

VPN Client App

Virtual Point-to-Point Connection Software for ctrlX OS 03VRS

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The data specified above only serve to describe the product. As our products are constantly being further developed, no statements concerning a certain condition or suitability for a certain application can be derived from our information. The information given does not release the user from the obligation of own judgment and verification. It must be remembered that our products are subject to a natural process of wear and aging.

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1 About this documentation

Editions of this documentation

Edition	Release date	Note
01	2024-12	First edition VPN Client App Version VPN-V-0302

2 Important directions on use

2.1 Intended use

2.1.1 Introduction

Rexroth products are developed and manufactured to the state-of-the-art.

The products are tested prior to delivery to ensure operational safety and reliability.

▲ WARNING

Personal injury and damage to property due to incorrect use of products!

The products may only be used as intended.

Failure to use the products as intended may cause situations resulting in property damage and personal injury.

NOTICE

Damages resulting from unintended use

Rexroth As the manufacturer does not assume any warranty, liability or compensatory claims for damages resulting from unintended use of the products. The user alone shall bear the risks of an unintended use of the products.

Before using Rexroth products, make sure that all the prerequisites for an intended use of the products are met:

- Personnel that in any way, shape or form uses Rexroth products must first read and understand the relevant safety instructions and be familiar with their intended use
- Leave hardware products in their original state, i.e., do not make any structural modifications. It is not permitted to decompile software products or alter source codes
- Do not install damaged or defective products or commission them
- It has to be ensured that the products have been installed as described in the relevant documentation

2.1.2 Areas of use and application

Products of the ctrlX series are suitable for Motion/Logic applications.

NOTICE

Products of the ctrlX series may only be used with the accessories, mounting parts, and other components specified in this documentation. Components that are not expressly mentioned must neither be attached nor connected. The same applies to cables and lines.

Only to be operated with the hardware component configurations and combinations expressly specified and with the software and firmware specified in the corresponding documentations and functional descriptions.

Products of the ctrlX series are suitable for single-axis as well as for multi-axis drive and control tasks. Device types with different equipment and interfaces are available for using the system in specific applications.

Typical areas of application:

- Building automation
- IoT and Security Gateway or Device
- Handling & Robotic

Controls of the ctrlX CORE series may only be operated under the mounting and installation conditions, in the position of normal use and under the ambient conditions (temperature, degree of protection, humidity, EMC, etc.) specified in the related documentations.

2.2 Unintended use

"Unintended use" refers to using the ctrlX products outside of the above-mentioned areas of application or under operating conditions and technical data other than described and specified in the documentation.

ctrlX products must not be used if they are exposed to following conditions:

- Operating conditions that do not meet the specified ambient conditions. Operation under water, under extreme temperature fluctuations or under extreme maximum temperatures is prohibited
- Applications that have not been expressly authorized by Rexroth

3 Safety instructions

The Safety instructions contained in the available application documentation feature specific signal words (DANGER, WARNING, CAUTION or NOTICE) and, where required, a safety alert symbol (in accordance with ANSI Z535.6-2006).

The signal word is meant to draw the reader's attention to the safety instruction and identifies the hazard severity.

The safety alert symbol (a triangle with an exclamation point), which precedes the signal words DANGER, WARNING and CAUTION, is used to alert the reader to personal injury hazards.

The Safety instructions in this documentation are designed as follows:

▲ DANGER

In case of non-compliance with this safety instruction, death or serious injury **will** occur.

▲ WARNING

In case of non-compliance with this safety instruction, death or serious injury **could** occur.

▲ CAUTION

In case of non-compliance with this safety instruction, minor or moderate injury could occur.

NOTICE

In case of non-compliance with this safety instruction, property damage could occur.

4 Introduction and overview

4.1 VPN Client App

Function:

The VPN Client app is a user-friendly way to configure secure remote access to the production plant or just individual machines, depending on the existing IT infrastructure. The app facilitates the creation and configuration of IPSec and OpenVPN connections. Even with the basic license, remote access and encryption of up to two connections is possible.

IPSec refers to a series of protocols for key management, authentication and encryption. OpenVPN is an open source software for setting up virtual private networks (VPN) via encrypted TLS connections.



The functionality differs depending on the purchased license. For example, the number of parallel connections can be limited or only connections to certain VPN endpoint providers can be established.



VPN service provider

Together with ctrlX WORLD partners, Bosch provides services for VPN connections.

For information about our ctrlX WORLD partners, please contact our customer service, see [Chapter 7 Service and support on page 20](#).

Connections can be started and stopped manually via the web interface, via REST commands or via a key switch connected to an existing Data Layer node. A connection can also be started automatically after the device is switched on. The start options are set in the “Options” tab in the connection editor.



Start option “DataLayer-controlled”

If the option “DataLayer controlled” is enabled, starting and stopping via the web interface or REST command is not possible.

The status of a connection can be transferred via an existing Data Layer node, e.g. to a signal lamp connected to it.

The connection configurations loaded onto the ctrlX device are also automatically stored in the "vpn-manager" folder in the configuration of the ctrlX device.

The "vpn-manager" folder is only displayed in the file view on the “Manage app data” page.

Login files loaded onto the ctrlX device from OpenVPN connection configurations that are configured with user/password authentication, see [Elements of the “Configuration” tab on page 10](#), are stored in subfolders of the "vpn-manager" folder.

Additional information

- [Chapter 5.1.1 Window – VPN on page 7](#)
- [Chapter 5.3.1 Editor – VPN <Name> on page 13](#)
- [Chapter 5.2.1 Tab – “Configuration” on page 9](#)
- [Chapter 5.2.2 Tab – “Options” on page 11](#)
- window “Data Layer”, see documentation for the ctrlX OS Application Manual [Web Documentation](#)

5 ctrIX UI – Elements

5.1 Windows

5.1.1 Window – VPN

The VPN Client app is a user-friendly way to configure secure remote access to the production plant or just individual machines, depending on the existing IT infrastructure.



The functionality differs depending on the purchased license. For example, the number of parallel connections can be limited or only connections to certain VPN endpoint providers can be established.


Call:





ctrIX OS side navigation “*Settings* → *VPN*”

If no VPN connection has yet been created on the control, only the Upload VPN configuration file and Add VPN connection buttons are displayed in the window. After uploading or adding a connection, the command bar and table with the connection entry are displayed on the page.

Elements of the “VPN” window

Interface element	Description
Command bar	<p>“[x] item(s)” Number of listed connections</p> <p></p> <p>Upload the configuration file to the ctrIX OS device. To create an OpenVPN/IPSec connection, upload a configuration file to the device. The configuration file is usually provided by the provider of the VPN server service provider. The service provider creates the configuration based on the information it receives from the user of the VPN service. Select the corresponding configuration file in the Explorer window that opens. The IPSec connection configuration consists of the configuration file (.conf) and the container file (.p12) with certificate and key. The IPSec configuration file (.conf) has to be created in Swantcl format. Depending on the configuration type, the upload VPN type, IPSec or OpenVPN is set automatically during the upload. However, you can also change this setting manually if it is not entered in the configuration file. If the set VPN type for the upload does not correspond to the actual type, the connection cannot be created</p>

Interface element	Description
	<p data-bbox="710 235 734 264">+</p> <p data-bbox="710 271 1201 300">Creating a non-configured connection.</p> <p data-bbox="710 306 1169 336">The dialog “Add connection” opens.</p> <p data-bbox="710 342 1362 409">When creating a VPN, enter a unique name and the VPN type:</p> <ul data-bbox="710 416 868 483" style="list-style-type: none"> <li data-bbox="710 416 815 445">● IPsec <li data-bbox="710 452 868 481">● OpenVPN <p data-bbox="710 495 1386 562">You can create the connection with Add or discard it with Cancel.</p> <p data-bbox="710 568 1370 658">Click on  “Edit” in the Actions column of the connection list opens the configurator, which can be used to configure and rename the connection.</p> <p data-bbox="710 665 1390 732">The IPsec configuration file (.conf) has to be created in Swanctl format.</p>
Table	<p data-bbox="710 743 890 772">“Connection”:</p> <p data-bbox="710 779 1015 808">Name of the connection</p> <hr/> <p data-bbox="710 817 791 846">“Type”</p> <p data-bbox="710 853 826 882">VPN type</p> <hr/> <p data-bbox="710 898 796 927">“Start”</p> <p data-bbox="710 934 1342 1001">Connection start type in the “Options” tab of the connection editor.</p> <ul data-bbox="710 1008 1386 1451" style="list-style-type: none"> <li data-bbox="710 1008 1386 1140">● Manual The connection can be started and stopped using the buttons in the “Actions” column or via REST commands <li data-bbox="710 1146 1386 1236">● Automatic Connection is established automatically after the control is started <li data-bbox="710 1243 1386 1451">● DataLayer controlled The connection is controlled exclusively by a Data Layer node. Manual starting and stopping of the connection via the web interface or REST commands is not possible <hr/> <p data-bbox="710 1458 815 1487">“Status”</p> <p data-bbox="710 1494 1051 1523">Current connection status.</p> <p data-bbox="710 1529 1399 1794">While the connection is being established, "Establish connection" is displayed. If there is still no response from the remote station after the connection has been established, the status remains on "waiting for response" (pending). As soon as a response is received from the remote station after the connection has been established, the status of the connection changes to "connected"</p>

Interface element	Description
	<p>“Actions”</p> <p>Contains buttons for editing or deleting a connection; this is only possible in stopped state.</p> <p> Editing a connection. The VPN connection editor opens, see Chapter 5.3.1 Editor – VPN <Name> on page 13.</p> <p> Deleting a connection.</p> <p> Download the VPN configuration file from the device to the local PC. In the dialog that opens, select whether the file should be saved in the download folder or opened in the (text) editor.</p> <p> Start connection. The connection is established according to the associated configuration. The OpenVPN configuration file usually also contains the certificates and keys. If this is not the case, a corresponding message is displayed upon the connection start. If the OpenVPN connection is configured with user/password authentication and the corresponding "<filename>.auth" file has not yet been loaded onto the ctrIX device (see Chapter 5.3.1 Editor – VPN <Name> on page 13), a corresponding message is also displayed when it is tried to start the connection. If you have not previously configured the certificates and keys belonging to the IPSec configuration using “Certificates & Keys”, see ctrIX OS Application Manual → chapter Manage certificates and keys Web documentation, a message is displayed when the connection is started: "The connection cannot be started due to missing access data (certificates, keys, etc.)".</p> <p><input type="checkbox"/> Terminating connection</p>

Additional information

- [Chapter 4.1 VPN Client App on page 6](#)
- [Chapter 5.3.1 Editor – VPN <Name> on page 13](#)
- [Chapter 5.2.1 Tab – “Configuration” on page 9](#)
- [Chapter 5.2.2 Tab – “Options” on page 11](#)

5.2 Tabs







5.2.1 Tab – “Configuration”

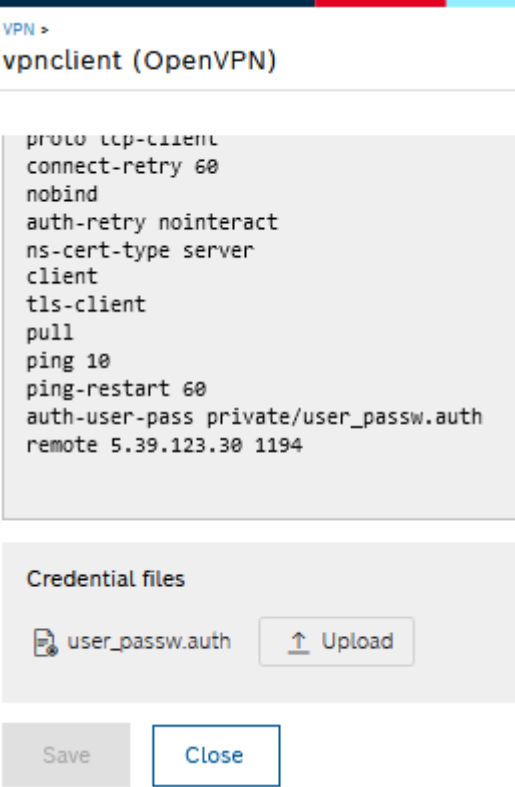
In the “Configuration” tab, you can use the editing field “Connection configuration” to edit the configuration of the connection to the respective VPN server.

Call:

ctrlX OS side navigation “Settings → VPN” “Button”  “Tab → Configuration”

Elements of the “Configuration” tab

Interface element	Description
Edit field	<p>“Connection configuration”</p> <p>Editing the connection configuration.</p> <p>In case of any changes, a prompt is displayed asking if the changes are to be saved when closing the editor by clicking on . Click on  or  to close the editor with or without saving the changes. When clicking on , the editor remains open and the changes are not saved. Click on the  button to save the changes and close the editor.</p> <p>An IPsec configuration file (.conf) has to be created in Swantcl format.</p> <p>An OpenVPN configuration file usually also contains the certificates and keys. If this is not the case, a corresponding message is displayed upon the connection start. The required certificates and keys have to be entered via “Settings → Certificates & Keys → VPN” to be loaded onto the ctrlX device.</p> <p>If the OpenVPN connection is configured with user/password authentication and the corresponding "<filename>.auth" file has not yet been loaded onto the ctrlX device, a corresponding message is also displayed when trying to start the connection.</p> <p>If you have not previously created the certificates and keys associated with the IPsec configuration using the “Certificates & Keys”, ctrlX OS Application manual → chapter Manage certificates and keys → Web documentation, a message is displayed when the connection is started: "The connection cannot be started due to missing access data (certificates, keys, etc.)"</p> <hr/> <p>“Login files”</p> <p>This dialog is only available in the editor of OpenVPN connections if they are configured for user/password authentication. The  “Upload” button loads the "<file name>.auth" file belonging to the configuration onto the ctrlX device.</p>

Interface element	Description
	 <p>If a file has already been loaded onto the ctrIX device, the file is displayed next to the “Upload” button. When clicking on the file name with the mouse pointer, a dialog to delete the file from the ctrIX device is displayed. When clicking on the “Delete” button, the device is deleted immediately without prompt.</p>


Additional information

- ↗ Chapter 4.1 VPN Client App on page 6
- ↗ Chapter 5.1.1 Window – VPN on page 7
- ↗ Chapter 5.2.2 Tab – “Options” on page 11

5.2.2 Tab – “Options”

In the “Options” tab, the start type of the connection as well as the option whether the connection status is transferred via a Data Layer node is selected.

Call:

ctrIX OS side navigation “Settings → VPN” “Button”  “Tab → Options”

Elements of the tab “Options”

Interface element	Description
“Connection start”	<p>The following options to start the connection can be selected:</p> <ul style="list-style-type: none"> • “Manual” The connection can be started and stopped using the buttons in the “Actions” column of the respective connection in the “VPN” window or via REST commands • “Automatic” Once automatic start-up has been activated, the connection is started automatically the next time the status is updated, at the latest after 2 minutes, and when the device is started. Manual stopping and starting or via REST command is still possible • “DataLayer controlled” The connection is controlled exclusively by a Data Layer node. It is not possible to start and stop the connection manually via the web interface or REST commands. The address of the Data Layer node used to control the connection status has to be specified in the field under options. The address is checked for correctness using the <input type="button" value="Test"/> button. If the address is invalid or if the Data Layer node is not of type bool, a corresponding message window is displayed. If the address and type are correct, the current status of the Data Layer node is displayed in the message window
“Connection status propagation”	<p>“Propagate connection status to DataLayer node”</p> <p>The Data Layer status is transferred via an existing Data Layer node.</p> <p>Data Layer address of the Data Layer node via which the connection status is transferred has to be entered in the field below the option. By using the <input type="button" value="Test"/> button, the address can be checked for correctness. If the address is invalid or if the Data Layer node is not of type bool or not writable, a corresponding message window is displayed. If the address and type are correct, the value "true" is set in the Data Layer node as long as the button <input type="button" value="Test"/> is pressed</p>


Additional information

- ➔ [Chapter 4.1 VPN Client App on page 6](#)
- ➔ [Chapter 5.1.1 Window – VPN on page 7](#)
- ➔ [Chapter 5.2.1 Tab – “Configuration” on page 9](#)
- window “Data Layer”, see ctrlX OS Application Manual ➔ [Web Documentation](#)

5.3 Editors

5.3.1 Editor – VPN <Name>

Editing a connection

The connection editor is opened via the  button in the “Actions” column of the table in the window “VPN”. The properties of a connection can be edited in stopped state. If the connection is active, the connection properties are opened read-only.

Elements of the editor “VPN <Name>”

The header bar shows the name of the connection opened in the editor with the connection type in brackets behind the name. Below you will find the editing field “Name to enter and change the individual name of the connection, as well as the two tabs” “Configuration” and “Options”.

In the “Configuration” tab, the parameters for establishing the connection to the VPN server can be edited. In the “Options” tab, the start type of the connection and the forwarding of the connection status are set.

Additional information

- [↪ Chapter 4.1 VPN Client App on page 6](#)
- [↪ Chapter 5.1.1 Window – VPN on page 7](#)
- [↪ Chapter 5.2.1 Tab – “Configuration” on page 9](#)
- [↪ Chapter 5.2.2 Tab – “Options” on page 11](#)

6 Related documentation

6.1 Overview

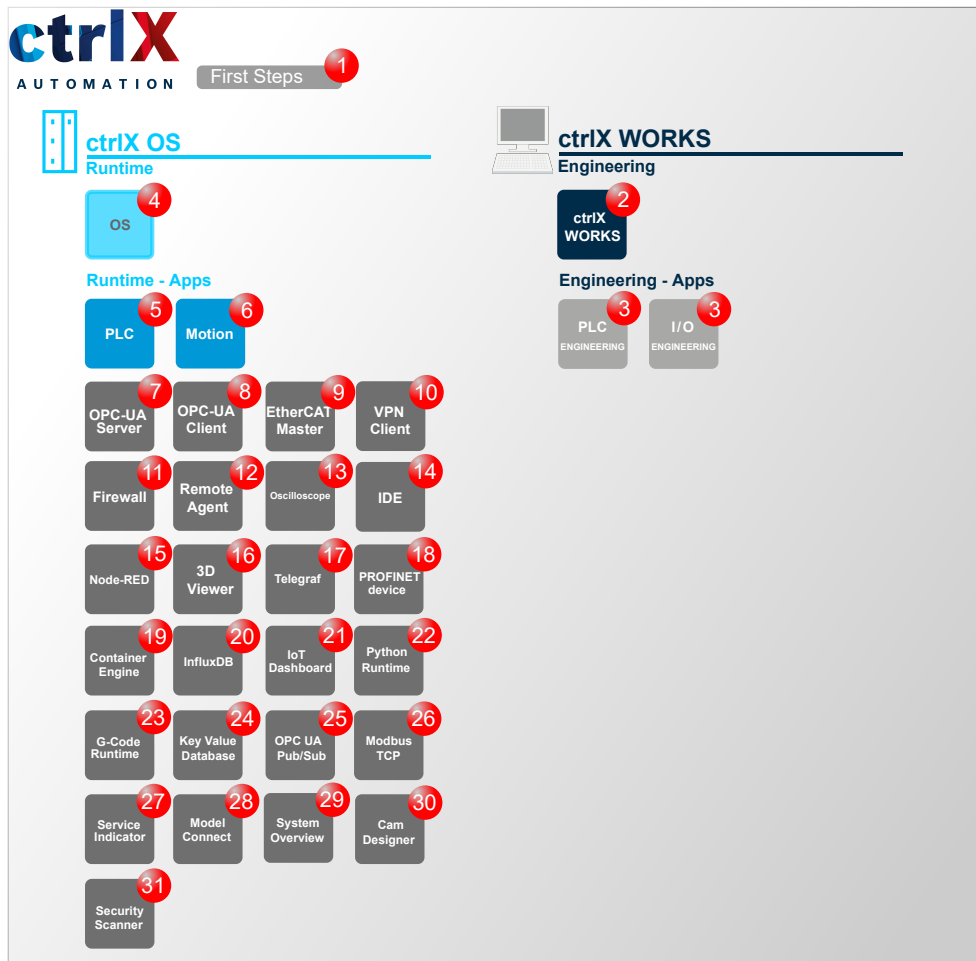


Fig. 1: Overview on further documentations

6.2 ctrlX AUTOMATION

No.	Documentation
1	<p>ctrlX WORKS First Steps</p> <p>Quick Start Guide</p> <p>↪ Web documentation link</p> <p>Ordering information:</p> <ul style="list-style-type: none"> • DOK-XWORKS-F*STEP*****-QU01-EN-P • R911403760

6.3 ctrlX WORKS

No.	Documentation
2	ctrlX WORKS - Basic System 03VRS Application Manual ↗ Web documentation link Ordering information: <ul style="list-style-type: none">• DOK-XWORKS-WRK***V03**-APRS-EN-P• R911423376
3	ctrlX PLC Engineering - PLC Programming System 03VRS Application Manual ↗ Web documentation link Ordering information: <ul style="list-style-type: none">• DOK-XPLC**-PLE***V03**-APRS-EN-P• R911423378
3	ctrlX PLC Engineering - PLC Libraries 03VRS Reference Book ↗ Web documentation link Ordering information: <ul style="list-style-type: none">• DOK-XPLC**-LIB***V03**-RERS-EN-P• R911423456

6.4 ctrlX OS

No.	Documentation
4	ctrlX OS - Operating System for ctrlX CORE Control Devices 03VRS Application Manual ↗ Web documentation link Ordering information: <ul style="list-style-type: none">• DOK-XCORE*-XCR***V03**-APRS-EN-P• R911423382
	ctrlX OS - Data Layer Nodes 03VRS Reference Book ↗ Web documentation link Ordering information: <ul style="list-style-type: none">• DOK-XCORE*-DL****V03**-RERS-EN-P• R911423384
	ctrlX OS - Diagnostics 03VRS Reference Book ↗ Web documentation link Ordering information: <ul style="list-style-type: none">• DOK-XCORE*-DIAG**V03**-RERS-EN-P• R911423386

6.5 ctrlX OS apps

No.	Documentation
5	<p>PLC App - PLC Runtime Environment for ctrlX OS 03VRS Application Manual ↪ Web documentation link Ordering information:</p> <ul style="list-style-type: none"> ● DOK-XCORE*-PLC***V03**-APRS-EN-P ● R911423401
6	<p>Motion App - Motion Runtime Environment for ctrlX CORE 03VRS Application Manual ↪ Web documentation link Ordering information:</p> <ul style="list-style-type: none"> ● DOK-XCORE*-MOT***V03**-APRS-EN-P ● R911423405
7	<p>OPC UA Server App - OPC UA Server for ctrlX OS 03VRS Application Manual ↪ Web documentation link Ordering information:</p> <ul style="list-style-type: none"> ● DOK-XCORE*-UAS***V03**-APRS-EN-P ● R911423392
8	<p>OPC UA Client App - OPC UA Client for ctrlX OS 03VRS Application Manual ↪ Web documentation link Ordering information:</p> <ul style="list-style-type: none"> ● DOK-XCORE*-UAC***V03**-APRS-EN-P ● R911423390
9	<p>EtherCAT Master App - EtherCAT Master for ctrlX OS 03VRS Application Manual ↪ Web documentation link Ordering information:</p> <ul style="list-style-type: none"> ● DOK-XCORE*-ECM***V03**-APRS-EN-P ● R911423394
10	<p>VPN Client App - Remote Support Software for ctrlX OS 03VRS Application Manual ↪ Web documentation link Ordering information:</p> <ul style="list-style-type: none"> ● DOK-XCORE*-VPN***V03**-APRS-EN-P ● R911423388
11	<p>Firewall App - Security Functions for ctrlX OS 03VRS Application Manual ↪ Web documentation link Ordering information:</p> <ul style="list-style-type: none"> ● DOK-XCORE*-FRW***V03**-APRS-EN-P ● R911423397

No.	Documentation
12	<p>Remote Agent App - ctrlX Device Portal Connection for ctrlX OS Devices 03VRS</p> <p>Application Manual</p> <p>↪ Web documentation link</p> <p>Ordering information:</p> <ul style="list-style-type: none"> ● DOK-XCORE*-RMA***V03**-APRS-EN-P ● R911423399
13	<p>Oscilloscope App - Oscilloscope Function for ctrlX OS Devices 03VRS</p> <p>Application Manual</p> <p>↪ Web documentation link</p> <p>Ordering information:</p> <ul style="list-style-type: none"> ● DOK-XCORE*-OSC***V03**-APRS-EN-P ● R911423407
14	<p>IDE App - Integrated Development Environment 02VRS</p> <p>Application Manual</p> <p>↪ Web documentation link</p> <p>Ordering information:</p> <ul style="list-style-type: none"> ● DOK-XCORE*-IEN***V02**-APRS-EN-P ● R911421612
15	<p>Node RED App - Graphic Programming for ctrlX OS 03VRS</p> <p>Application Manual</p> <p>↪ Web documentation link</p> <p>Ordering information:</p> <ul style="list-style-type: none"> ● DOK-XCORE*-RED***V03**-APRS-EN-P ● R911423403
16	<p>3D Viewer App - Browser-based 3D Kinematic Simulation for ctrlX OS 03VRS</p> <p>Application Manual</p> <p>↪ Web documentation link</p> <p>Ordering information:</p> <ul style="list-style-type: none"> ● DOK-XCORE*-3DV***V03**-APRS-EN-P ● R911423411
17	<p>Telegraf App - Server Agent for Collecting Data in the Data Layer 03VRS</p> <p>Application Manual</p> <p>↪ Web documentation link</p> <p>Ordering information:</p> <ul style="list-style-type: none"> ● DOK-XCORE*-TSA***V03**-APRS-EN-P ● R911425238
18	<p>PROFINET Device App - PROFINET Device for ctrlX OS 03VRS</p> <p>Application Manual</p> <p>↪ Web documentation link</p> <p>Ordering information:</p> <ul style="list-style-type: none"> ● DOK-XCORE*-PND***V03**-APRS-EN-P ● R911425232

No.	Documentation
19	<p>Container Engine App - Using Docker® Images on the ctrlX OS 03VRS Application Manual ↪ Web documentation link Ordering information:</p> <ul style="list-style-type: none"> ● DOK-XCORE*-DOE***V03**-APRS-EN-P ● R911425234
20	<p>InfluxDB App - Influx Database Connection for ctrlX OS 03VRS Application Manual ↪ Web documentation link Ordering information:</p> <ul style="list-style-type: none"> ● DOK-XCORE*-IDB***V03**-APRS-EN-P ● R911425240
21	<p>IoT Dashboard App - Data Visualization in Dynamic, Interactive Dashboards 03VRS Application Manual ↪ Web documentation link Ordering information:</p> <ul style="list-style-type: none"> ● DOK-XCORE*-GDB***V03**-APRS-EN-P ● R911425248
22	<p>Python Runtime App - Python Runtime Environment for ctrlX CORE 03VRS Application Manual ↪ Web documentation link Ordering information:</p> <ul style="list-style-type: none"> ● DOK-XCORE*-PYR***V03**-APRS-EN-P ● R911425244
23	<p>G-Code Runtime App - G-Code Interpreter for ctrlX OS 03VRS Application Manual ↪ Web documentation link Ordering information:</p> <ul style="list-style-type: none"> ● DOK-XCORE*-GCO***V03**-APRS-EN-P ● R911425246
24	<p>Key Value Database App - Data Layer Management 03VRS Application Manual ↪ Web documentation link Ordering information:</p> <ul style="list-style-type: none"> ● DOK-XCORE*-KVD***V03**-APRS-EN-P ● R911425250
25	<p>OPC UA Pub/Sub App - OPC UA Pub/Sub for ctrlX OS 03VRS Application Manual ↪ Web documentation link Ordering information:</p> <ul style="list-style-type: none"> ● DOK-XCORE*-UAP***V03**-APRS-EN-P ● R911423409

No.	Documentation
26	<p>Modbus TCP App - Modbus TCP Communication over ctrlX OS 03VRS</p> <p>Application Manual ↪ Web documentation link</p> <p>Ordering information:</p> <ul style="list-style-type: none"> ● DOK-XCORE*-MBT***V03**-APRS-EN-P ● R911425236
27	<p>Service Indicator - App Service Indicator for ctrlX OS 03VRS</p> <p>Application Manual ↪ Web documentation link</p> <p>Ordering information:</p> <ul style="list-style-type: none"> ● DOK-XCORE*-SIN***V03**-APRS-EN-P ● R911425242
28	<p>Model Connect App - Target for Model-based Development and Simulation for ctrlX OS 03VRS</p> <p>Application Manual ↪ Web documentation link</p> <p>Ordering information:</p> <ul style="list-style-type: none"> ● DOK-XCORE*-MOC***V03**-APRS-EN-P ● R911425252
29	<p>System Overview App - System Topology and System Information 03VRS</p> <p>Application Manual ↪ Web documentation link</p> <p>Ordering information:</p> <ul style="list-style-type: none"> ● DOK-XCORE*-SOV***V03**-APRS-EN-P ● R911425254
30	<p>Cam Designer - Configuring ctrlX MOTION Cams 03VRS</p> <p>Application Manual ↪ Web documentation link</p> <p>Ordering information:</p> <ul style="list-style-type: none"> ● DOK-XWORKS-CAM***V03**-APRS-EN-P ● R911427217
31	<p>Security Scanner App, Inventory of Components 03VRS</p> <p>Application Manual ↪ Web documentation link</p> <p>Ordering information:</p> <ul style="list-style-type: none"> ● DOK-XCORE*-SSC***V03**-APRS-EN-P ● R911427698

7 Service and support

Our worldwide service network provides an optimized and efficient support. Our experts provide you with advice and assistance. You can contact us **24/7**.

Service Germany

Our technology-oriented Competence Center in Lohr, Germany, is responsible for all your service-related queries for electric drive and controls.

Contact the **Service Hotline** and **Service Helpdesk** under:

Phone: **+49 9352 40 5060**

Fax: **+49 9352 18 4941**

Email: [↗ service.svc@boschrexroth.de](mailto:service.svc@boschrexroth.de)

Internet: [↗ http://www.boschrexroth.com](http://www.boschrexroth.com)

Additional information on service, repair (e.g. delivery addresses) and training can be found on our internet sites.

Service worldwide

Outside Germany, please contact your local service office first. For hotline numbers, refer to the sales office addresses on the internet.

Preparing information

To be able to help you more quickly and efficiently, please have the following information ready:

- Detailed description of malfunction and circumstances
- Type plate specifications of the affected products, in particular type codes and serial numbers
- Your contact data (phone and fax number as well as your e-mail address)

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