



Description

The Pharos Cloud solution has been designed from the ground up to work out of the box on any Internet connection, using the latest security technologies. A standard Internet connection that allows access to sites like Google and Office 365 should permit remote management by Pharos Cloud without adjusting any network settings. The following information is intended for those who are operating on networks with restricted access to the Internet. The Pharos Controller requires access to the internet, just as any other computer on the network. The Controller does not need to be open to the internet.

Requirements

All remote server connections establish a TLS connection to port 443.

To access a Pharos Cloud web app, users will need access to:

- Your custom domain, e.g. cloud.pharoscontrols.com
- The Pharos Cloud web app will then need access to *.sixeye-api.com

For a device to connect to the Pharos Cloud servers it must have access to:

- *.amazonaws.com (Note: there may be multi-level subdomains used here)
- *.sixeye-api.com

For a device to be able to reload firmware of Remote Devices it must have access to:

- <https://dl.pharoscontrols.com/firmware>

Proxy servers

At time of writing proxy servers have not been tested.

Network Configuration

The controller's network configuration must include the following:

- Appropriate IP Address and Subnet Mask for local network
- Correct Default gateway/Router IP Address
- At least one Domain Name Server record. This could be a DNS built into the router or a public DNS e.g. Google (8.8.8.8)

Time

The Cloud connection requires that the controller's time is correct, so it is important to Sync the controller to Designer or set it up with an NTP connection e.g. Google (216.239.35.0) to keep the time correct.

Recommendations

Browser

For Desktop:

Firefox 62.0.3+

Chrome 70.0.3538.67+

Edge 44.17763.1.0+

Safari 10.1+

Note: Internet Explorer is not supported.

For Mobile:

iOS: Safari 10.3+

Android: Chrome 70.0.3538.64+

The Pharos Cloud web app is built using standard web technologies and doesn't require any extensions or plug-ins.

Internet Connection

A 3G Internet connection or better. File transfer performance will be faster with higher bandwidth.