



Centurion Technologies

SmartControl and SmartShield over the Internet

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Technical Support Available

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Introduction

SmartShield and SmartControl can communicate over the internet if your network and setup supports it. For instance, this can be useful for instances where you place the SmartControl at your head office, then SmartShield clients at remote locations. This article will go over what is needed for this setup to succeed. You will need access to network devices to set up port forwarding information and a static IP address.

SmartControl Setup

The site where SmartControl is installed will need to have a static, public IP address. If you do not have one, you cannot reliably use SmartControl in a WAN environment. SmartControl must also have a static local IP address on the network for port forwarding to work effectively.

For instructions on how to install SmartControl, see the document titled "Installation Guidelines for Windows OS". Once you have finished a standard installation, you will need to set up port forwarding instructions on your on-site networking equipment for your SmartControl system. Ports 25553-25555 will need to be forwarded to the SmartControl machine to receive the outside traffic from the SmartShield machines.

Open SmartControl and navigate to "File" > "Preferences" and click the "Network" tab. You will need to check the box here to enable proper WAN communication. Once you have completed these steps, it is time to test installation of the SmartShield clients.

SmartShield Setup

Once you have the SmartControl set up per the above instructions, you can begin work on the SmartShield installation. Do the SmartShield installation normally. When asked how you would like to license the computer, be sure to select via SmartControl. When asked for the IP address of the SmartControl, please use the public, static IP address (not the local IP address for the SmartControl). If your port forwarding is set up properly, the traffic should route to the SmartControl, which will return acknowledgement and hold the ports open to maintain communications. Complete the installation as normal.