

# NSN Connect



## Remote Access Through A Trusted Partner

### FAQ

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### About NSN Connect and this document

**NSN Connect** has been developed to offer secure, quick-and-easy, online remote-access to your irrigation PC from any PC, Mac, iPhone, or Pocket PC, without the need to change the configuration of, or install any software on, the local computer.

Contact Toro NSN at 800-ASK-TORO if you need assistance.

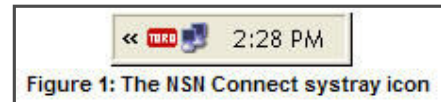
### Glossary of terms used in NSN Connect

The following terms are used throughout this document:

- **Remote computer:** any computer being controlled remotely. You can only remotely control computers to which you've previously installed the NSN Connect service.

- **Local computer:** any computer that an NSN Connect user is using to remotely control a remote computer.

- **Systray icon:** a red Toro icon (Figure 1) displayed in the bottom right-hand corner of the screen of any computer to which the NSN Connect service has been installed. The icon changes according to the status of the service (running, stopped, or experiencing connection problems) and right clicking on it opens a popup menu of options.



## Frequently asked questions (FAQs)

### REGISTRATION & INSTALLATION

#### How do I sign up for an NSN Connect account?

Contact Toro NSN at 1-800-ASK-TORO.

#### What do I need in order to connect to a remote computer?

To connect to a remote computer you must have previously installed the NSN Connect service on that computer, and the computer must be switched on and connected to the Internet. After that you only need to have access to a computer connected to the Internet.

#### I've forgotten my password. How can I recover it?

Click on the "I've forgotten my password" option below the 'Login' button. Within a few minutes an e-mail will be sent to your registered e-mail address, and this e-mail will contain a link through which you will be able to generate a new password.

#### What are the minimum requirements to use NSN Connect?

NSN Connect is a multi-platform product that allows you take remote control of PCs from any PC, Mac, iPhone, or Windows Mobile device.

The computer used to access the remote computer **does not need to have NSN Connect installed on it.**

The system requirements for installing NSN Connect on a remote computer are described in the table below:

| System requirements  |   |
|--|---|
| Microsoft Windows**  | Windows XP or Windows 7<br>Internet Explorer 6.0 (or higher), Netscape 6.0 (or higher) or Firefox 1.0 (or higher) |
| (**) The NSN Connect service cannot be installed through a Remote Desktop session. |   |

## CONFIGURACIÓN

### **Can I uninstall NSN Connect from a computer?**

Yes: as with any other application, the NSN Connect service can be uninstalled from your computer at any moment.

You can uninstall it from that computer through the Start Menu program group (Start > All Programs > NSN Connect > Uninstall NSN Connect), or via the NSN Connect control panel's *Computer List > Select Computer > Options > Uninstall* option.

### **How can I configure a range of valid IP addresses?**

You can add, via the *Security > Valid User IP* option, an IP or range of IPs from which to permit remote connections to your computers.

It's very important to differentiate between private and public IP addresses. If you enter a private IP address (i.e. 192.168.1.100), it will not be possible to connect from outside of your network.

### **Where do I configure the Proxy details if the computer is behind a Proxy?**

To configure the Proxy details right click on the NSN Connect systray icon, choose the *Settings* option then choose the *Proxy Configuration* tab.

### **Will NSN Connect work if I'm using a dynamic public IP address?**

Yes, NSN Connect will work correctly even if you're using a dynamic public IP address.

### **Can I take remote control of my computers from a Pocket PC or Windows Mobile Device?**

Yes, you can take remote control of your computers from any Windows Mobile device that has one of the following operating systems installed:

Windows Mobile 5 or 6 (touch screen)

Windows Pocket PC 2003

### **Can I use remote control with Mac computers?**

Yes, you can remotely control your irrigation computer from a Windows or Mac computer, as well as an iPhone or Pocket PC / Windows Mobile device.

## CONNECTIVITY

### **When connecting to my computer, it remains in the 'Connecting...' state**

Check that your Router, Firewall or Proxy has at least one of the following ports open: 21, 25, 110, 443 or 11438.

Also check that the *nsnconnect.exe* process is permitted by your Firewall and Antivirus software (if you have them activated and need to use them).

### **My computer appears in the computer list as offline**

If a computer appears in the list as offline it means either that it's not connected or that it has a problem with the NSN Connect service.

If it's connected and continues to appear as offline, stop and restart the NSN Connect service (*Start > Settings > Control Panel > Administrative Tools > Services : NSN Connect*). A few moments later the NSN Connect icon will appear in the systray (close to the clock) and the state will change to online.

### **My computer appears in the computer list with a red 'no entry' sign**

You must configure the Proxy details: right click on the NSN Connect systray icon, choose the *Settings* option then choose the *Proxy Configuration* tab.

### **On my irrigation pc there's an icon close to the clock that shows a yellow exclamation mark**

It is probable that this computer is behind a Proxy but that the Proxy details are not correctly configured. To configure the Proxy details, right click on the NSN Connect systray icon, choose the *Settings* option then choose the *Proxy Configuration* tab.

## FEATURES

### **Can I control the same computer from several different NSN Connect accounts?**

No, each computer can only have one copy of the NSN Connect service installed.

### **Can other users control computers in which I have NSN Connect installed?**

Yes; However, NSN Connect uses advanced technology and strict security measures to prevent unauthorized access to your computers, but it also has features through which you can grant access to other users if you need.





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