

Connecting Aski to an ERP that isn't on the internet

Installation guide · about 15 minutes · No firewall port is opened

If your ERP lives inside the company network and has no public address, Aski reaches it through an encrypted tunnel. To do that, a small program — **Tailscale** — is installed on one machine in that network.

Before you start

- The install key we gave you. It works once and expires: that is the window to install it, not how long the access lasts.
- A machine on the ERP's network that is always on. It can be the ERP server itself or any other machine on the same network.
- Administrator rights on that machine, just to install.

What this does NOT do

- It does not open any inbound port. The node opens the connection outwards.
- It does not expose your ERP to the internet. It stays unreachable from outside.
- It does not modify your ERP. Nothing is installed inside it.
- It does not hand us your credentials. You type the ERP user and key into the app yourself.

Step 0 · Decide where the node goes

This decides everything else, so settle it before installing anything. There are two options and neither is better: it depends on whether you can install software on the ERP server.

Option A · On the ERP server itself (recommended)

- Simplest. No routes to approve, nothing to coordinate.
- It cannot clash with another customer. The address it gets is unique worldwide, so there is no possible ambiguity.
- Requires being able to install software on that server.
- The address you will use in Aski is the one Tailscale assigns, starting with 100. You get it in step 3.

Option B · On another machine on the same network

- For when you would rather not touch the ERP server. Any always-on machine on that network will do.
- That machine acts as a bridge: you have to tell it which network to reach. That is the **subnet**, and it goes in the command.
- When you finish you have to tell us: we enable that bridge on our side.
- The address you will use in Aski is the ERP's internal IP (`192.168.x.x` or similar), not the one starting with 100.

Important. If you can choose, choose A. B works just as well, but it has one catch: if two different companies use the same internal network — and `192.168.1.0/24` is the most common in the world — it has to be disambiguated. With option A that never happens. If you go with B, tell us which network you use and we will check it first.

What the subnet is, and how to work it out

Only needed for option B. It is the network where the ERP lives, written as "base address + slash + number":

```
192.168.1.0/24      (the usual one in offices)
10.0.0.0/24
172.16.5.0/24
```

To work it out, look at the ERP server's IP and change the last number to 0, adding `/24`:

```
ERP is at 192.168.1.20  -> subnet is 192.168.1.0/24
ERP is at 10.0.5.44    -> subnet is 10.0.5.0/24
```

The `/24` means "the 254 addresses of that network", which is how almost any office is set up. If your network is bigger and you are not sure, send us the ERP's IP and its netmask and we will confirm it.

Required for option B: the ERP's internal IP and its port.

Installing on Windows Server / Windows 10 or 11

This is the usual case when the ERP is SAP Business One. You need the console just once: the Tailscale window does not accept install keys — only signing in with an account — and we do not want to create any account here.

1. Download the installer from `tailscale.com/download/windows` and run it. Next, Next, Install.
2. When it finishes, **do not open the Tailscale window and do not sign in**. If something opened, close it. The connection is made with the key, not with an account.
3. Open PowerShell as administrator: right-click the Start button → "Terminal (Admin)" or "Windows PowerShell (Admin)". Accept the permission prompt.
4. Paste the command we sent you and press Enter. It looks like this:

```
tailscale up --authkey=YOUR_KEY --hostname=aski-yourcompany --unattended
```

And like this if the node goes on another machine (option B), with the subnet at the end:

```
tailscale up --authkey=YOUR_KEY --hostname=aski-yourcompany \  
--advertise-routes=192.168.1.0/24 --unattended
```

Important. `--unattended` is essential on Windows. Without it, Tailscale stops when you sign out, and on a server that always happens: the connection would drop by itself after a few hours, for no apparent reason.

If it worked it prints nothing. To check:

```
tailscale ip -4
```

It returns a single line with an address starting with 100. That is the sign it worked.

Installing on Ubuntu, Debian, RHEL, Rocky or another Linux

1. Install Tailscale (the script detects your distribution):

```
curl -fsSL https://tailscale.com/install.sh | sh
```

2. Connect it with the key we sent you:

```
sudo tailscale up --authkey=YOUR_KEY --hostname=aski-yourcompany
```

And if the node goes on another machine (option B):

```
sudo tailscale up --authkey=YOUR_KEY --hostname=aski-yourcompany \  
--advertise-routes=192.168.1.0/24
```

3. Check that it joined:

```
tailscale ip -4
```

On Linux you do not need `--unattended`: the service starts with the system and survives reboots on its own.

If the ERP runs in Docker

A container is started alongside it, sharing the ERP's network. The volume matters: without it, the node loses its identity on restart and has to be installed again.

```
docker run -d --name tailscale \  
--network container:YOUR_ERP_CONTAINER_NAME \  
--cap-add NET_ADMIN --device /dev/net/tun \  
-v tailscale-state:/var/lib/tailscale \  
-e TS_AUTHKEY=YOUR_KEY \  
-e TS_STATE_DIR=/var/lib/tailscale \  
tailscale/tailscale:latest
```

Last step · what you need to tell us

If you chose option A (node on the ERP server): nothing else. The node shows up on our side by itself. Just let us know you finished and we will confirm the address to use.

If you chose option B (node on another machine):

- Let us know, because the bridge has to be enabled from our side.
- Tell us the ERP's internal IP and its port. For example `192.168.1.20` and `8069`.

Important. Until we enable the bridge, the connection will not work even if everything else is right. It is one click on our side.

Creating the connection in Aski · field by field

In the app: **Connections** → **New connection**. These are the fields as they appear on screen:

ERP type

Odoo · SAP S/4HANA · SAP B1. Whichever applies.

Nickname

The name you will see for this connection in your list. It is just for you: use whatever helps you recognise it, like "Odoo production" or "SAP office".

"My ERP is not reachable from the internet" checkbox

You have to tick this box. It sits right below the URL field. It is what makes the app accept an internal address: without it, the app rejects it on purpose and will not let you save.

If you cannot see the checkbox, let us know: it means the tunnel is not active yet, and it is enabled from our side.

URL

Here goes the address left over from the installation, with the ERP's port:

```
Option A (node on the ERP server)
http://100.71.252.92:8069
^^^ whatever `tailscale ip -4` returned, plus the port

Option B (node on another machine on the network)
http://192.168.1.20:8069
^^^ the ERP's internal IP, plus the port
```

The port is the ERP's, the same one used inside the office: 8069 for Odoo by default, 50000 for the Business One Service Layer.

Important. It must be an IP address, not a hostname. A hostname would be resolved by the DNS on our side, not on your network, and would point somewhere else or nowhere.

The next three fields — Database, User and API Key — change per ERP and are the ones that raise the most questions. They are explained step by step, with where to find each one in Odoo, Business One and S/4HANA, in the guide at aski.dev/en/credentials-guide. Here is the summary.

Database

The database name in Odoo — visible in the URL when you log in, like `?db=mycompany`. In Business One it is the Company DB, something like `SBO_MyCompany`. On S/4HANA this field does not appear.

User / login

The ERP user the queries will run as. Each person enters their own, not a shared one.

API Key

On Odoo: generated from your profile → Account Security → New API Key, and shown only once. On Business One: that SAP user's password. On S/4HANA: your instance's API Key.

Test and save

Press **Test connection** to check before saving, then **Connect and save**. If the test fails, see the last section of this guide.

Several people in the same company

The tunnel is installed **once** for the whole company. Each person who will use Aski creates their own connection in their own account:

- Same URL and same database for everyone.
- Their own ERP user and their own API Key.
- Everyone ticks the checkbox.

Nothing has to be reinstalled or reconfigured per person. And using individual credentials is not bureaucracy: it makes each person see exactly what their user sees in the ERP, no more and no less. With a shared user, everyone would see the same thing.

Cutting off access, whenever you want

Without asking us and with immediate effect, either of these:

- Turn off the node: `tailscale down` on that machine, or uninstall Tailscale.
- Disable the ERP user that Aski uses.

You can also ask us to revoke the key and the access disappears.

If something doesn't work

"The key is not valid" when running the command

Keys work once and expire. If you already used it or the window passed, ask us for another one: it is generated on the spot.

I installed everything and Aski says it can't reach the ERP

- Check that the ERP responds *from the machine where you installed Tailscale*, at that same address and port. If it does not respond from there, it will not through the tunnel either.
- If the node is on another machine (option B): let us know, the bridge still needs enabling.
- On Windows: check the command included `--unattended`.
- Check the URL includes the port and is an IP, not a hostname.

It won't let me save: it says the address is not valid

The "My ERP is not reachable from the internet" checkbox is not ticked.

It was working and stopped

Almost always the node's machine was switched off. Turn it on and it reconnects by itself; nothing has to be reinstalled and no new key is needed.
