“The Dutch Connection”

Introduction
With the Dutch Connection, SINGULUS MASTERING introduced remote service on Mastering equipment. This service allows remote monitoring and control from the Netherlands of a mastering system anywhere in the world. The system cannot copy files and the customer stays in control of the connection.

A technical try-out to test feasibility and interest of customers proved to be very successful. The Dutch Connection is installed and activated at the start of installation. It remains operational until the end of the warranty period – which is in fact beneficial for both the customer and SINGULUS MASTERING. When the warranty period ends, the Dutch Connection can be extended on a subscription basis.

Technology
The Dutch Connection is a fast way to get a machine back into operation without sending a software engineer. Furthermore it makes it possible for SINGULUS MASTERING service engineers to be better prepared when going to the customer; the status of the machine can be checked from Eindhoven.
In many cases it saves a service trip and valuable production time.

The service has become possible by the introduction of so-called KVM over IP. This stands for Keyboard, Video and Mouse (KVM) connection using the Internet Protocol (IP). It combines the advantages of remote access software with the benefits of KVM technology. The hardware used is a small box that interfaces to a PC on one side, and connects to the internet on the other side. This connection is actually to the local area network at the customer site. Assistance from the local IT manager is required, since a port needs to be opened in order to gain access to the unit from outside. Furthermore the customer needs to assign a password to the KVM-IP, preventing unauthorized use of the system.
Connection to the “PC” is actually to the KVM switch already present in the DMS and AM mastering systems. This makes it possible to access all PCs connected, such as SCeNT and the ACE100 encoder.
When the “Dutch Connection” is active, the local controls stay operational. Therefore the operator on site can see which actions are performed by SINGULUS MASTERING engineers on the local machine. In addition to service and support this also makes training on site on the machine possible. Of course the Dutch Connection can also be used by the Mastering Manager / Shift Leader of the customer in order to check the status of the machine from a remote location (e.g. from his desk, or from home). As access can be from anywhere in the world, the SINGULUS MASTERING helpdesk in the US can also be used to give real time service to customers. Note that the Dutch Connection can also be configured in such a manner that the remote user is only an “observer” on the system.

Reason to choose for KVM-IP:
- No possibility to copy files from or to the target computers
- Full access, including BIOS and possibility to reboot the PC without loosing connection
- Logging of all access and access attempts
- Secure Internet access to the KVM switch
- Enterprise grade security (using AES 128 bit encryption and RSA 2048 bit public key authentication) with 16 user profiles and access data logging
- Supports exclusive access mode or up to four simultaneous connections
- Feed through port provides local KVM console
- 10/100 Mb Ethernet port for IP network connection
- No performance loss to additional software on the PC(s)
- No special software for the “remote controller” (Internet Explorer with Java plug-in, or VNC)
- Easy control over multiple PCs

Functionality in summary:
- Remote “on-machine” service, support, configuration and diagnostics.
- Connection controlled by the customer
- Encrypted secure data connection
- On-site machine training
- Possible to connect to from any location when knowing address and password
- Open to use by the customer

Benefits:
- Direct connection to the machine by SINGULUS MASTERING, instead of “talking through step by step”, resulting in less time spent, no chance on errors and removing the burden of searching for log and ini files by the operator
- Better and immediate insight into the status of the machine by SINGULUS MASTERING
- Always up-to-date software available with assistance when installing
- Controlled remote access to the machine from any location.

“The Dutch Connection, a connection you do not want to miss”