SIEMENS

Climatix IC

Remote Access with Gateway/Webserver

User Guide – Getting Started

Building Technologies

Contents

Cyber security disclaimer

Siemens provides a portfolio of products, solutions, systems and services that includes security functions that support the secure operation of plants, systems, machines and networks. In the field of Building Technologies, this includes building automation and control, fire safety, security management as well as physical security systems.

In order to protect plants, systems, machines and networks against cyber threats, it is necessary to implement – and continuously maintain – a holistic, state-of-the-art security concept. Siemens' portfolio only forms one element of such a concept.

You are responsible for preventing unauthorized access to your plants, systems, machines and networks which should only be connected to an enterprise network or the internet if and to the extent such a connection is necessary and only when appropriate security measures (e.g. firewalls and/or network segmentation) are in place. Additionally, Siemens' guidance on appropriate security measures should be taken into account. For additional information, please contact your Siemens sales representative or visit https://www.siemens.com/global/en/home/company/topic-areas/future-of-manufacturing/industrial-security.html.

Siemens' portfolio undergoes continuous development to make it more secure. Siemens strongly recommends that updates are applied as soon as they are available and that the latest versions are used. Use of versions that are no longer supported, and failure to apply the latest updates may increase your exposure to cyber threats. Siemens strongly recommends to comply with security advisories on the latest security threats, patches and other related measures, published, among others, under https://www.siemens.com/cert/en/cert-security-advisories.htm.

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 • Measures/prohibitions to prevent the hazard

Qualified personnel

Only qualified personnel may commission the device/system. In this regard, 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 solution/service (including copyright owners and license agreements) can be viewed at the following link:

• Go to https://www.climatixic.com in the footer on entry "OSS".

• Direct: https://www.climatixic.com/Content/OSS_ClimatixIC.htm

1 About this document

1.1 Reference documentation

Document ID	Title	Topic
A6V101022127	Gateway OCI670…	Gateway data sheet
N5712	Web server OZW672…	Web server data sheet
A6V101022140	Gateway OCI670…	Gateway commissioning
C5712	Web server OZW672…	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.
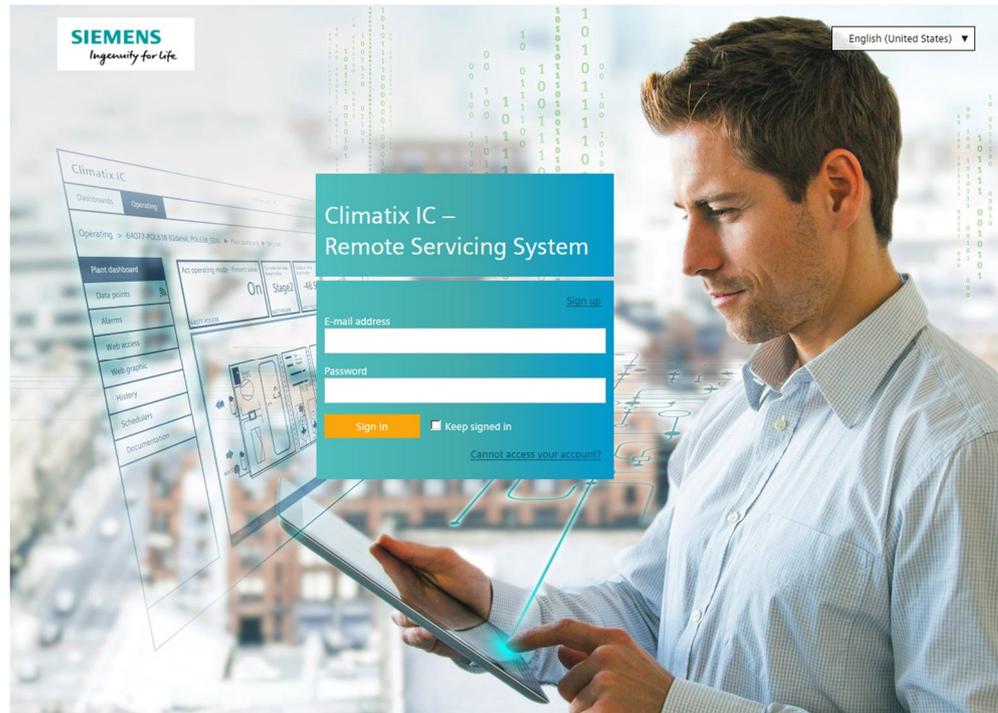
Functions

- 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)

[i]	*NOTICE*
	No connection to networks with web proxy servers
	The gateway/web server cannot connect to the portal via a proxy server.

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
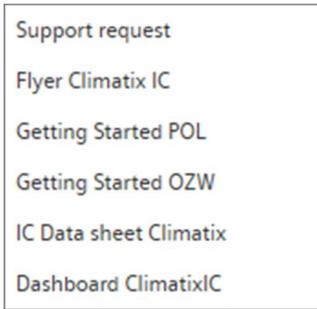
Accessible documentation

- "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 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 for news.
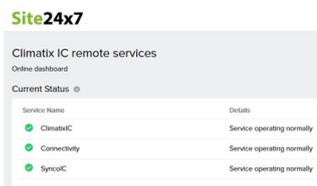
IC dashboard

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.

Cookie information

You must confirm the cookie information every 90 days.

Language selection

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

4.2 Sign in

Sign in

▷ You have received an e-mail with an invitation link and temporary password.

1. Enter the User name (your e-mail address) and (temporary) password and click "Sign in".

   ⇨ You are requested to change the password.

2. **NOTICE! Read the note below for accepting Climatix IC passwords.**
   Create a secure password and confirm the new password below it.

3. Click "Change password" to confirm the change.

⇨ Your individual password is active and you are now forwarded to an entry mask.

[i]	*NOTICE*
	Climatix IC accepts the following passwords:
	A secure password consists of at least 8 characters and includes at least one of the 4 character groups:
	• Latin capital letters (A…Z) • Latin low-case letters (A…Z) • Digits (0…9) • Non-alphabetic characters (e.g. !, $, +,?)

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 notified as soon as a new password is set using the "Forgot password?".
- For security reasons, a new sign in is required after 24 hours of uninterrupted user activity.

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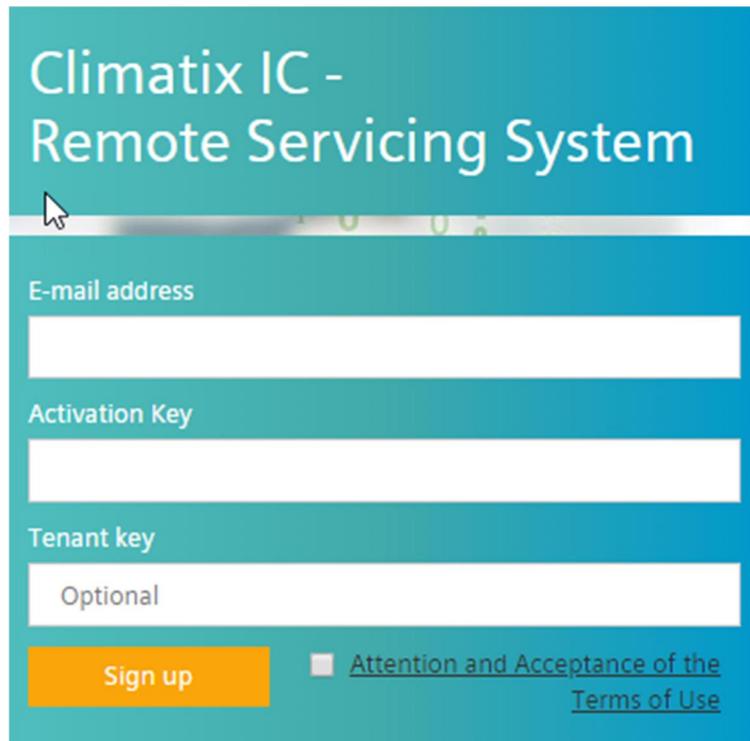
As a rule, you are invited by e-mail the first time you contact Climatix IC, in other words, you follow the workflow as described under "Sign in".

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.

Upload is refused! The file you are trying to upload represent a security risk (e.g contains a virus).

New file   Browse...   No file selected.

Upload file   Cancel
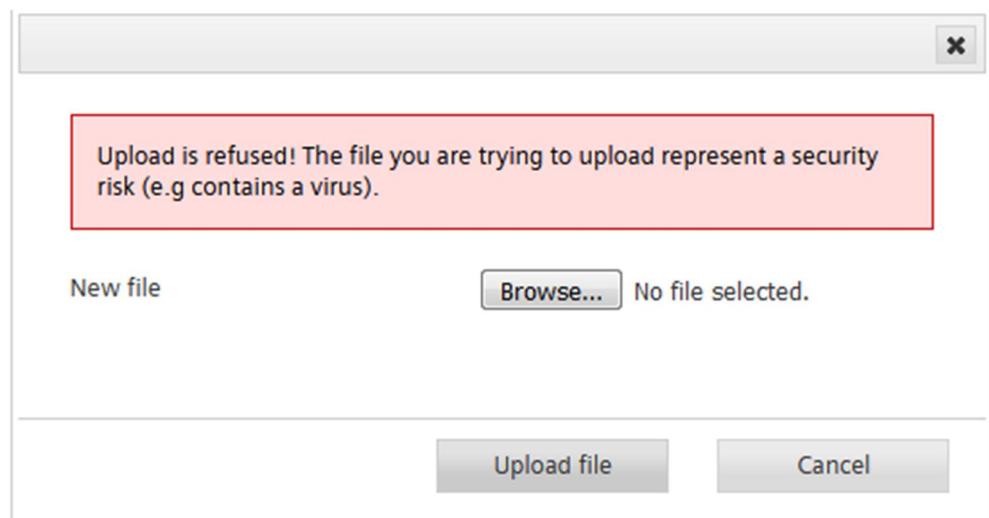
6 Support on technical problems

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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