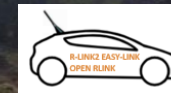


Renault Group



Plugⁿ Connect SRV

KOMPLET ZA KOMUNIKACIJU (Mreža koncesionara)

V2.8 FEB 2025
DIR-AS / ASE



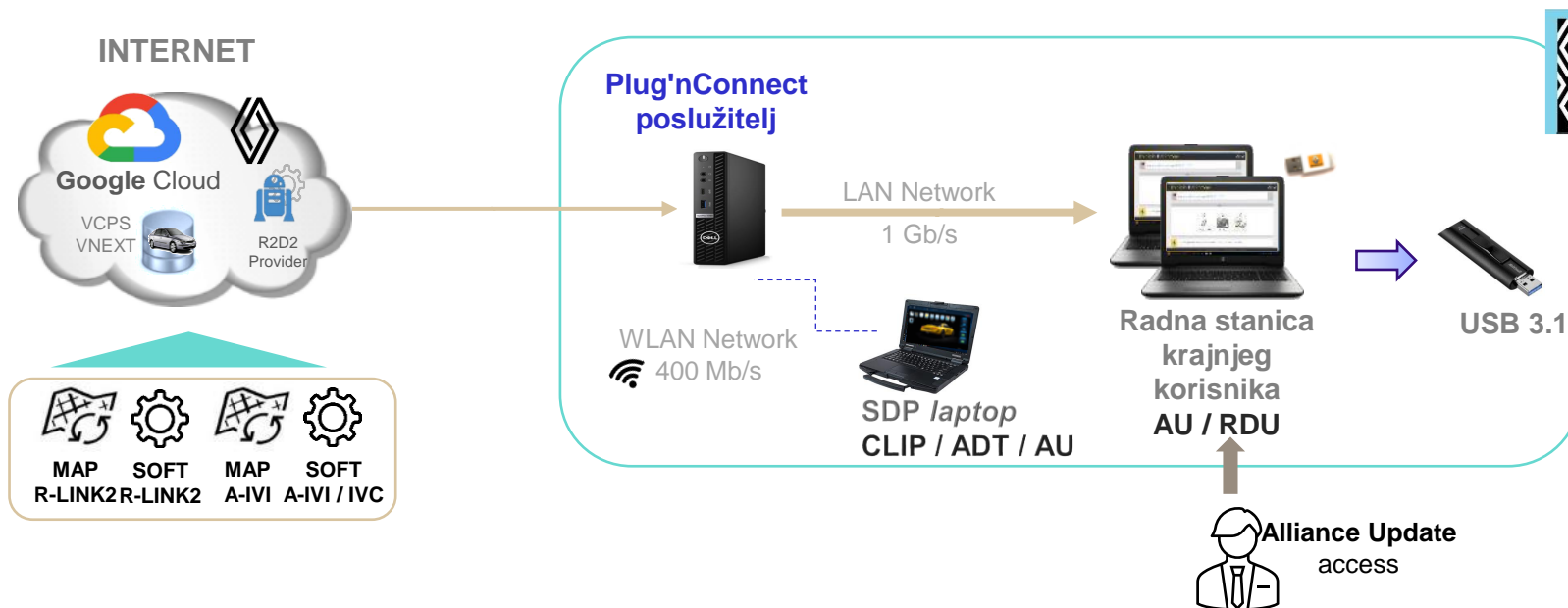
01

Plug'nConnect i aplikacije za ažuriranje multimedije



Kako funkcionira Plug'nConnect?

- Plug'nConnect **automatski preuzima** nove podatke o proizvodu tijekom noći
- Aplikacije **Alliance Update (AU)** i **R-LINK2 Dealer Update (RDU)** instalirane na računalima koncesionara omogućuju provjeru ispunjavanja uvjeta za nova ažuriranja
- Ako vozilo ispunjava uvjete za ažuriranje, RDU/RU će preuzeti podatke iz plug'nConnecta putem **lokalne ethernet mreže**



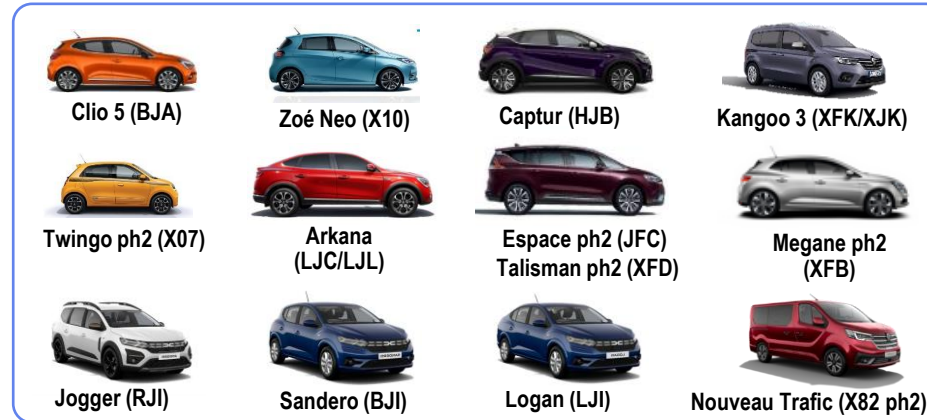
Plug'nConnect i aplikacije za ažuriranje multimedije

Plug'nConnect SRV

R-LINK2



EASY LINK



OPEN R LINK



Plug'nConnect SRV





02

PLUG'N CONNECT SRV

PAKET
IT ARHITEKTURA
SVOJSTVA
PREDUVJETI



1. Koncesionar dobiva:



Vodič za početak upotrebe



Plug'nConnect SRV



kabel za napajanje

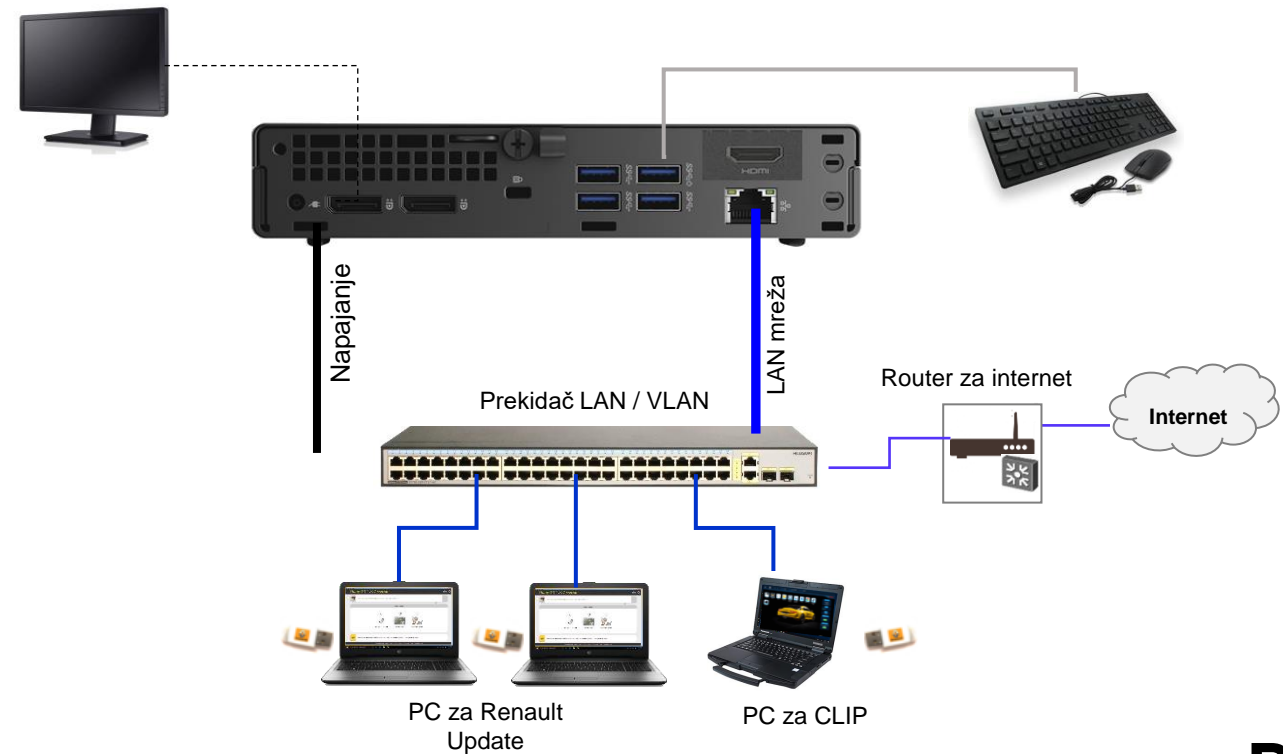


Ethernet kabel

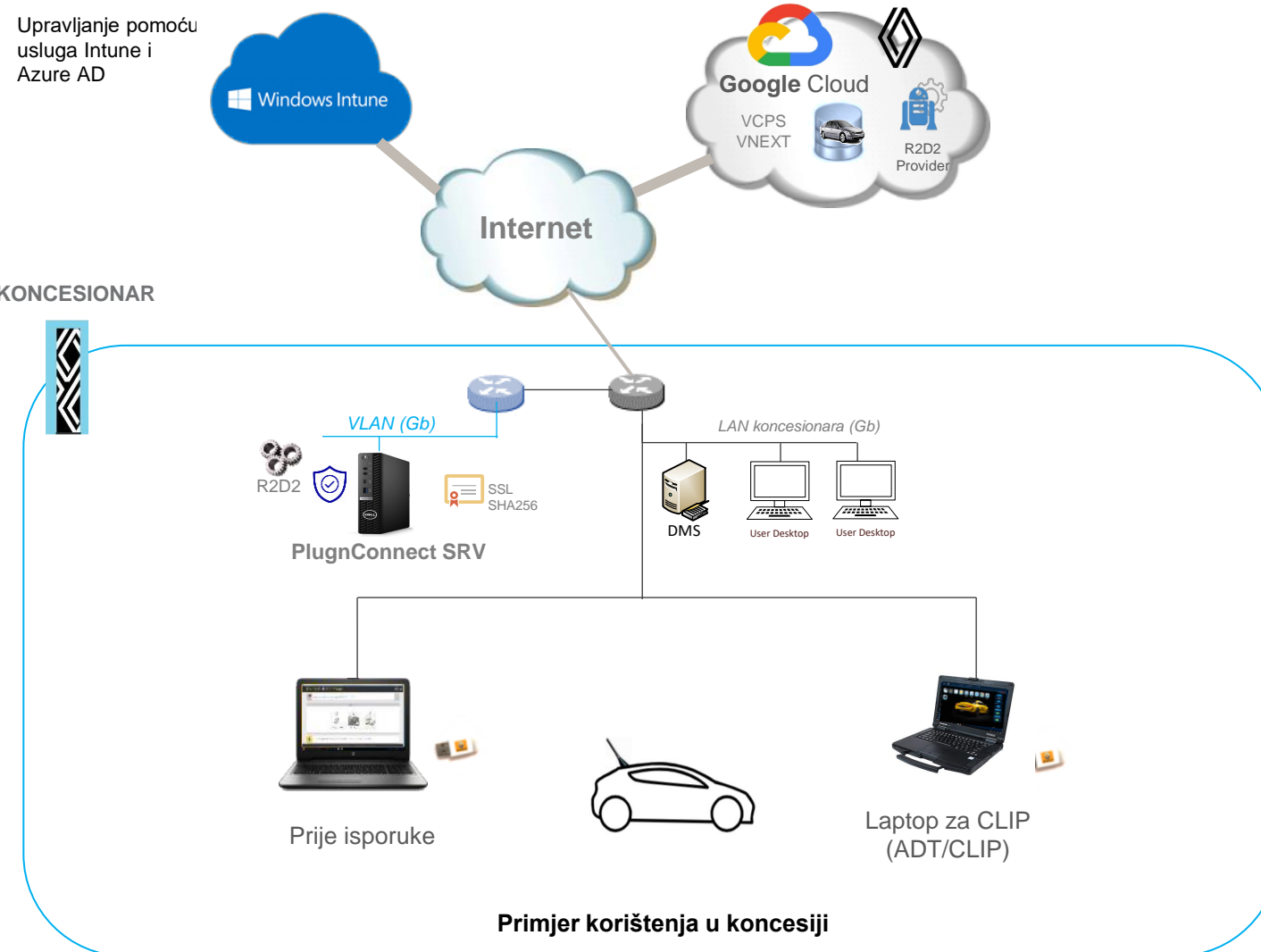
2. Koncesionar mora spojiti:

- Kabel za napajanje
- Ethernet kabel
- Tipkovnicu i miša
- HDMI/zaslon na port za instalaciju (**nije uključen**)

IT menadžer koncesionara mora postaviti IP adresu (ako je IP fiksna)



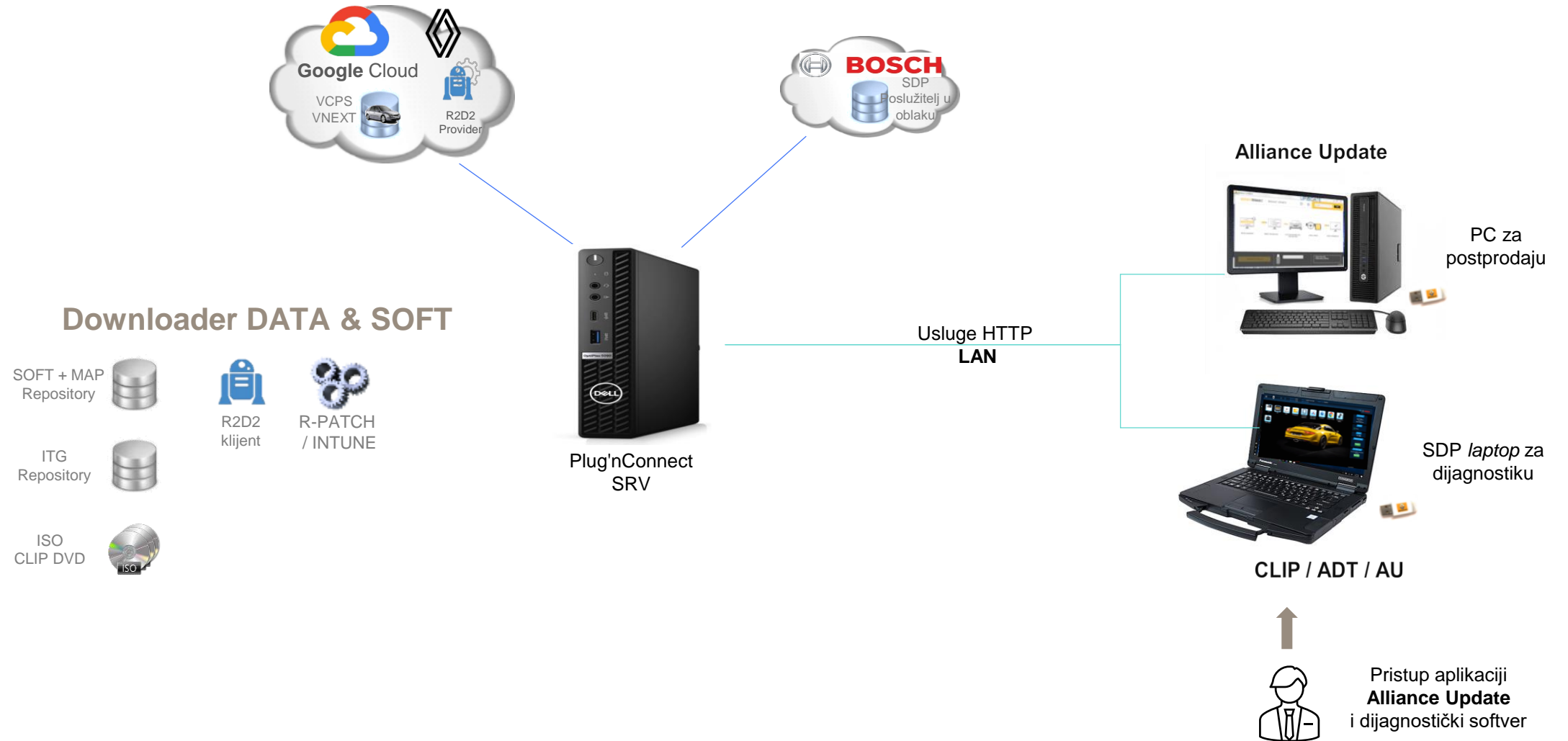
Plug'n Connect SRV : IT ARHITEKTURA



Important

A PlugnConnect-et minden autókereskedés helyére telepíteni kell

Plug'n Connect Server : Svojstva



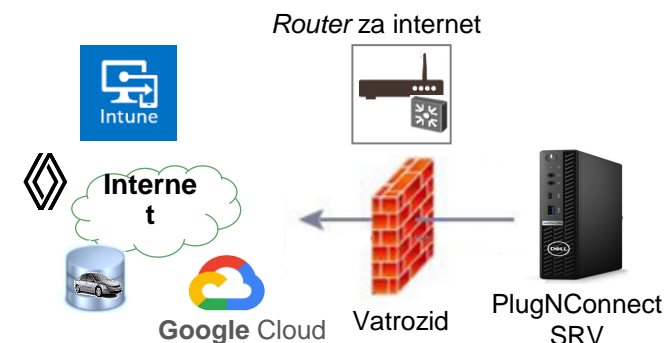
Plug'n Connect SRV : Tehnički preduvjeti

1. Internetski izlazni *streamovi* za poslovanje koji trebaju biti dopušteni na portu 443:

*.renault.com, *.renault-nissan.com, *.vectury.com, *.windows.net
storage.googleapis.com, checkip.amazonaws.com, blob.core.windows.net
www.renaultgroup.com

Internetski izlazni *streamovi* koji trebaju biti dopušteni na portu 443 :

login.microsoftonline.com	login.live.com
*.officeconfig.msocdn.com	config.office.com
graph.windows.net	enterpriseregistration.windows.net
*.manage.microsoft.com	*.azureedge.net
*.do.dsp.mp.microsoft.com	*.dl.delivery.mp.microsoft.com
*.emdl.ws.microsoft.com	*.notify.windows.com
*.wns.windows.com	*.notify.live.net
*.teamviewer.com	slicr.update.microsoft.com
time.windows.com	go.microsoft.com
config.edge.skype.com	*.windowsupdate.com
*.update.microsoft.com	



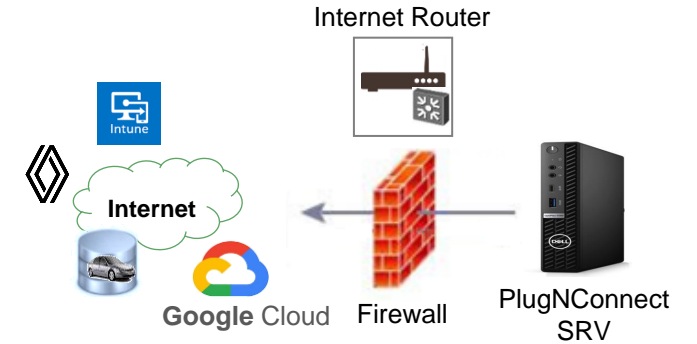
Važna preporuka :

*No SSL/TLS Interception
ili
SSL/TLS Bridging
ili
No SSL Forward Proxy.*

Plug'n Connect SRV : Tehnički preduvjeti

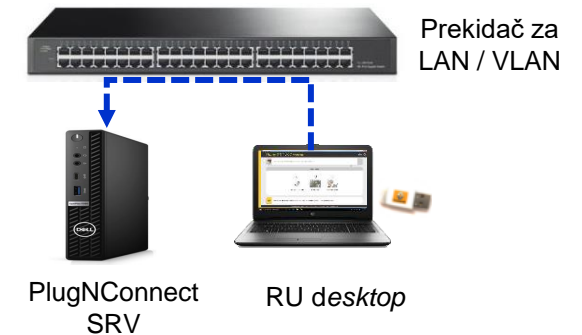
2. Internetski izlazni *stream* za sinkronizaciju:

NTP : UDP port 123



3. LAN *stream* koji treba biti dopušten između RDU/AU *desktopa* i Plug'nConnect SRV-a:

TCP port 8080



Plug'n Connect SRV : Vectury rights to use Alliance Update

Vectury

Administration d'une personne

Marcos LOPEZ (ES7240012001\ds55776)

identificateurs: PersonId_ES7240012001

Type: Employé d'une affaire primaire (PEDIX)

Etat: **Activé**

Domaine: RECSA (ES)

Entité: AUTO MARTINEZ, S.A. (AUMASA) (ES7240012\89610015)

Mise à jour d'un mot de passe

Désactivation d'une personne

Droits utilisateur

Mettre à jour la personne

Préférences

Recherche de jumeaux

Recherche de token(s)

Périmètre d'administration

Requête pour modifier un employé dans BIR

Requête pour supprimer un employé dans BIR

Recherche de personne : pour "89610015" dans "Tout le périmètre" 2 personne(s) trouvée(s)

Compte mobile

Etat: **Inactif** Message: Compte mobile non activé

Prénom: MARCOS

Nom: LOPEZ

Date de naissance:

Travail pour: AUTO MARTINEZ, S.A. (AUMASA) (ES7240012\89610015)

Mel: albacete.postventa@red-mitsubishi.com

Marque(s): MITSUBISHI STAFF [main/MITSUBISHI]

SPAIN (ES/724)

Spanish (es/060)

Pol. Ind. Campollano, Calle C, 80
2007
ALBACETE


OK s/n: F3A : Fri Mar 28 08:32:49 CET 2025

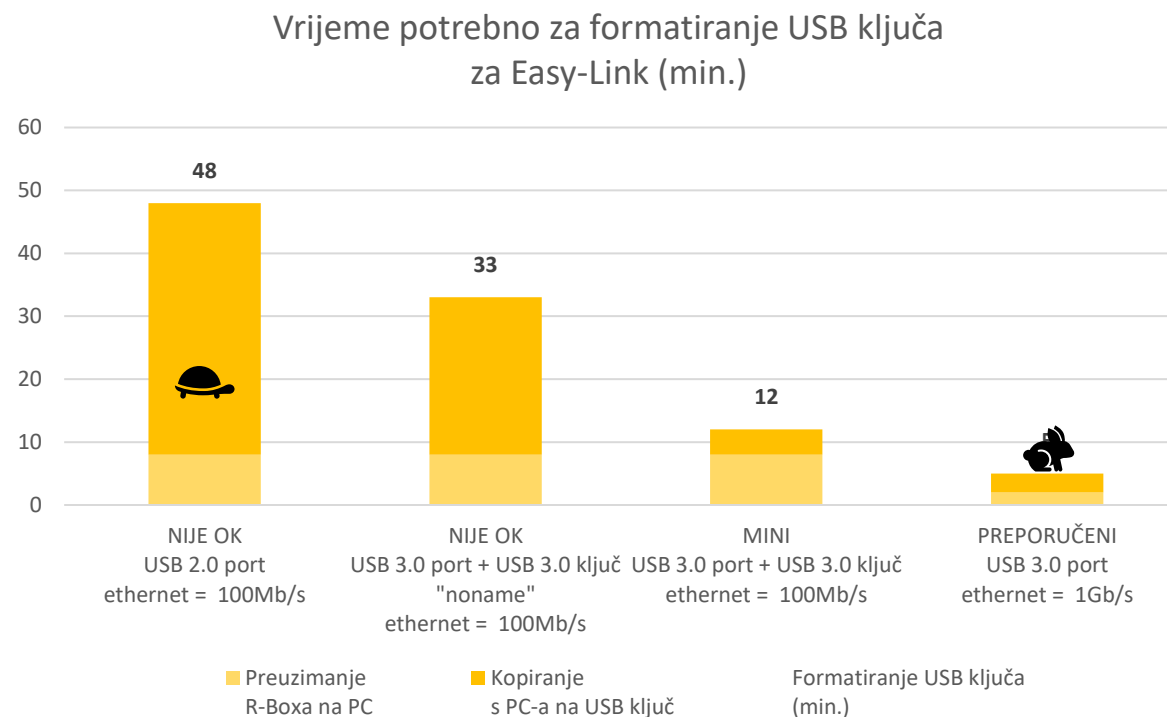
ADT Immobilizer

ALLIANCE UPDATE (Admin User)

Chaque utilisateur doit être abonné ALLIANCE UPDATE (Admin/User) pour utiliser les applications Alliance Update.

Preuvjeti se moraju poštovati kako bi se osigurala odgovarajuća uporaba alata i vrijeme rada

	MINI	RECOMMENDED
Internetska veza	4 Mb/s	20 Mb/s
Ethernet prekidač za LAN	100 Mb/s	1 Gb/s
<i>Wifi je prihvatljiv ako nije dostupan ethernet</i>	200 Mb/s (802.11 ac)	400 Mb/s (802.11 ax)
Operativni sustav	Win 10 / 11 (64 bit)	
RAM	8 GB	
Slobodna memorija tvrdog diska	100 Gb	
USB port	3.0	
USB ključ (visoke kvalitete)	3.1 visoke brzine	
Kapacitet USB ključa	preporučeno je najmanje 128 Gb	
Format USB ključa	FAT32	



USB ključ **SSD**

Referenca testirana i odobrena od strane Renaulta

[SanDisk Extreme Pro – 128 Gb](#)



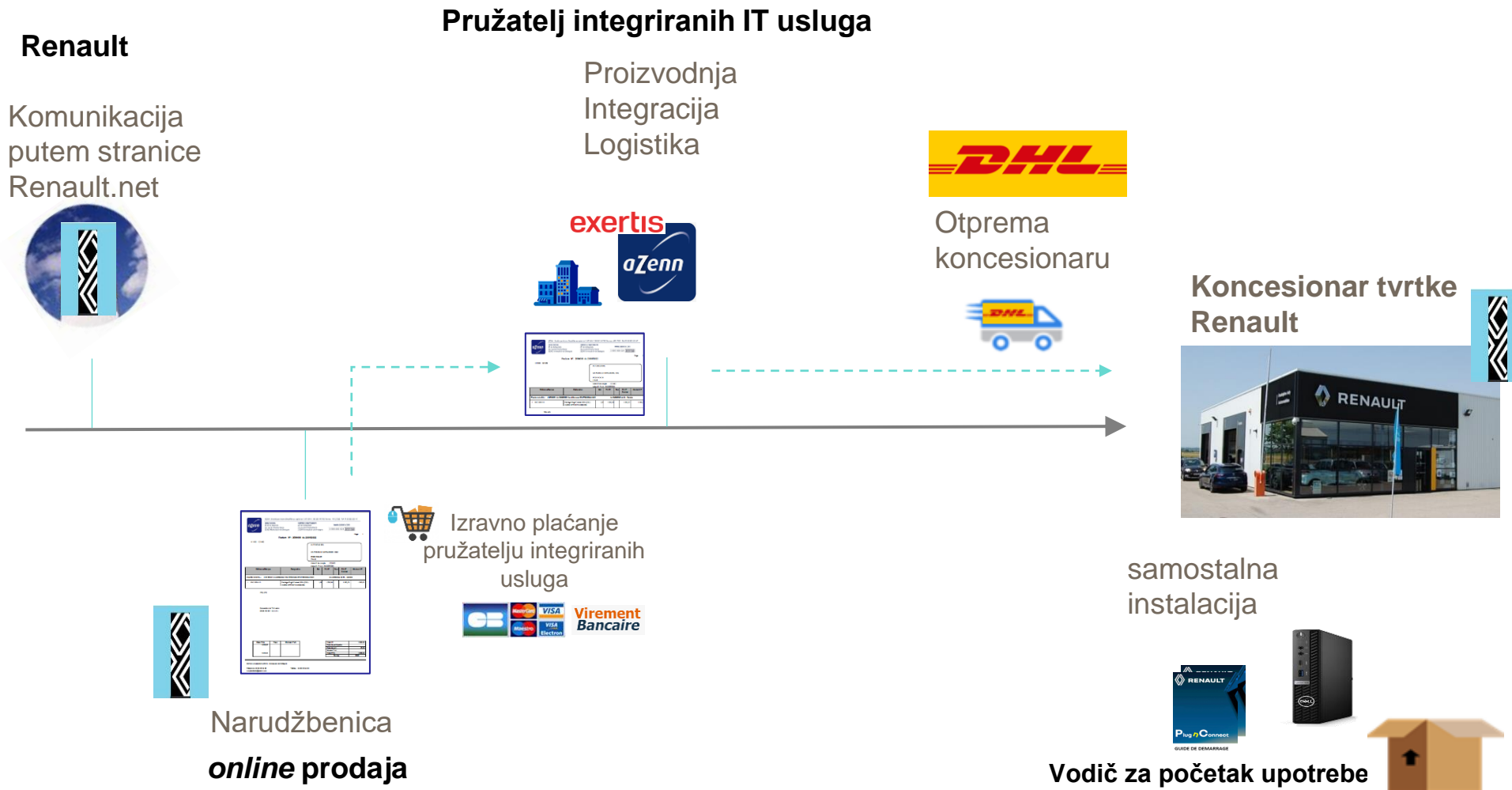
04

PLUG'N CONNECT SRV

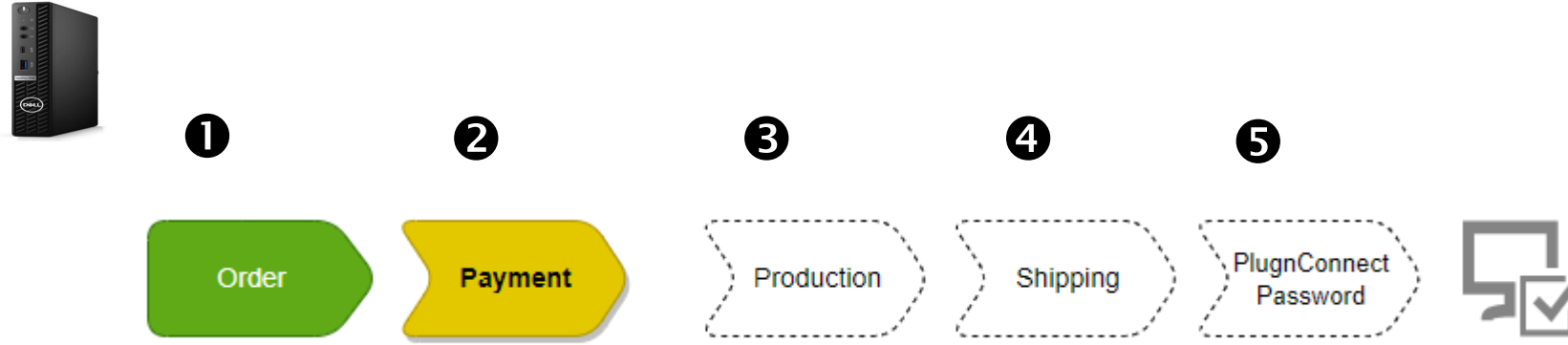
SHEMA DISTRIBUCIJE I NAPLATE



Postupak naručivanja i isporuke



Koraci postupka naručivanja (PlugNConnect SRV)



Naručivanje Plug'nConnect SRV-a obavlja se izravno putem interneta u relevantnom području Renault.net, a postupak se odvija u 5 koraka:

1. Koncesionar popunjava i potvrđuje podatke iz svoje prednarudžbe;
2. Koncesionar plaća neposredno na spletu
3. Pružatelj integriranih IT usluga pokreće proizvodnju i prilagodbu Plug'nConnect SRV-a
4. Pružatelj integriranih IT usluga otprema paket koji će se isporučiti po potpisivanju
5. Koncesionar prima prvu lozinku za prijavu od PlugNConnect-SRV

Fakturu šalje dobavljač nakon otpreme PlugNConnect

Koncesionaru će se od sljedećeg mjeseca fakturirati PlugNConnect-SRV licenca (Paket licence PlugNconnect SRV tvrtke Solido po 5 € mjesečno)

How to Ordering Plugnconnect ?

<https://mdx.dcs.renault.com/RenaultPlugnconnect.html>

1



The screenshot shows the Renault Plug'nConnect SRV website. At the top, there are navigation tabs for R-LINK2, EASY LINK, and OPEN RLINK. Below this is a banner with the Plug'nConnect SRV logo and an 'RG' logo. A red arrow points from the URL above to the website. The main content area is titled 'MULTIMEDIA TOOLS' and includes a 'Click Here' icon. Below this, there are sections for 'R-LINK2 DEALER UPDATE' and 'ALLIANCE UPDATE', each with a 'Click here to download' link. The bottom section is titled 'SOFTWARE to INSTALL on RENAULT.NET Workstation' and features a 'Click Here' icon. A red arrow points from the 'Click Here' icon in the 'MULTIMEDIA TOOLS' section to the 'Click Here' icon in the 'SOFTWARE to INSTALL' section.

2



Select your language

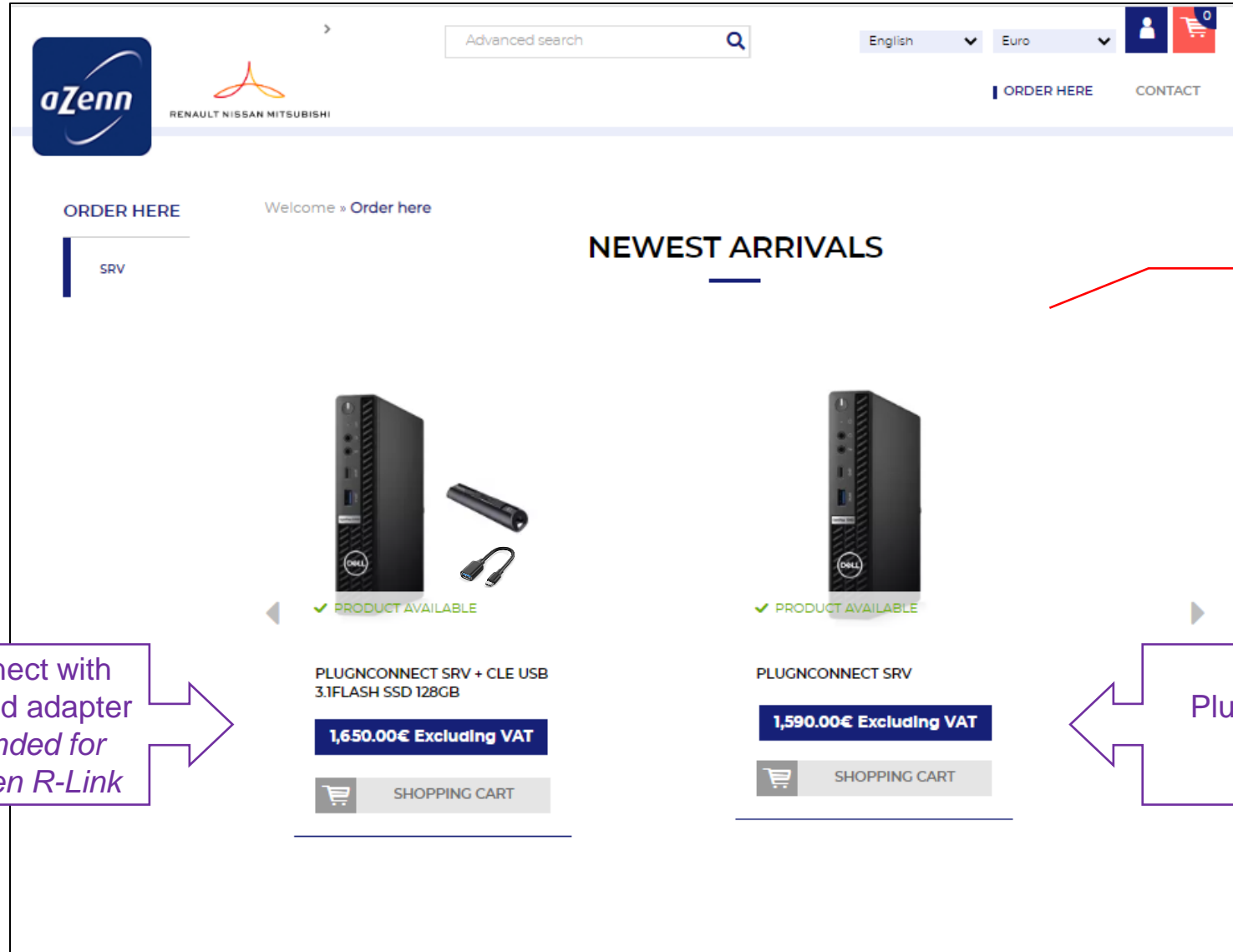
3

The screenshot shows the aZenn Plug'nConnect SRV website. At the top, there is a navigation bar with the aZenn logo, a search bar, and language/currency options. Below this is a large banner with the Plug'nConnect SRV logo and an 'On-board' icon. A red arrow points from the 'Select your language' text above to the language dropdown menu. A red arrow points from the 'Click Here' icon in the 'MULTIMEDIA TOOLS' section of the previous screenshot to the 'Click Here' icon in the 'On-board' icon. Below the banner, there are several product cards for Huawei IdeaHub, FABAZENN, and LANmark SMARTCONVERGE. A red arrow points from the 'Click Here' icon in the 'On-board' icon to the 'Click Here' icon in the 'On-board' icon.

4



How to Ordering Plugnconnect ?



5

Select the desired product

PlugnConnect with USB Key and adapter recommended for update Open R-Link

PlugnConnect only

How to Ordering Plugnconnect ?

Welcome»PlugSRV»PlugnConnect SRV

PlugnConnect SRV
Reference : PAC-SRV-V1
☆☆☆☆☆ 0 opinion

1,590.00€

Quantity: 1

DESCRIPTION NOTICE

Select the quantity to order
(max 5 per Dealership)
and add to cart

For any group order make a request by email to
contact-rnm.plugnconnect@renault.com

How to Ordering Plugconnect ?

azenn RENAULT NISSAN MITSUBISHI

Advanced search English Euro ORDER HERE CONTACT

OPEN AN ACCOUNT NOW

Please fill in all the fields.

YOUR CONTACT DETAILS

Company: *
VAT Number: *
if you are a company
Gender: Mister Miss/Mrs
First name: *
Last name: *
Phone number: *
For better control, we recommend that you indicate your mobile phone number.
Fax number: *
Address line 1: *
Address line 2: *
Zip code / Post Code: *
City: *
Country: France métropolitaine *
Province/State/Region: *
Brand / Retail: RENAULT (Concession - Dealer - Importer) *

Sign me up for Azenn-plugsrv.fr newsletter

YOUR ACCOUNT

E-mail address: *
Password: *
5 (characters min.)
Password confirmation: *

* Required information

VALIDATE

Create your account :
Fill in the company information with VAT number for European Dealership

Enter RENAULT Brand

Create your access :
Provide your email , a password and confirms

How to Ordering Plugnconnect ?

Recherche avancée

Français Euro

COMMANDER ICI CONTACT

1 2 3 4 5
IDENTIFICATION PANIER LIVRAISON ET PAIEMENT VALIDATION CONFIRMATION

Billing Address

RENAULT Technoservice
Pierre HENRY
1 Avenue du Golf
78280 GUYANCOURT
France métropolitaine
+3376830000
VAT Number : FR66780129987

Delivery Address

RENAULT TechnoService
Laurent MARTIN
21-22 Rue Yves Kermen
92100 BOULOGNE-BILLANCOURT
France métropolitaine
+330176830001

MODIFIER MODIFIER

Choix de la méthode de livraison

Livraison classique

Chez vous entre
le 14/10/2022
et
le 15/10/2022

5.00€

9

Check Billing and Delivery address :
if correct, click on confirm my order
if not correct, click Modify

How to Ordering Plugnconnect ?

Advanced search

English Euro

ORDER HERE CONTACT


aZenn RENAULT NISSAN MITSUBISHI


DHL delivery

At home between
14/10/2022 and
18/10/2022

80.16€

Choice of payment method

 Credit Card

 Bank Transfer

Add specific comment about your delivery

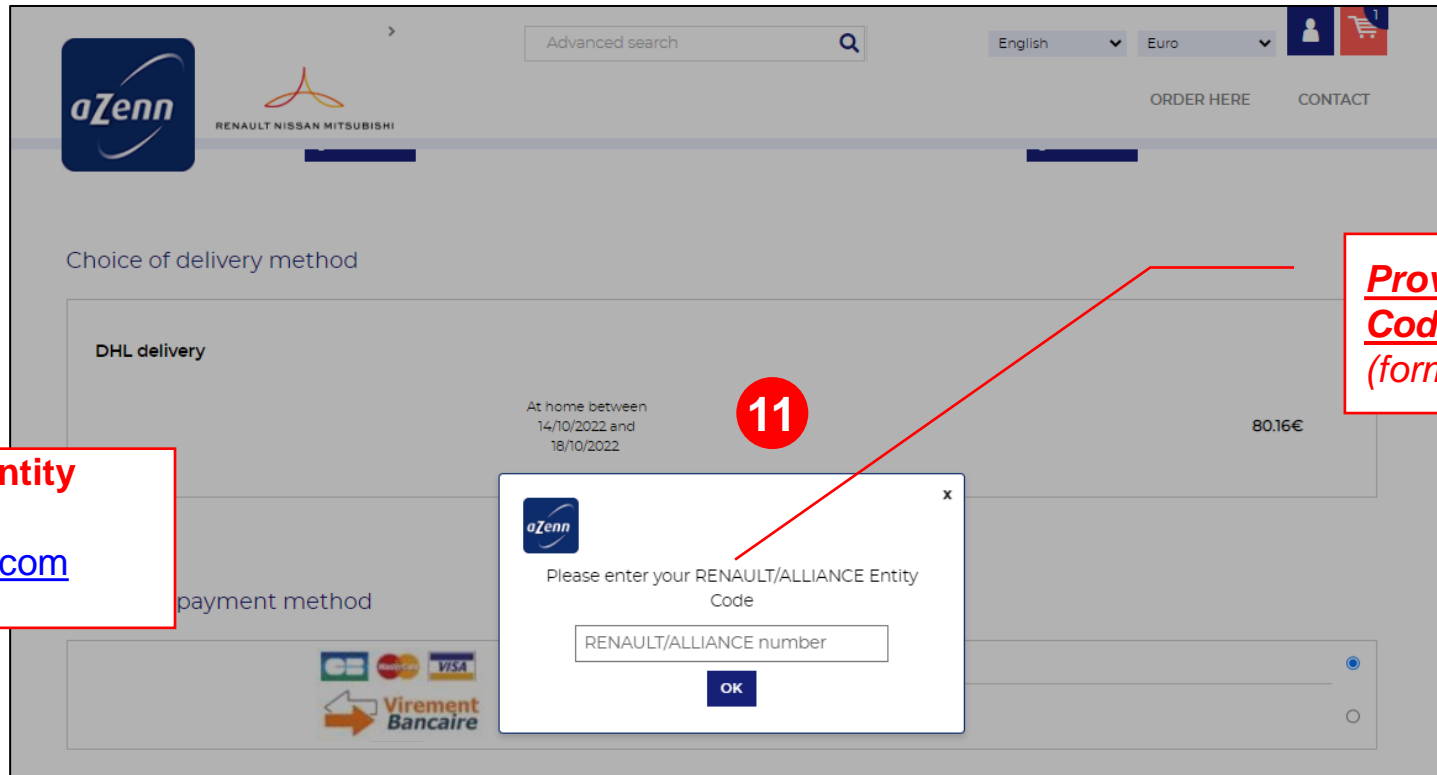
Yes I have read and accepted the Terms and Conditions

→ FINALISE MY ORDER

Payment method:
only Credit Card
⇒ CB, VISA, Mastercard

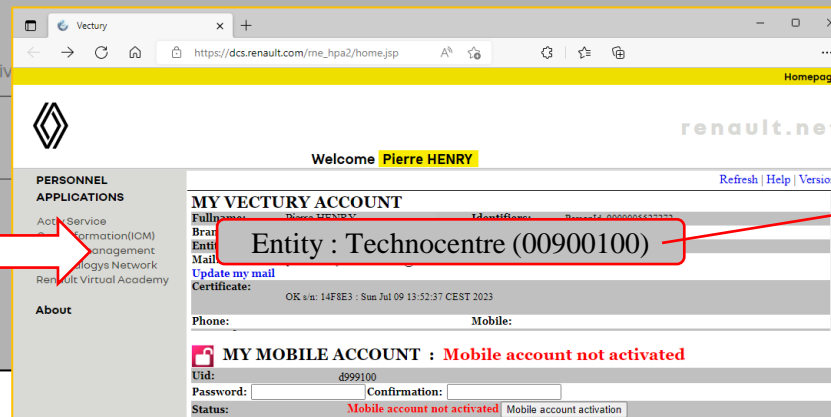
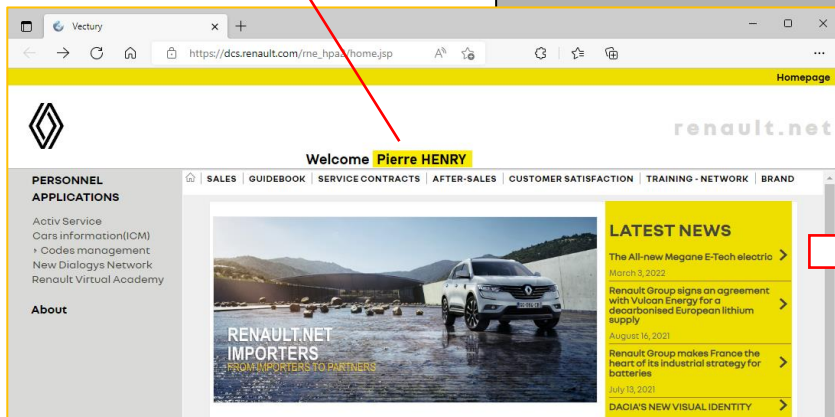
Finalize your order:
check the acceptance of
the conditions of sale

How to Ordering Plugconnect ?



Provide your Renault Entity Code :
(format : xxxxxxxx)

How to find your Renault Entity Code :
click on : <https://dcs.renault.com>
and click on your name



example :
Renault Entity Code :
00900100

How to Ordering Plugnconnect ?

Recherche avancée

Français Euro

COMMANDER ICI CONTACT

1 2 3 4 5
IDENTIFICATION PANIER LIVRAISON ET PAIEMENT VALIDATION CONFIRMATION

Récapitulatif de votre commande

Billing Address

RENAULT Technoservice
Pierre HENRY
1 Avenue du Golf
78280 GUYANCOURT
France métropolitaine
+3376830000
VAT Number : FR66780129987

Delivery Address

RENAULT TechnoService
Laurent MARTIN
21-22 Rue Yves Kermen
92100 BOULOGNE-BILLANCOURT
France métropolitaine
+330176830001

Product(s)	Price per unit	Quantity	Total	VAT INCLUDED	Taxes (VAT)
PlugnConnect SRV PAC-SRV-V1	1,590.00€	1	1,590.00€		
Livraison classique	5.00€	1	5.00€		

Subtotal : 1,595.00€
TVA 20.00 % :
Total tax incl : 1,595.00€

Numéro IBAN : FR76-3000-4025-1100-0114-7220-868
Identification Bancaire BIC_SWIFT : BNPAFRPPXXX
Titulaire du compte : AZENN
Nom et domiciliation de la Banque : IDF EST (02511)

→ VALIDER MA COMMANDE
AVEC OBLIGATION DE PAIEMENT

12

Check Billing and Delivery address :
if ok click on confirm my order
if not ok click on contact and Go to my account

Check your order :
if correct, click on confirm my order
if not correct, return to cart and change your order

How to Ordering Plugnconnect ?

AXEPTA
BNP PARIBAS

13

Veillez saisir votre numéro de carte:

AXEPTA BNP PARIBAS VISA Mastercard

12 22 ...

HENRY PIERRE

Transaction sécurisée par AXEPTA BNP PARIBAS

Payer

certification PCI DSS Verified by VISA Mastercard SecureCode

Annuler et revenir sur le site

Le paiement sera effectué avec la marque Cartes Bancaires. Pour changer la marque de la carte, changez le logo en haut.

AXEPTA BNP PARIBAS
© BNP PARIBAS

If payment by credit card

Fill in your credit card information
Confirmation may be requested by your bank

Steps of the Ordering Process

Recherche avancée

Français Euro

COMMANDER ICI CONTACT

1 2 3 4 5

IDENTIFICATION PANIER LIVRAISON ET PAIEMENT VALIDATION CONFIRMATION

Votre commande a bien été enregistrée !

Nous vous remercions de votre confiance. Nous vous tiendrons informés par email du traitement de votre commande.

← RETOUR

PAIEMENT 100% SÉCURISÉ

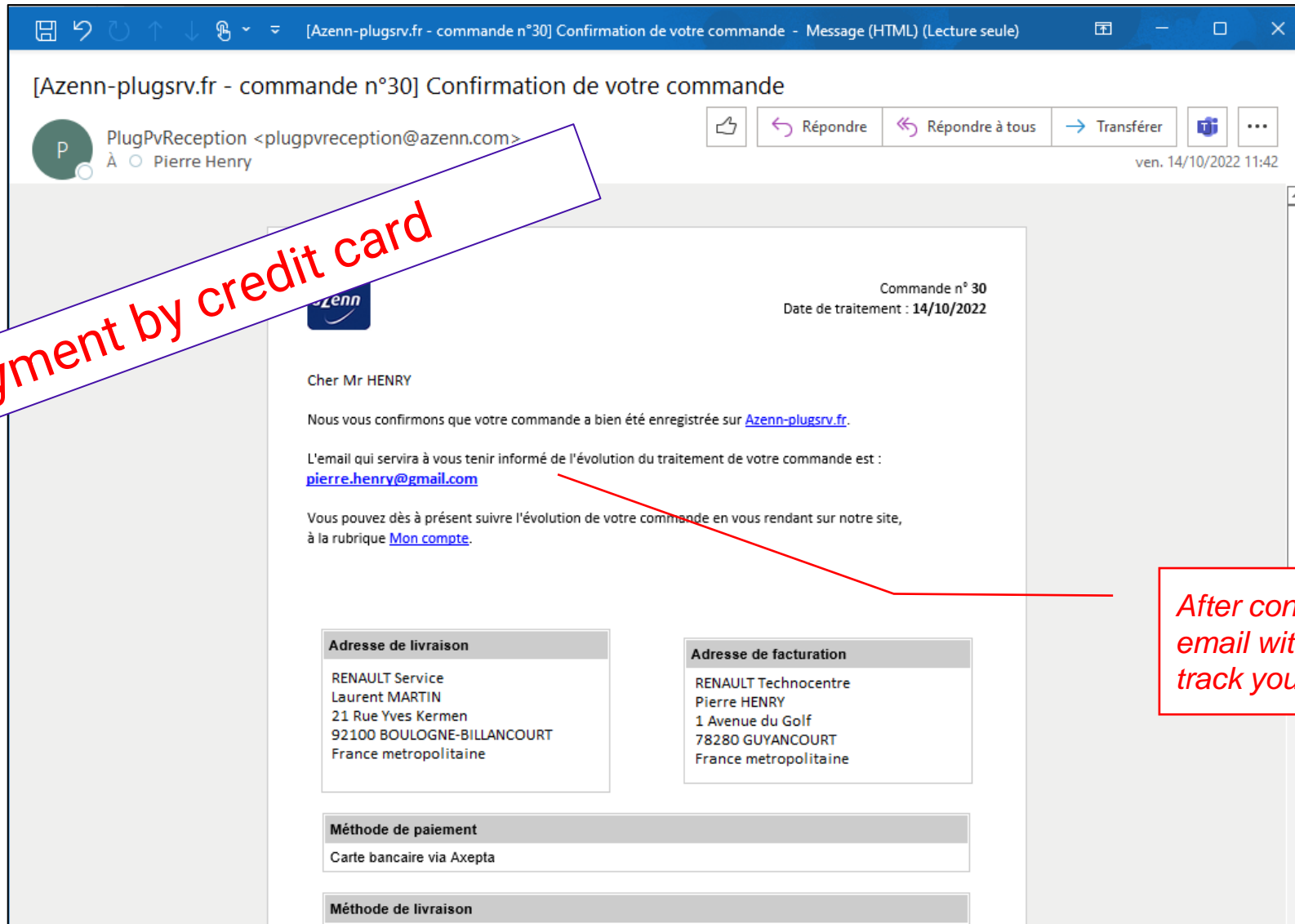
UNE QUESTION ?

RECOMMANDER CE SITE À UN AMI

14

This screen shows the result of your order

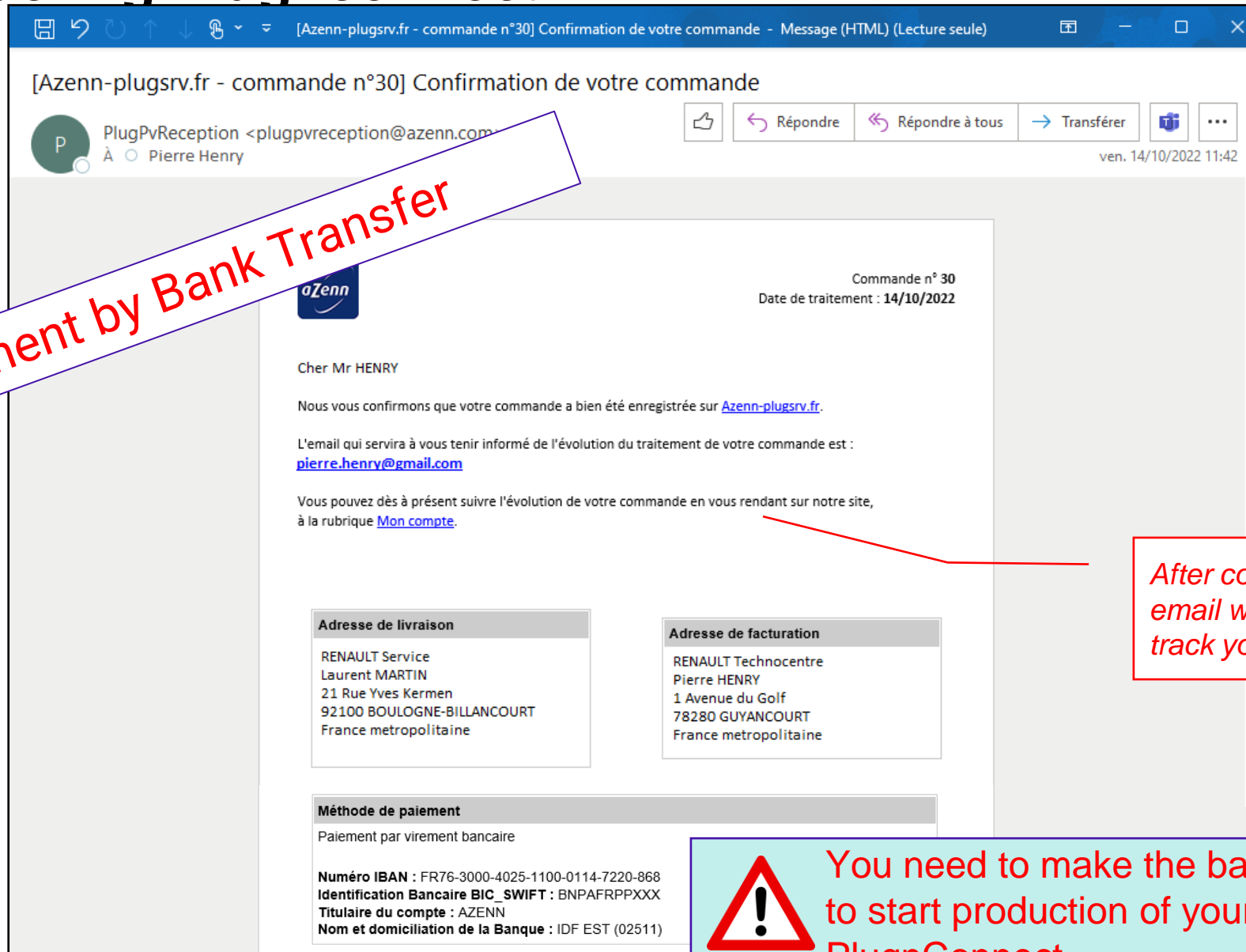
How to Ordering Plugnconnect ?



If payment by credit card

15
After confirmation, you will receive an email with information and links to track your order.


How to Ordering Plugnconnect ?



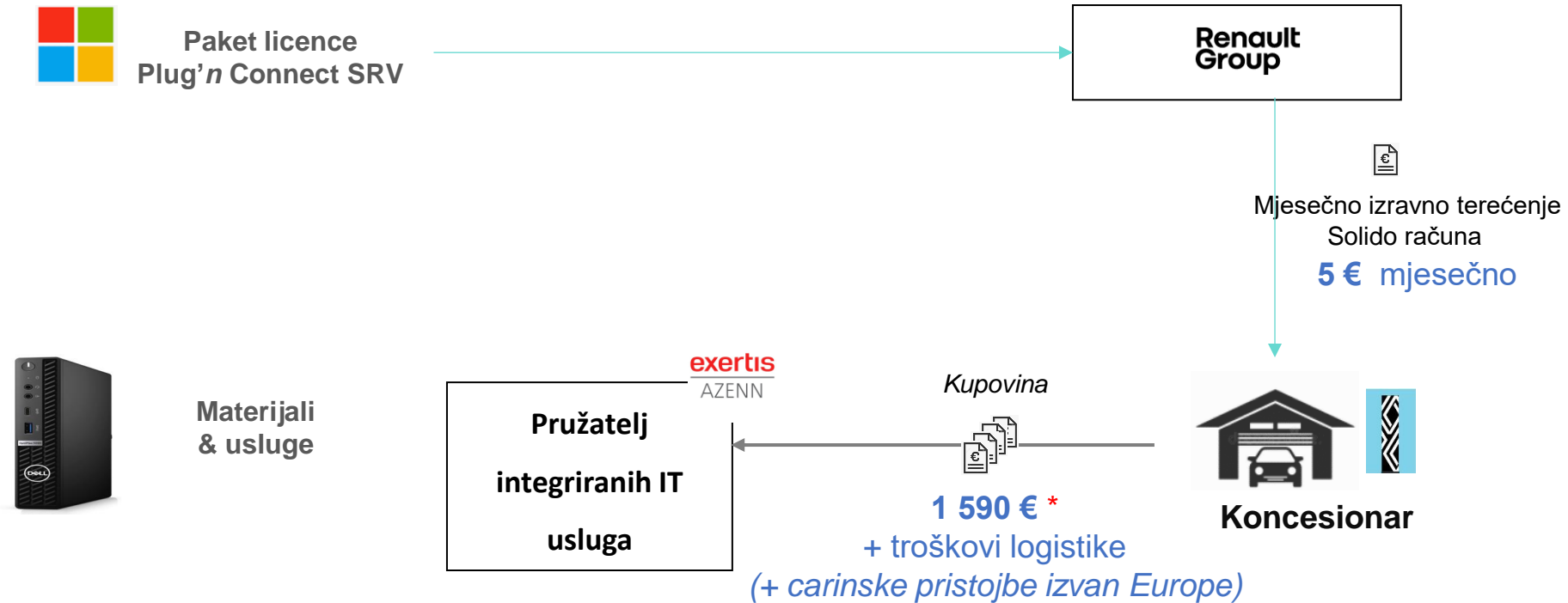
If payment by Bank Transfer

15

After confirmation, you will receive an email with information and links to track your order.

 **You need to make the bank transfer to start production of your PlugnConnect**

Plug'nConnect SRV : Shema naplate



* Trošak za PAC_SRV_V1 od 16. 05. 2022.

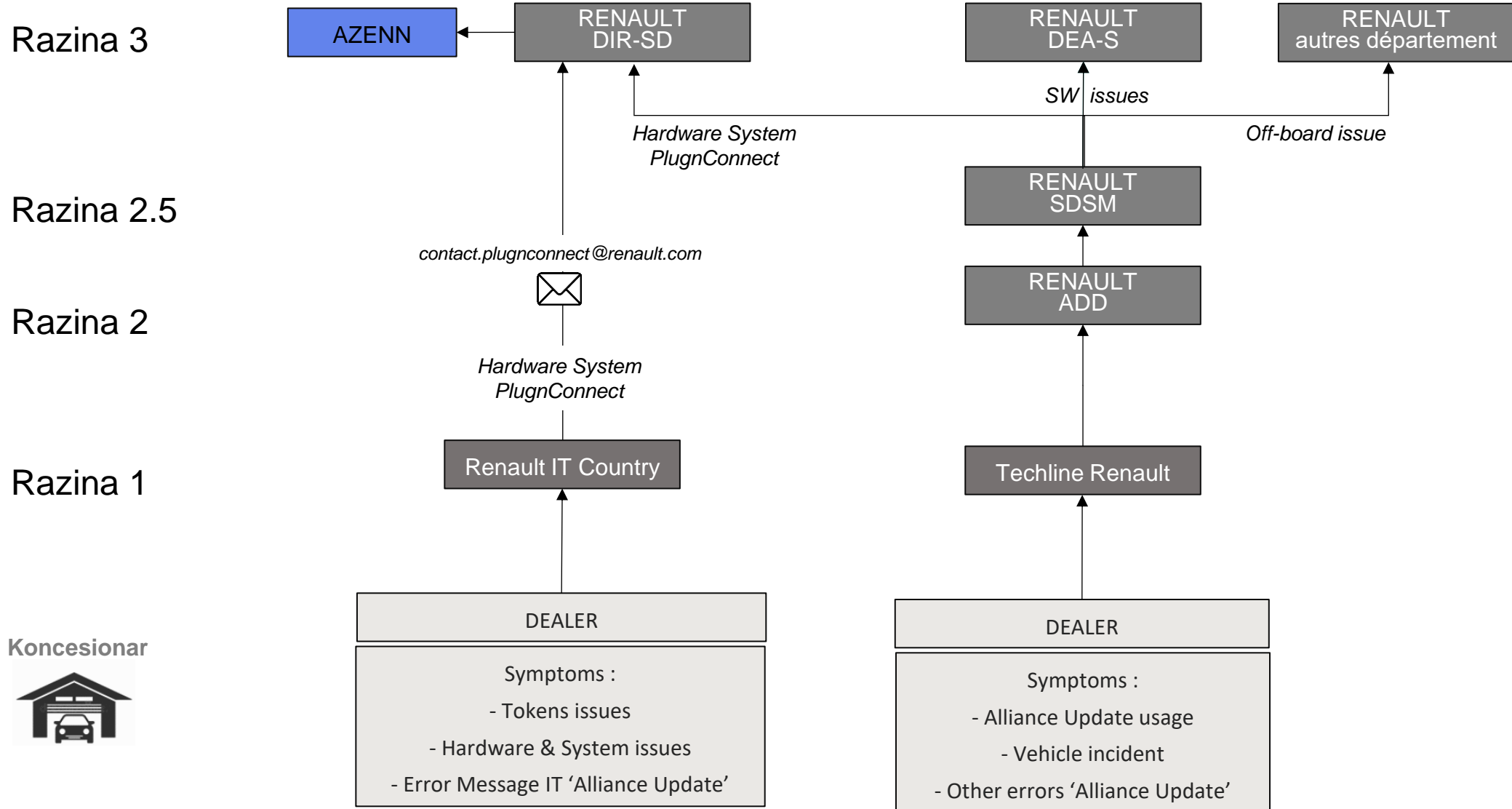
06

PLUG'N CONNECT SRV

PREGLED RJEŠAVANJA INCIDENATA
SLUŽBA ZA POMOĆ



PREGLJED RJEŠAVANJA INCIDENATA



Postprodajni postupak / Promjene

DELL Technologies



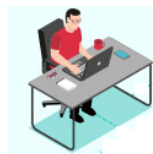
Otprema registriranog zamjenskog uređaja

1 b

Pružatelj integriranih usluga:

- registrira zamjenski uređaj
- šalje zamjenski uređaj koncesionaru

exertis
AZENN



1 a

Registracija zamjenskog uređaja

3

Pružatelj integriranih IT usluga

Pružatelj integriranih usluga upravlja postprodajnom uslugom s obzirom na DELL za uređaj koji je koncesionar vratio

Povrat pružatelju integriranih usluga



Krajnji korisnik

Koncesionar



2

Koncesionar:

- pakira svoj PlugNConnect i šalje ga pružatelju integriranih usluga putem kao unaprijed plaćenu povratnu pošiljku



RCG

Hvala na pažnji

Za sva pitanja obratite se na

 contact.plugncconnect@renault.com