niagara remote™

Niagara Remote™ provides web-based remote access to a Niagara station from any Internet-connected device. 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 helps you increase productivity for the user troubleshooting a deployment, doing regular engineering and maintenance work, or just checking the status of all operations across a Niagara-based network via the graphical user interface. Niagara Remote™ provides remote access to a Niagara Supervisor or JACE via a web browser, without the need for additional hardware, gateways or VPNs.
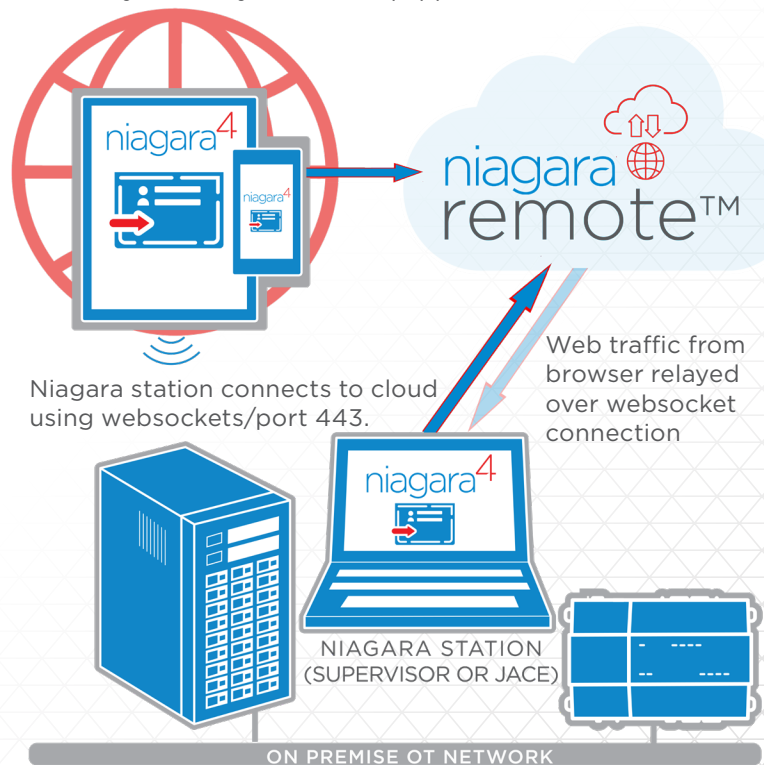
HOW IT WORKS

Tridium understands that cybersecurity is often 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 or JACE 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 the latest TLS 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.

Log into any Niagara Supervisor or JACE remotely from any browser-equipped device.

Niagara station connects to cloud using websockets/port 443.

Web traffic from browser relayed over websocket connection

NIAGARA STATION (SUPERVISOR OR JACE)

ON PREMISE OT NETWORK

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.

▶ TLS1.2 or higher is used for all communications.

PREREQUISITES

Niagara Remote and other Niagara Cloud Suite offerings require an active Niagara Software Maintenance Agreement (SMA) for each Niagara instance throughout the term of the subscription. The end-customer's Niagara instance 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.

All Subscribers to an offering in the Niagara Cloud Suite have access to the Niagara Cloud Management portal. From this portal, subscribers 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 user

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.

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

To learn more about how to purchase and start using Niagara Remote™, contact your Tridium account manager or Niagara partner.

TRIDIUM

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