



*frequently asked*  
QUESTIONS

## Secure Remote Access



### Why would I use secure remote access?

This technology can virtually eliminate travel, and the costs and time associated with it, for engineers required to support systems around the world. These engineers can be from OEMs or system integrators - or simply in-house controls engineers. Last but certainly not least, remote troubleshooting gets machines back up and running quicker, reducing downtime and saving money!

### Why would I use ProSoft's secure remote access solutions?

Because you love us! And in addition to that, we've spent a lot of time honing our remote access skills. We've invested in the latest, most secure, cloud-native technology and we've worked directly with our customers on usability, making ProSoft Connect™ one of the most secure and easy to use, cloud-native, industrial remote access solutions. We have customers using our solution in every continent in the world.

### What is ProSoft Connect?

ProSoft Connect is our secure, cloud-native platform that allows you to monitor connected industrial automation devices from anywhere in the world. As more applications for the Industrial Internet of Things develop, we will add more features to the service to help you realize the full value of the IIoT in your operation.

### What kind of devices can be accessed through ProSoft Connect?

The innovative EasyBridge™ connection technology in ProSoft Connect eliminates the need for special software drivers or compatibility checks that other remote access services use. If your software could communicate with the devices connected to a local switch, you will be able to connect the same software to those devices over the ProSoft Connect EasyBridge connection! This includes PLCs, drives, HMIs, sensors, protection relays, and more. Pretty much any Ethernet device can be accessed remotely through ProSoft Connect.

### Can I temporarily monitor HMI screens through ProSoft Connect?

You can monitor HMI screens that support VNC or RDP or even connect a temporary client.

**ProSoft Connect sounds fantastic! I can remotely access my network, I can view HMI screens and troubleshoot problems, and save money on traveling. Let me guess, there's some sort of contract fee to use it?**

There is no extra charge associated with basic ProSoft Connect features. In the future, there will be subscription-based tiers added to the service, offering additional capabilities and broader use.

**Hmm, sounds too good to be true. Is ProSoft Connect secure enough to only allow authorized users to keep my network and data safe?**

The platform is extremely secure. It does not require user-installed software, a component in other systems that hackers can exploit. Instead, authorized users access the service through a Web browser on any computer. The industry-standard HTTPS access ensures that your connection stays secure. The service runs on Amazon Web Services, utilizing state-of-the-art cloud security technology. In addition, ProSoft Connect uses both certificates and one-time use keys, to authenticate the gateways you add to the platform. We use a third-party "white hat" company to check and re-check for vulnerabilities in our devices and cloud service. This reduces the possibility of rogue gateways or someone trying to spoof the system, compared to when only one type of authentication is used. With these precautions, you can be sure that your devices and communications network are kept private.

**What if I do not have an internet connection? I bet they can't be accessed through ProSoft Connect.**

We have that covered too! We have a 4G LTE cellular technology with 3G fallback, ensuring a longer service life and the broadest coverage areas around the world.

**How long does it take to set up an account?**

Setting up an account on ProSoft Connect is a painless process. You can set up your account at <https://prosoft.io>, where you can take a tour of the system and chat with our experts. This tour takes you through the process of adding devices to your account, setting up a VPN connection and more. We also have a training video available. The interface itself is intuitive, based on interviews conducted with over 100 customers.

**How do I use the service to connect to my remote automation devices?**

ProSoft Connect uses EasyBridge technology to create Layer 2 VPN connections to your devices. EasyBridge technology makes your remote connections work essentially the same as when your computer is connected to a local switch. That allows your PC to get an IP address on the remote network, allowing standard software tools such as RSLinx®/Studio 5000, Unity Pro, TIA Portal, ProSoft Configuration Builder, drive configuration tools, etc. to work without having to set up any routing. ProSoft Connect with EasyBridge technology is quite simply the easiest way to access your remote automation devices.

**What do I do if I have questions about ProSoft Connect?**

ProSoft Connect features an intuitive user interface with helpful tutorials to guide you through most tasks you will perform. If you ever get stuck, there is also a built-in Support function that lets you ask questions directly to ProSoft technical support from within the Connect user interface, and you can always call us.

**The Support function in Connect is really convenient, but does that mean ProSoft is monitoring my account?**

The Support function in Connect is a powerful communication tool designed to deliver the best possible user experience, and make sure you can get the most out of Connect. Some actions you take in the Connect service will trigger notifications from the communications tool, but ProSoft does not have access to any of your process data. In fact, we store only a minimal amount of user data to manage the account, such as user name and email.