

NcCloud Service User Manual

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1 About NcCloud

NcCloud, independently developed by **Shanghai Weihong Electronic Technology Co., Ltd** (hereinafter called **WEIHONG**), is an IIoT (Industrial Internet of Things) solution. Based on the monitoring of CNC devices, **NcCloud** offers a solution to production management, device management and business innovation.

NcCloud includes three parts:

NcCloud Assistant

A built-in application in CNC controller. It can provide data interface and communication protocols for the CNC device networking.

NcCloud DNC

A standard solution to CNC device networking in workshop. It includes following functions:

- Standard DNC functions
- Providing data interface for enterprise information system

NcCloud Service

Based on public cloud, it provides remote monitoring of the CNC devices. In addition, it assists production management and equipment maintenance. It also can provide data interface for third-party cloud and applications.

For production monitoring in different scenarios, **NcCloud Service** runs on two scenarios: [Web](#) and [WeChat](#).

You can register an account in either the official website or WeChat official account. The same account can be used on both Web and WeChat. And devices that has been monitored in either scenario can be shown in the other, in a real-time way.

2 Introduction to NcCloud Service

NcCloud Service is an important component of NcCloud. Based on public cloud, it provides remote monitoring of the CNC devices. NcCloud Service runs on two scenarios: [Web](#) and [WeChat](#).

The online functions of NcCloud Service keep updating and upgrading. Some advanced functions are only open to paying users or privileged users. Please contact with WEIHONG sales for more details or cooperation.

2.1 Features

Main functions of NcCloud Service can be divided into following categories:

- Device monitoring and production management

It can provide comprehensive and real-time device data and statistical analysis of device such as utilization. Device data include but are not limited to:

- Machining progress
- Running status
- Message alarm
- Usage status of tool and wearing part

The acquired data can not only provide scientific basis for production and device maintenance in workshop, but also build basic data and reports for enterprise resource planning.

- Online help document and technical supports

Online document not only contains help documents of WEIHONG products, but also technical documents of suppliers. In other words, it serves as an open technical document platform for end users.

In addition, NcCloud Service covers other technical supports including time registration, logistics reminder, etc.

- Professional service

It provides advanced functions like device leasing, remote maintenance, etc.

- Data interface

NcCloud Service can provide the data interface for any legitimate third-party cloud service platform, to enhance the cloud service capabilities of our partners.

2.2 Service Mode

For production monitoring in different scenarios, **NcCloud Service** runs in two modes:

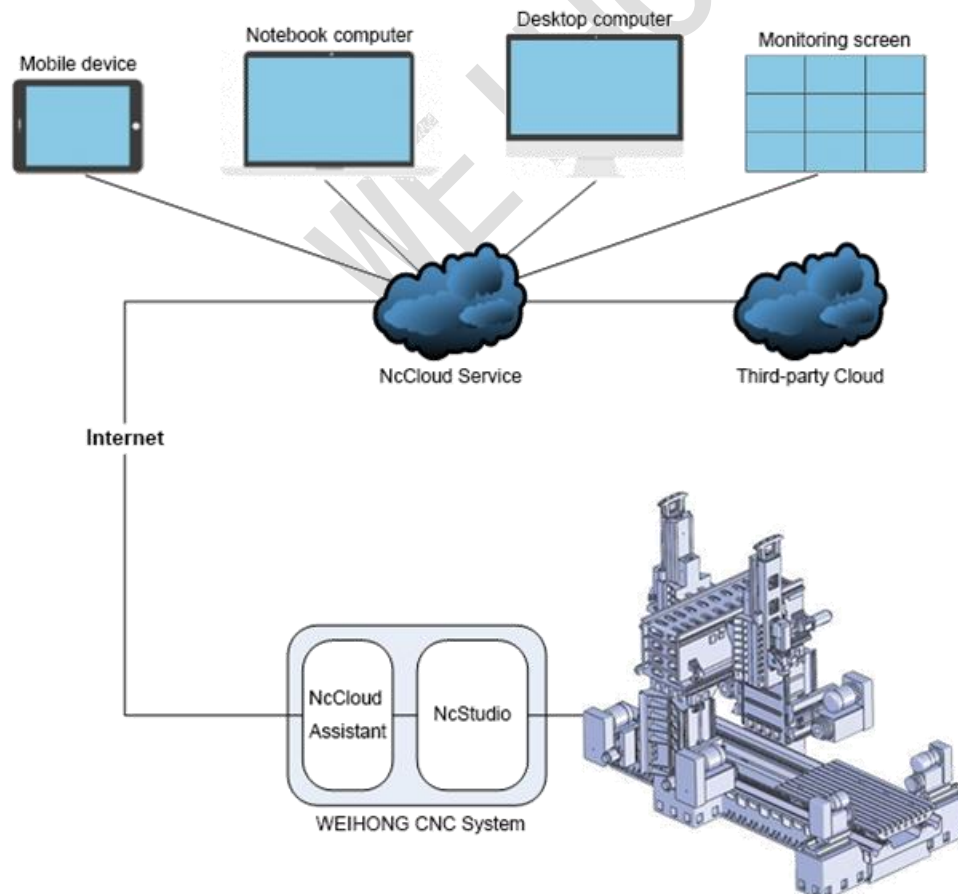
- Cloud control center (Web)
- Mobile monitoring (WeChat)

A NcCloud account that you registered in either mode can be used in the other. All information of devices that have been added to the account can be displayed in both platforms, in a real-time way.

2.3 System Architecture

See following figure for the architecture of **NcCloud Service**.

- The built-in NcCloud Assistant serves as a data interface, and transmit data to cloud server after the device has been connected to Internet.
- Open a browser on any online equipment and log in NcCloud official website (<https://nccloud.weihong.com.cn>). And do operations as desired.
- Use “**NcCloud**” WeChat official account to check the cloud service anytime and anywhere.



2.4 How to Use

To use NcCloud Service, do the following:

1. [Connect the device to Internet.](#)
2. [Register an NcCloud account.](#)
3. [Add device.](#)
4. Monitor the device in real time.

WEIHONG

3 Installing NcCloud Assistant

Check operating system version and install NcCloud Assistant correctly.

3.1 Read First

- **NcCloud Assistant** has been embedded in NcStudio at factory. If you are not sure, please consult your sales or check the existence by yourself. Please refer to [How do I know if NcCloud Assistant has been installed in the controller?](#)
- If NcCloud Assistant is absent in your current NcStudio by default, it is recommended to upgrade NcStudio to the latest version.
- If NcCloud Assistant already exists in NcStudio, you can use directly, or download the latest version of **NcCloud Assistant** on [NcCloud Official Website](#) and upgrade, or directly install the latest version of NcStudio.

3.2 System Requirements

Before installing NcCloud Assistant, please confirm the following:

- NcStudio software has been installed.
If you are not sure or cannot install NcStudio, please turn to technical support.
- The version of operating system cannot be lower than the minimum version in the table below.

Operating system	Version
Windows 7	Service Pack 1
Windows 8	-
Windows 8.1	-
Windows 10	-
Windows Server 2003	Service Pack 2
Windows Server 2008	Sevice Pack 2
Windows Server 2008 R2	Service Pack 1
Windows Server 2012	-
Windows XP	Service Pack 3
Windows Vista	Service Pack 2

3.3 How-to

If NcCloud Assistant already exists in NcStudio, click **Start** → **All Programs** to find **NcCloud** folder. You can skip the installation.

If NcCloud Assistant cannot be found in CNC controller, do the following to install one:

1. Navigate to NcCloud official website (<https://nccloud.weihong.com.cn>), click **Download**, and type keyword **NcCloud Assistant**. Download the latest version of NcCloud Assistant installation package.
2. Open the installation package, install by following the instructions.

After successful installation, you can find **NcCloud** folder in the **Start** menu. Click **NcCloud Assistant** to open the following interface:


NcCloud Assistant V3.1.3

NC CLOUD

Cloud-based Service to Get Everything under Control


1st Follow NcCloud

Scan the QR Code with WeChat to follow the NcCloud.




2nd Add Device

Click "Production Monitoring" - "Add Device". (Registration required for first use.)



3rd Online Monitoring

Scan the QR Code or type the device No. to add the device. You can check the production and get latest online help anytime and anywhere.



Device No: WHNC-0000-CSGN-0004
Verification Code: 63754298

*Window will close in 29 min 33 sec.

F1 Network Off	F2 Disable Backup	F3	F4 Import Authorization	F5 Add Device	F6	F7 Close	F8
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Tip: Same steps for upgrading the version of NcCloud Assistant.

4 Device Networking

To use cloud-based services, successful networking of the target device is the prerequisite. If a CNC controller that has installed **NcCloud Assistant** connects to Internet, the controller will automatically transmit data to **NcCloud Service** website.

WEIHONG CNC controllers can connect to Internet by following ways:

- Through Ethernet
- Through USB interface

4.1 Connecting to Internet through Ethernet

To connect to Internet, do the following:

1. Connect to enterprise networking through the built-in Ethernet interface of WEIHONG CNC controller.
2. Connect to Internet through router setting in enterprise networking.

This method is applicable to the following:

- WEIHONG CNC controllers of PC architecture
- NK260, NK280 series WEIHONG CNC controllers of ARM architecture

4.2 Connecting to Internet through USB Interface

To connect to Internet, do the following:

1. Insert a USB-Wi-Fi or USB-4G device to the USB interface in WEIHONG CNC controller.
2. Install the driver and configure the network, to make sure successful networking.

This method is applicable to the following:

Only WEIHONG CNC controllers of PC architecture


5 Registering NcCloud Account

To use NcCloud, a NcCloud account is required. You can register a NcCloud account either on web or in WeChat. Please note the differences of steps and interfaces.

5.1 Registering on Web

To register a NcCloud account on web, do the following:

1. Enter [NcCloud Official Website](#), click **Register/Login** to enter login page.
2. Register/Login.
 - To users who already have accounts: Fill in the information to log in.
 - To users who have no account : Click **Sign up** to register. After filling in the information, click **Sign up**. Registration completes.

Name	<input type="text"/>
* Username	<input type="text"/>
* Telephone	<div><div> +86 ▾</div><input type="text"/></div>
Company	<input type="text"/>
Address	<input type="text"/>
* E-mail	<input type="text"/>
* Password	<input type="password"/>
* Confirm password	<input type="password"/>
* Code	<div><input type="text"/><div>Get code</div></div>
<div>Sign up</div>	

5.2 Registering in WeChat

To register a NcCloud account in WeChat, do the following:

1. Do one of the following to follow NcCloud official account.
 - Search “NcCloud” in WeChat.
 - Scan the QR code below.



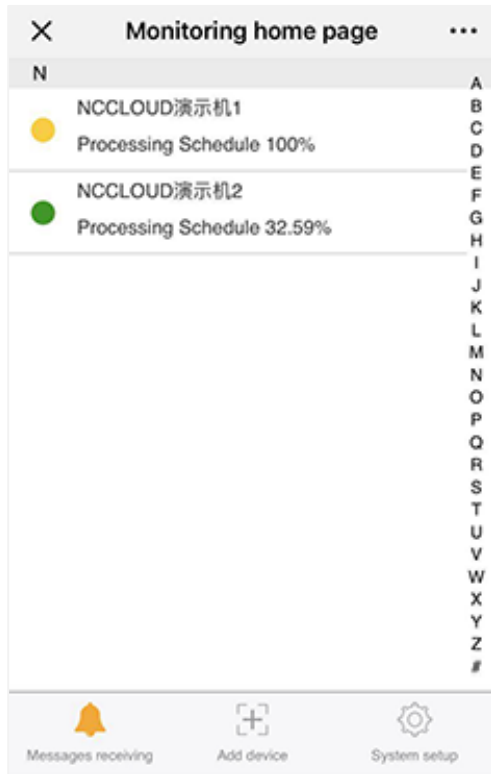
You can explore NcCloud official account now.

2. Click **Production Monitoring** to jump to **Sign up** page.

A screenshot of a mobile application registration page titled 'register'. At the top is the NcCloud logo, which features an orange cloud with 'Nc' inside, and the text '维宏云' and 'NC CLOUD' below it. The form contains several input fields: 'userName (Numbers, letters, underscores)', a phone number field with a dropdown menu showing a Chinese flag and the number '131 2345 6789', 'Please enter password', 'Confirm password', and 'Enter SMS verification code' with a link 'get verification code'. Below these fields is a checkbox labeled 'Agree to register' followed by a link to the 'Verhong cloud service agreement'. At the bottom is an orange 'register' button and a link 'Existing account, binding immediately'.

- To users who have not registered: Fill in the information to register.
- To users who have registered: Click **Existing user? Bind now** at the bottom of the page.

After registering/binding, the system will jump to **Monitoring Homepage**.



6 Adding Device

Add a device to the monitoring list of NcCloud. Running and production of the device can be shown to operators through NcCloud Service.

Prerequisites

- Successful installation of NcCloud Assistant
- An available NcCloud account
- Successful networking of the device

Steps

To add device, do the following:

1. Start the CNC system.
 - To control card: Right click on **NcStudio** and select **Run as administrator**.
 - To controllers including NK200, NK300, NK500 series: the control system starts the moment the controller is power on.
2. Start **NcCloud Assistant**.
 - To control card: Click **Start** → **All Programs** → **NcCloud Assistant**, or double click **NcCloud Assistant** shortcut on desktop.

NcCloud Assistant interface pops up.

- To controllers including NK200, NK300, NK500 series: Press NcCloud button to activate NcCloud Assistant.



NcCloud Assistant V3.1.3

NC CLOUD

Cloud-based Service to Get Everything under Control


1st Follow NcCloud

Scan the QR Code with WeChat to follow the NcCloud.


2nd Add Device

Click "Production Monitoring" - "Add Device". (Registration required for first use.)



3rd Online Monitoring

Scan the QR Code or type the device No. to add the device. You can check the production and get latest online help anytime and anywhere.



Device No: WHNC-0000-CSGN-0004
Verification Code: 63754298

*Window will close in 29 min 33 sec.

F1 Network Off	F2 Disable Backup	F3	F4 Import Authorization	F5 Add Device	F6	F7 Close	F8
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On the homepage of NcCloud Assistant, you can get the device QR code, device ID and verification code, which are required when you try to add a device to the monitoring list on NcCloud web or WeChat.

The QR code and verification code are valid in 30 minutes. The window will close in 30 minutes. Press **F5** every 2 seconds to refresh the QR code and verification code.

Note: If NcCloud Assistant homepage displays exceptionally, please refer to [Unable to Display QR Code and Verification Code in NcCloud Assistant](#) to solve the problem.

3. Add device.

- On web: Log in to NcCloud official website, and click **System Setup** → **All Devices** → **Add Device**. In the pop-up dialog box, type the device ID and verification code that are acquired from NcCloud Assistant. You can also set an alias for the device.
- On WeChat: Access NcCloud official account, and click **Production Monitoring**. Click **Add Device** on **Monitoring Homepage**.

Do one of the following to add the device:

- Scanning QR code of the device on NcCloud Assistant interface
- Inputting device ID and verification code directly

Press **F7**, **Esc** or **Enter** to exit NcCloud Assistant page. Once the device has been added successfully, closing NcCloud Assistant will not affect data transmission between device and cloud.

7 Cloud Control Center (Web)

It refers to web-based production monitoring service. In this scenario, more and detailed information can be displayed in one or several screens or projects. It is used in the environment like office, centralized control room, notebook computer, tablet computer, etc.

Prerequisites

- Successful networking of the device
- An available NcCloud account
- Having added the target device to NcCloud account

Because functions of NcCloud keeps updating, following instructions are for reference only.

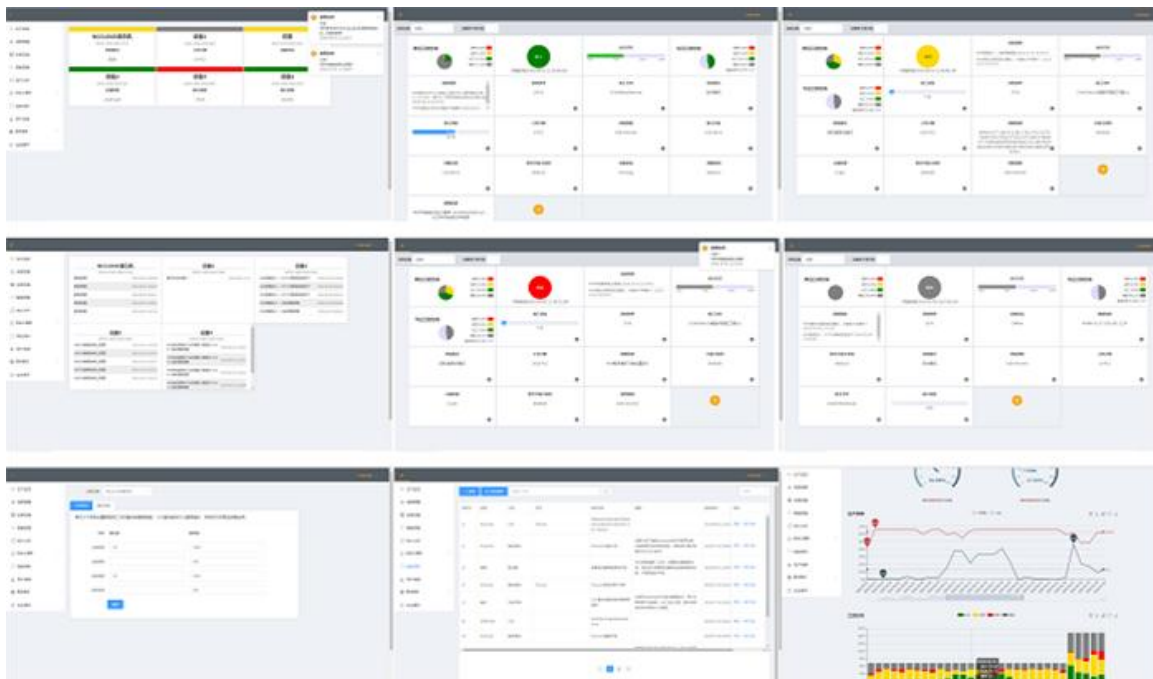
Steps

1. Open a browser, type URL <https://nccloud.weihong.com.cn/>, and enter NcCloud official website.
2. Click **Register/Login** to enter login page.
3. Log in with a NcCloud account.

7.1 Production Monitoring

Users can monitor the machine running status on the computer. A dialog box pops up when alarm occurs.

Different groups of information can be pinned on a larger screen, like a cloud control center.



See table below for menus items.

Menu item	Function
Production Monitoring	Monitor working hours of the followed devices of the day.
Device Monitoring	Display parameters of the devices that you followed.
Message & Alarm	Save the latest 5 alarm info of each device that you followed.
All Devices	View all the added devices and select one of them to follow or unfollow one of them.
Intelligent Alarm	Limit Alarm: Set threshold values for parameters. Once the threshold values are reached, the system gives prompt notice. Work Status: The system gives alarm info when the program starts or stops.
Statistics	Statistics of working hours of one device or all devices.
Custom Panel	Decide which panel will be displayed on the screen.

7.2 My Documents

Get help documents when you are in trouble. Or publish a document online.

Favorite

You can collect a document in one of the following ways:

- Entering the document ID
- Entering the sharing code

Browse a document

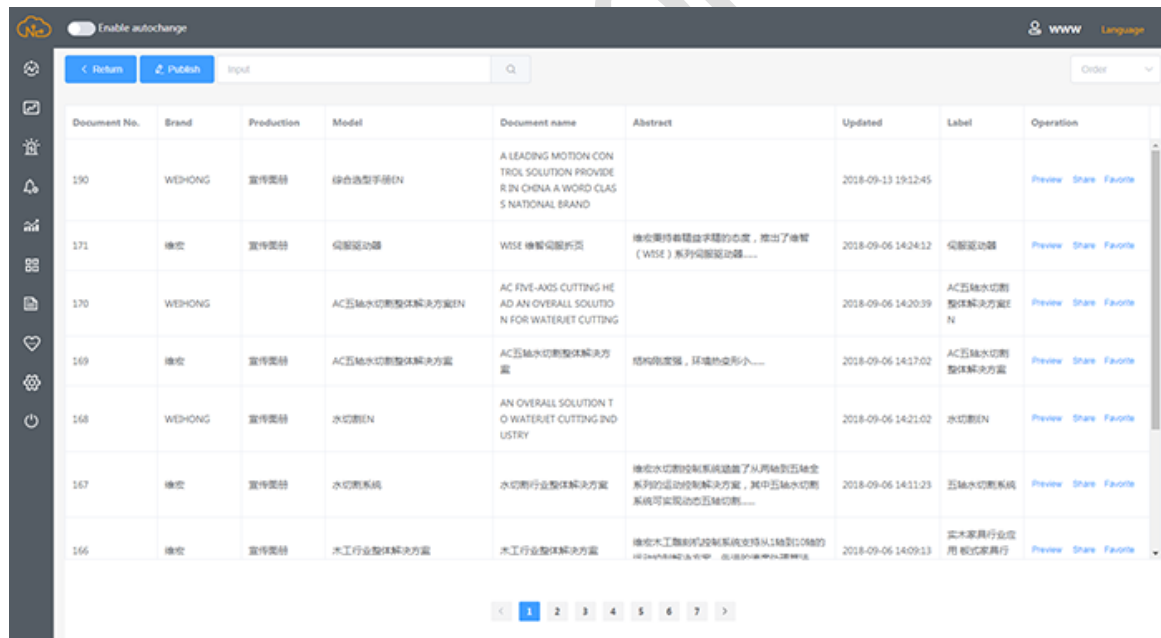
Click **View Library** to search a document by a keyword. And you can preview the document, share it and collect it to your personal library.

Publish a document

It requires privilege.

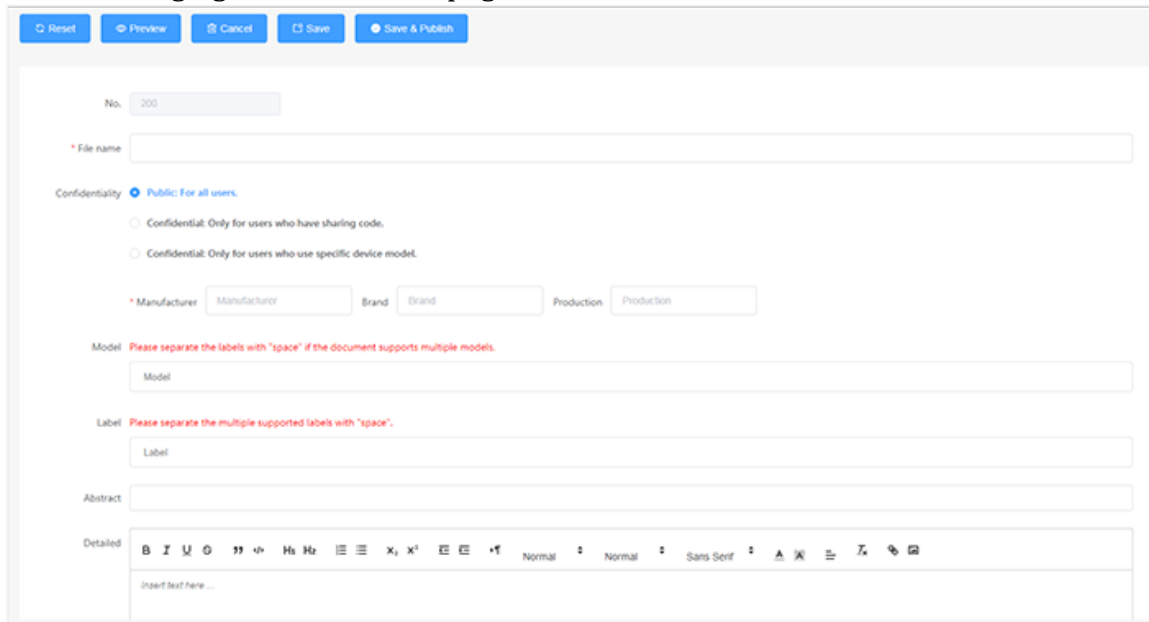
You can publish a document online, and share it to social platforms by a share link.

See following figure for **Library**:



Document No.	Brand	Production	Model	Document name	Abstract	Updated	Label	Operation
190	WEIHONG	宣传册册	综合选型手册EN	A LEADING MOTION CONTROL SOLUTION PROVIDER IN CHINA A WORLD CLASS NATIONAL BRAND		2018-09-13 19:12:45		Preview Share Favorite
171	维宏	宣传册册	伺服驱动器	WISE 维宏伺服系列	维宏秉持精益求精的态度，推出了维宏（WISE）系列伺服驱动器.....	2018-09-06 14:24:12	伺服驱动器	Preview Share Favorite
170	WEIHONG		AC五轴水切割整体解决方案EN	AC FIVE-AXIS CUTTING HEAD AN OVERALL SOLUTION FOR WATERJET CUTTING		2018-09-06 14:20:39	AC五轴水切割整体解决方案EN	Preview Share Favorite
169	维宏	宣传册册	AC五轴水切割整体解决方案	AC五轴水切割整体解决方案	结构强度高，环境适应性好.....	2018-09-06 14:17:02	AC五轴水切割整体解决方案	Preview Share Favorite
168	WEIHONG	宣传册册	水切割EN	AN OVERALL SOLUTION TO WATERJET CUTTING INDUSTRY		2018-09-06 14:21:02	水切割EN	Preview Share Favorite
167	维宏	宣传册册	水切割系统	水切割行业整体解决方案	维宏水切割控制系统涵盖了从两轴到五轴全系列的运动控制解决方案，其中五轴水切割系统可实现边切边铣.....	2018-09-06 14:11:23	五轴水切割系统	Preview Share Favorite
166	维宏	宣传册册	木工行业整体解决方案	木工行业整体解决方案	维宏木工雕刻机控制系统支持从1轴到10轴的任意轴数配置.....	2018-09-06 14:09:13	实木家具行业应用 板式家具行	Preview Share Favorite

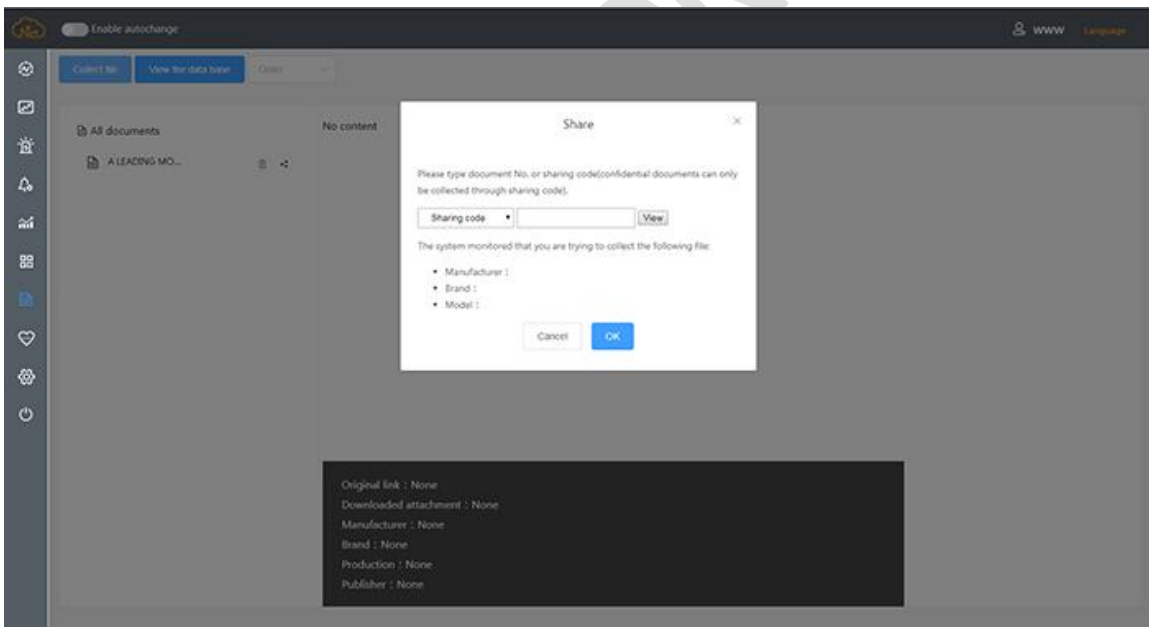
See following figure for **Publish** page:



The screenshot shows a web form for publishing a document. At the top, there are five buttons: Reset, Preview, Cancel, Save, and Save & Publish. The form contains several input fields and sections:

- No.:** A text input field with the value "200".
- * File name:** A text input field.
- Confidentiality:** A section with three radio button options:
 - ☒ Public: For all users.
 - ☐ Confidential: Only for users who have sharing code.
 - ☐ Confidential: Only for users who use specific device model.
- * Manufacturer:** A text input field.
- Brand:** A text input field.
- Production:** A text input field.
- Model:** A text input field with a red warning message: "Please separate the labels with 'space' if the document supports multiple models."
- Label:** A text input field with a red warning message: "Please separate the multiple supported labels with 'space'."
- Abstract:** A text input field.
- Detailed:** A rich text editor with various formatting options (Bold, Italic, Underline, etc.) and a text area with the placeholder "Insert text here ...".

See following figure for **Share** page:



The screenshot shows a web interface for sharing documents. A modal window titled "Share" is open, displaying the following information:

- A message: "Please type document No. or sharing code (confidential documents can only be collected through sharing code)."
- A text input field labeled "Sharing code" with a "View" button next to it.
- A message: "The system monitored that you are trying to collect the following file:"
- A list of items:
 - Manufacturer :
 - Brand :
 - Model :
- Buttons: "Cancel" and "OK".

In the background, there is a sidebar with icons and a main area showing "All documents" and "No content". At the bottom, there is a dark box displaying the following information:

- Original link : None
- Downloaded attachment : None
- Manufacturer : None
- Brand : None
- Production : None
- Publisher : None

7.3 More

It provides links to other technical supports of WEIHONG company, including:

- Product Registration
- Product Inquiry
- Feedback
- Contact Us

8 Mobile Monitoring (WeChat)

In NcCloud WeChat official account, you can find **Production Monitoring**, **Technology Center** and **More** in the menu bar, as follows:



8.1 Production Monitoring

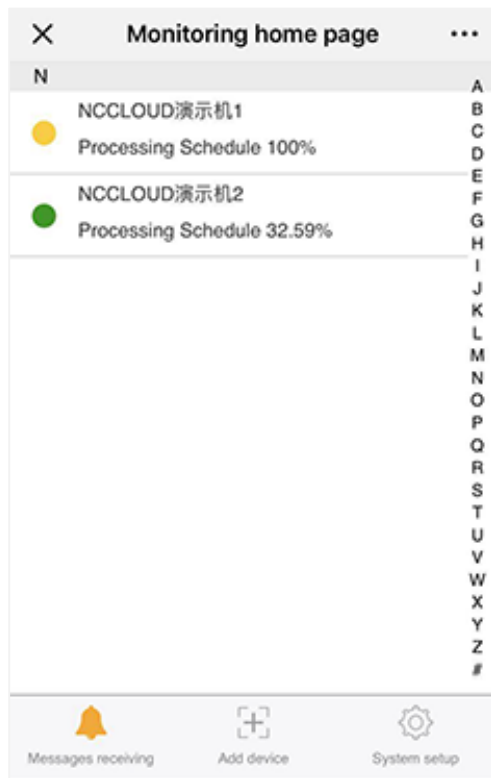
In WeChat, you can check the production status anytime and anywhere. You can find notification and common functions.

Prerequisites

- Successful networking of the device
- An available NcCloud account
- Having bound the NcCloud account in NcCloud WeChat official account
- Having added the target device to NcCloud account

Click **Production Monitoring** to enter the monitoring homepage.

Monitoring Homepage



- **Message Reception**
Switch to **Mute notifications** to stop receiving device alarm prompt.
- **Adding Device**
Add more devices to your NcCloud account.
- **System Setup**
 - All devices
View all the added devices and select whether to follow one of them.

Device Details

Click one device that in the followed list on the monitoring homepage. You can check all the details of the device.



The page contains the following menu items:

- Follow Device
To follow or unfollow a device. Information of the device that has been followed will be displayed on monitoring homepage and you will receive a WeChat notification prompt when it generates an alarm.
- Parameter Configuration
Select the device parameters to be displayed on monitoring homepage and detail pages.

- Intelligent Alarm

Unfold “Wearing Part” to set wearing part life alarm.

Unfold “Event Identification” to set that the system gives alarm info when the program starts or stops.

Unfold “Work Status” to set the alarm value for parameters. Once the set value or threshold values are reached, the system gives prompt.

Parameters differ because of different device configuration.

- More

You can choose to delete or rename the device.

8.2 Technology Center

In Technology Center, you can find solutions or suggestions for problems that you may encounter.

- **My Documents:** Add a document to your personal library, by one of the following ways:
 - Scanning the QR code of the document
 - Entering the document ID
 - Entering the sharing code
- **View Library:** Search a document by keyword. And you can preview the document, share it and collect it to your personal library.

My Documents:

×

my data

...

collect data

browse database

scavenging collect

sort

input data number

input sharing code

rowse the database first.

Library:

×

database

...

<

Q Please enter the query content

search

brief

sort

data number : 190

brand : WEIHONG

product : 宣传图册

data name : A LEADING MOTION CONTROL SOLUTION PROVIDER IN CHINA A WORD CLASS NATIONAL BRAND

abstract : No information for this time

label : No information for this time

update time : 2018-09-13 19:12:45publish

data number : 171

brand : 维宏

product : 宣传图册

data name : WISE 维智伺服折页

abstract : 维宏秉持着精益求精的态度，推出了维智 (WISE) 系列伺服驱动器.....

label : 伺服驱动器

update time : 2018-09-06 14:24:12publish

8.3 More

It provides links to other technical supports of WEIHONG company, as follows:



9 FAQs

This part mainly includes frequently asked questions that you may have about NcCloud.

9.1 How do I know if NcCloud Assistant has been installed in the controller?

To check whether NcCloud Assistant has been installed in current controller, do the following:

- For controllers: Check if there is a **NcCloud** button on the operation interface.
- For control cards: Click **Start** → **All Programs**, and check if there is a **NcCloud** folder.

9.2 What should I do when QR code and verification code cannot be displayed on the homepage of NcCloud Assistant?

Phenomenon

After **NcCloud Assistant** is started, QR code and verification code cannot be displayed successfully.

Cause

The controller has not been connected with Internet, or networking error.

Solution

Check the networking condition and confirm that the device is connected to Internet properly.

Cause

Failed to run applications as administrator.

Solution

- Run NcStudio as administrator.
- Run **NcCloud Assistant** as administrator.
- If the problem remains, wait for 30 seconds and press **F5** to refresh.

If QR code and verification code still fail to display, possible cause is bad network condition. You can do the following:

1. Open task manager and stop NcCloudAdapter.exe process.
2. Click **Start** → **All Programs** → **NcCloud**, and run **NcCloud Adapter** as administrator.
3. Restart **NcCloud Assistant**.

9.3 What should I do if NcCloud fails after restarting the computer?

Cannot start NcCloud after restarting the computer.

You can do the following:

- Check if NcCloudAdapter.exe process exists in task manager.
- If NcCloudAdapter.exe does not exist, click **Start** → **All Programs** → **NcCloud**, and run NcCloud adapter as administrator.

To avoid such problem next time, please check if **NcCloudFirstRun** is prohibited from automatic startup when the computer is started.

- If NcCloudAdapter.exe exists, please refer to [What should I do when QR code and verification code cannot be displayed on the homepage of NcCloud Assistant?](#).

9.4 What should I do if NcCloud local data service fails to work?

Unable to use NcCloud local data service.

You can do the following:

1. Click **Start** → **All Programs** → **NcCloud**, and run NcCloud local data service as administrator.
2. Run **NcCloud Assistant** as administrator, and press **F4** to import the authorization file again.

9.5 Is a twice authorization required when the device ID is changed or the controller installs a new operating system?

Yes.

An authorization file is exclusive to a device ID. Therefore, if the device ID is changed or the controller installs a new operating system, you need to ask for another authorization file and import it again.

9.6 Which features of NcCloud Assistant can be used without networking?

If the controller is offline, following functions of NcCloud Assistant can be used:

- Data authorization
- Data interface
- Data backup locally

To use cloud data interface of NcCloud, confirm that the device has connected to Internet, and network is well working.

9.7 Data was garbled when it is converted to .CSV file format.

Use **DB.Browser.for.SQLite** tool to export data from the database to a .CSV file. And unreadable characters appear in the .CSV file.

Cause

Database file of NcCloud is encoded in UTF-8. However, a .CSV file does not specify the encoding format. Therefore, if you open the file in Microsoft Excel in wrong encoding format, Chinese characters may be garbled.

Solution

Select the encoding format when you open the .CSV file.

9.8 Can I visit NcCloud DNC with a domain name?

Once NcCloud DNC system is deployed in working environment, users can access DNC by entering its IP address in any devices that are within the same network segment.

To simplify the IP address, you also can access DNC system with a domain name that corresponds to the IP address. Do one of the following:

Note: Assuming the IP address of NcCloud DNC is **192.168.12.79**.

- Add a parsing rule to enterprise network DNS server, that is, make the domain name equivalent to the IP address of DNC system.

Parse `dnc.weihong.com.cn` to `192.168.12.79`

- Modify hosts file.
 1. In the computer that you need to access DNC through browser, open hosts file as administrator.
Default path of the file is `C:\Windows\System32\drivers\etc\hosts`.
 2. Add the following line in hosts file:

`192.168.12.79 dnc.weihong.com.cn`

专业·专心·专注

SPECIALIZED/CONCENTRATED/FOCUSED



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