

Synco IC

Remote Access for 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:

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

Qualified personnel

Only qualified personnel may commission the device/system. For our purposes, qualified personnel have the training and experience necessary to recognize and avoid risks when working with this device/system.

Proper use

The device/system described here may only be used on 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 any 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 matches in full 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..... | 5 |
| 1 About this document | 7 |
| 1.1 Revision history | 7 |
| 1.2 Reference documentation | 8 |
| 1.3 Before you start | 9 |
| 2 Synco IC | 10 |
| 3 Requirements | 11 |
| 3.1 Technical requirements..... | 11 |
| 3.2 Activation key and QR code..... | 12 |
| 4 Entering Synco IC..... | 13 |
| 4.1 Assistance on the start page..... | 14 |
| 4.2 Registration | 15 |
| 4.3 Sign in | 16 |
| 4.4 Manage plant data | 17 |
| 4.5 Delete plant and own profile..... | 18 |
| 5 Portal page design and basic data..... | 20 |
| 5.1 Webpage setup | 20 |
| 5.2 Change language | 21 |
| 5.3 Account details and log out..... | 22 |
| 6 Home screens "Map" and "Overview"..... | 23 |
| 6.1 Operate dashboard..... | 25 |
| 6.2 Create and share "Overviews" | 25 |
| 7 Plant operation..... | 26 |
| 7.1 Plant overview | 26 |
| 7.2 Plant detail view..... | 28 |
| 8 Setup remote access to plant..... | 29 |
| 8.1 Permit remote access for the installer | 29 |
| 8.2 Setup end user access to the portal service..... | 30 |
| 9 Set up alarm notification | 32 |
| 10 Example: Reacting to an alarm..... | 33 |
| 11 Remote Tool Access..... | 34 |
| 12 Synco IC and security | 38 |
| 12.1 Synco IC..... | 38 |
| 12.2 OZW web server..... | 38 |
| 13 Support on technical issues | 39 |
| 14 Appendix: Detail information | 40 |
| 14.1 Update to firmware V7.0 | 40 |
| 14.2 Change password and user name..... | 41 |

| | | |
|------|---|----|
| 14.3 | Search, sort, group | 43 |
| 14.4 | Administration for end user/installer | 44 |
| 14.5 | Alarm classes | 45 |
| 14.6 | Overview of plant roles | 46 |

1 About this document

1.1 Revision history

| Version | Date | Changes | Section |
|---|----------------------|--|--|
| d | Current version | The product is called "Synco IC", with access at https://www.siemens-syncoic.com . | General |
| | | Documentation is available as version V7.0 | Reference documentation [→ 8] |
| | | New: Information on activation key and QR code | Activation key and QR code [→ 12] |
| | | New: Assistance on the start page | Assistance on the start page [→ 14] |
| | | New: Remote Tool Access | Remote Tool Access [→ 34] |
| c | 2016-12-14 | Alarm class definition | Alarm classes [→ 45] |
| b | 2016-09-08 | Update screenshots | General |
| | | Add legal notes | Legal note [→ 2] |
| | | Add note on cyber security | Cyber security disclaimer [→ 3] |
| | | Add revision history, documentation, and reading notes | About this document [→ 7] |
| | | Changed required browser, online status, and update required firmware version | Requirements [→ 11] |
| | | Supplemented notes on passwords | Sign in [→ 16] |
| | | Changed plant data, added connection supervision, and document sub-section Cloud | Manage plant data [→ 17] |
| | | Modified note "The web server language follows the portal language" | Change language [→ 21] |
| | | Documented home screens "Map" and "Overview" | Home screens "Map" and "Overview" [→ 23] |
| | | Document link to plant settings | Plant detail view [→ 28] |
| | | Add "Learn more" on alarm classes. | Set up alarm notification [→ 32] |
| | | The importance of firewall for security | OZW web server [→ 38] |
| | | Firmware information | Update to firmware V7.0 [→ 40] |
| | | Operating tips on user interface | Search, sort, group [→ 43] |
| Background information on alarm classes | Alarm classes [→ 45] | | |
| a | 2015-03-19 | First draft | |

1.2 Reference documentation

| Document ID | Title | Topic |
|-------------|--------------------------|--------------------------|
| N5701 | Web server OZW772...V7.0 | Web server data sheet |
| N5712 | Web server OZW672...V7.0 | Web server data sheet |
| C5701 | Web server OZW772...V7.0 | Web server commissioning |
| C5712 | Web server OZW672...V7.0 | Web server commissioning |

1.3 Before you start

Document conventions

Text markups

Special text markups are displayed as follows in this document:

| | |
|----------------------|----------------------------------|
| ▷ | Prerequisite for an instruction |
| ⇒ | Interim result of an instruction |
| ⇨ | Final result of an instruction |
| Text | Hyperlink, reference |
| "Text" | Term with a standing meaning |
| "Text" | Quote, exact match |

Supplemental information and tips



The "i" symbol identifies supplemental information and tips to simplify procedures.

Definition of terms

| Term | Explanation |
|-----------|---|
| Plant | The same as web server |
| Firewalls | A firewall protects networks against unauthorized access from the outside. Firewalls are hardware and/or software measures designed to control data exchange between the private network to be protected and the unsecured network (e.g. the Internet). |

Trademarks

| Trademarks | Legal owner |
|-----------------------|---|
| Google, Google Chrome | Google Inc. |
| Mozilla Firefox | Mozilla Corporation |
| ETS | The Engineering Tool Software (ETS) is licensed software sold by the KNX Association |
| ACS | ACS790 is a PC software program by Siemens Building Technologies to commission, operate, and monitor HVAC plants. |

The listing above forgoes the labeling (e.g. using the symbols ® and ™) of third-party trademarks for the purposes of legibility based on this list.


2 Synco IC

With Synco IC, Siemens provides simple and secure access to the web server and with it to the HVAC plant.

Synco IC 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.

Your access point is: <https://www.siemens-syncoic.com>.



SIEMENS

Synco IC
To see what really matters

Info

Synco IC is a web based remote access system for easy and secure monitoring and operation of your plant.

Sign In

[Sign up](#)

Username

Password

Keep signed in

[Cannot access your account?](#)

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 Requirements


3.1 Technical requirements

Firmware state

- The OZW772/OZW672 web server requires firmware V5.2 or higher.
- Firmware 7.0 is recommended and required to use the Remote Tool Access Information on updating to firmware V7.0 is included in "Update to firmware V7.0 [→ 40]".

Network connection and online status

- OZW772/OZW672 web server is installed and connected to the Internet. The mounting 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 (the energy indicator is active)

| | |
|---|---|
|  | NOTICE |
| | <p>No connection to networks with web proxy servers</p> <p>The OZW772/OZW672 web server cannot connect to the portal via a proxy server.</p> |

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 supported

3.2 Activation key and QR code

Activation key

The activation key can be accessed in various ways. The activation key is

- printed on the packaging. It can also be scanned using a QR code reader.
- attached under the terminal cover for the web server. Can also be scanned using a QR code reader.
- an entry under the "Device information" menu of the web server.

Find activation key on upgraded web servers

The web server also receives an "activation key" when upgrading to firmware version V5.2 or higher. The key is required to use Synco IC.

A direct connection to the web server is required to read the newly generated activation key. The easiest method is to use a USB connection or Ethernet direct connection (UPnP). The activation key is located under the "Device information" menu of the web server.

4 Entering Synco IC

Requirements for using Synco IC

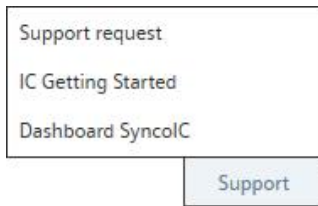
The following initial steps are required to enter the portal:

- Registration [→ 15]
- Sign in [→ 16]
- Manage plant data [→ 17]

Result

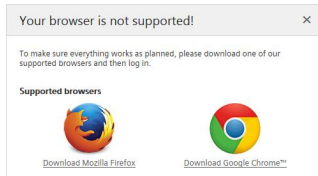
- You can access your plant via portal services.
- You can assign other persons (e-mail addresses) a plant role on your plant.

4.1 Assistance on the start page



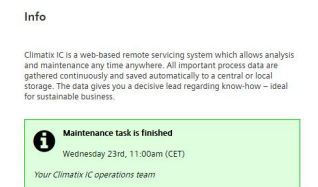
Accessible documentation

- "Support" on the start page provides an introduction.
- A comprehensive help is located in the same place, after login.



Information on unsupported browsers

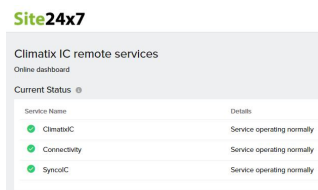
A clear information window indicates that Synco IC was opened by an unsupported browser.



Central maintenance information from the IC Operations Team

Maintenance and important product improvements are prominently displayed on the start page.

A color code (green, yellow, red) intuitively indicates the relevance of the information. Once logged in, you can access the same information at any time using the Info symbol (upper right). The Info symbol flashes when there is news.



IC Dashboard

You are investigating an event and want to know whether IC was online at a specific time? The IC Dashboard provides an objective overview whether services are or were available. You can also subscribe to the RSS feed for the service.

Language Selection

- Set the language in the portal navigation ribbon to the right.

4.2 Registration

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

- Go to the following URL to start Synco IC:
 - <https://www.siemens-syncoic.com>
(for Synco controllers and Sigmagyr controllers RVL4., RVP3., RVD2.)
- 1. Click "Register" 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".

4.3 Sign in

Change password at first sign in

w 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".
 - a 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.
 - a 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 Synco 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.

4.4 Manage plant data

Various workflows take you to the entry dialog box "Manage plant data":

- The first time you go to the portal immediately after changing the password.
- After registering a new device, at the existing user account (the portal permits this workflow as well).
- Click "Activate Plant" in the "Administration" menu.
- In "Plant Settings", a plant, if selected in the "Administration" menu.

Plant data

Plant information identifies the plant and renders it easier to find.

Some notes on the entries:

- The plant name replaces the generically generated name as used.
- Plant-related properties (e.g. address, time zone) are required for sorting, grouping, and searching.
- Use "Query coordinates" to find your plant's longitude/latitude. Your plant cannot be displayed on the "Map" if this information is unavailable!
- Under "Time zone" enter the time zone of the plant if located in a different time zone as the operating environment.
- The IMSI number is a unique ID for your SIM card. The entry leads to an online symbol with 3G supplement and display of the IMSI number as a tool tip.

Connection Supervision

Activate an alarm notification for a connection failure in excess of 60 seconds:

1. In the basic data, select "Connection supervision": On.
2. In secondary navigation, select the "Alarm notifications" menu.
3. Click "Add alarm notification".
4. In addition to the text, it is the recipient e-mail address that is particularly important under Basic settings.
5. Under Alarm classes, select "Alarm class 4" (Connection Supervision) only.

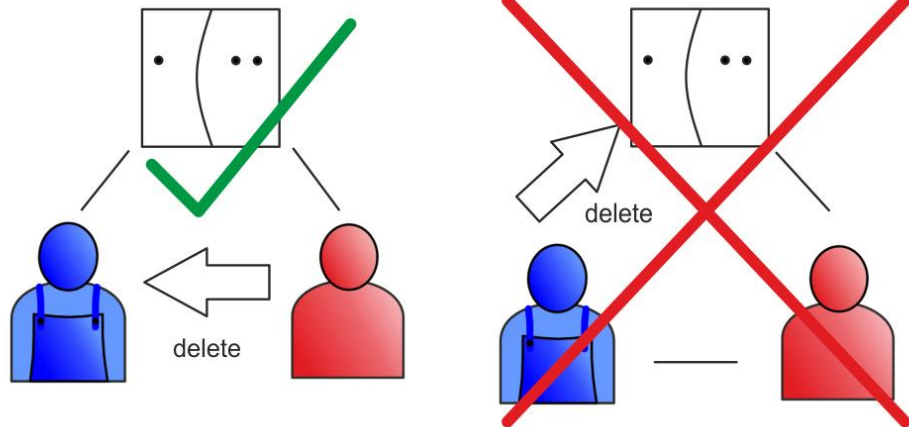
4.5 Delete plant and own profile

As the user, only delete plants as an exception.

For example, only if web server is defective and out of service.

Correctly disconnect to the plant

In the event that multiple users are entitled to delete the plant and one user wants to disconnect from the plant, the proper procedure is as follows: The second user disconnects the first user from the plant by deleting the user.



The other user loses the connection to the plant as depicted to the right.

Delete a plant

Proceed as follows to delete a plant:

1. In the primary navigation, go to "Administration".
2. In the plant overview, click the name of the plant for delete.
3. In secondary navigation, go to "Settings".
4. Click "Delete".
5. Observe all the cautions!
6. Click "Yes" to confirm.

Delete own profile to end portal use

Proceed as follows to delete your profile:

1. On the navigation ribbon, click "Account details and log out".
2. In the dropdown list, select the "Account details".
3. Click "Delete my profile".
4. Observe all the cautions!
5. Click "Yes" to confirm.



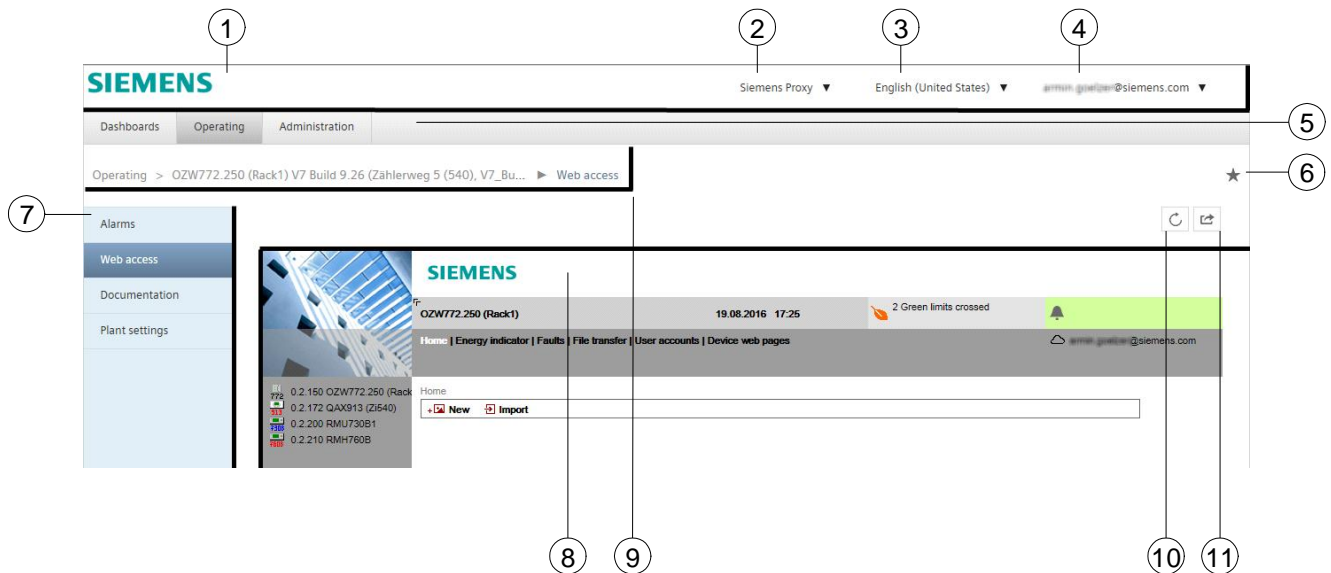
NOTICE

Plants require at least one user.

The plant is also deleted, or no longer accessible, if the only user for a plant deletes the profile.

5 Portal page design and basic data

5.1 Webpage setup



- 1 Portal navigation ribbon
- 2 Switch tenant
- 3 Change language
- 4 Account details and log out
- 5 Primary navigation
- 6 Add to dashboard
- 7 Secondary navigation
- 8 Desktop
- 9 Menu path (enabled)
- 10 Refresh view
- 11 Workpane in own web page tab

5.2 Change language

The portal is available in various languages. The settings act on the web server display language (see note below).

1. Click "Select language" button.
 - a A dropdown list opens with available portal languages.
2. Select the desired language.



NOTICE

The web server language follows the portal language

Enter your language in the portal before accessing the web server with web access. Web server immediately takes over the selected language.

5.3 Account details and log out

Account details

The entries permit contact as needed by the portal administrator:

| | |
|---------------------|--|
| Contact name | Designates the user in the event of contact. |
| Owner name | Recommended: Enter own name. |
| Address | Recommended: Enter own address. |
| Phone | Telephone number for contact purposes. |

1. Click "Account details and log off".
2. In the dropdown list, select the "Account details".
 - a. Entry fields on your account are displayed. None of the data is required, but can be useful if you need to contact support.
3. Enter meaningful information on your company/person and confirm with the "Save" button.

Log off

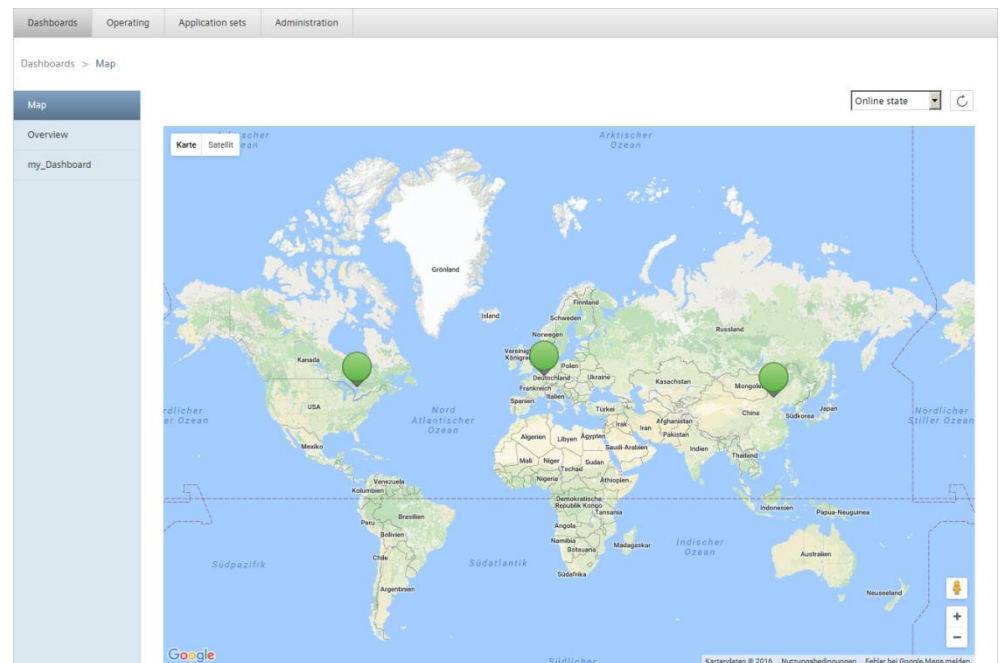
To log out of the portal, click the user profile and log out and select "Log out".

This is better than simply closing the window:

- The session is terminated.
- When you return to the portal, you are not automatically logged on, but rather have to select the user name and password.

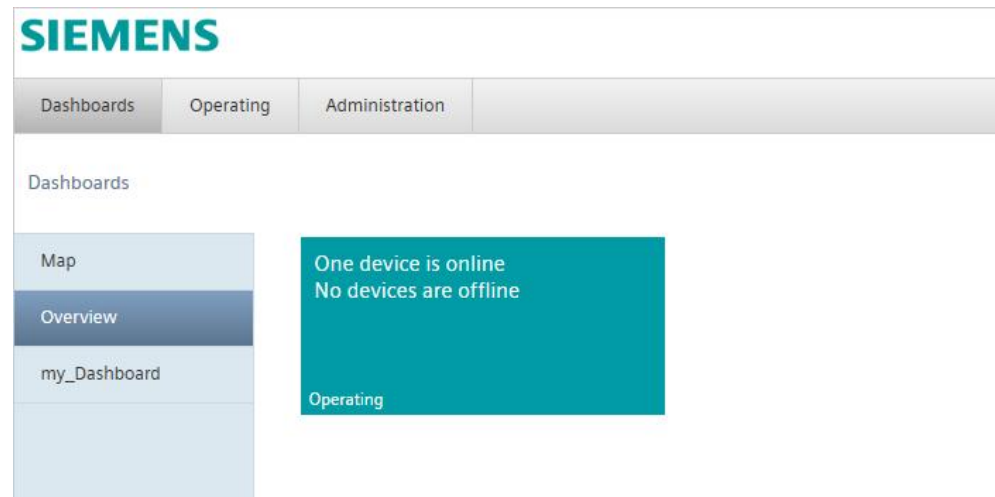
6 Home screens "Map" and "Overview"

"Map" displays the essentials



- "Map" displays the geographic location of your plant together with a selectable indicators (online state, alarm state, energy indicator).
- Street and satellite information is provided by Google and offers supplemental information for service calls.
- "Map" can go directly from the map to the plant settings.

Overview (dashboard) for your plant



- Your configurable "Dashboard" or favorites page.
- The main menus for primary navigations as well as all sub-menus for secondary navigation can be displayed as tiles. The tiles can be arranged and sized to individual needs.
- You can share your own overviews with other users

Default tiles

"Operation" is displayed by default.


A click (left or right) in a menu tile offers:

- Display page
- Display page in a new window

Click the red alarm symbol to list plants with current alarms.

6.1 Operate dashboard


Normal/edit mode

Click the 3 dots [] displayed on the bottom right to start edit mode.

Clicking a tile highlights it (selected). You can do the following from the Edit bar: Resize, remove tile, edit tile, download dashboard and add a dashboard.

Click the 3 dots [] again to return to normal mode.

Place menus on the dashboard

Click on the star symbol of any menu with a favorite star symbol [] to add it to the dashboard.

6.2 Create and share "Overviews"


- The Dashboard "Overview" is available by default and cannot be deleted.
- You can add new or create your own dashboards below "Overview" with "Add dashboard".
- Your own dashboards (entries below "Overview") are saved in the user profile and not visible to other users.
- Own dashboards can be saved as a .json file using "Download dashboard" and can then be shared with other users.
- The other users use "Add dashboard" and then select the received .json file.

7 Plant operation

7.1 Plant overview

Plant list

Available plants are displayed in the "Operating" menu. The plants are identified by name, description, address, alarm and online status, among others.








The screenshot shows the Siemens plant overview interface. At the top, there is a navigation bar with "Dashboards", "Operating", and "Administration" tabs. The "Operating" tab is active. Below the navigation bar, there is a search bar and a table of plants. The table has columns for Name, Description, Address, and Country. There are also icons for alarm and online status. The table contains two rows of data.

| Name | Description | Address | Country | Alarm | Online |
|----------------------------------|--------------------------------------|-----------------|-------------|-------|--------|
| 02W772.230 (Rack1) V7.BUILD 9.26 | 772 QPI Connection Supervision "OFF" | Zährweg 5 (540) | Switzerland | 🔴 | 📶 |
| 02W672.116 (Rack1) V7.BUILD 9.26 | My Webserver | Zährweg 5 (540) | Switzerland | 🟢 | 📶 |



Operational tips on how to adapt comprehensive lists for a better overview can be found in: "Search, sort, group [→ 43]"

Active and info symbols in the workpane

| Symbol / element | Meaning/function |
|---|---|
|  | "Globe" symbol. Direct link to web access for the corresponding plant. |
| 772 Automation | Plant name. Opens a detail view on the plant. |
|  | Alarm symbol. Direct link to "alarms" for the corresponding plant. Corresponds to the LED indicator on the web server and the plant state of the web user interface. Content: There is or was (for offline plants) an error on the plant. |
|  | Green leaf symbol. Corresponds to the LED indicator on the web server and the plant state of the web user interface. Content: All "Energy indicator" data points are within their "Green limits", i.e. in the green. |
|  | Orange leaf symbol. Corresponds to the LED indicator on the web server and the plant state of the web user interface. Content: One or multiple "Energy indicator" data points are outside their "Green limits". |
|  | On/offline symbol. If displayed, the plant is online, i.e. is connected to the portal via the Internet. The plant is otherwise offline if the symbol is missing from the corresponding column. The portal monitors the online status within an adjustable range. |

7.2 Plant detail view

You can go to a plant's detail view from the plant overview as follows:

- Click the plant name. Open the plant in secondary navigation in the "Alarms" menu.
- Click the globe symbol . Open the plant in secondary navigation in the "Web access" menu.
- Click the alarm symbol . Open the plant in secondary navigation in the "Alarms" menu.


Alarms

The "Alarms" menu for a plant provides information on pending alarms as well as past alarms. Please note the following when evaluating:

- The portal depicts the most serious error. For troubleshooting, you must view the plant in detail, e.g. via the "Web access" menu.
- All entries are time stamped.
- Error entries on plants, that are offline, are retained.

Web access

The "Web access" menu provides operator access to the plant, that corresponds one-to-one to the web server user interface.

| | |
|---|--|
|  | NOTICE |
| | Operator interventions via portal change the situation on the plant. Make sure that you have enough information on the actual on-site situation. |

Plant operation via the web user interface is described in the following document (by web server):

- OZW772: Commissioning guide Web server OZW772, CE1C5701en
- OZW672: Commissioning guide Web server OZW672, CE1C5712en

Documentation

The "Documentation" menu includes current documents stored for you by the portal administrator. Click the disk symbol to download a copy of the document.

Plant settings

The Settings menu is a link here to "Administration > Plants > 'my plant' > Plant settings".

8 Setup remote access to plant

Select the use case and set it up

- Permit remote access for the installer [→ 29].
- Setup end user access to the portal service [→ 30].

8.1 Permit remote access for the installer

- w You are an end user and want to grant remote access to your plant to the installer.
 - w You are registered and logged on to the portal (Entering Synco IC [→ 13]).
 - w You have the plant role owner or administrator.
1. In the primary navigation, go to "Administration".
 - a The plant overview list is displayed.
 2. Click the name of your plant to select it.
 3. Click "Add user".
 4. Enter the installer's e-mail address.
 5. Also add the plant role for the installer.



NOTICE

Plant roles

- The role with the highest rights applies in the event of a multiple selection.
- Take note of the descriptions next to the selection checkbox and the role overview under "Overview of plant roles [→ 46]".

Result

- The installer receives an e-mail that is used to log on to the portal and select your plant.

8.2 Setup end user access to the portal service

- You are an installer and want to set up end user access to the portal service.

Activate plant

- You are registered and logged on to the portal (Entering Synco IC [→ 13]).
- You have the plant role owner or administrator on at least one other plant. The menu "Administration" is available to you in the portal.
- You have the activation key of the web server. The web server is not yet activated.

- In primary navigation, select "Administration".
- Click "Activate Plant".

The screenshot shows the 'Activating Plant' form in the Siemens portal. The form is titled 'Activating Plant' and is located under 'Administration > Plants > Activating Plant'. The form includes the following fields:


- New Activation Key: (Error: The 'New Activation Key' is required.)
- Name: (Error: The 'Name' is required.)
- Description:
- Address:
- Zip code:
- City:
- State:
- Country:
- Phone:
- Timezone:
- Connection Supervision:
- Connection Supervision delay (minutes):
- IMSI (3G router):

An 'Activate' button is located in the top right corner of the form.

- Enter the "New Activation Key" and "Name" (required fields).
- Fill in the remaining entry fields with meaningful information.
- Under "Time zone" enter the time zone of the plant if located in a different time zone as the operating environment.
- The setting "On" activates "Connection Supervision". You are then informed by e-mail if the plant is offline.
- Close the process with "Activate".

Set up end user portal services

1. In primary navigation, select "Administration".
2. Click the name of the just activated plant to select it.
3. Click "Add user".
4. Enter the end user's e-mail address.
5. Also add the plant role for the end user.

| | |
|---|--|
|  | NOTICE |
| | Plant roles <ul style="list-style-type: none">• The role with the highest rights applies in the event of a multiple selection.• Take note of the descriptions next to the selection checkbox and the role overview under "Overview of plant roles [→ 46]". |

6. Close the process with "Save".

Result

- The end user receives an e-mail that is used to log on to the portal and select your plant.

9 Set up alarm notification

Set up alarm notification as end user or installer for your own or a customer plant.

- w The plant is connected to Synco IC (Entering Synco IC [→ 13]).
- w You must have the plant role "Owner" to set up alarm notification (compare in this regard Setup remote access to plant [→ 29]).
- w You are logged onto the portal.

1. In primary navigation, select "Administration".
2. Click the name of the desired plant.
3. In secondary navigation, select "Alarm notifications".
4. Click "Add alarm notification".

5. In the entry mask, configure the notifications in "Basic settings" Multiple recipients can be entered, with each e-mail address separated by a comma.
6. Restrict the alarms sent via e-mail in "Alarm classes" (see Alarm classes [→ 45]).
7. Under "Alarm times" and "Exception dates", define the times you want to receive (or not receive) notifications.

Result

The entered e-mail receives a notification with defined information in the event of a plant fault.

Observe the following tips

- Add separators and spaces to format the notification to meet your needs.
- For "Alarm times" and "Excluded dates", an active entry is only made after clicking "**+**"; clicking "**-**" deletes the entry.


10 Example: Reacting to an alarm

- For your classification of the portal's alarm functions, see "Plant detail view [→ 28]", section "Alarms".
- For notification per mail on common alarms, please note "Set up alarm notification [→ 32]".

The following describes how to handle an alarm, from occurrence in the plant overview, to detailed analysis on the plant device.

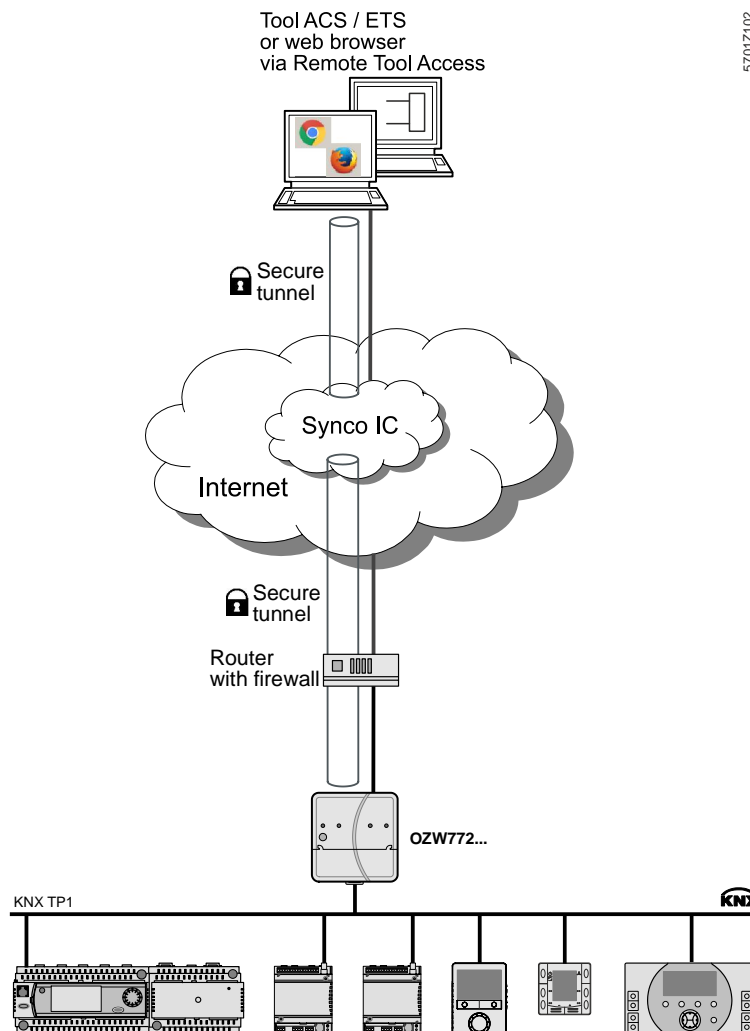
w You are logged on to the portal and have opened the plant overview.

w On one plant, an error is displayed with the red alarm symbol.

1. Click the red alarm symbol .
 - a The plant's detail view is opened in the "Alarms" menu.
Current, pending errors are listed with timestamp and error text under "Active alarms".
2. Write down or remember the timestamp.
3. Consult the "Alarm history" to estimate the times and frequency of faults.
4. In secondary navigation, go to "Web access".
5. Click the red alarm zone in the top right on the web interface.
 - a The most serious error is displayed on each device.
6. Compare the timestamp from the portal and the web interface (column "Fault info") to ensure that you are researching the same fault.
7. Click the red eye symbol on the far left of the error line.
 - a You go to the device causing the error.
8. Eliminate the error if possible over remote access.

11 Remote Tool Access

| | |
|----------------------|--|
| Purpose | With Remote Tool Access, Siemens provides users, with "Service Level" (or higher) access rights, simple and secure access to the web server. The plant can be serviced at any time, from anywhere. |
| Functionality | Remote Tool Access establishes a secure tunnel connection to the web server via Synco IC. The connection is used for tool access: <ul style="list-style-type: none"> • By ACS • By ETS |
| Advantages | <ul style="list-style-type: none"> • Simple and fast set up of Internet access - no fixed IP address, forwarding over a dynamic IP address, or port forwarding (NAT/PAT) required • The same view and operations as direct on-site access • Encrypted connection • No open ports on the router • No need to open the firewall • Access is to OZW only and not the entire LAN |



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Requirements

- Web server as of version 7.0
- The user has an account on Synco IC
- Access level is "Service Level" or higher



Program

Remote Tool Access is an independent program. Remote Tool Access is distributed as part of the ACS CD or can be downloaded at the following URL:

<https://support.industry.siemens.com/cs/ww/de/view/109481853>

There are two ways to install the Remote Tool Access:

- Together with the ACS790 installation
- Individually
 - In the Setup folder, double-click file RemoteToolAccessSetup.exe
 - Select the "Remote Tool Access" button in the start routine for ACS790

Use

Some examples of possible uses:

- Commissioning support by technicians without the need to be on site
- Creating a commissioning protocol in the office
- Offsite clarifications on a support call, e.g. automatic comparison of parameter sets
- Simple remote modifications to the configuration



NOTICE

Actions requiring the buttons be pressed on the devices are not possible remotely (e.g. assigning KNX addresses), or require connections in excess of 24 hours (e.g. long-term computer trends).

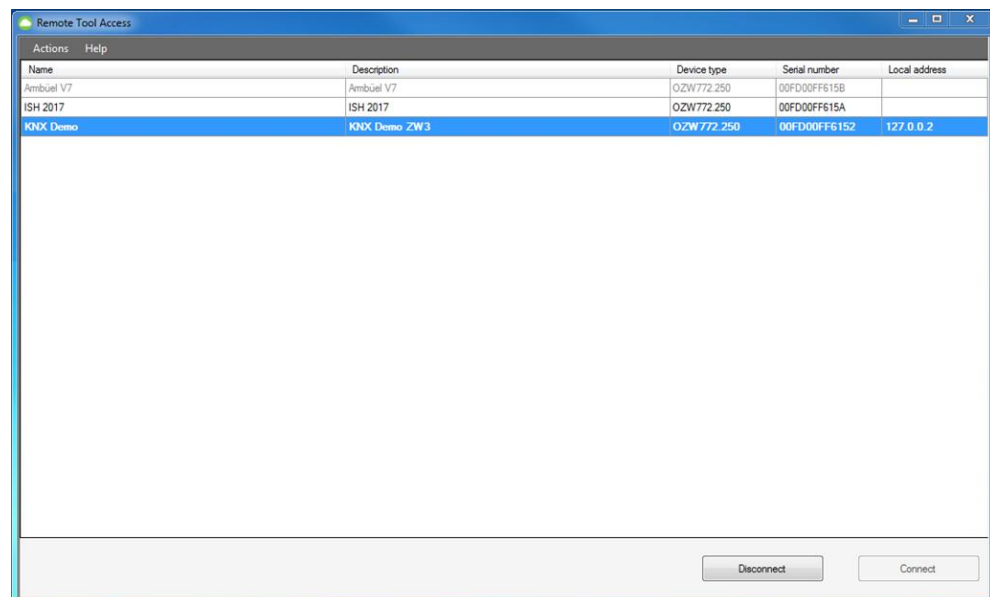
Connect

The user logs in to the Remote Tool Access using the same Synco IC user name and password.



All the user's plants are listed on the overview page. The line displayed for the plants are

- grayed out, i.e. the plants cannot be accessed,
 - if the access level is for end users only
 - if the plant is offline
 - if the OZW firmware version is older than V7.0
- displayed in black, i.e. the plants can be accessed

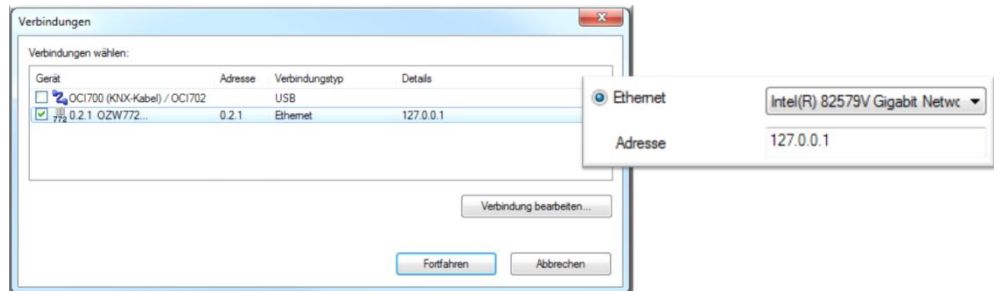


Procedure

1. Select the plant for connection.
2. Click "Connect".
 - a The software searches for an available local IP address between 127.0.0.1 and 127.0.0.255 connected to the selected OZW via Synco IC using this address.
 - a It can be used with ACS or ETS as soon as it is connected.

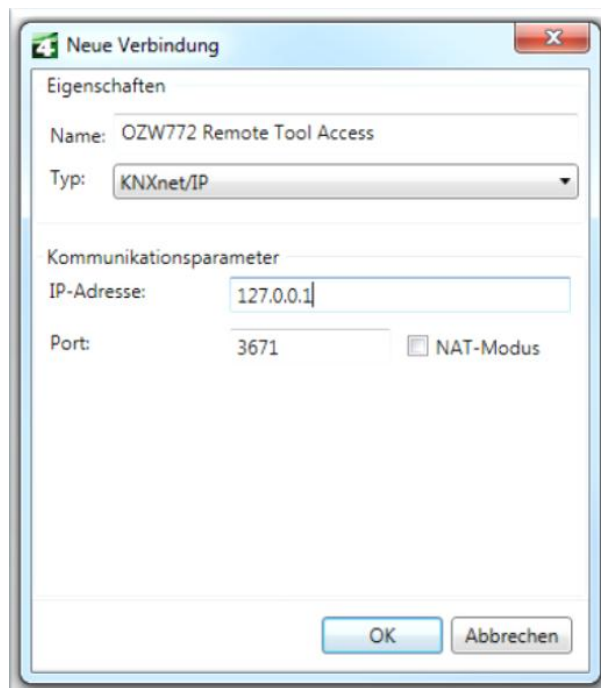
ACS

1. Open or create a project.
2. If unavailable, add the OZW in the project in ACS menu "Topology".
3. Select "Connections" in ACS.
4. Select "Ethernet" as the connection type.
5. Enter local IP address as per Remote Tool Access (e.g. 127.0.0.1).
6. Confirm with "Next".

**ETS**

Connect as follows with ETS:

1. Select "New Connection" in ETS.
2. Select connection type "KNXnet/IP".
3. Enter local IP address as per Remote Tool Access (e.g. 127.0.0.1).
4. Confirm with OK.



12 Synco IC and security

12.1 Synco IC

The portal provides thorough security, e.g. data security, security 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).

12.2 OZW web server

Web Server is not suitable for connecting directly to the Internet; it must be connected via a Firewall. This type of router typically has a firewall.

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

13 Support on technical issues

Please adhere to the following sequence on support issues:

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

14 Appendix: Detail information

As a supplement to the main part, the appendix depicts information and workflows that may be more or less relevant to the application.

14.1 Update to firmware V7.0

Please note the following when upgrading to V7.0:

- The firmware state of your web server is available in the "Device information" menu
- The following was essentially improved in V7.0:
 - Access to Remote Tool Access
- Firmware V7.0 and the corresponding tool is available at any time at:
 - OZW772: <https://support.industry.siemens.com/cs/ww/de/view/62564534>
 - OZW672: <https://support.industry.siemens.com/cs/ww/de/view/62567396>

14.2 Change password and user name

Change password

Change your portal password periodically for security reasons.

w You are logged onto the portal.

1. On the navigation ribbon, click "User profile and log out".
2. In the dropdown list, select the "Account details".
 - a Displays your account profile.
3. In the right lower corner, click "Change password".
4. Enter the appropriate fields and confirm with "Change password".
 - a Your password is now changed. You must enter the new password at the next log on.

Change user name

Proceed as per the description below if you need to change the user name (e-mail address).

Create new user name

w You have plant owner or administrator rights.

w You are logged on to the portal using the old user name.

1. In primary navigation, select "Administration".
2. Click the plant name to change the user name.
3. In secondary navigation, select "Plant user".
 - a All plant users are listed, even the old user name just used to log on.
4. Click "Add user".
5. Enter your new e-mail address (user name).
6. Under "Plant Roles" assign the new user name owner and administrative rights.
7. Confirm with "Save".
8. In secondary navigation, select "Alarm notifications".
9. Under "Add alarm notification", re-create the ones that went to the old e-mail address for the new e-mail address.
10. Then delete the alarm notifications that go to the old e-mail address.
11. Repeat the process for all plants connected using the old user name.
 - a The portal automatically sends your new user name to the e-mail address to log in.

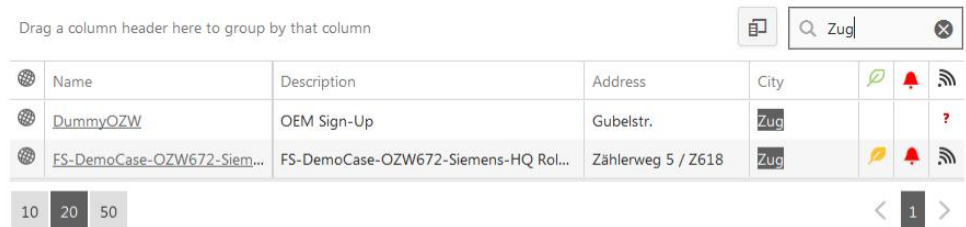
Delete old user names

- w You have logged on to the portal using e-mail you received and the new user name.
- w The new user name has owner and administrator rights to the plant in question.
 1. In primary navigation, select "Administration".
 2. Click the plant name to cancel the old user name.
 3. In secondary navigation, select "Plant user".
 - a Lists all plant users, even the old user name to be cancelled by the plant.
 4. Click old user's e-mail address.
 5. Click "Delete".
 6. Confirm with OK.
 7. Repeat the process for all plants connected using the old user name.
- a The old user name is no longer assigned to a plant and is automatically deleted in the system.

14.3 Search, sort, group

Search

Plant and user lists can quickly become confusing. Use the search function to search displayed as well as hidden columns. Delete the search term from the search field to once again view the entire list.

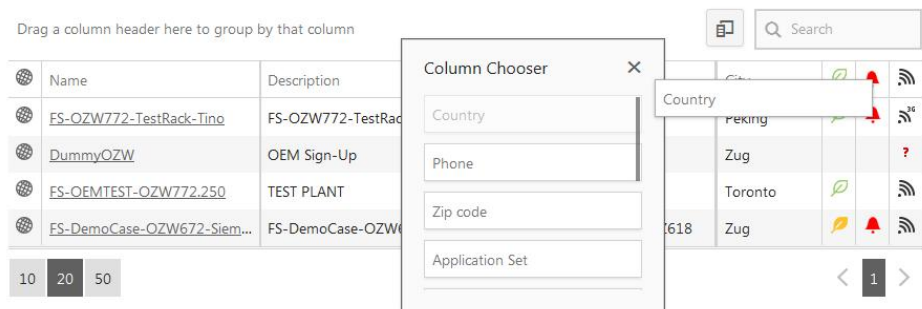


Column selection and sort

Optimize your overviews by showing and hiding columns as needed. Enable by



selecting the column and drag-and-drop it from the table to the box and vice versa. These selections are saved to your user profile. Of course, lists can also be sorted. If the sort arrow is not displayed, simply click the corresponding header line.



Group

Create groups to get an even better overview. Drag a column header to the white space above the table to group. Grouping cascades are also possible for up to 4 levels.

To reset grouping, drag the grouping criterion to the table it once again reverts to the column heading.

14.4 Administration for end user/installer

Plant and user administration is described in the main section of the documentation:

- Plant activation, see Registration [→ 15].
- Add user to plant, see "Setup remote access to plant [→ 29]".
- Add alarm notifications for a plant, see "Set up alarm notification [→ 32]".
- Modify plant settings, see "Manage plant data [→ 17]".
- Delete plants, see "Delete plant and own profile [→ 18]".

14.5 Alarm classes

Alarms classes are used to limit the type of alarms sent to you via e-mail. The following alarm classes are currently available:

| Alarm classes | Type of alarms on... | | |
|-----------------|---|-------------------------------|--|
| | OZW672, internal | OZW672, connected controllers | OZW772, internal and connected controllers |
| Documentation | C5712 | LPB controller manuals | Synco controller manuals |
| Class 0 | <ul style="list-style-type: none"> Fault input (urgent) No bus power supply. | LPB fault priority ≥ 5 | Urgent |
| Class 1 | Not used. | | |
| Class 2 | <ul style="list-style-type: none"> Fault input (not urgent) Faults web server | Not used. | Not urgent |
| Class 3 | Not used. | | |
| Class 4 | Connection supervision | | |
| Classes 5 to 15 | Not used (Climatix POLxxx only) | | |

- All alarm classes are selected by default
- Selected alarm classes, that are not used by your web server, are simply ignored

Conclusion

This means the following for your application:

- Clearing alarm class 2 means that low-priority alarms are not sent via e-mail
- Clearing alarm class 4 means that no e-mail is sent when your plant goes offline

14.6 Overview of plant roles

The following is an overview of plant role functionality:

| Function | Administrator | Service | End user | Owner | State viewer |
|---|---------------|---------|----------|-------|--------------|
| Operate plant data points at the end-user level | X | X | X | X | |
| Operate plant data points at the service level | X | X | | X | |
| Operate plant at the admin level (e.g. device list) | X | | | X | |
| | | | | | |
| Create additional plants, activate | X | | | X | |
| Delete plants | | | | X | |
| | | | | | |
| Create user | X | | | X | |
| Assign/unassign plant user | X | | | X | |
| | | | | | |
| Set up alarm notifications | X | | | X | |
| Web access | X | X | X | X | |
| Remote Tool Access | X | X | | X | |
| | | | | | |
| Plant overview | X | X | X | X | X |

Issued by
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