Rockwell Automation

FactoryTalk®
Remote Access™

Advancing support capabilities and expanding expertise through secure remote connectivity

FT FactoryTalk

by ROCKWELL AUTOMATION

Remote access value drivers for OEMs & System Integrators (SIs)

Enabling the next generation of smart machines

Improve response time
by leveraging new support and troubleshooting tools

Cost savings
by reducing travel and other expenses

Maximize productivity
by fast-tracking fixes with quick on-demand response times

New revenue streams
by creating new and enhanced service contracts and as-a-service business models

Remote access value drivers for End Users

A core component of The Connected Enterprise®

Improve uptime
by having instant access that results in faster issue resolution

Increase efficiency
by leveraging real-time collaboration tools and flexibility with OEMs and SIs as an extension of your workforce

Increase security
by adhering to IT standards and enabling restricted access

Better visibility to analytics
by harnessing machine performance data

3

Overview

The FactoryTalk Remote Access solution delivers secure communications over the internet to enable performance and security for on-demand remote assistance, installation, programming, troubleshooting, and maintenance of any remote automation system and application.

- **FactoryTalk Remote Access Manager**

    Streamlined device and user management

- **Remote Access Endpoints**

   A growing list of remote access endpoints that enable secure connectivity to automation equipment.

    - **FactoryTalk Remote Access Runtime**
        - Secure connectivity to any compatible PC

    - **Stratix® 4300 Remote Access™ Router**
        - Secure connectivity to automation equipment

    - **Remote Access Ready**
        - Products that ship with a FactoryTalk Remote Access Runtime license included

STREAMLINED DEVICE AND USER MANAGEMENT

The FactoryTalk Remote Access Manager is cloud-based software, available in FactoryTalk Hub™, which streamlines the management of the entire remote access solution in a single place for your organization.

The FactoryTalk Remote Access Manager provides the security and functionality needed to manage users and devices through an easy-to-use web-client based software.
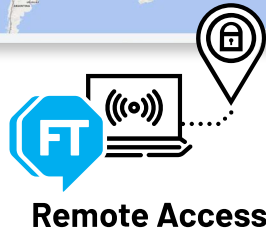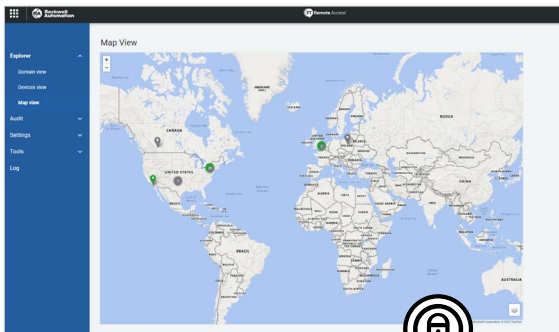
Remote Access

Flexible User Management

Manage, create and set permissions for permanent and temporary users within your organization. Invite users, as needed, into your remote access domain to support cross business collaboration extending your workforce and capabilities.

Manage and Configure Devices

Set up, configure and manage your remote access endpoints, including the Stratix 4300, all in one place. The software enables you to configure settings, control access, view system information, set permissions based on device, providing you full control over your solution.

Multiple Device Views

There are multiple options for viewing and organizing your devices using the domain view, device view and map view. Leverage folders to organize your assets that belong to your domain in a way that makes sense for your organization.

INHERENT FLEXIBILITY

There is a growing list of options for secure remote connectivity that support evolving requirements, enabling your business to be innovative when selecting the best option for your applications.
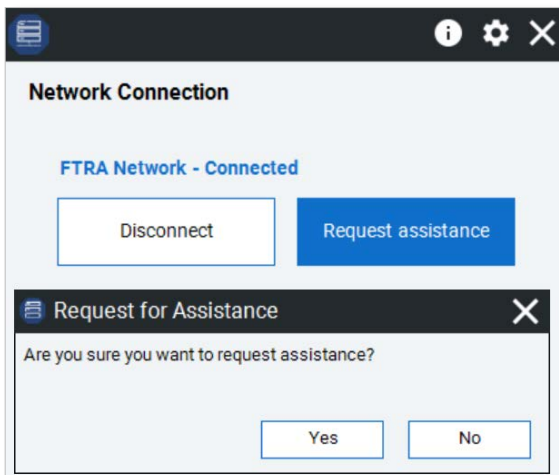
Runtime Software

The FactoryTalk Remote Access Runtime software is an installable application that enables any compatible Windows or Linux PC to be a remote access endpoint.

Remote Access Ready

The portfolio of Remote Access Ready endpoints is growing, which provides your organization options when it comes to selecting the best remote access endpoint for your application.
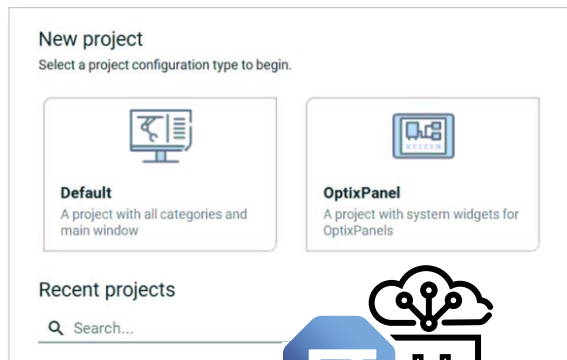
Third-Party Compatibility

FactoryTalk Remote Access breaks down connectivity barriers with third-party compatibility, providing the ability to integrate with any automation system.

ENHANCE PRODUCTIVITY

FactoryTalk Remote Access includes built in collaboration features that boost productivity and resolution time.
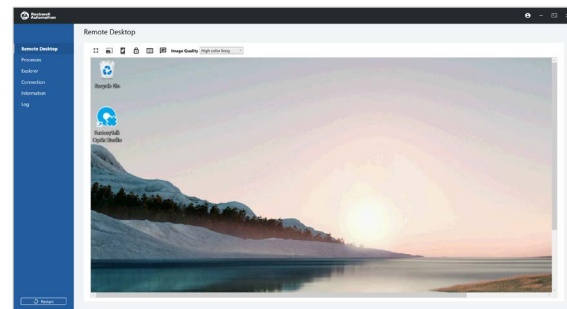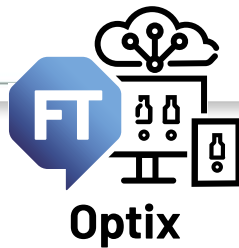
Optix


● **FactoryTalk® Optix™ Integration**

FactoryTalk Remote Access has inherent integration with FactoryTalk Optix for deploying or updating a FactoryTalk Optix application, screen mirroring and connectivity to the automation network.

● **FactoryTalk Hub**

The FactoryTalk Hub, the Software as a Service (SaaS) platform from Rockwell Automation, supports cross-functional collaboration and workforce enablement through a variety of services, including FactoryTalk Remote Access.

● **Interactive Tools**

Leverage the interactive tools while securely connected to your remote endpoint, such as, remote desktop with chat, screen capture and file explorer and transfer.
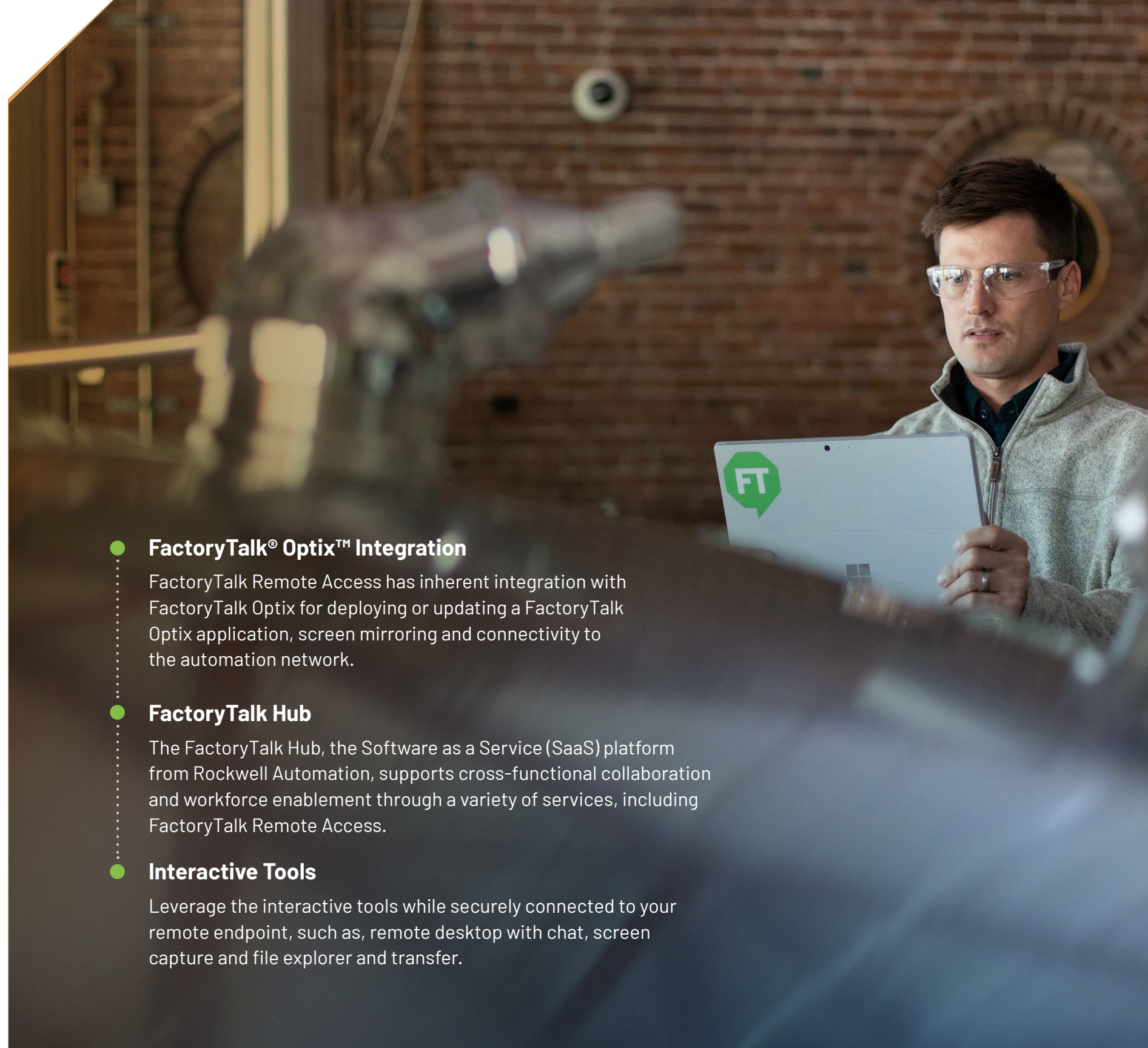
BUILT-IN SECURITY

FactoryTalk Remote Access has fundamental security features and functionality that follow IT standards and policies.

Integrated Firewall
Configure permission policies for traffic over the VPN tunnel

User Group Management
Create roles-based permanent and temporary users and assign to a specific group

Audits and Logging
Logging of remote connections and administrative activities performed by who, on what and for how long

Asset Management
Organize remote machines in a hierarchical form and establish user group management

Authentication
Confirming only trusted devices may be registered to the account domain

Physical Enablement
No remote connectivity can occur without physical enablement when using the Stratix 4300 Remote Access Router
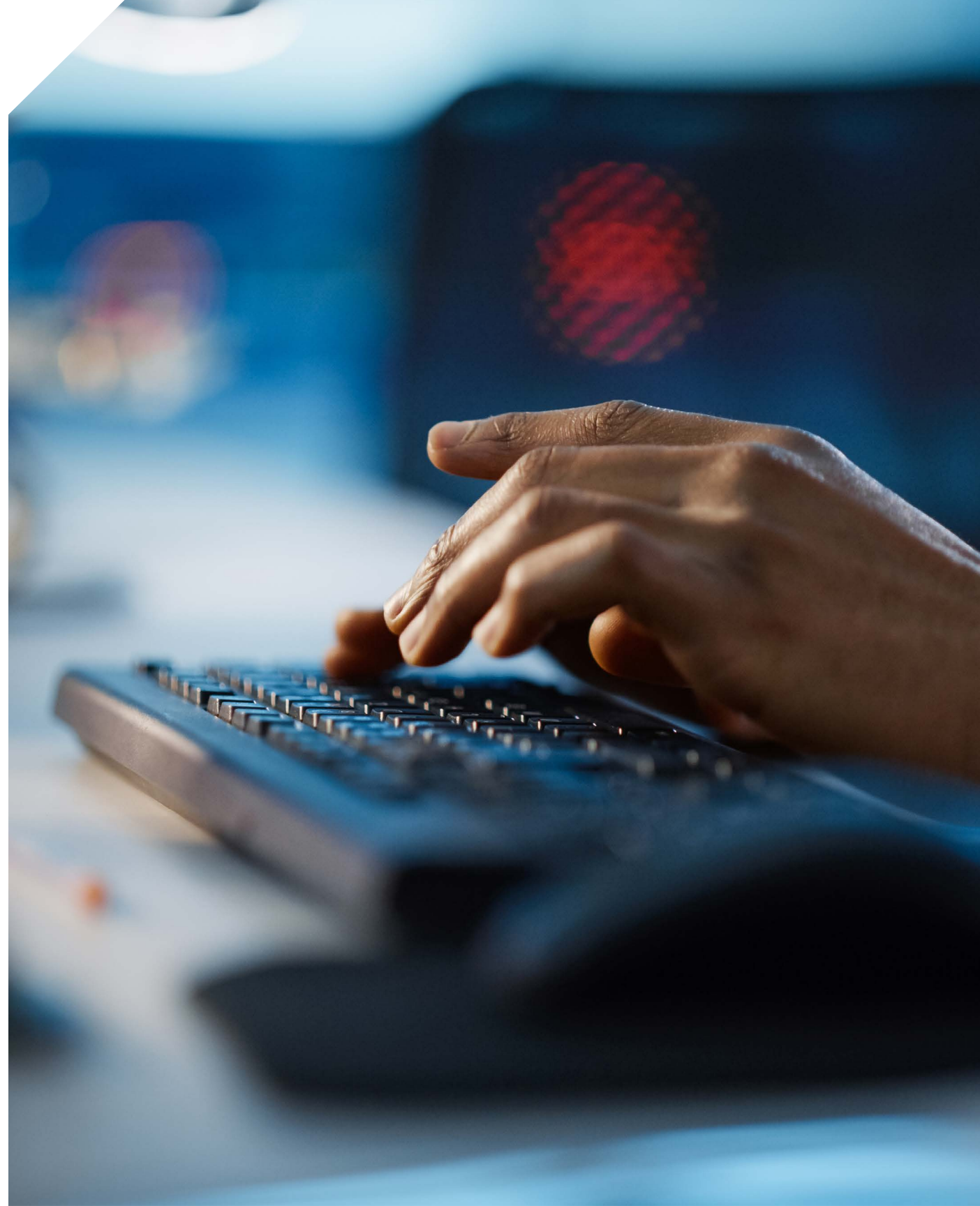
To learn more about remote access, contact a Rockwell Automation
sales representative or visit: www.rockwellautomation.com.

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