

# remote engineer

*Simply Connect and Control*



## MANUAL

## SERVICEGATE V2

Installation and use



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## Getting started

The ServiceGate V2 is developed as part of the Remote Engineer Support solution. The associated Client software creates a VPN connection to the ServiceGate V2 that you have selected. Your PC is at that moment “directly” connected to the devices connected to the ServiceGate V2.

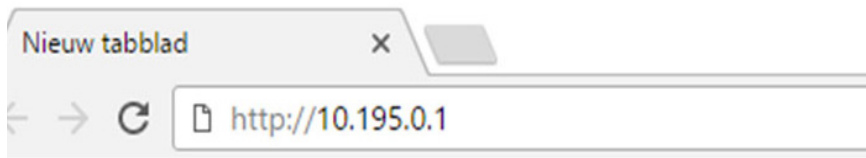
### Essentials:

- 1. A ServiceGate V2**  
The ServiceGate V2 is supplied with power & I / O connectors, a network cable and a Wi-Fi antenna.
- 2. A internetbrowser**  
The ServiceGate V2 can be configured using a Web browser. This may be any Internet browser. Remote Engineer recommends using Google Chrome.
- 3. A computer**  
to connect to the ServiceGate V2.

# Login

To configure the ServiceGate V2, follow the next steps:

1. Connect the ServiceGate to a voltage source of 8-65 VDC.
2. Connect one of the LAN ports of the ServiceGate to your PC.
3. Start your Web browser and enter in the default IP address (10.195.0.1 or the agreed IP Address) of the ServiceGate, as shown in the image below.



4. The following login screen appears after pressing ENTER.

A screenshot of a web browser displaying a login screen. The page has a blue header bar. The main content area is white and contains the title 'Authorization Required' in bold. Below the title is a subtitle 'Please enter your username and password.' followed by two input fields: 'Username' and 'Password'. At the bottom right of the form are two buttons: 'LOGIN' (blue) and 'RESET' (orange).

---

# Login

5. You can now login with the default username and password (Admin / REAd min) or with your own username and password combination.

# Status

## Overview

If the login was successful, the ServiceGate V2 status overview screen appears. You are now in the Status menu and have the choice to go to another menu or submenu. If you choose a different menu, it will open with a list of submenus.

The screenshot displays the 'Status Overview' page of the remote engineer interface. The page has a blue header with the 'remote engineer' logo and a green 'AUTO REFRESH ON' button. A left sidebar contains a menu with 'Status' (selected), 'Overview', 'Firewall', 'Routes', 'Realtime Graphs', 'System', 'Services', 'Network', 'Admin Options', and 'Logout'. The main content area is titled 'Status' and contains three sections: 'System', 'Memory', and 'Network'.

**System**

Hostname	ServiceGate
Model	ServiceGate v2.0
Firmware Version	Remote ServiceGate 2.1.0 201706210900 r3205-59508e3
Kernel Version	4.4.50
Local Time	Wed Jun 21 10:08:41 2017
Uptime	0h 14m 31s
Load Average	0.05, 0.19, 0.18

**Memory**

Total Available	29540 kB / 60444 kB (48%)
Free	25520 kB / 60444 kB (42%)
Buffered	4020 kB / 60444 kB (6%)

**Network**


IPv4 WAN Status	Type: dhcp Address: 192.168.0.139 Netmask: 255.255.255.0 Gateway: 192.168.0.254 DNS 1: 192.168.0.254 Expires: 1h 30m 22s Connected: 0h 13m 58s
IPv6 WAN Status	Not connected
Active Connections	54 / 16384 (0%)

The screen above shows information about the firmware version number, how much working memory is available, and which networks and services are available.

# Status

## Firewall

Using this screen you can see an overview of the firewall rules that are active and their associated counters. You can reset these counters. This is also done by restarting the firewall.



- Status
  - Overview
  - Firewall**
  - Routes
  - Realtime Graphs
- System
- Services
- Network
- Admin Options
- Logout

## Firewall Status

IPv4 Firewall

IPv6 Firewall

RESET COUNTERS

RESTART FIREWALL

### Table: Filter

Chain INPUT (Policy: ACCEPT, Packets: 0, Traffic: 0.00 B)

Pkts.	Traffic	Target	Prot.	In	Out	Source	Destination	Options
2250	234.41 KB	ACCEPT	all	tap0	*	0.0.0.0/0	0.0.0.0/0	-
84282	5.28 MB	ACCEPT	all	lo	*	0.0.0.0/0	0.0.0.0/0	/* !fw3 */
85995	9.10 MB	input_rule	all	*	*	0.0.0.0/0	0.0.0.0/0	/* !fw3: user chain for input */
73044	7.34 MB	ACCEPT	all	*	*	0.0.0.0/0	0.0.0.0/0	ctstate RELATED,ESTABLISHED /* !fw3 */
44	2.23 KB	<a href="#">syn_flood</a>	tcp	*	*	0.0.0.0/0	0.0.0.0/0	tcp flags:0x17/0x02 /* !fw3 */
3705	780.14 KB	<a href="#">zone_lan_input</a>	all	<a href="#">br-lan</a>	*	0.0.0.0/0	0.0.0.0/0	/* !fw3 */
9246	1021.59 KB	<a href="#">zone_wan_input</a>	all	<a href="#">eth1</a>	*	0.0.0.0/0	0.0.0.0/0	/* !fw3 */

Chain FORWARD (Policy: DROP, Packets: 0, Traffic: 0.00 B)

Pkts.	Traffic	Target	Prot.	In	Out	Source	Destination	Options
9	456.00 B	ACCEPT	all	tap0	<a href="#">br-lan</a>	0.0.0.0/0	0.0.0.0/0	-
0	0.00 B	ACCEPT	all	<a href="#">br-lan</a>	tap0	0.0.0.0/0	0.0.0.0/0	-
0	0.00 B	forwarding_rule	all	*	*	0.0.0.0/0	0.0.0.0/0	/* !fw3: user chain for forwarding */
0	0.00 B	ACCEPT	all	*	*	0.0.0.0/0	0.0.0.0/0	ctstate RELATED,ESTABLISHED /* !fw3 */
0	0.00 B	<a href="#">zone_lan_forward</a>	all	<a href="#">br-lan</a>	*	0.0.0.0/0	0.0.0.0/0	/* !fw3 */
0	0.00 B	<a href="#">zone_wan_forward</a>	all	<a href="#">eth1</a>	*	0.0.0.0/0	0.0.0.0/0	/* !fw3 */
0	0.00 B	<a href="#">reject</a>	all	*	*	0.0.0.0/0	0.0.0.0/0	/* !fw3 */

# Status

## Routes

The screen below shows which rules are currently active and which combination of IP addresses / MAC addresses the ServiceGate has found.

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Status

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Firewall
Routes
Realtime Graphs
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### Routes

The following rules are currently active on this system.

#### ARP

IPv4-Address	MAC-Address	Interface
10.195.0.211	9c:eb:e8:35:4e:d6	br-lan
192.168.0.254	00:90:7f:a1:5f:d5	eth1
10.8.3.218	00:ff:f3:53:ec:5b	tap0

#### Active IPv4-Routes

Network	Target	IPv4-Gateway	Metric	Table
wan	0.0.0.0/0	192.168.0.254	0	main
tap0	10.8.0.0/19		0	main
lan	10.195.0.0/24		0	main
wan	192.168.0.0/24		0	main
wan	192.168.0.254		0	main

#### Active IPv6-Routes

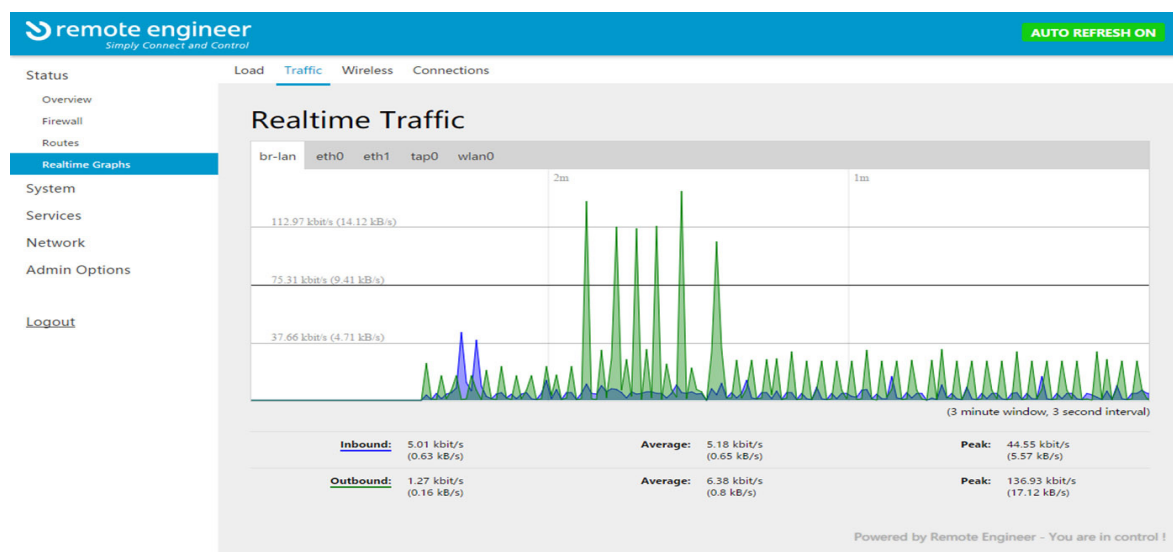
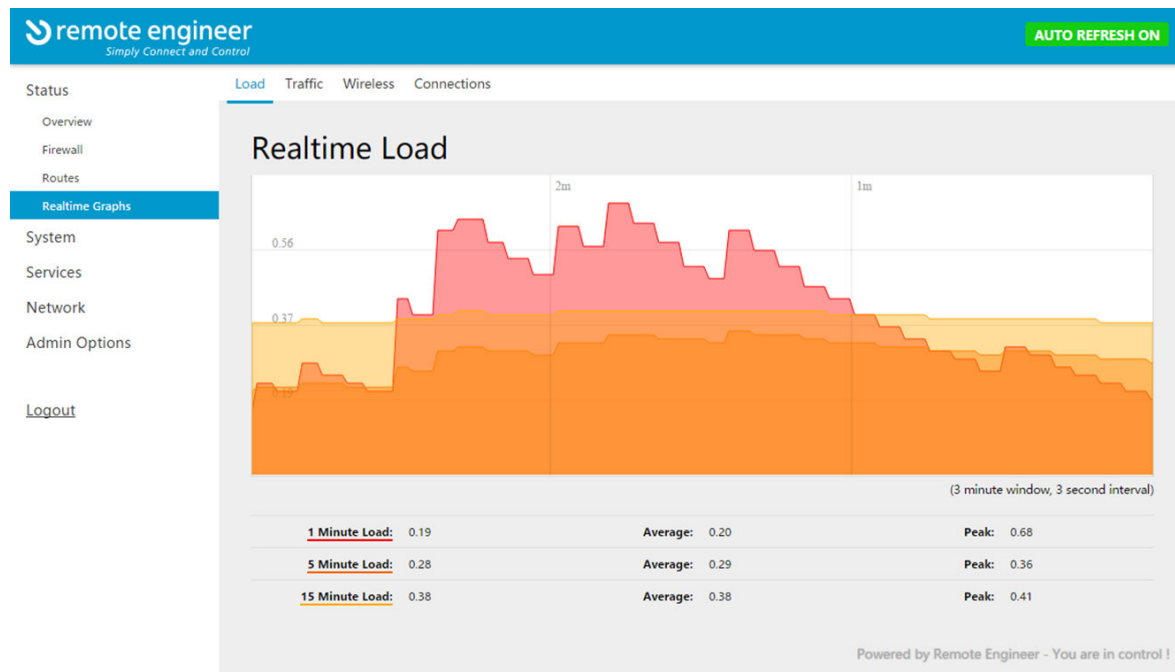
Network	Target	Source	Metric	Table
lan	fd3a:96a0:3eac::/64		1024	main
lan	ff00::/8		256	local



# Status

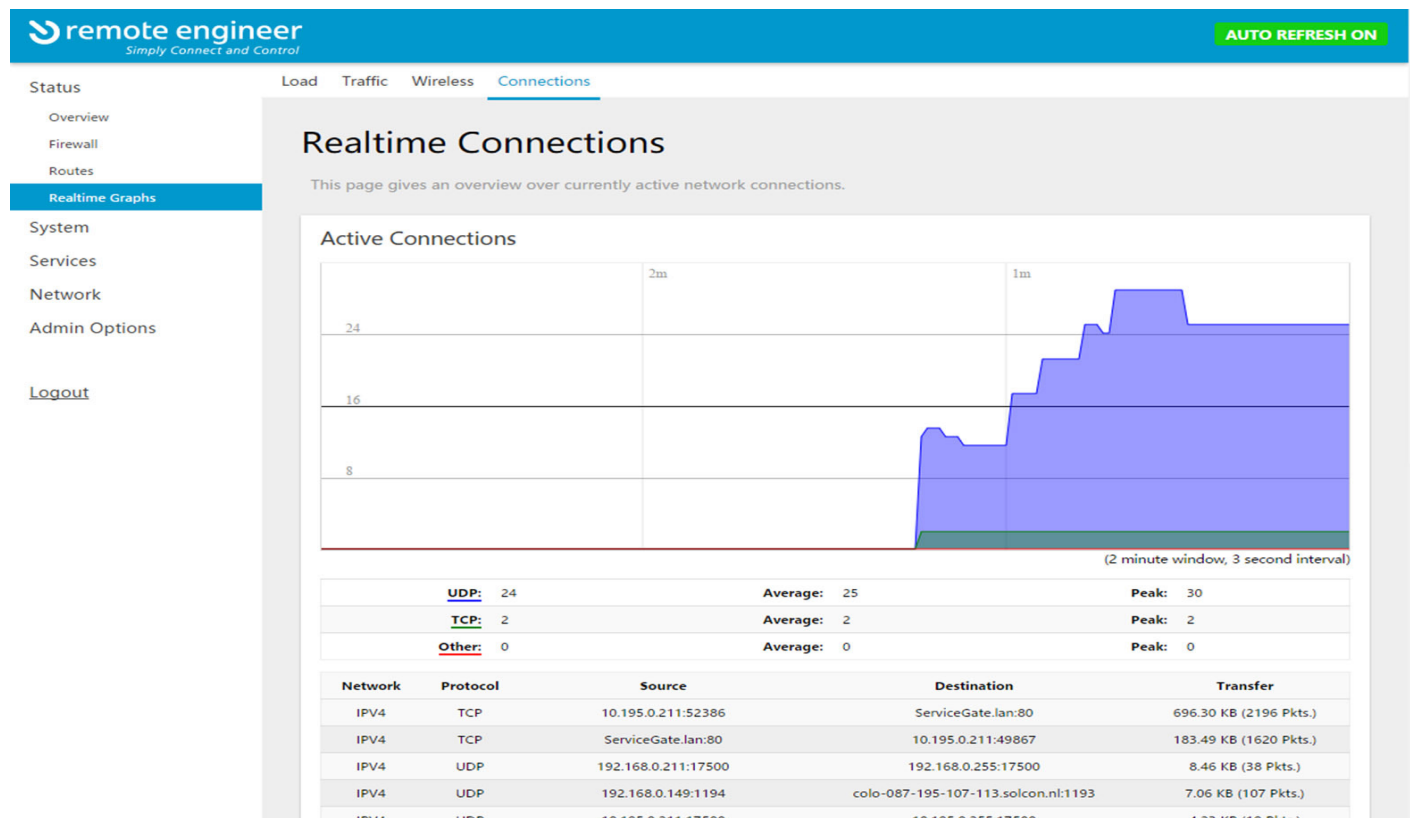
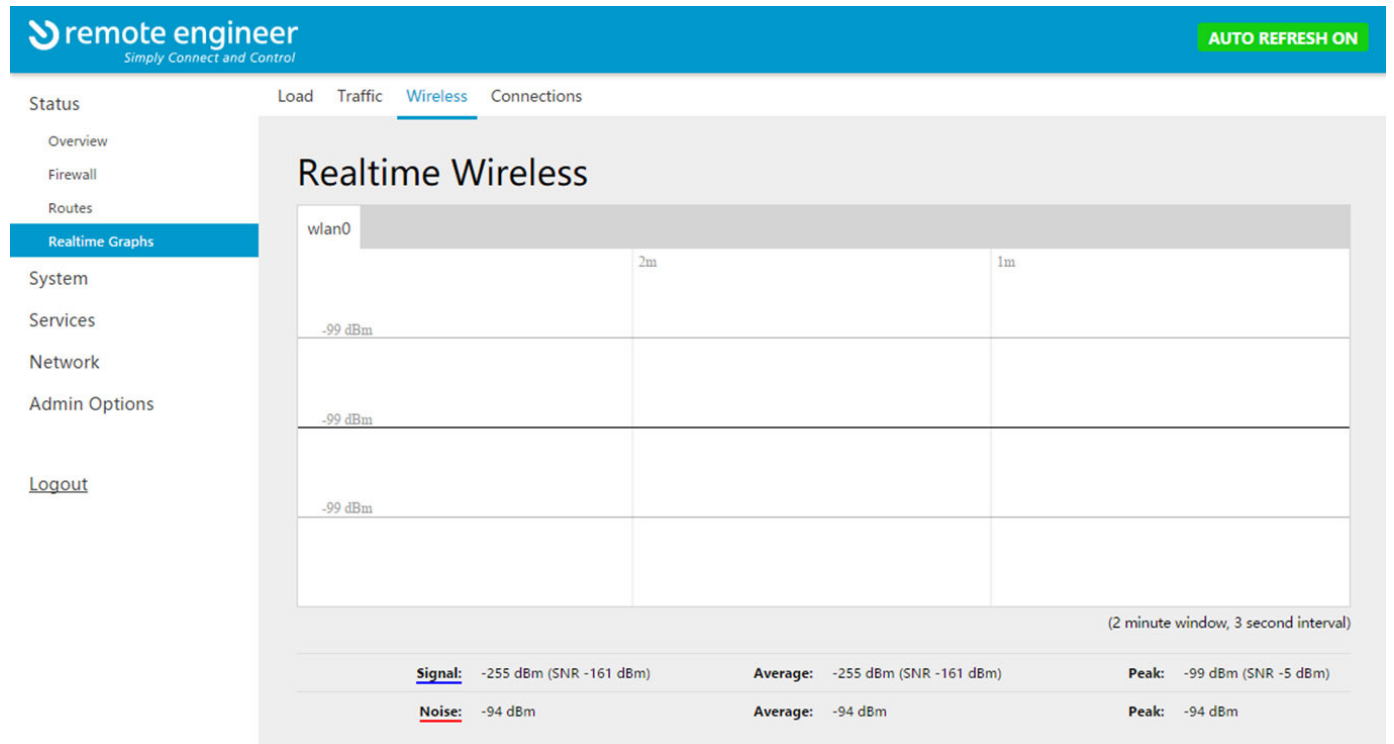
## Realtime charts

The ServiceGate V2 keeps track of the current load, traffic and what the system does.




# Status

## Realtime charts



# System

Here you can configure the basic aspects of the ServiceGate, V2 like it's hostname or the timezone.



AUTO REFRESH ON

Status  
System  
**System**  
Backup / Flash Firmware  
Reboot  
Services  
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Admin Options  
  
[Logout](#)

## System

Here you can configure the basic aspects of your device like its hostname or the timezone.

System Properties

General Settings

Local Time

Tue Jun 13 15:38:34 2017

SYNC WITH BROWSER

Hostname

ServiceGate

Timezone

Europe/Amsterdam

▼

Time Synchronization

Enable NTP client

☒

Provide NTP server

☐

NTP server candidates

0.nl.pool.ntp.org

1.nl.pool.ntp.org

2.nl.pool.ntp.org

3.nl.pool.ntp.org

✖

✖

✖

+

SAVE & APPLY

SAVE

RESET

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# System

## Backup & Flash

Using this screen you can backup all settings of the ServiceGate V2 or to reset them. With the Flash new firmware image function, you can update the ServiceGate with a new version of the firmware to resolve issues or add new functionality.

The screenshot displays the Remote Engineer web interface. On the left is a navigation menu with the following items: Status, System, System, Backup / Flash Firmware (highlighted in blue), Reboot, Services, Network, Admin Options, and Logout. The main content area is titled 'Flash operations' and contains two tabs: 'Actions' and 'Configuration'. The 'Configuration' tab is active. Below the tabs, there are two main sections: 'Backup / Restore' and 'Flash new firmware image'. The 'Backup / Restore' section includes instructions on how to generate a backup archive and perform a reset, with buttons for 'GENERATE ARCHIVE' and 'PERFORM RESET'. It also provides an option to restore a backup from a previously generated archive, with buttons for 'Bestand kiezen', 'Geen bestand gekozen', and 'UPLOAD ARCHIVE...'. The 'Flash new firmware image' section includes instructions on how to upload a sysupgrade-compatible image, with a checkbox for 'Keep settings' (checked) and buttons for 'Bestand kiezen', 'Geen bestand gekozen', and 'FLASH IMAGE...'. At the bottom right of the interface, there is a footer that reads 'Powered by Remote Engineer - You are in control !'.

In het tabblad Configuration kunt u aangeven welke instellingen en bestanden mee worden genomen bij het maken van de backup.

# System

## Backup & Flash

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Status

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System

Backup / Flash Firmware

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### Backup file list

ActionsConfiguration

This is a list of shell glob patterns for matching files and directories to include during sysupgrade. Modified files in /etc/config/ and certain other configurations are automatically preserved.

Show current backup file listOPEN LIST...

## This file contains files and directories that should  
## be preserved during an upgrade.  
  
# /etc/example.conf  
# /etc/openvpn/

SUBMITRESET

# System

## Backup & Flash

Status

System

System

**Backup / Flash Firmware**

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Logout

## Backup file list

Actions

Configuration

Below is the determined list of files to backup. It consists of changed configuration files marked by opkg, essential base files and the user defined backup patterns.

Back to configuration

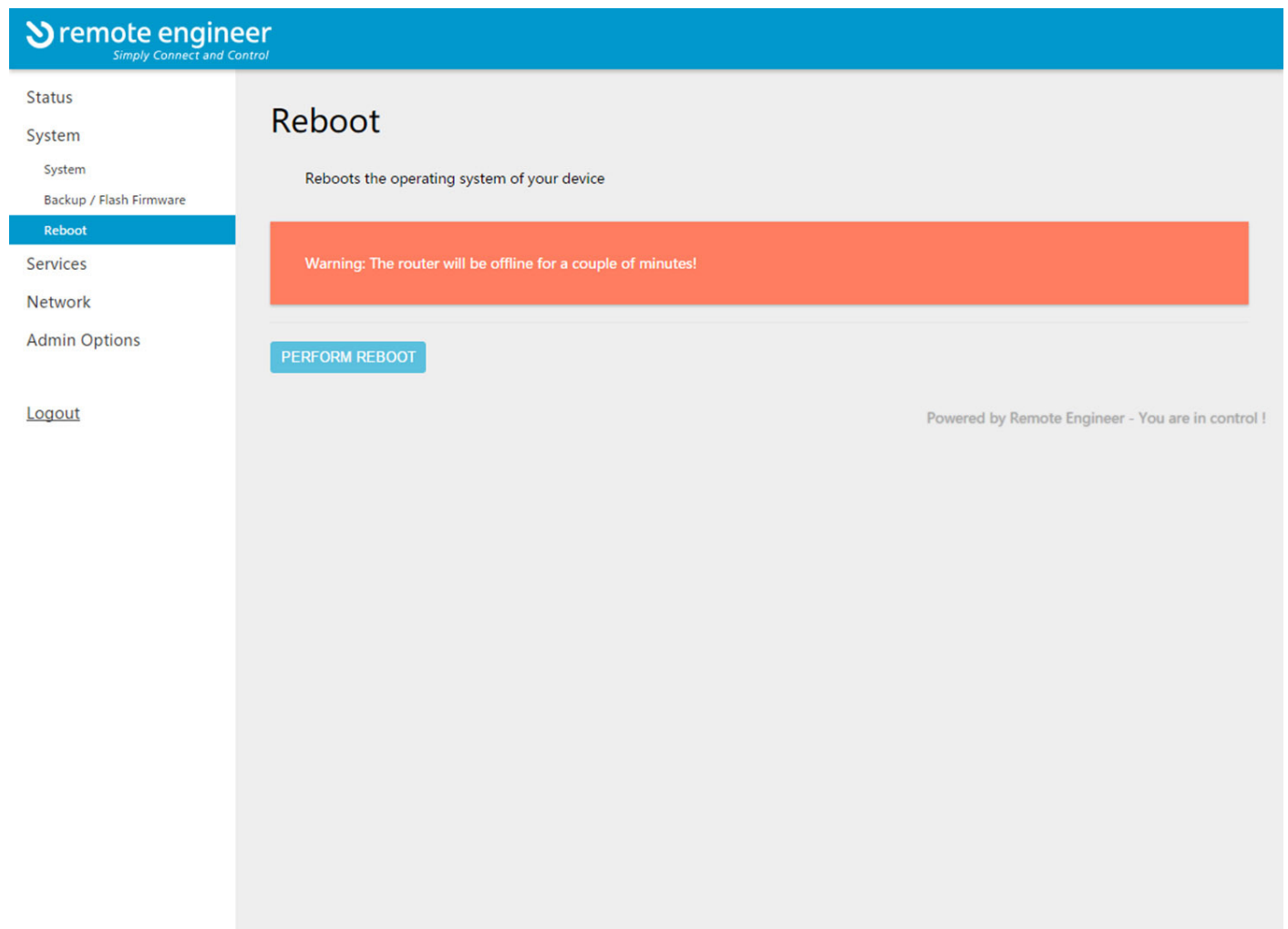
CLOSE LIST...

```
/etc/config/ca_remote.crt
/etc/config/dhcp
/etc/config/dhcp-opkg
/etc/config/dropbear
/etc/config/firewall
/etc/config/firewall-opkg
/etc/config/luci
/etc/config/luci-opkg
/etc/config/network
/etc/config/openvpn
/etc/config/openvpn-opkg
/etc/config/remote
/etc/config/rpcd
/etc/config/servicegate_v20_remote.crt
/etc/config/servicegate_v20_remote.key
/etc/config/system
/etc/config/these-users
/etc/config/ubootenv
/etc/config/ucitrack
/etc/config/uhttpd
/etc/config/uhttpd-opkg
/etc/config/users
/etc/config/wireless
/etc/crontabs/root
/etc/dropbear/dropbear_rsa_host_key
/etc/dropbear/dropbear_rsa_host_key-opkg
/etc/firewall.user
/etc/group
/etc/hosts
/etc/inittab
/etc/luci-uploads/placeholder
/etc/openvpn/ca.crt
/etc/openvpn/servicegate_v20.crt
/etc/openvpn/servicegate_v20.key
/etc/opkg/keys/102fc3f21390bb6a
/etc/opkg/keys/228d00e229c23e
/etc/opkg/keys/5151f69420c3f508
/etc/opkg/keys/72a57f2191b211e0
/etc/opkg/keys/792d9d9b39f180dc
/etc/opkg/keys/9ef4694208102c43
/etc/opkg/keys/b5043e70f9a75cde
/etc/opkg/keys/dace9d4df16896bf
/etc/opkg/keys/dd6de0d06bbd3d85
/etc/passwd
/etc/profile
/etc/rc.local
/etc/services
/etc/shadow
/etc/shallc
```

# System

## Reboot

When using the reboot button on this screen, you will invoke a reboot of the ServiceGate V2.



The screenshot displays the 'Reboot' page within the Remote Engineer web interface. The top navigation bar is blue with the 'remote engineer' logo and tagline 'Simply Connect and Control'. A left sidebar contains a menu with 'Status', 'System', 'System' (sub-item), 'Backup / Flash Firmware', 'Reboot' (highlighted), 'Services', 'Network', 'Admin Options', and 'Logout'. The main content area has a light gray background. At the top of this area is the heading 'Reboot' followed by the description 'Reboots the operating system of your device'. Below this is a prominent orange warning box with the text 'Warning: The router will be offline for a couple of minutes!'. Underneath the warning is a blue button labeled 'PERFORM REBOOT'. At the bottom right of the main content area, the text 'Powered by Remote Engineer - You are in control !' is displayed.

# Services

## Watchcat

Using this screen you can configure a forced reboot when the Internet connection has been lost for a certain period of time. By default, this option is disabled.

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Watchcat

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## Watchcat

Watchcat allows configuring a periodic reboot when the Internet connection has been lost for a certain period of time.

DELETE

Operating mode

Reboot on internet connection lost

Forced reboot delay

30

ⓘ When rebooting the system, the watchcat will trigger a soft reboot. Entering a non zero value here will trigger a delayed hard reboot if the soft reboot fails. Enter a number of seconds to enable, use 0 to disable

Period

0

ⓘ In periodic mode, it defines the reboot period. In internet mode, it defines the longest period of time without internet access before a reboot is engaged. Default unit is seconds, you can use the suffix 'm' for minutes, 'h' for hours or 'd' for days

Ping host

8.8.8.8

ⓘ Host address to ping

Ping period

0

ⓘ How often to check internet connection. Default unit is seconds, you can you use the suffix 'm' for minutes, 'h' for hours or 'd' for days

ADD

SAVE & APPLY

SAVE

RESET


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# Network

## Interfaces

This screen shows you a overview of the different interfaces of the ServiceGate V2. You can see each type of interface, how much data has been consumed and how long the interface is active.



AUTO REFRESH ON

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Firewall

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WAN

3G

LAN

Interfaces

Interface Overview

Network	Status	Actions
<div>LAN</div> <div>br-lan</div>	<div>Uptime: 0h 35m 29s</div> <div>MAC-Address: 80:14:A8:3A:2C:47</div> <div>RX: 552.65 KB (4645 Pkts.)</div> <div>TX: 1.07 MB (3788 Pkts.)</div> <div>IPv4: 10.195.0.1/24</div> <div>IPv6: fd3a:96a0:3eac::1/60</div>	<div>CONNECT</div> <div>STOP</div> <div>EDIT</div> <div>DELETE</div>
<div>3G</div> <div>3g-3G</div>	<div>Uptime: 0h 34m 48s</div> <div>MAC-Address: 00:00:00:00:00:00</div> <div>RX: 160.16 KB (1097 Pkts.)</div> <div>TX: 140.66 KB (1405 Pkts.)</div> <div>IPv4: 10.155.240.153/32</div>	<div>CONNECT</div> <div>STOP</div> <div>EDIT</div> <div>DELETE</div>
<div>WAN</div> <div>eth1</div>	<div>Uptime: 0h 0m 0s</div> <div>MAC-Address: 80:14:A8:3A:2C:49</div> <div>RX: 0 B (0 Pkts.)</div> <div>TX: 0 B (0 Pkts.)</div>	<div>CONNECT</div> <div>STOP</div> <div>EDIT</div> <div>DELETE</div>

ADD NEW INTERFACE...

Global network options

IPv6 ULA-Prefix

SAVE & APPLY

SAVE

RESET

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By default, the ServiceGate V2 is provided with the most common settings. If you want to view or change the settings of an interface, you can select the appropriate function. You can also stop or start an interface configured.

If you want, an interface can be removed.

**Note:** Stopping LAN interface is not recommended.

# Network

## Change interface WAN

Using this screen you can configure how the WAN port of the ServiceGate V2 should work by selecting the desired protocol. The possible options and settings that are displayed depend on the selected protocol.

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AUTO REFRESH ON

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WAN 3G LAN

Interfaces - WAN

On this page you can configure the network interfaces. You can bridge several interfaces by ticking the "bridge interfaces" field and enter the names of several network interfaces separated by spaces. You can also use [VLAN](#) notation INTERFACE.VLANID (e.g.: eth0.1).

Common Configuration

General Setup Advanced Settings Physical Settings Firewall Settings

Status

Uptime: 0h 1m 36s

MAC-Address: 80:14:A8:3A:2C:49

RX: 240.88 KB (1466 Pkts.)

TX: 3.06 KB (29 Pkts.)

IPv4: 192.168.0.139/24

eth1

Protocol DHCP client

Hostname to send when requesting DHCP

ServiceGate

BACK TO OVERVIEW

SAVE & APPLY

SAVE


RESET

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# Network

## Change interface 4G

Using this screen you configure how ServiceGate makes a 4G connection **when the ServiceGate is running with a 4G network card**. The possible options and settings that are displayed depend on the selected protocol installed and hardware.


AUTO REFRESH ON

Status
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Network
**Interfaces**
Wireless
Firewall
Diagnostics
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Logout

WAN
**4G**
LAN

### Interfaces - 4G

On this page you can configure the network interfaces. You can bridge several interfaces by ticking the "bridge interfaces" field and enter the names of several network interfaces separated by spaces. You can also use VLAN notation INTERFACE.VLANNR (e.g.: eth0.1).

Common Configuration

General Setup

Advanced Settings

Firewall Settings

Status

4G-4G

RX: 0 B (0 Pkts.)

TX: 0 B (0 Pkts.)

Protocol

UMTS/GPRS/EV-DO

Modem device

/dev/ttyUSB4

Service Type

UMTS/GPRS

APN

internet

PIN

0000

PAP/CHAP username

kpn

PAP/CHAP password

\*\*\*

Dial number

\*99\*\*\*1#

BACK TO OVERVIEW

SAVE & APPLY

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RESET

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# Network

## Change interface 4G

If you want to use the 4G interface for internet access, it is important to connect the firewall zone to the WAN / 4G. This is accomplished by selecting the Firewall Settings tab and selecting the WAN / 4G zone. Then press Save & Apply, to activate the changes so the ServiceGate will activate it immediately.

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AUTO REFRESH ON

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WAN 4G LAN


Interfaces - 4G



On this page you can configure the network interfaces. You can bridge several interfaces by ticking the "bridge interfaces" field and enter the names of several network interfaces separated by spaces. You can also use VLAN notation INTERFACE.VLANNR (e.g.: eth0.1).

Common Configuration

General Setup Advanced Settings Firewall Settings

Create / Assign firewall-zone

lan: lan: 

wan: wan:  4 G: 

unspecified -or- create:

Choose the firewall zone you want to assign to this interface. Select *unspecified* to remove the interface from the associated zone or fill out the *create* field to define a new zone and attach the interface to it.

BACK TO OVERVIEW

SAVE & APPLY

SAVE

RESET

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Using this screen you configure how the LAN ports of the ServiceGate V2 must work and whether the ServiceGate V2 should serve as a DHCP Server for connected devices.

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# Network

## Interface wireless

Using this screen you can setup the ServiceGate Wi-Fi. With the Disable function you can turn off the Wi-Fi.

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radio0: Master "RemoteEngineer"

Wireless Overview

Generic MAC80211 802.11bgn (radio0)  
Channel: 6 (2.437 GHz) | Bitrate: 7 Mbit/s

SCAN

ADD

0%

SSID: RemoteEngineer | Mode: Master  
BSSID: 80:14:AB:3A:2C:48 | Encryption: WPA2 PSK (CCMP)

DISABLE

EDIT

REMOVE

Associated Stations

SSID	MAC-Address	Host	Signal / Noise	RX Rate / TX Rate
No information available				


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# Network

## Change wireless

Using this screen you can enter the Wi-Fi encryption and key.  
By default, the key is 0527712049.

If you want to customize the Wi-Fi SSID, select the General Setup tab of the Interface Configuration.


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  - Firewall
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radio0: Master "RemoteEngineer"

### Wireless Network: Master "RemoteEngineer" (wlan0)

The *Device Configuration* section covers physical settings of the radio hardware such as channel, transmit power or antenna selection which are shared among all defined wireless networks (if the radio hardware is multi-SSID capable). Per network settings like encryption or operation mode are grouped in the *Interface Configuration*.

Device Configuration

General Setup

Advanced Settings

Status

Mode: Master | SSID: RemoteEngineer  
BSSID: 80:14:A8:3A:2C:48 | Encryption: WPA2 PSK (CCMP)  
Channel: 6 (2.437 GHz) | Tx Power: 18 dBm  
Signal: 0 dBm | Noise: -95 dBm  
Bitrate: 0.0 Mbit/s | Country: US

Wireless network is enabled

DISABLE

Operating frequency	Mode	Channel	Width
N	▼	auto	▼ 20 MHz ▼

Transmit Power

18 dBm (63 mW) ▼

dBm

Interface Configuration

General Setup

Wireless Security

MAC-Filter

Advanced Settings

Encryption

WPA2-PSK ▼

Cipher

auto ▼

Key

0527712049

BACK TO OVERVIEW

SAVE & APPLY

SAVE

RESET

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# Network

## Firewall, Zone settings

Using this screen you can configure zones for your network to control data traffic.

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General Settings | Port Forwards | Traffic Rules

### Firewall - Zone Settings

The firewall creates zones over your network interfaces to control network traffic flow.

#### General Settings

Enable SYN-flood protection ☒

Drop invalid packets ☐

Input accept ▼

Output accept ▼

Forward reject ▼

#### Zones

Zone ⇒ Forwardings	Input	Output	Forward	Masquerading	MSS clamping	
lan: <span>lan: </span> = wan	<span>accept</span> ▼	<span>accept</span> ▼	<span>accept</span> ▼	<input type="checkbox"/>	<input type="checkbox"/>	<span>EDIT</span> <span>DELETE</span>
wan: <span>wan: </span> <span>3G: </span> = REJECT	<span>reject</span> ▼	<span>accept</span> ▼	<span>reject</span> ▼	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<span>EDIT</span> <span>DELETE</span>

ADD

SAVE & APPLY
SAVE
RESET

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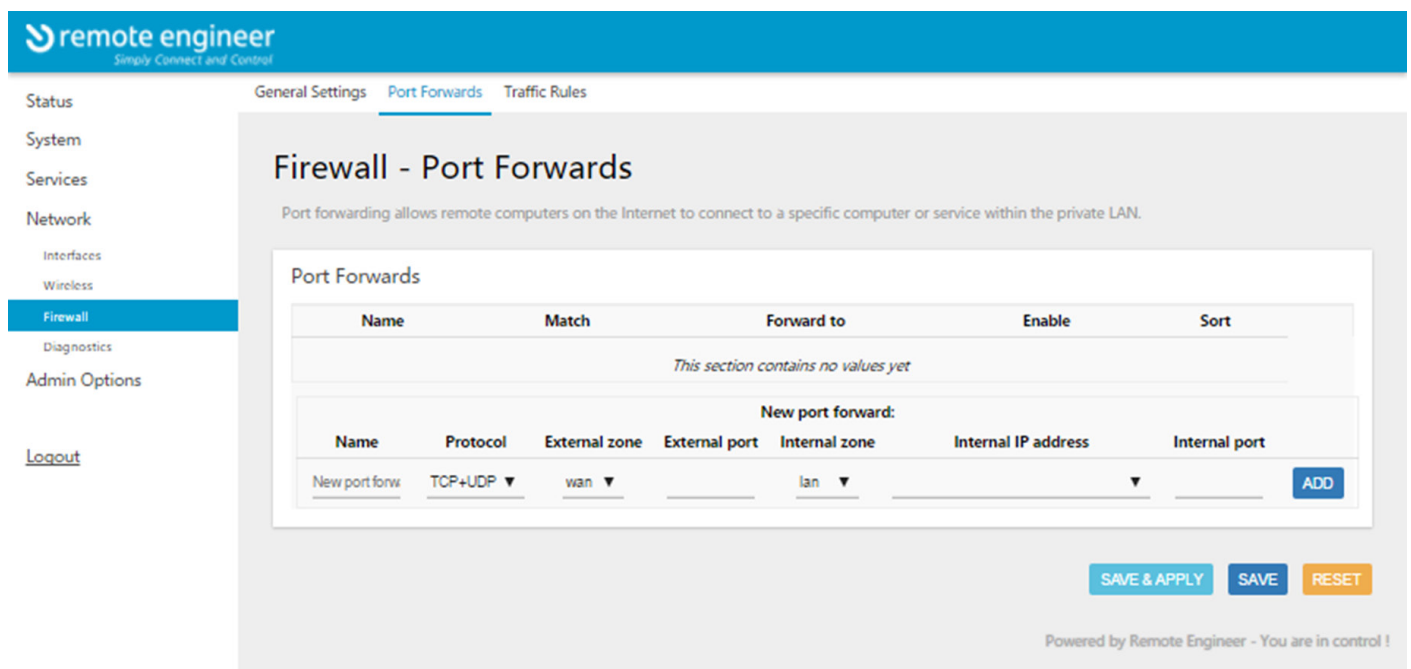
# Network

## Firewall, Port forwards

Port forwarding is set by selecting the Port Forwards tab.

You can specify a logical name for the rule, which protocol it concerns, which zone you mean, plus the port number from which it is forwarded, to finally indicate which IP address and which port the package should be sent to.

If all this is specified, press the Add button to confirm the forward and then Save & Apply to immediately activate and save the forward.



The screenshot shows the 'Firewall - Port Forwards' configuration page in the remote engineer interface. The page has a sidebar on the left with navigation links: Status, System, Services, Network, Interfaces, Wireless, Firewall (selected), Diagnostics, Admin Options, and Logout. The main content area has tabs for General Settings, Port Forwards (selected), and Traffic Rules. Below the tabs, the title 'Firewall - Port Forwards' is displayed, followed by a description: 'Port forwarding allows remote computers on the Internet to connect to a specific computer or service within the private LAN.' Below this is a table titled 'Port Forwards' with columns: Name, Match, Forward to, Enable, and Sort. The table is currently empty, with a message 'This section contains no values yet'. Below the table is a form titled 'New port forward:' with fields for Name, Protocol (set to TCP+UDP), External zone (set to wan), External port, Internal zone (set to lan), Internal IP address, and Internal port. An 'ADD' button is next to the form. At the bottom right, there are three buttons: 'SAVE & APPLY' (blue), 'SAVE' (blue), and 'RESET' (orange). At the very bottom, a footer reads 'Powered by Remote Engineer - You are in control !'.

# Network

## Firewall, Traffic rules

Using this screen allows you to specify NAT rules that also configure the firewall and define different policies between the different zones. Examples are opening a port or denying data traffic from a particular host.

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[Status](#)
[System](#)
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General Settings

Port Forwards

Traffic Rules

### Firewall - Traffic Rules

Traffic rules define policies for packets traveling between different zones, for example to reject traffic between certain hosts or to open WAN ports on the router.

Traffic Rules

Name	Match	Action	Enable	Sort		
Allow-DHCP-Renew	IPv4-udp From any host in wan To any router IP at port 68 on this device	Accept input	<input checked="" type="checkbox"/>	^ v	EDIT	DELETE
Allow-Ping	IPv4-icmp with type echo-request From any host in wan To any router IP on this device	Accept input	<input checked="" type="checkbox"/>	^ v	EDIT	DELETE
Allow-IGMP	IPv4-igmp From any host in wan To any router IP on this device	Accept input	<input checked="" type="checkbox"/>	^ v	EDIT	DELETE
Allow-MLD	IPv6-icmp with types 130/0, 131/0, 132/0, 143/0 From IP range fe80::/10 in wan To any router IP on this device	Accept input	<input checked="" type="checkbox"/>	^ v	EDIT	DELETE
-	Any esp From any host in wan To any host in lan	Accept forward	<input checked="" type="checkbox"/>	^ v	EDIT	DELETE
-	Any udp From any host in wan To any host port 500 in lan	Accept forward	<input checked="" type="checkbox"/>	^ v	EDIT	DELETE

Open ports on router:

Name	Protocol	External port	
New input rule	TCP+UDP v		ADD

New forward rule:

Name	Source zone	Destination zone	
New forward rule	lan v	wan v	ADD AND EDIT...

Source NAT

Source NAT is a specific form of masquerading which allows fine grained control over the source IP used for outgoing traffic, for example to map multiple WAN addresses to internal subnets.

Name	Match	Action	Enable	Sort
This section contains no values yet				

New source NAT:

Name	Source zone	Destination zone	To source IP	To source port	
New SNAT rule	lan v	wan v	Do not rewrite v	Do not rewrite	ADD AND EDIT...

SAVE & APPLY

SAVE

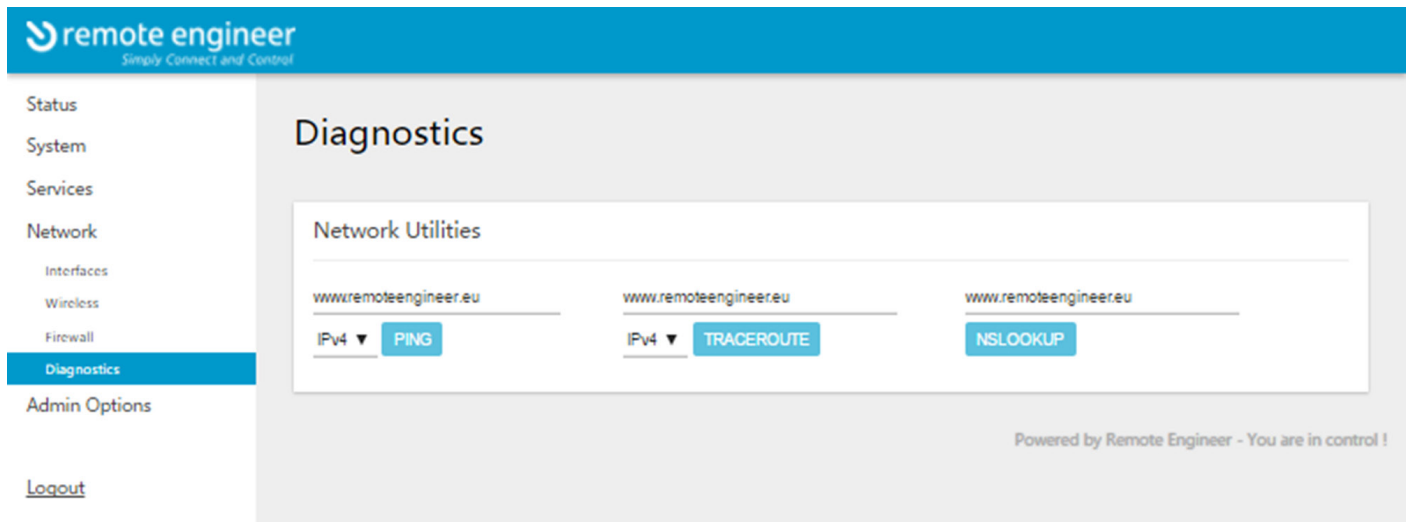
RESET

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# Network

## Diagnose

Using this screen you can easily test whether the ServiceGate V2 is connected to the Internet.

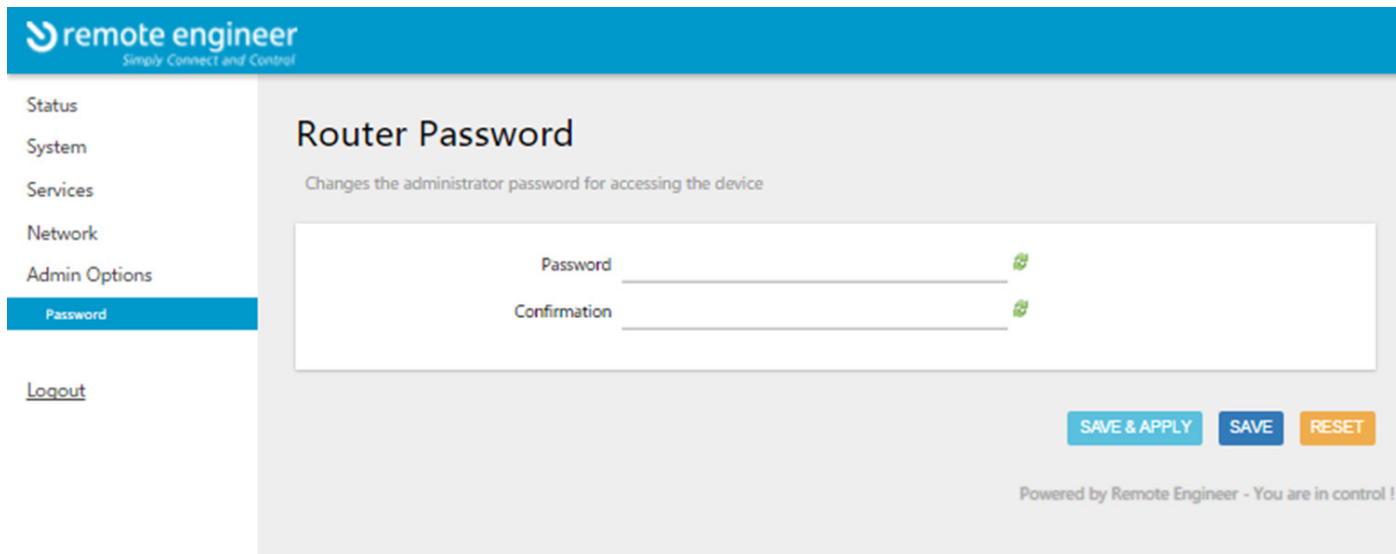


The screenshot shows the 'Diagnostics' section of the Remote Engineer web interface. On the left is a sidebar menu with the following items: Status, System, Services, Network (expanded), Interfaces, Wireless, Firewall, Diagnostics (highlighted), Admin Options, and Logout. The main content area is titled 'Diagnostics' and contains a 'Network Utilities' section. This section has three identical utility boxes, each with the URL 'www.remoteengineer.eu' in the input field. The first box has an 'IPv4' dropdown and a 'PING' button. The second box has an 'IPv4' dropdown and a 'TRACEROUTE' button. The third box has an empty input field and an 'NSLOOKUP' button. At the bottom right of the main area, it says 'Powered by Remote Engineer - You are in control !'.

# Admin

## Password

Using this screen you can change the Admin User Password.




The screenshot shows the 'Router Password' configuration page. On the left is a sidebar with navigation links: Status, System, Services, Network, Admin Options, Password (highlighted), and Logout. The main content area has a blue header with the 'remote engineer' logo and tagline. Below the header, the title 'Router Password' is followed by the instruction 'Changes the administrator password for accessing the device'. The form contains two input fields: 'Password' and 'Confirmation', each with a green eye icon for toggling visibility. At the bottom right are three buttons: 'SAVE & APPLY' (blue), 'SAVE' (dark blue), and 'RESET' (orange). A footer note at the bottom right states 'Powered by Remote Engineer - You are in control !'.


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Status  
System  
Services  
Network  
Admin Options  
**Password**  
[Logout](#)

### Router Password

Changes the administrator password for accessing the device

Password 

Confirmation 

**SAVE & APPLY** **SAVE** **RESET**

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# LEDS

Below an overview of the LED functions.

## 1. POWER

On = electric pressure

Off = no electric pressure

## 2. WLAN Enabled (blue)

On = enabled

Off = disabled

## 3. WLAN

On = enabled

Off = disabled

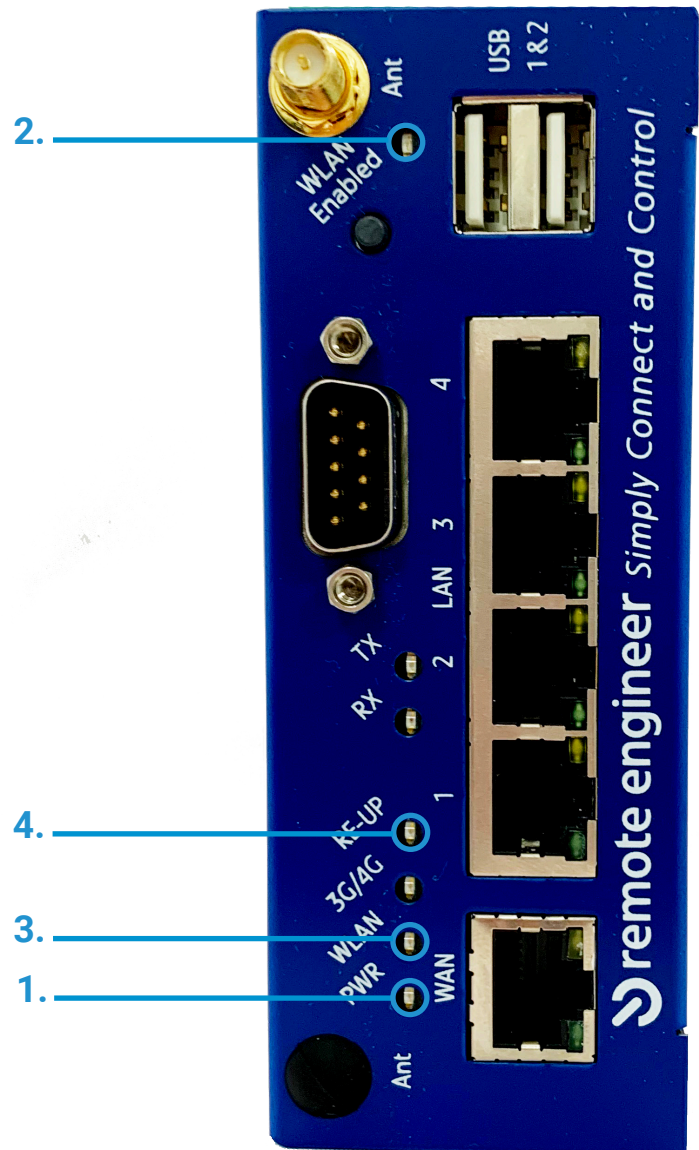
Blink = data

## 4. RE-UP

On = online

Off = offline

Blink = Factory defaults / Reset



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## Router reset & WIFI

### Resetting the router to default settings

To perform a factory reset, first switch on the router, then follow the steps below.

Press the RESET button less than 10 seconds and the router will restart. When the RESET button is pressed for more than 30 seconds, the factory defaults of the customer are loaded via the Internet. Loading these default settings will take about five minutes. The router will reboot after receiving the settings and go online.

During the reset procedure the RE-UP light (green) will blink slowly. If the router connects to the Remote Engineer server, the RE-UP light will blink rapidly and default settings are loaded.

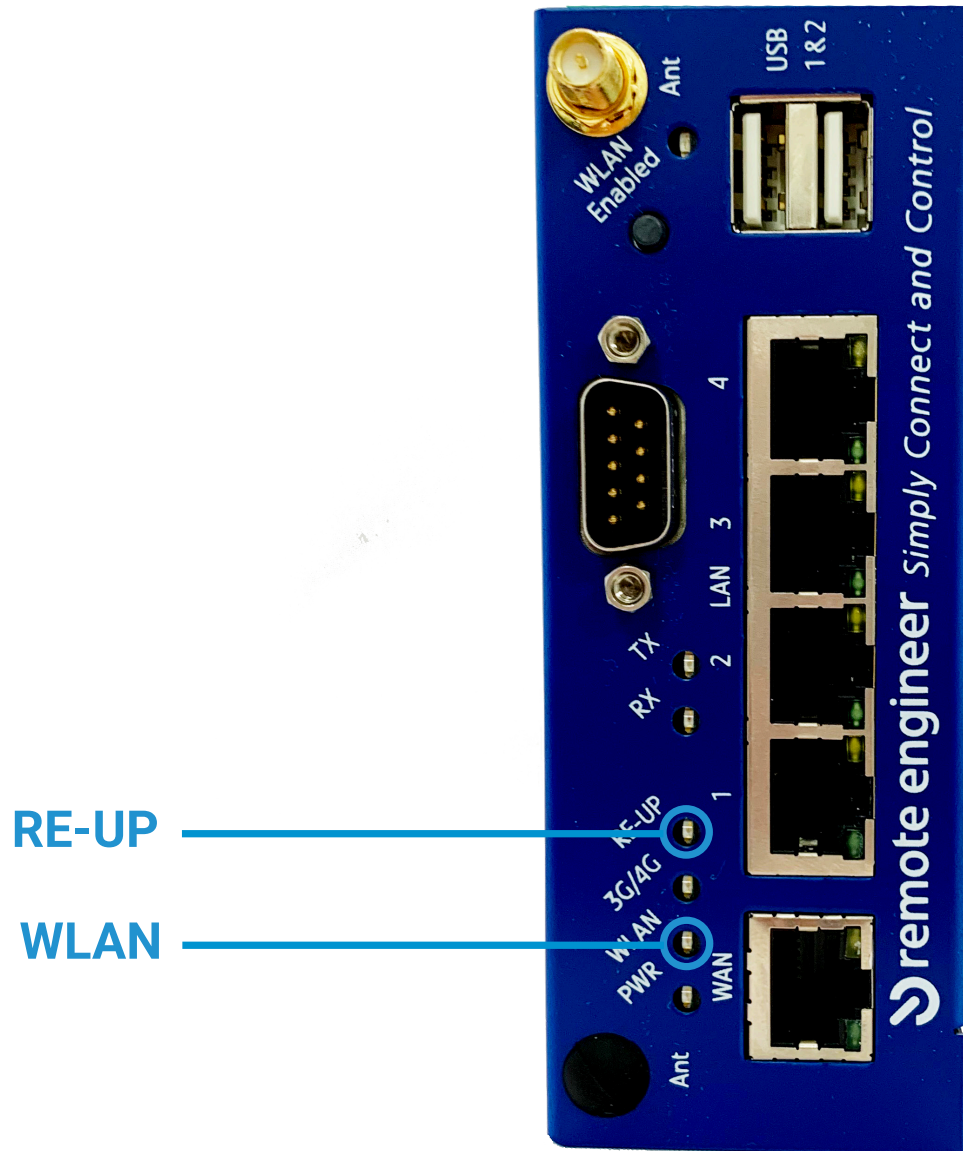
After the router is reset the default settings are loaded into the router. If the reset button is pressed longer than 10 seconds, but shorter than 30 seconds, it will indicate with four beeps that the default settings of the user are being loaded.

**Note:** *If the procedure is not performed properly the router will not be completely reset. If this happens repeat the procedure. Make sure the router is connected to the internet at all times.*

### WIFI

To turn on the WiFi on or off press the WLAN enabled button for 2 seconds. When WiFi is on the LED next to WLAN enabled will turn on blue.

## Router reset & WIFI



## Router reset & WIFI



**RESET button**



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# Technical Support

Congratulations! Your ServiceGate V2 is installed and the basic setup has been configured. For advanced settings and more detailed information, consult the User Manual.

## Remote Engineer Technical Support

Remote Engineer offers Technical Support between the hours of 8am-6pm (GMT) Monday to Friday for this product. Customers in Europe can obtain Technical Support using the following information:

Website:	<a href="http://www.remoteengineer.eu">www.remoteengineer.eu</a>
E-mail:	<a href="mailto:helpdesk@remoteengineer.eu">helpdesk@remoteengineer.eu</a>
Telephone:	+31 566 796 515

The constantly evolving state of wireless products and operating systems requires Remote Engineer to occasionally release updated software to take advantage of new technologies and to comply with industry standards. For the most recent software, firmware, driver, and technical whitepaper releases available, please visit the Remote Engineer website: [www.remoteengineer.eu](http://www.remoteengineer.eu)

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## Statement of compliance

This device complies with the essential requirements of the R&TTE Directive 1999/5/EC. The following test methods have been applied in order to prove presumption of compliance:

- **EN 60950-1: 2001**  
Safety of Information Technology Equipment
- **EN 300328 V1.6.1: 2004**  
Technical requirements for spread-spectrum radio equipment
- **EN 301489-1 V1.4.1: 2002, EN301 489-17 V1.2.1: 2002**  
EMC requirements for spread-spectrum radio equipment
- **EN 50371: 2002**

### Intended use

This device is a 2.4 GHz wireless LAN transceiver, intended for indoor home and office use.

### Potential restrictive use

This device is a 2.4 GHz wireless LAN transceiver, intended for indoor home and office use, except in France, Belgium and Italy where restrictive use applies.

In Italy the end-user should apply for a license at the national spectrum authorities in order to obtain an authorization to use the device for setting up outdoor radio links.

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## Statement of compliance

In Belgium there is a restriction in outdoor use. The frequency range in which outdoor operation in Belgium is permitted is 2460 – 2483.5 MHz.

This device may not be used for setting up outdoor radio links in France.

For more information see <http://www.anfr.fr/> and/or <http://www.art-telecom.fr>.

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# Warranty

## Remote Engineer Warranty Statement

Remote Engineer products come with a 1-year limited warranty from the date of purchase.

Remote Engineer warrants in good operating condition for the warranty period. This warranty does not include non-Remote Engineer installed components. If the Remote Engineer product malfunctions during the warranty period, Remote engineer will, at its discretion, repair or replace the product at no charge, provided the product has not been subjected to misuse, abuse or non-Remote Engineer authorized alterations, modifications or repairs. When returning a product, include your original proof of purchase. Return requests cannot be processed without proof of purchase. Shipment of returned product to Remote Engineer is the responsibility of the purchaser. All expressed and implied warranties for the Remote Engineer product line including, but not limited to, the warranties of merchantability and fitness for a particular purpose, are limited in duration to the above period.

Under no circumstances shall Remote Engineer be liable in any way to the user for damages, including any lost profits, lost savings or other incidental or consequential damages arising out of the use of, or inability to use, the Remote Engineer products.

Remote Engineer reserves the right to revise or update its products, software, or documentation without obligation to notify any individual or entity.

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# Warranty

## Important Notice

Please have your proof of purchase receipt to get warranty support. All defective products shall be returned with a copy of proof of purchase.

In no event shall Remote Engineer's liability exceed the price paid for the product from direct, indirect, special, incidental, or consequential damages resulting from the use of the product, its accompanying software, or its documentation Remote Engineer does not offer refunds for any product.

## Contact information

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