

TABLE OF CONTENTS



Chapter 1: Hardware

Introduction	1-2
The Purpose of This User’s Manual.....	1-2
Technical Support.....	1-2
Conventions Used	1-2
Product Overview StrideLinx Industrial VPN Router	1-3
Product Family.....	1-3
What’s in the Box?.....	1-3
Hardware Overview.....	1-4
Specifications.....	1-5
Dimensions.....	1-7
Compatible Accessories.....	1-7
Installation	1-8
Installation and Removal Procedures.....	1-8
Wiring.....	1-9
Operation	1-11
LED Status Indicators.....	1-11
Reset to Factory Default.....	1-12
Cellular Data Service and SIM Card Registration	1-13
AT&T Cellular Data Service and SIM Card Registration.....	1-13
T-Mobile Cellular Data Service and SIM Card Registration.....	1-13
Verizon Cellular Data Service and SIM Card Registration.....	1-14
StrideLinx Router Connectivity Requirements for Local IT	1-15
How does the StrideLinx router connect? (ports, protocols & servers).....	1-15
How to grant the StrideLinx router access?.....	1-15
Servers & domains.....	1-16
Ports & protocols.....	1-16
MAC or IP Address Filtering.....	1-16
Agency Approvals	1-17

Chapter 2: StrideLinx Cloud 2.0

What is Stridelinx Cloud 2.0?	2-4
The Legalese	2-5
Terms of Use	2-5
Data Fair Use Policy	2-5
Getting Started With StrideLinx Cloud 2.0	2-6
Overview of the Steps	2-6
Create an Account.....	2-7
Set Up your StrideLinx VPN Router	2-8
Connect to Your Machine	2-14
Update Router Settings	2-16
Router Name, Description, Location and Groups.....	2-16
Firmware Upgrade/Downgrade	2-16
WAN (Internet) Settings, Wired Network.....	2-17
WAN (Internet) Settings, Wireless Network.....	2-18
WAN (Internet) Settings, Cellular Network	2-19
Fallback WAN Connections (Failover)	2-20
LAN (Machine Network) Settings.....	2-21
Wi-Fi Hotspot	2-22
Network Time (NTP) Server	2-22
Additional Subnets Behind External Gateway	2-23
Router Firewall Settings.....	2-24
Switch VPN Off Remotely to Reduce Data Usage.....	2-25
Connect via a censored network (stealth mode).....	2-25
Local Router Configuration Through LAN Port	2-25
Device Management	2-26
Transfer a Router to Another Company	2-26
Recover device settings after factory reset (recovery mode).....	2-27
Remove a device from your company	2-27
Save/Load Router Configuration Templates	2-28
Connect to Devices Behind the StrideLinx Router	2-29
Device Status	2-29
VPN Service.....	2-30
VNC Service.....	2-31
HTTP Service	2-32
WebSocket Service	2-33

Installing VPN Client Software on Your PC.....	2-34
Support.....	2-34
Using StrideLinx on Your Mobile Device	2-35
Connecting to the VPN on your mobile device.....	2-35
iOS Client	2-35
Android Client.....	2-36
Access via Web	2-36
Branding	2-37
StrideLinx Professional License.....	2-37
Custom Faceplates	2-38
Company Administration.....	2-39
Switch companies or create a new company.....	2-39
Remove a Company.....	2-39
Licenses	2-39
Data Usage	2-39
Audit Trail.....	2-40
Access and Permissions Management.....	2-41
How do I use user management?	2-41
Roles	2-41
Access Categories.....	2-43
Groups.....	2-44
Two-factor Authentication (2FA).....	2-45
Enable two-factor authentication.....	2-45
Disable two-factor authentication	2-45
Backup Codes.....	2-46
Logging In.....	2-46
User Access Token.....	2-46
Loss of mobile phone or backup codes	2-46
Resource Center	2-47
Migration tool	2-47
Support portal.....	2-47
ADC Community	2-47
Still have a question?.....	2-47
Install the mobile app.....	2-47
AutomationDirect.com Store	2-47

Chapter 3: Controller Connection Examples

CLICK PLC Connection via Cellular Router SE-SL3011-4GG.....	3-2
Before You Begin.....	3-2
Setup	3-2
BRX PLC Connection via WiFi Router SE-SL3011-WF	3-5
Before You Begin.....	3-5
Setup	3-5
C-more® HMI Connection via Wired Router SE-SL3011.....	3-9
Before You Begin.....	3-9
Setup	3-9

Chapter 4: Cloud Reporting

Cloud Reporting	4-2
Why Cloud Reporting?.....	4-2
How Does Cloud Reporting Work?	4-2
Configure Cloud Reporting On Your Device.....	4-2
Activate Cloud Reporting in the Admin App.....	4-3
Set Up a Data Source.....	4-3
Log your Data	4-4
Visualize or Export your Data	4-4
Test Utility	4-5
Managing your Cloud Reporting License.....	4-6
Activate Cloud Reporting.....	4-6
Extend Cloud Reporting.....	4-6
Transfer a Cloud Reporting license to another device.....	4-7

Chapter 5: Cloud Notify

Cloud Notify.....	5-2
Why Cloud Notify?.....	5-2
How Does the Cloud Notify License Work?	5-2
Configure Cloud Notify On Your Device.....	5-2
Activate Cloud Notify in the Admin App	5-2
Set Up a Data Source.....	5-3
Set up alarms.....	5-3

Notifications	5-6
Formatting the Alarm Notification Email	5-6
What Happens When an Alarm is Triggered?	5-7
Configuring Your Mobile Device to Receive Push Notifications	5-8

Appendix A: Accessories & Add-on Licenses

Antennas	A-2
4G LTE Antennas (for P/N SE-SL3011-4G and SE-SL3011-4GG).....	A-2
WiFi Antennas, IEEE 802.11 b/g/n 2.4 GHz (for P/N SE-SL3011-WF).....	A-3
Add-on Licenses	A-4
Cloud Reporting	A-4
Cloud Notify	A-5

Appendix B: Troubleshooting

My StrideLinx Router Doesn't Come Online	B-2
Internet Connection.....	B-2
Connectivity.....	B-2
Network Settings	B-2
Configuration.....	B-2
StrideLinx Router Log File	B-3
I Can't Connect to the StrideLinx Router	B-4
VPN Client.....	B-4
Proxy	B-4
TAP Adapter	B-4
VPN Connection.....	B-4
VPN Client Log File.....	B-4
I Can't Connect to My Device(s) Behind the StrideLinx Router	B-5
VPN Connection.....	B-5
IP Range.....	B-5
Default Gateway	B-5
Timeout Setting.....	B-5
Programming Software Does Not Allow Multiple Programming Connections	B-5
I Don't Know How to Configure My Device	B-5
I Am Unable to Configure My Device	B-5
Check Your Settings	B-6
I Still Can't Connect to My Device	B-6

I Can't Connect to My HTTP/VNC Server	B-7
Accessibility.....	B-7
HTTP/VNC Server.....	B-7
Password.....	B-7
StrideLinx Router Settings	B-7
Specific Service and Server Settings.....	B-7
Wireless Connectivity.....	B-8

Appendix C: Safety and Security Considerations

Security Considerations for Control Systems Networks.....	C-2
Safety Guidelines.....	C-3
Plan for Safety	C-3
Digital Input Safety Lockout.....	C-4

Appendix D: Data Logging Address Notation – AutomationDirect Devices

StrideLinx Modbus to AutomationDirect PLC Address Maps.....	D-2
CLICK PLCs.....	D-2
DirectLogic PLCs	D-5
Do-more PLCs.....	D-7
Productivity Series PLCs	D-9

Appendix E: StrideLinx Network Security

Introduction: Intended Audience	E-2
Solution explained	E-2
StrideLinx Router	E-2
StrideLinx Cloud.....	E-2
StrideLinx Client.....	E-2
Overview	E-2
Controls Network Security	E-4
Remote access	E-4
Local access.....	E-4

Company Network Security	E-5
Connectivity.....	E-5
Remote access.....	E-6
Local access.....	E-6
StrideLinx Cloud Security	E-7
Servers.....	E-7
StrideLinx Cloud.....	E-7
VPN Client Security	E-7

Appendix F: Capabilities of Connected AutomationDirect Devices

Network Topology	F-2
Network with StrideLinx VPN router using wired or WiFi network connectivity.....	F-3
Network with StrideLinx VPN router using 4G cellular network connectivity	F-4
Device Capabilities	F-5