KNOWLEDGE BASE TECHALERT

TECHALERT DEVICE FORWARDING USER GUIDE – ACAP

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1. PURPOSE

This guide explains what Device Forwarding is and how to use it in TechAlert. Device Forwarding lets you open the web page of equipment that sits behind a TechAlert host, such as a power relay, camera or network switch inside a trailer, without traveling to the site and without connecting a laptop to its network.

2. WHAT IS DEVICE FORWARDING

Every TechAlert host has a Tech-Connect agent installed on it. A normal connection, such as Connect in browser or Quick Connect, opens the screen of that host itself.

Device Forwarding goes one step further. The host passes your connection on to another device on its own local network. You see that device's web page in your browser as if you were plugged into the same network.

Example: A trailer has a TechAlert host, a Victron Cerbo GX power relay and two cameras. With Device Forwarding you can open the Cerbo GX web page from your office, through the trailer's host.

	Quick Connect	Device Forwarding
What you reach	The TechAlert host itself	Another device on the host's local network
What opens	The host's screen	That device's web page
What you need to know	Nothing; one click	Nothing if a device button exists; otherwise the device's local address

3. REQUIREMENTS

- A TechAlert account with access to the host. Hosts you can only see through a map do not offer Device Forwarding.
- The host must be online in Tech-Connect. Its status on the Tech Connect page must read **Ready** or **In use**.
- Camera hosts running the Tech-Connect ACAP version 0.1.8 or later are enabled as installed.
- The equipment you want to reach must be switched on and connected to the same local network as the host.
- The equipment must have a web page (HTTP or HTTPS).
- To log in to the equipment, you need its username and password.
- A current web browser that allows TechAlert to open a new tab.

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4. LIMITS

- Web pages only (HTTP and HTTPS). Other connection types, such as SSH or video streams, are not supported yet.
- Local network addresses only, on the networks and ports below. Names and public internet addresses are not accepted.

Network	Addresses	Ports
`192.168.0.0/16`	192.168.x.x	80, 443
`10.0.0.0/8`	10.x.x.x	80, 443
`172.16.0.0/12`	172.16.x.x to 172.31.x.x	80, 443

- A connection closes by itself after 5 minutes without use. Open it again when you need it.
- A connection only works from the network you opened it on. If you change network, for example by switching to a phone hotspot or turning a VPN on or off, open it again.
- Up to 12 device buttons are shown per host.

5. HOW TO USE DEVICE FORWARDING

OPEN THE DEVICE FORWARDING PANEL

1. Log in to TechAlert.
2. Open the **Tech Connect** page from the main menu.
3. Find the host. You can type part of its name in the search box at the top of the list.
4. Check the host's status. It must read **Ready** or **In use**.
5. Click **Device Forwarding** on that host's row. A panel opens inside the row (see Figure 1).

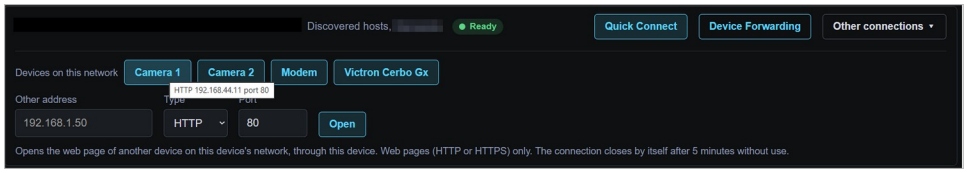


Figure 1. A host row on the Tech Connect page

Shortcut: You can also click a host's name on a dashboard or map and choose **Connection Options** from the device card. TechAlert opens the Tech Connect page with the panel already open for that host (see Figure 2).

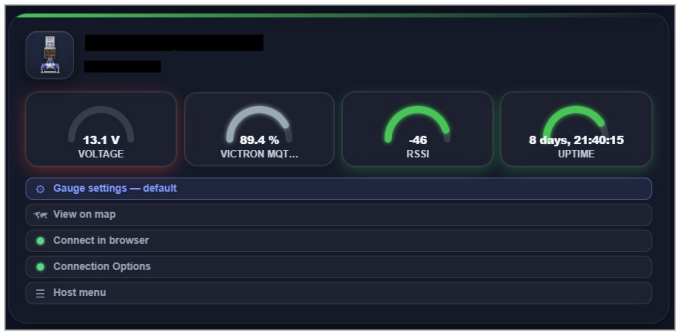


Figure 2. Connection Options from the Dashboard

CONNECT WITH A DEVICE BUTTON

If your administrator has set up device buttons for this host, they appear at the top of the panel under **Devices on this network** (see Figure 1). This is the quickest way to connect.

1. Click the button named after the equipment, for example **Cerbo GX**.
2. Wait a few seconds. The row shows "Opening the connection…".
3. The equipment's web page opens in a new browser tab.

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4. Log in to the equipment as you normally would. TechAlert does not store or enter its password.

Tip: Hold the mouse over a device button to see the address, port and type it will open.

CONNECT TO ANOTHER ADDRESS

Use the fields in the panel when the equipment has no button. You need the equipment's local address, for example from the site's network diagram.

1. In **Other address**, type the local address of the equipment, for example 192.168.44.50. On a host without device buttons this field is named **Address on the device's network**.
2. In **Type**, choose **HTTP** or **HTTPS**.
3. In **Port**, keep the suggested port (80 for HTTP, 443 for HTTPS) unless the equipment uses a different one.
4. Click **Open**.
5. The equipment's web page opens in a new browser tab.

WHAT TO EXPECT AFTER CONNECTING

- The row shows the address that was opened and a link. If your browser blocked the new tab, click the link.
- The connection stays open while you use it and closes by itself after 5 minutes without use.
- Opening the same address again within that time reuses the same connection.
- You can have several forwards open at once, and they do not close your other connections to the host.
- Every Device Forwarding attempt is recorded in the TechAlert audit log with your user name, the host and the address opened.

6. TROUBLESHOOTING

When a connection cannot be made, TechAlert shows a short message and a reference such as TC-7F4AD1. Give that reference to support; it identifies the full reason in the audit log.

What you see	What it means	What to do
The **Device Forwarding** button is missing	You reach this host through a map only, or Device Forwarding is not set up on this server.	Ask your administrator for access to the host.
The **Device Forwarding** button is grayed out	The host is offline or not enrolled in Tech-Connect.	Check the host's power and internet connection, then reload the page.
"That address did not answer from this device."	The host could not reach the equipment at that address and port.	Check the address, the port and the type. Confirm the equipment is powered and connected.
"This device does not allow connections to that address."	The host's Tech-Connect agent is set to refuse that address.	Contact support with the reference.
"This device could not be found in Tech-Connect."	The host is not enrolled in Tech-Connect under its TechAlert name.	Contact support with the reference.
"The connection to this device could not be made."	Any other failure.	Try again once. If it repeats, contact support with the reference.
"Only addresses on a private network can be opened…"	The address typed is not a local network address.	Use the equipment's local address (see Limits).
The new tab shows "[403] … Access rejected by ACL"	You are on a different network from the one you opened the connection on.	Open the connection again from your current network.
The new tab does not load, or shows an address without a number after tech-connect.ai	The connection closed after 5 minutes without use, or the equipment redirected the browser.	Open it again. If it happens every time, see the next row.
The equipment's page loads, then the browser shows an address without the number after tech-connect.ai	Some equipment sends the browser to a different address after its page loads, and the connection is lost.	Ask your administrator to add a start page to that device's button.

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What you see	What it means	What to do
The equipment's page does not load	Equipment that only answers on HTTPS does not load when opened as HTTP, and the other way round.	Try the other type (HTTP or HTTPS).
No new tab opens	The browser blocked the pop-up.	Click the link shown in the row, and allow pop-ups for TechAlert.

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