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PLX35-NB2 User Manual

March 15, 2019

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**Important Installation Instructions**

Power, Input, and Output (I/O) wiring must be in accordance with Class I, Division 2 wiring methods, Article 501-4 (b) of the National Electrical Code, NFPA 70 for installation in the U.S., or as specified in Section 18-1.J2 of the Canadian Electrical Code for installations in Canada, and in accordance with the authority having jurisdiction. The following warnings must be heeded:

**WARNING** - EXPLOSION HAZARD - SUBSTITUTION OF COMPONENTS MAY IMPAIR SUITABILITY FOR CLASS I, DIV. 2;

**WARNING** - EXPLOSION HAZARD - WHEN IN HAZARDOUS LOCATIONS, TURN OFF POWER BEFORE REPLACING OR WIRING MODULES

**WARNING** - EXPLOSION HAZARD - DO NOT DISCONNECT EQUIPMENT UNLESS POWER HAS BEEN SWITCHED OFF OR THE AREA IS KNOWN TO BE NON-HAZARDOUS.

Class 2 Power

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**Agency Approvals and Certifications**

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# Contents

Your Feedback Please ................................................................. 2
How to Contact Us ....................................................................... 2
Content Disclaimer ...................................................................... 2
Important Installation Instructions .............................................. 3
Agency Approvals and Certifications ............................................ 3

## 1 Start Here

1.1 About the PLX35-NB2 Network Bridge .................................. 7
1.1.1 Specifications .................................................................. 8
1.2 PLX35-NB2 Package Contents ............................................. 9
1.3 Jumper Information ............................................................. 9
1.4 Failover and Automatic Backup & Factory Reset .................... 10
1.4.1 Failover ......................................................................... 10
1.4.2 Automatic Backup & Factory Reset ................................. 10

## 2 Quick Start

2.1 Local Configuration .............................................................. 11
2.2 ProSoft Connect Setup and Configuration ............................... 11

## 3 Installing the PLX35-NB2

3.1 LED Indicators ..................................................................... 14

## 4 Local Configuration using the PLX35-NB2 Configuration Webpage

4.1 Connecting to the PLX35-NB2 Webpage ............................... 17
4.2 Using the Overview Tab ...................................................... 19
4.3 Setting Gateway Configuration Parameters .......................... 19
4.4 Configuring Login Credentials ............................................ 22
4.5 Viewing Gateway Log file Activity ..................................... 24
4.6 Importing a Configuration File .......................................... 25
4.7 Exporting a Configuration File ........................................... 25
4.8 Updating the Gateway's Firmware (NB2) .............................. 26
4.9 Rebooting the Gateway ...................................................... 27

## 5 Cloud-based Management using ProSoft Connect

5.1 Login and Activate ProSoft Connect ..................................... 29
5.2 Create a new VPN Client ................................................... 32
5.3 Establish a VPN Connection .............................................. 36
5.3.1 Verifying the VPN Connection ...................................... 38
5.4 Using ProSoft Connect to Configure the PLX35-NB2 .......... 39
5.5 Adding Team Members ...................................................... 42
5.5.1 Editing Team Member Access ....................................... 43
5.6 Changing Firmware .......................................................... 44
Start Here

1.1 About the PLX35-NB2 Network Bridge

The PLX35-NB2 Network Bridge is the ideal solution for system integrators, machine builders, and OEMs requiring remote system access for commissioning, troubleshooting, or network maintenance.

During the commissioning phase, a network bridge is deployed on site with automation equipment. Once the equipment is installed and ready for configuration and programming, the bridge allows the user to remotely access the network to commission, maintain, and troubleshoot the system, thereby reducing travel time costs.

By deploying a network bridge to an existing network, the network bridge allows access from anywhere by authorized personnel. In the event of unscheduled downtime, an authorized user can connect to the network to minimize downtime and loss of profit.

Module configuration and remote connections are accomplished through ProSoft Connect, ProSoft Technology's secure, cloud-native platform for the Industrial Internet of Things (IoT).

The PLX35-NB2 allows users to:

- Securely connect to remote devices from any PC without having to use a 3rd-party software application
- Locally control the VPN connection through an EtherNet/IP® message.

The PLX35-NB2 provides 2 Ethernet ports. One port is used for the local network requiring remote access. The second port is used to connect to the internet.
### 1.1.1 Specifications

<table>
<thead>
<tr>
<th><strong>Power</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Power</strong></td>
<td>24 VDC nominal, 10 to 36 VDC allowed, Positive, Negative, and GND terminals</td>
</tr>
<tr>
<td><strong>Power Connector</strong></td>
<td>Three pin, screw terminal, screw retention, black</td>
</tr>
<tr>
<td><strong>Current Load</strong></td>
<td>24 VDC nominal @300 mA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Internal Specs</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EtherNet/IP</strong></td>
<td>Supports local control of VPN access through MSG instruction.</td>
</tr>
<tr>
<td><strong>Network Ports</strong></td>
<td>HTTP or HTTPS ports 8080</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Physical</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Enclosure</strong></td>
<td>Extruded aluminum with DIN clip</td>
</tr>
<tr>
<td><strong>Dimensions</strong></td>
<td></td>
</tr>
<tr>
<td>(H x W x D)</td>
<td>5.52 x 2.06 x 4.37 in</td>
</tr>
<tr>
<td></td>
<td>14.01 x 5.24 x 11.09 cm</td>
</tr>
<tr>
<td><strong>Shock</strong></td>
<td>IEC 60068-2-27; 20G @ 11ms (Operational)</td>
</tr>
<tr>
<td></td>
<td>IEC 60068-2-27; 30G @ 11ms (Non-Operational)</td>
</tr>
<tr>
<td><strong>Vibration</strong></td>
<td>IEC 60068-2-6; 10G, 10 to 150 Hz</td>
</tr>
<tr>
<td><strong>Ethernet Port</strong></td>
<td>(2) 10/100 Base-T, RJ45 connector</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Environmental</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operating Temperature</strong></td>
<td>IEC 60068; -22°F to +158°F (-30°C to +70°C)</td>
</tr>
<tr>
<td><strong>Humidity</strong></td>
<td>IEC 60068-30; 5% to 95%, with no condensation</td>
</tr>
<tr>
<td><strong>External Power</strong></td>
<td>10 to 30 VDC</td>
</tr>
<tr>
<td><strong>Peak Power Consumption</strong></td>
<td>&lt; 6W</td>
</tr>
</tbody>
</table>

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1.2 **PLX35-NB2 Package Contents**

The following components are included with the PLX35-NB2 and are required for installation and configuration.

**Important:** Before beginning the installation, please verify all of the following items are present.

<table>
<thead>
<tr>
<th>Qty.</th>
<th>Part Name</th>
<th>Part Number</th>
<th>Part Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>PLX35-NB2 Network Bridge</td>
<td>PLX35-NB2</td>
<td>2-port Network Bridge</td>
</tr>
<tr>
<td>1</td>
<td>2-pin Power Connector</td>
<td>002-0116</td>
<td>Power Connector</td>
</tr>
</tbody>
</table>

If any of these components are missing, please contact ProSoft Technology Technical Support for replacement parts. See Contacting Technical Support (page 51).

1.3 **Jumper Information**

The module has one visible set of jumper pins on the back of the gateway. These pins should only be jumped/shunted when resetting the gateway back to factory defaults.

To perform a factory reset:

1. Set the jumper on both pins and power-cycle the module.
2. Wait until the FLT, CFG and ERR LED’s flash in a reverse-clockwise direction (the gateway should boot twice by then).
3. You will notice all the LED’s flashing twice (except interface LED’s).
4. Remove the jumper and wait for the gateway to finish the power-cycle.
5. When the factory reset has finished, the CFG LED flashes.
1.4 Failover and Automatic Backup & Factory Reset

1.4.1 Failover

The Failover process provides a recovery mechanism whenever a serious malfunction renders the main filesystem inoperable.

If the system fails to boot up (all LEDs are solid on) 4 times in a row, on the 5th boot up the gateway will enter a failover state (the FLT LED is solid red and the CFG LED blinks amber). While in this state, the PLX35-NB2 can be accessible using its default configuration. A new upgrade can be performed on the gateway which should fix the serious malfunction that led to the failover state.

1.4.2 Automatic Backup & Factory Reset

If the system fails to boot up (all LEDs are solid on) 10 times in a row, on the 11th boot up the gateway tries to restore the backup firmware and configuration. The backup firmware and configuration are in place before the last upgrade was performed.

If the backup restore procedure has performed correctly, only the PWR LED will be lit upon boot up.

The automatic factory reset process takes place when the PLX35-NB2 needs to return to the default configuration. This is because the backup restore process has not succeeded. After this process is completed, it will run the factory default image with the default configuration, in an out-of-the-box condition. In this case, there is no need to use a jumper to perform a factory reset.

If the factory reset has performed correctly, the CFG LED will blink amber.
2 Quick Start

2.1 Local Configuration

<table>
<thead>
<tr>
<th>Task</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Install the module</td>
<td>13</td>
</tr>
<tr>
<td>Connect to the PLX35-NB2 webpage</td>
<td>17</td>
</tr>
<tr>
<td>Set gateway configuration parameters</td>
<td>19</td>
</tr>
<tr>
<td>Configure login credentials</td>
<td>22</td>
</tr>
<tr>
<td>Update firmware</td>
<td>26</td>
</tr>
</tbody>
</table>

At this point, your gateway is configured. You can now perform a number of other functions to customize and use the gateway. This manual describes all of the functions and features available to you.

2.2 ProSoft Connect Setup and Configuration

You can configure, maintain, and troubleshoot the gateway through ProSoft Connect.

<table>
<thead>
<tr>
<th>Task</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Obtain an activation key and login to ProSoft Connect</td>
<td>29</td>
</tr>
<tr>
<td>Create a VPN client</td>
<td>32</td>
</tr>
<tr>
<td>Establish a VPN Connection</td>
<td>36</td>
</tr>
<tr>
<td>Perform configuration functions in ProSoft Connect</td>
<td>39</td>
</tr>
<tr>
<td>Add Team Members</td>
<td>42</td>
</tr>
<tr>
<td>Change Firmware if required</td>
<td>44</td>
</tr>
</tbody>
</table>

ProSoft Connect allows you to remotely perform all available features and functions. These features and functions are described within this document.
3 Installing the PLX35-NB2

Mount the PLX35-NB2 such that:

- There is easy access for the cables to ensure that they are not bent, constricted, in close proximity to high amperage, or exposed to extreme temperatures.
- The LEDs on the front panel are visible for troubleshooting and verifying the gateway status.
- There is adequate airflow around the gateway, but also protected from direct exposure to the elements, such as sun, rain, and dust.

Caution: The PLX35-NB2 is in a hardened case, and is designed for use in industrial and extreme environments; however, unless you are using cables expressly designed for such environments, the cables can fail if exposed to the same conditions the PLX35-NB2 can withstand.
## 3.1 LED Indicators

The following tables describe the diagnostic LEDs on the front of the PLX35-NB2.

<table>
<thead>
<tr>
<th>LED</th>
<th>State</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>MGMT</td>
<td>Off</td>
<td>The module cannot reach the internet and is not managed by ProSoft Connect.</td>
</tr>
<tr>
<td></td>
<td>Flashing Green</td>
<td>The module can reach the internet.</td>
</tr>
<tr>
<td></td>
<td>Solid Green</td>
<td>The module is managed by a ProSoft Connect account.</td>
</tr>
<tr>
<td></td>
<td>Solid Red</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>Flashing Red</td>
<td>The module is configured to be managed by ProSoft Connect but cannot reach ProSoft Connect.</td>
</tr>
<tr>
<td></td>
<td>Alternating Red/Green</td>
<td>N/A</td>
</tr>
<tr>
<td>VPN</td>
<td>Off</td>
<td>ProSoft Connect is not enabled.</td>
</tr>
<tr>
<td></td>
<td>Flashing Green</td>
<td>VPN is possible.</td>
</tr>
<tr>
<td></td>
<td>Solid Green</td>
<td>A VPN tunnel is established.</td>
</tr>
<tr>
<td></td>
<td>Solid Red</td>
<td>The module is managed by ProSoft Connect and EIP has disabled VPN tunneling.</td>
</tr>
<tr>
<td></td>
<td>Flashing Red</td>
<td>VPN connection failed.</td>
</tr>
<tr>
<td></td>
<td>Alternating Red/Green</td>
<td>N/A</td>
</tr>
<tr>
<td>PWR</td>
<td>Off</td>
<td>Power is not connected to the power terminals.</td>
</tr>
<tr>
<td></td>
<td>Solid Green</td>
<td>Sufficient power is connected to the power terminals.</td>
</tr>
<tr>
<td>FLT</td>
<td>Off</td>
<td>Normal operation</td>
</tr>
<tr>
<td></td>
<td>Solid Red</td>
<td>A critical error has occurred. Program executable has failed or been user-terminated and is no longer running. Press the Reset button or cycle power to clear the error.</td>
</tr>
<tr>
<td>CFG</td>
<td>Off</td>
<td>Normal operation</td>
</tr>
<tr>
<td></td>
<td>Flashing Amber</td>
<td>The module has no configuration.</td>
</tr>
<tr>
<td></td>
<td>Solid Amber</td>
<td>The module is in configuration mode. Either a configuration error exists, or the configuration file is currently being downloaded or read. After power-up or after the Reset button is pressed, the configuration is read and the module implements the configuration values and initializes the hardware.</td>
</tr>
<tr>
<td>ERR</td>
<td>Off</td>
<td>Normal operation</td>
</tr>
<tr>
<td></td>
<td>Flashing Amber</td>
<td>An error condition has been detected and is occurring on one of the application ports. Check configuration and troubleshoot for communication errors.</td>
</tr>
<tr>
<td></td>
<td>Solid Amber</td>
<td>The ERR LED is cleared on receipt of a well-formed allowed packet. On receipt of data packet containing an unsupported protocol, the LED is lit. If the LED is solid, a large number of errors are occurring on one or more ports (network communication errors).</td>
</tr>
</tbody>
</table>
## Ethernet Port LEDs

<table>
<thead>
<tr>
<th>LED</th>
<th>State</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>100 Mbit</td>
<td>Off</td>
<td>No activity on the port</td>
</tr>
<tr>
<td></td>
<td>Flashing Amber</td>
<td>The Ethernet port is actively transmitting or receiving data.</td>
</tr>
<tr>
<td>LNK/ACT</td>
<td>Off</td>
<td>No physical connection is detected. No Ethernet communication is possible. Check wiring and cables.</td>
</tr>
<tr>
<td></td>
<td>Solid Green</td>
<td>Physical network connection detected. This LED must be ON (solid) for Ethernet communication to be possible.</td>
</tr>
</tbody>
</table>
4 Local Configuration using the PLX35-NB2 Configuration Webpage

The PLX35-NB2 contains a browser-based configuration webpage used for configuration. The following sections describe the configuration process.

4.1 Connecting to the PLX35-NB2 Webpage

1. Ensure that the module is connected to the network through the LAN port.
2. Apply power to the module.
3. To log into the PLX35-NB2 configuration webpage through the network, your PC must be able to connect to the PLX35-NB2. The default IP address of the PLX35-NB2 is 192.168.0.250. If your PC is on a different subnet, temporarily set the IP address of your PC to 192.168.0.xxx with a subnet of 255.255.255.0 (where xxx is an available address on the network).

   IP address: 192.168.0.1
   Subnet mask: 255.255.255.0

**Note:** You can also use ProSoft Discovery Service to discover the IP address. You can download and install ProSoft Discovery Services from the ProSoft website at [www.prosoft-technology.com](http://www.prosoft-technology.com).

4. Open a web browser on your PC and enter the PLX35-NB2 default address of: 192.168.0.250:8080. Minimum browser requirements include Chrome 58, Firefox 54, and Internet Explorer 10.
5 Once the PLX35-NB2 configuration webpage opens, enter the **USERNAME** and **PASSWORD** to log in. The default **USERNAME** is *admin* and the default **PASSWORD** is *password*.

![Login Screen](image)

**Note:** For security purposes, be sure to change the default user name and password after you log in. See Configuring Login and Access Control on page 22.

6 After you successfully log in, the configuration webpage displays the **OVERVIEW** tab.

![Overview Tab](image)

This page allows you to:
- View Performance Information
- View Device Details
- Update Firmware
- Manually enter a custom date and time
4.2 Using the Overview Tab

The Overview tab contains performance information as well as device details, access information, and module location information. In addition, this page allows you to make firmware updates to the gateway. You can view this tab at any time by simply clicking on the Overview tab.

**Tip:** This tab provides an Activation Code that allows you to take advantage of configuring and maintaining your gateway using ProSoft Connect. See Cloud-based Maintenance using ProSoft Connect on page 29 for details on using this code.

4.3 Setting Gateway Configuration Parameters

1. Click on the Gateway tab.
2 Use the following tables to enter the appropriate parameters:

### Gateway

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gateway Name</td>
<td>Enter a name for this gateway.</td>
</tr>
<tr>
<td>Description</td>
<td>Enter a description to describe the gateway. For example, <em>Network Bridge - Bakersfield</em>.</td>
</tr>
<tr>
<td>Address</td>
<td>Enter the street address of the gateway (i.e., where the gateway resides)</td>
</tr>
<tr>
<td>Advanced configuration (link)</td>
<td>This link allows you to provide GPS coordinates of the gateway's location.</td>
</tr>
</tbody>
</table>

### Local Area Network

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>IP</td>
<td>Enter the IP address of the gateway. This is a static IP address. The default IP address is 192.168.0.250. (The netmask is always 255.255.255.0).</td>
</tr>
<tr>
<td>DHCP Server</td>
<td>Use this parameter to enable or disable DHCP. The default is Disabled. If you want to use a DHCP server to select an IP, select Enabled. Selecting Enabled displays a number of additional DHCP-related parameters</td>
</tr>
</tbody>
</table>

**DHCP Lease Time** - Allows you to select lease times in hour, minutes, or seconds. This is the amount of time an IP address remains available on a particular device before releasing the IP address for use by another device.

**DHCP Lease Units** - Allows you to specify Hours and Minutes and works in conjunction with **DHCP Lease Time**.

**DHCP Pool Low** - DHCP uses a pool of assigned addresses that are available to requests. **DHCP Pool Low** allows you to set the last octet to the low end number of the pool. (See example below)

**DHCP Pool High** - DHCP uses a pool of assigned addresses that are available for use. **DHCP Pool High** allows you to specify the high-end last octet of the pool

For example:

- **DHCP Pool Low**: 192.168.72.100
- **DHCP Pool High**: 192.168.72.249

This example specifies that the range of addresses that may be used is between 192.168.72.100 through 192.168.72.249.
NTP

This parameter specifies whether or not the Network Time Protocol (NTP) is enabled or disabled. The default is **Enabled**. If **Disabled**, the following two parameters are not present.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>NTP Server 1</td>
<td>Default set to: <strong>0.us.pool.ntp.org</strong>. If you wish to use a different NTP server, enter it here.</td>
</tr>
<tr>
<td>NTP Server 2</td>
<td>Default set to: <strong>1.us.pool.ntp.org</strong>. If you wish to use a different NTP server, enter it here.</td>
</tr>
<tr>
<td>NTP Server 3</td>
<td>Default set to: <strong>2.us.pool.ntp.org</strong>. If you wish to use a different NTP server, enter it here.</td>
</tr>
<tr>
<td>NTP Mode</td>
<td>Default is <strong>Client</strong>. You can change this to Client/Server mode.</td>
</tr>
</tbody>
</table>

**Wide Area Network (WAN)**

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DHCP Client</td>
<td>This is set to <strong>Enabled</strong> by default. If your administrator wants to assign a static IP, this should be set to <strong>Disabled</strong>.</td>
</tr>
</tbody>
</table>

If **Disabled**, you must supply the following information:
- **IP** - The IP address assigned to the WAN port.
- **Subnet** - Enter the subnet address.
- **Gateway** - Enter the gateway address for this subnet.
- **DNS 1** - Enter the Domain Name Server IP provided to your system.
- **DNS 2** - Enter the backup Domain Name Server IP provided to your system.

| VLAN ID | If the gateway is part of a VLAN, enter the VLAN ID.                       |

**3** Click the **Apply Changes** button when complete.
4.4 Configuring Login Credentials

The gateway is shipped with the following login defaults:

   User: **admin**
   Password: **password**

The **Access** tab allows you to change the defaults.

1. Click on the **Access** tab to view the **Access** page.

   ![Access Tab Image]

   This page allows you to set up the users that can manage and configure this gateway. The **Advanced Configuration** link allows you to restrict access based on user.

2. Enter a user name.
3. Enter a password.
4. Confirm the password by retyping it.
### Advanced configuration

1. Click on the *Advanced Configuration* link.

2. Select the *Web Protocol*. Select **HTTP** or **HTTPS**.

3. Choose the port depending on what protocol is selected.

4. Click **APPLY CHANGES** when complete.
4.5 Viewing Gateway Log file Activity

1. Click on the **Activity** tab.

Options on this page include search, search filter options, and a Download log file option.

```
Syslog level: Debug
Syslog level: Warning
Syslog level: Info
Syslog level: Debug
```

2. Click on the **Download log file** button to download a .txt file to the download folder of your PC or laptop.

**Note:** Some options that appear in the configuration UI may not be available during management or configuration options within ProSoft Connect.
4.6 Importing a Configuration File
   1 Select **IMPORT CONFIGURATION** from the setup icon located in the upper-right corner of any configuration page.

   ![Import Configuration](image)

   2 Locate and select a configuration file to import and then click the **Import** button.

4.7 Exporting a Configuration File
   1 Select **Export Configuration** from the setup icon located in the upper-right corner of any configuration page.

   ![Export Configuration](image)

   2 The gateway downloads a **tar.gz** file to your PC or laptop. Do not modify this file.
4.8 Updating the Gateway’s Firmware (NB2)

**Note:** ProSoft Connect can easily schedule updates to the latest firmware for multiple PLX35-NB2 gateways.

1. Click the **SETUP** icon in the top-right corner of the page and then click **CHANGE FIRMWARE**.

This opens the *Change firmware* dialog.

2. Click the **CHOOSE FILE** button and locate the firmware file.
3. Select the file and click **OPEN**.
4. Click the **CHANGE** button to load the new firmware.
4.9 Rebooting the Gateway

1. Click the SETUP icon in the upper-right corner of the page and then click REBOOT GATEWAY.

   ![Reboot gateway dialog]

   This opens the Reboot gateway dialog.

2. Click the REBOOT button when ready.
5 Cloud-based Management using ProSoft Connect

ProSoft Connect allows you to manage multiple gateways on the network through a secure VLAN tunnel via a webpage. You can perform multiple tasks, including activating, setting up VPN clients, perform configuration and maintenance, and invite team members.

5.1 Login and Activate ProSoft Connect

Obtaining the Activation Key

ProSoft Connect requires that you activate the PLX35-NB2 the first time you use it. You must obtain an activation key from the gateway.

1 Connect your gateway WAN port to a network that can reach the internet. The MGMT LED will flash GREEN if the PLX35-NB2 can reach the internet and is not yet activated.

2 Log in to the module from the LAN port as described in the section entitled “Connecting to the PLX35-NB2 Webpage” (page 17). This takes you to the Overview tab.

3 Under Device Details, click the ACTIVATE link to the right of the ProSoft Connect label.

Note: If the gateway is already connected to a ProSoft Connect account, the link reads “Deactivate”.

4 The gateway securely retrieves an alphanumeric activation key from ProSoft Connect that is only valid for three (3) hours. Record this activation key.

Note: The module must be connected to the internet through the WAN port in order for the module to retrieve an activation key.

5 Click the www.prosoft.io link, or open a new tab in your web browser, enter www.prosoft.io in the address bar, and then press ENTER.
6 In the *ProSoft Connect Login* screen, enter your ProSoft Connect login email and password and click **LOGIN**, or click **SIGN UP NOW** to create a new account. Login credentials are not interchangeable between ProSoft Connect and the local interface.

7 After you are logged in, you can take a tour of the features of *ProSoft Connect* by clicking **TAKE THE TOUR**.
8 When ready, activate the PLX35-NB2 within the tour, or you can click on the **ACTIVATE A GATEWAY** button at the top of the page. ProSoft Connect prompts you for the activation key that you recorded earlier in these steps.

9 Enter the activation key you recorded earlier. Upon successful activation, the PLX35-NB2 appears on the *Gateways* page.
5.2 Create a new VPN Client

ProSoft Connect uses your native Windows VPN client for secure remote access. The first time you intend to establish a VPN connection, you must set up the client and then connect to it. Initial VPN client configuration is only done once and is described in the following steps. If you already have a ProSoft Connect VPN Client established in your Network Connections folder, you do not need to perform these steps.

Once your PLX35-NB2 is activated, the gateway is displayed on the Gateways page. ProSoft Connect uses the OS native VPN client. The first time you attempt to create a VPN tunnel, you’ll need to set up this VPN client to work with the ProSoft Connect Server. This is a one-time setup and will not need to be repeated for additional gateways.
1 Click on the **CONNECT** button. The system generates a unique secure one-time use username.

![Open tunnel for PLX35-DCOTE](image)

**Username generated**

This username is only valid for a single session. Copy and paste the username below into your VPN client to connect. (Don’t worry, you won’t need a password or domain.)

Region: NA California

![](username)

---

2 Click the **COPY TO CLIPBOARD** button to save this username.

3 Click "**SHOW ME HOW TO SETUP MY VPN CLIENT**." This opens the **VPN Client Setup** dialog.

---

**Choose your platform**

Your current operating system is **Windows Server 2008 R2 / 7 64-bit**

- ![Windows 7](image)
- ![Windows 10](image)
4 Choose your platform by clicking on the appropriate platform icon. This displays script download instructions. The script sets up your VPN client automatically.

- This dialog allows you to perform an automatic quick setup (requires download of a setup script) or provides instructions on manually performing the initial configuration. If you want to configure the VPN manually, click on the **INITIAL CONFIGURATION (ONE TIME SETUP)** link.
- If you want to run the quick setup script, click on the appropriate download link. Once the setup script downloads, run the script to install it.

5 Click **YES** at the next prompt.
6 Click **YES** to accept the *End User License Agreement.*
7 At the next prompt, select **ALL USERS** or **MY USE ONLY**. This connection will be placed in the *Network Connections* folder on your PC or Laptop. You can also add a shortcut on the desktop. Click **OK.**
8 Once set up, you are prompted to enter your *User name*.

9 Paste the user name from your clipboard.

**Username generated**

This username is only valid for a single session. Copy and paste the username below into your VPN client to connect. (Don’t worry, you won’t need a password or domain.)

Region: NA California

6ea383c0d7@Tunnel-00_0D_8D_A2_8

Note: If you have lost the key, simply disconnect and then connect again to retrieve a new key.

10 Click the **CONNECT** button to open the VPN tunnel.

The **Disconnect** button indicates that you have a VPN connection in progress.
5.3 Establish a VPN Connection

1. Access and login to ProSoft Connect.
2. Click the CONNECT button.

3. Copy the generated User name to the clipboard.

4. Navigate to your Network Connections folder and double-click on the ProSoft Connect VPN Client. (See note below.)
5 Paste the clipboard contents into the *User name* field of the *Connection* dialog.

6 Click the **CONNECT** button, this creates a VPN tunnel.

**Note:** You can get to the Network Connections folder by clicking on the Open Network and Sharing Center icon to display connected (or non-connected) items. Under Dial-up and VPN, double click on ProSoft Connect.
5.3.1 Verifying the VPN Connection

The module on the Gateways page of ProSoft Connect provides a VPN indicator as shown:

You can view the connection status by hovering over the VPN icon or by hovering over the status at the top of the page. See the next section for more details.

This indicator is grayed out if there is no connection established. However, you can hover over this indicator to obtain more information about the connection.

This example shows that the gateway is connected to the cloud server and the user is connected to the gateway.

If only one part of the tunnel connection is established, the indication may appear as shown below:
The example above shows that there is a connection between the gateway and the cloud server. However, it shows the user as "Disconnected". In this case, ProSoft Connect may be waiting for the user to provide a generated User name in order to login to the gateway.

5.4 Using ProSoft Connect to Configure the PLX35-NB2

All configuration tasks may be performed using ProSoft Connect. That is, you do not need to use the module's internal web server to configure the module or edit existing configurations.

To access configuration parameters, click on the setup icon or click on the module name.

This opens the gateway's configuration pages.

In addition to the normal features of ProSoft Connect, these configuration pages are exclusive to the PLX35-NB2. All configuration fields are accessible via the tabs located at the top of the page.
The configuration parameters are the same as those described under "Local Configuration using the Gateway's Configuration Webpage (page 16)".

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Overview tab</strong></td>
<td>This tab provides performance information as well as general overall device health and identification information. See &quot;Viewing the Overview Page (page 19)&quot; for additional information.</td>
</tr>
<tr>
<td><strong>Gateway tab</strong></td>
<td>This tab provides gateway identification information as well as specifics about LAN settings and WAN settings. See &quot;Setting Gateway Configuration Parameters (page 19)&quot;</td>
</tr>
</tbody>
</table>
**Access tab**
This tab allows you to set a user and password in place of the default. See "Configuring User Access (page 22)".

**WEB INTERFACE**

User: admin
Password: ****
Confirm Password: ****

**TUNNELED CLIENT IP**

IP Address: 192.168.0.100

**Activity tab**
This tab allows you to view system activity. See “Viewing Gateway Logfile Activity (NB2) (page 24)"

<table>
<thead>
<tr>
<th>Event</th>
<th>Description</th>
<th>Comments</th>
<th>User</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tunnel</td>
<td>Tunnel has been opened for region 1A California</td>
<td></td>
<td><a href="mailto:dcanj@prosoft-technology.com">dcanj@prosoft-technology.com</a></td>
<td>5 minutes ago</td>
</tr>
</tbody>
</table>
5.5 Adding Team Members

Within ProSoft Connect, you can invite team members to your account. This allows others to securely access the remote site and perform maintenance and configuration functions on the gateway once invites are accepted.

1. Click on the Team icon.

2. Click on the INVITE TEAM MEMBERS button located in the upper-right hand corner of the page.

   The Invite dialog opens.

   Enter the email address of the person you want to invite. You can enter multiple team members.

3. Enter the email address of the person you want to invite. You can enter multiple team members.
4 Modify the *Message* dialog to send a unique message to the invitees.
5 When you are done, click the **SEND INVITATIONS** button. You should receive an “invitation sent successfully” message if the email address was valid. You can edit a member’s access rights once the invite is sent.

### 5.5.1 Editing Team Member Access

As an administrator, you can control the type of access rights assigned to your team members. When a team member accepts an invitation, a card appears on the *Team* page of ProSoft Connect.

1 Click on the **EDIT ACCESS** button located on the card.

This opens the access dialog for the new team member. Initially, access defaults to “Connect only” which means that that user is allowed to create a tunnel, but is not allowed to configure a gateway.

2 Change this user's access rights by clicking on any of the first 3 access selections and then click the **SAVE ACCESS** button.
5.6 Changing Firmware

You can schedule a firmware change for multiple gateways or a single gateway through ProSoft Connect. The are two ways to start the firmware change process:

- Click the firmware CHANGE hyperlink in the Device Details block
- Select CHANGE Firmware from the setup icon in the top-right corner of every configuration page.

Use one of the above methods and perform the following steps.

1. Click on the Change link to open the Firmware Upgrade dialog.

   ![Firmware Upgrade dialog](image)

   This dialog list the most recent firmware versions and details about this version.

2. Select the version that you want to install by clicking the correct version's radio button.

   ![Firmware Upgrade dialog](image)
At this point, you have two options:

- **Change Now** - Allows you select additional gateways for upgrade and then immediately performs the upgrade.
- **Schedule for Later** - Allows you to select additional gateways for upgrade and then allows you to schedule a data and time for the upgrade to occur.

**Change Now**

1. With the correct firmware version selected, click the **CHANGE NOW** button. You are prompted as to whether or not you want to upgrade other gateways.

2. Choose any available gateways that you want to upgrade, if applicable.

3. Click the **APPLY ONLY TO THIS GATEWAY** button if you do not need to upgrade additional gateways or click the **APPLY TO THIS GATEWAY AND SELECTED** button to upgrade firmware on the current gateway and any selected gateways.

The firmware upgrade starts immediately.
Schedule for Later

1. With the correct firmware version selected, click the SCHEDULE FOR LATER button. You are prompted as to whether or not you want to schedule upgrades for other gateways.

2. If you don't want to schedule upgrades for other gateways, click the APPLY ONLY TO THIS GATEWAY button to schedule the upgrade.
3 Schedule the date and time for the firmware change to occur.
4 Click the **SCHEDULE** button.
5 If you want to schedule changes for other gateways, use the **APPLY TO THIS GATEWAY AND SELECTED** button and follow the same procedure.

**Note:** You can also access the *Change firmware* function using the setup options cogwheel drop-down located in the upper-right portion of any configuration page.
6 Ethernet Cable Specifications

ProSoft recommends using a category 5 (or better) Ethernet cable with the PLX35-NB2. A category 5 cable has four twisted pairs of wire that are color-coded and cannot be swapped. The gateway only uses two of the four pairs when running at 10 MBit or 100 MBit speeds.

The Ethernet port on the gateway automatically detects the network speed and cable type and uses the appropriate pins to send and receive Ethernet signals. Use either a standard Ethernet straight-through cable or a crossover cable when connecting the gateway to an Ethernet hub, a 10/100/1000 Base-T Ethernet switch, or directly to a PC.

6.1 Ethernet Cable Configuration

<table>
<thead>
<tr>
<th>Crossover cable</th>
<th>Straight-through cable</th>
</tr>
</thead>
<tbody>
<tr>
<td>RJ-45 PIN</td>
<td>RJ-45 PIN</td>
</tr>
<tr>
<td>1 Rx+</td>
<td>3 Tx+</td>
</tr>
<tr>
<td>2 Rx-</td>
<td>6 Tx-</td>
</tr>
<tr>
<td>3 Tx+</td>
<td>1 Rx+</td>
</tr>
<tr>
<td>6 Tx-</td>
<td>2 Rx-</td>
</tr>
</tbody>
</table>

Note: The standard connector view shown is color-coded for a straight-through cable.
7 Support, Service & Warranty

7.1 Contacting Technical Support

With ProSoft Connect, you may click on the Support link at any time to initiate a chat with Support about issues in ProSoft Connect, or gateways managed by ProSoft Connect.

![Support Icon]

ProSoft Technology, Inc. is committed to providing the most efficient and effective support possible. Before calling, please gather the following information to assist in expediting this process:

1. Product Version Number
2. System architecture
3. Network details

If the issue is hardware related, we will also need information regarding:

1. Module configuration and associated ladder files, if any
2. Module operation and any unusual behavior
3. Configuration/Debug status information
4. LED patterns
5. Details about the serial, Ethernet or Fieldbus devices interfaced to the module, if any.

Note: For technical support calls within the United States, ProSoft’s 24/7 after-hours phone support is available for urgent plant-down issues. Detailed contact information for all our worldwide locations is available on the following page.
<table>
<thead>
<tr>
<th>Asia Pacific</th>
<th>Europe / Middle East / Africa</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regional Office</td>
<td>Regional Office</td>
</tr>
<tr>
<td>Phone: +603.7724.2080</td>
<td>Phone: +33.0)5.34.36.87.20</td>
</tr>
<tr>
<td><a href="mailto:asiapc@prosoft-technology.com">asiapc@prosoft-technology.com</a></td>
<td><a href="mailto:europe@prosoft-technology.com">europe@prosoft-technology.com</a></td>
</tr>
<tr>
<td>Languages spoken: Bahasa, Chinese, English, Japanese, Korean</td>
<td>Languages spoken: French, English</td>
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<tr>
<td>REGIONAL TECH SUPPORT</td>
<td>REGIONAL TECH SUPPORT</td>
</tr>
<tr>
<td><a href="mailto:support.ap@prosoft-technology.com">support.ap@prosoft-technology.com</a></td>
<td><a href="mailto:support.emea@prosoft-technology.com">support.emea@prosoft-technology.com</a></td>
</tr>
<tr>
<td>North Asia (China, Hong Kong)</td>
<td></td>
</tr>
<tr>
<td>Phone: +86.21.5187.7337</td>
<td>Middle East &amp; Africa</td>
</tr>
<tr>
<td><a href="mailto:china@prosoft-technology.com">china@prosoft-technology.com</a></td>
<td>Phone: +971.4.214.6911</td>
</tr>
<tr>
<td>Languages spoken: Chinese, English</td>
<td><a href="mailto:mea@prosoft-technology.com">mea@prosoft-technology.com</a></td>
</tr>
<tr>
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</tr>
<tr>
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</tr>
<tr>
<td>South Asia (India, Pakistan)</td>
<td></td>
</tr>
<tr>
<td>Phone: +91.98.1063.7873</td>
<td>Republic of Korea (Singapore, Indonesia, Philippines)</td>
</tr>
<tr>
<td><a href="mailto:india@prosoft-technology.com">india@prosoft-technology.com</a></td>
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</tr>
<tr>
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<td><a href="mailto:seasia@prosoft-technology.com">seasia@prosoft-technology.com</a></td>
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<td>Phone: +39.342.8651.595</td>
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<tr>
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<tr>
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<tr>
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<tr>
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<tr>
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<tr>
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7.2 Warranty Information

For complete details regarding ProSoft Technology’s TERMS & CONDITIONS OF SALE, WARRANTY, SUPPORT, SERVICE AND RETURN MATERIAL AUTHORIZATION INSTRUCTIONS, please see the documents at: www.prosoft-technology.com/legal

Documentation is subject to change without notice.
Index

A
About the PLX35-NB2 Network Bridge • 7
Adding Team Members • 42
Agency Approvals and Certifications • 3

C
Cloud-based Management using ProSoft Connect • 29
Configuring User Access • 22, 41
Connecting to the PLX35-NB2 Web Page • 17, 29
Contacting Technical Support • 9, 51
Content Disclaimer • 2
Create a new VPN Client • 32

E
Editing Team Member Access • 43
Establish a VPN Connection • 36
Ethernet Cable Configuration • 49
Ethernet Cable Specifications • 49
Exporting a Configuring File • 25

H
How to Contact Us • 2

I
Important Installation Instructions • 3
Installing the PLX35-NB2 • 13

J
Jumper Information • 9

L
LED Indicators • 14
Local Configuration using the Gateway's Configuration Webpage • 17, 40
Login and Activate ProSoft Connect • 29

P
PLX35-NB2 Package Contents • 9

R
Rebooting the Gateway • 27

S
Setting Gateway Configuration Parameters • 19, 40
Specifications • 8
Start Here • 7
Support, Service & Warranty • 51

U
Updating Firmware • 44
Updating the Gateway's Firmware (NB2) • 26
Using ProSoft Connect to Configure the PLX35-NB2 • 39

V
Verifying the VPN Connection • 38
Viewing Gateway Logfile Activity (NB2) • 24, 41
Viewing the Overview Page • 19, 40

W
Warranty Information • 53

Y
Your Feedback Please • 2