SIEMENS

Synco IC

Cloud and Remote Access for OZW772, OZW672, WTV676 and WTV776

User Guide

Contents

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.

Liability disclaimer

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:

● Navigate to https://www.siemens-syncoic.com In the footer to entry "OSS".

● Direct: https://www.siemens-syncoic.com/Content/OSS_ClimatixIC.htm

1 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 the following website:

https://www.siemens.com/global/en/products/automation/topic-areas/industrial-cybersecurity.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 the following website:

https://www.siemens.com/cert/ => 'Siemens Security Advisories'.

2 About this document

2.1 Reference documentation

Document ID	Title	Topic
N5701	Web server OZW772...V8.0	Web server data sheet
N5712	Web server OZW672...V8.0	Web server data sheet
C5701	Web server OZW772...V8.0	Web server commissioning
C5712	Web server OZW672...V8.0	Web server commissioning
A6V11157961	M-bus web server WTV676-HB6035	M-bus web server data sheet
A6V11157985	M-bus web server WTV676-HB6035	M-bus web server user's guide

3   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 privileges. The portal offers new ways to setup user-defined access (e.g. installers) to plants.

Your access point is: https://www.siemens-syncoic.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.
- Alarm messages, invoicing and trend files can be sent by e-mail.
- New ways to manage plants and users via the portal.
- Secure communications thanks to encryption (HTTPS).

4 Requirements

4.1 Technical requirements

OZW firmware version
● The OZW772/OZW672 web server requires firmware V5.2 or higher.
● Firmware 7.0 is recommended and required to use the Remote Tool Access.

Firmware version WTV676
The web server WTV676-HB6035 has firmware version
WTV676_WI-2.23_FW-2.4-16-2.3.bin or higher.

NOTICE
Update firmware version
The firmware must be updated to firmware version WTV676_WI-2.23_FW-2.4-16-2.3.bin, if the web server WTV676-HB6035 is using an older version.

Additional information on the firmware version is available in the M-bus web server user's guide (Document A6V11157985), see "Reference documentation [→ 5]".

Information on updating to firmware version is included in Section "Update firmware".

Network connection and online status
● OZW772/OZW672 or WTV676-HB6035 web server is installed and connected to the Internet. The mounting instructions are included in the packaging.
● The OZW or WTV676-HB6035 is online, if
  – The power LED is flashing green (1 Hz), or
  – The power LED is flashing orange (the energy indicator is active).

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

Web browser
The browser must support HTML5.
● The latest versions of Google Chrome and Mozilla Firefox have been tested. (as of publication date)
● Internet Explorer is no longer supported

5   Entering Synco IC

Requirements for using Synco IC

The following initial steps are required to enter the portal:

- Register [→ 10]
- Login [→ 14]
- Manage plant data

Result

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

5.1 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 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 easy-to-understand information and objectively on what services are or were available. The service can be subscribed as RSS feed.

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

5.2 Register

NOTICE	
!	**OZW registration** The OZW web server must be connected to Synco IC to register. The operating LED on the OZW web server flashes as soon as it is connected to Synco IC. Detailed information on commissioning the OZW web server is available in the OZW web server commissioning guides (Documents C5701 and C5712), see section "Reference documentation [→ 5]".

First-time registration (new user)

You must set up a user account to work with Synco IC. The activation key for a OZW772, OZW672, WTV676-HB6035, or WTV776-HB6035 web server is always required as the first step. The activation key is supplied as a label with the web server and is also available on the web server.

Detailed information on the activation key is available at 'Activation key and QR code'.

i	You can scan the activation key with your cell phone and send by e-mail. This simplifies entry of the activation key, which is then copied to the corresponding field. Do not activate the activation key in advance.

Proceed as follows to register Synco IC:

◈ Select https://www.siemens-syncoic.com (for Synco controllers and Sigmagyr controllers RVL4.., RVP3.., RVD2..)

⇨ The login page for Synco IC opens.

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, OZW672 or WTV676-HB6035, WTV776-HB6035 web server.

4. Accept the general terms and conditions.

5. Confirm entries with 'Sign up'.

   ⇨ You receive an e-mail at the indicated e-mail address.

ℹ️ You do not receive an e-mail since you are already registered on the portal.

◈ Click the link in the e-mail to confirm your registration.

   ⇨ You are forwarded directly to the Synco IC website where you can enter your data.

1. Enter your first name and last name.

2. Enter a password and confirm it.

3. Accept the general terms and conditions.

4. Click 'Create'.
    ⇨ You are forwarded directly to the Synco IC website where you can activate your plant.

◈ Click 'Activate'.

⇨ Your plant was activated.

⇨ You are automatically entered in the role of 'Owner'.

First-time login (new user)

You must authenticate yourself the first time you log in by entering your e-mail address.

For detailed information on login, see Login [→ 14].

Add plants

You can add web servers (OZW or WTV676) in Synco IC after initial registration on the cloud. You must register plants to add them. Click the link "Register" and activate the plant using a valid activation key.

Activation of additional plants is also possible via the menu "Administration" > "Plants" (OZW only). You must sign in before activating plants.

For detailed information on activating additional plants for OZW, see section "Set up end user access to the portal service".

| i | You must use the link "Register" on the start page for initial registration and activation of plants. |

5.3 Login

i	You must register to log in to Synco IC.
	For detailed information, see section 'Register [→ 10]'.

NOTICE
!	Ensure you are in the desired tenant area after signing in.
	Additional information on switching tenants is available in section "Switch tenant".

First-time login (new user)

You set the login procedure to log in to Synco IC the first time you log in.

◈ Click 'Login'.
  ⇨ You can log in using an e-mail address or an account at a social network.

Log in with an e-mail address

1. Enter your e-mail address.

2. Click 'Login'.

3. Enter your password.

4. Click 'Login'.

    ⇨ You must now authenticate.

1. Go to Google Play or the app store for an external device, such as a cell phone.

2. Install an authentication service on the external device, .e.g. 'Microsoft Authenticator'.

3. In the authentication service, press the plus icon in the top right.

    ⇨ The 'Add account' window opens.

4. Create a new account under 'Other (Google, Facebook, etc.)'.

5. Using the new account, scan the QR code provided by Synco IC.

1. Click 'Next'.
2. Enter the code from the authentication app.

◈ Click 'Create'.
   ⇨ You are forwarded directly to your plant.

Login using a social network account

You can log in using one of the following social networks. Possible selections:

● Microsoft (private account): For all Microsoft accounts including outlook.com or live.com
● Google (private account): For all Google accounts including gmail.com or googlemail.com
● Siemens ID (not for Siemens users): The Siemens-internal IDP Service (based on Auth0) allows external users to use Siemens apps.
● Siemens Employees: This service is intended for Siemens employees only and was changed to Microsoft Entra ID. See section 'Log in as Siemens employee' below.

NOTICE	
!	**Identical e-mail address for social network and Synco IC** The e-mail address used for Synco IC must match the e-mail address used to log in via the social network.

Example: Login with Google account

◈ Click 'Login'.

◈ Click 'Google'.
   ⇨ You go to the page to select the account for logging in.

1. Enter and confirm the password.
2. Click 'Next'.
   ⇨ You are now logged in to Synco IC.

Log in as Siemens employee

◈ Click 'Login'.

◈ Click 'Siemens employee'.

⇨ You are automatically logged in via Siemens Entra ID.

⇨ Go to the Synco IC landing page.

NOTICE	
i	**Synco 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 login and out

Note the following functions for login/out:

- 30 minute session timeout: The connection automatically ends after 30 minutes of inactivity. The web page returns to the log-in screen.
  NOTICE! **Only the activity on the first tab is registered when working in multiple browser tabs.**
- The user account is locked for 60 seconds after 6 attempts with the wrong password.
  – Additional attempts only extend the lockout.
  – Microsoft 'Smart Lockout' is used here.
- For security reasons, a new login is required after 24 hours of uninterrupted user activity.

NOTICE	
i	**Protect passwords** ● Do not pass on your user name and password for Synco IC to third parties. ● 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]

6 Synco IC and security

6.1 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).

6.2 OZW and WTV676 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.

7 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://siemens.com/bt/download.
- Own information via the Service and Support Portal https://support.industry.siemens.com.
- Submit a support request: http://www.siemens.com/automation/support-request.