

Synco IC


Remote Access for OZW772 and OZW672

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:

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

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.siemens-syncoic.com> in the footer on entry "OSS".
- Direct: https://www.siemens-syncoic.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
N5701	Web server OZW772...V7.0	Web server data sheet
N5712	Web server OZW672...V7.0	Web server data sheet
C5701	Web server OZW772...V7.0	Web server commissioning
C5712	Web server OZW672...V7.0	Web server commissioning


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

Your access point is: <https://www.siemens-syncoic.com>.



SIEMENS

Synco IC
To see what really matters

Info

Synco IC is a web based remote access system for easy and secure monitoring and operation of your plant.

Sign In

Sign up

Username

Password

Sign In Keep signed in

[Cannot access your account?](#)

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 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 state

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

Network connection and online status

- OZW772/OZW672 web server is installed and connected to the Internet. The mounting instructions are included in the packaging.
- OZW 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 (as of the date of publication for this document) of Google Chrome and Mozilla Firefox have been tested.
- Internet Explorer is no longer supported

4 Entering Synco IC

Requirements for using Synco IC

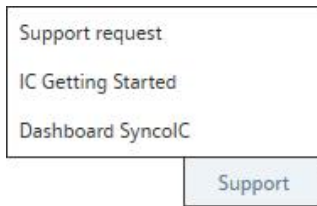
The following initial steps are required to enter the portal:

- Registration [→ 10]
- Sign in [→ 11]
- Manage plant data

Result

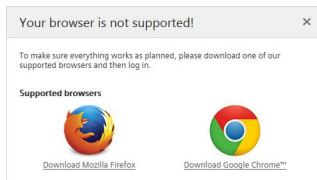
- You can access your plant via portal services.
- You can assign other persons (e-mail addresses) a plant role on your plant.

4.1 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.

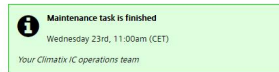


Information on unsupported browsers

A clear information window indicates that Synco IC was opened by an unsupported browser.

Info

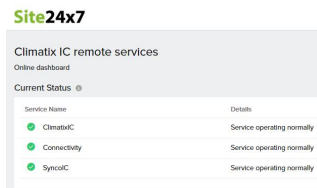
Climatix IC is a web-based remote servicing system which allows analysis and maintenance any time anywhere. All important process data are gathered continuously and saved automatically to a central or local storage. The data gives you a decisive lead regarding know-how – ideal for sustainable business.



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 Registration

You must set up a user account to work with Synco IC. The activation key for a OZW772 or OZW672 web server is always required as the first step.

- Go to the following URL to start Synco IC:
 - <https://www.siemens-syncoic.com>
(for Synco controllers and Sigmagyr controllers RVL4.., RVP3.., RVD2..)
- 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 "Sign up".
- 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".

4.3 Sign in

Change password at first sign in


w 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".
 - a 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.
 - a 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 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.

	NOTICE
	<p>Protect passwords</p> <ul style="list-style-type: none"> • Do not pass on your user name and password for Synco 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 following the instructions.

5 Synco IC and security

5.1 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).

5.2 OZW 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.

6 Support on technical issues

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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