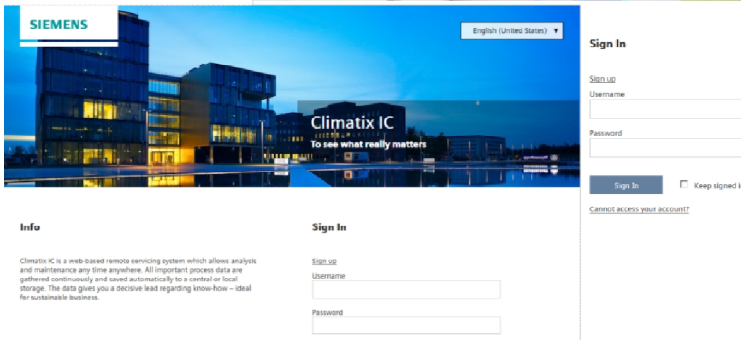


SIEMENS




IC Remote Access Portal - Getting Started With Web Server OZW772 and OZW672 User Guide

Legal note

Legal note concept

This guide includes notes that must be followed to prevent damage to property. Notes dealing only with damage to property use the signal word NOTE and an exclamation point. They are depicted as follows:

	<p>NOTICE</p>
	<p>Type and source of hazard</p> <p>Consequences in the event the hazard occurs</p> <ul style="list-style-type: none"> • Measures/prohibitions to prevent the hazard

Qualified personnel

Only qualified personnel may commission the device/system. Qualified personnel for purposes refers to qualified due to training and experience to recognize and avoid risks when working with this device/system.

Proper use

The device/system described here may only be used in building technical plants and for the described applications only.

The trouble-free and safe operation of the device/system described here requires proper transportation, correct warehousing, mounting, installation, commissioning, operation, and maintenance.

You must comply with permissible ambient conditions. You must comply with the information provided in the Section "Technical data" and notes in the associated documentation.

Fuses, switches, wiring and grounding must comply with local safety regulations for electrical installations. Observe all local and currently valid laws and regulations.

Exemption from liability

The content of this document was reviewed to ensure it matches the hardware and firmware described herein. Deviations cannot be precluded, however, so that we cannot guarantee that the document fully matches the actual device/system. The information provided in this document is reviewed on a regular basis and any required corrections are added to the next edition.

Software used

All open source software components used in this product (including copyright owners and license agreements) can be viewed on the following web server:

- Go to <https://www.siemens-syncoic.com> in the footer on entry "OSS".
- Direct: https://www.siemens-syncoic.com/Content/OSS_ClimatixIC.htm



Cyber security disclaimer

Products, solutions and services from Siemens include security functions to ensure the secure operation of building automation and control, fire safety, security management, and physical security systems. The security functions on these products, solutions and services are important components of a comprehensive security concept.

Drafting, implementing and managing a comprehensive and up-to-date security concept, customized to individual needs, is nevertheless necessary, and may result in additional plant- or site-specific preventive measures to ensure secure operation of your site regarding building automation and control, fire safety, security management, and physical security. These measures may include, for example, separating networks, physically protecting system components, user training, multi-level defensive measures, etc.

For additional information on security as part of building technology and our product, solution and service offerings, please contact your Siemens sales representative or project department. We strongly recommend to always comply with our security advisories on the latest security threats, patches and other related measures.

<http://www.siemens.com/cert/en/cert-security-advisories.htm>

Contents

Legal note	2
Cyber security disclaimer	3
Contents	4
1 About this document.....	5
1.1 Reference documentation.....	5
2 Remote Access Portal	6
3 Technical requirements.....	7
4 Entering the portal.....	8
4.1 Sign up.....	8
4.2 Sign in	9
5 Security on the Remote Access Portal.....	10
5.1 Remote Access Portal	10
5.2 OZW Web server.....	10
6 Support on technical problems.....	11

1 About this document

1.1 Reference documentation

Document ID	Title	Topic
N5701	Web server OZW772...V6.0	Web server data sheet.
N5712	Web server OZW672...V6.0	Web server data sheet.
C5701	Web server OZW772...V6.0	Web server commissioning.
C5712	Web server OZW672...V6.0	Web server commissioning.

2 Remote Access Portal

With the Remote Access Portal, Siemens provides simple and secure access to the web server and with it to the HVAC plant.

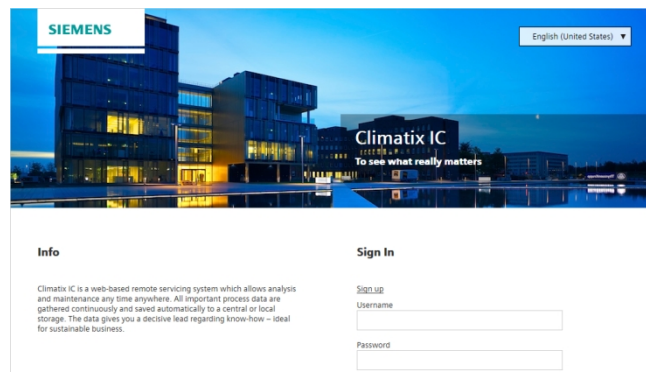
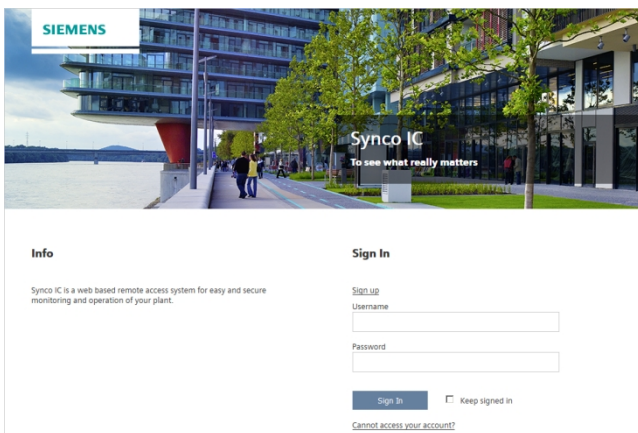
The Remote Access Portal permits remote servicing of the plant at any time (24/7) and from anywhere.

After signing in on the web browser, you access the plant as per plant rights. The portal offers new ways to setup user-defined access (e.g. installers) to plants.

2 access points are available depending on the controller product range:

The Synco IC Portal is opened at: <https://www.siemens-syncoic.com>.

The Climatix IC Portal is opened at: <https://www.climatixic.com>.



Functions

- Simple and fast set up of Internet access to the plant.
- The plant overview provides a single point for pending alarms and energy savings potential.
- Error messages can be sent by e-mail.
- New ways to manage plants and users via the portal.
- Secure communications thanks to encryption (HTTPS).

3 Technical requirements

Web browser

The browser must support HTML5.

- The latest versions (as of the date of publication for this document) of Google Chrome and Mozilla Firefox have been tested.
- Internet Explorer is no longer recommended

Network connection and online status

- OZW772/OZW672 web server is installed and connected to the Internet. The installation instructions are included in the packaging.
- OZW is online, if
 - The power LED is flashing green (1 Hz), or
 - The power LED is flashing orange flashes (the energy indicator is active)



NOTICE

No connection to networks with web proxy servers

The OZW772/OZW672 web server cannot connect to the portal via a proxy server.

4 Entering the portal

Requirements for using the portal

The following initial steps are required to enter the portal:

- Sign up [→ 8]
- Sign in [→ 9]
- Manage plant data

Result

- You can access your plant via portal services.
- You can assign other persons (e-mail addresses) with a user role on your plant.

4.1 Sign up

You must set up a user account to work with the Remote Access Portal. The activation key for a OZW772 or OZW672 web server is always required as the first step.

- Select the following URL to query the Remote Access Portal:
 - <https://www.siemens-syncoic.com>
(for Synco controllers and Sigmagyr controllers RVL4.., RVP3.., RVD2..)
 - <https://www.climatixic.com>
(for OEM controllers RVS, LMS, RVC, RVA)
- 1. Click "Sign up" to create a user account the first time you go to the portal.
- 2. Enter a personal e-mail address to use as your contact with the portal.
- 3. Enter the activation key for your OZW772 or OZW672 web server.
- 4. Accept the general terms and conditions.
- 5. Confirm entries with "Sign up".
- 6. **NOTICE! You do not receive an e-mail if you are already registered on the portal.**
You receive a feedback that the account was created and that the password was sent to the e-mail address.
- 7. Complete the registration by selecting "Sign in".

4.2 Sign in

Change password at first sign in

- ▷ You registered on the portal and received an e-mail from the portal.
1. On the sign in page of the portal, enter your e-mail address and the temporary password in the appropriate fields and click "Sign in".
 - ⇒ You are requested to change the password.
 2. **NOTICE! A secure password consists of at least 8 characters and includes at least one letter and one special character.**
Create and confirm your secure password.
 3. Click "Change password" to confirm the change.
 - ⇒ Your individual password is active and you are now forwarded to an entry mask.

Secure sign in and out

Note the following functions for sign in/out:

- The connection is ended after 30 minutes of inactivity. The web page returns to the sign-in screen.
NOTICE! Only the activity on the first tab is registered when working in multiple browser tabs.
- The user account is locked after 5 attempts to enter the password. The user is informed of this and referred to the "Forgot password" function. The function sets a new password.
- For security reasons, a new sign in is required after 24 hours of uninterrupted user activity.



NOTICE

Protect passwords

- Do not pass on your user name and password for Climatix IC to just any third party.
- Encrypt e-mails that include the user name and password.

Forgotten password

Use the "Forgot password" function if you have forgotten your password and following the instructions.

5 Security on the Remote Access Portal

5.1 Remote Access Portal

The portal provides thorough security, e.g. data security, secure data storage, and reliable data transportation.

- All connections are encrypted (HTTPS) to prevent tapping into the line and man-in-the-middle attacks.
- Data security as per EU Data Privacy Chapter 5.
- Geo-redundant data storage from northern Europe (primary) to western Europe (secondary).

5.2 OZW Web server

The Web Server is not suited for direct connection to the Internet, but rather must be connected through a firewall. A router typically includes a firewall.

The firewall must be configured to permit only outgoing connections. Incoming connections must be suppressed.

6 Support on technical problems

Please adhere to the following sequence for support issues:

1. Contact the supplier of the device or plant.
2. If unknown, Siemens provides the following tools:
 - Self information via the Download Center:
<http://www.siemens.com/dlc>.
 - Self information via the Service and Support Portal
<https://support.industry.siemens.com>.
 - Submit a support request:
<http://www.siemens.com/automation/support-request>.

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