SIEMENS

IC Remote Access Portal

With Web-Server OZW772 and OZW672

User Guide

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Building Technologies

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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.

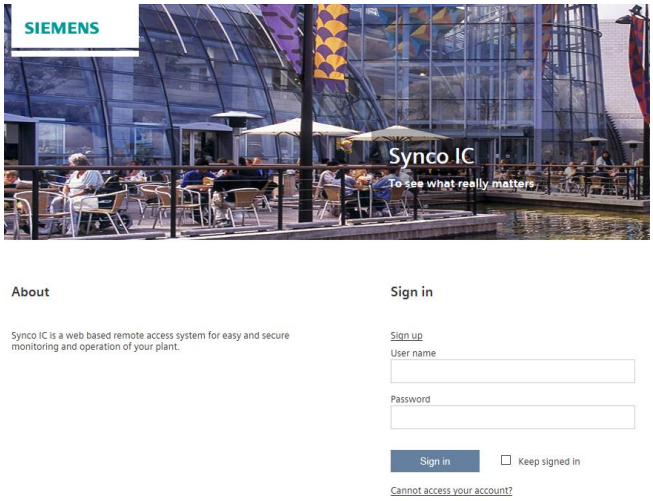
The Remote Access Portal permits remote servicing of the plant at any time (24/7) and from anywhere.

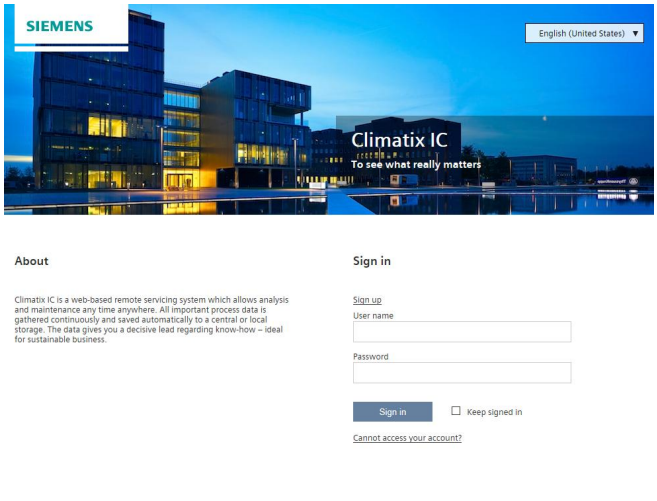
After signing in on the web browser, you access the plant as per plant rights. The portal offers new ways to setup user-defined access (e.g. installers) to plants.

2 access points area 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 (common alarms) can be sent by e-mail.
- New ways to manage plants and users via the portal.
- Secure communications thanks to encryption (HTTPS).

Technical requirements

Recommended web browser

The web browser must support HTML5.

The following web browsers were successfully tested:

- PC web browser: Internet Explorer V10, Firefox V24
- Smart phone web browser: Preinstalled browsers on iPhone or Android, as an alternative Opera Browser

Firmware and network integration of the OZW772/OZW672 web servers

The OZW772/OZW672 web server requires at least firmware V5.2.

The firmware state of your web server is available in the "Device information" menu. You can upgrade the firmware version at the following link if the current version is too old.

- OZW772: https://support.industry.siemens.com/cs/ww/en/view/62564534
- OZW672: https://support.industry.siemens.com/cs/ww/en/view/62567396

OZW772/OZW672 web server is installed and connected to the Internet.

The installation instructions are included in the packaging.

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

Entering the portal

Requirements for using the portal

The following initial steps are required to enter the portal:

- Registration [→ 6]
- Sign in [→ 7]
- Manage plant data [→ 8]

Result:

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

Registration

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 "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 "Register"".
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".

Learn more

Handling the activation key [→ 27]

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 without operator intervention. The webpage 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.

Learn more

Support on technical problems [→ 23]

Change password and user name [→ 24]

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 "Registration" of a new device, at the existing user account (the portal permits this workflow as well).
- Click "Activate Plant" in the "Administration" menu.
- In the plant "Settings", if selected in the "Administration" menu.

Plant data

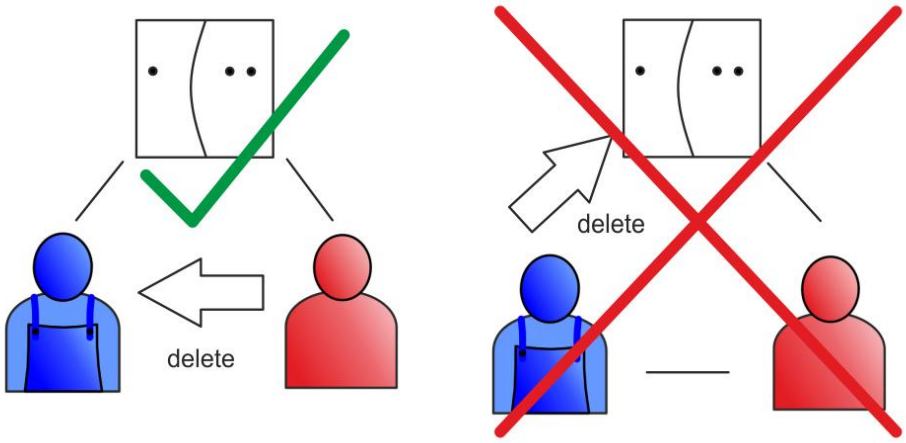
1. Fill in the entry fields with meaningful information.
2. Under "Time zone" enter the time zone of the plant if located in a different time zone as the operating environment.
3. If you want connection supervision (on/offline status), enable with "On". You are informed by e-mail if the plant if offline.
4. Conclude the procedure, depending on the context, with "Activate" or "Save".

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 box, select the "Account details".
3. Click "Delete my profile".
4. Observe all the cautions!
5. Click "Yes" to confirm.

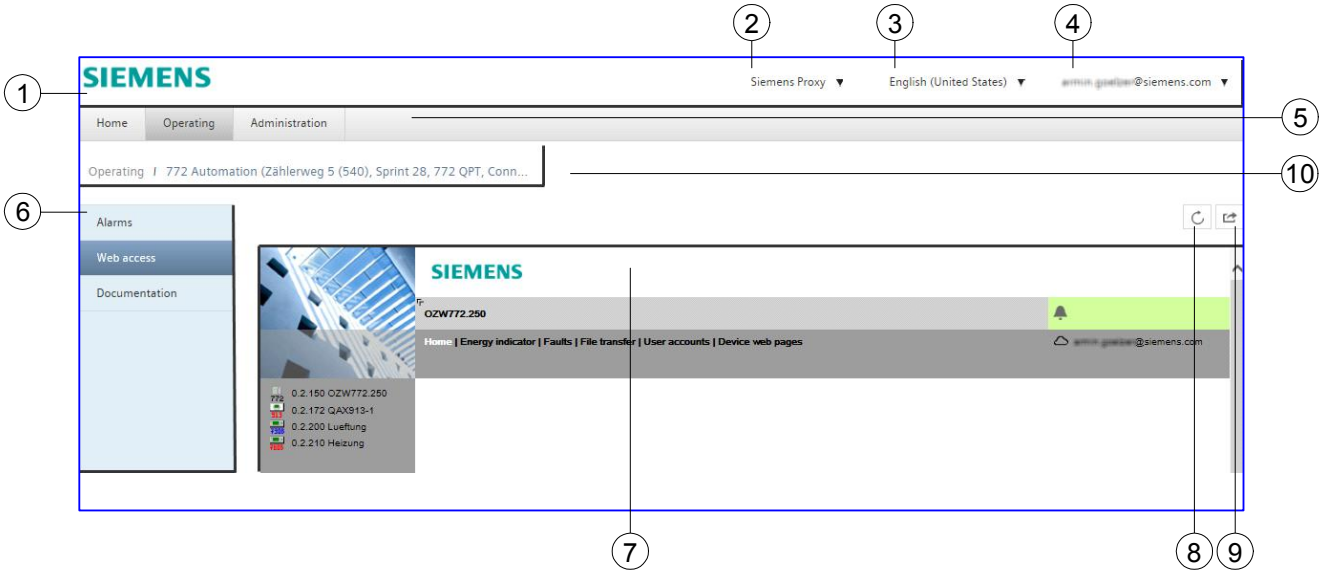
	NOTICE
	Plants require at least one user. The plant is also deleted, or no longer accessible, if the only user for a plant deletes the profile.

Learn more

Overview of user roles [→ 28]

Webpage setup and settings

Webpage setup



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

Change tenant area

A tenant is a closed area in the portal. You must be assigned more than one area to switch.

1. Click select tenant button.
   ⇨ Opens up a dropdown list box of possible tenants.
2. Select the desired tenant.

Change language

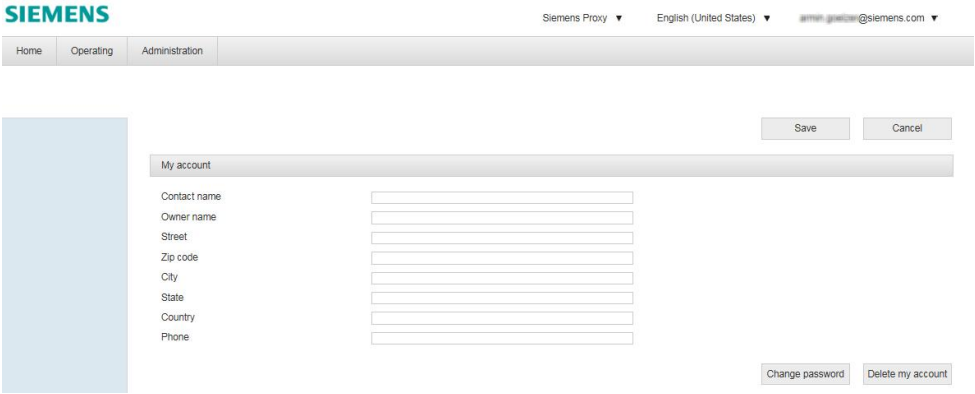
The portal is available in various languages. The settings act on the web server display language (see note below).

1. Click select language button.
   ⇨ A dropdown list field 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. • It can take up to 15 minutes for the web server to change the portal language after the fact. • To force an immediate change in this case, you must log off, delete the browser memory and change the portal language first.

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 the button "Account details and log off".
2. In the dropdown list box, select the "Account details".
   ⇨ 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".

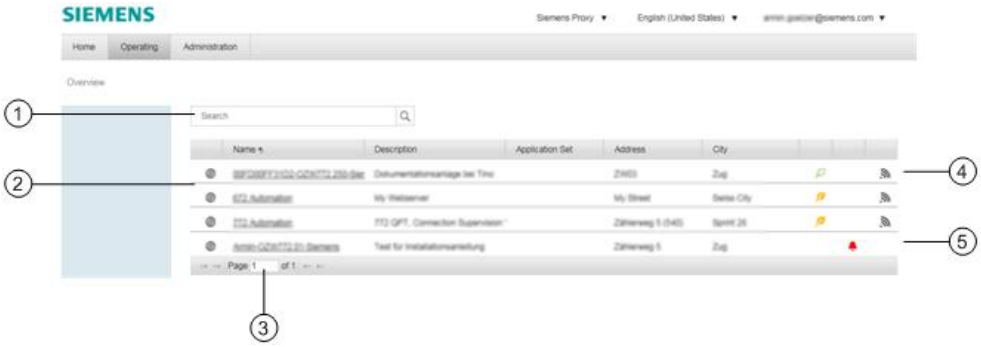
There is a better way than simply closing the window:

- 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.

Plant operation

Plant overview

Plant list



1 Search for plants. Search by a plant's full or partial name.
Hint: Simply leave the field empty and search (displays all plants).

2 Plant list.

3 Navigation on multiple pages.

4 Example of a plant that is online.

5 Example of a plant that is offline.

Active and info symbols in the workpane

Symbol / element	Meaning/function
	Clickable "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 just a few minutes.

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 represents common errors. 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.

Setup remote access to plant

Select the use case and set it up

- Permit remote access for the installer [→ 17].
- Setup end user access to the portal service [→ 18].

Permit remote access for the installer

▷ You are an end user and want to grant remote access to your plant to the installer.

▷ You are registered and logged on to the portal (Entering the portal [→ 6]).

▷ You have the user role owner or administrator.

1. In the primary navigation, go to "Administration".
   ⇨ 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 user role for the installer.

	NOTICE
	User 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 "Learn more".

Result:

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

Learn more

Overview of user roles [→ 28]

Setup end user access to the portal service

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

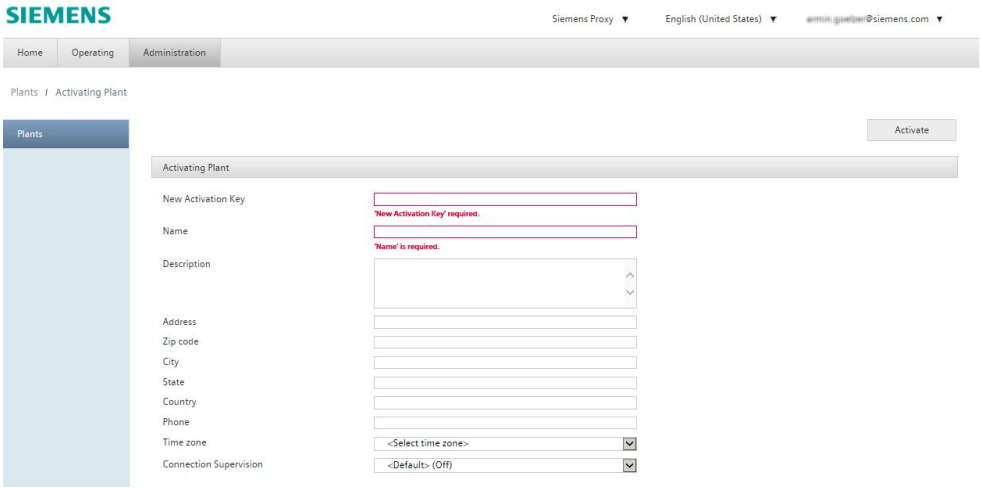
Activate plant

▷ You are registered and logged on to the portal (Entering the portal [→ 6]).

▷ You have the user 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.

1. In primary navigation, select "Administration".
2. Click "Activate Plant".



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

	NOTICE
	User 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 "Learn more".

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.

Learn more

Overview of user roles [→ 28]

Administration for end user [→ 26]

Set up alarm notification

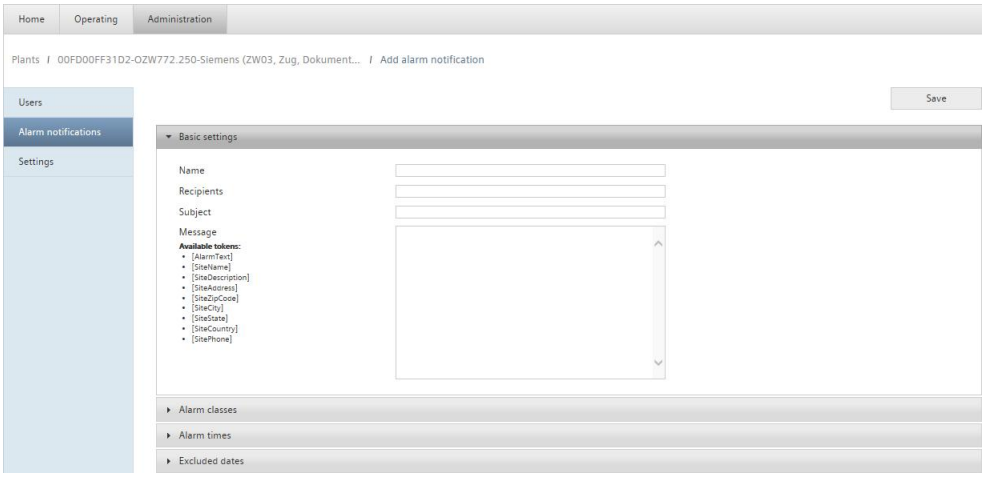
Set up alarm notification as end user or installer for your own or a customer plant.

▷ The plant is connected to the Remote Access Portal (Entering the portal [→ 6]).

▷ You must have the user role "Owner" to set up alarm notification (compare in this regard Setup remote access to plant [→ 17]).

▷ 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, under "Basic settings", configure the notification and define the times to receive (or not receive) notifications under "Alarm times" and "Excluded dates".

Result:

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

Note the following

- Add dashes and spaces as needed.
- Select all "Alarm classes" (default).
- For "Alarm times" and "Excluded dates", an active entry is only made after clicking "⊕"; clicking "⊖" deletes the entry.
- Error cannot be differentiated via portal functionality; they are just common messages.

Example: Reacting to an alarm

- For your classification of the portal's alarm functions, see "Plant detail view [→ 16]", section "Alarms".
- For notification per mail on common alarms, please note "Set up alarm notification [→ 20]".

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

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

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

1. Click the red alarm symbol .
   ⇨ The plant's detail view is opened in the "Alarms" menu.
   Current, pending errors are listed with timestamp 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. In the web user interface, in primary navigation, go to "Faults".
6. Compare the timestamp from the portal and the web interface (column "Fault info") to ensure that you are researching the same fault.
7. In the "Device name" column, ID the device causing the fault.
8. At "Home > [Device]" go to the device causing the fault and handle the cause of the fault if possible via remote access.

Security on the Remote Access Portal

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 in northern Europe

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.downloads.siemens.com.
- Self information via the Service and Support Portal https://support.industry.siemens.com.
- Submit a support request: http://www.siemens.com/automation/support-request.

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.

Change password and user name

Change password

Change your portal password periodically for security reasons.

▷ You are logged onto the portal.

1. On the navigation ribbon, click "User profile and log out".
2. In the dropdown list box, select the "Account details".
   ⇨ Displays your account profile.
3. In the right lower corner, click "Change password".
4. Enter the appropriate fields and confirm with "Change password".

⇨ You 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

▷ You have plant owner or administrator rights.

▷ 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 "User".
   ⇨ 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 "User 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.

⇨ The portal automatically sends your new user name to the e-mail address for log on.

Delete old user names

▷ You have logged on to the portal using e-mail you received and the new user name.

▷ 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 "User".
   ⇨ 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.

⇨ The old user name is no longer assigned to a plant and is automatically deleted in the system.

Administration for end user

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

- Plant activation, see Registration [→ 6].
- Add user to plant, see "Setup remote access to plant [→ 17]".
- Add alarm notifications for a plant, see "Set up alarm notification [→ 20]".
- Modify plant settings, see "Manage plant data [→ 8]".
- Delete plants, see "Delete plant and own profile [→ 9]".

Handling the activation key

Activation key

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

- is printed on the packaging and can be scanned there using a QR code reader.
- is included in the package insert.
- is located under the "Device information" menu of the web server as of firmware version V5.2.

Find activation key on upgraded web servers

The web server also receives an "activation key" when upgrading to firmware version V5.2 The key is required to use the Remote Access Portal.

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 in this case also under the "Device information" menu of the web server.

Overview of user roles

The following is an overview of user role functionality:

Function	Owner	Administrator	Enduser	Service	State view
Create additional plants, activate	X	X			
Delete plants	X				
Create user	X	X			
Assign/unassign plant user	X	X			
Set up alarm notifications	X				
Operate plant data points at the end-user level	X	X	X		
Operate plant data points at the service level	X	X		X	
Monitor plant overview	X	X	X	X	X

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