



Keeping your data safe: Dr. Schenk's secure remote access solutions

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The Inspection Expert


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Secure connections protect infrastructures

Dr. Schenk remote access (RA) allows our authorized inspection experts to assist you without being physically on site.

For example, when your inspection solution is initially commissioned and set up; or when you are planning a product change in your production line and wish to adapt your inspection goals; or when a problem arises during your current production with which you need support.

With Dr. Schenk RA, our experts can safely access and control your inspection system from a distance without threats to your or our company's data infrastructure. Because when it comes to data, we are as protective about yours as we are about our own.

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- Worry-free, industry-proven security for your infrastructure
 - No need to develop an individual solution
 - You are in control: remote access is only possible after initialization by the customer
 - End-to-end SSH encryption: safe administration of remote servers and tunneling via various different encryption techniques
 - Time-out function: if no data is being transferred, tunnel shuts down automatically (after 1 hour)

To maintain our safe data infrastructure, Dr. Schenk RA servers receive regular security updates. Our RA does not require additional passwords, which could potentially be hacked by third parties or unauthorized employees.

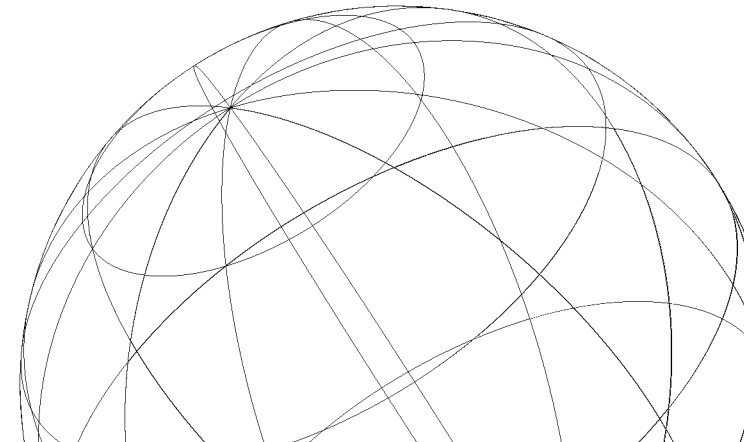
And in the unlikely event that someone should somehow gain physical access to our servers without authorization, the only thing they would be able to see is the "system load".

Efficient assistance: anywhere, anytime

Dr. Schenk is serious about rigorous quality standards. Technological excellence, outstanding applications, and long-term customer support & assistance are the cornerstones of the relationship with our customers.

The Dr. Schenk hotline, its 24/7 upgrade option, IPRS and IPS are a few of our lifecycle support modules that rely on remote access for fast and efficient troubleshooting.

True to our German roots, we are obsessed with data protection. So we have taken great care to create a secure infrastructure that helps us maintain lasting, beneficial relationships with our customers – all around the world.



How it works: Dr. Schenk's secure solution

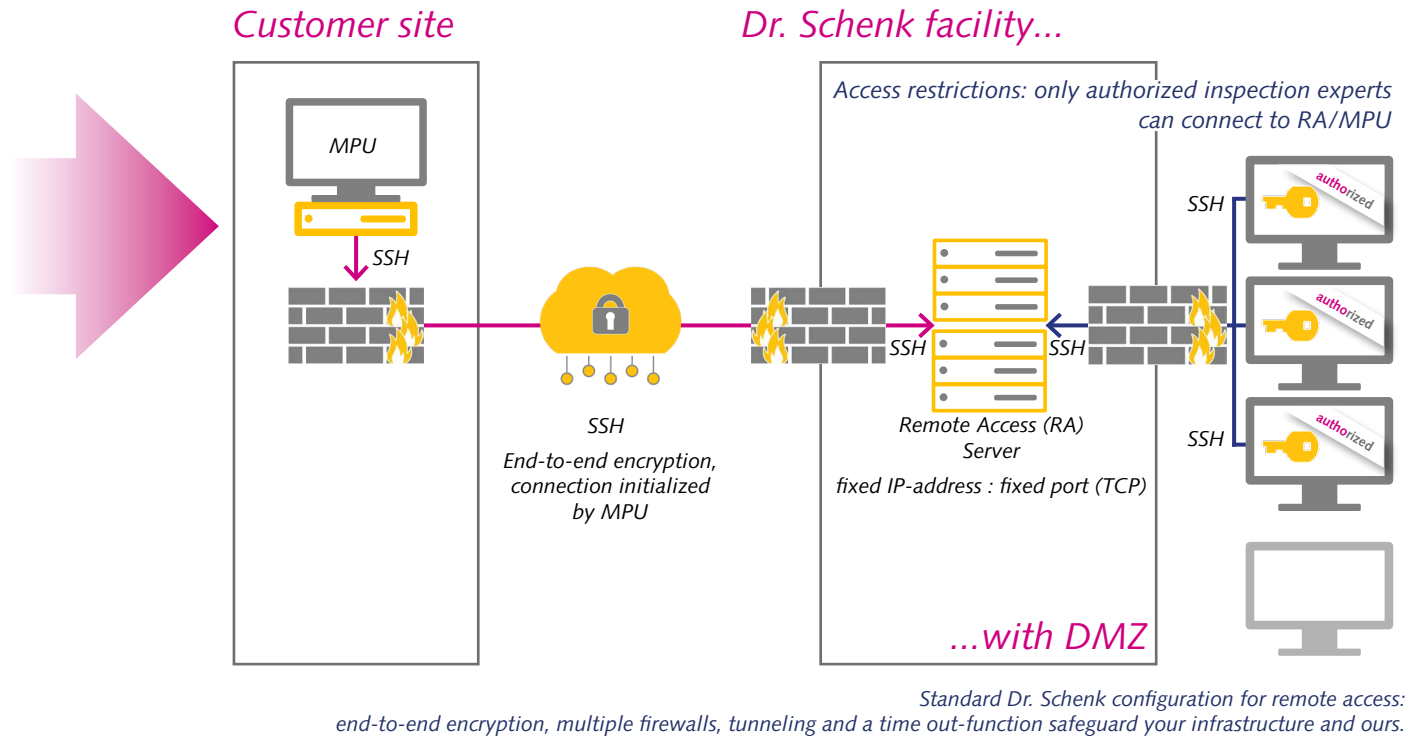
Our RA solution meets highest security requirements. Leading manufacturers around the world have adopted it and trust it in their daily work. It has proven itself time and again.

The following describes how you connect your inspection system to the Dr. Schenk RA Center, which is kept separate from the Dr. Schenk company network (DMZ or demilitarized zone). From there, an authorized Dr. Schenk inspection expert connects to your system, using a safe tunnel:

Prerequisite: You open the fully encrypted, dedicated port on your master processing unit (MPU), an industrial computer; only then can a connection be established at all;

1. The 1st firewall at your end is given one rule: allow your MPU to connect to the Dr. Schenk facility with DMZ using a fixed port, a fixed IP address and 4096 bit RSA-key secure shell (SSH) encryption;
2. Using end-to-end SSH encryption and initialized by your MPU, the 2nd firewall at Dr. Schenk is reached; it only lets connection requests originating from the fixed port of your MPU pass through;
3. The Dr. Schenk RA server is reached; now authorized inspection experts access the RA: via fully encrypted SSH connections, passing through the 3rd firewall
4. The authorized inspection experts create a tunnel, using the established SSH connections to access your MPU
5. All inspection system data traffic is now tunneled through this fully encrypted SSH connection

In case data flow ceases, the connection to the Dr. Schenk facility with DMZ is shut down automatically, adding another level of security to the Dr. Schenk RA solution.



Optional: VPN-RA solution

Upon demand, the industry-proven Dr. Schenk RA solution can be changed to VPN-based RA. In this scenario, connections are not initialized by the customer but by a Dr. Schenk inspection expert.

As the VPN solution is not the Dr. Schenk RA standard solution, additional time for setup (Windows-Box, virtual machine, VPN-client), development and increased effort for continued maintenance must be considered. This solution also requires a dedicated maintenance contract. For customers with existing VPN the development effort is reduced. Integration is smooth, resulting in a safe, encrypted RA option.

