

Lorch Connect

1. Why is it necessary to enter various data such as a billing e-mail address to create an account?

The provision of the requested data is necessary to be able to offer complete and proper (trial) subscriptions. We can also offer you the best possible service, for example by requesting the desired language.

An activated account is mandatory for pairing a Lorch Connect Gateway.

2. How can I assign a Lorch Connect Gateway to my account?

For the pairing process of the Lorch Connect Gateway (hereinafter referred to as LCG) the user logs in to the Lorch Connect App using his account access. Via Bluetooth connection a token is exchanged between the app and the gateway. This token ensures the exact assignment of the LCG to this account on the portal.

3. How can I access the Lorch Connect Gateway from outside?

The LCG can be accessed easily via a Bluetooth access point using the Lorch Connect App for Android and IOS. You will be guided through the configuration step by step.

4. Where can I find the MAC address?

The MAC addresses of Wi-Fi LAN and Bluetooth are printed on the name plate of the gateway.

5. Which network configuration options are available to me?

The LCG can be connected via Wi-Fi or LAN as required. This can also be changed later using the Lorch Connect App.

DHCP is selected as default for the network configuration on the client (LCG).

The DHCP client can be deactivated in the app and the network configuration can be implemented manually (IPv4).

6. Does the device automatically reconnect to the Lorch Connect Portal?

The network setting is stored in the LCG. As soon as the gateway is switched on, the LCG automatically connects to the Lorch Connect Portal via the stored network settings.

7. How can I exit the network again or assign the Lorch Connect Gateway to a new account?

The gateway can be reset to the factory settings by the touch of a button. This resets the network settings and the account affiliation. The gateway can be assigned to a new account using the Lorch Connect Gateway app.

8. Which firewall settings do I need to make in my network?

Port **8883** is required to transfer the data to the portal. This must be opened in both directions for the following domain:

- mqtt.lorchconnect.eu

An outgoing connection via port **22** is used for the update service. If the port is not available, the call is made via port **443** or port **80**. These outgoing connections must be authorised for the following domains:

- api.connect.jfrog.io
- connect.jfrog.io
- remote.connect.jfrog.io

- forwarding.connect.jfrog.io

The gateway uses port **53** for name resolution (DNS) in order to be able to resolve the above systems.

9. What happens if the device fails or is stolen, can the connection be disconnected externally?

Yes, access to the Lorch Connect Portal can be blocked for certain gateways.

10. In which countries can Lorch Connect be used and how can I retrieve my data from the Lorch Connect Gateway?

The Lorch Connect Gateway is approved for the European market as well as Australia and New Zealand. The Lorch Connect Portal can be accessed from any location via all common web browsers. All information of the paired gateways converge in your account. The Lorch Connect account can be created at connect.lorch.eu.

11. Are there minimum requirements for the Internet connection (LAN / WLAN) and which WLAN standard is used?

A connection of >100kBit/s is required to transfer the welding data.

A connection of >500kBit/s is required for updates.

WLAN: A 2.4 GHz connection with the B, G, N standards or a 5 GHz connection with the AC standard can be used.

LAN: Ethernet speed 10/100 MBit/s.

12. Can I also use the Lorch Connect Gateway without access to the existing network?

Thanks to the gateway's offline storage capacity, welding seams can be recorded for up to 30 days. It is only important that the gateway is already paired to a customer account. A permanent connection of the gateway is nevertheless recommended, as no communication between the portal and gateway can take place without a connection and the analyses in the portal cannot be updated.

13. Can I connect a gateway to different welding systems?

The serial number of the system is always used to assign the welding data to a system. For systems in the S series, MicorMIG series, MicorMIG Pulse series and R series, this number is transmitted automatically via the CAN bus. For other series, this number must be entered manually. If this gateway is then connected to another system, the serial number must be changed again manually.

14. Which protocol is used for communication and how is the connection protected?

The MQTT message protocol is used for data transfer between the LCG and the portal. All data is encrypted via TLS. The identity of the gateway is protected via a public/private key pair. The private key cannot leave the security module of the device.

15. What do I need to consider if an IP or MAC filter is set up in my network?

If the IP filter is used, a static IP address must be assigned for the gateway. This IP address must first be approved by the IT department.

A manual network configuration without DHCP is required for static IP addresses.

If the MAC filter is used, the gateway can be connected to the network as usual via DHCP. However, the MAC address of the gateway must first be recorded by the IT department.

16. How does Lorch Connect protect customer data?

All data within Lorch Connect is handled in compliance with the GDPR. The data centres used within the EU for Lorch Connect are subject to European data protection guidelines.

Our cloud service providers fulfil common security standards (ISO 27001, ISO 27017, ISO 27018, SOC 1/2/3, PCI DSS and CSA STAR).

17. Why do I have to activate location sharing in the Android app?

With Android OS 6.0, Google changed its permission requirements. Therefore, location sharing permission is required to connect the Lorch Connect Gateway to an Android device. Lorch does not record or receive your location.

18. How high is the sampling rate, how often is the welding data recorded?

The welding data is recorded immediately, i.e. every second.

19. How often is data sent to the cloud?

The welding data is stored on the gateway and transferred to the cloud every 15 minutes.

20. Who can I contact if I have problems?

If you have any questions about the functions of the portal or the pairing process, please contact the responsible dealer or, if necessary, the sales representative.

If you have problems with registration or accessibility, please contact the service number listed in the portal or service@lorchconnect.eu.

Further information:

www.lorch.eu