

niagara remote™

Niagara Remote™ provides remote access to a Niagara station from any Internet-connected, browser-equipped device. Connectivity from station-to-station is now in Beta phase. No additional hardware, gateways or VPNs needed.

PRODUCT DEFINITION

The need for remote connection to a Niagara-based network of devices arises often in the daily life of the Niagara Framework® user. Niagara Remote™ is a service from the Niagara Cloud Suite™ that addresses that need, providing a productivity-enhancing option for the busy user troubleshooting a deployment, doing regular engineering and maintenance work, or just checking the status of all operations across a Niagara-based network. Users can also build and edit Px graphics remotely.

Niagara Remote, is a strategic offering in support of hybrid Niagara network architectures. Customers seeking to optimally combine cloud and on-premises compute and data storage resources have a choice of secure and seamless connectivity options designed for enterprise IT environments. The HTML5 web views built into Niagara Framework® in version 4.15 and above expand what can be done remotely via browser, increasing the value of this cloud service. Niagara Remote is a powerful connectivity option for service businesses seeking centralized Niagara BMS capabilities. **Now in Beta*:** FoxC connectivity for inbound/outbound station-to-station communication. This expansion of Niagara Remote's connection capability offers a new scalable way to integrate multi-site Niagara devices to a centralized supervisor without a VPN or any additional hardware.

* Beta features are provided for evaluation purposes only and may be modified, suspended, or discontinued without further notice. Beta features should be used only as permitted under applicable Beta terms.



Users can log onto any Niagara-Remote-enabled Supervisor or JACE from a browser via an HTTPS/Port 443 (FoxS) connection.

HOW IT WORKS

Tridium understands that cybersecurity needs to be a key customer concern when deploying any cloud solution. Thus, Niagara Remote™ is designed to enforce the following procedures:

- ▶ Prior to use, subscribers register any Niagara Supervisor, JACE or edge device running Niagara Framework™ that are targeted for remote management via the Niagara Cloud Suite™ Management Portal.
- ▶ Once registered, the Niagara station creates an outbound websocket connection to Niagara Framework on port 443.
- ▶ To initiate remote management, the user logs into the Niagara Cloud Suite™ Management Portal from a browser.
- ▶ Upon completion of multifactor authentication (MFA) and with Transport Layer Security (TLS 1.2 or higher) encryption applied, Niagara Remote establishes a remote access session over the station's websocket connection.
- ▶ Once the remote access session to the station is established, the user must login to the station using their station credentials.
- ▶ To close the remote session, user logs out from every Niagara Supervisor or JACE that was accessed during the session.

FIREWALL FRIENDLY

- ▶ All user and station communications use HTTPS / websockets on port 443.
- ▶ Niagara station initiates outbound, remote access connection to the cloud. Inbound connections are not required.
- ▶ A single endpoint application program interface — api.niagara-cloud.com — is used for all communication with the station.

SECURITY FEATURES

- ▶ Multi-Factor Authentication required for remote access to station.
- ▶ Fine-grained, role-based access controls allow user access to be managed at the station level.
- ▶ TLS 1.2 or higher is used for all communications.

PREREQUISITES

Niagara Remote and other Niagara Cloud Suite™ offerings require an active Niagara Software Maintenance Agreement (SMA) throughout the term of the subscription. The end-customer should be updated to a current, supported release of Niagara Framework with all the latest cyber-threat protections applied. This is another aspect of Tridium's 'Secure by Default' policy for all Niagara Framework offerings.

NIAGARA CLOUD SUITE™ PORTAL

All Niagara Remote™ customers have access to the Niagara Cloud Management portal. From this portal, you can setup and access the following Niagara Cloud Suite services:

For systems integrators:

- ▶ Ability to register a device to a customer-unique cloud tenant
- ▶ Ability to create a partner-view hierarchy describing customer, project and subscribed device by hostID
- ▶ Ability to create and retrieve backups, if subscribed to Niagara Recover™
- ▶ Ability to assign customer users

For End Users (Building Owner/ Property Manager):

- ▶ View devices registered to their organization
- ▶ View and retrieve backups (if subscribed to Niagara Recover™).

ORDERING INFORMATION

Niagara Remote subscriptions can be ordered per Niagara instance (station) for an annual list price. A Niagara Cloud Suite SMA 3- or 5-year subscription that bundles Niagara Remote and Niagara Recover with an active Software Maintenance Agreement is also available.

Part Code	Description
NCS-REMOTE	Controller-level subscription
NCS-REMOTE-SUP	Supervisor-level subscription

SMA BUNDLES

Part Code	Description
NCS-SMA-8005-[3Y, 5Y]	NCS Recover and Remote [3 year, 5 year] bundle with SMA-8005-[3YR, 5YR] Maintenance
NCS-SMA-8010-[3Y, 5Y]	NCS Recover and Remote [3 year, 5 year] bundle with SMA-8005-[3YR, 5YR] Maintenance
NCS-SMA-8025-[3Y, 5Y]	NCS Recover and Remote [3 year, 5 year] bundle with SMA-8005-[3YR, 5YR] Maintenance
NCS-SMA-8100-[3Y, 5Y]	NCS Recover and Remote [3 year, 5 year] bundle with SMA-8005-[3YR, 5YR] Maintenance
NCS-SMA-8200-[3Y, 5Y]	NCS Recover and Remote [3 year, 5 year] bundle with SMA-8005-[3YR, 5YR] Maintenance
NCS-SMA-9005-[3Y, 5Y]	NCS Recover and Remote [3 year, 5 year] bundle with SMA-8005-[3YR, 5YR] Maintenance
NCS-SMA-9010-[3Y, 5Y]	NCS Recover and Remote [3 year, 5 year] bundle with SMA-8005-[3YR, 5YR] Maintenance
NCS-SMA-9025-[3Y, 5Y]	NCS Recover and Remote [3 year, 5 year] bundle with SMA-8005-[3YR, 5YR] Maintenance
NCS-SMA-9100-[3Y, 5Y]	NCS Recover and Remote [3 year, 5 year] bundle with SMA-8005-[3YR, 5YR] Maintenance
NCS-SMA-9200-[3Y, 5Y]	NCS Recover and Remote [3 year, 5 year] bundle with SMA-8005-[3YR, 5YR] Maintenance

Note: Availability of cloud services may vary by country or region due to applicable regulatory requirements.

Contact your Niagara representative for more information.



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