

Solutions for Digitalization

Remote maintenance

Securely access your machines and deliver remote support - anywhere, anytime.

KEBA RemoteConnectivity and KEBA ServiceNet, both part of the Kemro X platform, enable secure real-time remote machine access and maintenance.

Secure remote access with KEBA RemoteConnectivity

KEBA RemoteConnectivity is an easy-to-use, high-performing, plug-and-play digital solution for remote machine access through an IEC62443-compliant (CRA-compliant) secure connection.

The combination of robust hardware, innovative software, and our reliable servers provide a solid basis for any technological need of machine builders. The offering has the following benefits:

- // Reduces machine downtime & maintenance costs
- // Decreases the risk of cyberattacks
- // Enables a platform for your digitalization services.

Remote maintenance with KEBA ServiceNet remote support package

KEBA ServiceNet is a support package built on KEBA RemoteConnectivity. It integrates easily with OEM applications and has already been incorporated into KePlast application. The solution has been optimized for temporary access whenever support is needed. In such a case, the solution provides a private network connection, allowing the customer to receive immediate assistance.



Security features of KEBA RemoteConnectivity

- // End-to-end encryption
- // Access restricted to specific IP endpoints (and not the entire network)
- // Ability to grant access to a specific person & to a specific device at a specific time interval
- // User authentication compliant with corporate IT policies (integration with active directory, MFA, etc.)
- // Two-factor authentication
- // Audit trails
- // Role-based account management
- // Certified according to IEC62443

Three pillars of KEBA RemoteConnectivity & their main specifications



SiteManager

// SiteManager is industrial IoT gateway – the access point at the control system, available as a hardware or software solution – secure and IEC62443 certified

// **Option 1:** SiteManager 15x9 – hardware solution LAN / WIFI / 4G

Option 2: SiteManager Embedded – Kemro X integrated software solution



GateManager

// GateManager is the server landscape and the customer management platform for managing customer structures and machines worldwide – manages the connections between SiteManager and LinkManager

// 2 KEBA servers (in Hong Kong & Denmark) for worldwide coverage

// Manage connections & keep customer's infrastructure private



LinkManager

// LinkManager is the PC access point/client software – for the service or engineering team on the OEM or service operator side

// Connect to your customer machine, wherever you are

SiteManager	SiteManager 1539	SiteManager 1549	SiteManager Embedded
Uplink Connections	LAN + 4G (Global)	LAN + WIFI	Ethernet
Connectivity	4x Ethernet (3x Dev, 1x Uplink)	4x Ethernet (3x Dev, 1x Uplink)	---
I/Os	2x DI, 1x DO, 1x Relay	2x DI, 1x DO, 1x Relay	---
USB	1x USB2.0	1x USB2.0	---
Device Agents	10	10	Basic: 2 Ext 5: 5 Ext 10: 10
Standard antenna	included	included	---
Extended Antenna	optional: 3dBi, 2.5m cable, magnetic socket	---	---
WIFI USB Adapter	optional: Extend to WIFI network	---	---
Configuration	via USB stick	via USB stick	Kemro X / DevAdmin
Server	GateManager & GateManager OEM	GateManager & GateManager OEM	GateManager OEM

GateManager	GateManager	GateManager OEM
TLS1.2/SHA256 Encryption	yes	yes
Conform to IEC62443, BSI, NIST	yes	yes
Administration	done by KEBA	OEM domain admin
Fleet management	done by KEBA	done by OEM
Customer structure on server	done by KEBA	done by OEM

LinkManager	LinkManager	LinkManager Mobile
Client platform	Windows	Mobile, PC, tablet
Type of connection	On-demand	On-demand
Typical usecase	Service & Diagnostics, HMI	HMI dashboards