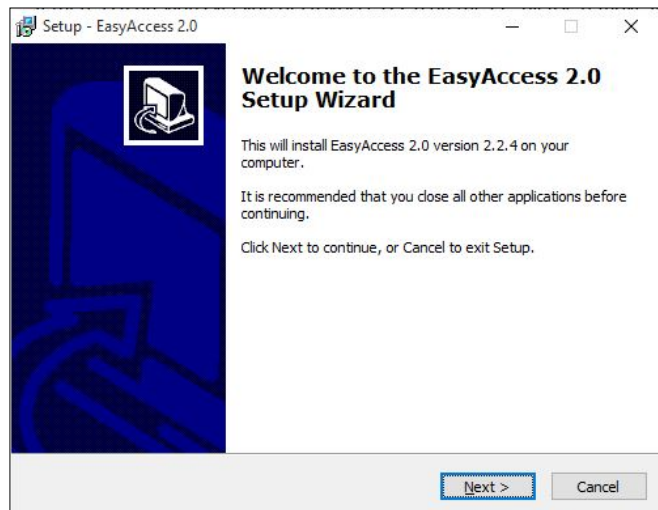
- Secure connections with end-to-end encryption (using OpenVPN and SSL)
- Easy set up:
 - No need to modify existing network router or settings, reconfigure firewalls, or open ports in the network
 - No Static IP address required for your HMI
- Restrict unauthorized access from Domain Administrator account (via Domain Management System)
- Remote monitoring of HMI:
 - View screens, control HMI, or apply updates to existing HMI project
- Supports Pass-through mode (monitor and update connected PLCs)
- Proxy Server option to conceal identity of remote PC client
- Third-party software security audit: EasyAccess 2.0 certified by *Onward Security Corporation*

System Requirements

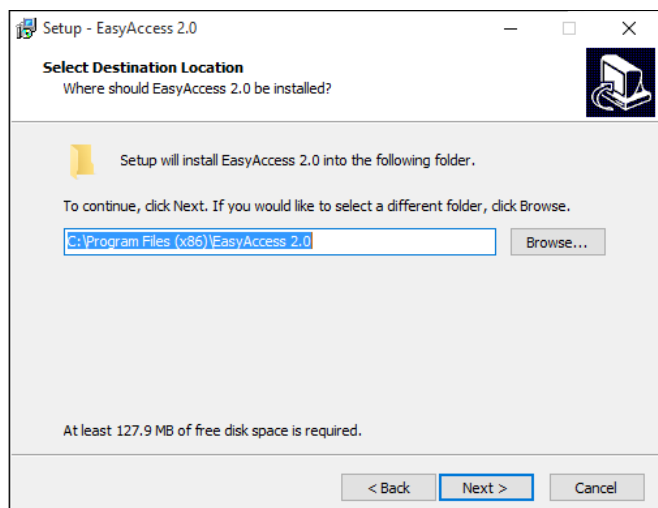
- PC Operating System: Windows 7, Windows 8, Windows 10 (32 or 64-bit)
- Requires Administrator privileges to install
- Maple Systems HMI with EasyAccess 2.0 feature activated
- Internet connection from HMI out to the Internet
- Internet connection from client device (PC or Smartphone) out to the Internet
- EZware Plus/EBPro version 4.10.05 or later
- iPad/iPhone: iOS version 7.0 or above
- Android: Version 4.1.2 or above

Chapter 2 – Installing EasyAccess 2.0 Application on PC

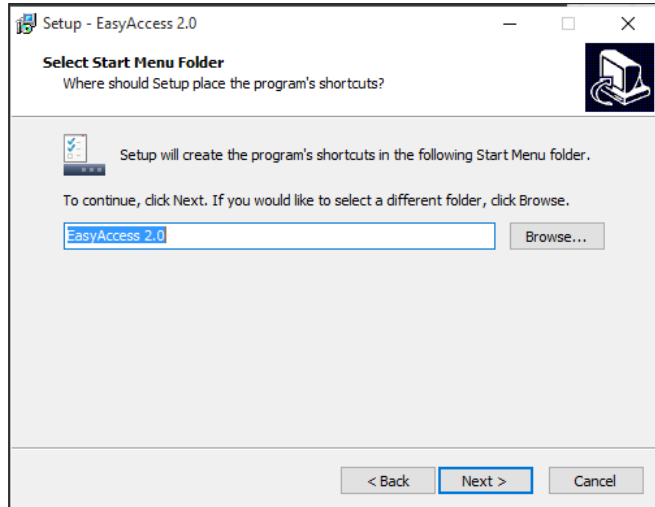
1. Download the EasyAccess 2.0 installer from our website (maplesystems.com) and open it. Select the language for the installation process, and then click [Next]. If there are any previous version of EasyAccess 2.0 installed on your PC, please uninstall these before proceeding.



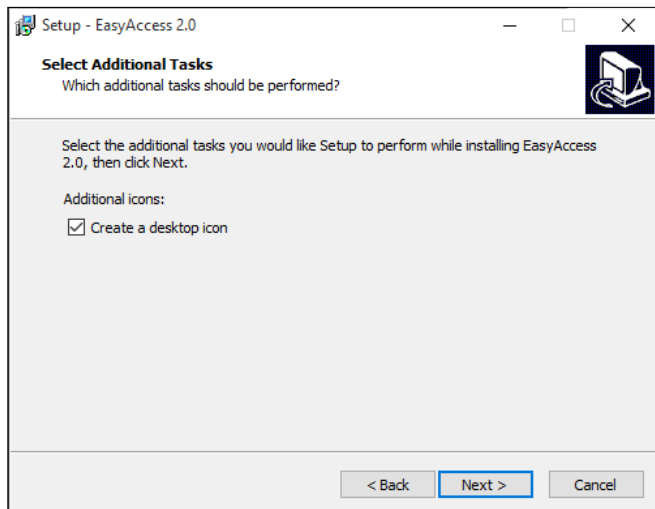
2. Select a folder for EasyAccess 2.0 installation or use the default folder. Click [Next].



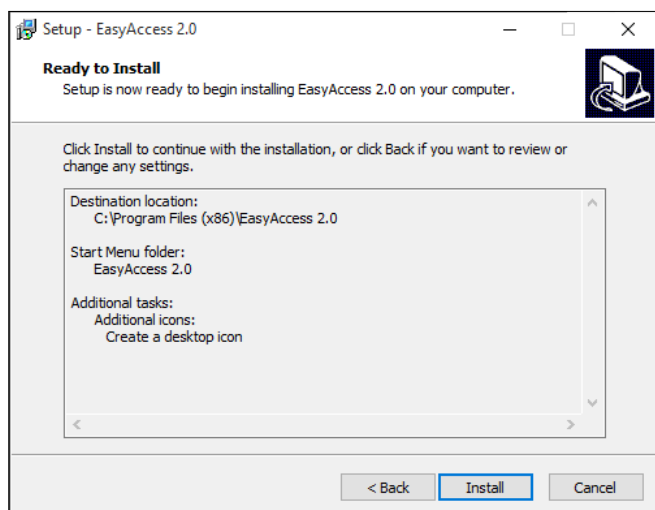
3. Select a start menu folder or use the default folder. Click [Next].



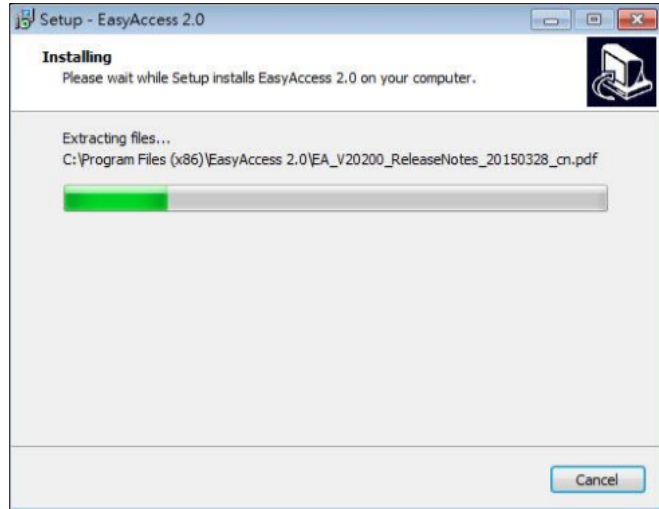
4. Select additional tasks, for example: [Create a desktop icon]. Click [Next].



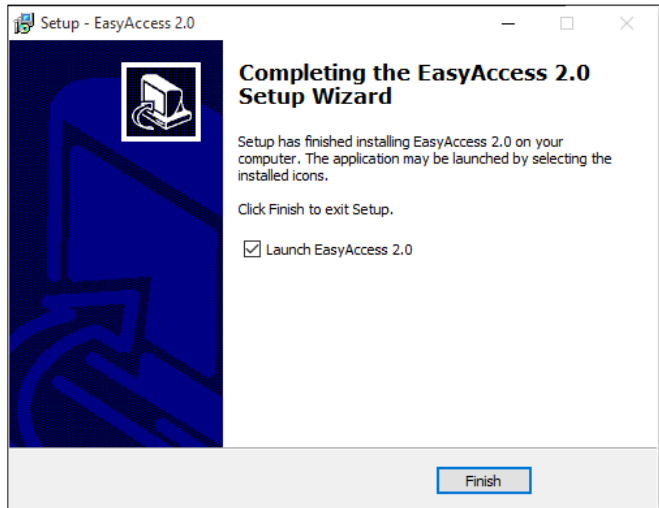
5. Confirm all settings. To change the settings, click [Back]. To start installation, click [Install].



6. Installation in progress:



7. Click [Finish] to complete the installation.



Here is a list of notable files you will see in the installation folder:

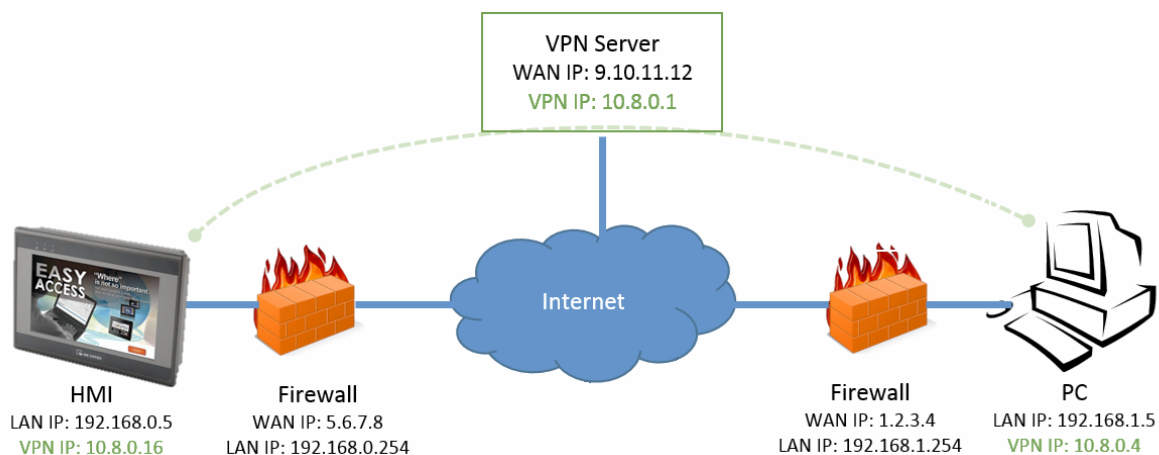
File Name	Description
cMT Viewer	The PC application which enables monitoring of remote cMT Series devices (also available for mobile platforms)
EasyAccess 2.0	The main program used to establish a remote connection to an HMI
gui_30	Helper utility which enables monitoring of remote HMIs using HMI Viewer
PC Activator	Application that can be used to activate EasyAccess 2.0 for any HMIs on the local area network
EasyAccess 2_ReleaseNotes	Release notes documenting important changes and updates to EasyAccess 2.0 over time

Chapter 3 - Getting Started

Understanding EasyAccess 2.0

EasyAccess 2.0 technology is quite different from the traditional method of establishing remote access. Here are some notable points:

Traditional remote connection (blue links)	EasyAccess 2.0 (green dotted links)
Traffic must pass through a number of firewalls, which means there are layers of network settings	The PC and HMI both connect to a dedicated VPN server, through which data is exchanged
Network/Router reconfiguration is mandatory; therefore, coordination with the IT department is crucial	No network settings need to be modified
For any one WAN IP, only one device can be connected at a time	With one WAN IP, multiple devices can be connected at the same time
For a device behind two or more routers, connection might not be possible	Being behind several routers does not affect EasyAccess 2.0 connectivity at all



EasyAccess 2.0 Network Overview

Understanding the Domain, HMI Groups, and Users

The basis of management for your EasyAccess 2.0-enabled devices is the *Domain Management System* (DMS), under which HMIs, HMI Groups, and Domain Users exist. An HMI, upon activation, can be added to a Domain and assigned to a user who is a member of that Domain.

Activation: Some HMIs ship with an EasyAccess 2.0 license pre-activated. Other models are EasyAccess 2.0-ready but do not ship pre-activated; these HMIs must be activated. To use the feature on these HMIs, you must first purchase an EasyAccess 2.0 license (activation card).

IMPORTANT: Once an HMI has been activated, its license cannot be transferred to another HMI.

Domain and Domain Admin: The basis of HMI management. One Domain Account may be used to manage and oversee any number of Users, HMIs, and HMI groups. However, each HMI can belong to

only one Domain at a time. The Domain Administrator manages all aspects of the Domain through the web-based Domain portal at: <https://weincloud.net>. Once a user is assigned to a Domain Account, they can use the EasyAccess 2.0 application to log in to the user account.

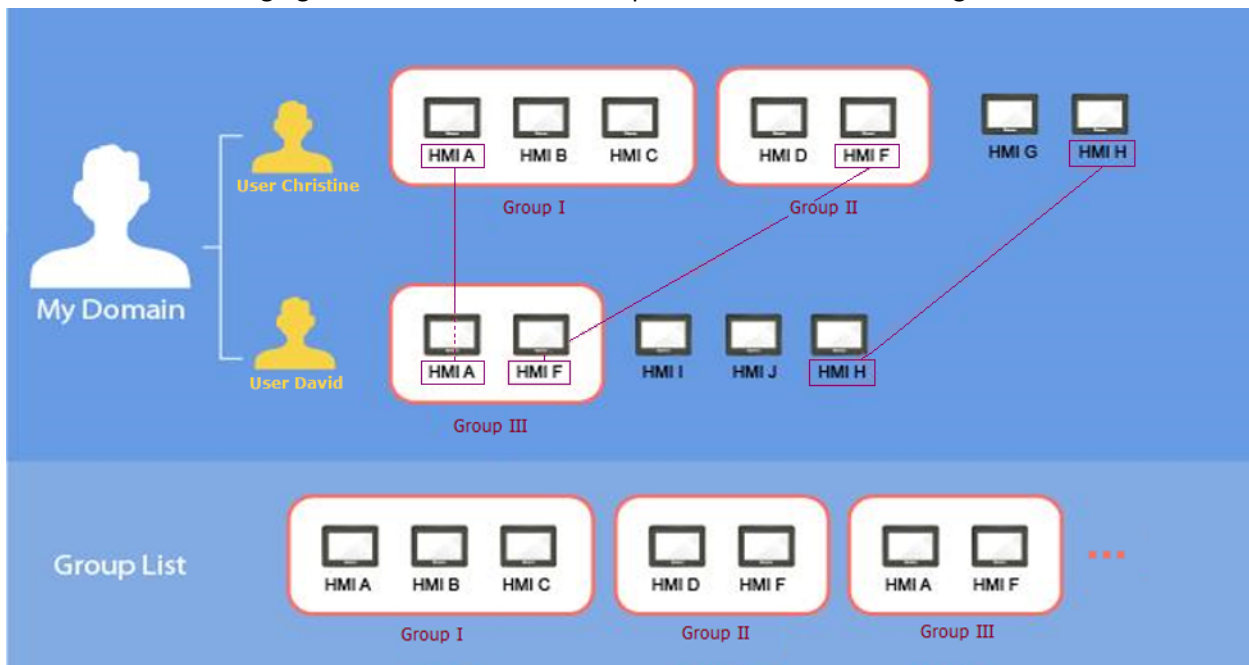
HMI Group: A subset of HMIs within a Domain. A user assigned to an HMI Group can access all HMIs in that group. For the Domain Administrator, HMI Groups provide an easy way to manage user access to the HMIs. An HMI can belong to more than one HMI group at a time.

User: A user account must be set up for each individual who wishes to log in and access devices that are part of a given EasyAccess 2.0 Domain. Users are allowed access to HMIs they have been directly authorized to use, but they can also access any HMI within an HMI group to which they belong. The User access privileges (per HMI, and per HMI Group) are managed by the Domain Administrator.

The primary principle governing HMI management in EasyAccess 2.0 is that an HMI can belong to only one Domain at any given time.

Example:

Consider the following figure for an illustrative example of Domain-based management:



- In this example, the domain, named “My Domain” has two users, Christine, and David.
- HMIs are grouped together into Group I, Group II, Group III, etc.
- Two HMIs belong to more than one group. (HMI A and HMI F)
- Users can belong to many groups and have access to the HMIs in any group to which they belong. (For example, Christine belongs to Group I and Group II.)
- Users can be directly associated with any given HMI. A User will have access to any HMI to which they have been assigned. (For example, David has access to HMIs H, I, and J.)

- Multiple users can access the same HMI, whether via Group Assignment (e.g. HMI A) or by direct association or assignment (e.g. HMI H).

All these tasks are performed by the Domain Administrator. The Domain Management System allows for flexible User, HMI, and HMI Group management.

Setup Checklist



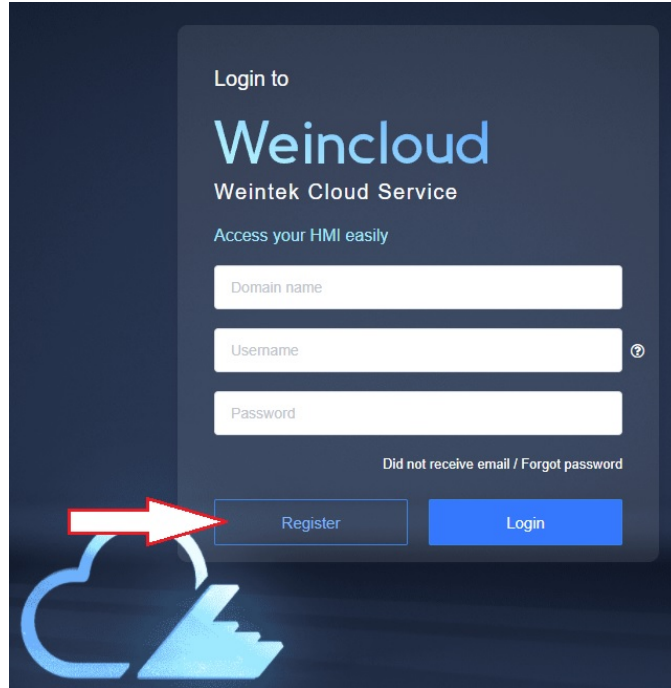
Please review the following checklist before you start using EasyAccess 2.0. See the appropriate Section(s) of the Manual describing each function for more information.

Check	Section of Manual
✓ Create a Domain to manage Users and HMIs	Chapter 4 – Managing the Domain
✓ Activate the EasyAccess 2.0 license on the HMI (if it did not ship pre-activated)	Chapter 5 - Activate an HMI or Chapter 6 - PC Activator
✓ Add the HMI to your Domain	Chapter 5 - Activate an HMI or Chapter 6 - PC Activator
✓ Download an EBPro project onto the HMI, which allows access to Window #76 (the 'EasyAccess 2.0 Settings' window)	Chapter 5 – Activate an HMI (Connect the HMI to the EasyAccess 2.0 Server)
✓ Create a User account, provide login credentials to Users, and assign the HMI to Users or to an HMI Group	Chapter 4 - Managing the Domain
✓ Install the EasyAccess 2.0 app on your smartphone, tablet, or PC	Chapter 2 – Installing EasyAccess 2.0 Application on PC Chapter 11 – EasyAccess 2.0 on Android Chapter 12 – EasyAccess 2.0 on iPad/iPhone

After the Domain is set up and the steps listed above have been completed, the User may then initiate a remote connection to the HMI.

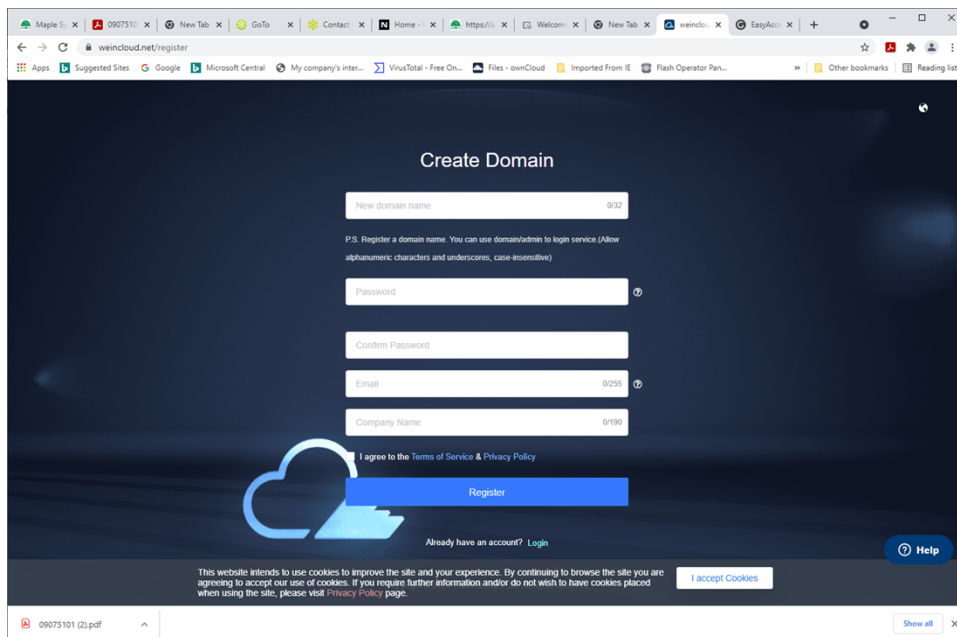
Chapter 4 - Managing the Domain

Go to <https://weincloud.net/login> to create your Domain and configure your Domain Management System. Click the **Register** button.



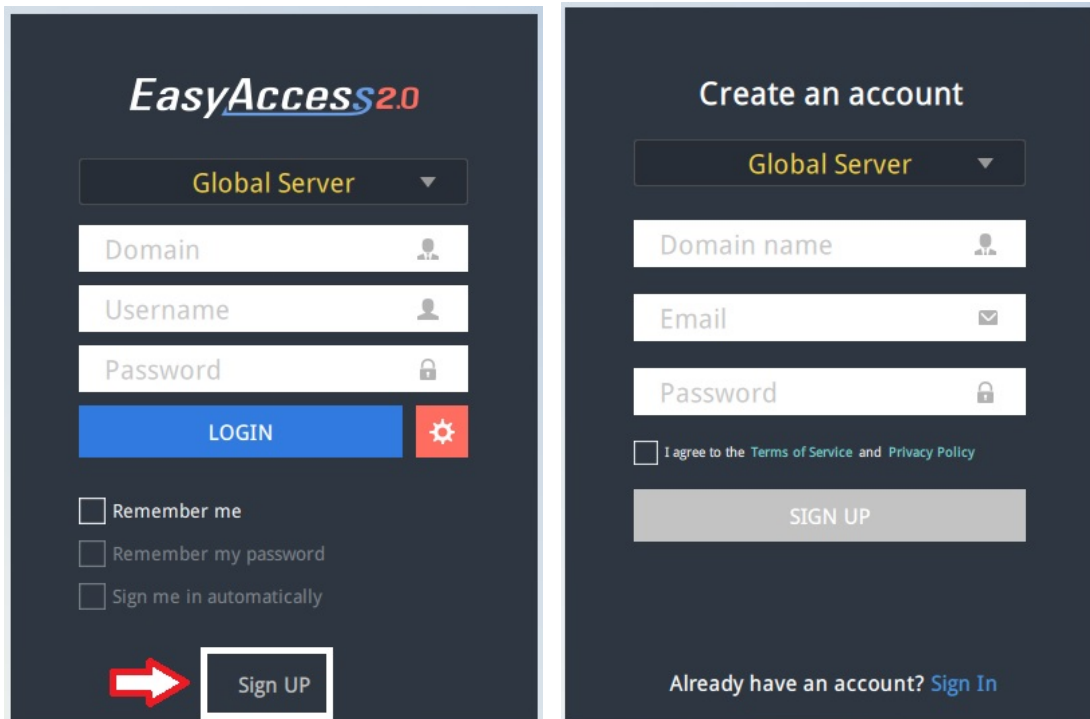
Domain Creation

Anyone can create a new Domain for free. A valid e-mail address is all that is required.



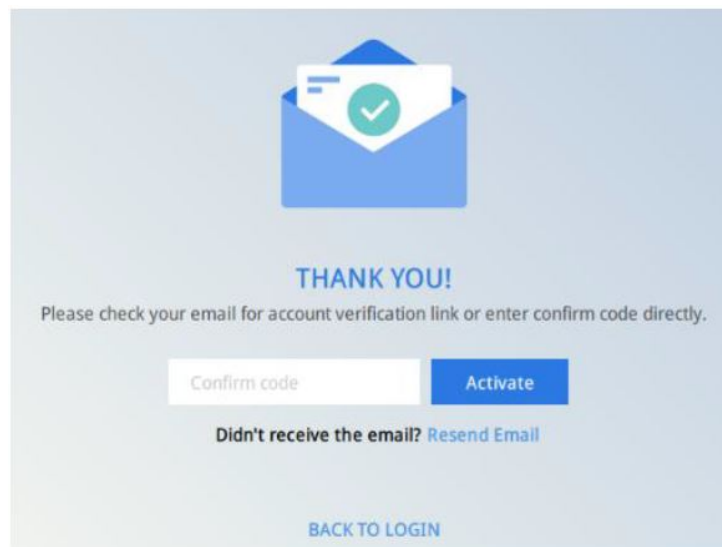
Create a Domain

A domain can also be created from the EasyAccess 2.0 application. Click **Sign Up** at the bottom of the app to create a new domain account.



Enter the domain name, admin email address, and admin password to register a new domain account. Be sure to read and agree to the “Terms of Service” and Privacy Policy” first.

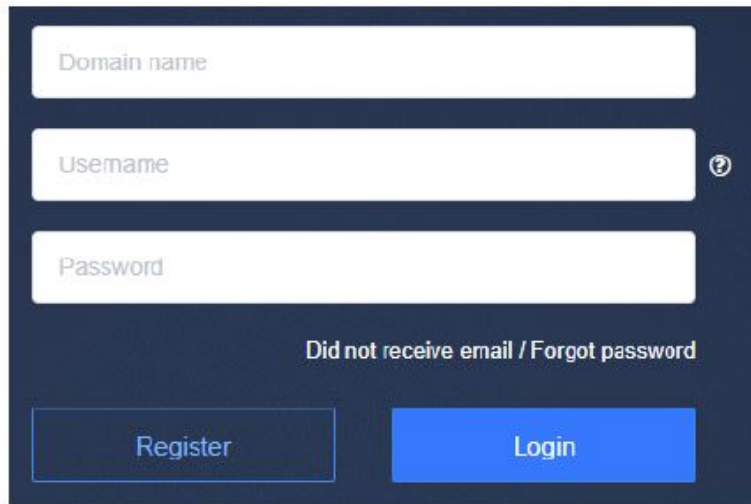
You will receive a confirmation email (EasyAccess 2.0 Domain Registration Confirmation). Please enter the “confirm code” in the EasyAccess 2.0 application or click the “Complete E-mail registration confirmation” link in your email to complete the domain registration. If you didn’t receive an email confirmation, try clicking “Resend Email.”



After completing the domain registration, the EasyAccess 2.0 application will automatically log in to your admin account.

User Management

Go to <https://www.weincloud.net/login> and log in to your domain with the name of your domain, username (admin), and the admin password.



Domain name

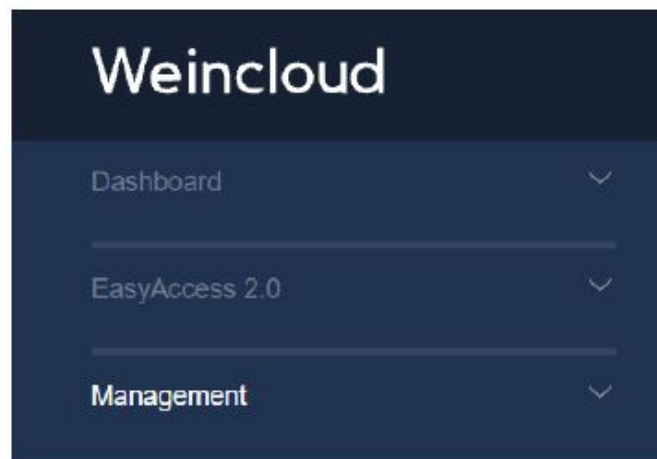
Username ?

Password

Did not receive email / Forgot password

Register Login

The menu on the left has three sections including **Dashboard**, **EasyAccess 2.0**, and **Management**.



The admin icon in the upper-right corner shows the name of the domain followed by /admin. Click the **Ad** button to see the drop-down menu. Click **Edit my profile** to change the admin password if desired.

Under the **Management** menu, select **User**. On this page, the administrator can create a new user, edit a user, and delete a user.

The screenshot shows the 'User Management' page. On the left is a dark sidebar menu with options: Dashboard, EasyAccess 2.0, Management, User (selected), Device, and Permission. The main content area has a title 'User Management' and a subtitle 'View and update your account details, profile and more'. There is a 'Quick Search' input field and a 'Create' button. Below is a table with the following data:

User Name/Email Address	Role	Company Name	Status
admin	admin	Maple Systems	Activated
mikes	user	Maple Systems	Activated
davidf	superuser	Maple Systems	Activated

The User Management page displays all Users in the domain. The Admin can carry out any user-management related task including Add a User, Edit Users, or Delete Users. For domains with large numbers of users, a search tool is provided in the upper-right.

Add User

A new user can be created by clicking on the **Create** button in the upper-right corner. In the popup window, enter the user name and password for the user account. In addition, enter the user's email address, role (User or Superuser), and company name.

The 'Add User' form contains the following fields and options:

- User Name:** Text input field with a character count of 0/255.
- Password:** Text input field.
- Confirm Password:** Text input field.
- Email:** Text input field with a character count of 0/255.
- Roles:** Radio button options for 'User' and 'Superuser'.
- Company Name:** Text input field with a character count of 0/190.

At the bottom right of the form are two buttons: 'Cancel' and 'Create'.

Click the **Create** button at the bottom. A confirmation email with essential information will be sent to the user's email address. The user must activate the account by clicking on the confirmation link in the email.

Note: A Superuser can log in to the domain and create users, add HMIs, and manage the users and HMIs. A Superuser does not have the right to create or delete another Superuser. The administrator still has complete control over the domain.

Edit User and Delete User

Click on the **Edit** icon to edit a user's information such as changing the email address and password, the role of the user, and deleting the user.

The screenshot shows a user management interface for a user named 'guest' with email 'someone@somewhere.com'. The user is currently 'Activated'. The interface includes the following elements:

- Header:** User profile 'guest' (someone@somewhere.com), role 'user', and a green 'Activated' status box. A red box highlights an edit icon.
- Form Fields:**
 - Password:** An empty text input field.
 - Password Confirm:** An empty text input field.
 - Role:** Radio buttons for 'User' (selected) and 'Superuser'.
 - Email Address:** A text input field containing 'someone@somewhere.com' with a character count of '20/255'.
 - Company Name:** An empty text input field with a character count of '0/190'.
- Buttons:** A blue 'Save Changes' button, a grey 'Cancel' button, and a red 'Delete User' button (highlighted with a red box).

Change User Password

When the User Account is first created, a default password is emailed to the registered email address. The password can subsequently be changed.

To do so, visit the homepage of the domain and select **Forgot password**.

The screenshot shows the login page for 'Weincloud Weintek Cloud Service'. The page includes the following elements:

- Header:** 'Login to Weincloud Weintek Cloud Service'.
- Text:** 'Access your HMI easily'.
- Form Fields:**
 - Domain name:** An empty text input field.
 - Username:** A text input field with a help icon (question mark) to its right.
 - Password:** A text input field.
- Links:** A link 'Did not receive email / Forgot password' (highlighted with a red box).
- Buttons:** A blue 'Register' button and a blue 'Login' button.

Enter the Domain Name and your User Name, then click **Submit**. An email will be sent to the email address assigned to the user name with a link to reset your password.

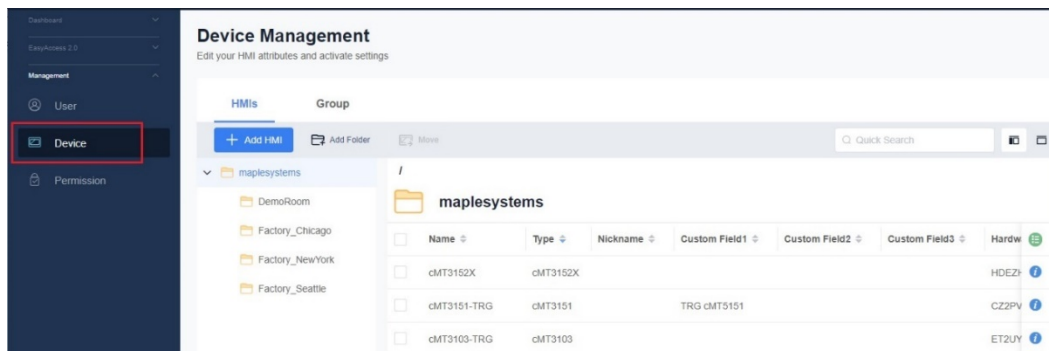


A dialog box titled "Forgot password" with a close button (X) in the top right corner. It contains two input fields: one for "Domain Name" and one for "User Name", both marked with an asterisk. Below the fields are two buttons: "Submit" (blue) and "Cancel" (white).

Note: This method can also be used by the administrator to change the admin password for the domain.

Device Management


Under the **Management** menu, select **Device** to see a list of all HMIs and Groups registered in the Domain.

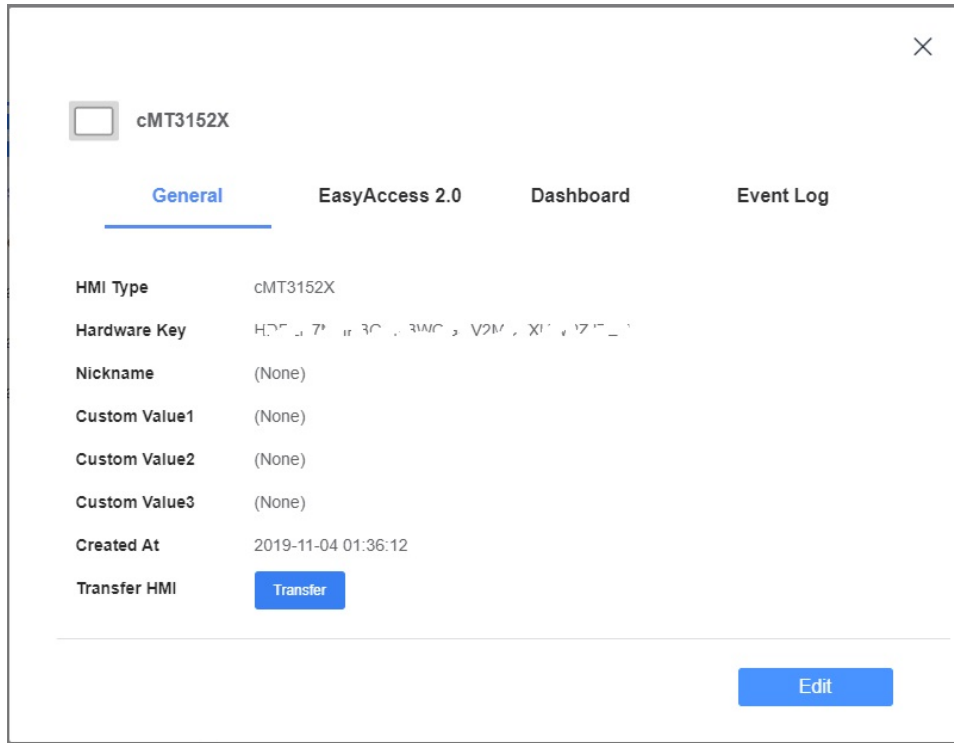



The "Device Management" interface shows a sidebar with "Device" selected. The main area displays a tree view of folders (DemoRoom, Factory_Chicago, Factory_NewYork, Factory_Seattle) and a table of HMI devices under the "maplesystems" group.

Name	Type	Nickname	Custom Field1	Custom Field2	Custom Field3	Hardw
cMT3152X	cMT3152X					HDEZ
cMT3151-TRG	cMT3151	TRG	cMT3151			CZ2PV
cMT3103-TRG	cMT3103					ET2UY

HMI

Click on the info icon  to see the HMI information under the General Tab and the EasyAccess 2.0 tab including model name, nickname, private IP, public IP, activation date, hardware key, etc.

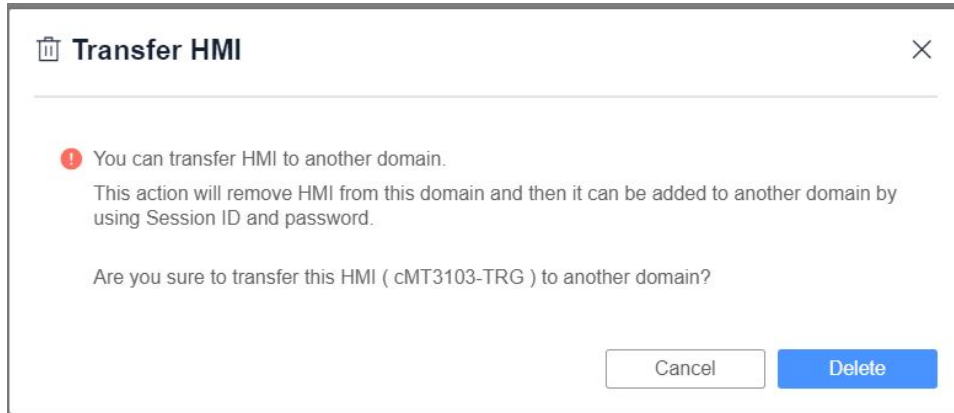


Click on the green button  to edit the columns that appear under the General tab and EasyAccess 2.0 tab.

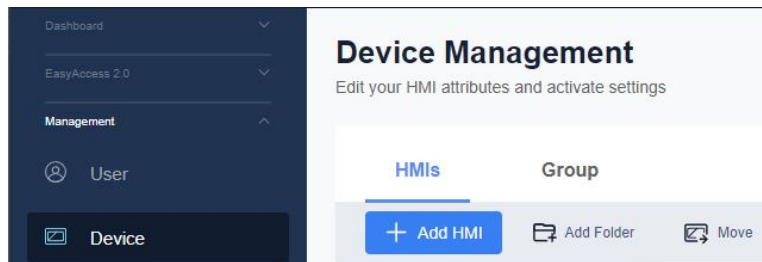


Click the **Edit** button on the General tab to edit the Nickname and Custom fields for the HMI.

Click the **Transfer** button on the General tab to remove the HMI from the domain. Once it is removed from the domain, it can be added to another domain with a new Session ID and Password. Click **Delete** to complete the action.



The administrator can manage the HMIs in a domain by performing the following actions: Add HMI, Add Folder, Move HMI.



Add HMI: There are three ways to add an HMI to a domain.

Add by Session ID and Password: Use this method for HMIs with the EasyAccess 2.0 license already built in. When the HMI connects to the EasyAccess 2.0 server, a Session ID and Password will appear in the EasyAccess 2.0 Settings window (Window 76) as long as the HMI does not belong to any Domain. Use the Session ID and Password to activate the HMI in the Domain.

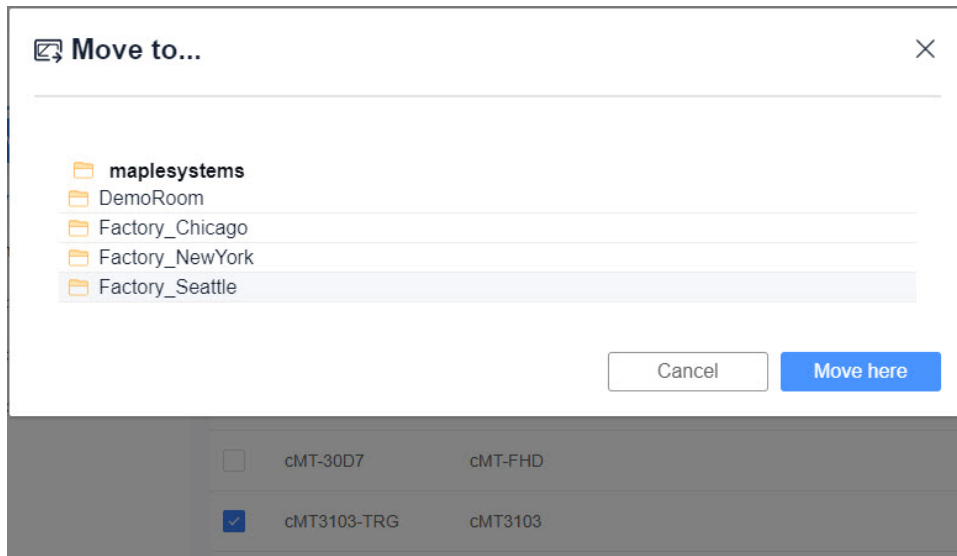
Using Activation Card: Use this method for HMIs that do not have the EasyAccess 2.0 license already built in. The hardware key from the HMI and the activation code from the Activation Card are required. Once the HMI is activated, it will be able to connect to the EasyAccess 2.0 server and appear online.

30 days free trial: The HMI can be activated for 30 days using just the hardware key from the HMI. Note that once the HMI is activated using this method, it cannot be moved to another domain until it is activated with an Activation Card. Only then can it be transferred to another domain.

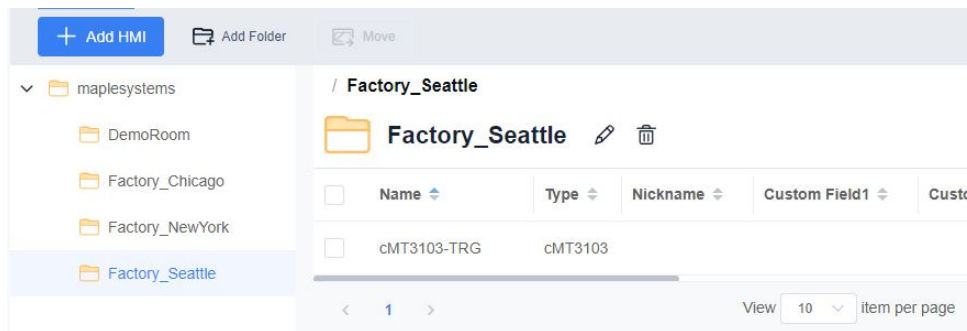
Add Folder: Use folders to organize HMIs by territory or function. Click the **Add Folder** button and name the folder, then click **Save** to create the new folder.



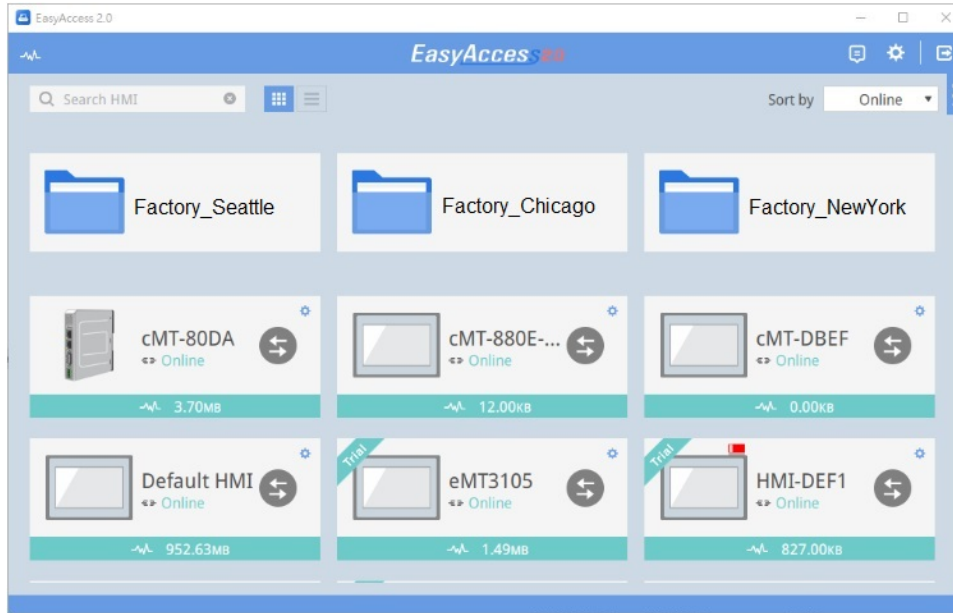
Select an HMI to add to the new folder, then click the “Move” button. In the popup window, navigate to the desired folder and click the “Move here” button.



The HMI will be moved from the main directory into the new folder.

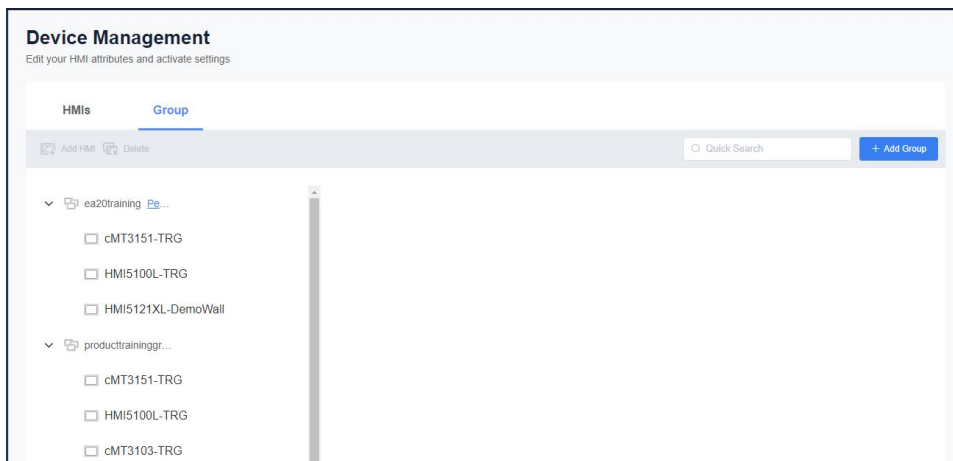


The folders are also displayed in the EasyAccess 2.0 app:



Group

Click the Group tab under Device Management to see a list of the HMI Groups in the domain.

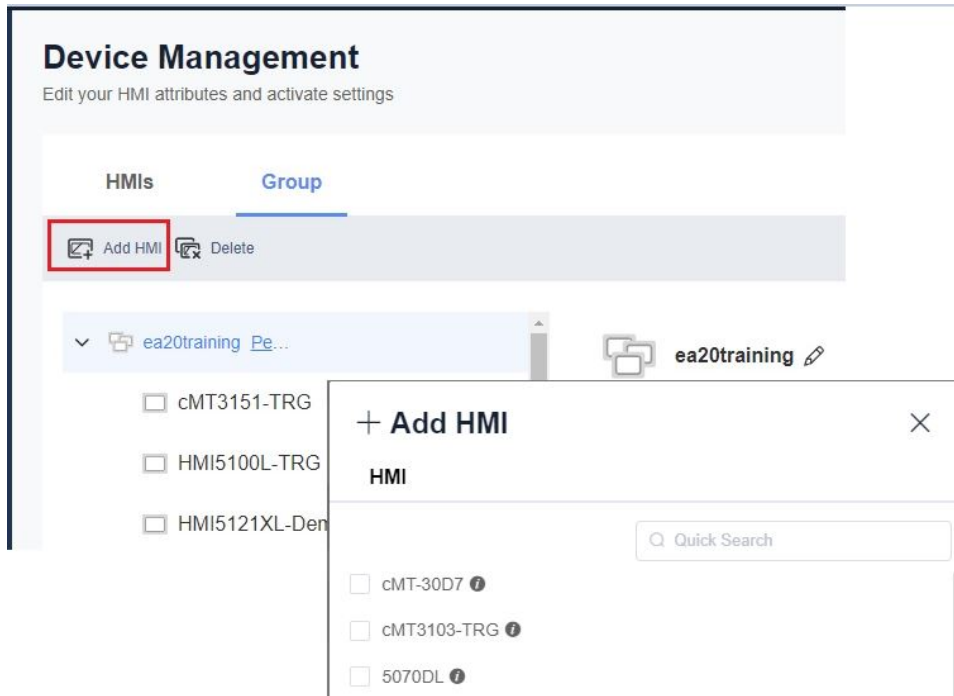


The administrator can manage the HMI Groups in a domain by performing the following actions: Add Group, Add HMI, and Delete Group.

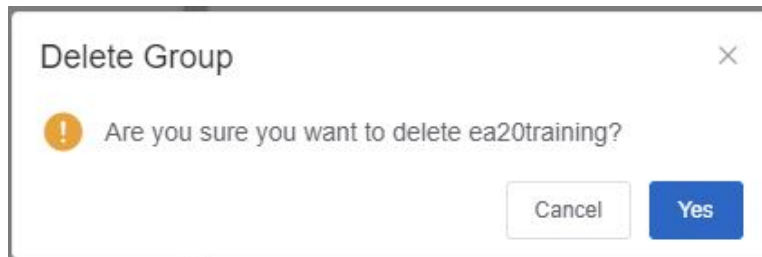
Add Group: Click the **Add Group** button to create a new HMI Group.



Add HMI to Group: Select a group and click the **Add HMI** button to add an HMI to the selected group.



Delete Group: Click the **Delete** button to remove the selected group from the domain.

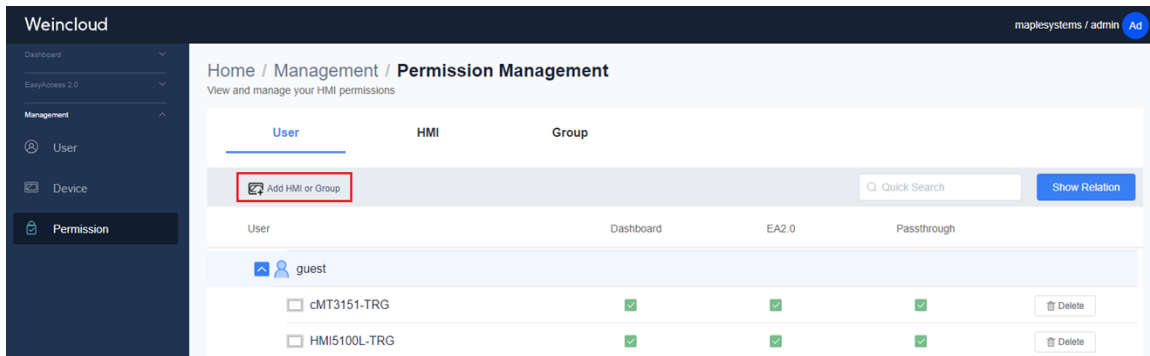


Permission Management

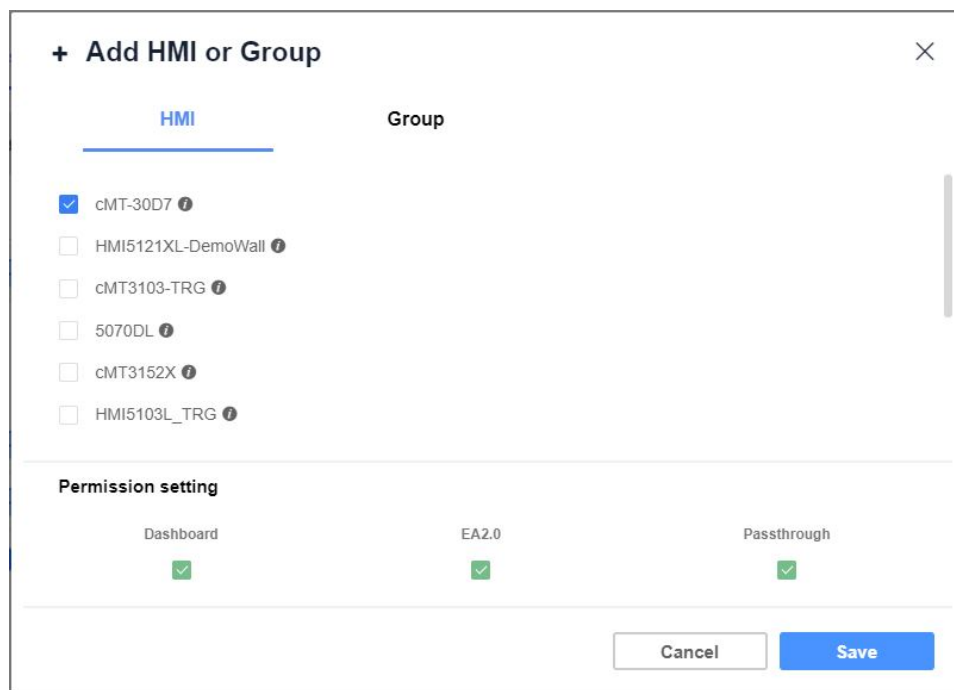
Under the **Management** menu, select **Permission** to manage permissions for Users, HMIs, and Groups.

User

On the **User** tab, the administrator can assign an HMI or a Group to a user. Select a user from the list and click the **Add HMI or Group** button.

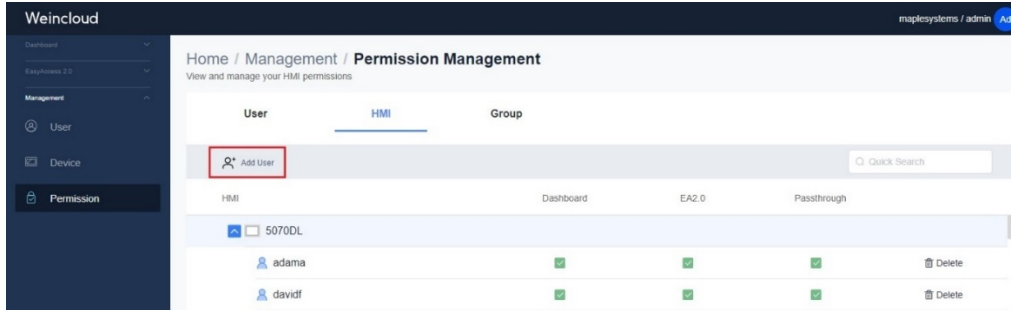


On the **HMI** tab in the popup window, select the HMI to add to the selected user. Choose the permission settings for the selected HMI. **Dashboard** (not yet implemented as of this writing). **EA2.0** allows the user to access the HMI from the EasyAccess 2.0 app. **Passthrough** allows the user to use the passthrough feature and access the PLC connected to the HMI via EasyAccess 2.0 (not available if EA2.0 is disabled).



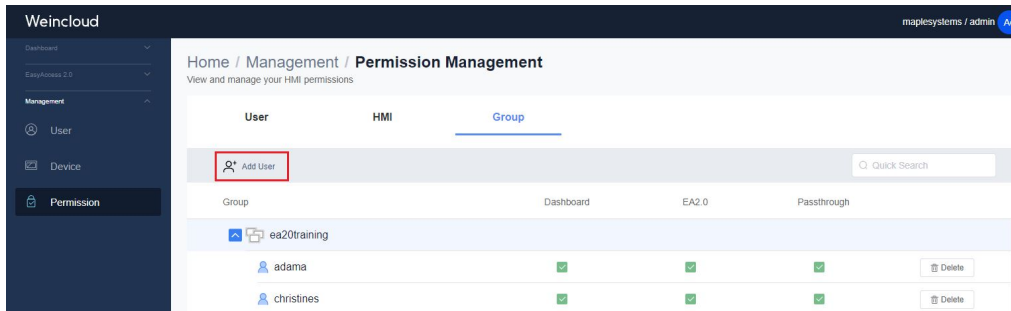
HMI

On the **HMI** tab, the administrator can assign a user to an HMI. Select an HMI from the list and click the **Add User** button to add a user to the selected HMI. As with the HMI, you can choose the permission settings for the user.



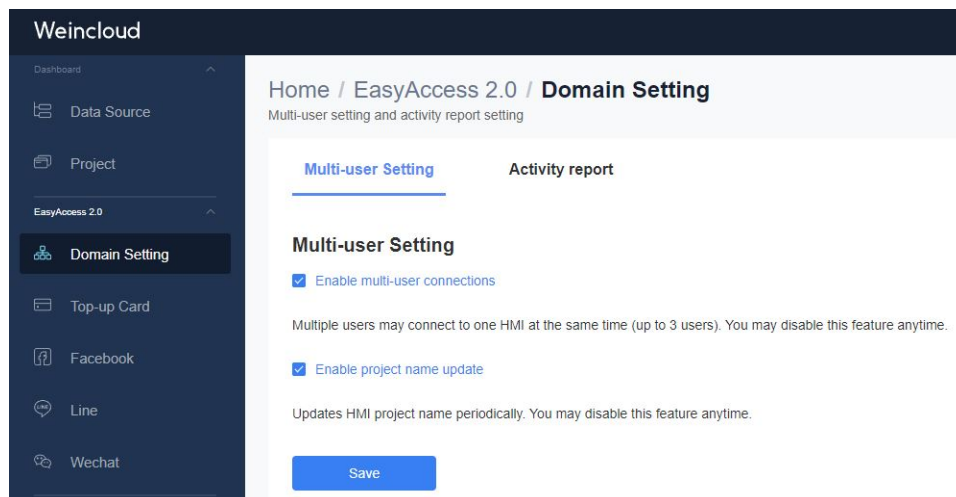
Group

On the **Group** tab, the administrator can assign a user to a group. Select a group from the list and click the **Add User** button to add a user to the selected group. As with the HMI, you can choose the permission settings for the user.



Domain Setting

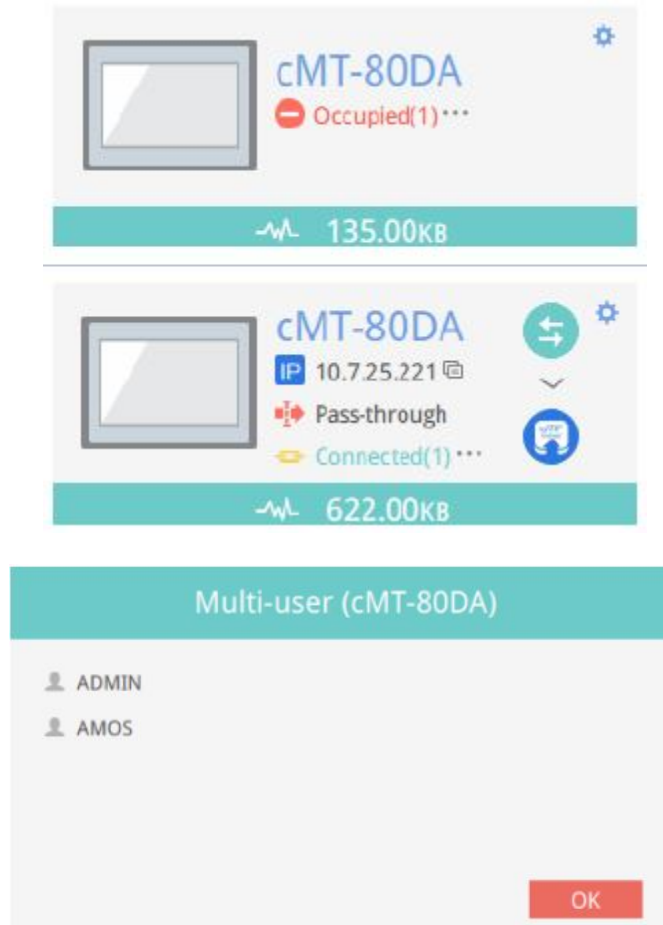
The Domain Setting section allows you to enable multi-user connections, enable project name update, and configure the activity report.



Multi-user Setting

On the **Multi-user Setting** tab, you can enable or disable multi-user connections. When enabled, up to three users can connect to a single HMI at the same time, otherwise, only one user can connect at a time.

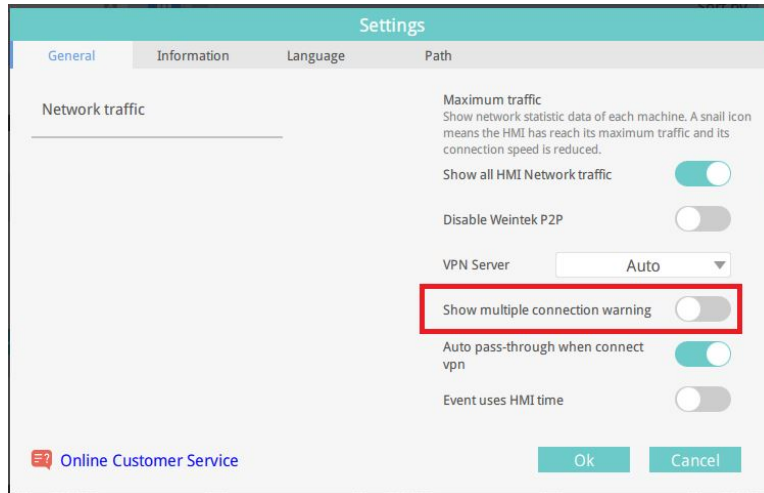
You can check who is connected to an HMI by clicking the Occupied(n) or Connected(n) indicator for the HMI in the EasyAccess 2.0 app.



When connecting to an HMI that has already been connected, a warning message will pop up.

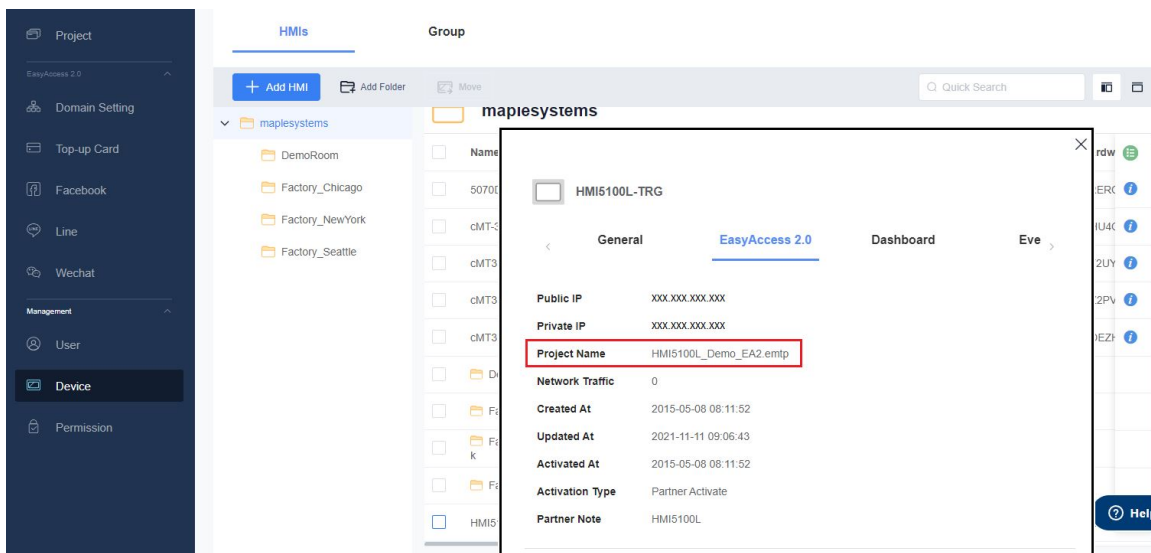


The warning message can be disabled in the EasyAccess 2.0 app Settings window.

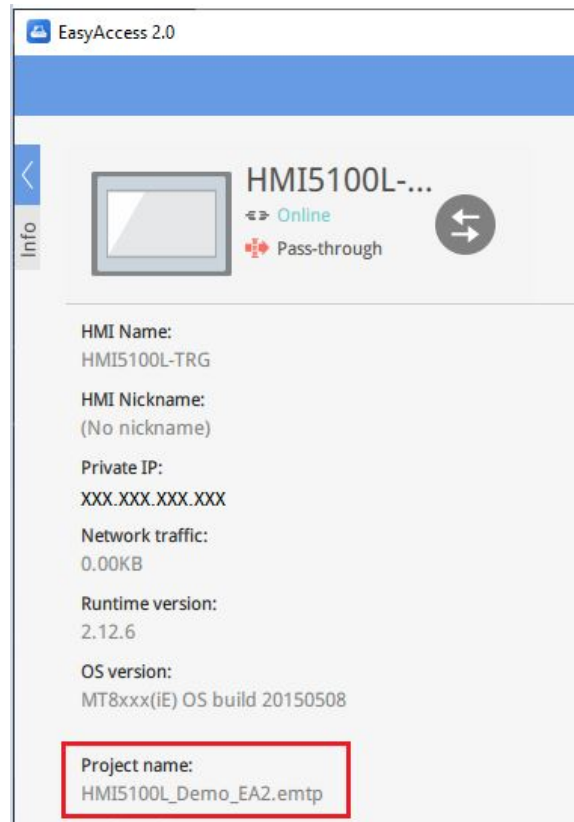


Enable project name update

When **Enable project name update** is checked, the name of the project currently running in the HMI is periodically updated and displayed in the Device Management information window on the EasyAccess 2.0 tab.



The project name also appears in the EasyAccess 2.0 app.



Activity report

Use this option to subscribe to the EasyAccess 2.0 Activity Report. It can be scheduled to email the report daily, weekly, or monthly to the administrator's email address. Other users on the domain can also receive the reports, if desired. The Activity Report contains information such as HMI online/offline status, account login/logout status, etc.

Top-up Card

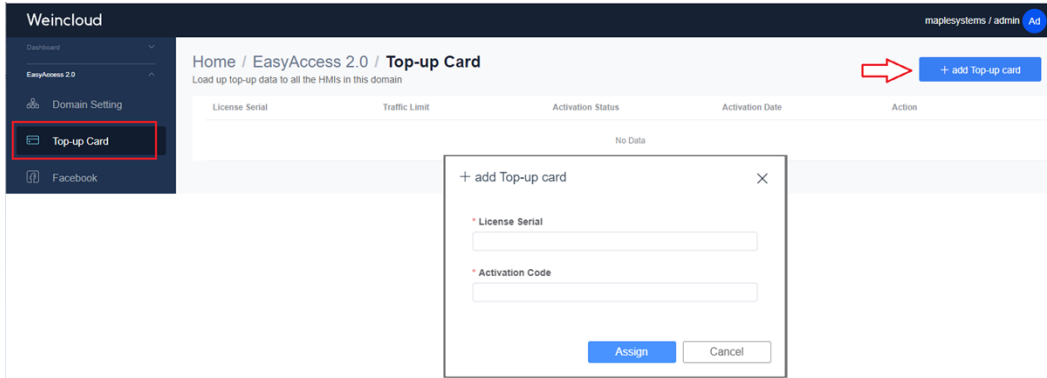
An HMI can use data at a rate of 100 KB/s, up to a total of 1 GB of data per month. After that, the data rate drops to 5 KB/s. This is noticeably slower, as indicated by the “snail” icon in the EasyAccess 2.0 app.



If one or more HMIs regularly exceeds the data limit, a Top-up Card can be purchased to add more data to a Domain. 5 GB or 10 GB of data can be added, which is good for one year. When an HMI reaches its data limit for the month, only then will any available Top-up Data kick in to allow the HMI to continue to use the high-speed data rate.

To load Top-up Data:

1. Purchase a Top-up Card. It will come in electronic form and include a License Serial Number and an Activation Code.
2. Go to the **Top-up Card** section under the **EasyAccess 2.0** menu.



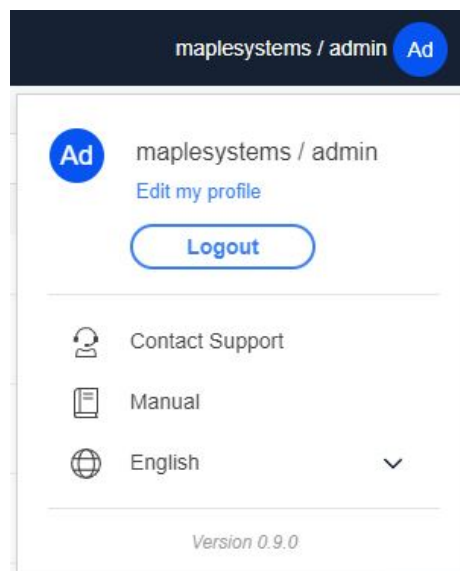
3. Click the **Add Top-up Card** button and enter the License Serial Number and Activation Code to add the Top-up Card to the Domain.
4. Once the information is entered, the Top-up Data will be available to use within a few minutes.

Double-click on any previously added Card to display the current usage and history for the Card. Similar “Domain Traffic Usage” is also visible in the top-left corner of the EasyAccess 2.0 app.

All HMIs in a Domain will have access to the Top-up Data added to the Domain. Adding multiple cards is allowed, and data from the card with the earliest expiration date will be used first.

Admin

Click the admin icon and **Edit my profile** to edit the email address associated with the domain and change the password for logging into the domain. Click **Logout** to log out of the domain.



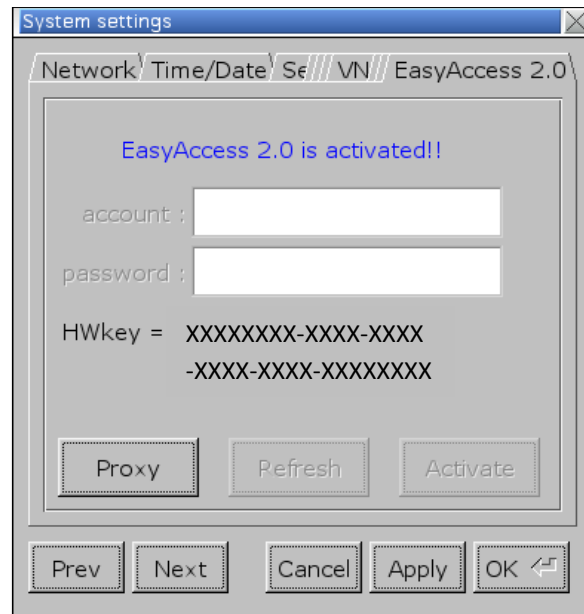
Chapter 5 - Activate an HMI

The HMI needs to have been activated in order to be accessible remotely using EasyAccess 2.0. Check the Activation Status of the HMI from the **EasyAccess 2.0** tab of the **System Settings** pop-up window.

Your HMI may have been activated previously, as is the case for select models from the factory.

The current list of models that are activated and have the EasyAccess 2.0 license include:

HMI5043DL
HMI5070DL
HMI5097DXL
cMT-SVR-102
cMT-SVR-202
cMT3092X
cMT3152X



Activation Status and Hardware Key

If the HMI is not pre-activated, you must purchase an Activation Card from Maple Systems. The HMI can be activated using any one of the following means:

- Go to your Domain web page (<https://weincloud.net/login>) and log in to your Domain account as the Administrator. NOTE: This is the most common method. It allows you to activate and register the HMI to your Domain during the same session.
- Use the PC Activator app that is included with EasyAccess 2.0 (start the PC Activator application on your PC and make sure all HMIs to be activated are already connected to the same local area network). This method automatically reads the Hardware Key from each HMI that needs to be activated.

In each instance, the HMI Hardware key is required. Locate it in the **EasyAccess 2.0** tab of the **System Settings** pop-up window on the HMI, or from System Register LW-11210 (using an ASCII Object of 20 words in length).

With an Activation Card

If you have an Activation Card, you may activate the HMI with the Activation Code printed on the card through your Domain.

1. Log in to your domain



Activation Card

(<https://weincloud.net/login/login>) with your Admin credentials.

2. Click on **Device** under the **Management** menu. On the HMI tab, click **+ Add HMI**. Select the Action Type **Using activation card**, and then enter the Hardware Key and your Activation Code. Click **Submit** to complete the activation.

The screenshot shows a web form for adding a new HMI. The form is titled "Add HMI" and has a close button (X) in the top right corner. It contains several input fields: "Action type" (a dropdown menu set to "Using activation card"), "* Hardware Key" (a text field with a masked value "XXXXXXXX-XXXX-XXXX-XXXX-XXXXXXXX"), "* Activation Code" (four separate text fields, each with a masked value "XXXX"), "Nickname" (a text field with "My HMI"), "Custom Field1" (a text field with "Location: Anywhere USA"), "Custom Field2" (a text field with "Plant A"), and "Custom Field3" (a text field with "HMI 1"). To the right of the form is a dashed box containing two preview images: "Hardware Key" showing a device screen with "HWkey =" and "Activation Code" showing a device screen with a barcode. At the bottom of the form are "Cancel" and "Submit" buttons.

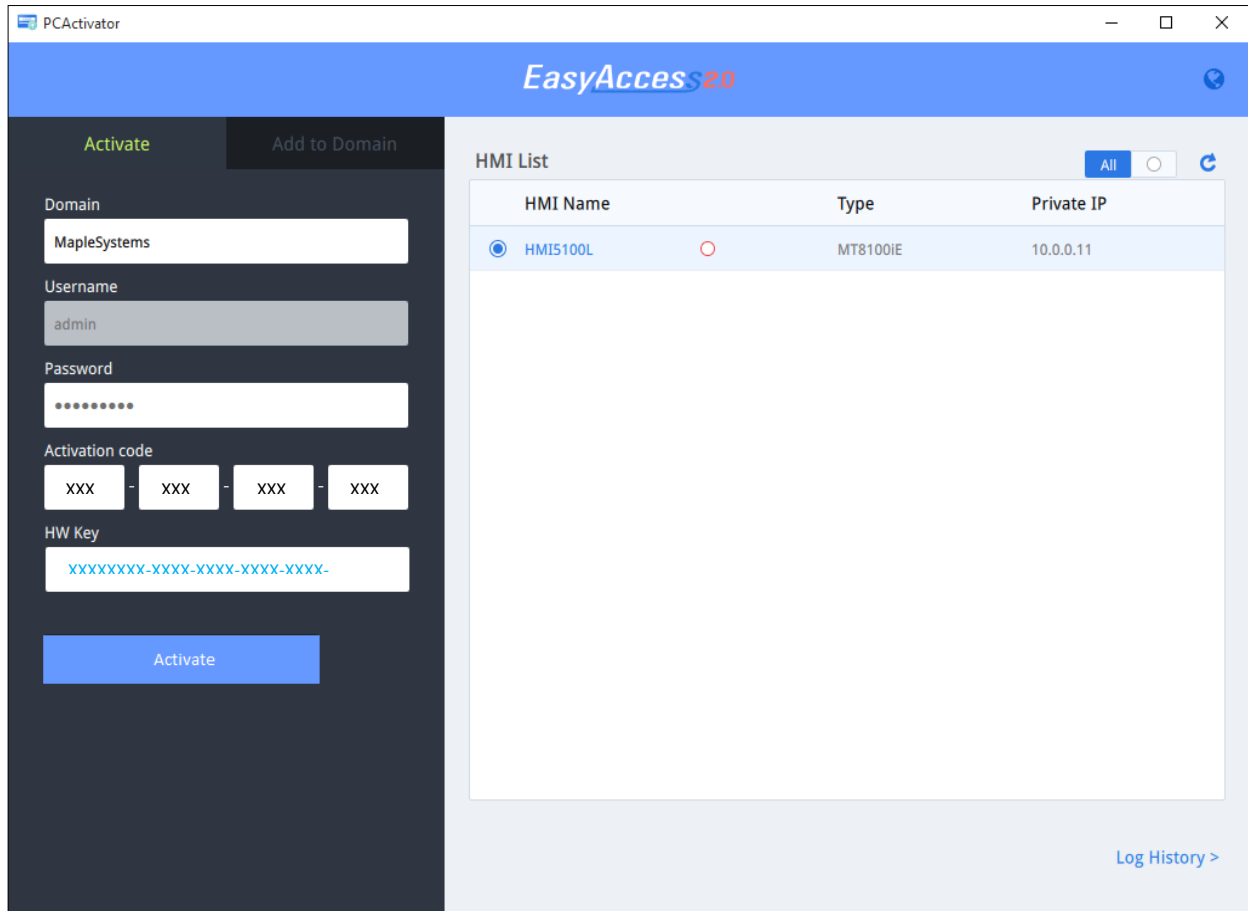
Note: Activation by activation card will also add the HMI to the domain. However, it may be necessary to enable EasyAccess 2.0 in the HMI/cMT Series. See instructions for [Preparing the EasyAccess 2.0 Settings Window](#) in the Appendix.

With an Activation Card on PC Activator

Alternatively, you can use the application "PC Activator" that is installed alongside EasyAccess 2.0:

1. Run PC Activator, then click on the Activate tab.
2. Enter the Domain Administrator's credentials.
3. Enter the Activation Code listed on the Activation Card.
4. From the HMI list, select the device to be activated. The Hardware Key will be loaded into the display field.
5. Depending on the HMI's current activation status, the button below may show "Activate", "Already Activated" or "Not Supported".
6. Click on the "Activate" button to complete activation.
7. See "[Preparing the EasyAccess 2.0 Settings Window](#)" in the Appendix to enable EasyAccess 2.0 in the HMI/cMT.

Note: Support for PC Activator varies among different HMI models and OS versions. See [Chapter 6 – PC Activator](#) for more information.



PC Activator

Trial Activation

A one-time, 30-day free trial activation option is available for each HMI.

1. Visit the EasyAccess 2.0 Domain website (<https://weincloud.net>) and log in to your Domain with your admin credentials.
2. Click on **Device** under the **Management** menu. On the HMI tab, click **+ Add HMI**. Select the Action Type **30-days free trial**, and then enter the Hardware Key of the HMI.
3. See "[Preparing the EasyAccess 2.0 Settings window](#)" in the Appendix to enable EasyAccess 2.0 in the HMI/cMT.

Note: The HMI is permanently bound to the Domain in which the 30-day free trial is activated. It must be activated with an Activation Code before it can be deleted and transferred to another Domain.

Adding an HMI to a Domain using the Session ID/Password

An HMI must belong to a Domain before you can use EasyAccess 2.0 to access it remotely.

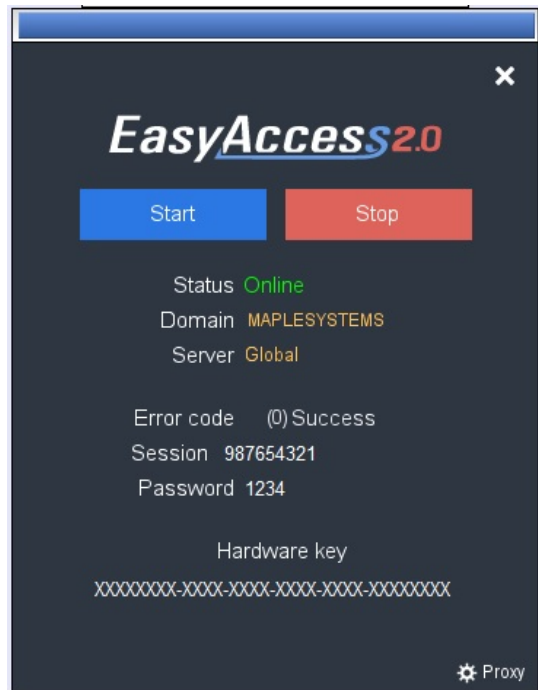
When an HMI is activated using an Activation Card, it is automatically added to the Domain from which it is activated. This can be done by going to the EasyAccess 2.0 Domain website (<https://weincloud.net>) or by using the PC Activator utility.

However, if the HMI has already been activated from the factory, you can add the HMI to a Domain by obtaining a Session ID and Password. (This method is also used when removing or un-registering an activated HMI from one Domain and moving it to a different Domain.) The EasyAccess 2.0 service requires that each HMI belong to only one Domain. Therefore, once an HMI has been added to one Domain, it cannot be added to another one. For an HMI to be transferred to another Domain, it must be removed from its current Domain first, and then registered to another domain using a new Session ID and Password.

How to find the Session ID and Password

A Session ID and Password are generated dynamically on each HMI once it connects to the Global EasyAccess 2.0 VPN servers. If an HMI has already been activated but does not yet belong to a Domain, you can determine the Session ID and Password by connecting the HMI to the Internet and following the steps below:

1. First, create and download an EZwarePlus/EBPro project that displays Session ID/Password (system registers LW-10821 to LW-10827), and allows setting system register LW-10820, the connection control register. See [“Preparing the EasyAccess 2.0 Settings Window”](#) in the Appendix.
2. Allow the HMI to go online and connect to the Global EasyAccess 2.0 VPN servers by writing a 1 to LW-10820 (as configured in the “Start” button on the built-in Window #76, the “EasyAccess 2.0 Settings” window).
3. Once successfully connected, the HMI will display the Session ID and Password.



Add to Domain using Session ID/Password

With the Session ID and Password in hand, go to your Domain webpage (<https://weincloud.net>) and log in as the Administrator. Click the **Device** tab under the **Management** menu and click **+ Add HMI**. Select **Add by Session ID/Password** under Action Type. Enter the Session ID/Password, along with any notes in the Custom Fields, if desired. Then click **Submit**.

Action type

Add by session id/password

*** Session ID**

879628089

*** Password**

1234

Nickname

MyHMI

HMI will have Session ID/password if the HMI does not belong to any Domain

Custom Field1

Location: Anywhere USA

Custom Field2

Plant A

Custom Field3

HMI 1|

Cancel Submit

Connect the HMI to the EasyAccess 2.0 Server

Regardless of how the HMI is added to the Domain, it must be able to connect to the Global EasyAccess 2.0 VPN servers before it will appear in the EasyAccess 2.0 app as “Online”. The easiest way to accomplish this is to create a new project in EBPro and place a Function Key on Window 10 (the default ‘Main’ window) and configure it to show a pop-up window with Window 76: “EasyAccess2.0 Settings”.

Function Key Object's Properties

General Security Shape Label Profile

Comment :

Activate after button is released

Display popup window

Close this popup window when parent window is closed

Style : With title bar

Window no. : 76. EasyAccess 2.0 Setting

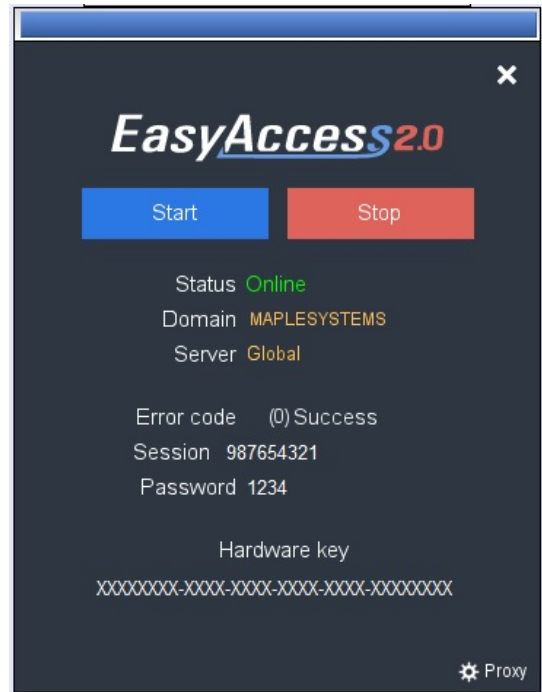
Keyboard input

[Enter]


Make sure the HMI is connected to the Internet through a router and that the Gateway IP address in the HMI matches that configured in the router. Download the project to the HMI and press the Function Key to show the pop-up of Window 76.

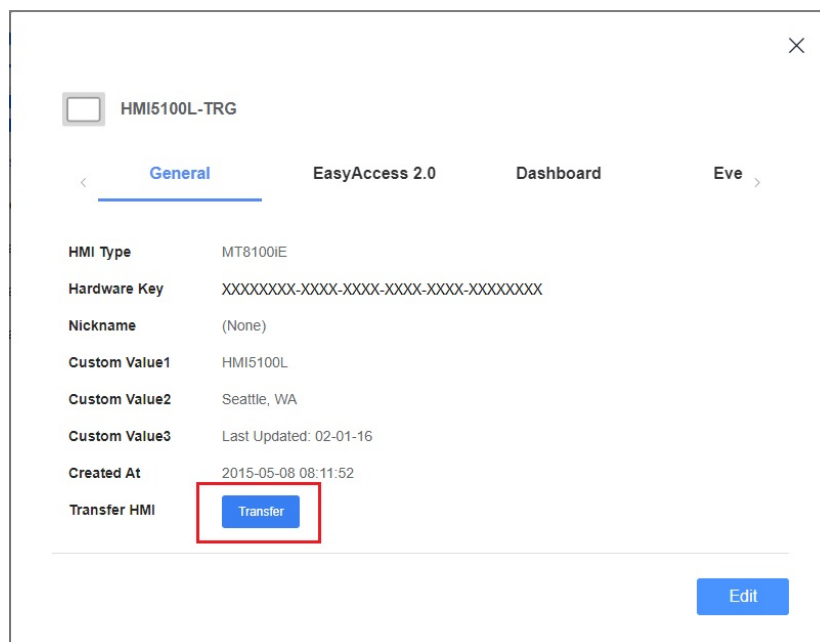
NOTE: For *Dual-Ethernet* model HMIs, use the LAN 1 Ethernet port to allow connections out to the Internet.

Press the Start button to initiate the connection between the HMI and the EasyAccess 2.0 server. This could take up to one minute for the HMI to establish connection and display “Online” in the State field.

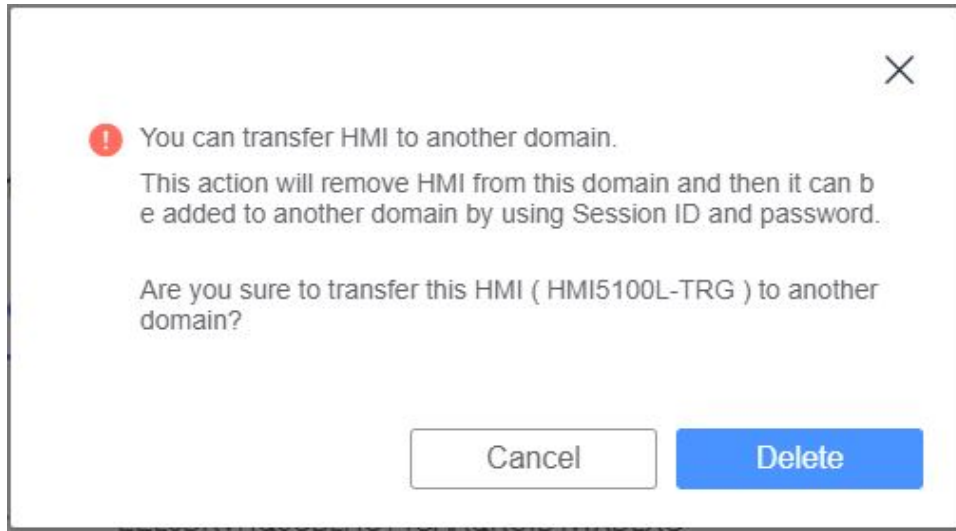


Transfer HMI

To move the HMI to another domain, select the HMI under the **Devices** tab in the domain, click on the info icon  and click **Transfer**.



A confirmation dialog will pop up to confirm that you want to remove the HMI and transfer it to another domain. Click **Delete** to complete the action.



Once the HMI has been removed from the domain, it can be added into another domain using the Session ID and Password.







Chapter 6 - PC Activator

The PC activator allows the user to quickly perform HMI activations which would otherwise have to be done through the web interface. Instead of having to record and type in Hardware Keys for each activation, with PC Activator the user now can quickly search for HMI's that are on the network, check the current activation status, and activate each with an Activation Code. This is especially useful for bulk activation purposes. In addition, PC Activator also lets users add an HMI to a Domain without having access to the Session ID and Password information.

Two main features are supported by the PC Activator:

- HMI activation by Activation Code
- Adding an HMI to a Domain

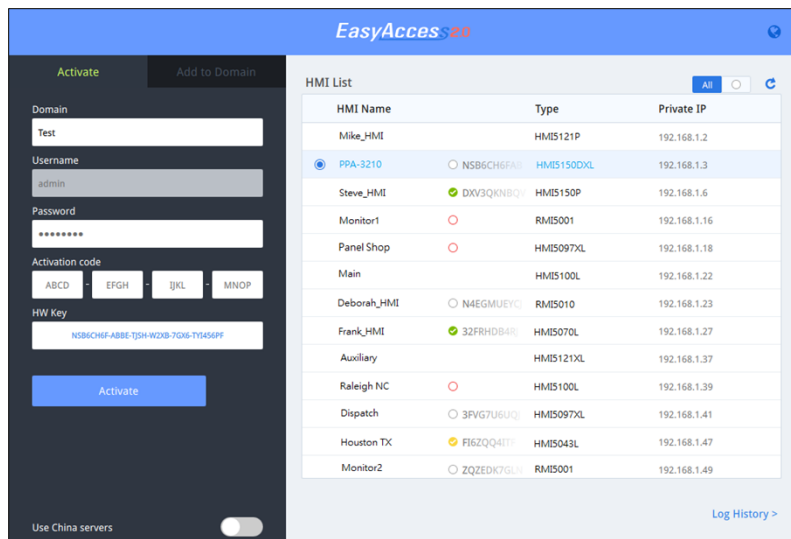
Activation

<p>LOGIN</p> 	<ul style="list-style-type: none"> • Enter the Domain name, password, and activation code • Select an HMI from the HMI list. It is possible to activate HMIs with the  (white circle) icon. The Hardware Key will be retrieved and displayed automatically. <p>List of icons:</p> <ul style="list-style-type: none">  : HMI has been activated and assigned to a Domain.  : HMI has been activated but is not yet assigned to a Domain.  : HMI has not yet been activated. It can be activated using PC Activator.  : HMI OS version does not support PC Activator. An OS upgrade may solve this problem. Contact support@maplesystems.com for more information. No icon: The HMI does not support PC Activator.
<p>Activate</p>	<p>Click the Activate button.</p>


Note: The **Use China Servers** option is not available for Maple Systems HMIs.

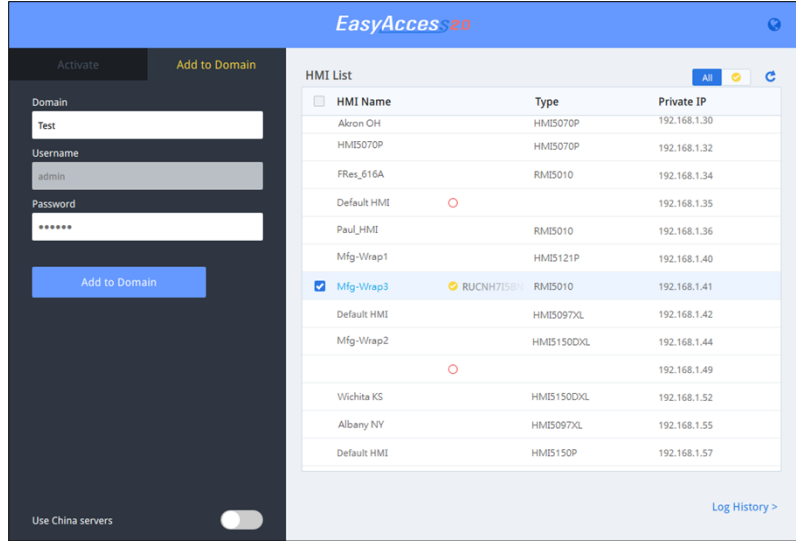
Add to Domain

PC Activator also allows the user to Add an HMI to Domain directly without explicitly having gained access to the Session ID/Password. Simply enter the Domain name and admin password, and then select an HMI that can be added.



HMI Name	Type	Private IP
Mike_HMI	HMI5121P	192.168.1.2
PPA-3210	NSB6CH6FA	HMI5150DXL 192.168.1.3
Steve_HMI	DXV3QKNBQY	HMI5150P 192.168.1.6
Monitor1	RMIS001	192.168.1.16
Panel Shop	RMIS097XL	192.168.1.18
Main	RMIS100L	192.168.1.22
Deborah_HMI	N4EGMUEYQ	RMIS010 192.168.1.23
Frank_HMI	32FRHDB4R	RMIS070L 192.168.1.27
Auxiliary	RMIS121XL	192.168.1.37
Raleigh NC	RMIS100L	192.168.1.39
Dispatch	3PVG7U6UQ	RMIS097XL 192.168.1.41
Houston TX	F16ZQ41T	RMIS043L 192.168.1.47
Monitor2	ZQZEDK7GLN	RMIS001 192.168.1.49

HMIs with a  (yellow checkmark) icon have been activated but not assigned to a domain yet. These can be selected and added to the Domain using PC Activator.



OS Support

HMI OS version with support for PC Activator

Model	Minimum OS Version
HMI5070P	Not supported
HMI5070Pv2	20150603
HMI5121P, HMI5150P	20140701
HMI5070L, HMI5070LB, HMI5070DL, HMI5100L	20150508
HMI5043L, HMI5043LB, HMI5070NLv2	20150527
HMI5097NXL, HMI5097XL, HMI5097DXL	20150603
HMI5120XL, HMI5121XL, HMI5150XL	20150603
RMI5001	20150508
RMI5010/cMT-SVR	20151127
All other models	All versions

Chapter 7 – Using the EasyAccess 2.0 Application

Selecting the Server in EZware Plus/EBPro

Note: Since the Global and China-based services use different VPN servers, it is important that you select the correct option. **Activation Cards from Maple Systems require that you select the Global Server option.**

With an activated HMI that has been registered to a Domain, each Domain User, if granted access, can log in remotely using the EasyAccess 2.0 application.

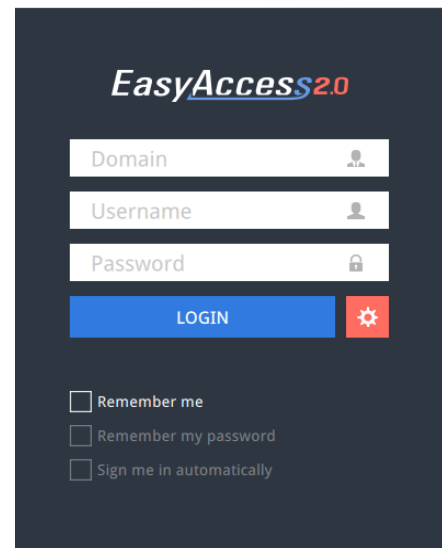
EasyAccess 2.0 PC Client Program

EasyAccess 2.0 is provided as a standalone program that can be installed on any PC. It can be used independently of the EZware Plus/EBPro software suite.

Download the EasyAccess 2.0 installer from Maple Systems [Support Center](#). See [Chapter 2 – EasyAccess 2.0 Installation](#).

Installing Adapters

During the first program run, the software will detect whether necessary network adapters are present. If not, they will be installed automatically. These network adapters allow your PC to connect to the Global EasyAccess 2.0 VPN servers.



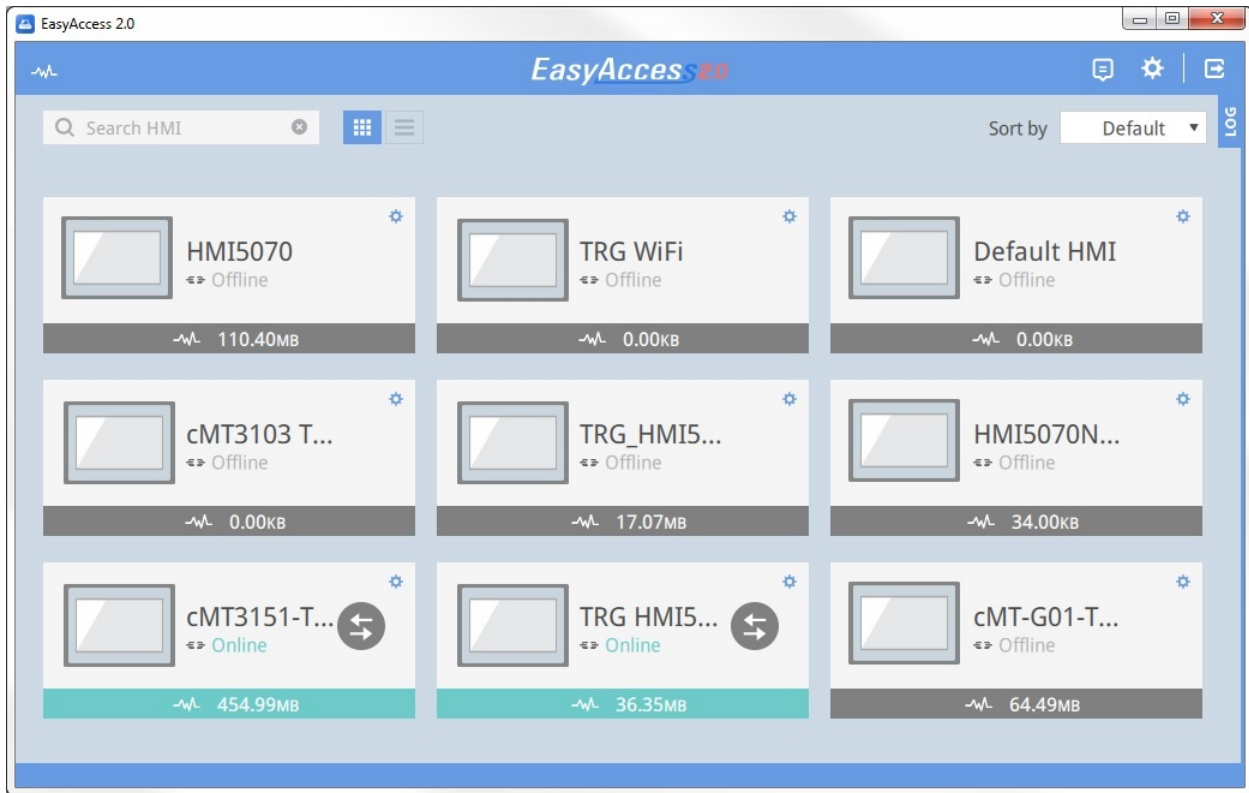
Login to EasyAccess 2.0

Log in

A Domain name, Username, and Password are required to log in to the EasyAccess 2.0 app (see [Chapter 4 – Managing the Domain – User Management](#) for information on adding a new user).

Main Screen

Once successfully logged in, the main screen will show all HMIs available for the User to access, along with their status (online/offline). HMIs that are online will have a Connect button and a Settings button. The PC version of the EasyAccess 2.0 app can be used to allow you to connect to up to 10 HMIs (vs. 3 for the mobile app). Once a User connects to an HMI, the HMI becomes “occupied”. While occupied, other Users will not be able to connect to it until the current connection has been terminated unless the multi-user connections option has been enabled in the domain settings.



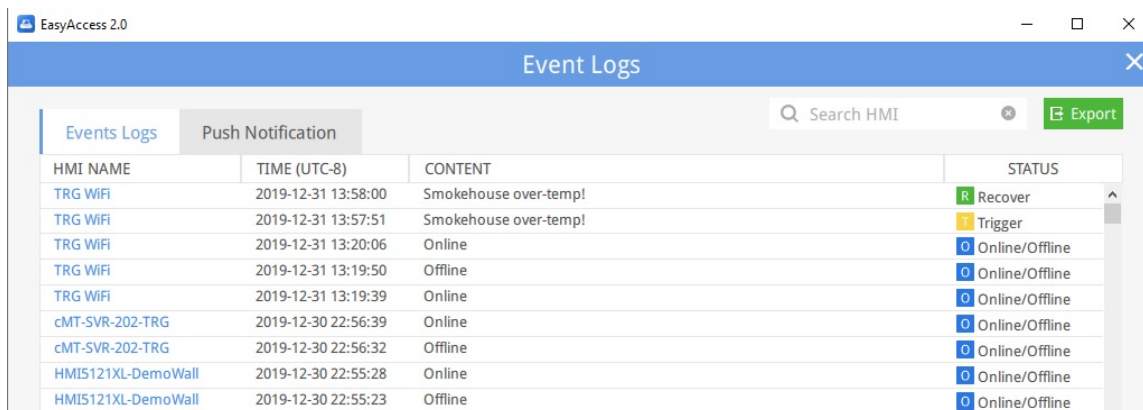
EasyAccess 2.0 Main Screen

Functions of icons shown on the Main screen:

Icon	Function
	HMI search filter
	Tile View/List View
	Event Logs/Push Notifications
	Settings
	Log out current user
	Display activity logs (All, VPN, Authentication, UAC, GUI)
	Sort HMIs (Online, Recent, Events, Default)

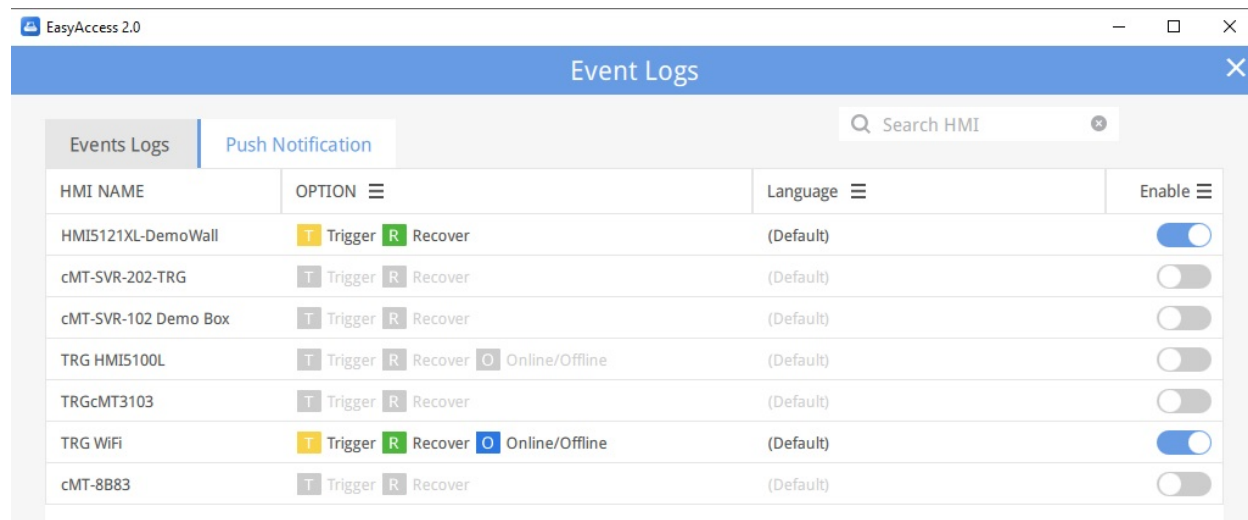
Event Logs/Push Notification

The Event Logs display a list of events (e.g., “HMI Online”, “HMI Offline”, etc.), as well as any alarms (configured with the Push Notifications feature) for HMIs assigned to the currently logged in user.



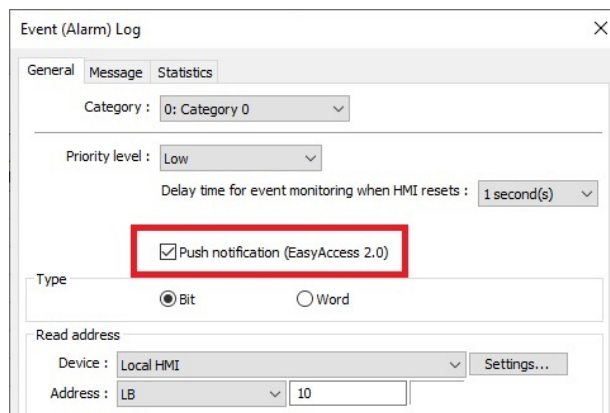
HMI NAME	TIME (UTC-8)	CONTENT	STATUS
TRG WiFi	2019-12-31 13:58:00	Smokehouse over-temp!	Recover
TRG WiFi	2019-12-31 13:57:51	Smokehouse over-temp!	Trigger
TRG WiFi	2019-12-31 13:20:06	Online	Online/Offline
TRG WiFi	2019-12-31 13:19:50	Offline	Online/Offline
TRG WiFi	2019-12-31 13:19:39	Online	Online/Offline
cMT-SVR-202-TRG	2019-12-30 22:56:39	Online	Online/Offline
cMT-SVR-202-TRG	2019-12-30 22:56:32	Offline	Online/Offline
HMI5121XL-DemoWall	2019-12-30 22:55:28	Online	Online/Offline
HMI5121XL-DemoWall	2019-12-30 22:55:23	Offline	Online/Offline

The Push Notification tab allows you to Enable/Disable push notifications for an HMI. Options include Trigger (when an event is triggered), Recover (when an event returns to normal), and Online/Offline.



HMI NAME	OPTION	Language	Enable
HMI5121XL-DemoWall	Trigger Recover	(Default)	<input checked="" type="checkbox"/>
cMT-SVR-202-TRG	Trigger Recover	(Default)	<input type="checkbox"/>
cMT-SVR-102 Demo Box	Trigger Recover	(Default)	<input type="checkbox"/>
TRG HMI5100L	Trigger Recover Online/Offline	(Default)	<input type="checkbox"/>
TRGcMT3103	Trigger Recover	(Default)	<input type="checkbox"/>
TRG WiFi	Trigger Recover Online/Offline	(Default)	<input checked="" type="checkbox"/>
cMT-8B83	Trigger Recover	(Default)	<input type="checkbox"/>

Events must be configured in the HMI project (in EBPro) before they can be shown in Push Notifications. Open the Event (Alarm) Log in EBPro, open the Settings for the individual Event/Alarm, and select **Push Notification (EasyAccess 2.0)** to enable this feature.



Event (Alarm) Log

General Message Statistics

Category : 0; Category 0

Priority level : Low

Delay time for event monitoring when HMI resets : 1 second(s)

Push notification (EasyAccess 2.0)

Type

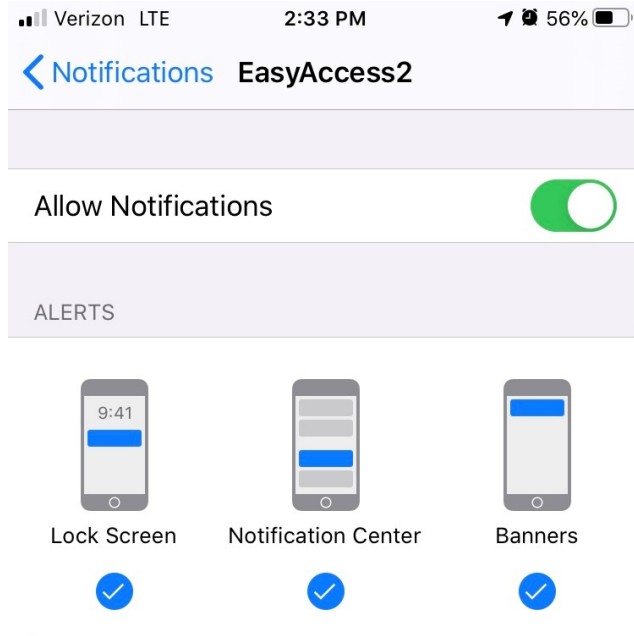
Bit Word

Read address

Device : Local HMI

Address : LB 10

When an alarm is triggered with Push Notification enabled, a notification is sent to the mobile device associated with the User Account, if applicable. You must enable notifications for EasyAccess 2.0 on the mobile device to receive these.



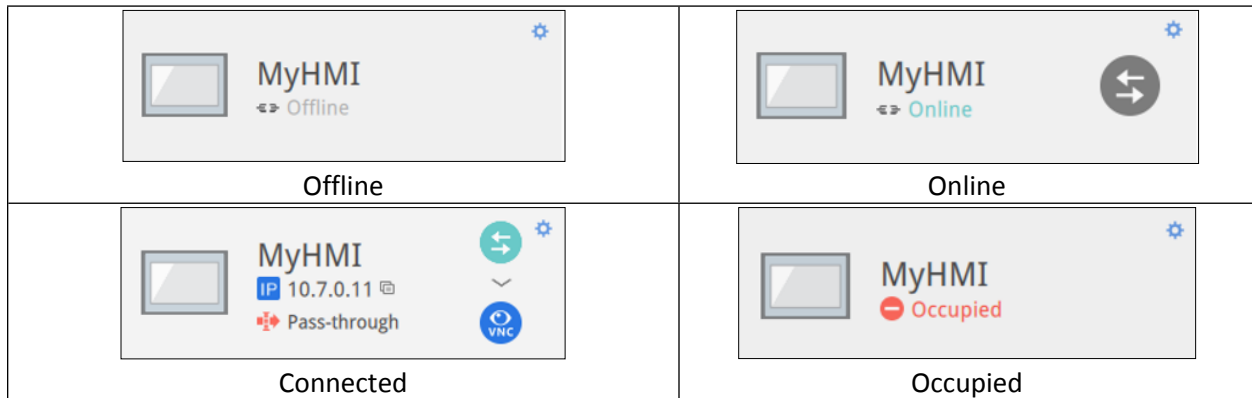
Settings 

Tab	Description
General » Network traffic	Enable/Disable traffic display under the HMI
Information	Software version
Language	Select the language: English, French, Italian, Spanish, Russian, Simplified Chinese, Traditional Chinese, Korean, German, Japanese, and Polish.
Path » Executable	<p>Select executable (*.exe) path for VNC Viewer, HMI Viewer, and cMT Viewer, used to launch the viewers when connections are established.</p> <p>VNC executable path Location of the .exe executable of the VNC viewer. VNC viewer software must be installed separately.</p> <p>Some examples of popular, free VNC viewer programs include: <i>Real VNC</i>, <i>TightVNC</i>, and <i>Veyon</i>. (These are Third-Party Software Programs; Maple Systems does not provide support for any Third-Party Software.)</p> <p>HMI Viewer path Location of the GUI (gui_e30.exe).</p> <p>cMT Viewer path Location of the cMT Viewer, for use with the cMT Series.</p> <div data-bbox="885 1524 1427 1894" data-label="Image"> </div>

Note: Occasionally, you may need to update the GUI (gui_e30.exe) component used by EasyAccess 2.0. This executable is required to run HMI Viewer. A copy of GUI and cMT Viewer that are current (as of the date of the EasyAccess 2.0 release you downloaded) are included in the installation. An update of the GUI component may be required after the programming environment of the HMI has been updated; in this case, you can obtain the latest version of the GUI executable by updating your copy of EBPro on your PC.

HMI States and Access Setting

The HMI can be in any one of the following states at a time: Offline, Online, Connected, or Occupied.



Note: The Domain Administrator can force someone to disconnect from an HMI should it become necessary. Log in to the EasyAccess 2.0 app using the ‘admin’ credentials. Click on the red circle in front of “Occupied” and click ‘confirm’ to forcefully disconnect the current user.

The functions of the icons as seen in EasyAccess 2.0:

Icon	Function
	HMI name (the HMI name is set in the System Settings on the HMI)
	Virtual IP address assigned to the HMI. Click the button to the right of the IP Address to copy it
	Click this button to enter a Pass-through IP address for a connected controller or PLC. Up to 6 Pa configured at any one time.
	Connect to the HMI
	Disconnect from the HMI
	Access the HMI with VNC viewer (installed separately). ¹
	Access the HMI with HMI Viewer ²



Access cMT Series devices with cMT Viewer³

Enter access setting of the HMI, which allows selecting either VNC Viewer or HMI Viewer.

To use VNC Viewer, set executable path in Settings page.

To use HMI Viewer, set executable path in Settings page.

Select how project data (project upload and history upload) should be handled.



HMI5100L-TRG

Events | Access setting

Use VNC viewer Use an existing project file

Use HMI viewer Always upload project

Upload history

Password in FTP URL Password

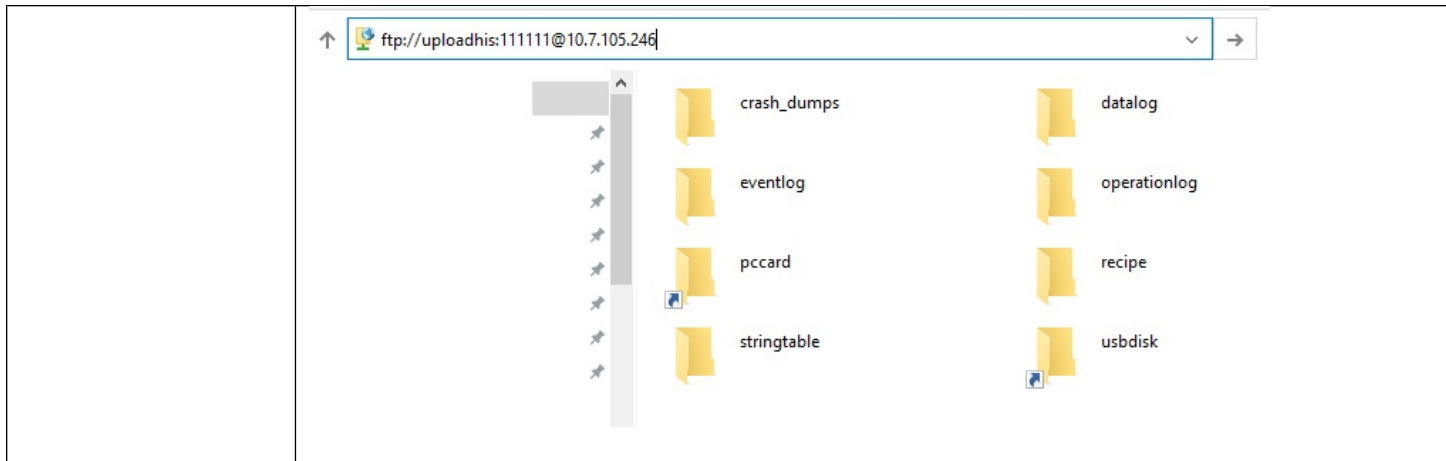
Ok

Password in FTP URL

Maple System HMIs have a built-in FTP server that allows access to files stored in the HMI internal memory, connected USB drives or SD cards. Enter the FTP password in the password field (default: 11111) next to **Password in FTP URL**.

Password in FTP URL

On your PC, open File Explorer and past the FTP URL into the URL field, then press Enter on the FTP server.

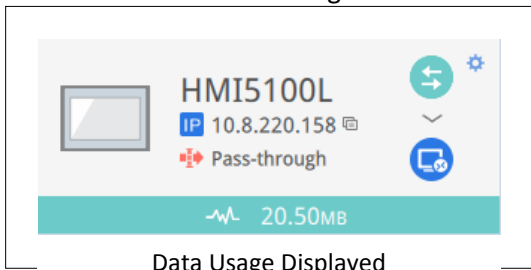


NOTES:

1. Must have a VNC viewer software program installed separately. Make sure the VNC Server function is enabled on the HMI.
2. HMI Viewer can only be used with an Advanced HMI.
3. cMT Viewer can only be used with a cMT Series device.


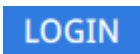



Display Data Usage

The HMI's total data usage to date for the current month will be displayed.



Chapter 8 - Connect to the HMI using EasyAccess 2.0 on a PC

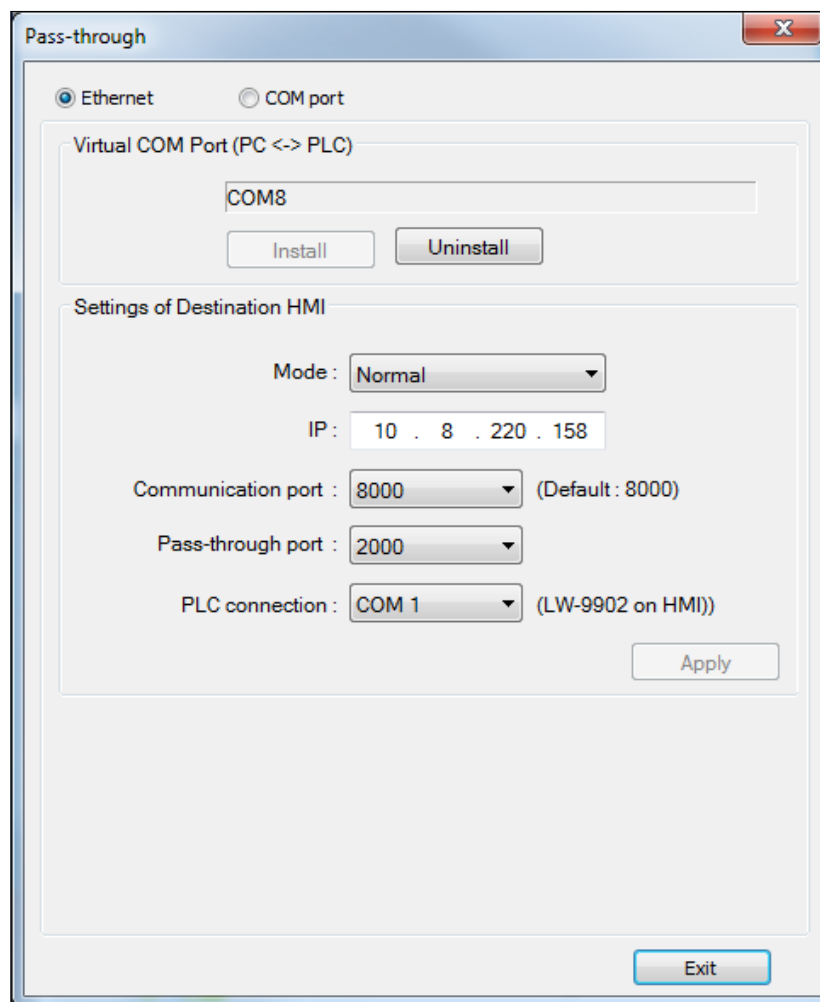
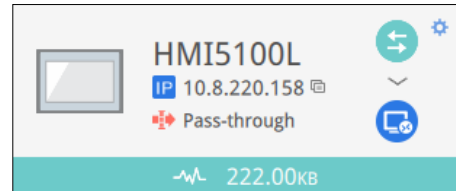
Step-by-step instructions for establishing an EasyAccess 2.0 connection to an HMI.

	1. Launch EasyAccess 2.0.
	2. Enter the Domain Name, Username, and Password, and then click Login .
	3. Once logged in, the program will list HMIs assigned to each user along with the HMI's current status.
	4. Click on the Connect button to establish a connection to an HMI that is "online". Once connected, the virtual IP address will be displayed. It is now possible to connect directly to the HMI via such networking protocols as VNC, HMI Viewer, or FTP. You can also download or upload a project from an HMI remotely given its Virtual IP address.
	5. When finished, click on the Disconnect button to terminate the session.

Chapter 9 - Pass-through with EasyAccess 2.0

Pass-Through Serial Connection between an HMI and a PLC

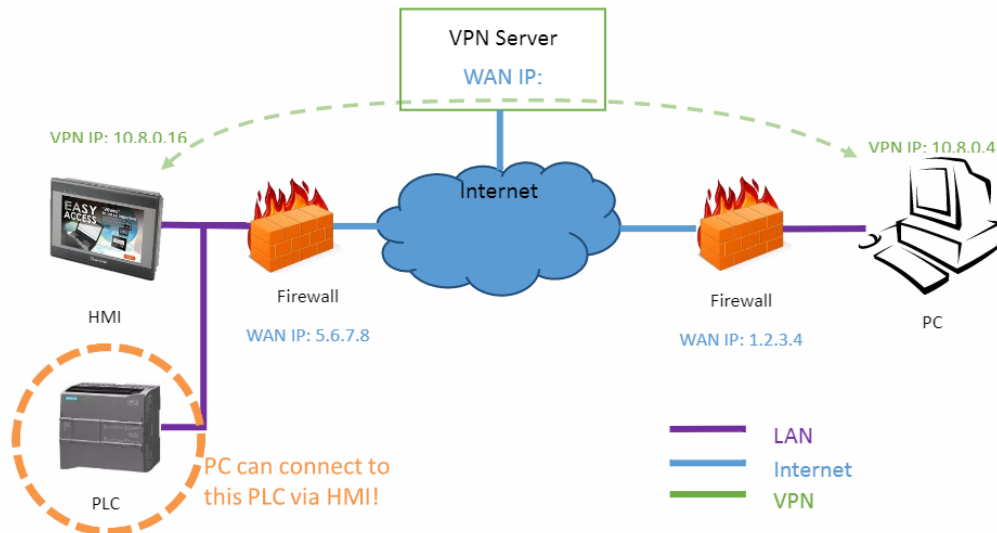
Remote Pass-through is made possible with EasyAccess 2.0. It is done with the Pass-through application in *Utility Manager* (installed automatically alongside EBPro). Simply enter the HMI's Virtual IP address (obtained using the EasyAccess 2.0 app) in the Pass-through application, as shown in the following figure. The remaining steps are the same as when performing Local Pass-Through. In doing remote Pass-Through, additional port settings and modifications are not required.



Pass-Through Settings as seen in the Utility Manager

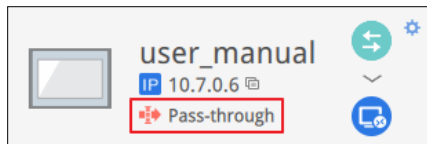
Pass-Through Ethernet Connection between an HMI and a PLC

EasyAccess 2.0 not only makes possible direct connection to a Maple Systems HMI, but also provides Pass-Through functionality that enables the user to connect to the PLC on the remote HMI's network. Consider an EasyAccess 2.0 network, as shown below, where a PLC is within the same LAN network as the HMI. Here, the PC, by first establishing an EasyAccess 2.0 connection to the HMI, may use the HMI as the relay to connect to the PLC as well.

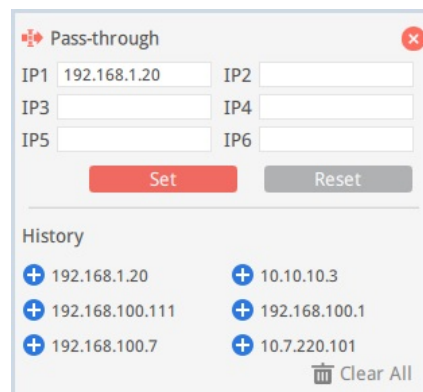


How to setup Pass-Through to a PLC

1. From the HMI list in the EasyAccess 2.0 app, click on the “Pass-through” icon which appears below the IP address (while connected to the HMI).

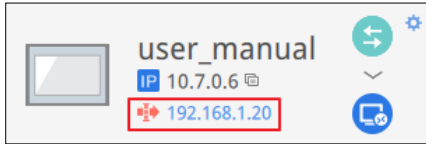


2. Enter the IP address up to six PLCs using
3. Once connected, the user may now programming remotely in this



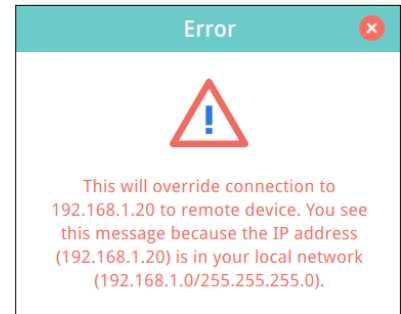
of the target PLC. You can connect with Pass-through.

IP address of the PLC will be shown. launch the designated PLC software and connect to the PLC fashion.



If the remote PLC and the

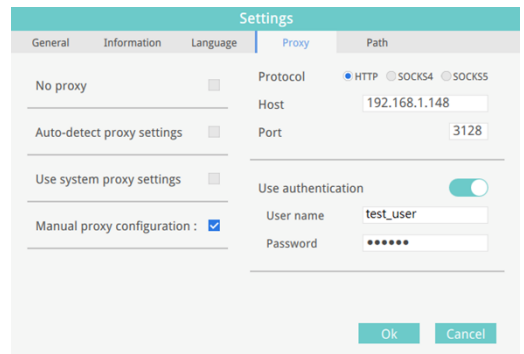
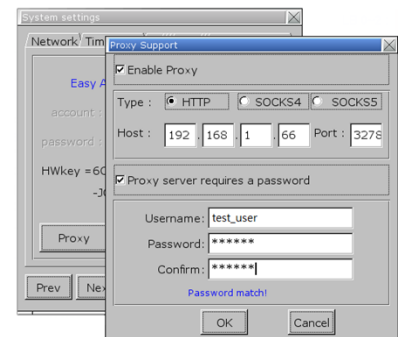
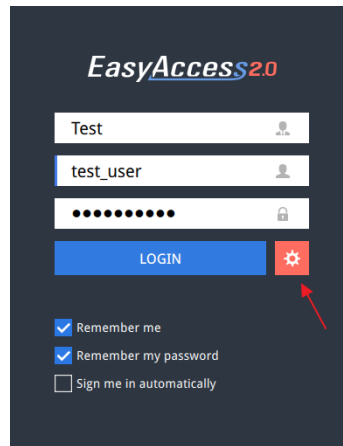
local computer have the same private IP address range, a warning will appear, indicating that subsequent connections to the PLC's IP address will be directed to the remote device instead of the local device (if there are any).



Chapter 10 - Proxy Server

A proxy server acts as an intermediary between clients and servers. In some network infrastructures, especially in large scale networks, proxy servers are used to provide additional ensure security, administrative control, and efficiency in the network. To establish a connection with EasyAccess 2.0 through a proxy, requires additional configuration in EasyAccess 2.0 and in the HMI project.

Proxy settings that apply to the PC's EasyAccess 2.0 app are similar to those that will apply to the remote HMI. On the PC, the proxy settings window can be called from the settings button of the login screen. On the HMI, it is found in the [EasyAccess 2 tab] of the System Settings. Enter the Proxy Type, Host



Address, Port Number and Login Credentials obtained from the network administrator.

Proxy-related System Tags

The following table lists the system tags reserved for EasyAccess 2.0 proxy settings:

LW-11170 (16bit)	Proxy Disable/Enable (0: disable, 1: enable)
LW-11171 (16bit)	Proxy Type (0: HTTP, 1: SOCKSv4, 2: SOCKSv5)
LW-11172 (16bit)	Proxy Server IP0
LW-11173 (16bit)	Proxy Server IP1
LW-11174 (16bit)	Proxy Server IP2
LW-11175 (16bit)	Proxy Server IP3
LW-11176 (16bit)	Proxy Server Port
LW-11177 (16bit)	Proxy authentication (0: disable, 1: enable)

LW-11178 (16bit)	Proxy username
LW-11194 (16 words)	Proxy password



Chapter 11 - EasyAccess 2.0 on Android

EasyAccess 2.0 is available for Android devices. With EasyAccess 2.0, users can easily use VNC or cMT Viewer to access a remote HMI. Even though the user-interface and available options on an Android device may be slightly different from that of a PC, the connection steps are just as simple and straightforward.


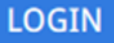




NOTE: EasyAccess 2.0 on Android requires Android version 4.1.2 or later.

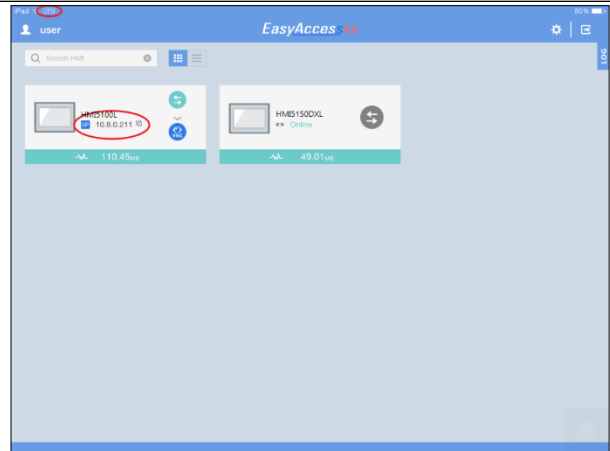
App Download

In addition to the main app, EasyAccess 2.0, the *OpenVPN Connector* application is required. Please download the apps (both are free) from the Google Play store and install them on your smartphone.

Icon	App Name	App Provider
	EasyAccess 2.0	Weintek Labs, Inc.
	EasyAccess 2.0 OVPN Connector	Weintek Labs, Inc.

Step-by-step Connection Guide

	1. Launch the EasyAccess 2.0 app
	2. Enter the Domain Name, Username and Password, and then click [Login].
	3. Once logged in, the program will list User HMIs and current status information for each HMI assigned to the User.
	4. Click on the connect button to establish a connection to an online HMI.
	5. Once connected, the virtual IP address will be displayed. The top status bar will also display a VPN icon. It is now possible to connect directly to the remote HMI using VNC software (installed separately) or using cMT Viewer.
	6. When finished, return to the EasyAccess 2.0 app and click on the Disconnect button to terminate the session.





Chapter 12 - EasyAccess 2.0 on iPad/iPhone

EasyAccess 2.0 is available on iOS for iPad and iPhone users too. With EasyAccess 2.0, users can easily use a VNC client or cMT Viewer to access remote HMIs. However, due to iOS app restrictions, the connection steps vary slightly from those of a PC.





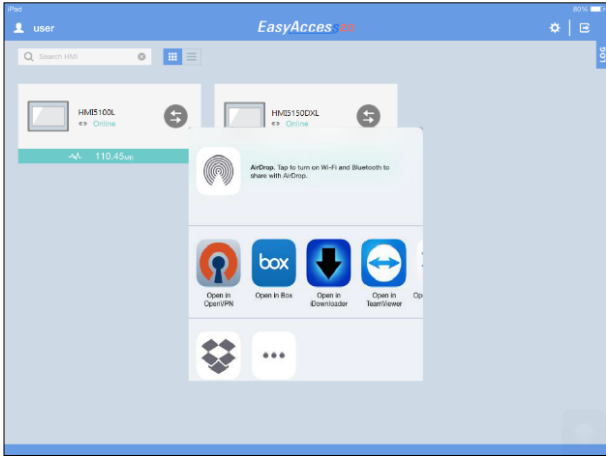
NOTE: EasyAccess 2.0 on iPad/iPhone requires iOS version 7.0 or later.


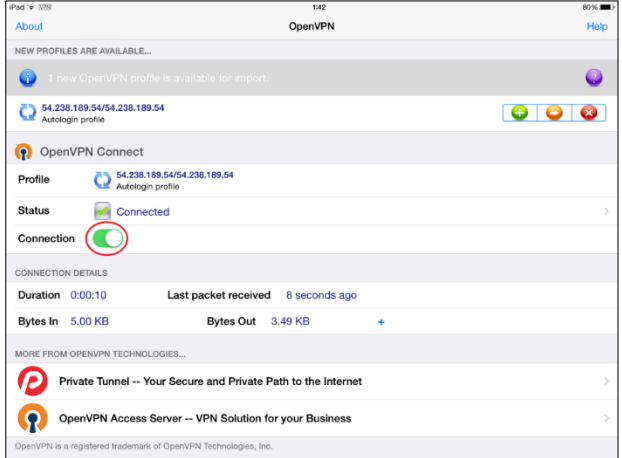

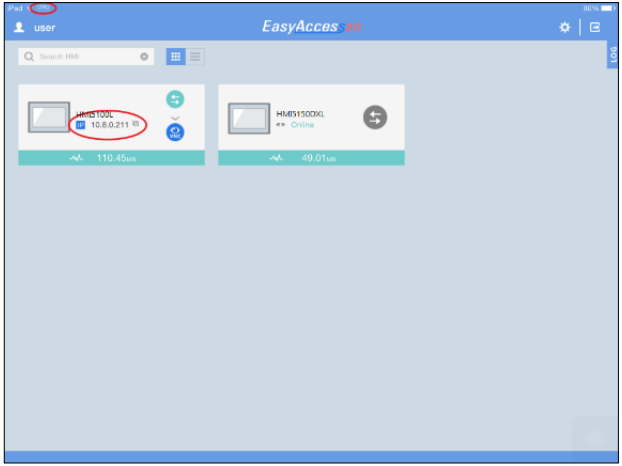

Download from the Apple App store

In addition to the main app, EasyAccess 2.0, the *OpenVPN Connect* app is required. Please download these apps from the Apple App store and install them.

Icon	App Name	App Provider
	EasyAccess 2.0	Weintek Labs, Inc
	OpenVPN Connect	OpenVPN Technologies

Step-by-step Connection Guide

	1. Launch EasyAccess 2.0 app.
	2. Enter the Domain Name, Username, and Password, and then click [Login].
	3. 3. Once logged in, the program will list User HMIs and current status information for each HMI assigned to the User.
	<p>4. Click on the Connect button to establish a connection to an online HMI. The dialogue will pop up as shown in the screenshot (at right) with Action options. Select “Open in OpenVPN.”</p> 

	<p>5. From the OpenVPN app, add a Login Profile, and toggle the Connection button to initiate a connection.</p>	
	<p>6. Once connected, return to the EasyAccess 2.0 app and look for a Virtual IP address, which will be displayed next to the HMI. The top status bar will also display a VPN icon. It is now possible to connect directly to the remote HMI by using a VNC client or cMT Viewer.</p>	
	<p>7. When finished, click on the Disconnect button to terminate the session.</p>	

Chapter 13 - Frequently Asked Questions

Q: My HMI has broken down and I am sending back my machine back for repair. Can I use my old EasyAccess 2.0 license on my replacement HMI?

A: This depends upon the extent of the repair. Please notify our customer service department that the HMI sent in for repair has an EasyAccess 2.0 license when receiving an RMA#.

Q: I cannot activate while using PC Activator. The 'Hardware Key' text field is showing "Not Supported."

A: Please check the HMI's OS version and refer to the [PC Activator – OS Support](#) section.

Q: I do not see the EasyAccess 2.0 tab on the HMI.

A: Please check the HMI's OS version and refer to the [References – Model and OS Support](#) section.

Q: On the EasyAccess 2.0 tab, it says "Connection to the server failed?" in red.

A: This means that the HMI cannot connect to the internet with the current network configuration. Please make sure that Internet access is available to the HMI. Double-check the IP address, Gateway, and DNS address settings applied to the HMI under System Settings.

If the HMI has an OS version prior to 20140814, you might see this message too. This indicates that the security certificate on the HMI has expired and cannot work with the EasyAccess 2.0 server. To use EasyAccess 2.0 again, you must update the certificate manually. The update procedure is as follows:

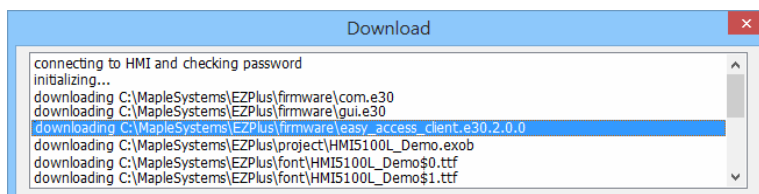
1. Using the latest version of EBPro, download a project with the EasyAccess 2.0 Settings window (or any project which allows LW-10820 to be set to '1') onto the HMI. While downloading, make sure the 'EasyAccess 2.0' option is checked (applies to some models).
2. On the HMI, click the "Start" button (or set LW-10820 to '1'); the security certificate update will begin.
3. Check the activation status again in the system information page.

Q: I notice that the Virtual IP address assigned to the HMI changes between sessions sometimes. Is this normal?

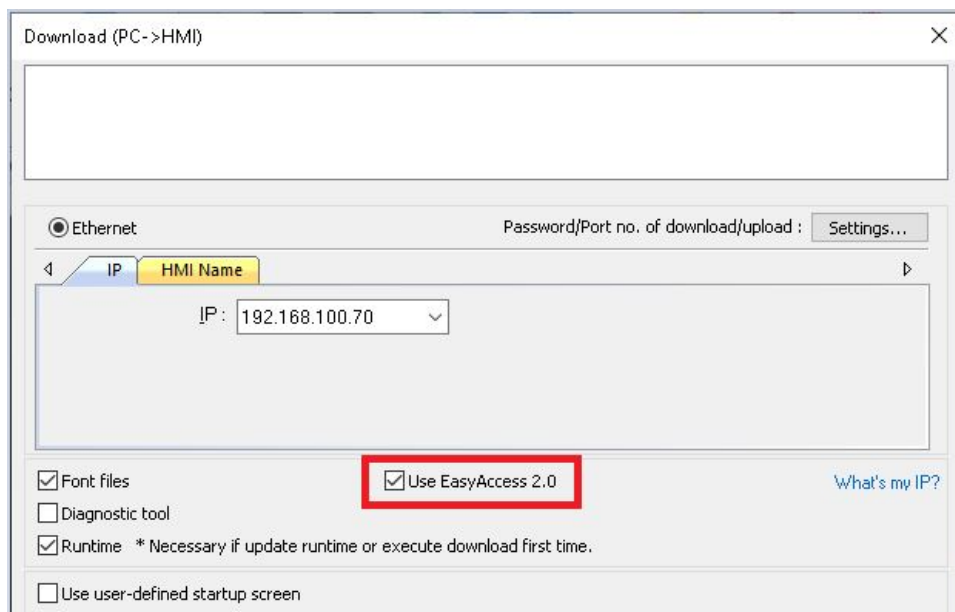
A: Yes, it is perfectly normal. EasyAccess 2.0 connections are established on demand, consequently the VPN (Virtual) IP address may change. On PC or Android devices, any IP address starting with “10.8.” denotes a connection made in point-to-point (P2P) mode as opposed to VPN mode. In general, P2P mode allows higher data rate than VPN does. The program will automatically determine the best mode to use based on current network conditions.

Q: When I try to connect to EasyAccess 2.0 by writing a value of ‘1’ to LW-10820, nothing happens.

A: Please make sure that the EasyAccess 2.0 client program has been downloaded to the HMI (applies to some models). It should have been downloaded to the HMI during project download. If not, check the version of EBPro being used. Also, look for a file called “easy_access_client.e30” in the firmware folder. While the project is downloading you should see this file listed, as seen in the screenshot below:



Note: Some models require selecting the EasyAccess 2.0 client in the download window, others do not.



Q: I've just updated my OS to the latest release, but my Activation has disappeared. Do I have to re-activate the HMI?

A: From the EasyAccess 2.0 tab, click on the [Refresh] button. EasyAccess 2.0 will be re-activated if the same HMI had been activated previously.

Q: I'm using Windows 8 (or Windows 10) and the SmartScreen warns me that running this software may put my PC at risk. Should I be concerned?

A: If you obtained EasyAccess 2.0 from Maple Systems website (<https://www.maplesystems.com>), you can rest assured that the software is safe. Proceed by clicking on "More info", and then click "Run Anyway" to continue.

Chapter 14 - References

System Restrictions

Restriction	Description
Data Rate and Usage Limit	Data rate at 100 kB/s for the first 1GB and throttled to 5 kB/s after hitting this threshold. Usage count restarts on the 1st day of each calendar month. (Use a Top-up Card to restore full data rates.)
# of Domains in which an HMI can be registered	No more than 1
# of Users that can simultaneously connect to an HMI remotely using EasyAccess 2.0	3 Users. See also: " Occupied " status section in Appendix.
# of HMIs a User can connect to at a time	Unrestricted
Service Port	HTTPS port (443)
Ethernet-Ethernet Pass-through IP Addresses	6 IP addresses

Model and OS Support

HMI OS versions that support EasyAccess 2.0

Model	Minimum OS version
HMI5070P	20140624
HMI5070Pv2	All versions
HMI5121P, HMI5150P *	20140701
HMI5070L, HMI5070LB, HMI5070DL, HMI5100L	20140626
HMI5043L, HMI5043LB, HMI5070NLv2	20140624
HMI5097NXL, HMI5097XL, HMI5097DXL	All versions
HMI5121XL, HMI5150XL	20140624
RMI5001	20140815
RMI5010/cMT-SVR	20140715
All other models	All versions

* EasyAccess 2.0 is not available for HMI5121P and HMI5150P models shipped prior to June 2012.

Appendix

Terminology

(Online Status) Online:

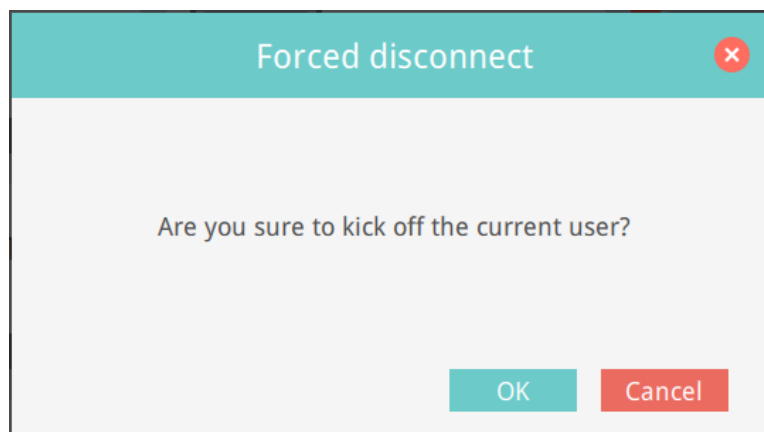
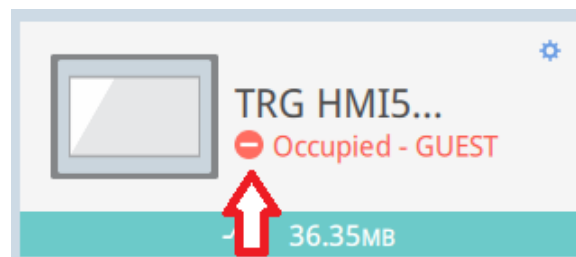
When an HMI goes *online*, it continuously sends information to the VPN authentication server and lets all EasyAccess 2.0 clients know it is ready for a connection. In this state, there are no established connections between the HMI and any EasyAccess 2.0 client.

(Online Status) Occupied:

When an EasyAccess 2.0 client connects to the HMI, then the HMI is *occupied* and no other EasyAccess 2.0 client can connect to it until this session has been terminated (unless the multi-user connections has been enabled).

NOTE: It is possible for the Administrator of the Domain to force a client to disconnect from an HMI. For example, if someone forgets to disconnect their EasyAccess 2.0 client from the HMI:

Log in to the EasyAccess 2.0 app using the Administrator’s credentials; click on the red circle in front of the word “Occupied”; then click “OK” to confirm the force-disconnect.



EBPro System Tags

A number of system tags are added to EBPro for exclusive use by EasyAccess 2.0.

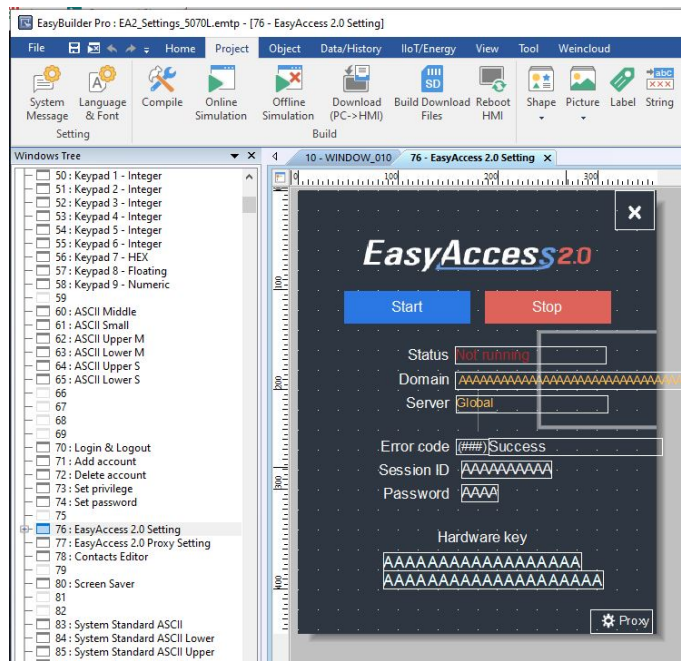
System Tag	Function
LW-10820 (16bit)	Connect/Disconnect EasyAccess 2.0 0: Disconnect 1: Connect
LW-10828 (16bit)	EasyAccess 2.0 Online Status 0: Disable 1: Offline 2: Online 3: Occupied 4: Download client update
LW-10829 (16bit)	Error code provides information about error status while the HMI is going online using EasyAccess 2.0. 0: Success. (Connection successful) 1: Not activated. (The EasyAccess 2.0 function is not enabled on the HMI) 2: Log-in timeout (Outbound connection failed; or the VPN server is down) 3: Certificate expired (License Key has expired. Please check with Maple Systems.) 4: HMI client not ready (Wait a couple minutes and try again to connect) 5: HMI client will update (Update has been downloaded and is ready) 6: HMI client does not exist (Client program does not exist in HMI memory) 7: Download HMI client failed 8: Download HW Key failed 9: Parse HW Key failed 10: Write HW Key failed 100: Register HMI error 201: Network gateway error 202: Network DNS error 203: Proxy error 204: Ping AuthServer fail 205: SSL Certificate error 206: Ping account server fail 207: Timeout SSL connect 208: Not able to connect to server
LW-10821 (5 words, ASCII)	Session ID. This is used to add an HMI to a Domain.
LW-10826 (2 words, ASCII)	Session Password. This is used to add an HMI to a Domain.
LW-11210 (20 words, ASCII)	Hardware Key
LW-11296 (16 bit)	Location of EasyAccess 2.0 server 0: Global 1: China

Note: “Window 76: EasyAccess 2.0 Settings” uses these system registers. Refer to the example on next page.

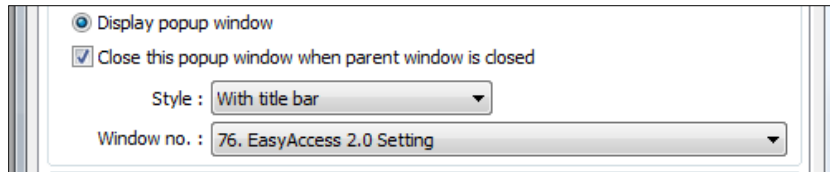
Preparing the EasyAccess 2.0 Settings Window

Here are the steps to prepare the EasyAccess 2.0 Settings window using the window template file in EZware Plus/EBPro.

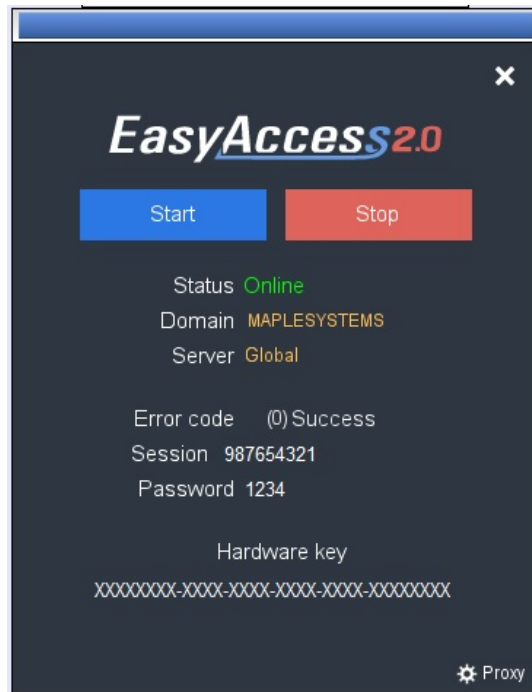
1. Create a new project with the “Use template” option selected, and you will see Window #76 as shown here:



2. On window #10, add a [Function Key] object to display a popup of Window #76.



3. Download the project to the HMI.
4. On the HMI, click on the [Function Key] object that was just added to display the pop up for Window 76 (the “EasyAccess 2.0 Settings” window).
5. Click the “Start” button. If the network settings of the HMI are applied correctly and the HMI can access the Internet, you should see the State change to “Online”. At that time a Session ID/Password will be generated.
6. Once the HMI has established a connection to the EasyAccess 2.0 server, these steps should not need to be repeated. You can keep the VPN Service running on the HMI indefinitely; only assigned Users can access it remotely.



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