



Amphion

Model 14-H (RSSD)

Model 14-N (MRFD)

Model 14-C

User Guide

Part Numbers

IAA-254-H-14

IAA-30-N-14

IAA-30-C-14

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Important Information

Safety: These instructions must be followed:

THE USE OF THIS DEVICE IS SUBJECT TO THE TERMS AND CONDITIONS OF PURCHASE.



IT IS THE RESPONSIBILITY OF THE USER TO ENSURE THAT ALL LOCAL SAFETY CODES ARE OBSERVED DURING THE USE OF THE AMPHION MODEL 14. IN PARTICULAR BUT NOT LIMITED TO, THE USER MUST OBSERVE ALL CODES PERTAINING TO PERSONNEL SAFETY WITH RESPECT TO REMOTE MONITORING AND ADJUSTEMENT OF EQUIPMENT.

Liability: The user assumes all liability when using the Amphion device.

EI3 CORPORATION ASSUMES NO RESPONSIBILITY OR LIABILITY RESULTING FROM THE USE OF THE AMPHION MODEL 14 DEVICE. EI3 CORPORATION IS NOT LIABLE FOR DAMAGES CONSEQUENTIAL OR OTHERWISE THAT MIGHT OCCUR FROM THE USE OR MIS-USE OF THE AMPHION MODEL 14 DEVICE.

This device should only be used with ei³ Corporation approved applications and incorporates technology protected by US Patent # 7,054,919.

Informations importantes

Sécurité: Ces instructions doivent être suivies:

L'UTILISATION DE CE DISPOSITIF EST SOUMISE AUX TERMES ET CONDITIONS D'ACHAT.



IL EST DE LA RESPONSABILITÉ DE L'UTILISATEUR DE S'ASSURER QUE TOUS LES CODES DE SÉCURITÉ LOCAUX SONT RESPECTÉS PENDANT L'UTILISATION DU MODÈLE AMPHION 14. EN PARTICULIER, MAIS SANS S'Y LIMITER, L'UTILISATEUR DOIT RESPECTER TOUS LES CODES RELATIFS À LA SÉCURITÉ DU PERSONNEL EN MATIÈRE DE SURVEILLANCE A DISTANCE ET AJUSTEMENT DE L'ÉQUIPEMENT.

Responsabilité: L'utilisateur assume tous les risques lors de l'utilisation du dispositif Amphion.

EI3 CORPORATION N'ASSUME AUCUNE RESPONSABILITÉ RESULTANTE DE L'UTILISATION DE L'APPAREIL AMPHION MODÈLE 14. EI3 CORPORATION N'EST PAS RESPONSABLE DES DOMMAGES INDIRECTS OU AUTRES RESULTANT DE LA BONNE OU DE LA MAUVAISE UTILISATION DE L'APPAREIL AMPHION MODÈLE 14.

Specifications

Amphion Model 14H (Shop Floor- RSSD)

The Model 14H Amphion is also known as the RSSD, or Remote Service Security Device, and is often called simply the “green box” because of its identifying green trim. This device is used for installations with multiple machines in one facility.

This model has firewalling capabilities, and is used to create only one secure service tunnel between each machine in the end-customer plant site and the remote services platform. This single tunnel is used to pass all the data traffic necessary to perform the remote service features for all the machines within the shop floor.

This model is identified by its telephone jacks and green trim.

Amphion Model 14N (Machine LAN-MRFD)

The Model 14N Amphion is also known as the MRFD, or Machine Router Firewall Device, and is often called simply the “red box” because of its identifying red trim. This model also has firewalling capabilities, as well as “Network Address Translation” or NAT-ting ability. It is packaged in a smaller DIN rail mounted enclosure and will have the same terminals as the Model 14H – except that the modem connections are not included.

Because many of the machines will have similar or even identical IP addressing schemes, it is necessary to translate the addresses of these machines into a single network. This network translation function is performed by the Machine LAN Amphion. During the set-up process for a customer shop floor the Machine LAN Amphion devices are used together with the Shop Floor Amphion to create a single organized network.

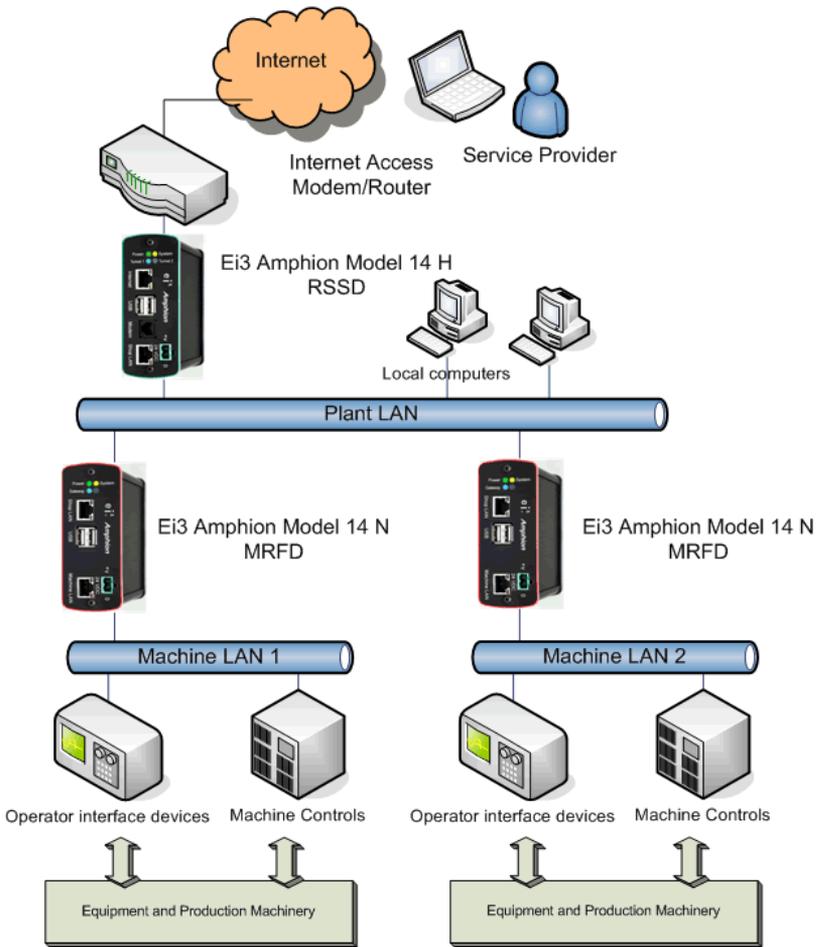


Figure 1: Amphion Model 14-H and 14-N devices arranged in a typical multiple machine installation configuration

Note: Amphion Model 14-C combines the functions of both the RSSD and MRFD in one device, and is used only for single machine installations in a plant location. It may not be used with either Models 14-H or 14-N.

Electrical

The Amphion model 14 is designed to be connected to a regulated 24VDC power source and deployed within a *Limited Energy Circuit* to protect the Amphion device and wiring. The power should be connected to the power terminals according to the terminal drawing supplied in the Installation Section of this manual.

Main Power: 24VDC, 10W

Optional Wall Plug Power Supply

An optional 24 VDC wall-mounted transformer is available for the Amphion. This device is provided with a variety of international plug configurations. See the accessories section for the proper part number used for ordering a plug-in transformer.

Networking

The Amphion is designed to accommodate a wide variety of networking requirements. There are two networking ports on the Amphion. Each port provides a dedicated function and they are labeled as “Internet” and “Shop LAN” (Model H) or “Shop LAN and “Machine LAN” (Models N and C).

NOTE: In the Amphion Model C only, the port labeled “Shop LAN” is used to connect to the Internet.

Machine LAN

Physical Type: 10/100 MBit Ethernet connected via RJ-45. Autosense speed/duplex.

LAN Requirements: Private IP networks only are supported.

Network Address Translation: 1 to 1 NAT allowed.

Number of Addresses: The Machine LAN port can support up to an entire class-C range of IP Addresses (254 addresses).

Internet

- Physical Type: 10/100 MBit Ethernet via RJ-45.
Autosense speed/duplex.
- LAN Requirements: Access to Internet must be provided.
- Bandwidth: At least 56 kbps of bandwidth must be available to this port for remote service. Normally 4k is used for remote monitoring.
- Latency: No more than 125ms of latency should be measured to www.ei3.com

USB Port

This port is provided for the provisioning of the A14 Amphion using special provisioning files produced by ei³ Corporation only.

Physical Type: Standard USB Type A

Installation

The Amphion should be located inside an electrical control panel. The degree of protection and temperature specifications should be observed for correct operation.

Physical

The Amphion Model 14 has the following physical specifications:

	Model 14
Outside Dimensions	143 x 112 x 45 mm (5.6 x 4.4 x 1.8 inch)
Mounting	Standard DIN Rail -or- Stand alone shelf
Weight	.9 kg/2 lbs
Max Temperature	50 °C or 122 °F
Min Temperature	0 °C or 32 °F
Protection	IP 10 NEMA 1

Terminations

Name	Wire Type	Connector	To	Function
Modem	4 conductor CAT 3 telephone wire	RJ-11	Standard Analog telephone service	Provide remote service access to the Amphion Device
Shop LAN	CAT-5 network cable	RJ-45	Hub on machine network	The devices on this network will be securely accessible
Internet	CAT-5 network cable	RJ-45	Hub on network which has Internet Access	Connection to the internet for service & monitoring
24 Power supply +V	0.03 to 1.5 mm ² AWG 16-22	Stripped end	24VDC power supply	Power for device
O	0.03 to 1.5 mm ² AWG 16-22	Stripped end	Panel ground or earth	Wire shields

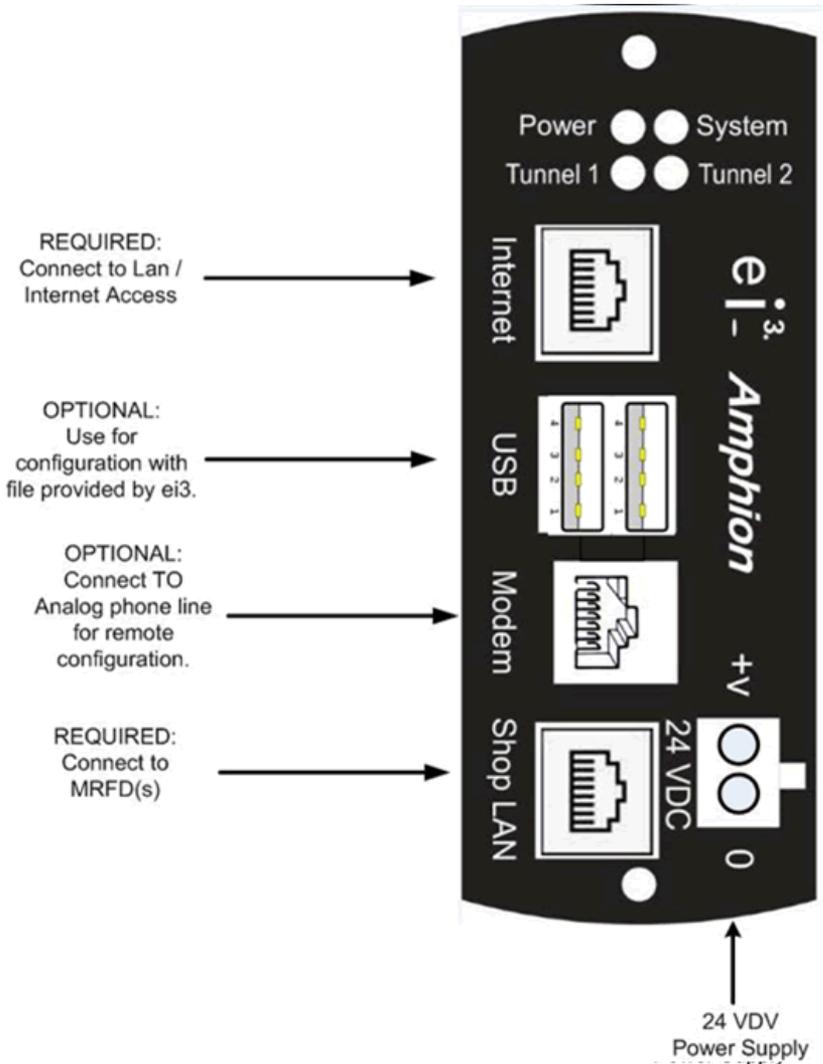


Figure 2: Model 14-H faceplate

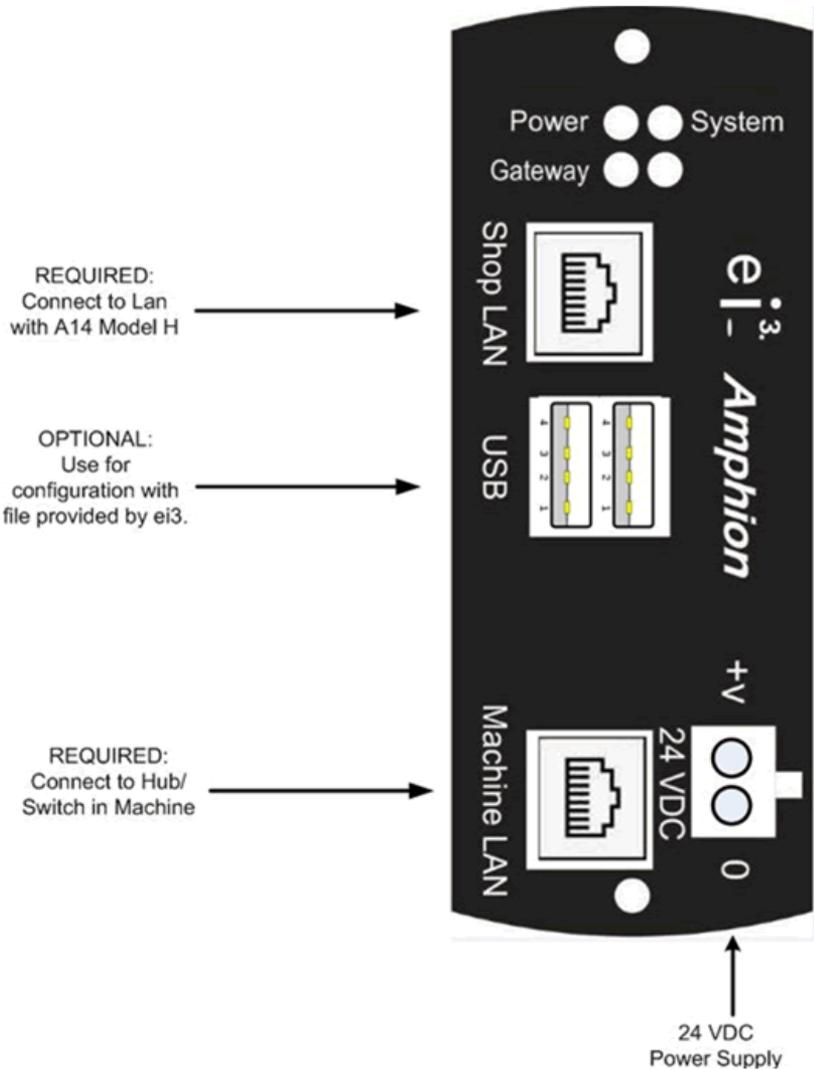


Figure 3: Models 14-N and 14-C Faceplate

IMPORTANT NOTE – FOR MODEL 14-C ONLY: The Shop LAN port is connected to LAN/internet access

Installing the Amphion

The Amphion device must be located inside an electronic enclosure and mounted on a metallic DIN rail that is bonded to earth. A limited energy circuit of 24 VDC power should be connected to the +-V and O terminals using individual wires as per the specifications in the Terminations table above. If the communications cables have shields, they can be terminated on the O terminal.

All applicable codes regarding the wire gauges and color codes must be observed.

Along with your Amphion Model 14, you will receive a network diagram indicating the location on the network where the Amphion should be placed.

This will ensure the Amphion can properly communicate with the devices on your network.

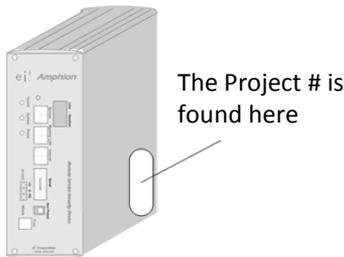
Operating the Amphion

The Amphion Model 14 is an integral part of the ei³ secure network. In order for the Amphion device to work properly, it must be configured with information about the local internet access and machine LAN. The configuration process identifies the following facts about the network environment:

- The Identification of the Amphion device within the ei³ secure network,
- The method of connection to the Internet, and,
- The Addresses of the equipment that is protected by the Amphion device.

Project Number

The Amphion devices are sometimes shipped pre-configured. When they are configured, they should be identified with a Project # that is assigned by the remote services platform. This number is used in the platform to identify your devices and their connected equipment; it is in the format xxxx-yy. The project number is located on the label which is fixed on the box of the device.



The Amphion device label can also have a Serial Number in addition to a Project Number. The serial number on newer devices is a 6-digit alphanumeric number that is unique to each device, and does not change.

Configuration

Configuration of the Amphion device may be accomplished by one of two methods.

1. Automatic method, using a configuration file from the platform
2. Manual method, using the local tool

To configure the Amphion device, you will need to know the following facts, which must be entered into the remote services platform by your platform administrator before the configuration can be done. When the information is entered, then your platform administrator will provide you with the Amphion Project #.

- Information about the Internet access that is provided.
Does the Internet Access device have DHCP available?
Internet device has a DHCP Service Yes, No

If there is no DHCP service, then what is the IP address that the Internet access device has for the Amphion Device?

Enter the IP Address for the Amphion:

IP Address ___ - ___ - ___ - ___

Subnet Mask ___ - ___ - ___ - ___

Default Gateway ___ - ___ - ___ - ___

- IP Address information about the Machine LAN

These addresses for these devices must conform to the following rules:

- They must all be on the same network

1. Configuration using the Automatic method

This method uses a configuration file created by an administrator in the platform, and transferred to the Amphion via a USB drive.

Note: Each Amphion is identified by its Project number. When not yet configured, the Project # on the label of the box is blank or has the format xxxx-yyy. When the Amphion is configured, it is important that the new Project # is added to the label. To change a Project # written on the label on the box, please strike out the old number, and write the new number on the label.

Note: The configuration files have a special file type. The file type must be one of these, in all capital letters: .MRFD, .RSSD, or .PATCH. The Amphion looks for files with one of these three file types, as appropriate for the device that the file will be used to configure.

The configuration file is used by placing it onto a portable USB drive. The USB drive must have **only one file at a time** of any of the allowed three file types in the root directory of the USB drive. For example, if you have a USB drive that has more than one MRFD file, or more than one RSSD file, or one or more of both, then the Amphion will not process any of the files in the USB drive.

When there are both green and red boxes to be configured, it is recommended to first configure the green box. The following steps are taken for the configuration process:

1. Power off the Amphion device and remove the CAT-5 network cables.
2. Place the USB drive with the appropriate bundle file in the upper of the two USB slots. This slot is closest to the top of the Amphion device when it is on its side and the words “USB” are near the bottom of the device.

3. Once the USB drive is inserted in the Amphion, apply the power to the Amphion.
4. Watch the power, system, and tunnel LEDs. There will be a series of different light patterns, and then the LEDs turn off as it processes the contents of the bundle file. It takes the Amphion about 2-4 minutes total to complete processing the file. When it is done, the Amphion will flash one of two patterns:
 - If there was a failure, the LEDs will flash in an “X” pattern.
 - If configuration was successful, all LEDs will flash on and off simultaneously at one Hz.
 - The success and failure patterns will last only for five minutes and then the Amphion will shut itself off.
4. Once the success pattern is seen, remove power from the Amphion, and remove the USB drive.
6. When this process is done on both the green and red boxes, with their respective configuration files, then reconnect the network cables and power them on. They will then boot up and automatically connect. The blue “Tunnel” LED on the RSSD will flash slowly when there is a valid connection to the platform.

Please note that the configuration files are digitally signed by ei³ Corporation to protect against tampering. Any attempt to modify the provisioning file will result in failure to configure the Amphion properly.



It is important that you do not change the contents of this file in any way!

2. Configuration using the Local tool

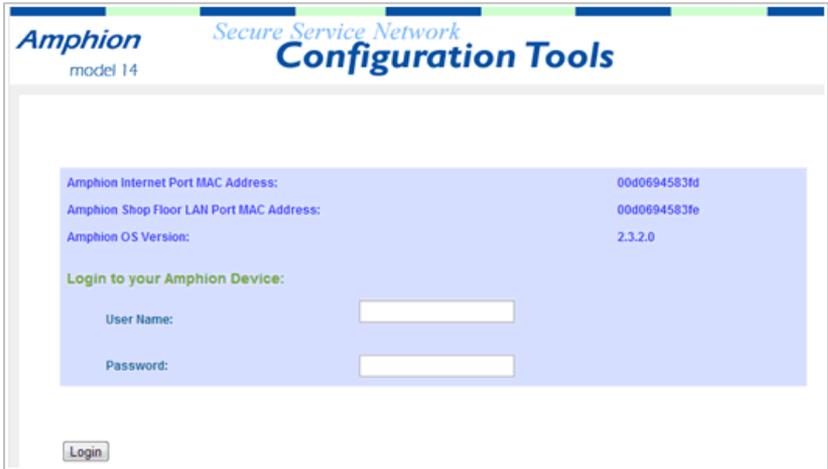
The Networking information you provided above can be input into the Amphion using a PC connected to the Amphion and a web browser. This tool is currently available for only Model 14-H and Model 14-N. To use this tool, you will need to get the device IP address, username, and password from your platform administrator.

Connect your PC directly to the Amphion device using a CAT-5 Ethernet cable into the Shop LAN Ethernet Port (Model H) or Machine LAN (Model N) Ethernet Port. Note that at this time, the machine LAN devices do not need to be connected to the Amphion.

Once your PC is connected, navigate your web browser to the address provided by your platform administrator. This can be done by typing directly into the browser bar.

Login into the Amphion using the credentials provided by your platform administrator. You will need to know your Amphion's project or serial number to receive the requested information.

Login Page for Model 14 Amphion



The Login page should display automatically. After providing the login information, click on the login button.

Note the login page for this version shows information not previously included in earlier versions of the software.

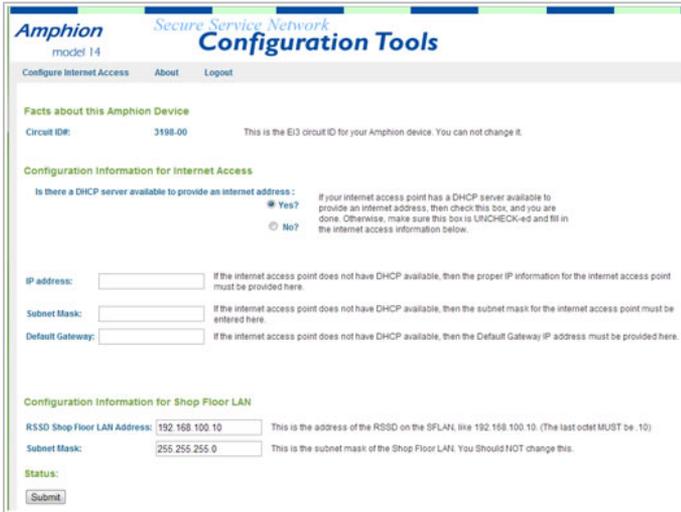
The Media Access Control (MAC) addresses of the MRFD Shop LAN and Machine LAN Ethernet ports are shown on this page to help locate the device on complex customer networks.

The version of the Software is also shown as is the date of the software release for this version.

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Internet Access page

After login, the first page displayed is the “Internet Access” screen.



This page is only visible when configuring Amphiion 14- H (RSSD).

This page allows the user to configure information about how the Amphiion device will access the Internet. The preferred method is to connect the Amphiion device to a network that has a DHCP server that provides an address to the Amphiion device. If your Internet access point has a DHCP server available to provide an Internet address, then check the DHCP box, and you are done. Otherwise, you will need to fill in the Internet access information below, including:

- The IP address that is available for the Amphiion to use as the Internet access point.
- The subnet mask for the network the Amphiion uses for Internet access.
- The Default Gateway must also be provided.

Configure Machine LAN Page – Model N only

This page appears after a successful login to an MRFD:

Amphion model 14 *Secure Service Network* **Configuration Tools**

Home Upload an XML Configuration Firewall Ports Tools Reboot the MRFD Reset to Factory Default Manual Cc

Configure this MRFD:

Machine Number:

Project Number:

MRFD Type: 27 possible Devices Maximum

MRFD ID:

MRFD Internet Port Interface Address:

SF Lan Address:

Subnet Mask:

Default Gateway: (This is the Address of the RSSD on the Shop Floor LAN)

Machine Devices

Enter the IP addresses for the machine control devices that will be accessible on the Machine LAN.
NOTE: You do not have to enter the address of the MRFD, just the IP addresses of the PLC controllers, CUBEAs, and all other devices.
Do not enter any duplicate addresses. To add more devices click 'Add Additional Devices to the List'

Device 1:

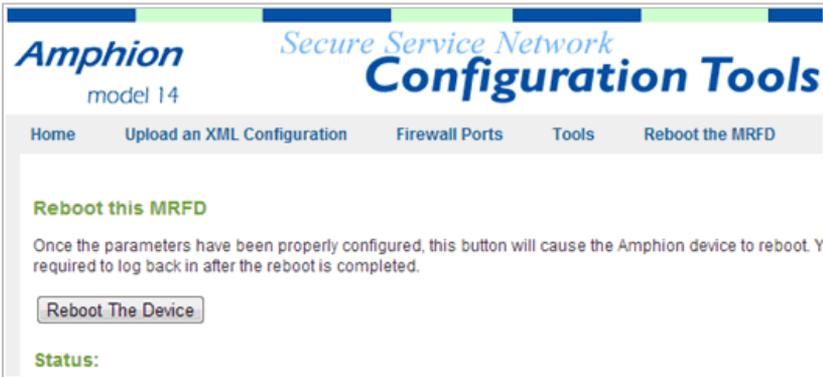
This page is only visible when configuring Amphion 14-N (MRFD).

This page can be used to program the MRFD, or Model N device for the Machine Device IPs. Your MRFD can be used to support a machine with either 27 IP enabled devices (Type D configuration), or one with 59 IP enabled devices (Type E configuration.) There is a “drop down” box on the Web-UI to chose this.

Amphion User Guide

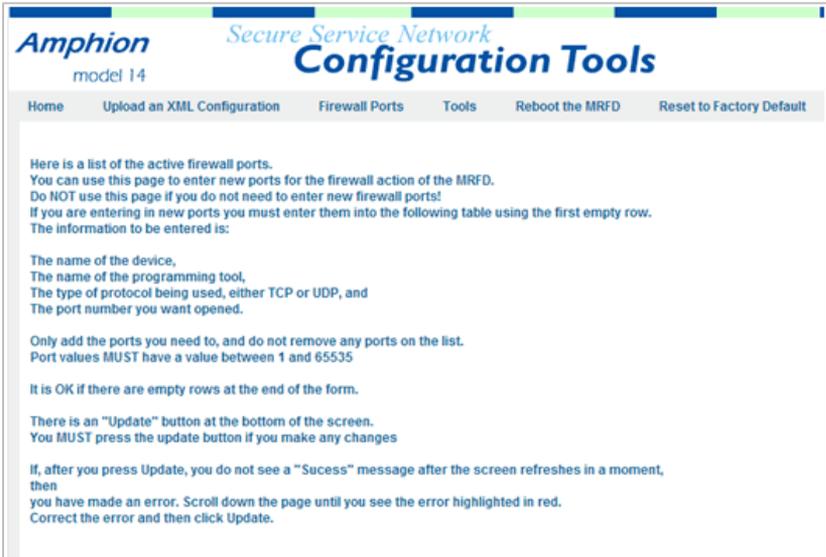
Rebooting the MRFD after a successful configuration.

If you have configured the MRFD using the Web-UI, you MUST reboot the MRFD to use the new configuration. So, you should navigate to the “Reboot the Amphion” page which shows this:



Press the “Reboot The Device” button. You will then see a status screen which tells you that the reboot process has begun.

Firewall Ports Page



The screenshot shows the 'Firewall Ports' page in the Amphion Configuration Tools interface. The page has a header with the Amphion logo and 'model 14', and a navigation bar with links for Home, Upload an XML Configuration, Firewall Ports, Tools, Reboot the MRFD, and Reset to Factory Default. The main content area contains instructions for configuring firewall ports, including a list of active ports, a table for adding new ports, and an 'Update' button. The instructions specify that port values must be between 1 and 65535 and that users must press the 'Update' button after making changes.

Amphion
model 14

Secure Service Network
Configuration Tools

Home Upload an XML Configuration **Firewall Ports** Tools Reboot the MRFD Reset to Factory Default

Here is a list of the active firewall ports.
You can use this page to enter new ports for the firewall action of the MRFD.
Do NOT use this page if you do not need to enter new firewall ports!
If you are entering in new ports you must enter them into the following table using the first empty row.
The information to be entered is:

The name of the device,
The name of the programming tool,
The type of protocol being used, either TCP or UDP, and
The port number you want opened.

Only add the ports you need to, and do not remove any ports on the list.
Port values MUST have a value between 1 and 65535

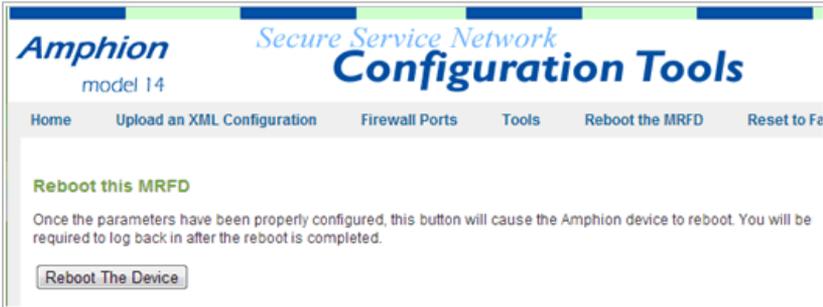
It is OK if there are empty rows at the end of the form.

There is an "Update" button at the bottom of the screen.
You MUST press the update button if you make any changes

If, after you press Update, you do not see a "Success" message after the screen refreshes in a moment,
then
you have made an error. Scroll down the page until you see the error highlighted in red.
Correct the error and then click Update.

On this page, the MRFD's firewall can be configured. An entry needs to be added here for each service that is used over the Amphion's connection.

Reboot and Test page



Once all the Amphion device parameters have been configured, the device must be rebooted to load the networking information. The reboot can be accomplished by clicking on the Reboot button. The process takes about four minutes and during this time the browser will not be able to communicate with the Amphion device. After the reboot is completed, the green system light will begin its flashing cycle and you can log in.

Also, the blue “Tunnel” LED will flash slowly when there is a valid connection to the RSSD.

Your Amphion is now configured and ready for operation.

Initial Start-up and Operation

Once the Amphion Model H or Model C has been properly configured, it can be connected to the LAN that has access to the Internet. *Note: the Model N Amphion should never be connected to the internet.* After the Internet connection has been made, the Amphion power can be connected. By connecting power the following sequence should occur:

- The Green LED “Power” should illuminate,
- After approximately 1 second, the Yellow LED “System” will come on steady while the device is booting. After the system is fully operational this LED will flash on and off at one second intervals.
- If your device is an RSSD, after approximately 4 minutes, the Blue “Tunnel” LED and Green “System” LED should start flashing, meaning that the tunnel has been created through the Internet.
- If your device is an MRFD, the Blue Tunnel LED and the Green System LED will alternately flash to indicate that the MRFD has connected to its RSSD.
- When Remote Service tunnel is being used, the blue LED will indicate this by staying lit with no flashing.

Now the Amphion is ready for operation and the service network should function properly. This can be tested by creating a remote service session key and using the key to access the equipment on the machine LAN. When the equipment is being accessed, the Blue “Tunnel” LED will flash rapidly at approximately 0.1 Hz, and it should be possible to ping every device that you have assigned on the machine LAN.

If a problem occurs during the initial start-up and operations, see the troubleshooting pages provided later in this user’s guide.

Troubleshooting

The Amphion has three large LEDs to indicate the status of its most important functions. These LEDs can provide valuable information during the troubleshooting process.

Green LED: Power

The Power LED indicates that a proper level of DC power is connected to the Amphion device.

LED STATUS	INDICATES
Solid OFF	Problem with Amphion power or System Malfunction.
Solid ON	Amphion Power supply both working correctly

Yellow LED: System

The Green LED indicates the status of the Amphion CPU. It blinks with several different flashing patterns to indicate different operations.

LED STATUS	INDICATES
Solid OFF	Problem with Amphion
Solid ON	Amphion booting, not ready for operation
Blink (ON/OFF 1 s)	Amphion is ready to function correctly

Blue LED: Tunnel

The Amphion’s Blue LED indicates the status of the secure tunnel created through the Internet to the ei³ security host. It blinks with different patterns to indicate the secure tunnel activity.

LED STATUS	INDICATES
Solid OFF	Tunnel has not been created, ei ³ security server host not found
Blink 1 Hz (ON/OFF 1s)	14H & 14C: Amphion has created a tunnel to host server 14N: The 14N can connect to the 14H.
Solid ON	Amphion has detected data traffic to/from Machine Devices as in a Remote Service session.

Ethernet Link Lights:

Next to each of the three Ethernet port are link lights. They indicate the following status information.

Left (top) LED indicates the link status. This LED will be yellow if the network is detected to be 10 Base T and green if the network is 100 Base T. If there is a problem with the Ethernet cable, this LED will be OFF.

Right (bottom) LED indicates the link activity. This LED will flash green whenever network activity is detected, even if the network activity is not destined for the Amphion device.

Troubleshooting Steps

The following steps can be used to help guide troubleshooting activity:

Status Indication:	Probable cause:
Yellow LED not on	No power on the 24VDC terminals. Check to see if there is 24VDC power on the terminals
	Amphion may be defective.

Status Indication:	Probable cause:
Green LED not flashing	Amphion has not finished booting up.
Green LED is not lit.	Amphion CPU has stopped running. Reboot device by cycling power.
	Amphion is defective Replace the Amphion using the RMA procedure documented below.

Status Indication:	Probable cause:
Blue LED not lit.	Wiring to Internet through the LAN is not correct. Check wiring to LAN.
Blue LED not lit.	The Internet IP configuration is incorrect.

	<p>Carefully check the entries for the Internet IP configuration.</p> <p>Reboot the device and perform the Ping test</p>
Blue LED not lit.	<p>The LAN does not permit internet access.</p> <p>Perform the IP Config test described in this section.</p>

Status Indication:	Probable cause:
Link Light not on. (Any of the two Ethernet ports)	Wiring to the Hub/Switch not correct.
	Check that the Ethernet Cable is working properly.
	<p>Improper configuration of the Internet address settings on the Amphion</p> <p>Correct the settings, or use the IP Config test described below and contact your platform administrator.</p>

Status Indication:	Probable cause:
Network Activity LED not flashing	<p>There is no Ethernet network activity.</p> <p>Check cables and check devices to see if traffic should be occurring.</p>
	Wiring problem

IP Config Test

During the Set-up of the Amphion, it is useful to perform this test, called the “IP Config” test. To perform this test, follow these steps:

- 1) Find a notebook PC that has Internet browser capability. Make sure that the PC is not configured for wireless Internet access.
- 2) Disconnect the cable that was plugged into the Amphion “Internet” port and connect it to the notebook PC’s Ethernet port. Note that there should be a Link Light on the PC.
- 3) Verify that the PC can use this connection to browse to the Internet for secure sites. For example, type the following into the browser bar: <https://www.google.com> or some other secured public website.
- 4) Once the PC can browse the internet, open up a DOS window by going to Start>Run>CMD
- 5) In the DOS window type “CD\” , the computer should display C:\
- 6) Type “ipconfig –all” The computer will display information about the network connection.
- 7) Type “cntl+Print Screen” to capture the results.
- 8) Email the results as an attached picture file (jpg or bitmap) to your platform administrator.

If Amphion must be replaced

If all the troubleshooting steps have been followed and the Amphion device still does not function, then the device may need to be sent back to ei³ Corporation.

When shipping the device to ei³ Corporation a return materials authorization (RMA) form should be enclosed. A copy of the form is attached at the end of this user guide. Forms are also available by contacting ei³ Corporation. It is important not to ship the device without first completing the RMA, or it may cause delays in providing a replacement. The authorization process is described in the Warranty and Repair section of this user guide.

Accessories

There are several accessories available to increase the functionality of the Amphion device. More information about these accessories can be obtained contacting your platform administrator.

Power Supply

A DIN rail mounted power supply can be provided. Order ei³ part # IAA-PSU-X

For customers that desire to place the Amphion in the IT environment and do not have access to a 24VDC power supply, a standard wall mounted power supply can be used. The optional 24 VDC international power supply includes most common plugs used in major countries.

Warranty and Repair

If the Amphion device is being used as a part of an active Service Program, then replacement and repair is covered under an extended warranty. The warranty allows for the device to be returned for a replacement device for no replacement charge. Prior to replacing the device, the user should follow the Return Materials Authorization process outlined below.

Return Material Authorization Form

If you think that the Amphion device is defective or needs repair please follow these steps:

- 1) You must receive a Return Material Authorization (RMA) number from ei³ support. This number is used to authorize the return and track the replacement Amphion device.
- 2) Fill out the information on the next page before you contact ei³ Corporation to request the RMA #. For this you will need to provide the following:
 - Model (14H, 14N or 14C)
 - Project # or Serial #
 - Problem description
 - The IP Config test results (C:\ipconfig –all) if available
- 3) Contact ei³ Support at +1 (201) 802-9080 or e-Services@ei3.com.
- 4) The returned device should be packaged in a shock-absorbing container for shipment. Suitable materials include, “bubble-wrap”, “packing noodles”, and air bags.

Return Material Authorization

Request an Authorization Number by Contacting:

ei³ Corporation
+1 (201) 802-9080
e-services@ei3.com

Please have the following information ready:

Project #	
Serial #	

Your address (complete all fields):

Attention:	
Company Name:	
Street Address:	
City:	
State:	
Postal Code:	
Country:	

Detailed description of the problem:

Amphion User Guide

For more information about the Amphion 14 or ei³'s remote service, machine data applications, or other industrial internet of things products, please contact your platform administrator.



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