### **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





### **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	<ul> <li>WEB HTTP(S)</li> <li>VNC (only allowed for HMI)</li> <li>RDP</li> <li>SSH</li> </ul>	<ul> <li>WEB UI URL: <u>https://sraotz.ww.forvia.com</u></li> <li>z: region (z=1 EMEA, z=3 NAO, z=5 SAO, z=7 APAC)</li> </ul>	<ul> <li>Latest Google Chrome browser</li> <li>Latest Microsoft Edge browser</li> </ul>
Application tunnel connection	<ul> <li>Industrial protocols mainly</li> </ul>	<ul> <li>Claroty client software</li> </ul>	<ul> <li>Claroty client must be first downloaded from the WEB UI first (See slide 10)</li> <li>OS Supported         <ul> <li>Microsoft Windows OS 32-bit:Windows 10, Windows 7, Windows XP</li> <li>Microsoft Windows OS 64-bit: Windows 10, Windows 8, Windows 7, Windows Server 2019 / 2016 / 2012 / 2008 / 2003</li> </ul> </li> <li>Executing Claroty client requires administrator privileges</li> </ul>







### **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: <u>https://sraot1.ww.forvia.com</u>
  - URL NAO: <u>https://sraot3.ww.forvia.com</u>





- > 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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#### > 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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CLAROTY Secure Remote Access

#### Connecting to a server >

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



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

Dashboard	My servers						
application Tunnet		2 Name	0 Site	# Address	© Protocol	8 Username	
		Supplier where	Search by also	Search by address.	Source by protocol	from the try's from the tree	
		PTRUDCSW1001_E37_W	CB PTSJSSRA0201	мире //чо.во.110.108		Connets Mar	Cancel request
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						Fireguest access	
	My sessions						
		ID © Origin	I Site Child S	ession = Server	0 State	= Started	0 Length
	11	5					
	11	2 wegrpsracour		PRALICOVOUS I			2 MITMES, 43 SECONDS

Secure Access Center: wwgrpsra0001



> Connecting to a server

5- WEB (https)		Secure Access Center: wwgrpsra0001	Lopout  All times are UTC+02:00
remote view	Connection to server		
	Back Forward Stop Refresh Close this tablpopup		English (US) Layout 🗸 Scaled Unscaled Full Screen 🦨 Disconnect
	SIEMENS		(English, Mr., Ba
	Normal Control of Cont		2.5
		LOGIN	
		Name Perment	
		Sector. to Science HTTP	
		For information about browser compatibility please refer to the manual	
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

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

C Secure Remote Access x + ← C ŵ https://sraot1.ww.forvia.com/sra/#/emc_dashboard				
CLAROTY S	ecure Remote Access	Secure Access Center: wwgrpsra0001		
Dashboard     Application Tunnel	My servers	<ul> <li>C Secure Remote Access x +</li> <li>C A          <sup>↑</sup> https://sraot1.www.forvia.com/sra/#/applicationtunnel</li> </ul>		
	Search by server name	Dashboard		
		Application Tunnel     Download Client -     Windows 10 64-bit     Windows 10 32-bit		
	• 8 <u></u>	Windows 8 64-bit Windows 7 64-bit Windows 7 32-bit Windows XP 32-bit		
		Windows Server 2019 Windows Server 2016 Windows Server 2012 Windows Server 2008 Windows Server 2003		

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#### **Getting Access to Claroty platform** (Claroty Application Tunnel Client)

4 Edit

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6

(1)

Not Connected

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App Tunnel

Connect to

- Access to Claroty platform via Claroty App Tunnel client
  - Launch the App Tunnel B client
  - 4 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
  - Select Authenticate with SAML 6
  - Click on connection button 6
  - Authenticate with **PingID** 0
  - 8 Connection established. Target system is now reachable by using OT softwares

App Tunnel

Connect to

Authenticate with

SAML



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Connecting...

 $\times$ 

App Tunnel

Connect to

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8

(')

Connected 00:54:50

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