

REMOTE-ACCESS VPN FOR THE MUXEN BRAIN

EAGLE

Secure remote access to the boat's Brain, so the after-sales service can help from anywhere without a trip to the marina.

Eagle puts the Brain on MUXEN's private network. Once it has joined, that boat can be reached over the internet — from the workshop, from another country, with the boat lying at anchor — to read a log, diagnose a fault or apply a fix.

It stays out of the way: it opens no port on the boat, carries none of the boat's data, and leaves nothing behind once the boat is on the network.



KEY SPECIFICATIONS

Type	Remote-access VPN, peer to peer
Management server	eagle.muxen.fr, over HTTPS
On the boat	Outbound only — no listening port
Enrolment	One-shot, at commissioning
If offline	Retries every 5 minutes
Runs on	The MUXEN Brain · a PC running Linux or Windows
Licence	Proprietary — MUXEN SAS

TRAINING BEFORE ACCESS

Access to Eagle is granted only after a **training session** with MUXEN.

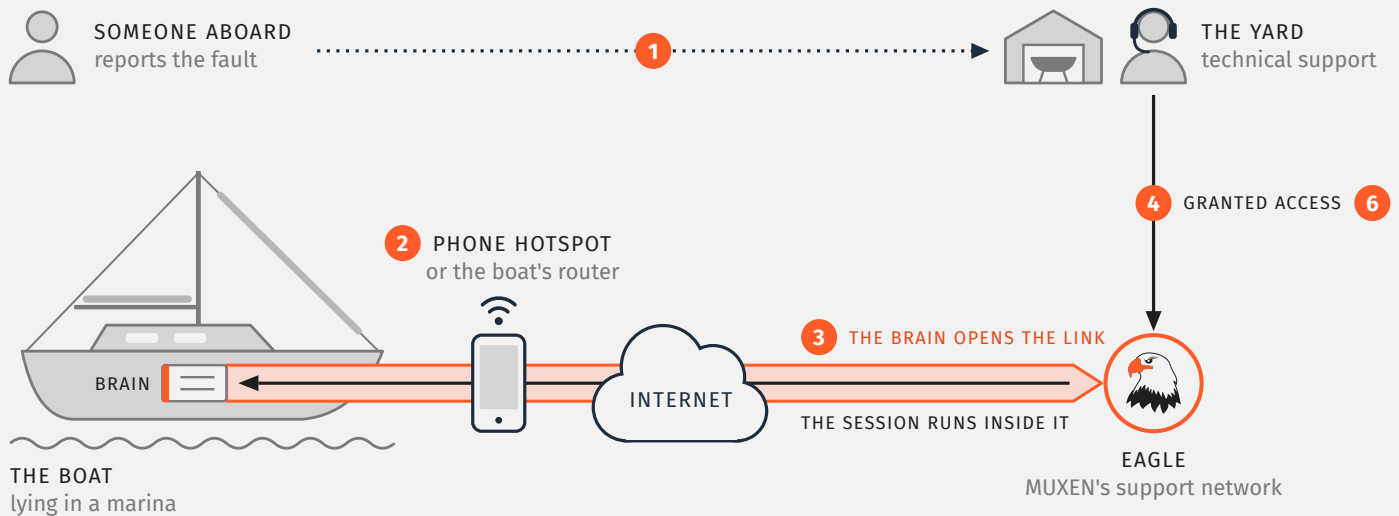
To arrange a session, contact us by email: contact@muxen.fr

REMOTE SUPPORT, DRAWN

ONE SUPPORT SESSION, START TO FINISH

A boat lying in a marina has a fault that nobody aboard can explain. This is the support session that follows, step by step: who starts what, and what crosses the boat's network on the way.

ONE BOAT, ONE PHONE, ONE LINK TO MUXEN

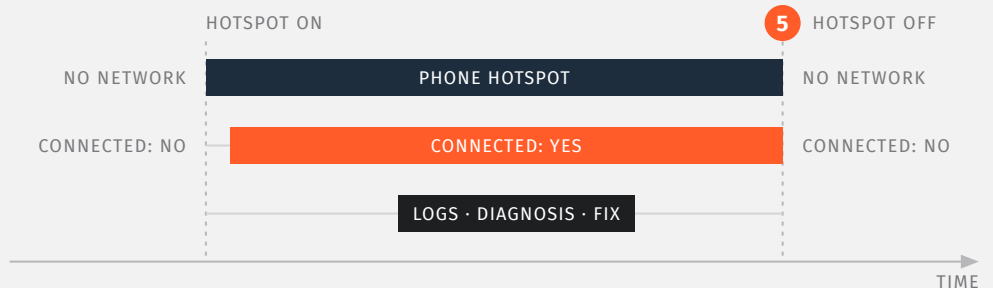


THE SAME SESSION, OVER TIME

THE BOAT'S NETWORK
someone aboard

THE LINK TO MUXEN
the Brain, automatically

THE SESSION
the yard's technical support



1 A CALL FOR HELP

Someone aboard reports the fault to the yard. The yard supports the boat using **MUXEN diagnostic tools**. It does so from shore, without a trip to the marina.

2 THE BOAT GETS A NETWORK

A phone is set up as a hotspot with the settings given on the screen's Wi-Fi Hotspot page. The Brain joins it **automatically**. The boat's own router serves as well.

3 THE BRAIN OPENS THE LINK

Once on a network, the Brain reaches MUXEN's support network over HTTPS, automatically. On the Status page, the Support card then reads **Connected: YES**.

4 THE SUPPORT SESSION

The yard's technical support opens the boat's software from shore, reads its logs and diagnoses the fault. **MUXEN decides** who gets access to a boat, and to what.

5 THE LINK ENDS WITH THE NETWORK

When the phone leaves, the boat is **out of reach** again: no network, no remote support. At the next network the Brain reconnects, with nothing to do aboard.

6 FLEET ACCESS

A yard or a charter operator can be granted access to **its own fleet**, and every boat it runs is then reachable through the same controlled link.

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