

Technical Delivery Specification

IT01 – IT Safety – Remote Access





This document describes the requirements for the delivery and documentation of systems.

Revision status:

This delivery regulation IT01 replaces all previous regulations.

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Department:	IT_O

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1 General

1.1 Area of Application

This Hirschmann factory standard specifies the delivery regulations for IT Safety of machines, machinery systems and production facilities.

1.2 Deviations

Deviations from this delivery specification which may appear necessary or appropriate to the manufacturer, require written approval from Hirschmann Automotive.

1.3 Regulations, Norms, and Industry Standards

In addition to the requirements specified in this technical delivery specification, the contractor is fully responsible for all requirements applicable to their service arising from regulations (e.g. EC directives, regulations and other applicable laws) as well as from standards and generally accepted rules of technology, even if this technical delivery specification does not specify such in detail.

As far as regulations, standards and technical rules are concerned in this technical delivery specification, the contractors themselves must check whether they are applicable for their work and whether other regulations, standards and rules are also to be adhered to.

If in doubt, the contractor must immediately contact the client.

In addition, the contractor shall immediately notify the client if the contractor recognizes or identifies, based on their knowledge, that the service to be rendered by the contractor is not suitable for the intended purpose or suited only to a limited extent.

2 Remote Access

2.1 Remote Access

Two remote access solutions provided by Hirschmann Automotive are available and officially supported. The manufacturer is obliged to use one of these solutions provided.

2.2 PRA (Privilege Remote Access)

Standardized solution for internal and external access - applicable to both IT systems and industrial environments

Supported functions:

- Remote control of systems and machines
- File upload and download
- Access to command line and registry
- System diagnostics
- Integrated chat for support communication

Prerequisites: Current web browser

Supported protocols:

- RDP: For remote desktop access
- VNC: For access to systems or machines
- Protocol Tunnel Jump: TCP connection to remote systems
- Shell Jump: SSH or Telnet for accessing network infrastructures
- Webjump: For accessing web services

2.3 eWON Router Solution

Specifically tailored to industrial applications such as PLCs, HMIs and other operational technology (OT) systems.

Optimal for remote access to OT in manufacturing or automation environments

Supported functions:

- Secure VPN connection via the Talk2M cloud
- Remote diagnostics, monitoring and configuration
- Easy integration into existing OT and IT infrastructures
- Audit and compliance functions (e.g. session logging)

Prerequisites:

○ Installation of the eCatcher software on the end device (see: <https://www.hms-networks.com/ecatcher>)