



System Overview

For Business Operators



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Introduction to GERBERconnect

**This document describes
GERBERconnect and the
benefits to your business.**

The document will provide a thorough understanding of how GERBERconnect operates within your environment and how it works. Furthermore, this paper will address questions regarding key issues such as communication through firewalls and security, as well as other technical and environmental obstacles to successfully achieving remote support.

GERBERconnect Overview

GERBERconnect is a revolutionary way for Gerber Service to deliver support to you and your equipment and/or software. This service is comprised of three main components.

Software Application

The first component is the intelligent software application that resides on your system. This lightweight application uses built in logic to detect problems and system failures. In the case of one of these events, the application will automatically notify Gerber Service about the situation and send useful information to Gerber Service professionals in order to begin preliminary remote troubleshooting.

Remote Desktop

The remote desktop application provides our Gerber Service professionals the ability to see exactly what you are observing on your screen. In addition, configuration files can be transferred from our backup vault, which helps get your equipment back online quickly. All of this activity is tracked in an audit log, which is available to you at your request.

Web Server

The heart of GERBERconnect architecture is the secure data center. Our service professionals can connect through this data center as a means of access and view stored data, and is the place where remote sessions are initiated. This data center uses SSL encryption for all data transfer and operates in a secure environment. Through this access, our service professionals can view the current level of system information to make sure you are taking advantage of the latest levels of functionality.

The GERBERconnect Suite

GERBERconnect is comprised of a suite of software products that links Gerber Service to your systems and enables remote service and support. Designed for real-world environments, GERBERconnect leverages patent-pending, Firewall-Friendly, communication technology to let remote systems exchange information securely with web servers at Gerber — without compromising firewalls or requiring special handling by IT departments. The GERBERconnect software reacts to system alerts locally and manages Internet communications with Gerber web servers, allowing remote services and shared communications.

GERBERconnect is a real-time remote diagnostic tool which helps you maximize system uptime and improve productivity; this is accomplished in two ways.

□ It notifies Gerber Service professionals when a situation exists that could lead to system downtime and in many cases, can provide a description of and solution to the problem before the failure occurs. The preemptive remote diagnostics allow Gerber Service to take action before you experience unexpected downtime.

□ If your system should fail, GERBERconnect remote diagnostic tools help get your system up and running as quickly as possible. Problems can be identified and corrected remotely. If a Field Service Engineer needs to be dispatched, GERBERconnect helps ensure that they arrive with the right parts to get the job done fast.

Benefits

GERBERconnect can improve service and support in many ways, including:

□ Diagnosing problems remotely –

Once a problem has been identified, Gerber Service professionals can use the GERBERconnect system to directly access diagnostic parameters and log files, as well as live and historic operational information about the troubled system. Even if you have reset the system, our service professionals can mine data about what the machine was doing at the time of failure or compare snapshots of the system status at selected times. They will then use this data to diagnose problems without your intervention.

□ Reducing on-site travel and wait time –

With GERBERconnect, service professionals can remotely repair, adjust, or troubleshoot systems without traveling to your site. When an issue has been identified, Gerber Service can either fix the problem remotely or use the information at hand to better understand the situation before arriving on-site. When repairing remotely, they can adjust system parameters, manage files, download software fixes, or install backup copies of critical files, all on demand. The proactive fault notification, remote problem diagnosis, and remote repair features of GERBERconnect translate into quantifiable dollar savings.

□ Minimizing spare parts shipped –

GERBERconnect provides you with an accurate diagnosis of your issue for a quicker resolution, including what parts are required for replacement, saving you both time and money.

□ Remote Training –

If the problem is determined to be a process error, we can monitor how the operator is using the system and offer training or advice on how to use it more effectively.

□ Minimizing downtime and maximizing system performance –

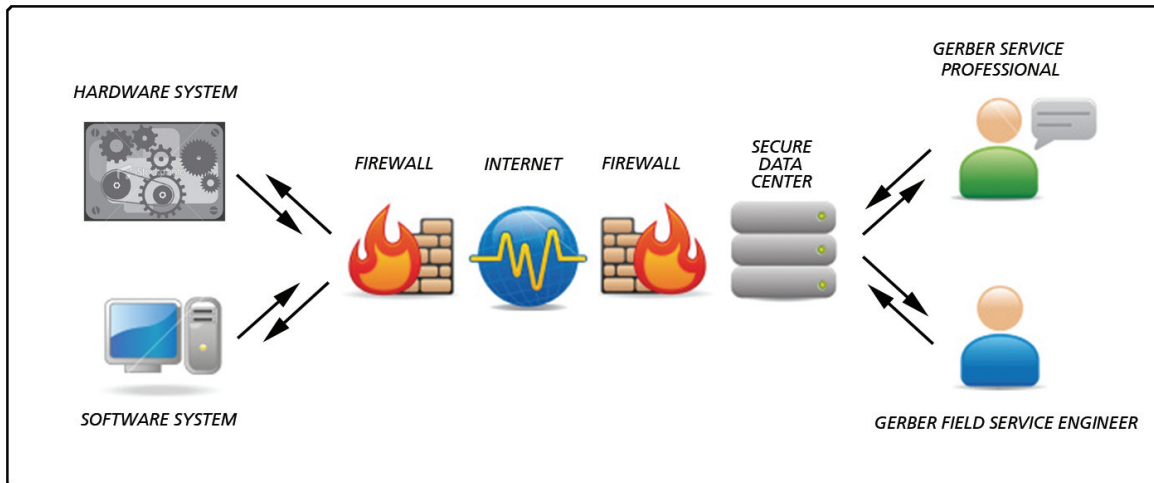
GERBERconnect continuously calculates system parameters to detect problems before they occur. This proactive approach ensures that your Gerber system is fully optimized and is running at peak performance.

□ Resolve problems fast with reduced diagnostic and troubleshooting time –

GERBERconnect speeds troubleshooting and issue resolution time by providing the right information to the service professional at the onset of the problem.



GERBERconnect System Architecture Overview



GERBERconnect represents a practical solution to remote system information management.

Key technologies include:

- Firewall-Friendly communication for easy deployment of two-way communications to any system, anywhere.
- Built-in, third party verified security to protect enterprise, customer and system information.
- Distributed architecture that allows local processing to continue on the system, whether continuously connected or not.
- Widely supported, firewall-compatible Internet protocols and standards.

No Changes Required to IT or Security Infrastructures

GERBERconnect is a Firewall-Friendly™ technology providing two-way communication based on Web Services standards including Hypertext Transfer Protocol (HTTP), Simple Object Access Protocol (SOAP), and eXtensible Markup Language (XML).

No changes to your IT security infrastructure are required to support remote monitoring and diagnostics. In addition, all communication between the data center of the manufacturer or service provider and your site is encrypted using Secure Sockets Layer (SSL) up to 168 bits. GERBERconnect's security is third-party verified by VeriSign®

No VPN or Modem Needed

The GERBERconnect system initiates all communications in compliance with the secure computing environment at the system site. There is also no need to set up expensive VPN's or to compromise security by using dial-up communications to implement GERBERconnect. The only requirement is an Internet connection.

GERBERconnect Features

GERBERconnect employs web-architected interfaces for remote system administration, desktop sharing, diagnostics and data visualization. Whether remotely calibrating a system, administering a remote desktop, graphing real-time data for a system, or updating profile information in hundreds of installed products, GERBERconnect accesses all information via secure web browsers. No special client-side software is required.

GERBERconnect provides access to summaries and statistics of all systems connected to the service, enabling service representatives to drill down for information from an individual system. Field Service Engineers and support personnel use this application to access the status of remote systems for problem diagnosis and resolution. GERBERconnect provides interactive real-time and historical data as well as alarm notification and analysis. E-mail notification of detected alarms can be set to enable fast reaction to potential problems.

- Alarm and event notification: Alarms alert service professionals of system conditions that require their attention.
- Graphical data visualization: Sophisticated graphical presentation of system information and operation simplifies problem diagnosis.
- Live and historical data trending: An animated graph shows a data stream of selected values live from the remote system, or looks back in history to see failure conditions.
- Send data to a remote system: Once a problem is diagnosed, Gerber Service professionals can take action by providing data and files directly to the remote system, saving costly on-site service calls.

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www.gerbertechnology.com/gerberconnect.htm
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