u-link Remote Access Service

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HOW IT WORKS?

❶ WWH: World Wide Heartbeat for the periodic check of router connections

❷ User has to initiate the pass-through connection

Microsoft Azure

u-link

WWH Server ❶

VPN Server ❷
u-link Firewall

Web Portal

u-link Remote Access Service

u-link Heartbeat instance – WWH (TCP/443)

Outgoing VPN connection (TCP/443)

Outgoing HTTPS connection (TCP/443)

u-link Heartbeat instance – WWH (TCP/443)

Outgoing VPN connection (TCP/443)

Service Firewall

Local Service Network

Factory Firewall

Remote Network

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u-link VPN client

PC Service
Access via Standard browser

Ethernet device 1

Ethernet device 2

Ethernet device 3

u-link VPN Client instance

OFFICE NETWORK

PLANT NETWORK
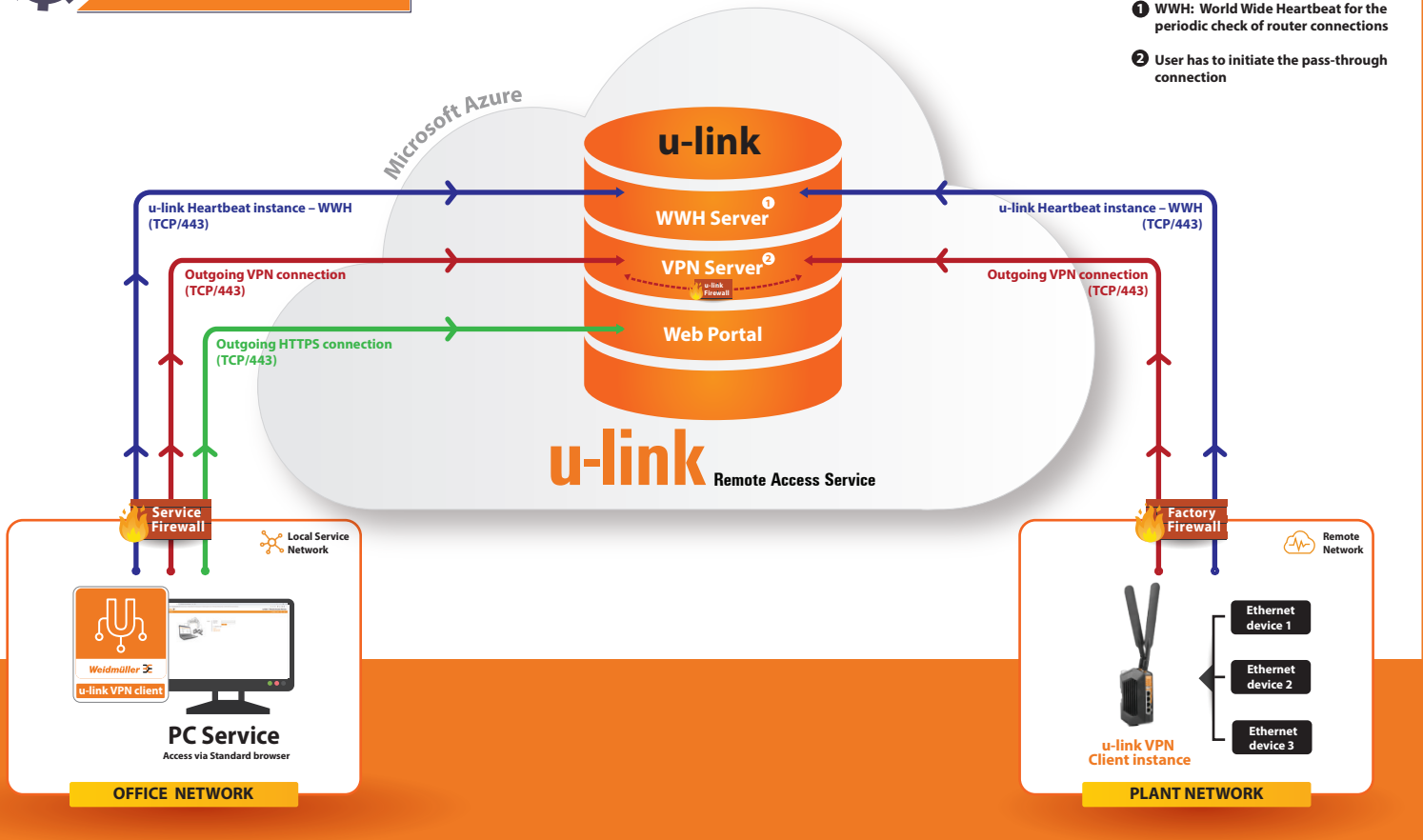
u-link benefits for plant operator

Full control of access to the remote asset

- No access during production time as VPN access is controlled locally
- Least privilege principle - Integrated organization- and rights management ensures every user to have only as many rights as needed
- Full transparency of user access and activity due to detailed logging

Reduce downtimes

- No waiting times for service technicians to be on site
- Thanks to servers located worldwide and a system availability of over 99.6 %, a fast response time via remote support is guaranteed

No change in Factory Firewall

- Both the WWH and VPN connections use outgoing TCP port 443, which is usually allowed by default

Cyber security compliant

- Development and operation according to ISO 27001
- Machine manufacturers can remotely update routers and end devices to mitigate security vulnerabilities
- Authentication of VPN access using X.509 certificates
- With WEB Access feature potential malware cannot spread from service PC to machine network
- The integrated u-link firewall ensures access only to specified devices and services

Information Security Management
ISO 27001 Certified