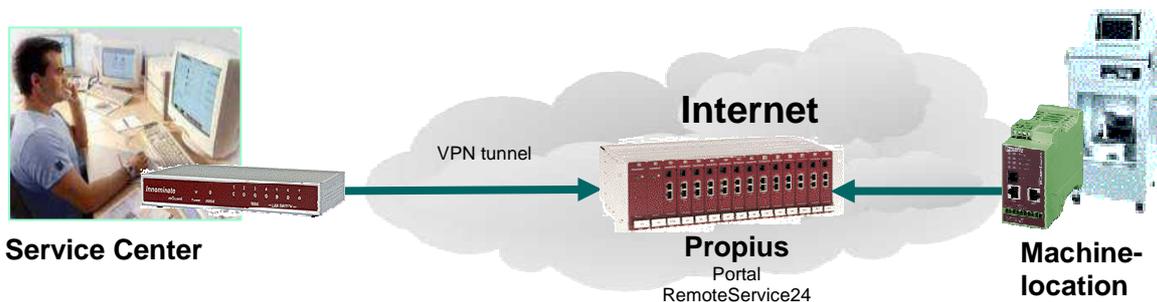


## Propius VPN Plug & Connect Service

### Service description

Propius offers for machine- and plant manufacturers which won't run an own connection management in their service center a VPN Plug&Connect Service provided by the Propius Portal "RemoteService24". For the VPN terminations FL mGuard or VPN software clients are used which have been preconfigured by Propius in order to reach the VPN Portal via outgoing connections. So the networks behind them are interconnected -securely and clearly.

Propius operates the Portal "RemoteService24" in the Internet. The VPN tunnels are initiated from the machine locations and the service center. They are interconnected permanently or on demand. Through the connected tunnels the service center can reach the machines or facilities.



### Security

The portal is hosted in a high-secure network chamber of an internet service provider and is connected to highspeed internet ports. An administrative access to the portal is only permitted by Propius certified staff using high secure authentication methods.

The availability of the Plug&Connect Service is at least 99,95%.

Propius guarantees that only the assigned machines can be accessed by the service central and that no machine can reach another machine, unless it's a special request by the customer.

The mentioned assignments will be made by firewall- and routing rules. While configuring this, Propius can/must access to the involved mGuards via VPN tunnel. After finishing the configuration the customer can prevent this access and only he alone is able to reach the mGuards further on.

### Function

A customer gets/leases for example the network range 10.1.0.0/16 which means, that Propius provides this network range only for him. Within this range 254 machine or service locations with each 254 hosts can be addressed.

Before configuration and the shipment of the mGuards Propius interviews the customer about the following environment by using a questionnaire:

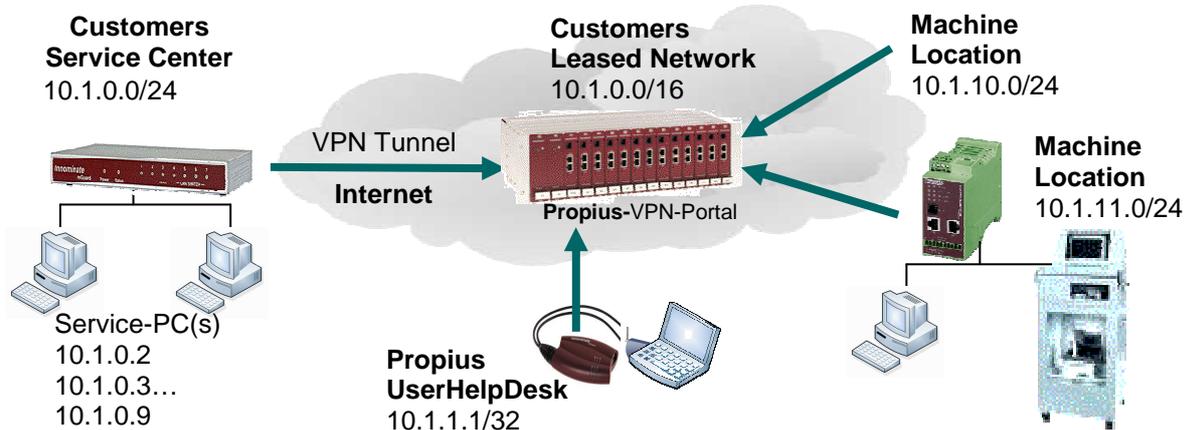
#### 1. Reaching the Portal and authentication.

This information is important for the fast success of the Plug&Connect Service. Using this information Propius configures the VPN tunnel. For authentication Propius creates X.509 certificates which are installed on the mGuards/software clients and the Portal. If a customer wants to use its own certificates it is no problem the change them later. (one time free of charge)

After a successful VPN connection Propius can provide further modifications on the mGuard via VPN if this is needed. If the mGuard is configured in router mode, the VPN tunnel can start even without an internal network is connected.

## 2. Reaching the hosts behind the mGuard

in this section the network mode, NAT-settings and firewall rules must be defined.



## Operation

After „fine-tuning“ end-to-end connection incl. service applications will be tested together with the customer. After passing all tests the Plug&Connect Service will be released as “ready to use”. Propius logs the connection states (but no any data which are transmitted) in order to provide status information on customers request.

On issues or dysfunctions the Propius user helpdesk is reachable from on working days 09:00 to 17:00 per mail ([support@propius.de](mailto:support@propius.de)) or by phone under +49 351 48 18 620. The connection state will be checked on the Portal.

## Move to customers site

If a customer wants to run the VPN node on its own hardware and own management, Propius offers to „move“ the service into the customers network. In this case customer must purchase suitable hardware, configure and integrate it into the network of the service center (or external service provider). Further on all VPN connections must be managed by the customer itself. The move will be supported by Propius, but it is not free of charge.