

HARDWARE



CHAPTER 1

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This manual covers the StrideLinx platform available from 2017 through 2021.

For details covering the StrideLinx Cloud 2.0 platform available after April 2021, please [click here](#) to link to that manual.

The StrideLinx Cloud 2.0 manual includes details describing the [Activation Code](#) model of Data Logging, Cloud Notify and other add-on features.

For information on the migration wizard from the original platform to StrideLinx Cloud 2.0, [click here](#).

Introduction

The Purpose of This User's Manual

Thank you for purchasing our StrideLinx™ series Industrial VPN Router. This manual describes AutomationDirect.com's StrideLinx industrial VPN routers, their specifications and included components, and provides you with important information for installation, connectivity and setup.

Technical Support

We strive to make our manuals the best in the industry. We rely on your feedback to let us know if we are reaching our goal. If you cannot find the solution to your particular application, or, if for any reason you need technical assistance, please call us at:

770-844-4200

Our technical support group will work with you to answer your questions. They are available Monday through Friday from 9:00 a.m. to 6:00 p.m. Eastern Time. We also encourage you to visit our web site where you can find technical and non-technical information about our products and our company.

<https://www.AutomationDirect.com>

If you have a comment, question or suggestion about any of our products, services, or manuals, please let us know.

Conventions Used



*When you see the “notepad” icon in the left-hand margin, the paragraph to its immediate right will be a special note. The word **NOTE**: in boldface will mark the beginning of the text.*



*When you see the “exclamation mark” icon in the left-hand margin, the paragraph to its immediate right will be a warning or a caution. This information could prevent injury, loss of property, or even death (in extreme cases). The words **WARNING** or **CAUTION**: in boldface will mark the beginning of the text.*

Product Overview StrideLinx Industrial VPN Router

1

The StrideLinx series of industrial VPN routers is the hardware component for the StrideLinx platform. The StrideLinx router makes it convenient to remotely connect to your equipment, while the built-in firewall keeps your equipment safe from outside threats.

Beyond remote access, StrideLinx also enables you to customize your platform to send alarms & notifications, log data locally or to the cloud, and brand the StrideLinx platform as your own. These options are provided as add-on services so you get exactly what you need at the best possible price. Datalogging, alarms, and notifications options are not supported by model SE-SL3001.

Configuration is as easy as inserting a USB memory stick, which contains your configuration file, into the StrideLinx router's USB port. Generate the configuration file from the Tools menu in your StrideLinx platform account.

Product Family

StrideLinx routers are available in variants with the following communication modes:

StrideLinx Industrial VPN Router Models			
Part #	Ethernet	WiFi	4G LTE
SE-SL3001 ¹	✓		
SE-SL3011			
SE-SL3011-WF	✓	✓	
SE-SL3011-4G (AT&T) ^{2,3}	✓		
SE-SL3011-4GG (global) ³			✓

1. SE-SL3001 does not support data logging or notifications.

2. Certified for AT&T; compatible with T-Mobile and other carriers using the same cellular bands.

3. Refer to specifications tables for supported cellular bands.

What's in the Box?

In the package you will find the following contents:

- StrideLinx router
- USB stick used for configuration
- Female 4-pin plug-in connector with screw connection, model Weidmuller BL 5.08/04/180 SN BK BX or equivalent
- Product insert

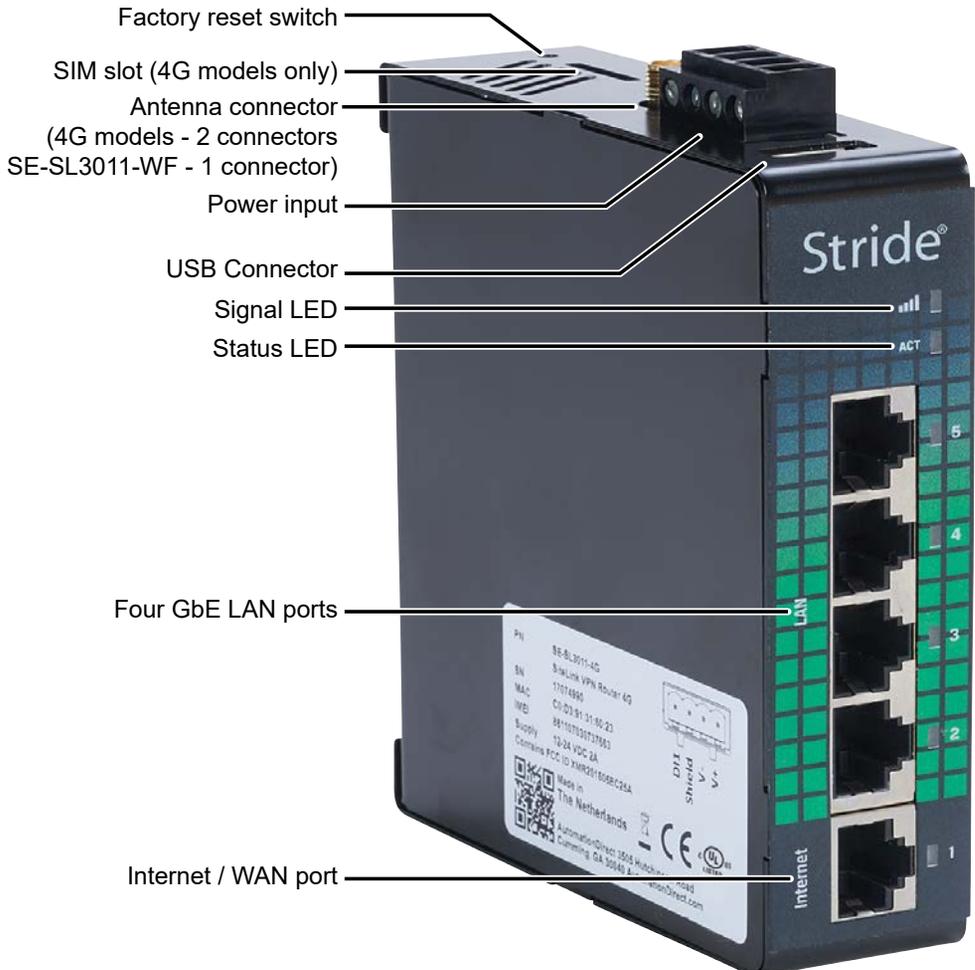
External antennas are required for WiFi and 4G models. Antennas sold separately.

Models that support 4G connections require a SIM card and cellular service (provided by others). Detailed instructions are shown in section "[SIM Card Registration](#)" on page 1-14.



Hardware Overview

The StrideLinx router is created with performance and a multitude of hardware capabilities in mind.



SAFETY NOTICE: The StrideLinx VPN router allows the user to connect to remote industrial controls equipment from Ethernet, Wi-Fi, or cellular network connections. The remote user may fully operate and monitor the local control system and affect the function and control of the application just as the local operator controls it. Proper Control, Security and Safety Procedures should be considered and implemented when utilizing the remote access feature. See Appendix C and Appendix E.

Specifications

1

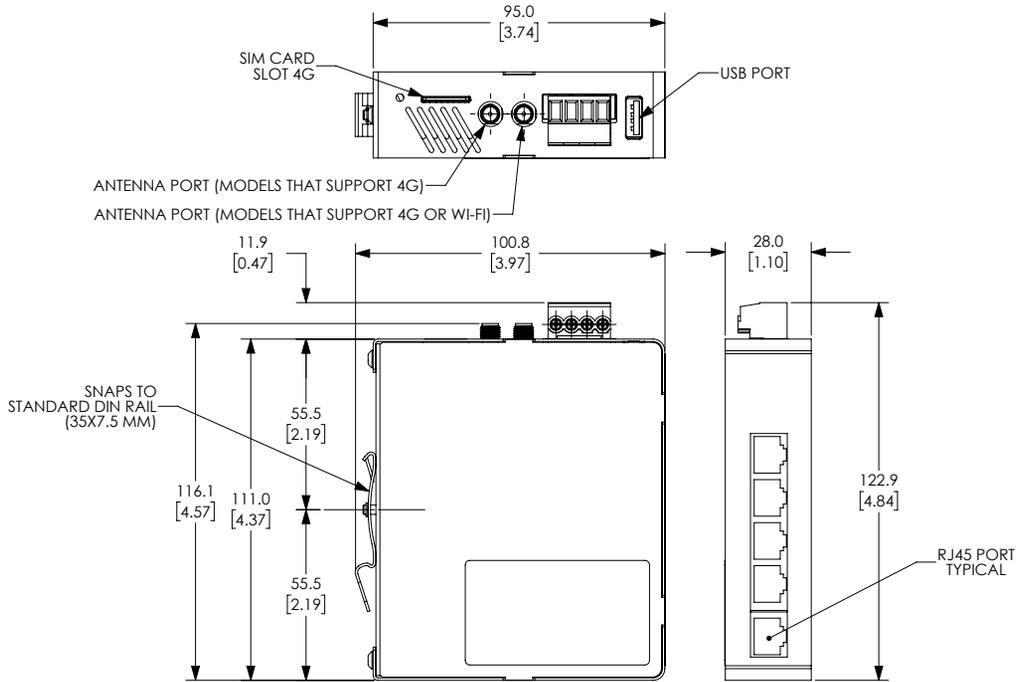
General Specifications	
USB	USB 2.0 (for configuration only)
Processor	MIPS 800 MHz
Digital Input for Local Control	Yes
Operating temperature	-20°C to +65°C [-4°F to +149°F]
Storage temperature	-20°C to +65°C [-4°F to +149°F]
Relative humidity	10 to 95% non-condensing
Operating altitude	Maximum 2000m
Storage altitude	Maximum 3000m
Environmental Air	For use in Pollution Degree 2 Environment. No corrosive gases permitted.
EMI	FCC CFR47 Part 15, EN55022/CISPR22, Class B
EMS	IEC61000-4-2 (ESD): ± 8kV (contact), ± 15kV (air) IEC61000-4-3 (RS): 10V/m (80MHz ~ 2GHz) IEC61000-4-4 (EFT): Power Port ± 4kV; Data Port: ± 2kV IEC61000-4-5 (Surge): Power Port: ± 2kV/DM, ± 4kV/CM; Data Port ± 2kV IEC61000-4-6 (CS): 10V (150kHz ~ 80MHz)
RoHS and WEEE	RoHS (Pb free) and WEEE compliant
Packaging and Protection	Metal case, IP20
Mounting	DIN rail
Certification	CE, cULus, RoHS, REACH, AT&T (SE-SL3011-4G), FCC
Warranty	2 years
Agency Approvals	UL/cUL 60950-1, CE

Power Details	
Input Voltage	Class 2 LPS Power Supply 12-24 VDC
Maximum Input Power	10W
Maximum Input Current	2A
Internal Voltage Protection	29V max
Reverse Polarity Protection	Yes
Isolation	1.5 kV

Ethernet Interface	
Ethernet ports	Five GbE (4x LAN, 1x WAN)
Port Type	Shielded RJ45
Auto-Crossover	Yes, allows you to use straight-through or crossover wired cables
Auto-Sensing Operation	Yes, full and half duplex
Auto-Negotiating Speed	Yes
Flow Control	Automatic
Operating Mode	Store and forward wire speed switching, non-blocking
Devices Supported	All IEEE 802.3 compliant devices are supported
Protection	Built-in 1.5 kV magnetic isolation
Cable Requirements	Twisted pair (Cat5e or better) (shielded recommended)
Max. Cable Distance	100 meters
4G LTE Specifications for SE-SL3011-4G Only	
Cellular Bands (AT&T)	LTE-FDD: B2, B4, B12 WCDMA: B2, B4, B5
Speed	LTE-FDD: Max. 150 Mbps (DL)/Max. 50 Mbps (UL) WCDMA: Max. 384 kbps (DL)/Max. 384 kbps (UL)
Antenna Connection	Two (2) SMA plugs (male)
Antenna Connector Torque	3–5 lb-in [0.3–0.6 N·m]
SIM size	Standard SIM (2FF)
FCC ID	XMR201605EC25A
4G LTE Specifications for SE-SL3011-4GG Only	
Cellular Bands (Global)	LTE FDD: B1,B2,B3,B4,B5,B7,B8,B12,B13,B18,B19,B20,B25,B26,B28 LTE TDD: B38,B39,B40,B41 WCDMA: B1,B2,B4,B5,B6,B8,B19 GSM: B2,B3,B5,B8 GPRS: B2,B3,B5,B8
Speed	LTE-FDD: Max. 150 Mbps (DL)/Max. 50 Mbps (UL) LTE-TDD: Max. 130 Mbps (DL)/Max. 30 Mbps (UL) WCDMA: Max. 384 kbps (DL)/Max. 384 kbps (UL) GSM (EDGE): Max. 296 kbps (DL)/Max. 236.8 kbps (UL) GPRS: Max 107 kbps (DL)/Max. 85.6 kbps (UL)
Antenna Connection	Two (2) SMA plugs (male)
Antenna Connector Torque	3–5 lb-in [0.3–0.6 N·m]
SIM size	Standard SIM (2FF)
FCC ID	XMR201903EG25G
WiFi Specifications (P/N SE-SL3011-WF Only)	
WiFi IEEE 802.11 Version	b/g/n
WiFi Modes	Station (Client) Mode and Access Point
Speed	72 Mbps
Antenna Connection	RP-SMA plug (male)
Antenna Connector Torque	3–5 lb-in [0.3–0.6 N·m]
FCC ID	XPYLILYW1

Dimensions

units: mm [in]



StrideLinx router dimensions



NOTE: Maintain 25mm [1 inch] clearance around device.

Compatible Accessories

SE-SL3011-4G, SE-SL3011-4GG and SE-SL3011-WF require antennas, purchased separately. The routers that support 4G have two standard SMA screw antenna connectors for 4G LTE antennas and the SE-SL3011-WF router contains an RP-SMA screw antenna connector for a 2.4 GHz WiFi antenna.



NOTE: Two antennas will provide best performance, including improved and more predictable throughput and improved resistance to interference. If only one antenna is connected to a 4G router, it must be connected to the MAIN antenna connector, closer to the front of the router.

For compatible antennas, see Appendix A or visit www.AutomationDirect.com.

Installation

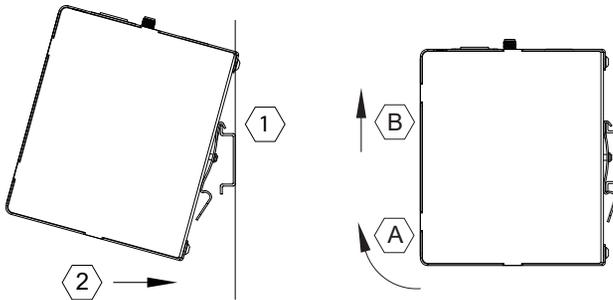
Installation and Removal Procedures



NOTE: These devices are open-type and are meant to be installed in an enclosure which is only accessible with the use of a tool and suitable for the environment.

Installing and Removing from DIN rail

The StrideLinx router can be easily installed on a standard DIN rail. (1) Hang the device on the rail and (2) push the unit down until you feel a click. To remove the unit, (A) pull/rotate the device up and (B) lift off the rail.



Installing the SIM Card (for SE-SL3011-4G and SE-SL3011-4GG)

The SIM card slot uses a standard (size 2FF) SIM card.



WARNING: DO NOT insert or remove the SIM card when power is applied to the router.

To insert, push the SIM card into the slot until you feel a click; this is approximately 1mm inside the device. Release the card and the card will stay in the device. The end of the SIM card should be aligned with the outside of the enclosure.

To remove, push the SIM card firmly into the slot until you hear a click. Releasing will then cause the SIM card to partially eject, allowing you to easily take out the card.

Guidelines for Installing the StrideLinx Router

When designing the layout of your system, always separate the devices that generate high voltage and high electrical noise from the low-voltage, logic-type devices such as the StrideLinx router. Also consider the heat-generating devices and locate the electronic-type devices in the cooler areas of your cabinet. Reducing the exposure to a high-temperature environment will extend the operating life of the StrideLinx router.

Consider also the routing of the wiring for the devices in the panel. Avoid placing low-voltage signal wires and communications cables in the same tray with AC power wiring and high-energy, rapidly-switched DC wiring.

The StrideLinx router is designed to be cooled using natural convection. For proper cooling, you must provide a clearance of at least 25 mm [1 inch] above and below the device. Also, allow at least 25 mm [1 inch] of depth between the front of the device and the inside of the enclosure.

Wiring

Wiring Guidelines



WARNING: To minimize the risk of potential safety problems, you should follow all applicable local and national codes that regulate the installation and operation of your equipment. These codes vary from area to area and it is your responsibility to determine which codes should be followed, and to verify that the equipment, installation, and operation are in compliance with the latest revision of these codes.

Equipment damage or serious injury to personnel can result from the failure to follow all applicable codes and standards. We do not guarantee the products described in this publication are suitable for your particular application, nor do we assume any responsibility for your product design, installation, or operation.

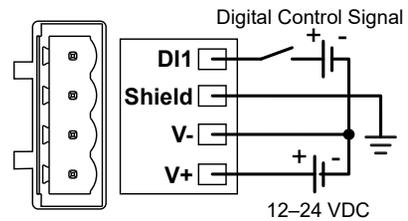
If you have any questions concerning the installation or operation of this equipment, or if you need additional information, please call technical support at 1-800-633-0405 or 770-844-4200.

This publication is based on information that was available at the time it was printed. At Automationdirect.com® we constantly strive to improve our products and services, so we reserve the right to make changes to the products and/or publications at any time without notice and without obligation. This publication may also discuss features that may not be available in certain revisions of the product.

Proper grounding and wiring of all electrical equipment is important to help ensure the optimum operation of the StrideLinx router and to provide additional electrical noise protection for your application.

The StrideLinx router comes with a female 4-pin plug-in connector with screw connection (type: Weidmuller BL 5.08/04/180 SN BK BX).

Wiring Details	
Wire Size Range	18–12 AWG
Wire Strip Length	7mm [0.28 in]
Terminal Screw Torque	0.4 N·m [3.5 lb·in]
Max Wire Length	3m [9.84 ft]
Min Ground Conductor	16 AWG



Power Supply

The StrideLinx router can be powered from the same DC source that is used to power your other devices. To maintain the UL listing, this must be a Limited Power Supply (LPS) or Class 2 power supply. A DC voltage in the range of 12 to 24 VDC needs to be applied between the V+ terminal and the V- terminal as shown above. A recommended DC power supply is AutomationDirect.com part number PSL-24-030.

Digital Input (DI1)

The digital input may be configured to restrict remote access to the router when the input is in either an ON or OFF state. Instructions for enabling can be found in the “StrideLinx platform” chapter. The V- from the power supply is used as common ground.

This feature can provide an extra level of security or safety, by allowing remote connections only when certain conditions are met, such as when an operator is present or safety interlocks are engaged. The input can be wired directly through a switch, or a series of interlocks, or can be controlled via PLC for more complex control conditions.

A video providing an overview of using the StrideLinx router’s Digital Input as a part of your safety lockout procedures is accessible by clicking the thumbnail at the right, or by copying the following URL to your browser:

<https://www.AutomationDirect.com/VID-CM-0034>



Digital Input Specifications	
Type	Optocoupler
DI Voltage Range	0–29 VDC
DI OFF State Voltage Range	0–3 VDC
DI ON State Voltage Range	7–29 VDC
DI ON State Current Range	2–5 mA (typically)

Shield

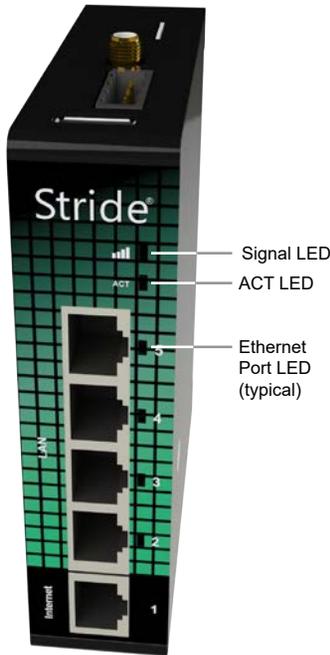
Connect the Shield pin of the StrideLinx router to the protective earth conductor (PE) with minimum 16 AWG copper wire.

Operation

1

LED Status Indicators

The StrideLinx router has two LEDs for router status, and one LED per Ethernet port.



Signal LED (SE-SL3011-4G, -4GG & -WF models)

Color	Mode	Description
Red	Blinking continuously	No reception
Red	Blinking 2 pulses	SIM card invalid, PIN invalid or PUK required
Red	Constant	Low reception
Purple	Constant	Medium reception
Blue	Constant	Good reception
Blue	Blinking	Initializing

ACT LED

Color	Mode	Description
Red	Constant	Booting or not registered
Red	Blinking 1 pulse	Waiting for internet access
Red	Blinking 3 pulses	LAN/WAN conflict ¹
Red	Blinking 4 pulses	The router was removed from the StrideLinx platform ²
Red	Blinking 5 pulses	The router was already registered to the StrideLinx platform ³
Blue	Blinking 1 pulse	Connecting to StrideLinx platform
Blue	Blinking 2 pulses	Setting up VPN connection
Blue	Constant	VPN connection active

1. The network range on the LAN side is in conflict with the settings on the WAN side. The router cannot reliably access the internet because of this. Changing the LAN side IP range generally resolves the conflict.

2. If you want to access the device again, you will have to reconfigure it via a USB stick.

3. This means someone removed the router from the company after registration without performing a factory reset. Fix this by performing factory reset and configuring the router.

Ethernet activity LEDs

Color	Mode	Description
Blue	Constant	Link up
Blue	Blinking	Data activity

Reset to Factory Default



WARNING: This action cannot be undone. You'll have to re-register your device on the StrideLinx platform and complete the configuration steps before connecting by VPN.

To reset the router:

1. If you want to save the router settings before you reset the router, use the “Save as Template” feature on the StrideLinx platform.
2. Remove the router from the Devices list.
3. Remove the USB flash drive from the router.



NOTE: Be sure to remove the USB stick before pressing the reset button to ensure a previous configuration file doesn't interfere with the reset to factory default.

4. Revert the router back to factory default settings by pressing and holding the reset button on top for 15 seconds until the ACT LED lights steady Red. Wait for the StrideLinx router to restart.
5. Create a configuration file.
6. Load the new configuration file into the router via a USB flash drive.

The router will now appear as a “new device” in your company.

1

SIM Card Registration

The routers that support 4G connections require SIM card and cell service intended for data applications. The specifications for each model that supports 4G include information on which bands and frequencies are supported.

AutomationDirect can only support AT&T connections, as described in the following section.

AT&T SIM Card Registration



NOTE: AutomationDirect recommends that users purchase the AT&T M2M SIM cards intended for data applications like the StrideLinx router. The following section provides instruction on acquiring an AT&T M2M SIM card. AutomationDirect can only offer support for AT&T 4G connections using an AT&T M2M SIM card purchased at the link below.

To begin, open the AT&T marketplace web page at <https://marketplace.att.com/data-plans>. “IoT Data Plans” should be selected (1).

Select “View Details” under AT&T IoT Data Plans – LTE North America (2).

A screenshot of the AT&T IoT Marketplace website. The page title is "IoT Solutions". On the left, there are filters: "SELECTED FILTERS" includes "IoT Data Plans" (marked with a red '1'). Under "IoT Solutions", "IoT Data Plans" is checked (marked with a red '1'). The main content area shows three product cards for "AT&T IoT Data Plans - LTE International", "AT&T IoT Data Plans - LTE North America", and "AT&T IoT Data Plans - LTE-M US". Each card features the AT&T logo, a "Featured Product" badge, and a price of "\$2.99". The "AT&T IoT Data Plans - LTE North America" card has a red '2' next to its "View Details" button. The top navigation bar includes the AT&T logo, a hamburger menu, "IoT Marketplace", a shopping cart icon, and "Login".

Select Connectivity (data per device per 30 days) (3). Be sure to scroll down in the drop down window to see all choices – up to 10GB/device (4).

Select Number of SIM Cards (5).

Select Device “IXON – StrideLinX VPN Router 4G” (6).

Add to Cart & Checkout

The screenshot shows the AT&T IoT Data Plans - LTE North America product page. A dropdown menu for connectivity options is open, showing choices from 10 MB to 10 GB per device. A red circle 4 highlights the 10 GB option. A red circle 3 highlights the connectivity dropdown. A red circle 5 highlights the quantity dropdown for SIM cards. A red circle 6 highlights the search bar for the device. The page also shows pricing for connectivity (\$0.99 per month) and SIM cards (\$4.00 each).

Once you have your SIM cards you must log into your AT&T account and register the SIM cards – Go to Management – Register SIMs (7).

Find the SIM card ICCID on the card and name it, if desired (8). Click Register SIMs (9).

The screenshot shows the AT&T Management - Register SIMs page. A red circle 7 highlights the 'Register SIMs' button. A red circle 8 highlights the 'SIM card ICCID' input field. A red circle 9 highlights the 'Register SIMs' button at the bottom right of the form.

The SIM card is now ready to be installed into the StrideLinX router. Configuration of the 4G router to use the AT&T APN is covered in the “Registering Your Device” section of Chapter 2.

T-Mobile SIM Card Registration

1

While AutomationDirect does not offer technical support for this setup, the StrideLinx 4G router can be used with a T-Mobile prepaid 4G data plan.

To do so, first visit a T-Mobile store and purchase an LTE data plan and SIM card for a hotspot device.

The T-Mobile SIM card must be activated by calling T-Mobile before use in the StrideLinx 4G router.

Once the SIM card has been activated, install it into the router as described earlier in this chapter.

Configuration of the 4G router to use the T-Mobile APN is covered in the “Registering Your Device” section of Chapter 2.

StrideLinx Router Connectivity Requirements for Local IT

The StrideLinx VPN router allows the user to connect to remote industrial controls equipment from Ethernet, Wi-Fi, or cellular network connections. The remote user may fully operate and monitor the local control system and affect the function and control of the application just as the local operator controls it. Proper Control, Security and Safety Procedures should be considered and implemented when utilizing the remote access feature. See Appendix C for an overview of security and safety considerations, and see Appendix E for a more detailed look at StrideLinx network security.

How does the StrideLinx router connect? (ports, protocols & servers)

The StrideLinx router uses outgoing ports to establish a secure connection to the StrideLinx Platform. This means there is no need to open any incoming ports in your firewall.

How to grant the StrideLinx router access?

Easy method: automatic updates

You may create an **exception** in your firewall **for the domain name** and ports & protocols, mentioned below, to grant the StrideLinx router the access it needs.

With time, some servers may be removed or added to benefit the service. We try to keep these changes to a minimum.

If we add a server, we simply add a DNS record. Your firewall will re-check the domain once the TTL expires. Within an hour your firewall will be up-to-date and allow traffic to the new IP address.

Likewise, **if we remove a server**, we will remove its DNS record, and your firewall will block any traffic to this IP address.

Alternative method: manual updates

You can execute a **DNS lookup** (nslookup) request at the domain name mentioned below, to get an IP list of all servers currently required by the StrideLinx solution. You can then create exceptions to these IP addresses, in combination with the ports and protocols mentioned below, to grant the StrideLinx router the access it needs.

With time, some servers may be removed or added to benefit the service. We try to keep these changes to a minimum.

Please keep your firewall rules/exceptions up to date by periodically performing a DNS lookup and checking for changes to maintain optimal remote service accessibility.

Servers & domains

The StrideLinx router connects to different servers: **REST API**, **MQTT**, and **OpenVPN servers**, which include the following domains:

- *.ixon.cloud
- *.ixon.net
- *.ayayot.com (phonetic IIoT)

For your convenience, we provide a domain name that resolves to an always up-to-date IP list of all current servers:

- whitelist.ixon.cloud.

Ports & protocols

Below is an overview of the ports and protocols that the StrideLinx router utilizes.

StrideLinx Router Ports and Protocols			
Direction	Port	Transport	Application
Outbound	443	TCP	HTTPS, MQTT/TLS, OpenVPN ⁽¹⁾
Outbound	8443 ⁽²⁾	TCP	HTTPS
Outbound	53 ⁽³⁾	TCP & UDP	DNS ⁽³⁾

1. The very first packet may be considered unencrypted as the OpenVPN handshake takes place prior to the TLS handshake. For this reason an exception may be required on firewall rules that block non-SSL traffic over SSL ports.

2. Only used when stealth mode is activated for connectivity via a censored internet connection (e.g. when located in China).

3. DNS requests are often handled by local DNS servers. In those cases the listed DNS port can be ignored.

MAC or IP Address Filtering

Your local network may be configured to only allow internet access to specific devices, based on the MAC address or IP address. The MAC address can be obtained from the label on the side of the StrideLinx router or in the Devices Info tab of your StrideLinx account. The IP address can be set to a static IP address. However, by default the IP address is set to be obtained automatically via DHCP.

Agency Approvals

Applicable European Directives

The StrideLinX router is in conformity with the provisions of the following European Directives.

Applicable European Directives	
<i>Directive</i>	<i>Description</i>
EMC Directive 2014/30/EU	Product safety
Radio Equipment Directive 2014/53/EU	Use of the radio spectrum
RoHS Directive 2011/65/EU including amendment 2015/863	Restriction of hazardous substances
REACH Directive	Regulation and registration of chemicals
WEEE Directive 2012/19	Waste of electronic equipment

Applicable Safety Standards

The StrideLinX router was tested and passed the following standards.

Applicable Safety Standards	
<i>Standards</i>	<i>Description</i>
EN 55032	Electromagnetic Compatibility of Multimedia Equipment
EN 301 489-1	EMC Standard for Radio Equipment and Services, Part 1: Common technical requirements
EN 301 489-3	EMC Standard for Radio Equipment and Services, Part 3: Specific conditions for Short-Range Devices
EN 61000-4-2	Electrostatic discharge immunity test
EN 61000-4-3	Radiated, Radio-frequency, Electromagnetic Field Immunity Test 80-1000 MHz
EN 61000-4-4	Burst Immunity Test
EN 61000-4-5	Surge Immunity Test
EN 61000-4-6	Immunity to Conducted Disturbances, Induced by Radio-frequency Fields
IEC 60950-1 + Amendment 1 and Amendment 2	Information Technology Equipment Safety, Part 1: General Requirements - Edition 2
UL 60950-1	Information Technology Equipment Safety, Part 1: General Requirements - Edition 2
CSA C22.2 No. 60950-1-07 + Amendment 1 and Amendment 2	Information Technology Equipment Safety, Part 1: General Requirements - Edition 2

FCC Compliance

The product described in this User Manual complies with Part 15 of the FCC Rules. The StrideLinx router is a class B Information Technology Equipment (ITE) device.

Operating is subject to the following conditions:

- This device may not cause harmful interference, and
- This device must accept any interference received, including interference that may cause undesired operation.

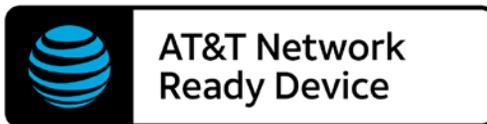


WARNING for WiFi and 4G models: The antenna used with this transmitter must be installed with a separation distance of at least 20cm from all persons and must not be co-located or operated in conjunction with any other antennas or transmitters. Only an antenna tested with the wireless transmitter or a similar antenna with equal or lesser gain may be used.

Certifications

The StrideLinx router has been tested and certified for:

- CE certification
- FCC verification
- cULus listed (UL File #E495151)
- AT&T certification (SE-SL3011-4G)



Model SE-SL3011-4G Only