

RAPID — Remote Diagnostics Program

Remote Access Program for Interactive Diagnosis

RAPID Customer Pre-installation Instructions

INTRODUCTION

There are several site requirements that must be met to achieve successful remote RAPID sessions. The primary concern is the customer's IT firewall. This document describes how both the customer and FEI engineer conduct the pre-install site check prior to microscope installation.

SITE REQUIREMENTS

The customer's site should have a broadband internet connection (details are described in the RAPID IT Whitepaper). Port 1194, inside the corporate firewall, should be opened outbound for TCP and/or UDP to at least one of the following RAPID servers (Table 1):

(Note: For optimal performance, Port 1194 should be opened to all RAPID Servers.)

RAPID VPN server (DNS name)	RAPID VPN server (IP address)	Location
rapidvpn-nl.fei.com	192.87.67.16	Europe (Eindhoven, NL)
rapidvpn-jp.fei.com	61.197.169.149	Asia (Tokyo, JP)
rapidvpn-us.fei.com	66.192.179.36	USA (Hillsboro, USA)

Table 1 - RAPID Server overview

TESTING

Perform 'telnet' test to determine if corporate firewall Port 1194 is open to only one or to all of the RAPID servers.

- Type "Telnet <RAPID VPN Server> 1194" in a Command Prompt. (Any of the above servers names or IP addresses can be used)
- Examples:
 - Telnet rapidvpn-nl.fei.com 1194
 - Telnet 66.192.179.36 1194

RESULTS

A. Success (if Port 1194 is open):

If the command succeeds, the command prompt turns blank and the title bar of the window displays the text "Telnet rapidvpn-nl.fei.com ". (Figure 1)

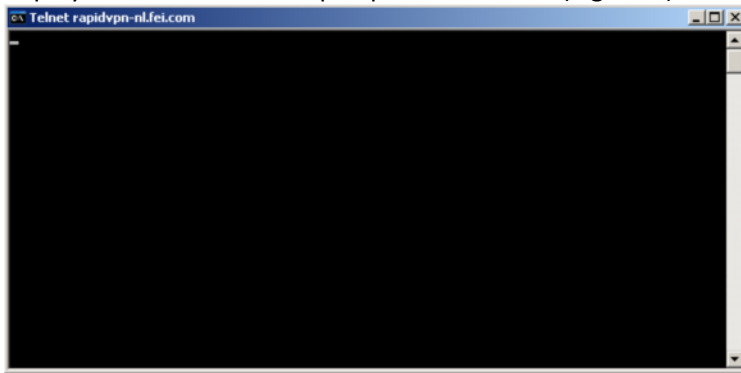


Figure 1 - Blank screen with blinking cursor, port 1194 is opened.

B. Failure (if Port 1194 is not open):

If the command fails the following message displays in the command prompt: "Could not open connection to the host, on port 1194: Connect failed". (Figure 2)

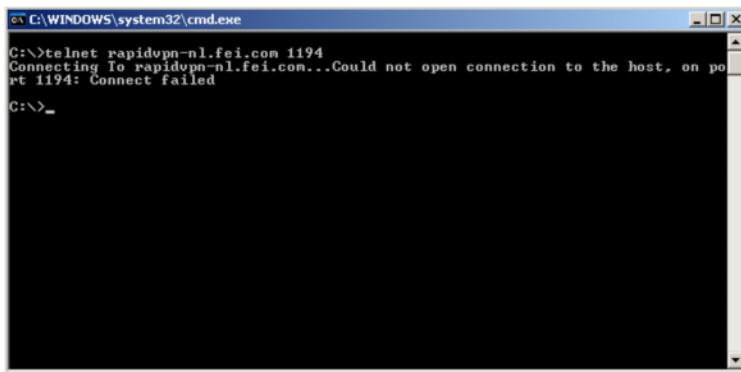


Fig.2. Telnet session failed to connect, port 1194 is not opened.

In this case the customer's IT department must check their network firewall / proxy settings. (Details available in the RAPID IT Whitepaper)

REFERENCES

RAPID Customer portal: <http://www.fei.com/rapid>
RAPID Secure portal: <https://rapid.fei.com>
RAPID Support helpdesk: rapidsupport@fei.com