



Remote Sessions Configurations

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Configure remote sessions

Set up OT sessions using Secure Equipment Access (SEA) so authorized users can manage operational technology (OT) assets remotely.

Authorized users can access and manage remote OT devices with improved operational efficiency.

Before you begin

- SEA Agent must be installed on the IE switch associated with the OT assets you want to manage.
- Requested access control groups must be created.

Procedure

Step 1 Navigate to **Secure Equipment Access > Quick Wizard**.

Step 2 Under **Connect to Asset**, click **Start Configuration**.

All network devices onboarded to the IoT Operations Dashboard appear in the **Select Network Device** area.

Step 3 In the **Select Network Device** area, select a IE switch from the list and then click **Next**.

Step 4 To configure an OT asset, in the **Configure Connected Asset** area, enter the required details, and click **Next**.

Step 5 To configure an access method, complete these steps:

- a) Select an access method from the **Choose Access Method** drop-down list.

An SEA user can access the asset using the access method you select. The available options are RDP, SSH, Telnet, VNC, and Web App. Depending on the access method you select, additional fields are populated.

- b) Select an access control group from the **Assign to an Access Control Group** drop-down list and click **Finish**.

Only users who are added to the access control group can remotely access the assets within the group.

Step 6 To test the remote connection, click **Test Access Method**, then click **Done**.

The configured remote sessions appear on the **Remote Sessions** page.

What to do next

If the test fails, perform the following troubleshooting steps before proceeding:

- **Verify Agent Status:** Ensure the SEA Agent on the industrial router or IE switch is Online and has a stable connection to the IoT Operations Dashboard.
- **Check Asset Connectivity:** Confirm the industrial router can "ping" or reach the OT asset's IP address within the local network.
- **Validate Port Settings:** Ensure the port associated with your chosen access method (e.g., Port 3389 for RDP, Port 22 for SSH) is open on the OT asset and not blocked by a local firewall.