Claroty : Secure Remote Access to OT Systems

17-05-2023 – Claroty v3.5.2 - External Supplier Guideline

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Introduction to Claroty

❯ Claroty SRA provides **Secure Remote Access to Industrial Control Systems** for maintenance, control and diagnostic

❯ **Scope**

- This user guideline provides guidance to **External suppliers providing remote support to Forvia industrial plants**

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Requirements to check before getting access to Claroty platform

› **Two ways of accessing** the platform **depending on the service** required

| Service	Type of connection/protocols	Access	Requirements
Server connection	▪ WEB HTTP(S) ▪ VNC (only allowed for HMI) ▪ RDP ▪ SSH	▪ WEB UI URL: https://sraot**z**.ww.forvia.com **z**: region (z=1 EMEA, z=3 NAO, z=5 SAO, z=7 APAC)	▪ Latest Google Chrome browser ▪ Latest Microsoft Edge browser

Application tunnel connection	▪ Industrial protocols mainly	▪ Claroty client software	▪ Claroty client **must be first downloaded from the WEB UI first (See slide 10)**
			 ▪ **OS Supported**
			   ✓ Microsoft Windows OS 32-bit:Windows 10, Windows 7, Windows XP
			   ✓ Microsoft Windows OS 64-bit: Windows 10, Windows 8, Windows 7, Windows Server 2019 / 2016 / 2012 / 2008 / 2003
			 ▪ Executing Claroty client requires administrator privileges

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Getting Access to Claroty platform (basics)

› New external suppliers will receive via email the **credentials** of a **Netskope account**

› The external supplier needs to **connect first to Netskope VPN** to get access to Claroty platform

› Once the external supplier receives the Netskope account and credentials, the **first login to the platform needs to be done via WEB UI (see slide 6)**

› **SAML Authentication is required** for all users

› The **same Netskope account credentials must be used** for accessing Claroty platform

› **Access to Claroty platform**
  • URL EMEA: https://sraot**1**.ww.forvia.com
  • URL NAO: https://sraot**3**.ww.forvia.com

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Getting Access to Claroty platform (WEB UI)

› **Access to Claroty platform via WEB UI**

1- Type the WEB UI URL in the browser

2- Login with SAML (PingID should have been already installed in your mobile phone to provide a second factor authentication when connecting first via Netskope)

3- Authenticate by entering the one-time passcode

4- Platform is prepared to be used according to external suppliers rights. Dashboard shows available server connections

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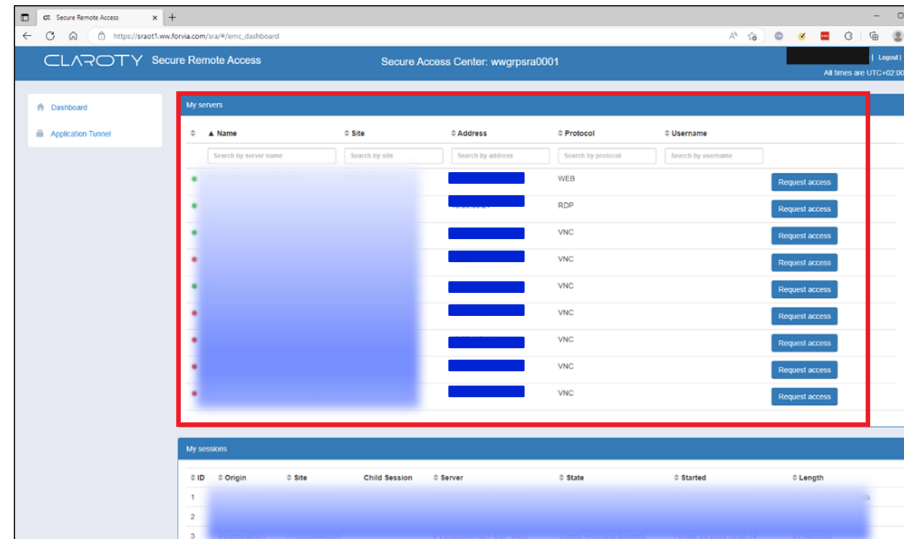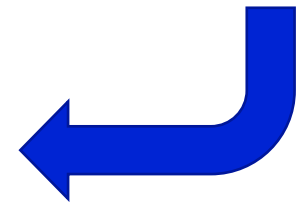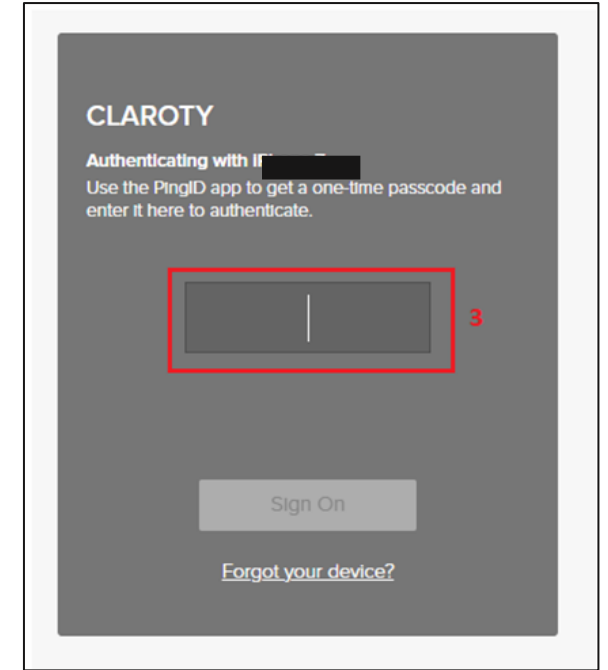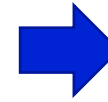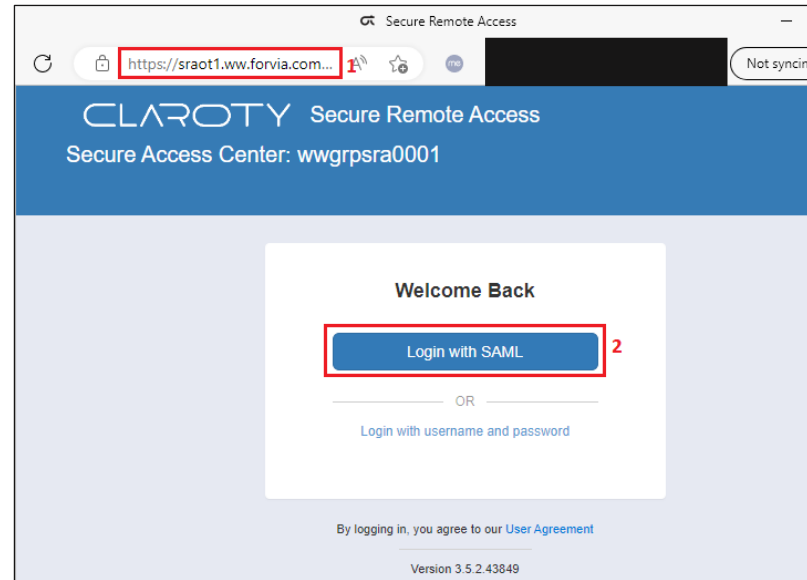
Getting Access to Claroty platform (WEB UI)

› **Connecting to a server**

1- Select the target **Server** and
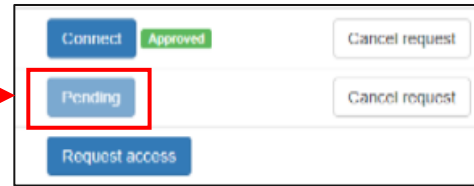click on "**Request access**"
in the dashboard view

2- In the **Request access** window,
define an **expected Duration**
in case of immediate access,
provide a **Reason** (mandatory).
As an alternative to an immediate
access, **schedule a session** by
checking the corresponding box
and provide date and time.
Click on "**Request**"

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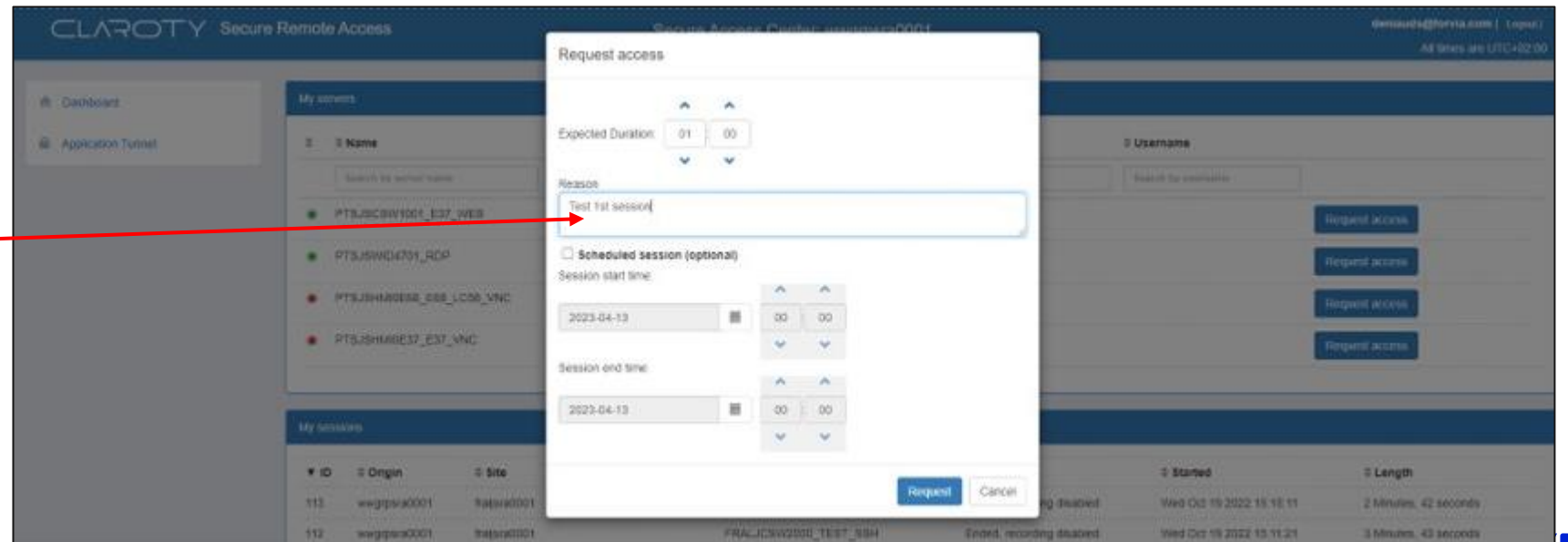
Getting Access to Claroty platform (WEB UI)

› **Connecting to a server**

3- Connection status turns to **Pending** while is waiting for approval by Claroty **Plant Approver**
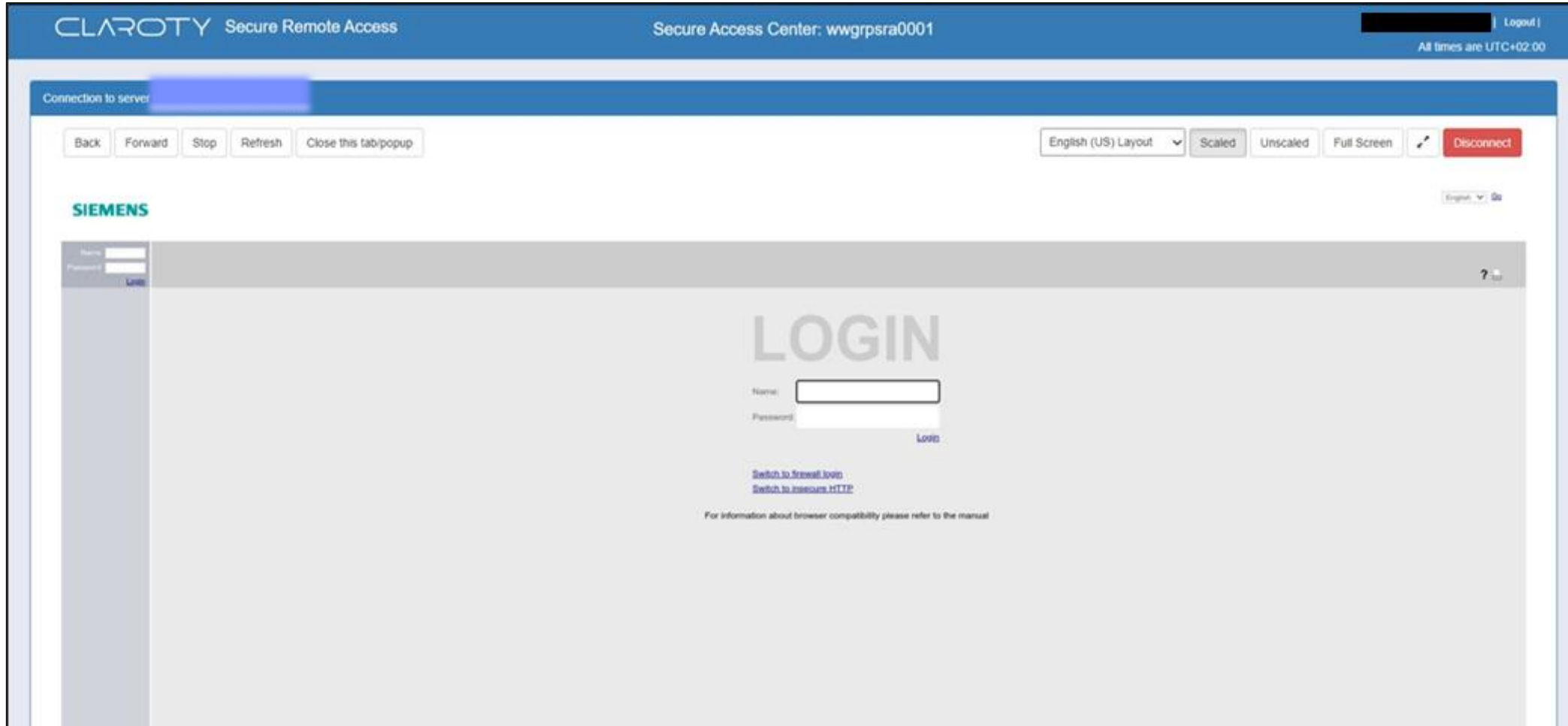

4- Once <mark>Approved</mark>, click on "**Connect**" to access to the target server (immediately for the requested duration or only during the scheduled session)

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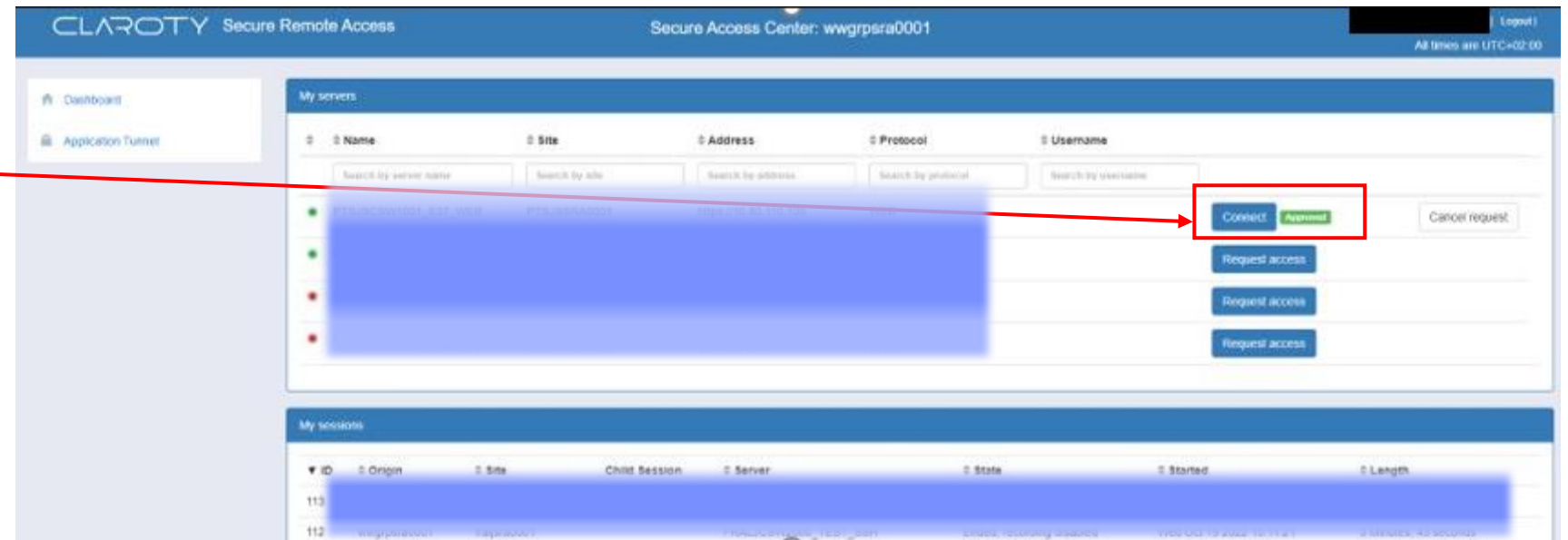
Getting Access to Claroty platform (WEB UI)

> **Connecting to a server**

5- WEB (https) remote view

6- Once the session done, click on Disconnect

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Getting Access to Claroty platform (Claroty Application Tunnel Client)

> **Access to Claroty platform via Claroty App Tunnel client**

❶ First time, connect to the WEB UI to download Claroty **Client** from "**Application Tunnel**" section

❷ Install the Client
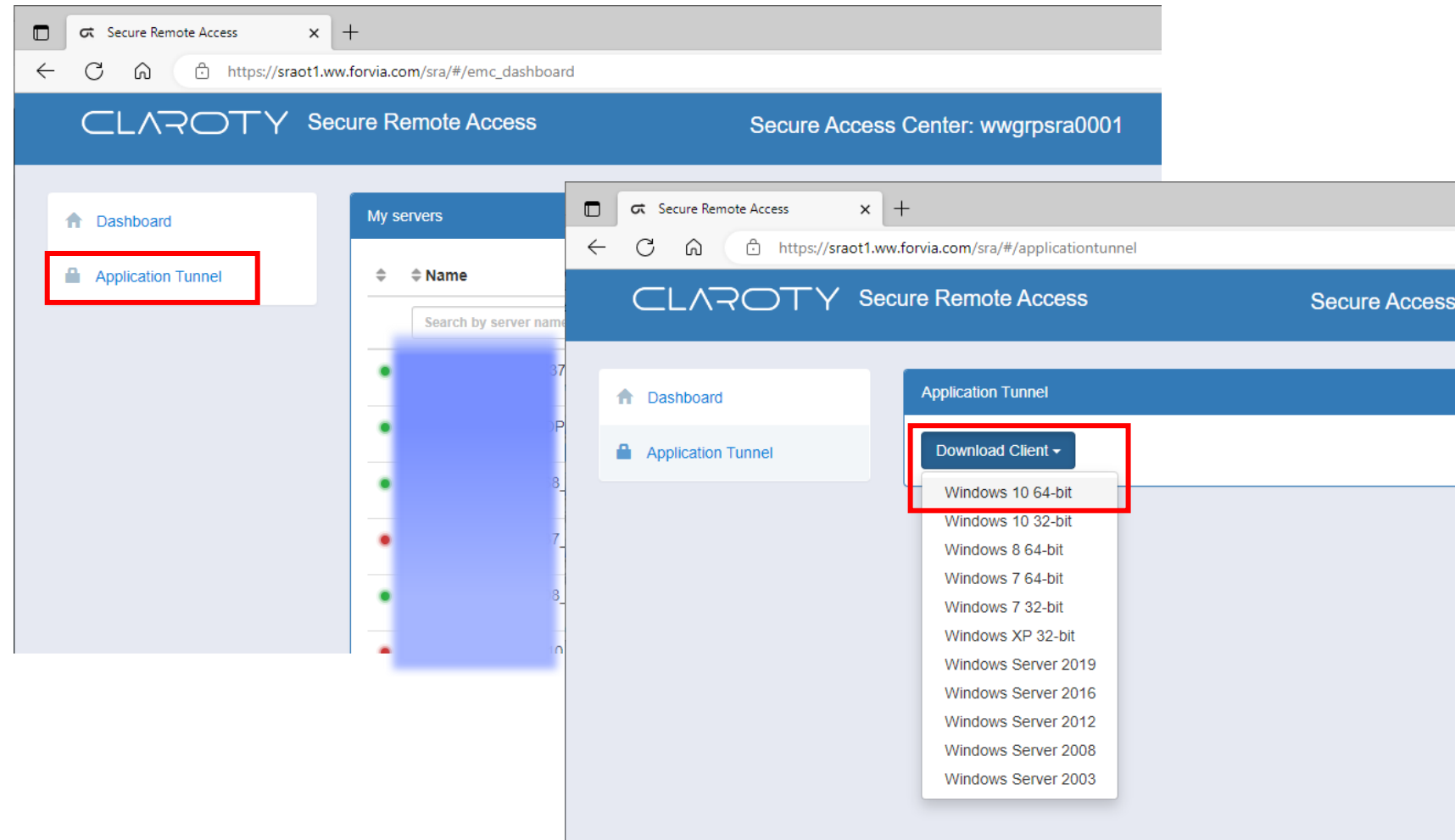
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Getting Access to Claroty platform (Claroty Application Tunnel Client)

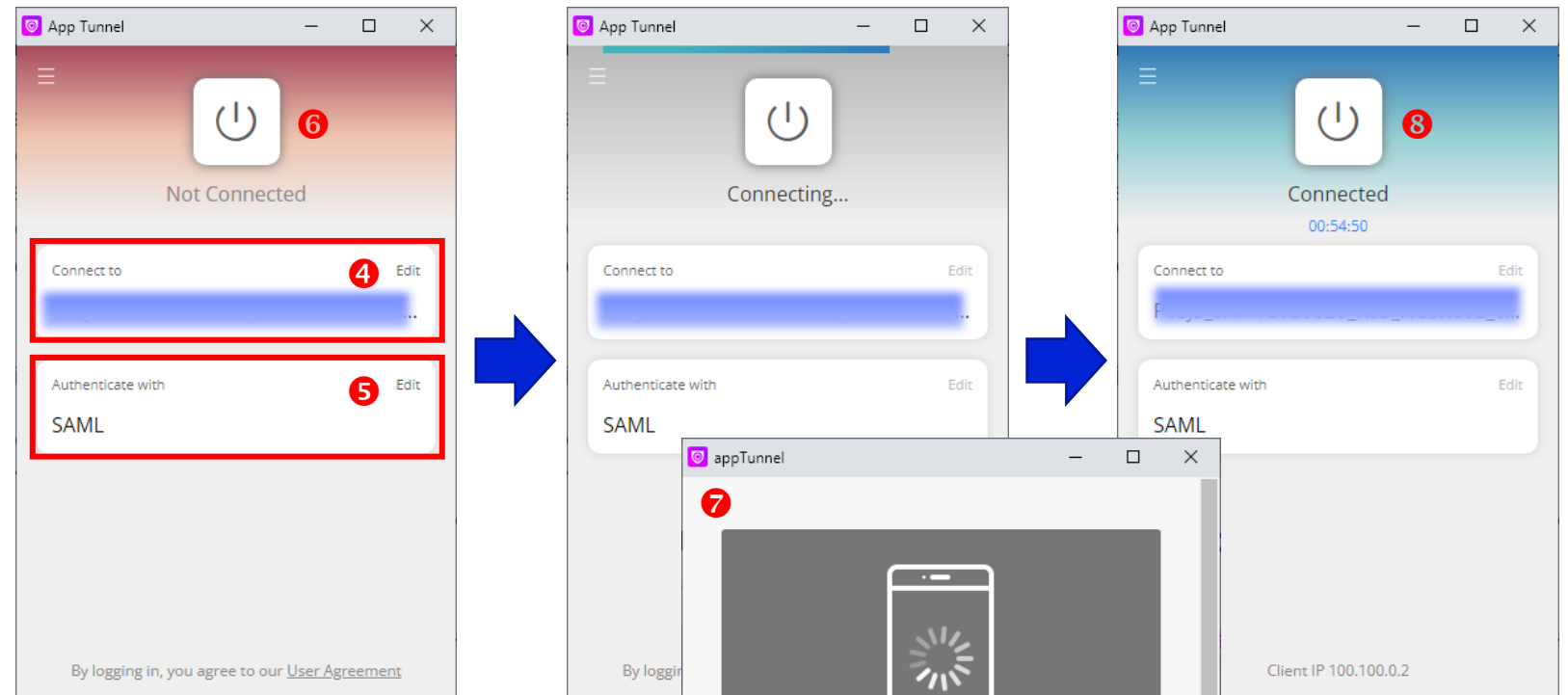> **Access to Claroty platform via Claroty App Tunnel client**

❸ Launch the App Tunnel client

❹ Click on **Edit** to select the Machine Tunnel Connection. In case of a new Tunnel Connection, Add it by selecting the corresponding .sra file automatically received by e-mail each time a new Tunnel connection is created. The file can be requested to the Plant Business Key User or the user's Forvia main contact

❺ Select Authenticate with **SAML**

❻ Click on connection button

❼ Authenticate with **PingID**

❽ Connection established. Target system is now reachable by using OT softwares

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