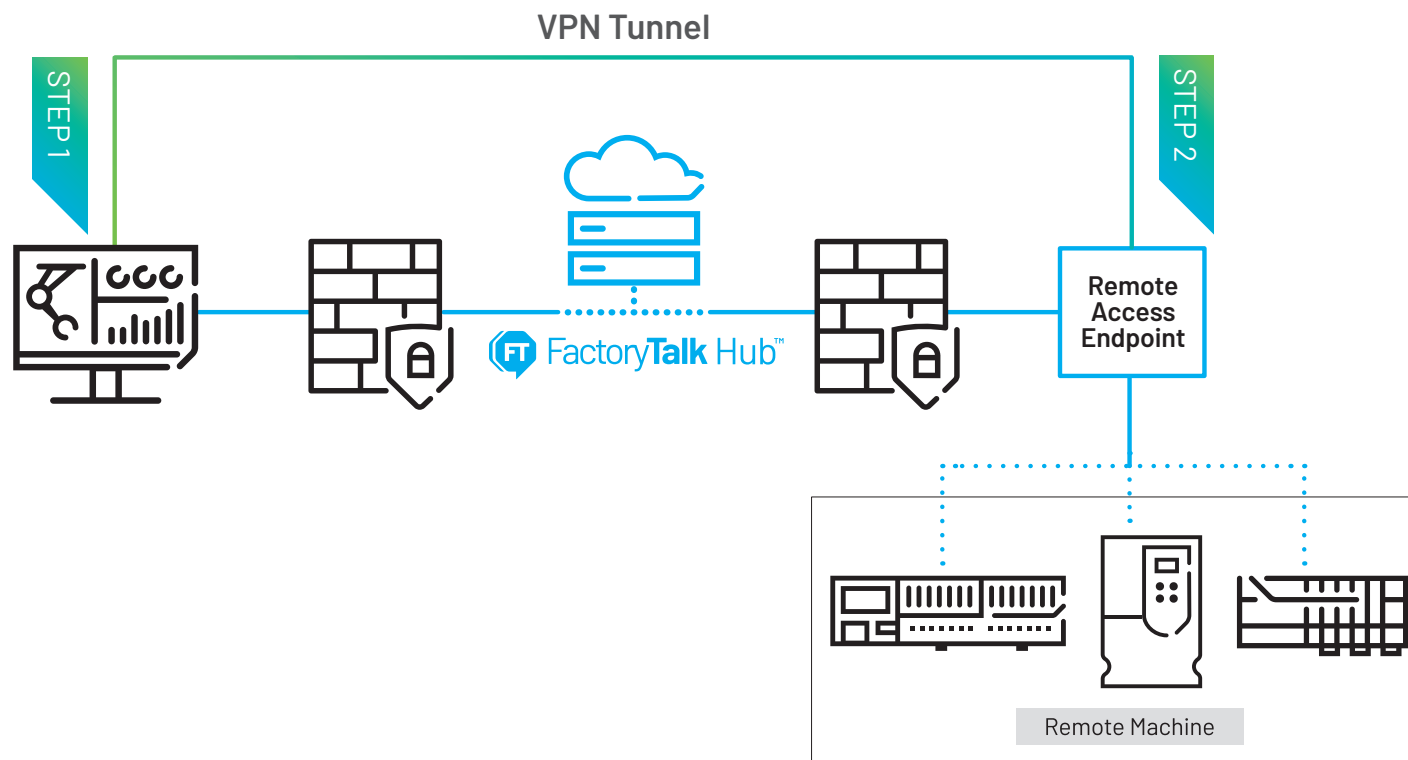# FactoryTalk

by **ROCKWELL AUTOMATION**

FactoryTalk® Remote Access

ORDERING GUIDE

FactoryTalk®
Remote Access

The FactoryTalk® Remote Access is used for secure communications over the Internet ensuring performance and security for on-demand remote assistance, installation, programming, updates, troubleshooting and maintenance of remote systems and applications. Users access FactoryTalk® Remote Access™ via FactoryTalk® Hub™ (factorytalkhub.com).

VPN Tunnel

STEP 1

STEP 2

FactoryTalk Hub™

Remote Access Endpoint

Remote Machine

Ordering guide quick overview

Order the number of FactoryTalk® Remote Access™ concurrent connections required.

FactoryTalk® Remote Access™ Manager software components are ordered from the Rockwell Automation [Commerce Portal](#).

- From the FactoryTalk® Remote Access™ product family page, choose 1, 2, 5, 10, 25, 50 or Unlimited concurrent connections. Concurrent connections are available only by subscription.
- Select the desired support option: 8x5 or 24x7.

Select a remote access endpoint:

FactoryTalk® Remote Access™ Runtime

If using the FactoryTalk® Remote Access™ Runtime software is desired.

From the Recommended Products on the FactoryTalk® Remote Access™ product page on the Rockwell Automation **[Commerce Portal](#)**.

- Select FactoryTalk® Remote Access™ Runtime Basic or Pro.
- Order the quantity of runtime software required.

Stratix® 4300 Remote Access™ Routers

If using the Stratix® 4300 Remote Access™ Routers, contact your local Rockwell Automation Authorized distributor to order.

OptixPanel™ Standard and Compact

If using the OptixPanel™ Standard and Compact, contact your local Rockwell Automation Authorized distributor to order.

Embedded Edge Compute Module

If using the Embedded Edge Compute Module, contact your local Rockwell Automation Authorized distributor to order.

Detailed ordering guide

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Select the number of concurrent connections required for the FactoryTalk Remote Access Manager subscription.

STEP1

The FactoryTalk Remote Access Manager software is a cloud-based subscription software available in FactoryTalk Hub and is accessible via a web browser. The Licensing is based on the number of concurrent connections or the number of users that will be connected to a remote access endpoint at the same time.

The number of concurrent connections purchased will result in an "entitlement" (activation) being available for allocation to the FactoryTalk® Hub™ Organization[1] associated with the purchaser.

Note: Concurrent connections are not additive and cannot be split between multiple FactoryTalk® Hub™ Organizations.

[1] **Please note:** a **FactoryTalk® Hub™** has **Organizations, which** are a collection of services, users, and entitlements that can be defined and managed in the FactoryTalk® Hub™.

FactoryTalk® Remote Access™ Manager	Features & Concurrent Connections (1, 2, 5, 10, 25, 50, Unlimited)
User profiling and permission control	✔
VPN	✔
Advanced log and audit (Connections and administration activities)	✔
Management of folders and sub-folders	✔

Detailed ordering guide

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Select a remote access endpoint

STEP 2

Remote Access Endpoints	Basic Connectivity*	Pro Connectivity**	Additional Information
FactoryTalk Remote Access Runtime Basic software[1] Any computer or virtual machine running Windows or Linux Ubuntu 22	Included[1]		[FactoryTalk Remote Access Solution](#)
FactoryTalk Remote Access Runtime Pro software[1] Any computer or virtual machine running Windows or Linux Ubuntu 22		Included[1]	[FactoryTalk Remote Access Solution](#)
Stratix 4300[2] Dedicated Remote Access Router		Included[3]	[Stratix 4300 Remote Access Router](#)
OptixPanel Compact[2] HMI dedicated terminal running Linux and with FactoryTalk Optix and Remote Access Runtime pre-loaded and licensed	Included[4]	Optional upgrade[1]	[OptixPanel Compact Graphic Terminals Product Profile](#)
OptixPanel Standard[2] HMI dedicated terminal running Linux and with FactoryTalk Optix and Remote Access Runtime pre-loaded and licensed		Included[3]	[OptixPanel Standard Graphic Terminals Product Profile](#)
Embedded Edge Compute module[2] 1756 module running Linux with FactoryTalk Optix and Remote Access Runtime pre-loaded and licensed		Included[3]	[Embedded Edge Compute Module](#)
ASEM 6300[2] (available with FactoryTalk Remote Access 13.6 or later) Rockwell industrial computer with FactoryTalk Remote Access Runtime license included	Included[5]	Optional upgrade[1]	[ASEM 6300P Panel PC](#)

[1] Available from the software portal.

[2] Contact your local Rockwell Automation Authorized distributor to order.

[3] FactoryTalk® Remote Access™ Runtime Pro software and license is included at no additional cost.

[4] FactoryTalk® Remote Access™ Runtime Basic software and license is included at no additional cost.

[5] FactoryTalk® Remote Access™ Runtime Basic license is included at no additional cost.

*Basic Connectivity - FactoryTalk® Remote Access™ Runtime Basic allows connectivity to the endpoint running the runtime software, enabling direct visibility of the applications running on the HMI or Industrial PC through remote desktop.

**Pro Connectivity - FactoryTalk® Remote Access™ Runtime Pro allows connectivity to the endpoint running the runtime software and to the networks attached to it.

Example ordering use cases

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EXAMPLE USE CASE 1

System Integrator

An SI is looking to enable remote assistance to their existing deployed systems or applications, which already contain a Windows-based HMI. This SI has hundreds of deployed systems globally and 20 support engineers. However, only 5 support engineers may need to occasionally troubleshoot these remote systems at the same time.

Remote connectivity is needed to the HMI and to the devices on the network attached to it.

Solution: FactoryTalk Remote Access Pro

STEP 1
From the Commerce Portal, select **FactoryTalk® Remote Access™ 5 Concurrent Connection Subscription**.

STEP 2
Select either 8x5 or 24x7 support. This selection also applies to the Runtime support level.

STEP 3
From the list of Recommended Products, select **FactoryTalk® Remote Access™ Runtime Pro Perpetual**.

STEP 4
Select quantity based on the number of machines that you desire to remotely connect to. One runtime for each machine.

EXAMPLE USE CASE 2

OEM

An OEM wants to enable their machines for remote access. The machine has 3 Ethernet devices. There are 2 engineers who need to remotely support and maintain these machines at the same time. They currently use an unmanaged switch on this machine.

Solution: Stratix 4300

STEP 1
From the Commerce Portal, select **FactoryTalk® Remote Access™ 2 Concurrent Connections Subscription**.

STEP 2
Select either 8x5 or 24x7 support.

STEP 3
Contact a Rockwell Automation authorized distributor to purchase a **Stratix® 4300** with catalog number 1783-RA5TGB for every machine you desire to enable remote assistance.

Example ordering use cases

EXAMPLE USE CASE 3

OEM

A very large OEM is looking to enable remote assistance to their new machines. This OEM deploys 100s of machines globally with a dedicated graphic terminal as their HMI and has 100 support engineers. There could be as many as 50+ support engineers that may need to be connected to a machine at the same time.

Remote connectivity is needed just to the HMI.

Solution: OptixPanel Compact

STEP 1
From the Commerce Portal, select **FactoryTalk® Remote Access™ Unlimited Concurrent Connection Subscription**.

STEP 2
Select either 8x5 or 24x7 support.

STEP 3
Contact a Rockwell Automation authorized distributor to purchase an OptixPanel™ Compact for each machine.

EXAMPLE USE CASE 4

End User

An End user has several disconnected machines that they would like to enable remote access to. These machines are built by different OEMs. Remote access must be turned on and off using a physical key switch.

Up to 10 users could be invited to connect remotely at the same time.

Solution: Stratix 4300

STEP 1
From the Commerce Portal, select **FactoryTalk® Remote Access™ 10 Concurrent Connection Subscription**.

STEP 2
Select either 8x5 or 24x7 support.

STEP 3
Contact a Rockwell Automation authorized distributor to purchase a **Stratix® 4300** with catalog number 1783-RA2TGB for each machine.

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