AMVero On Premise

Customer Onboarding Checklist

☐ **Documentation shared with customer (for Oqton) by : _____**

Contact Customers (can be the same person)
☐ Project Lead: _____
☐ IT Contact: _____
☐ System Administrator: _____
☐ Network Administrator:_____

AMVero Version:_____

Hardware Requirements

*AMVero components can be deployed on Virtual Machines (VM) or Physical Hardware.

1.☐ AMVero Virtual gateway

CPU	16 Core with AVX Support
RAM	32 GB
STORAGE	250-500 GB SSD
NETWORK	1 Gbps (On-prem) / 10 MBps (cloud)
NO. OF PRINTERS	10 (up to 7 Running Parallel per Virtual Gateway)

2. ☐ AMVero Client

CPU	4-8 Core
RAM	16 GB
STORAGE	250 GB SSD
NETWORK	1 Gbps

3. ☐ Build Archive

*Build Archive can be deployed on a VM or physical machine, or configured as a shared network folder, provided it maintains low latency, high read/write speeds, and at least 1 TB of available space.

CPU	4-8 Core
RAM	8 GB
STORAGE	1 TB SSD
NETWORK	1 Gbps

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Deployment Target
☐ Virtual Machine ☐ Physical Hardware

Operating System
☐ Ubuntu 24.04 (recommended) ☐ Windows 11 (WSL2 required)

Machines

Make/Model/Quantity: _____

4. **Virtual gateway guidance**
   - ☐ Followed the Virtual gateway guidance document.

5. **Firewall Rules**
   - ☐ Implemented firewall rule to allow downloading packages from:
     - ☐ Oqton SharePoint (https://oqtonglobal1.sharepoint.com/)
     - ☐ ubuntu.com (included in prerequisites package)
     - ☐ docker.com (included in prerequisites package)

6. **Network Configuration (OT Configuration)**
   - ☐ Virtual gateway and Printers are on the same network
     - ☐ The Virtual gateway has a fixed IP Address
     - ☐ The Virtual gateway and Printers can communicate with each other on the network.
     - ☐ The Virtual gateway can communicate with the build archive on port 445

7. **Network Configuration (IT Configuration)**
   - ☐ AMVero Client is installed in the IT network accessible by end users
     - ☐ The Web Client has a fixed IP Address
     - ☐ The Web Client and Virtual Gateway can communicate with each other on the network.
     - ☐ The Web Client can communicate with the build archive on port 445

8. **Printer Firmware Configuration**
   - ☐ Supported firmware for IoT and Build Monitoring is installed.
   - ☐ [3D Systems DMP Printers only] 3DConnect and Oqton Build Monitoring services are enabled

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- ☐ **Printer Credentials for Virtual Gateway connection**

*Use this section to record your credentials; it helps quickly resolve any input validation issues during setup.

Name	OEM + Model	Serial Number	IP Address

- ☐ **OPCUA Server IP and Port (SLM/ EOS)**
  - ☐ Security configuration needed
    - ☐ Certificate shared
    - ☐ Credentials shared
  - ☐ OPCUA Server Schema file

- ☐ **EOS Machines (EOS Connect)**
  - ☐ Client credentials shared
  - ☐ Rectification files shared

- ☐ **3D Systems Printers**
  - ☐ 3DConnect Client configures
  - ☐ Oqton BM Client (For DMP printers only)
  - ☐ Minimal Firmware version DMP Software Suite of v41.0.7

9. **Remote Support**

*Oqton maintains no direct or persistent remote connection to the system, it is activated only upon customer initiation

- ☐ TeamViewer/ RustDesk access for quick remote support

10. Operational Responsibilities & Data Management

- Real-Time Monitoring Performance
  - ☐ Customer needs to ensure the provided hardware and network resources remain dedicated and within specifications to prevent lag or interruptions in the live monitoring stream.
- Data Retention
  - ☐ Acknowledge that Build Records are retained only while disk space permits. When Build Archive storage is full, the oldest records are automatically overwritten by new incoming builds (we strongly recommend regular backups to avoid data loss).