

# Universal Remote Access Installation Guide

Version 2.5

## 1. Introduction

Universal Remote Access provides secure, network-independent access to remote devices such as the XChange or network clients connected to it. With standard internet access, Universal Remote Access allows users to manage equipment on board ships, regardless of the available connectivity.

## 1. Prerequisites

Universal Remote Access requires an access to the internet that allows outbound connections on TCP port 443 (https) and UDP/TCP port 1194 (VPN).

The Universal Remote Access client software runs on Windows. You need to have Administrator rights to install the software on your computer.

You must have an URA-enabled user account using your personal email address to login into the client software.

To access a vessel via Universal Remote Access, the 'URA' service must be provisioned and activated on the XChange box.

Java or OpenJDK is installed on your computer and you have selected the right URA installer for either 64-bit systems.

### 1.1 XChange Activation

The provisioning of the URA service to your XChange Box will be done by Marlink. Once the service is provisioned, the XChange will request a reboot to apply the related changes.

After the reboot, the service will be available.

The XChange administrator can enable the automatic start of the URA service by going to:  
*Box Settings > Devices > Settings.*

- Select the terminal where the URA service should start automatically and click 'Edit'.
- Click the tick-box 'Autostart Universal Remote Access'
- Click 'Save'

Devices > Settings

> **Devices**

- Overview
- Device Ranking
- Links
- **Settings**

> Accounts

> Credits

> Monitors

> Logs

> Telephony

> Network

> System

Marlink VSAT XCHANGE FX

**Device Details**

Name \* Sealink

Description Marlink Sealink VSAT

Autostart Support Remote Access ☒

**Autostart Universal Remote Access ☒**

Autostart Corporate Remote Access ☒

Autostart Remote Management ☒

Allow ICMP Ping Reply ☐

Port \* WAN1

Tunnelling Ability \* MULTI\_SESSION

SAVE

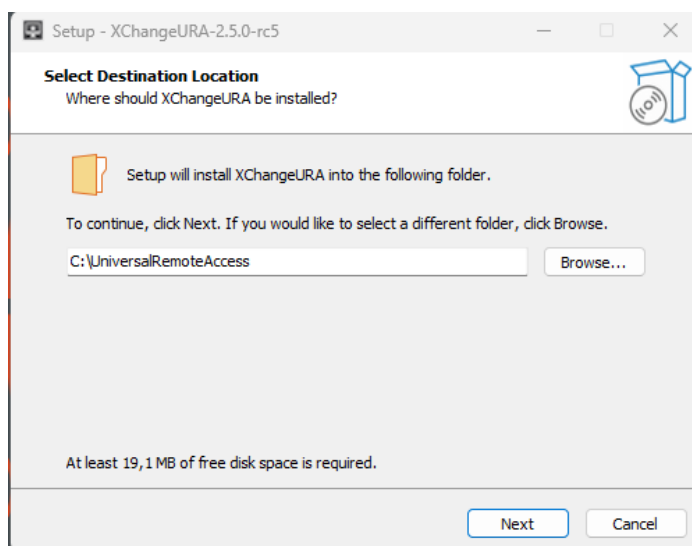
## 2. URA Software Installation

Once you downloaded the URA software installer, you can install the URA client on your computer:

Copy the installation file to your desktop and double-click to start the installation process

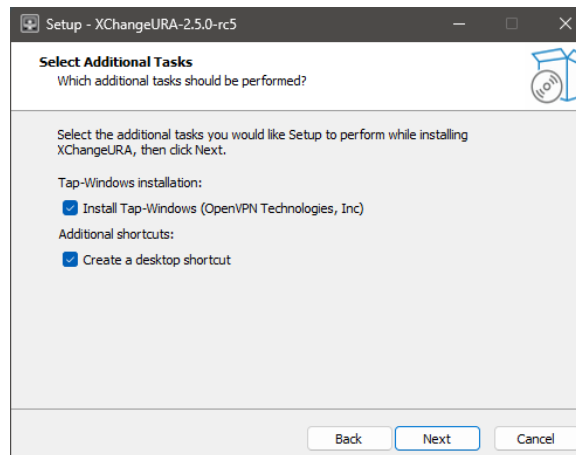
If you face issues at the beginning of the installation, please check the following chapter.

1. Click 'Next'

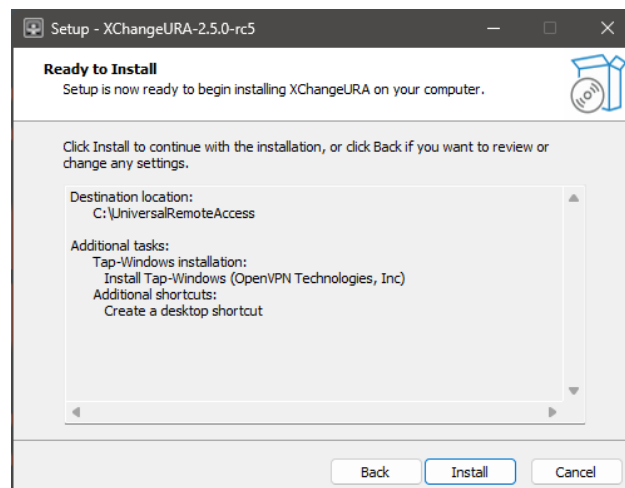


2. Change the installation path if required and click 'Next'

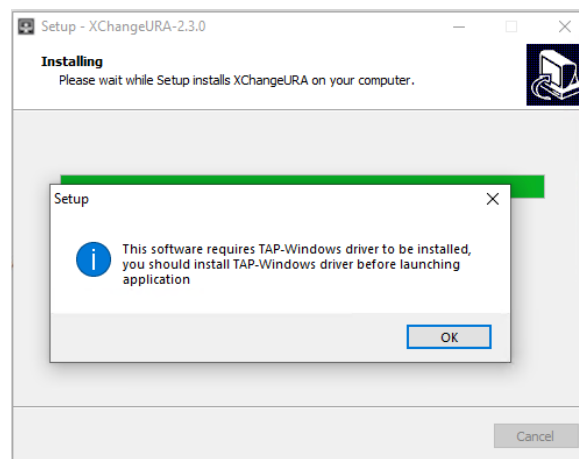
- Keep the 1<sup>st</sup> option selected and check the 2<sup>nd</sup> option if you wish to create a desktop icon for Universal Remote Access, then click 'Next'



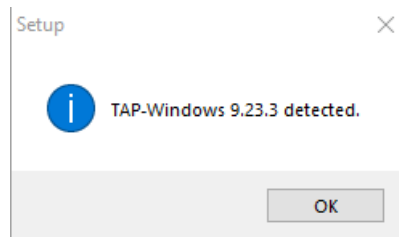
- Click 'Install' in the summary page. The installation of the URA client will start



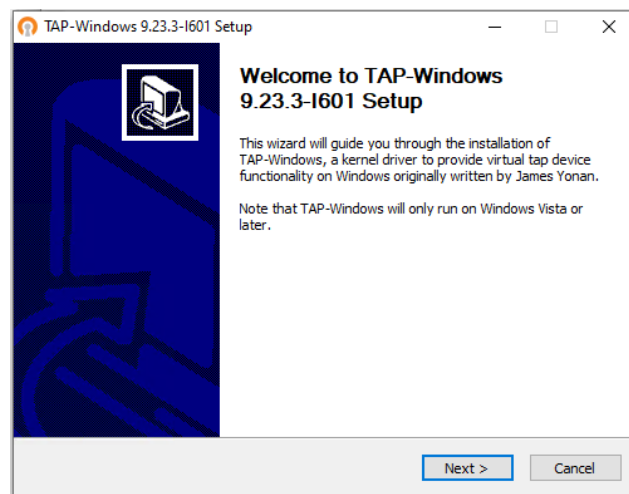
- If no TAP driver can be found during the installation, a pop-up message informs to install 'TAP-Windows driver'. Click 'OK' in this case.



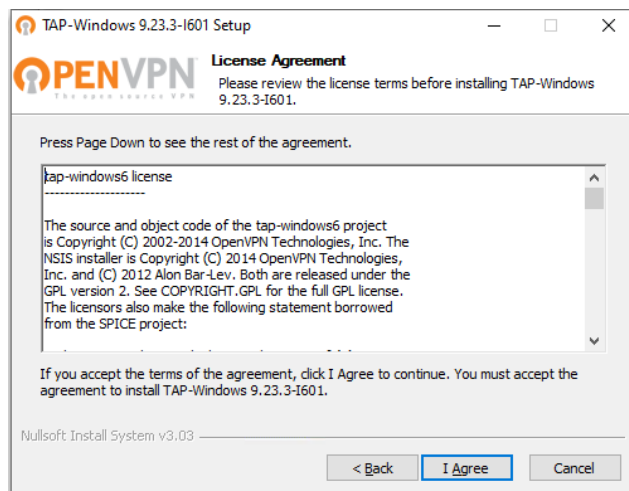
6. If you already have TAP drivers installed, below message is shown. Click 'OK' to proceed



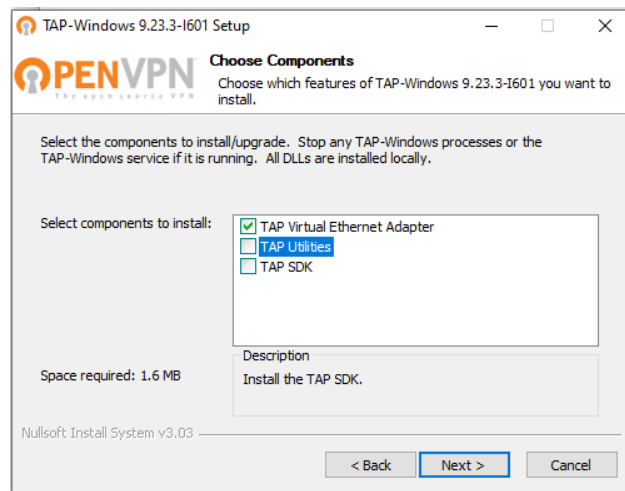
7. A new window appears to start the TAP-Windows installation. Click 'Next'



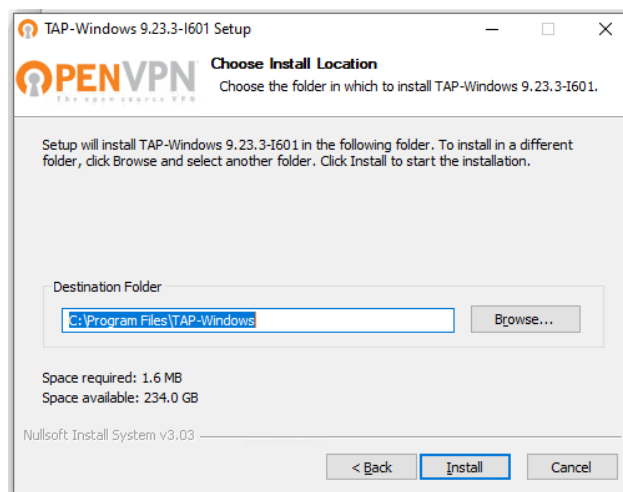
8. Agree to the licence agreement and click 'I Agree'



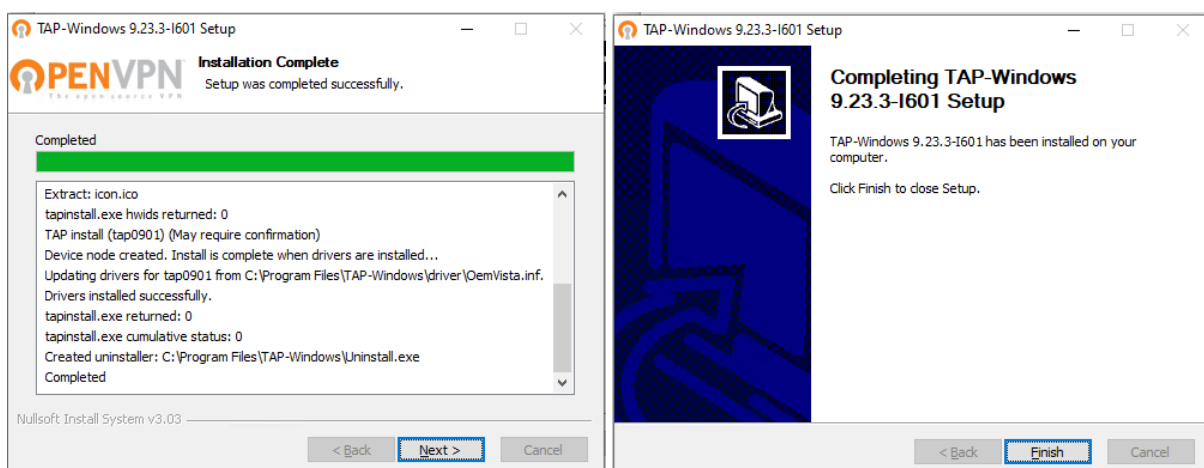
9. Keep all chosen components selected and click 'Next'



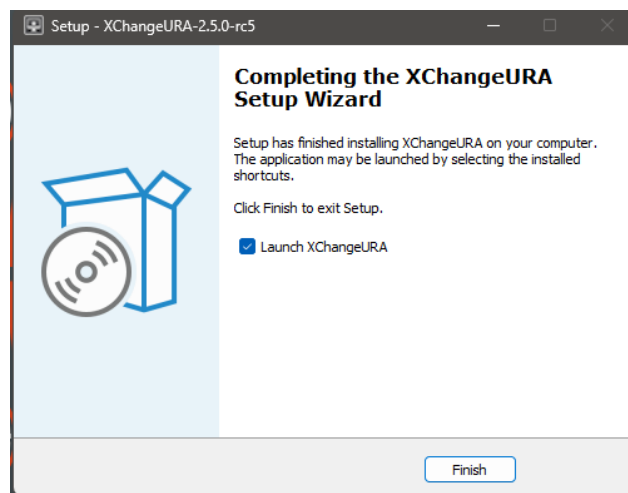
10. Change the installation path if required and click 'Install'



11. Click 'Next' and then 'Finish'



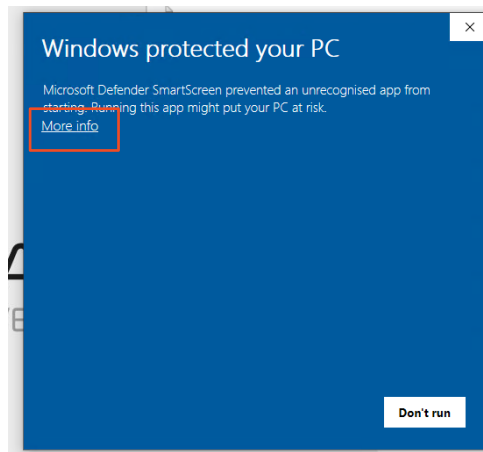
12. After successful installation of the URA software, click 'Finish' to finalize the URA installation



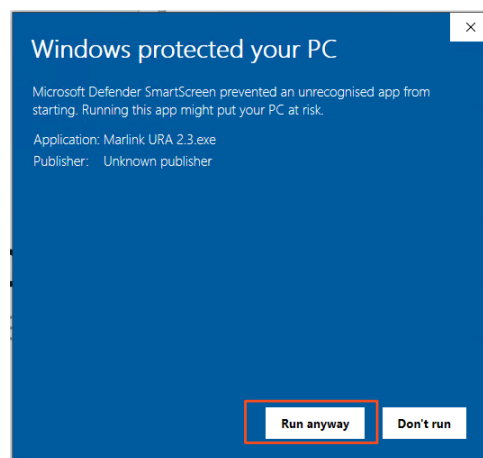
### 3. Potential issues during installation

#### 3.1 Microsoft Defender SmartScreen

In case your computer is protected with Microsoft Defender SmartScreen, you may see a message that Windows protected your PC:



To start the installation, please click “More info” and click the button “Run anyway”:

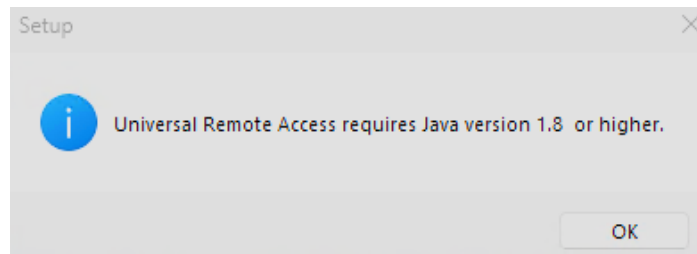


The SmartScreen only appears, if the digital signature of the URA installer is not known or cannot be validated. In any way, it is not harmful to install URA client software on your PC.



## 3.2 Missing Java / OpenJDK

In the first moments of installation, the system checks if a compatible Java or OpenJDK version is installed. If no, or no compatible, version can be found, below message informs you:



Click 'OK' and install Java version 8 or 11 or the latest OpenJDK version before retrying the installation.

### 3.2.1 OpenJDK

Marlink recommends installing OpenJDK as a free alternative for Oracle Java.

For Windows, follow the link and install the latest msi file for your Windows machine.

[Download the Microsoft Build of OpenJDK | Microsoft Learn](#)

If you have Java already installed, you can use this installation file to change easily to OpenJDK.

Just follow the instructions during the installation.

### 3.2.2 Java

Java is fully supported by URA. Be aware that Oracle may applies licence fees for professional use.

#### **Important Oracle Java License Information**

**The Oracle Java License changed for releases starting April 16, 2019.**

The [Oracle Technology Network License Agreement for Oracle Java SE](#) is substantially different from prior Oracle Java licenses. This license permits certain uses, such as personal use and development use, at no cost -- but other uses authorized under prior Oracle Java licenses may no longer be available. Please review the terms carefully before downloading and using this product. An FAQ is available [here](#).

Commercial license and support is available with a low cost [Java SE Subscription](#).

To check your current Java version, follow the link:

<https://www.java.com/en/download/installed8.jsp>


To download Java, follow the link: <https://www.java.com/en/download/win10.jsp>

Once you downloaded the Java installer, follow the instructions to install Java before proceeding with the URA installation.

### 3.3 Which architecture is used?

URA requires a 64-bit architecture of your system. If you see an error message either your system architecture is not compatible with URA or you have installed the wrong Java version. In such case, please install the 64-bit Java version.

If you do not know which Windows version you are using, follow these instructions:

1. Click on “**Start**”  and then on “**Settings**” 
2. Select within “Settings” **System** → **About**

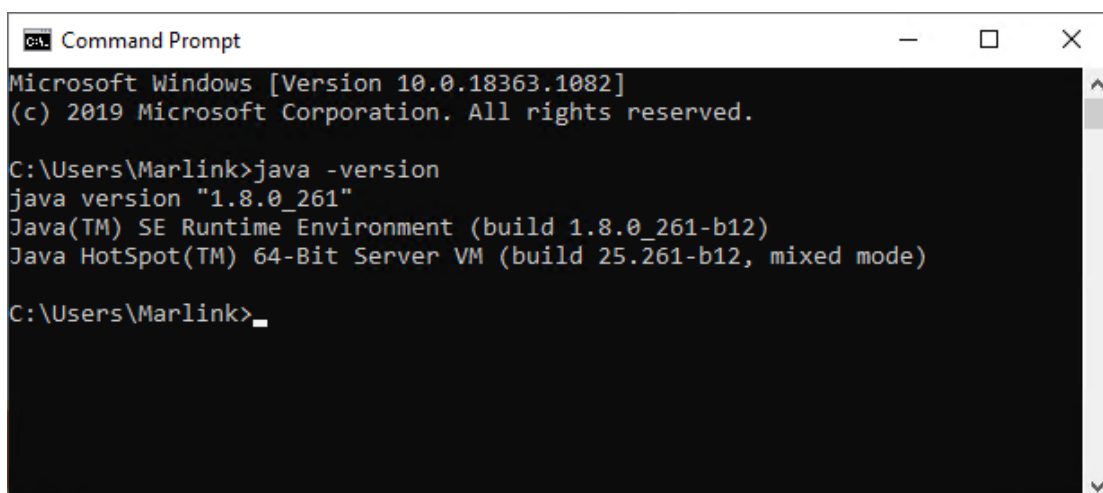
#### Device specifications

Device name	MAR-WIN10-XCVM
Processor	Intel Core Processor (Broad processors)
Installed RAM	8.00 GB
Device ID	AD8740C4-3E62-42B2-90F
Product ID	00330-80000-00000-AA64
System type	64-bit operating system, x64
Pen and touch	No pen or touch input is a

Rename this PC

To check your installed Java version, press the ‘Windows’ button on your Keyboard, and type “CMD”.

Once you see the Command Prompt type `java -version` and hit enter:



```
C:\Users\Marlink>java -version
java version "1.8.0_261"
Java(TM) SE Runtime Environment (build 1.8.0_261-b12)
Java HotSpot(TM) 64-Bit Server VM (build 25.261-b12, mixed mode)

C:\Users\Marlink>
```

This example shows that a 64-bit Java version is installed.

Please install a Java-64-bit version if you run a 64-bit Windows.

URA and Java must be in the same architecture.

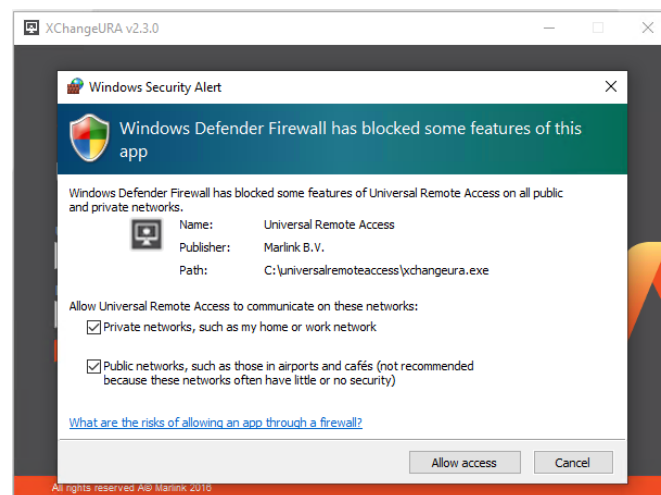
## 4. Installation Completed

After a successful installation of the URA client software, a new icon should appear on your Desktop.

To start the Universal Remote Access just double click the URA Icon.

### 4.1 Windows Firewall

On first start of URA your Windows Firewall may pop up asking for access to Java/OpenJDK:

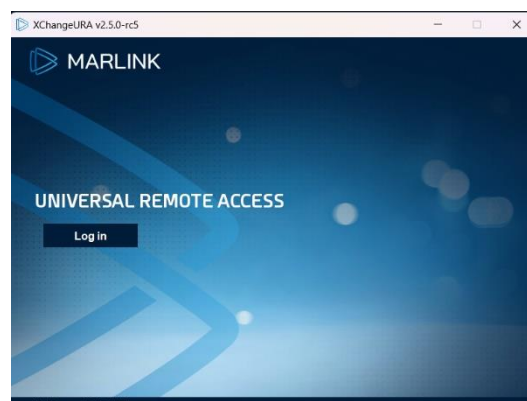


Select both tick-boxes and click 'Allow access'.

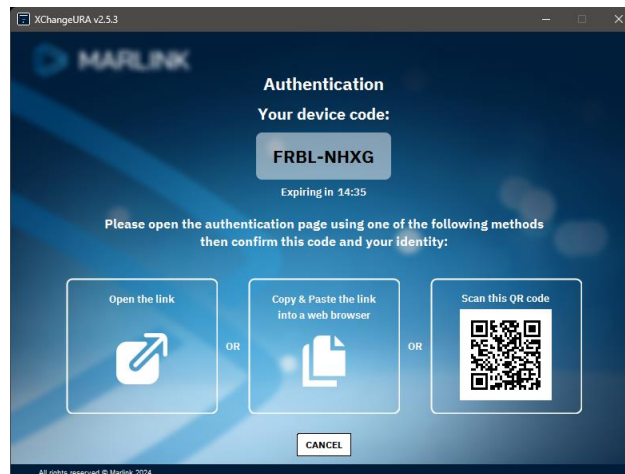
The installation is now finished.

## 5. Access with Multi-Factor-Authentication

Multi-Factor-Authentication is mandatory to login to the Universal Remote Access.

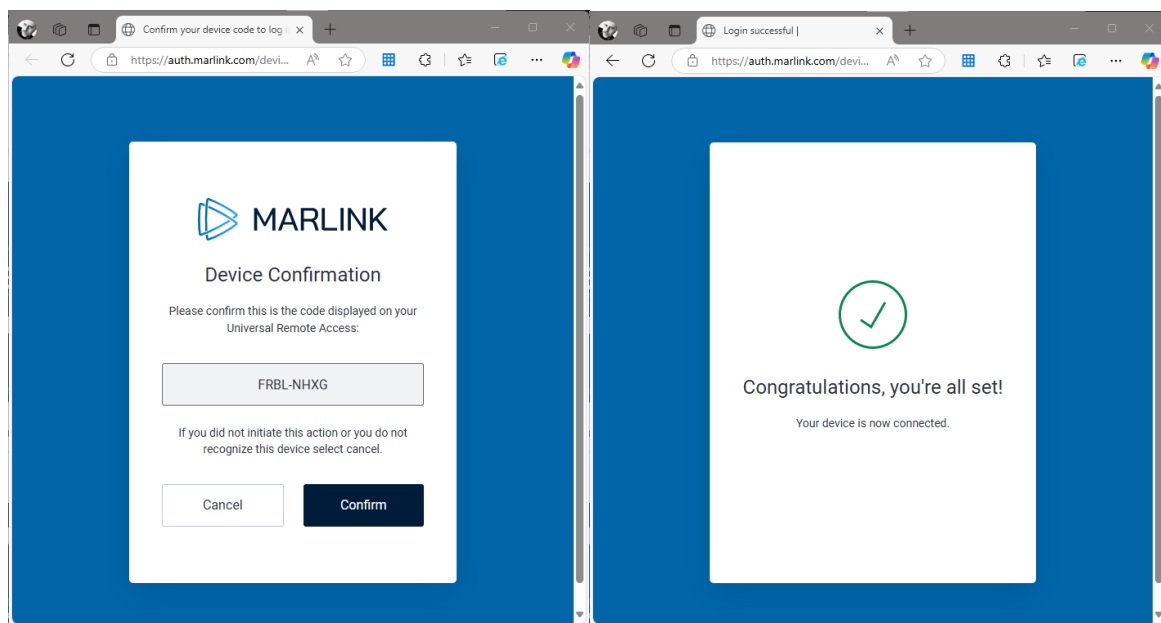


To authenticate, follow the instructions which are displayed on your computer:



Marlink MFA supports any authentication method such as for instance SMS or any authenticator App you prefer.

By clicking “Open the link” your web browser will open asking for confirmation:



## 6. Need Support?

If you have any questions, please contact your Key Account Manager or Service Desk:

### Marlink Service Desk

Email: [servicedesk@marlink.com](mailto:servicedesk@marlink.com)

EMEA: +33 (0)1 70 48 98 98

Americas: +1 (310) 616-5594 +1 855 769 39 59 (toll free)

Asia Pacific: +65 64 29 83 11