EcoStruxureTM Secure Connect

Quick Start Guide

11/2023





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Safety Information

Important Information

Read these instructions carefully, and look at the equipment to become familiar with the device before trying to install, operate, service, or maintain it. The following special messages may appear throughout this documentation or on the equipment to warn of potential hazards or to call attention to information that clarifies or simplifies a procedure.



The addition of this symbol to a "Danger" or "Warning" safety label indicates that an electrical hazard exists which will result in personal injury if the instructions are not followed.



This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

A DANGER

DANGER indicates a hazardous situation which, if not avoided, **will result in** death or serious injury.

WARNING

WARNING indicates a hazardous situation which, if not avoided, **could result in** death or serious injury.

CAUTION

CAUTION indicates a hazardous situation which, if not avoided, **could result** in minor or moderate injury.

NOTICE

NOTICE is used to address practices not related to physical injury.

Please Note

Electrical equipment should be installed, operated, serviced, and maintained only by qualified personnel. No responsibility is assumed by Schneider Electric for any consequences arising out of the use of this material.

A qualified person is one who has skills and knowledge related to the construction and operation of electrical equipment and its installation, and has received safety training to recognize and avoid the hazards involved.

About the Book

Document Scope

This document describes how to quickly install, configure, and test EcoStruxure Secure Connect. EcoStruxure Secure Connect provides secure remote access to devices as if you were on site.

NOTE: Read and understand this document before installing, operating, or maintaining your EcoStruxure Secure Connect.

EcoStruxure Secure Connect users should read through the entire document to understand all features.

Validity Note

This document has been updated for the release of Vijeo Designer 6.2 SP7, SoMachine 4.3 and EcoStruxure Operator Terminal Expert 3.0.

The EcoStruxure Secure Connect offer is compatible with the EcoStruxure Machine Expert software, which is the successor of the SoMachine software. At the time of writing this document, the latest available version of EcoStruxure Machine Expert is 2.0.

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Cybersecurity

Cybersecurity Guideline

Use this product inside a secure industrial automation and control system. Total protection of components (equipment/devices), systems, organizations, and networks from cyber attack threats requires multi-layered cyber risk mitigation measures, early detection of incidents, and appropriate response and recovery plans when incidents occur. For more information about cybersecurity, refer to the following URL:

http://www.se.com/ww/en/download/document/EIO0000004948/

AWARNING

POTENTIAL COMPROMISE OF SYSTEM AVAILABILITY, INTEGRITY, AND CONFIDENTIALITY

- Change default passwords at first use to help prevent unauthorized access to device settings, controls and information.
- Disable unused ports/services and default accounts, where possible, to minimize pathways for malicious attacks.
- Place networked devices behind multiple layers of cyber defenses (such as firewalls, network segmentation, and network intrusion detection and protection).
- Apply the latest updates and hotfixes to your Operating System and software.
- Use cybersecurity best practices (for example: least privilege, separation of duties) to help prevent unauthorized exposure, loss, modification of data and logs, interruption of services, or unintended operation.

Failure to follow these instructions can result in death, serious injury, or equipment damage.

EcoStruxure Secure Connect

Overview

EcoStruxure Secure Connect allows technicians and programmers to remotely monitor, diagnose, control, and program devices. This can significantly reduce the cost of maintaining devices and maximize device uptime. Remote access to the device is achieved by means of a private, point-to-point connection. Access to this connection is strictly controlled and all data sent and received on the connection is encrypted.

Use Case

This quick start guide presents a typical use case for the deployment of EcoStruxure Secure Connect. It describes how to install and configure the components of an EcoStruxure Secure Connect solution, then use them to control a programmable logic controller (PLC) located on a remote work site from a laptop computer located in a local office.

The following figure shows the use case:



NOTE: The HMIGTO appliance and the M251 Logic Controller must be on the same network at the work site. Modify IP addresses that appear in this guide to those used on your network.

NOTE: This document illustrates one possible use case. EcoStruxure Secure Connect supports many different device types and architectures. Adapt the steps in this document to correspond to your environment.

Use Case Components

Overview

The following sections describe the components of the use case solution.

Licenses

You must have a license to use EcoStruxure Secure Connect.

This document assumes the use of a 30-day free trial license, which includes:

- 1 x EcoStruxure Secure Connect GateManager license
- 1 x EcoStruxure Secure Connect SiteManager Extended 5 agents license
- 1 x EcoStruxure Secure Connect LinkManager license
- 1 x EcoStruxure Secure Connect LinkManager Mobile license

NOTE: This document refers to Trial license usage. The Trial license needs to be followed by Pack purchase to maintain the EcoStruxure Secure Connect service.

HMI/iPC Appliance

This use case assumes the use of a Harmony™ HMIGTO touchscreen display unit compatible with the latest version of the Vijeo Designer configuration software (Vijeo Designer 6.2 SP7 or later).

NOTE: The HMIGTO appliance must have Internet access. For HMI appliances with no Web browser in the application, you can check this as follows:

- 1. Temporarily connect a PC at the same network connection point
- 2. Set the PC network settings to those of the HMI appliance
- 3. Start an Internet browser on the PC and check you can access Web pages.

This may require retrieving settings or obtaining authorization from the IT infrastructure of the work site. Only outbound authorization is required in most cases

For a complete list of appliances that support EcoStruxure Secure Connect, refer to the Supported Model List in the *EcoStruxure Secure Connect Catalog*.

SiteManager

The SiteManager software runs on the HMIGTO appliance. It is installed on the appliance as part of Vijeo Designer RunTime.

To be registered with the GateManager component, SiteManager requires outgoing access to specific ports and protocols. The following outbound rules must be granted on the HMIGTO appliance:

- TLS through Web proxy (TLS to remote IP address and port of Web proxy)
- HTTPS (HTTP over TLS) to remote IP address of GateManager, remote port 443
- TLS over HTTP to remote IP address of GateManager, remote port 80

SiteManager has a Web user interface. It listens locally for incoming connections to the Web user interface. Access is restricted to the following HMIGTO appliance user:

• TLS to loopback IP, local port 11444

LinkManager

The LinkManager software is installed on a laptop computer in the office and is typically used by PLC programmers and service engineers. LinkManager allows secure remote access to devices.

This use case assumes:

- A laptop computer running Windows 10, 64-bit edition
- A Windows user account on the laptop computer with administrator privileges.
- Access to the Internet using the HTTPS protocol. This may need to be configured on the corporate firewall and/or the personal firewall on the PC.

GateManager

The GateManager software runs on a Schneider Electric-hosted network server. You use GateManager to create secure, encrypted connections between appliances on the work site and the LinkManager software running on personal computers in the office. The Web-based user interface requires use of the HTTPS protocol. When you request a trial license, or purchase a license, a secure, private customer domain folder on the server is automatically created. Login credentials of a GateManager administrator account on this customer domain are then provided to you by email.

It is the role of the GateManager administrator to configure this domain. This involves:

- Attaching purchased licenses to SiteManager appliances.
- Creating subdomains for organizing equipment based on their purpose, access level, physical location, and so on.
- Verifying for the entire customer domain the network status of all SiteManager and LinkManager components.
- Creating and managing other GateManager administrator accounts (only available with GateManager Premium Access) and LinkManager user accounts.
- Setting up and managing audit logs, alerts, and automated actions (only available with GateManager Premium Access).

AWARNING

EQUIPMENT DAMAGE

- Before any maintenance action, ensure by phone that you have on-site agreement.
- Before any update, ensure that you have a stable Internet and electricity environment.
- In particularly, do not use 3G through a mobile phone setup as tethering hotspot for any update

Failure to follow these instructions can result in death, serious injury, or equipment damage.

Device

This use case assumes the use of a TM251MESE logic controller, which has a configurable Ethernet interface. The device must be physically connected to the HMIGTO appliance with an Ethernet cable. Make a note of the Ethernet configuration details (IP address and subnet mask) of the device.

EcoStruxure Secure Connect supports a wide range of Schneider Electric devices.

Programming Software

This use case assumes the use of SoMachine V4.3 programming software, installed on the same laptop computer as the LinkManager software.

EcoStruxure Secure Connect only establishes a connection to the appliance. Therefore, any programming software can be used provided that the network requirements (open ports, and so on) are met.

Internet Browser

An Internet browser is required to access the Web-based user interfaces of LinkManager, SiteManager, and GateManager.

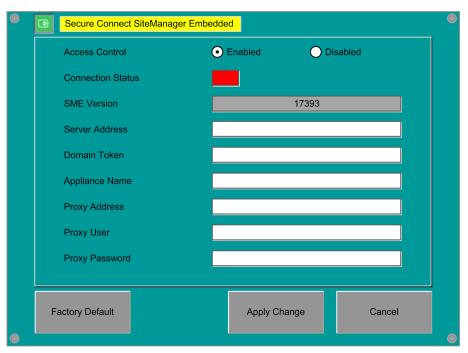
This document assumes the use of Google Chrome. Any recent version of Mozilla Firefox or Microsoft Edge can also be used.

Configuring a Proxy Server

Depending on the network policies in place at the work site, outgoing connections to the Internet may be restricted (IP address range blocked, port range blocked, protocol types blocked, and so on). Both the SiteManager and LinkManager components may require a Web proxy to access the Internet.

If this is the case, contact the network administrator of your work site for help in setting up the connection to the Internet to use a Web proxy.

The SiteManager user interface, for example, allows you to configure a Web proxy:



Proxy Address. IP address of the Web proxy. An IP address, optionally followed by a colon (:) and a port number. For example, 10.11.0.100:9400 or 10.0.11.0.100 (port 80 is used by default).

Proxy User. Web proxy user name, if any.

Proxy Password. Password for the Web proxy user name, if any.

Installation Overview

Installation Steps

AWARNING

UNINTENDED EQUIPMENT OPERATION

This product must be installed and configured by qualified software installation staff with administrator rights.

Failure to follow these instructions can result in death, serious injury, or equipment damage.

Perform the steps in the following order:

- 1. Connect to the GateManager user interface, page 13
- 2. Create GateManager and LinkManager user accounts, page 15
- 3. Enable the SiteManager connection of the HMIGTO appliance to GateManager, page 17
- 4. Register the HMIGTO appliance with SiteManager, page 19
- 5. Create an agent, page 21
- 6. Install LinkManager, page 24
- 7. Log in to LinkManager and test the connection, page 26.

Step 1: Connecting to the GateManager

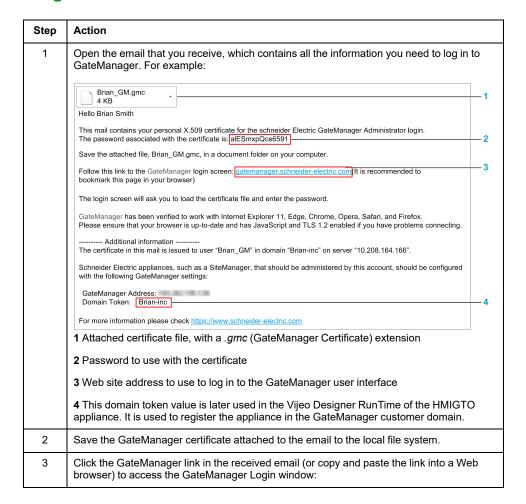
Overview

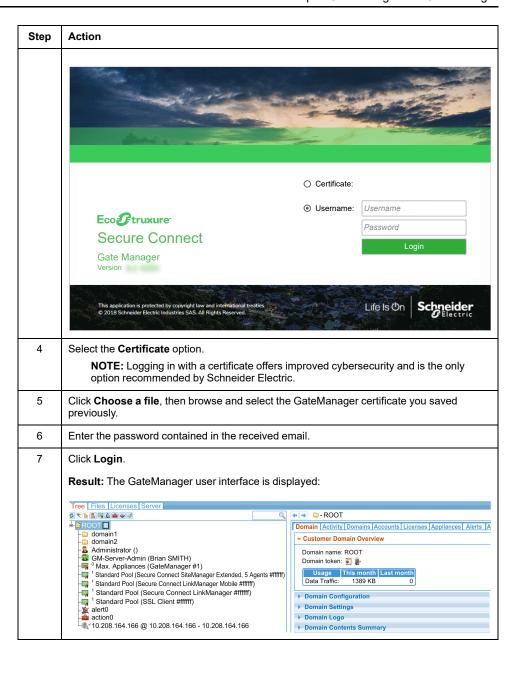
The first step is to request a trial license for EcoStruxure Secure Connect, then log in to the GateManager user interface using the credentials provided. This step can be done on the laptop computer in the office or any other computer.

Obtaining a Trial License

Step	Action
1	Contact your reseller to obtain a Trial license or visit the product page on se.com.
2	If you are using the product enquiry form on the product page, then enter the information requested, and click Request now .
	Result: A message is sent to the email address you provide.

Logging In to GateManager





Step 2: Creating User Accounts

Overview

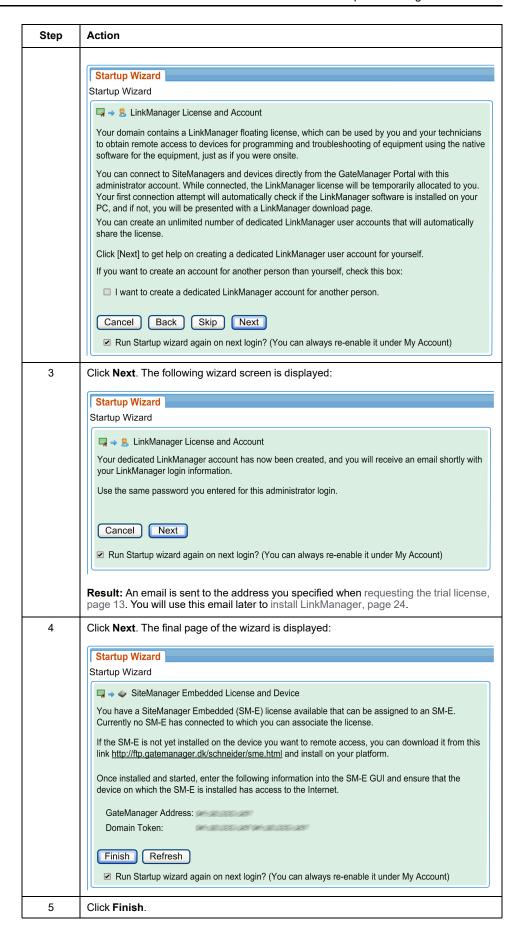
Once you have accessed the GateManager user interface, the next step is to create user accounts:

GateManager Account Type	Description
Domain Administrator	An option provided by the Premium Access add-on. Allows customers to administer their own customer domain. Allows the creation of sub-domains to manage customers and/or have complete control over which LinkManager users can assess which agents.
Basic Administrator	Standard administrator role managing the customer domain. Performs tasks such as license management and controlling LinkManager.
LinkManager User	The user role for a technician or expert: the physical person who establishes the connection from the laptop computer to the HMIGTO appliance.

Before starting, take time to consider these roles within your organization. There may be more than one role per person, depending on the size of your organization. For example, if the GateManager Basic Administrator Account and LinkManager User accounts are to be used by the same physical person, only one account is required. Otherwise, two separate accounts are required.

Creating the Accounts

Step	Action
1	The first time you log in to the GateManager user interface, a wizard screen is displayed on the right: Startup Wizard
	Startup Wizard
	Welcome You are now logged in as administrator in the GateManager Portal, which is a powerful tool to centrally create and control user access, configure and manage SiteManagers, and remotely connect to devices. This Wizard will assist your first time setup of accounts and optionally SiteManager Embedded (SM-E). For more information, Click here.
	Run Startup wizard again on next login? (You can always re-enable it under My Account)
2	Click Next . The following wizard screen is displayed:

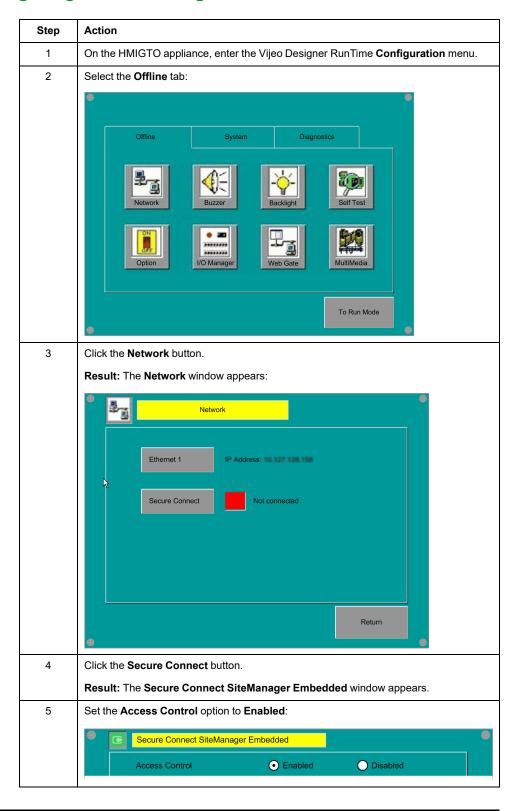


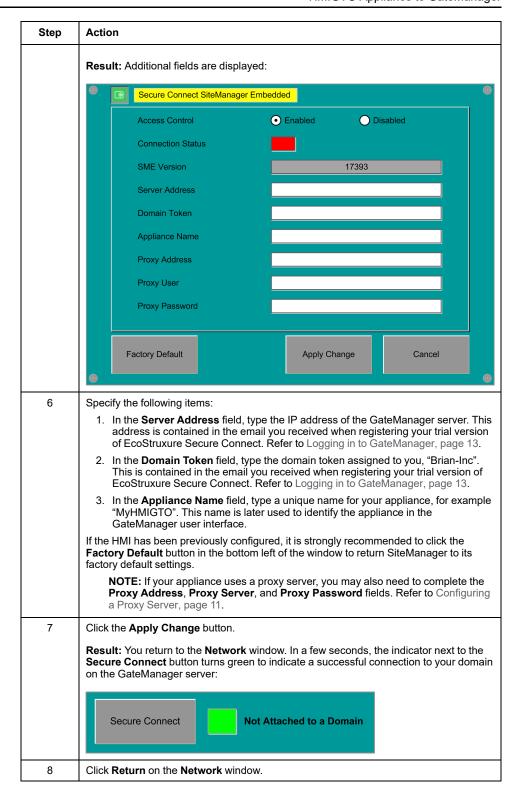
Step 3: Enabling the SiteManager Connection of the HMIGTO Appliance to GateManager

Overview

The next step is to enable the SiteManager software on the HMIGTO appliance and establish a network connection between the appliance—physically located on the work site—and the GateManager server.

Activating and Configuring the SiteManager Software





Step 4: Registering an Appliance on GateManager

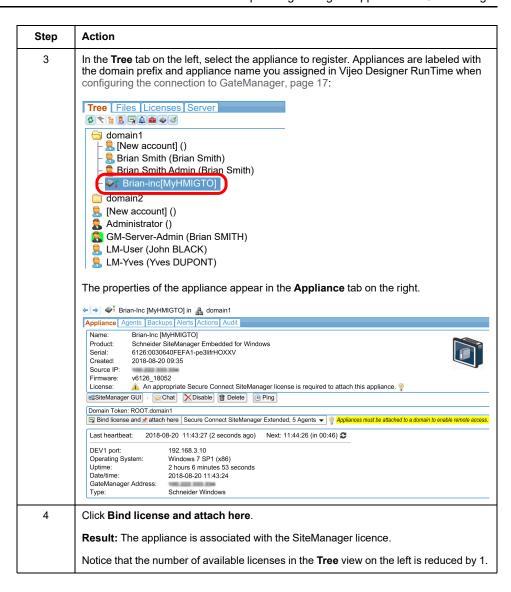
Overview

Every HMI/iPC appliance and device deployed as part of a EcoStruxure Secure Connect solution must be associated with a license you have purchased. This association is made in the GateManager user interface.

Associating the HMIGTO Appliance with a SiteManager License

NOTE: This may already have been done when using the wizard to create user accounts, page 15.

Step	Action			
1	If you are not already logged in, log in to the GateManager user interface (see Connection to the GateManager, page 13).			
2	In the Tree tab on the left, find the following entry:			
	1 Number of available licenses remaining 2 Number of SiteManager agent licenses available A SiteManager agent is a user-defined rule for building a remote connection to either the SiteManager appliance or a device connected to the SiteManager appliance on the work site. Creating an Agent, page 21 describes how to create the rule for this use case.			
	Either a SiteManager Extended, 5 Agents license (included in the trial version) or a SiteManager Extended, 10 Agents license, page 9 is required for this use case.			
	Make sure that there is at least one available license. If the license icon is red and 0 appears (), there are no more available licenses. In this case, return to the EcoStruxure Secure Connect web site or contact your reseller to purchase additional licenses.			



Step 5: Creating an Agent

Overview

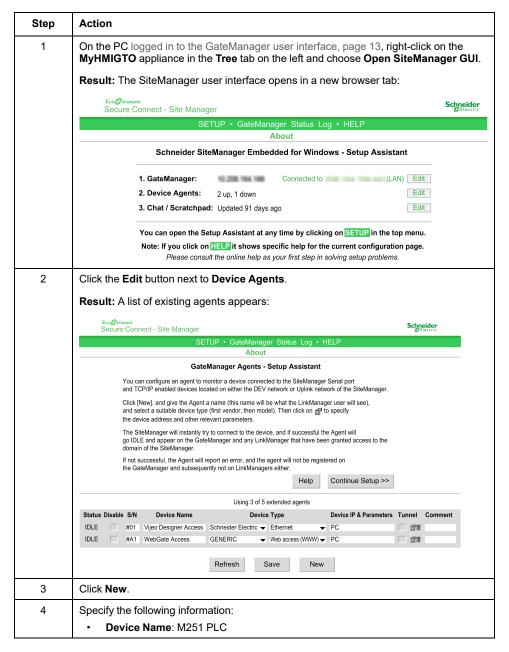
The next step is to create an agent that will allow direct access to the Ethernet interface of the TM251MESE logic controller at the work site.

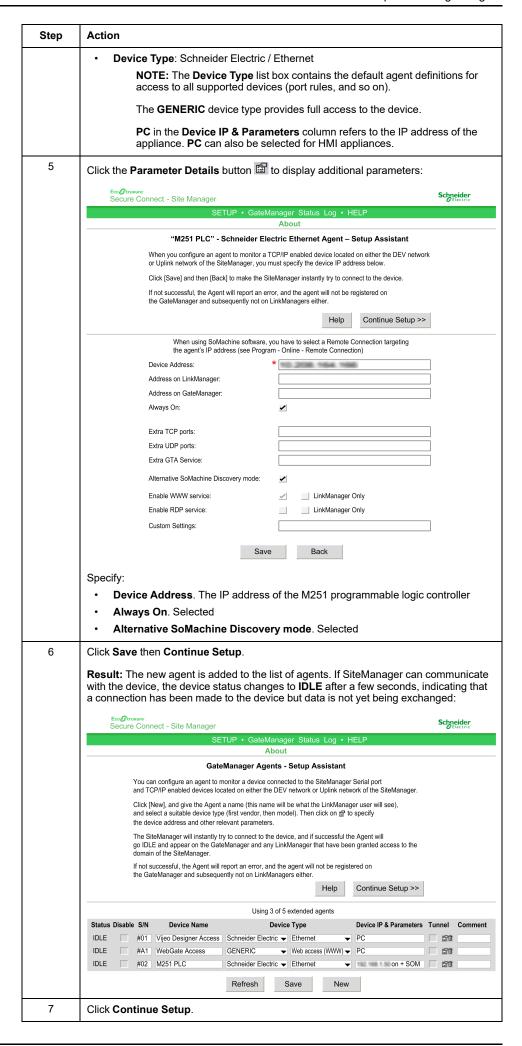
An agent is a user-defined rule containing all the parameters necessary for LinkManager to connect to an individual device. To connect to 5 devices, for example, you would need to create 5 different agents. The license in the trial version is an extended 5 license: up to 5 agents can be used with this appliance, permitting up to 5 extended devices behind the iPC/HMI appliance. Extended devices are those accessible from the iPC/HMI appliance over the network of the work site.

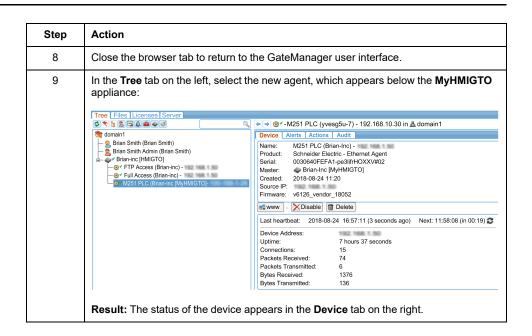
It is also possible for multiple agents to connect to the same device: for example one to establish an FTP connection to the device, and another to build a Vijeo Designer project transfer connection to the device.

Creating an Agent

Proceed as follows:







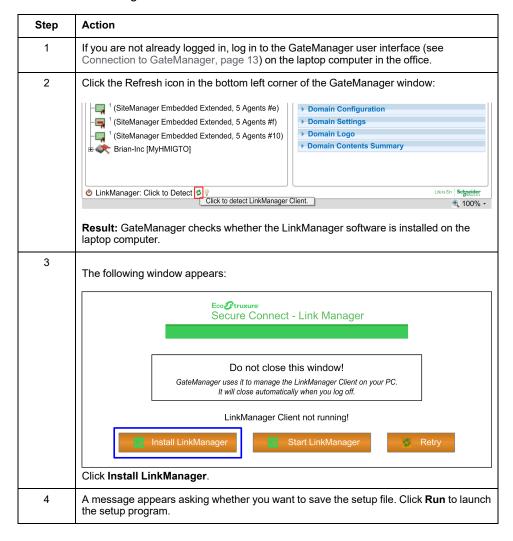
Step 6: Installing LinkManager

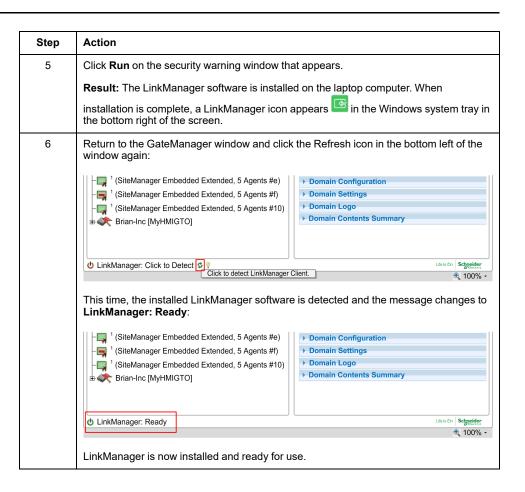
Overview

The next step is to install LinkManager on the laptop computer in the local office.

Installing LinkManager

To install LinkManager:



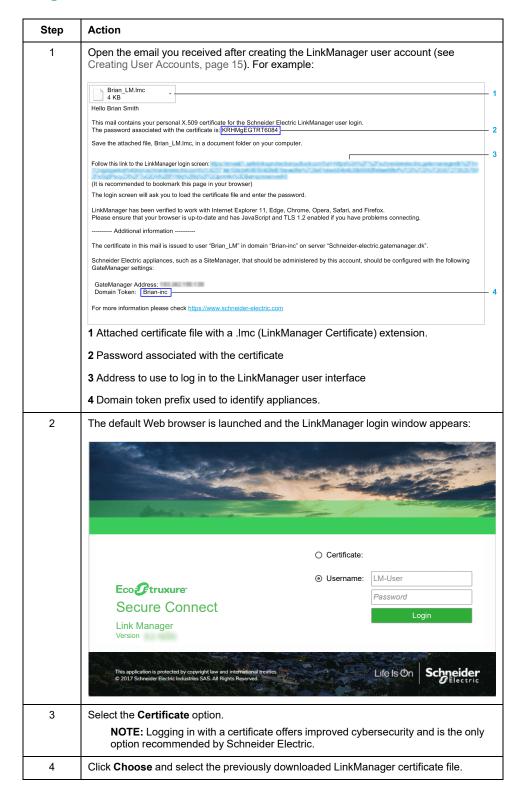


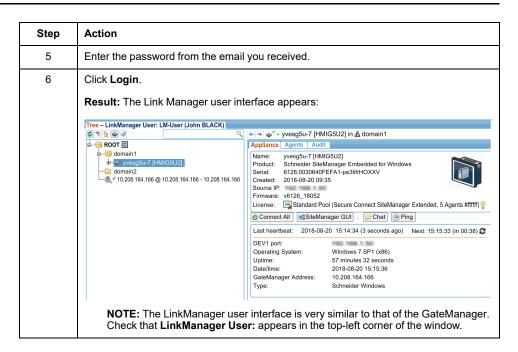
Step 7: Starting LinkManager and Connecting to Device

Overview

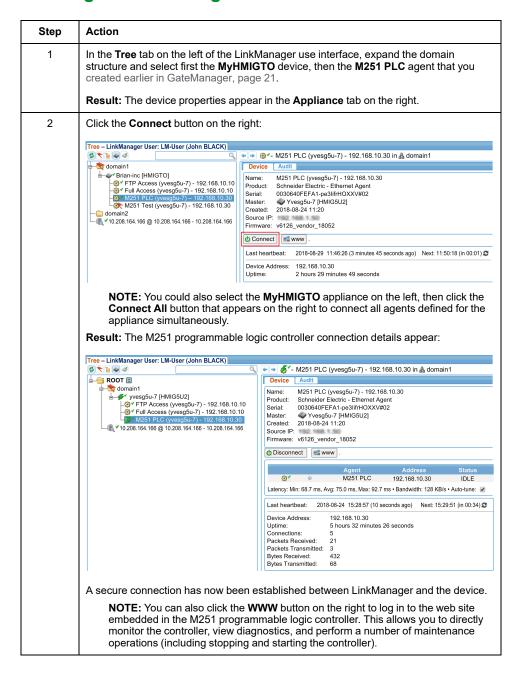
The final step is to log in to LinkManager on the laptop computer and view data generated by the device.

Logging in to LinkManager

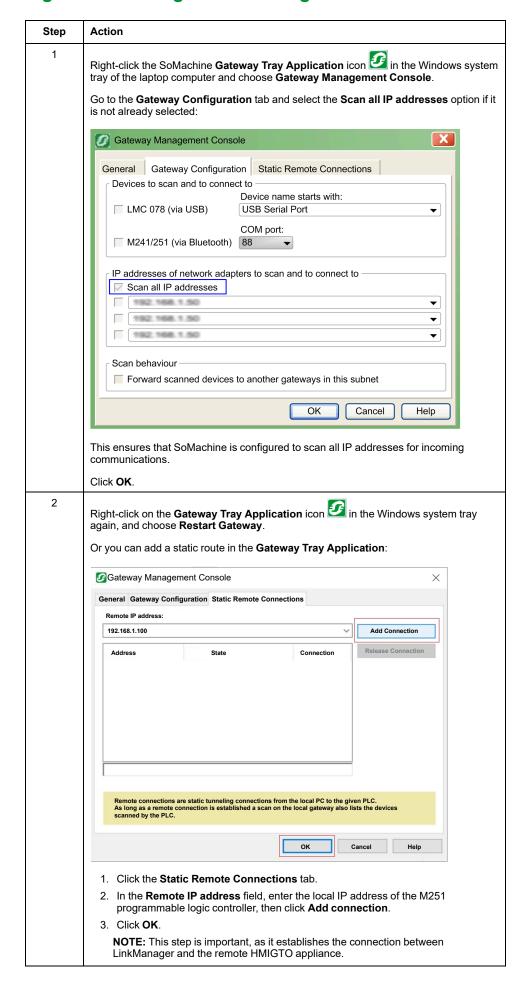


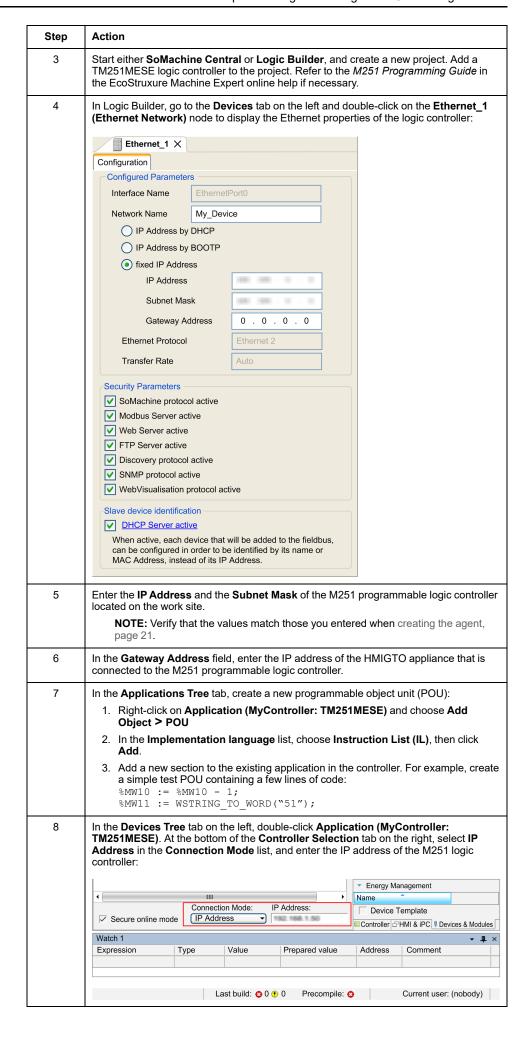


Connecting to the M251 Programmable Logic Controller



Remotely Programming the M251 Programmable Logic Controller





Step	Action
9	Click the Login button on the toolbar, or choose Online > Login .
10	Click Yes on the window that appears to log in to the logic controller.
11	Click OK to transfer the new POU from the LinkManager laptop computer to the logic controller on the work site.
12	In the Application tree tab, click the Start/Stop icon on the toolbar to start and stop running the POU on the logic controller.
	You are now in control of the program running on the remote M251 programmable logic controller!

Glossary

A

agent:

An object that contains all the parameters necessary for LinkManager to connect to a remote device. For example, an agent might specify use of the FTP protocol, the IP address of the device, and use of the standard FTP port number.

appliance:

An HMI/iPC display unit that LinkManager can connect to.

D

device:

A device, such as a Programmable Logic Controller (PLC), that connects to a display unit.

display unit:

Indicates a touch-panel display unit manufactured by Schneider Electric for displaying the screen interface designed in Screen Editor or Logic Program Software.

domain token:

A text string provided to you when you register EcoStruxure Secure Connect. When concatenated with the appliance name, uniquely identifies appliances in your domain.

domain:

A private area of the GateManager software in which to configure and manage users, appliances, licenses, audit logs, alerts, automated actions, and so on.

G

GateManager:

It is used for user administration and access control for LinkManagers, and acts as communication broker between LinkManagers and SiteManagers.

Н

HTTPS:

Hyper Text Transfer Protocol Secure

L

LinkManager:

The software installed on your computer, allows remote access to SiteManager and/or devices represented by agents on the SiteManager.

S

SiteManager Embedded Basic:

One of the license formats required to use SiteManager Embedded. Allows access to the display unit and registration of up to two agents.

SiteManager Embedded Extended:

One of the license formats required to use SiteManager Embedded. Allows access to external IP devices – such as PLCs, IPCs, server, Web camera, and so on, on the same network as the display unit, and registration of five agents or more.

SiteManager Embedded:

Software used to set up access to the EcoStruxure Secure Connect network. This software may not be required as you can set up the network connection from the offline screen of some display units.

SiteManager:

Refers to display units on the work site connected to the EcoStruxure Secure Connect network.

subdomain:

A logical division of a domain, useful for organizing equipment based on purpose, access level, physical location, and so on.

Т

TLS:

Transport Layer Security

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