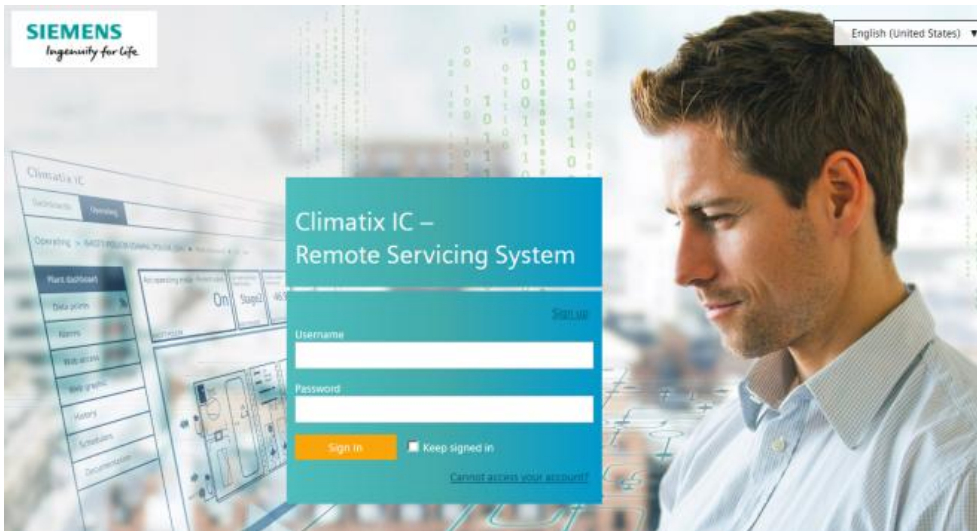


# SIEMENS



## Climatix IC

## Remote Access with Gateway/Webserver

## 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:

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

### 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.climatixic.com> in the footer on entry "OSS".
- Direct: [https://www.climatixic.com/Content/OSS\\_ClimatixIC.htm](https://www.climatixic.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>

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# 1 About this document

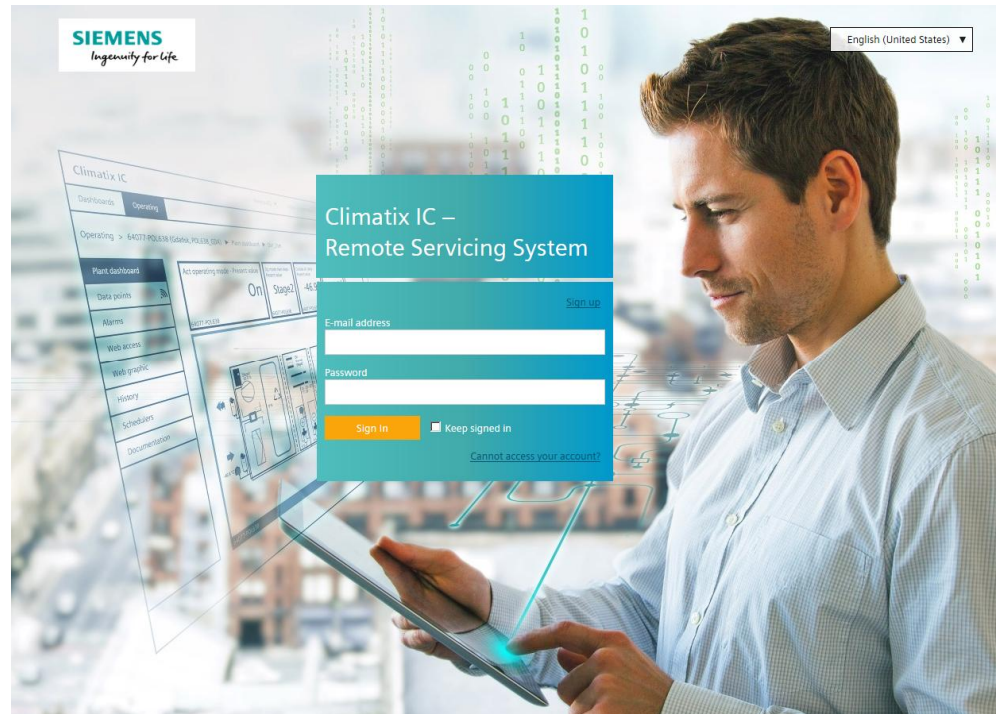
## 1.1 Reference documentation

Document ID	Title	Topic
A6V101022127	Gateway OCI670...V7.0	Gateway data sheet
N5712	Web server OZW672...V7.0	Web server data sheet
A6V101022140	Gateway OCI670...V7.0	Gateway commissioning
C5712	Web server OZW672...V7.0	Web server commissioning
A6V10449189	Climatix IC20	Data sheet on market offering for Climatix IC20

## 2 Climatix IC

Siemens Climatix IC provides easy-to-use and secure access to your HVAC plants. A web browser, ACS790 service tool, or Smartphone App is used for access. Climatix 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 privileges. The portal offers new ways to setup user-defined access (e.g. installers) to plants. Your access point is: <https://www.climatixic.com>.



### Functions

- Simple and fast set up of plant Internet access.
- 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 version

- The OZW672 web server requires firmware V5.2 or higher.
- Gateway OCI670 has a firmware version of V7.0 or higher
- Firmware version V7.0 or higher is required to use the Remote Tool Access.

#### Network connection and online status

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

	<b>NOTICE</b>
	<p><b>No connection to networks with web proxy servers</b>                      The gateway/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 publication date) of the following browsers were tested: Google Chrome, Mozilla Firefox, Microsoft Edge, and Safari (based on iOS) by Apple
- 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 and can be scanned there using a QR code reader.
- is attached under the terminal cover for the gateway/web server.
- is located as an entry under the "Device information" menu of the gateway/web server.

### Find activation key on upgraded OZW672 web servers

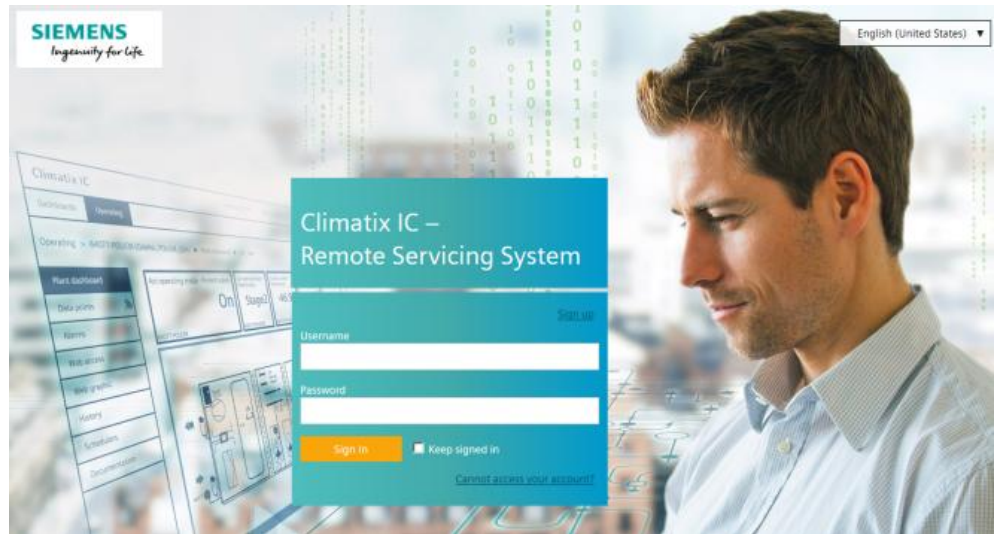
The OZW672 web server also receives an "activation key" when upgrading to firmware version V5.2 or higher. The key is required to use Climatix IC.

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 web server's "Device information" menu.

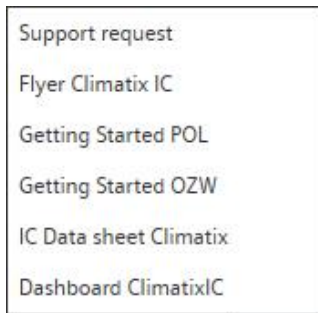


## 4 Entering Climatix IC

Enter Climatix IC at <https://www.climatixic.com>.

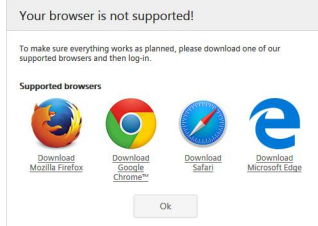


## 4.1 Assistance on the start page



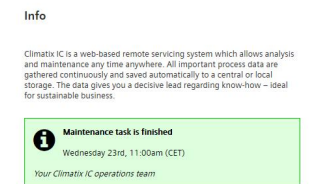
### Accessible documentation

- "Support" on the start page provides an introduction.
- The comprehensive help for reading is located at the same location after log in.



### Information on unsupported browsers

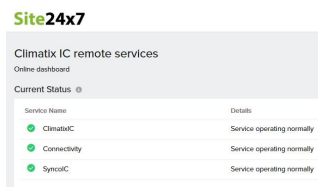
A clear information window indicates when Climatix IC is opened by an unsupported browser.



### 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 Sign in

### Sign in

▷ You have received an email with an invitation and temporary password.

1. Enter the User name (your email address) and (temporary) password 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 with the wrong 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 follow the instructions.

Reset your password

E-mail address

Reset password

## 4.3 Sign up - Register a plant

### Sign up - Create a new account

Email address

New Activation Key

Tenant key

Sign up

Attention and Acceptance of the Terms of Use

As a rule, you are invited by email the first time you contact Climatix IC, in other words, you follow the workflow as described under "Sign in".

Registration is a process that combines multiple steps:

- First time log in by a new user without an invitation by a higher role
- Plant activation using a valid activation key
- The new users are added to the plant with the user role Owner
- Optional: Direct moving of the plant to a sub-tenant area

## 5 Climatix IC and security

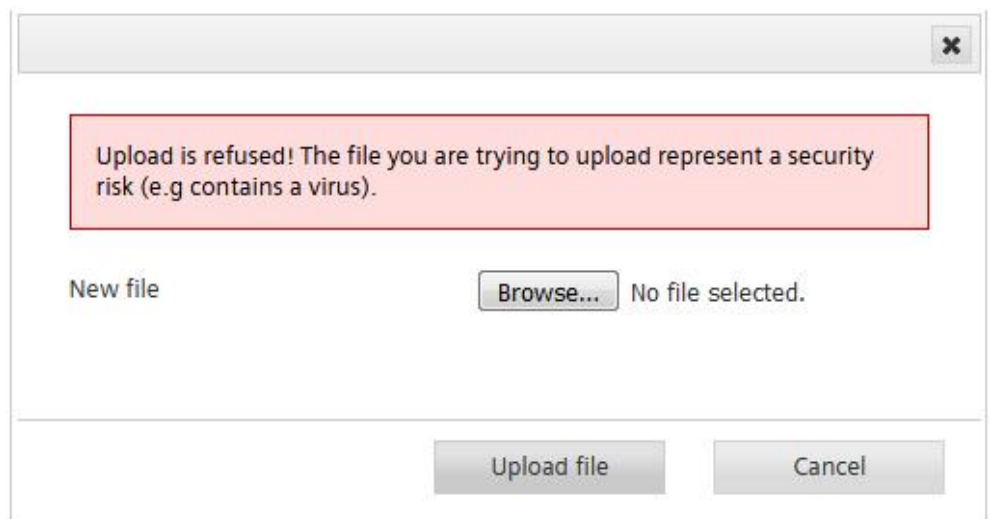
### 5.1 Climatix IC

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

- Certification complies with IEC/ISA-62443 Security Level 2.
- The security certificate is based on SHA-256 encryption between the controller and the cloud as well as between the cloud and the web client.
- All connections are encrypted (HTTPS) to prevent tapping into the line and man-in-the-middle attacks.
- Geo-redundant data storage within the EU (Netherlands, Ireland).

#### Virus scan

Uploaded files are scanned for viruses.



## 6 Support on technical problems

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>.



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