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**