

Where Automation Connects.



PLX35-NB2

Network Bridge

October 13, 2025

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PLX35-NB2 User Manual For Public Use.

October 13, 2025

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Contents

	Your Feedback	(Please	2
	How to Contac	t Us	2
	Content Discla	imer	2
	Agency Approv	/als and Certifications	2
1	Start Here)	5
	1.1	About the PLX35-NB2 Network Bridge	5
	1.1.1	Specifications	
	1.2	PLX35-NB2 Package Contents	
	1.3	Jumper Information	
	1.4	Failover and Automatic Backup & Factory Reset	7
	1.4.1	Failover	
	1.4.2	Automatic Backup & Factory Reset	7
2	Quick Sta	rt	8
_			
	2.1	Local Configuration	
	2.2	Belden Horizon Setup and Configuration	8
_		W. DI VOT NDO	_
3	Installing	the PLX35-NB2	9
	3.1	LED Indicators	10
	3.1.1	Ethernet Port LEDs	11
4	Local Cor	figuration Using the PLX35-NB2 Configuration Webpage	12
4			
4	4.1	Connecting to the PLX35-NB2 Webpage	12
4	4.1 4.2	Connecting to the PLX35-NB2 Webpage	12 14
4	4.1 4.2 4.3	Connecting to the PLX35-NB2 Webpage Using the Overview Tab Setting Gateway Configuration Parameters	12 14 14
4	4.1 4.2 4.3 4.3.1	Connecting to the PLX35-NB2 Webpage Using the Overview Tab Setting Gateway Configuration Parameters Open Source Software and License Information	12 14 14
4	4.1 4.2 4.3 4.3.1 4.4	Connecting to the PLX35-NB2 Webpage Using the Overview Tab Setting Gateway Configuration Parameters Open Source Software and License Information Configuring Login Credentials	12 14 14 17
4	4.1 4.2 4.3 4.3.1 4.4 4.4.1	Connecting to the PLX35-NB2 Webpage	12 14 14 17 19
4	4.1 4.2 4.3 4.3.1 4.4 4.4.1 4.4.2	Connecting to the PLX35-NB2 Webpage	12 14 14 17 19 20
4	4.1 4.2 4.3 4.3.1 4.4 4.4.1	Connecting to the PLX35-NB2 Webpage	12 14 17 19 20 21
4	4.1 4.2 4.3 4.3.1 4.4 4.4.1 4.4.2 4.5 4.5.1	Connecting to the PLX35-NB2 Webpage	12 14 17 19 20 21 24
4	4.1 4.2 4.3 4.3.1 4.4 4.4.1 4.4.2 4.5 4.5.1 4.5.2	Connecting to the PLX35-NB2 Webpage	12 14 17 19 20 21 24 28
4	4.1 4.2 4.3 4.3.1 4.4 4.4.1 4.4.2 4.5 4.5.1	Connecting to the PLX35-NB2 Webpage	12 14 17 19 20 21 24 28 34
4	4.1 4.2 4.3 4.3.1 4.4 4.4.1 4.4.2 4.5 4.5.1 4.5.2	Connecting to the PLX35-NB2 Webpage	12 14 17 19 20 21 24 28 34 39 40
4	4.1 4.2 4.3 4.3.1 4.4 4.4.1 4.4.2 4.5 4.5.1 4.5.2 4.6 4.7	Connecting to the PLX35-NB2 Webpage Using the Overview Tab Setting Gateway Configuration Parameters Open Source Software and License Information Configuring Login Credentials Advanced Configuration Initial / Factory Reset Login File Relay Example #1: Transferring Files Across Segmented Networks Using FTP Example #2: Transferring Files Across Segmented Networks Using SFTP SD Card Viewing Gateway Log file Activity	12 14 17 19 20 21 24 28 34 39 40
4	4.1 4.2 4.3 4.3.1 4.4 4.4.1 4.4.2 4.5 4.5.1 4.5.2 4.6 4.7 4.8 4.9 4.10	Connecting to the PLX35-NB2 Webpage	12 14 17 19 20 21 24 39 40 41 42
4	4.1 4.2 4.3 4.3.1 4.4 4.4.1 4.4.2 4.5 4.5.1 4.5.2 4.6 4.7 4.8 4.9 4.10 4.11	Connecting to the PLX35-NB2 Webpage	12 14 17 19 20 21 24 39 40 41 42 43 44
4	4.1 4.2 4.3 4.3.1 4.4 4.4.1 4.4.2 4.5 4.5.1 4.5.2 4.6 4.7 4.8 4.9 4.10	Connecting to the PLX35-NB2 Webpage	12 14 17 19 20 21 24 39 40 41 42 43 44
5	4.1 4.2 4.3 4.3.1 4.4 4.4.1 4.4.2 4.5 4.5.1 4.5.2 4.6 4.7 4.8 4.9 4.10 4.11 4.12	Connecting to the PLX35-NB2 Webpage	12 14 17 19 20 21 24 39 40 41 42 43 44
	4.1 4.2 4.3 4.3.1 4.4 4.4.1 4.4.2 4.5 4.5.1 4.5.2 4.6 4.7 4.8 4.9 4.10 4.11 4.12 Cloud-bas	Connecting to the PLX35-NB2 Webpage	12 14 17 19 20 21 24 39 40 41 42 43 44 45
	4.1 4.2 4.3 4.3.1 4.4 4.4.1 4.4.2 4.5 4.5.1 4.5.2 4.6 4.7 4.8 4.9 4.10 4.11 4.12 Cloud-bas	Connecting to the PLX35-NB2 Webpage Using the Overview Tab Setting Gateway Configuration Parameters Open Source Software and License Information Configuring Login Credentials Advanced Configuration Initial / Factory Reset Login File Relay Example #1: Transferring Files Across Segmented Networks Using FTP Example #2: Transferring Files Across Segmented Networks Using SFTP SD Card Viewing Gateway Log file Activity Importing a Configuration File Exporting a Configuration File Updating the Firmware Rebooting the Gateway Factory Reset Sed Management Using Belden Horizon Log In and Activate Belden Horizon	12 14 17 19 20 21 24 39 40 41 42 43 44 45
	4.1 4.2 4.3 4.3.1 4.4 4.4.1 4.4.2 4.5 4.5.1 4.5.2 4.6 4.7 4.8 4.9 4.10 4.11 4.12 Cloud-bas	Connecting to the PLX35-NB2 Webpage	12 14 17 19 20 21 24 39 40 41 42 43 44 45

	5.3 5.4	Using Belden Horizon to Configure the PLX35-NB2Adding Team Members	
	5.4.1	Editing Team Member Access	
	5.5	Changing Firmware	
	5.6	Remote Packet Capture	
	3.0	Nemote Facket Capture	04
6	Easy Brid	lge	66
	6.1	VPN Tunnel Connection	66
	6.1.1	Verifying VPN Tunnel Connection	72
	6.2	Configuring a New Driver in RSLinx	
	6.3	Uploading .ACD Project File	
	6.4	Ending the Tunnel Connection	
7	Ethernet (Cable Specifications	81
	7.1	Ethernet Cable Configuration	81
8	Appendix		82
	8.1	PLX35-NB2 Network Requirements	82
	8.1.1	PLX35-NB2 LAN Port	
	8.1.2	PLX35-NB2 WAN Port	82
	8.2	PDN & SRA Tunnel Server IP/DNS Addresses	83
9	Support,	Service & Warranty	84
		0 · · · T · · · · · · · ·	0.4
	9.1	Contacting Technical Support	84

1 Start Here

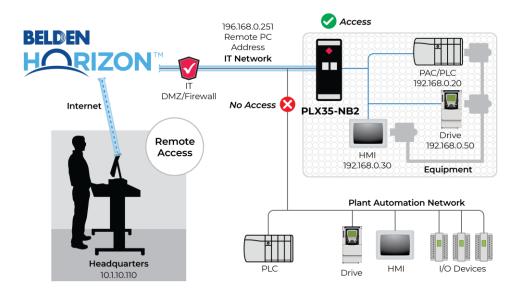
1.1 About the PLX35-NB2 Network Bridge

The PLX35-NB2 Network Bridge is the ideal solution for system integrators, machine builders, and OEMs requiring remote system access for commissioning, troubleshooting, or network maintenance.

During the commissioning phase, a network bridge is deployed on site with automation equipment. Once the equipment is installed and ready for configuration and programming, the bridge allows the user to remotely access the network to commission, maintain, and troubleshoot the system, thereby reducing travel time costs.

By deploying a network bridge to an existing network, the network bridge allows access from anywhere by authorized personnel. In the event of unscheduled downtime, an authorized user can connect to the network to minimize downtime and loss of profit.

Module configuration and remote connections are accomplished through Belden Horizon™, ProSoft Technology's secure, cloud-native platform for the Industrial Internet of Things (IoT).



The PLX35-NB2 allows users to:

- Securely connect to remote devices from any PC without having to use a 3rd-party software application
- Locally control the VPN connection through an EtherNet/IP® message.

The PLX35-NB2 provides 2 Ethernet ports. One port is used for the local network requiring remote access. The second port is used to connect to the internet.

1.1.1 Specifications

Power	Description
Power	24 VDC nominal, 10 to 36 VDC allowed, Positive, Negative, and GND terminals
Power Connector	Three pin, screw terminal, screw retention, black
Current Load	24 VDC nominal @300 mA

Internal Specifications	Description
EtherNet/IP	Supports local control of VPN access through MSG instruction.
Network Ports	HTTP or HTTPS ports 80

Physical	Description	
Enclosure	Extruded aluminum with DIN clip	
Dimensions	5.52 x 2.06 x 4.37 in	
(H x W x D)	14.01 x 5.24 x 11.09 cm	
Shock	IEC 60068-2-27; 20G @ 11ms (Operational)	
	IEC 60068-2-27; 30G @ 11ms (Non-Operational)	
Vibration	IEC 60068-2-6; 10G, 10 to 150 Hz	
Ethernet Port	(2) 10/100 Base-T, RJ45 connector	

Environmental	Description
Operating Temperature	IEC 60068; -22°F to +158°F (-30°C to +70°C)
Humidity	IEC 60068-30; 5% to 95%, with no condensation
External Power	10 to 30 VDC
Peak Power Consumption	< 6W

1.2 PLX35-NB2 Package Contents

The following components are included with the PLX35-NB2 and are required for installation and configuration.

Important: Before beginning the installation, please verify the following items are present.

Qty.	Part Name	Part Number	Part Description
1	PLX35-NB2 Network Bridge	PLX35-NB2	2-port Network Bridge
1	2-pin Power Connector	002-0116	Power Connector

If any of these components are missing, please contact ProSoft Technology Technical Support for replacement parts. See Contacting Technical Support (page 84).

1.3 Jumper Information

The module has one visible set of jumper pins on the back of the gateway. These pins should only be jumped/shunted when resetting the gateway back to factory defaults.

To perform a factory reset:

- 1 Set the jumper on both pins and power-cycle the module.
- 2 Wait until the FLT, CFG and ERR LED's flash in a reverse-clockwise direction (the gateway should boot twice by then).
- 3 You will notice all the LED's flashing twice (except interface LED's).
- 4 Remove the jumper and wait for the gateway to finish the power-cycle.
- **5** When the factory reset has finished, the CFG LED flashes.

1.4 Failover and Automatic Backup & Factory Reset

1.4.1 Failover

The Failover process provides a recovery mechanism whenever a serious malfunction renders the main filesystem inoperable.

If the system fails to boot up (all LEDs are solid on) 4 times in a row, on the 5th boot up the gateway will enter a failover state (the FLT LED is solid red and the CFG LED blinks amber). While in this state, the PLX35-NB2 can be accessible using its default configuration. A new upgrade can be performed on the gateway which should fix the serious malfunction that led to the failover state.

1.4.2 Automatic Backup & Factory Reset

If the system fails to boot up (all LEDs are solid on) 10 times in a row, on the 11th boot up the gateway tries to restore the backup firmware and configuration. The backup firmware and configuration are in place before the last upgrade was performed. If the backup restore procedure has performed correctly, only the PWR LED will be lit upon boot up.

The automatic factory reset process takes place when the PLX35-NB2 needs to return to the default configuration. This is because the backup restore process has not succeeded. After this process is completed, it will run the factory default image with the default configuration, in an out-of-the-box condition. In this case, there is no need to use a jumper to perform a factory reset.

If the factory reset has performed correctly, the CFG LED will blink amber.

2 Quick Start

2.1 Local Configuration

Task	Page	
Install the module	9	
Connect to the PLX35-NB2 webpage	12	
Set gateway configuration parameters	14	
Configure login credentials	19	
Update firmware	43	

2.2 Belden Horizon Setup and Configuration

Belden Horizon allows you to remotely configure, maintain, and troubleshoot the gateway.

Task	Page
Obtain an activation key and login to Belden Horizon	47
Create a VPN client	51
Establish a VPN Connection	51
Perform configuration functions in Belden Horizon	56
Add Team Members	57
Change Firmware if required	60

3 Installing the PLX35-NB2

Mount the PLX35-NB2 such that:

- There is easy access for the cables to ensure that they are not bent, constricted, near high amperage, or exposed to extreme temperatures.
- The LEDs on the front panel are visible for troubleshooting and verifying the gateway status.
- There is adequate airflow around the gateway, but also protected from direct exposure to the elements, such as sun, rain, and dust.

Caution: The PLX35-NB2 is in a hardened case and is designed for use in industrial and extreme environments; however, unless the cables are expressly designed for such environments, the cables can fail if exposed to the same conditions the PLX35-NB2 can withstand.

ProSoft Technology, Inc. Page 9 of 85

3.1 LED Indicators

The following table describes the diagnostic LEDs on the PLX35-NB2.

LED	State	Description
MGMT	Off	The module cannot reach the internet and is not managed
		by Belden Horizon (default).
	Flashing Green	The module can reach the internet.
	Solid Green	The module is managed by a Belden Horizon account.
	Solid Red	N/A
	Flashing Red	The module is configured to be managed by Belden
		Horizon but cannot reach Belden Horizon.
·	Alternating Red/Green	N/A
VPN	Off	Belden Horizon is not enabled (default).
	Flashing Green	VPN is possible (normal).
	Solid Green	A VPN tunnel is established.
	Solid Red	The module is managed by Belden Horizon and EIP has
		disabled VPN tunneling.
	Flashing Red	VPN connection failed.
	Alternating Red/Green	N/A
PWR (Power)	Off	Power is not connected to the power terminals or source is
		insufficient to properly power the module.
	Solid Green	Sufficient power is connected to the power terminals.
FLT (Fault)	Off	Normal operation
	Solid Red	A critical error has occurred. Program executable has
		failed or has been user-terminated and is no longer
		running. Press the <i>Reset</i> button or cycle power to clear the
		error.
CFG	Off	Normal operation
	Flashing Amber	The module has no configuration.
	Solid Amber	The module is in configuration mode. Either a
		configuration error exists, or the configuration file is
		currently being downloaded or read. After power-up or
		after the <i>Reset</i> button is pressed, the configuration is read
		and the module implements the configuration values and
EDD		initializes the hardware.
ERR	Off	Normal operation
	Flashing Amber	An error condition has been detected and is occurring on
		one of the application ports. Check configuration and
	Solid Amber	troubleshoot for communication errors.
	Solid Amber	The ERR LED is cleared on receipt of a well-formed
		allowed packet. On receipt of data packet containing an unsupported protocol, the LED is lit. If the LED is solid, a
		large number of errors are occurring on one or more ports
		(network communication errors).
		(Hotwork communication chois).

ProSoft Technology, Inc. Page 10 of 85

3.1.1 Ethernet Port LEDs

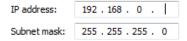
LED	State	Description
100 Mbit	Off	No activity on the port
	Flashing Amber	The Ethernet port is actively transmitting or receiving data.
LNK/ACT	Off	No physical connection is detected. No Ethernet communication is possible. Check wiring and cables.
	Solid Green	Physical network connection detected. This LED must be ON (solid) for Ethernet communication to be possible.

4 Local Configuration Using the PLX35-NB2 Configuration Webpage

The PLX35-NB2 contains a browser-based configuration webpage used for configuration. The following sections describe the configuration process.

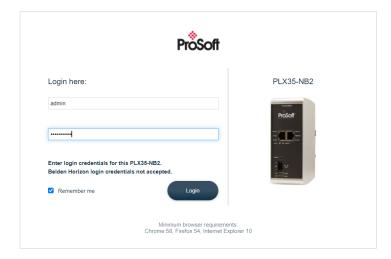
4.1 Connecting to the PLX35-NB2 Webpage

- 1 Ensure that the module is connected to the network through the LAN port.
- 2 Apply power to the module.
- To log into the PLX35-NB2 configuration webpage through the network, your PC must be able to connect to the PLX35-NB2. The default IP address of the PLX35-NB2 is 192.168.0.250. If your PC is on a different subnet, temporarily set the IP address of your PC to 192.168.0.xxx with a subnet of 255.255.255.0 (where xxx is an available address on the network).



Note: ProSoft Discovery Service can be used to discover the IP address. Download and install ProSoft Discovery Services from the ProSoft website at www.prosoft-technology.com.

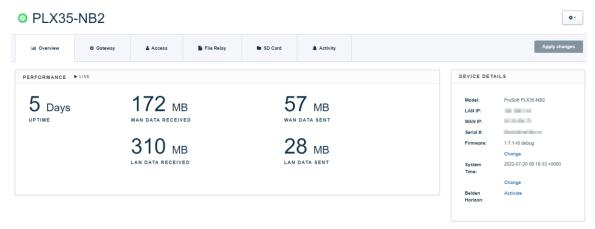
- 4 In a web browser, enter the PLX35-NB2 default address of **192.168.0.250**. Minimum browser requirements: Chrome 58, Firefox 54, and Internet Explorer 10.
- In the PLX35-NB2 configuration webpage, enter the **USERNAME** and **PASSWORD** to log in. The default **USERNAME** is *admin* and the default **PASSWORD** is *password*.



Note: For security purposes, it is required to change the default username and password after initial login or factory reset. See *Initial / Factory Reset Login* on page 21.

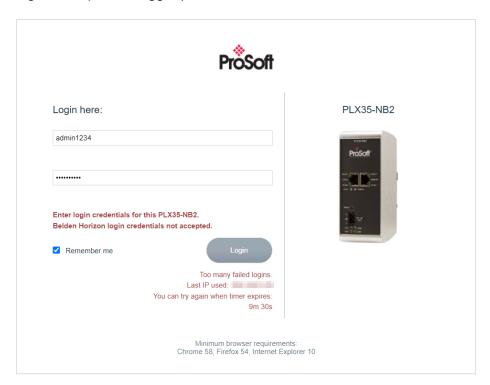
ProSoft Technology, Inc. Page 12 of 85

6 After successful log in, the configuration webpage displays the *Overview* tab.



This page allows you to:

- View Performance Information
- View Device Details
- Update Firmware
- Manually enter a custom date and time
- 7 After 5 consecutive failed login attempts, login is suspended for 10 minutes. The login details and status is logged in *syslog* and */psft/loginRecords.txt* (The last 100 login attempts are logged).



ProSoft Technology, Inc. Page 13 of 85

4.2 Using the Overview Tab

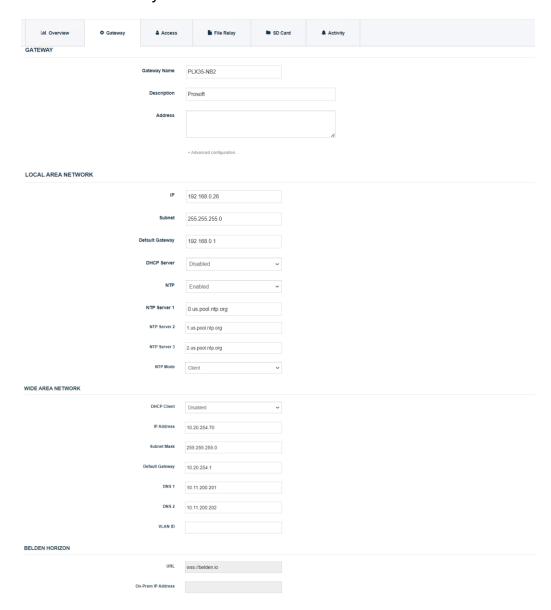
The *Overview* tab contains performance information as well as device details, access information, and module location information.

In addition, this page allows you to make firmware updates to the gateway. You can view this tab at any time by simply clicking on the *Overview* tab.

Tip: This tab provides an *Activation Code* that allows you to take advantage of configuring and maintaining your gateway using Belden Horizon. See *Cloud-based Maintenance using Belden Horizon on page 47* for details on using this code.

4.3 Setting Gateway Configuration Parameters

1 Click on the Gateway tab.

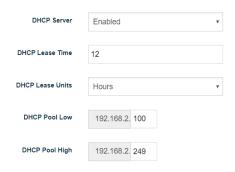


ProSoft Technology, Inc. Page 14 of 85

2 Use the following table to enter the appropriate parameters:

Parameter	Description
Gateway	
Gateway Name	Enter a name for this gateway.
Description	Enter a description to describe the gateway.
	For example, Network Bridge - Bakersfield.
Address	Enter the street address of the gateway (i.e., where the gateway resides)
Advanced	This link allows you to provide GPS coordinates of the gateway's location.
configuration (link)	
Local Area Network	
IP	Enter the IP address of the gateway. This is a static IP address. The default
	IP address is 192.168.0.250. (The netmask is always 255.255.255.0).
Subnet	Subnet mask of the PLX35-NB2 Ethernet port.
Default Gateway	Default gateway of the PLX35-NB2 Ethernet port.
DHCP Server	Use this parameter to enable or disable DHCP. The default is Disabled . If
	you want to use a DHCP server to select an IP, select Enabled .

Selecting Enabled displays a number of additional DHCP-related parameters



DHCP Lease Time - Allows you to select lease times in hour, minutes, or seconds. This is the amount of time an IP address remains available on a particular device before releasing the IP address for use by another device. **DHCP Lease Units** - Allows you to specify Hours and Minutes and works in conjunction with *DHCP Lease Time*.

DHCP Pool Low - DHCP uses a pool of assigned addresses that are available to requests. *DHCP Pool Low* allows you to set the last octet to the low end number of the pool. (See example below)

DHCP Pool High - DHCP uses a pool of assigned addresses that are available for use. *DHCP Pool High* allows you to specify the high-end last octet of the pool

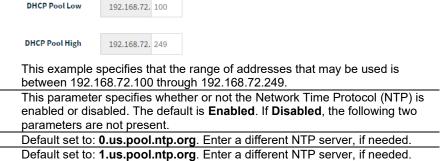
For example:

NTP

NTP Server 1

NTP Server 2

NTP Server 3 NTP Mode



Default set to: 2.us.pool.ntp.org. Enter a different NTP server, if needed.

Default is Client. This can be edited to Client/Server mode.

ProSoft Technology, Inc. Page 15 of 85

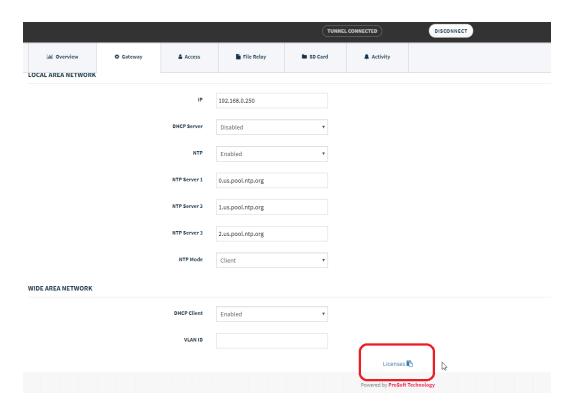
Wide Area Network	
DHCP Client	This is set to Enabled by default. If your administrator wants to assign a static IP, this should be set to Disabled .
	ir, this should be set to Disabled .
	If Disabled , you must supply the following information:
	IP : The IP address assigned to the WAN port.
	Subnet: Enter the subnet address.
	Gateway: Enter the gateway address for this subnet.
	DNS 1 : Enter the Domain Name Server IP provided to your system.
·	DNS 2 : Enter the backup Domain Name Server IP provided to your system.
VLAN ID	If the gateway is part of a VLAN, enter the VLAN ID.
Belden Horizon	
URL	By default, URL is set to wss://belden.io.
	If the PLX35-NB2 needs to be activated on premises then the URL must be
	set as wss://onprem.belden.io.
	If the PLX35-NB2 is activated to the cloud, this parameter cannot be modified.
	Note: Only wss://belden.io and wss://onprem.belden.io can be configured as the <i>URL</i> .
On-Prem IP Address	This section is disabled by default.
	If the <i>URL</i> is configured as wss://onprem.belden.io , then the On-Prem server IP address must be entered here.
	If the PLX35-NB2 is activated to the cloud, this parameter cannot be modified.
	if the 1 LAGO-11DZ is activated to the Godd, this parameter calinot be modified.
	Note: If the <i>URL</i> is configured as wss://belden.io , this parameter will be disabled

3 Click the **APPLY CHANGES** button when complete.

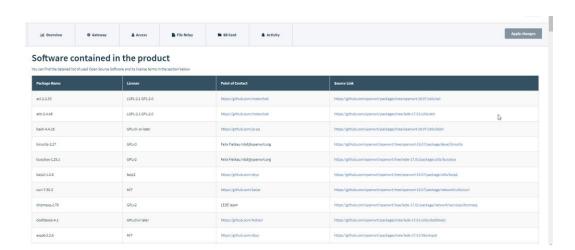
ProSoft Technology, Inc. Page 16 of 85

4.3.1 Open Source Software and License Information

To view a list of the software and licenses contained in the PLX35-NB2, click on the **LICENSES** link at the bottom of the *Gateway* tab.

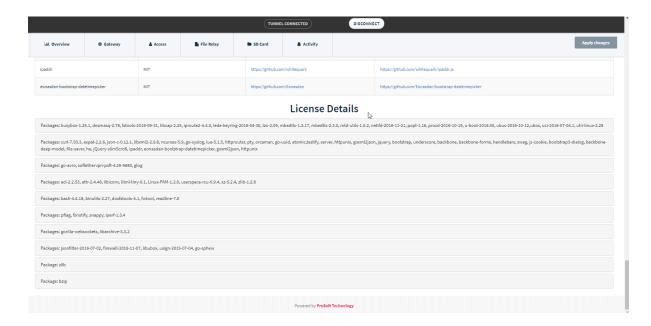


A list of the Open Source software and its license terms are displayed:

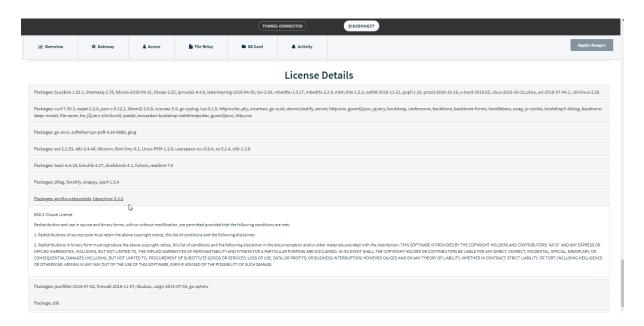


ProSoft Technology, Inc. Page 17 of 85

License Details:



Each entry can be expanded:



ProSoft Technology, Inc. Page 18 of 85

4.4 Configuring Login Credentials

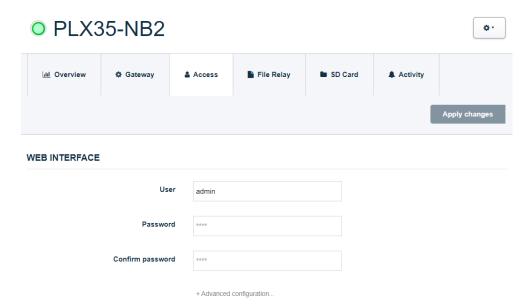
The gateway is shipped with the following login defaults:

User: admin

Password: password

The Access tab allows you to change the default user name and password.

1 Click on the Access tab.

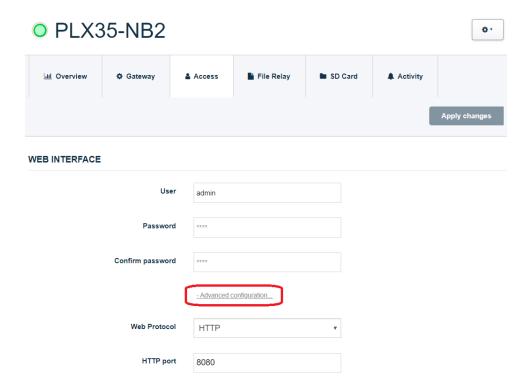


This page allows you to set up the users that can manage and configure this gateway. The *Advanced Configuration* link allows you to restrict access based on user.

- 2 Enter a user name and a password.
- 3 Confirm the password by retyping it.

4.4.1 Advanced Configuration

1 Click on the Advanced Configuration link.



- 2 Select the Web Protocol. Select HTTP or HTTPS.
- 3 Choose the port depending on what protocol is selected.
- 4 Click APPLY CHANGES when complete.

ProSoft Technology, Inc. Page 20 of 85

4.4.2 Initial / Factory Reset Login

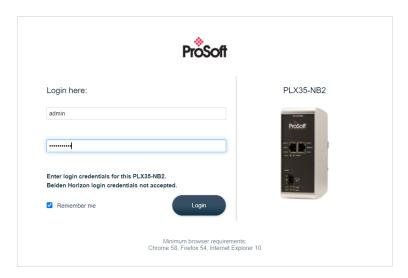
This procedure is used for brand new units, or resetting the PLX35-NB2 to the default configuration. The default credentials are as follows:

User: admin

Password: password

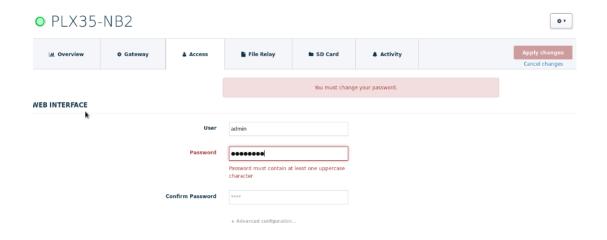
Note: Beginning with PLX35-NB2 firmware v1.5, this process requires you to change the default password on initial/reset login.

1 Connect to the PLX35-NB2 webpage using the default credentials.



2 After logging in, the Access tab will be displayed to change the password.

Note: Beginning with PLX35-NB2 firmware v1.5, this process requires you to change the default password on initial/reset login.

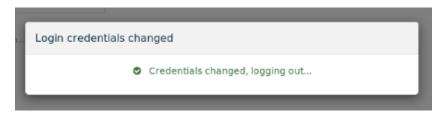


ProSoft Technology, Inc. Page 21 of 85

- 3 Select a password that is compatible with the following rules:
 - Between 8 and 40 characters
 - At least one upper case letter
 - At least one lowercase letter
 - Contains at least one digit (0 through 9)
 - Contains at least one special character: !@#\$%^&*() +=-~
- 4 Re-enter the new password in the *Confirm Password* field.
- **5** After confirming the new password in the *Confirm Password* field, click the **APPLY CHANGES** button in the top right corner of the page.



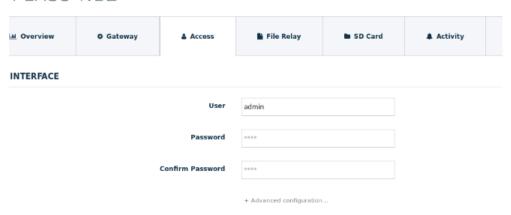
6 After the changes are applied, you will be logged out and redirected to the login page.



ProSoft Technology, Inc. Page 22 of 85

7 After logging in using the username and the new password, future password changes can be done from the *Access* tab as in the *Configuring Login Credentials* section on page 19.

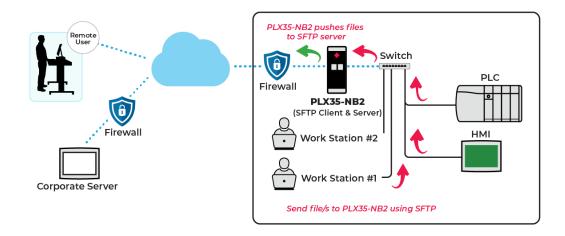
PLX35-NB2



4.5 File Relay

The LAN and WAN ports on the PLX35-NB2 are physically isolated. The File Relay functionality enables simple and secure transfer of files across segmented networks.

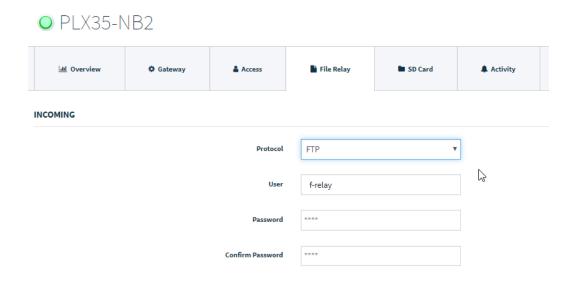
For example, if the customer would like to back up their OT equipment configuration files on the server without wanting to create a link between the IT and OT network, the PLX35-NB2 can be used to segment between the two networks.



The *File Relay* tab allows you to use the SD card port on the device as a temporary storage medium for large files that can be automatically transferred to a remote location.

Files can be copied to the PLX35-NB2 SD card from an FTP/SFTP Client. The files can then be transferred to a remote FTP/SFTP Server, or via Belden Horizon.

1 In the *Incoming* section of the *File Relay* tab, select the **FTP** or **SFTP** protocol to enable FTP or SFTP Incoming file transfer.



ProSoft Technology, Inc. Page 24 of 85

2 Use the following table to enter the appropriate parameters:

Parameter	Description
Incoming	
Protocol	FTP (File Transfer Protocol)
	SFTP (Secure File Transfer Protocol)
User	The username is for uploading files through FTP to the module's SD card. The default value is f-relay .
Password	Password for FTP access. The password must have at least 8 characters, contain at least one uppercase letter, one lowercase letter, and one special character.
Outgoing	
Protocol	Protocol of the server used as final destination for the File Relay.
	Supported protocols for upload are FTP/SFTP/Belden Horizon
URL	URL of the server used as final destination for the File Relay.
	Supported protocols for upload are FTP/SFTP/Belden Horizon
	For FTP the format is specified in the field: ftp://user@host:port/path/
	For SFTP the format is: sftp://user@host:port/path/
Password	Password used to upload to the remote server. You can view the
	configured value by pressing the "eye" button.
	Password is used only for FTP.
	This field is greyed out for SFTP.
	This field is removed for Belden Horizon.

Host Key

Public Key that authenticates SFTP Server and proves its identity to PLX35-NB2 client. This should be copied from SFTP Server and pasted here.

- Used only for SFTP
- This field is greyed out for FTP
- This field is removed for Belden Horizon
- Keys supported: RSA 2048, RSA 3072, RSA 4096, Ed25519 255, ECDSA nistp256, ECDSA nistp384, ECDSA nistp521
- Keys unsupported: DSA 1024, ECDSA secp256k1

Public Key from SFTP Server should be exported as **OpenSSH** format. Example:

• ssh-rsa

AAAAB3NzaC1yc2EAAAADAQABAAACAQDaE1+/MsozgFb5JF6g6
yldhlYfeyPTrsforNIKKfQRElKACOF3c6eRsSkUnOazfUWHLt
CT2B49sxgpteiDu4Phg01kECKjCvISeUuRmWX9CDbGUJNQBea
wapZ7WRBIOSBh0aua1ywcnvdMZ0dd16J9t+T49KRJtxG8iw17
AKE5yTzBegsRmIv2IWQV444w7+Z/DcLR5BmSxuXA/Mm6VCvMp
kp60xdfVFzKEkVWSgIAi8E3quMH3+UOJHfCK3yH4byUFvhJqF
fcqMsOHe/QaiblnIjpvGL7VB0gdAln2Igtd5nmyKUPHkBn/vB
26/YKsa69P2Z8qfkpMZV3jKp0xHu5CLEYG4fjlBKLSDVY49AU
20T6CS+ad++vMdD0boALiJfM08ztUbMBKVkQDZ4FJD/n418HZ
jJnOU8Ax3Jw7jghkisES3J4sKIPSvse8DR8+iGzg6oYp1ZJhk
bzEGJgHE46hIM8OvOYcsU7hfyaSRZOZtAO+UIg7tKkraWofa8
eZFa70xEH8iJSW15Qcp2QMniDy6vd+QPuZr3byu0EVw6Px6vq
IPhKKLKEoz3lUxxH3c+T6CfP/CVzSuhik523ZAZyjK0Nnimc+
MSmROE8hrPWSCg9uimIzGHWLWxjxbSmHRz42EdUi1rWA5Uv8q
7vK19xFgwji0wNLjlx8I3ZmcIehQ==

ecdsa-sha2-nistp384
 AAAAE2VjZHNhLXNoYTItbmlzdHAzODQAAAAIbmlzdHAzODQAA
 ABhBDbqqXJXwsBDy+kGaAZbeHC02FL8p0xmXEQfy9X1yuXQTT
 bw5UH/QgiBzrj2hIEm/njbPG2ybOa98pUBuw1mM5ftDjKVTF3
 5Ilave96BqJEYyJYYH2y8Ve5qDDliwvZzyq==

Standard SSH2 format is NOT supported:

```
---- BEGIN SSH2 PUBLIC KEY ----
AAAAB3NzaC1yc2EAAAADAQABAAABqQDanO7WbWaWl+Ukd2RJfvNTS1f
eNUlkzaQS17fCYfAX
GuAHjrVi3WxynQF9vyV/an+0XAsfiFUhMRE+DaaLMzvjnmXIMFHcjhM
FsHZk3RUOfF5d5Syd
1fuqMDj2+s2dcjidnkBRXF2Nq+Ii7rPCHtjmDgwE7b7dZxgG6erVs61
Ybbr9dAuUs7i5ri79
m3BCHtxLvF/OOm1R27jEyizMRyOBswa5DJBL6skl8oK5fdgSdmVyy6i
I88cedD01ipwCt+X9
511jeFzXlIa/L+NzshBs4vAjr3obgHWNiwEDdckw0RU/FDFdbjmH55f
vWAa7M7lE+A8/UFEa
MZ2LMqLdULwiOHb4TtVCoYfnQlrqE18VFw8A77vH8KadGpZ2EuLZPo7
cdYUqovb5pzgbmVHh
MiMaRjkVtdc118nPwdeO4CUn1mLIIWROSLf2JGTq2GTZipbT1Fqe8e2
wEO9bHiDBORRU5PZP
RQOlQDnbtFnE4gswFdhvs4+tHaunw4wBVDIIol0=
---- END SSH2 PUBLIC KEY ----
```

ProSoft Technology, Inc. Page 26 of 85

Note: Host Key will be removed from the outgoing server configuration upon downgrade from PLX35-NB2 1.5 release to any older firmware.



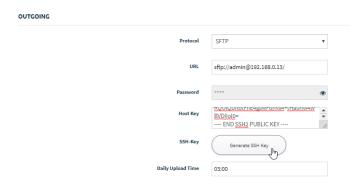
SSH-Key

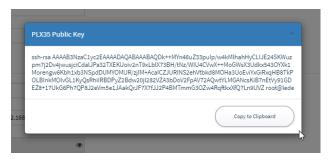
SSH-Key is the public key that authenticates the SFTP Server user for file transfer. Once generated, it should be copied to the SFTP Server as a .pub file and associated with the designated user.

The SSH-Key pair generation takes place the first time it is requested. Subsequent requests return the same public key.

SSH keys will be removed upon gateway factory reset.

- Used only for SFTP
- This field is greyed out for FTP
- This field is removed for Belden Horizon





Daily Upload Time

The upload time, shown in the Local UI is UTC – similar with the time on the *Overview* page. Default time value is 03:00.

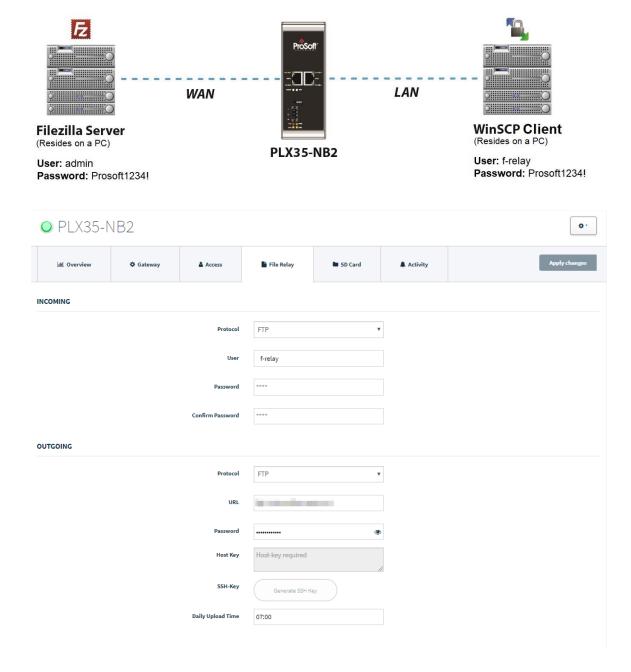
3 Click APPLY CHANGES when complete.

ProSoft Technology, Inc. Page 27 of 85

4.5.1 Example #1: Transferring Files Across Segmented Networks Using FTP

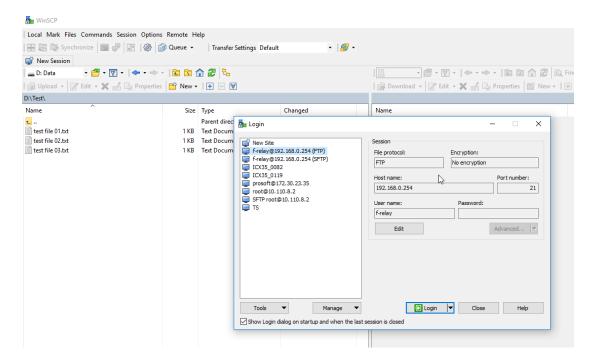
This example shows an incoming FTP to an outgoing FTP.

- On the LAN port, the PLX35-NB2 acts as an FTP Server for the incoming files to a WinSCP Client, The files are temporarily stored in the PLX35-NB2 SD card.
- On the WAN port, the PLX35-NB2 acts as an FTP Client to a Filezilla Server. The files are pushed from the PLX35-NB2 to the Filezilla FTP Server.

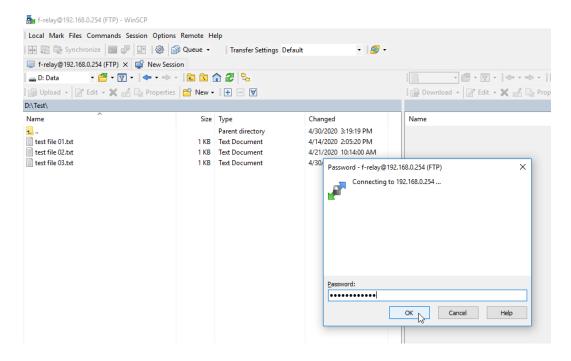


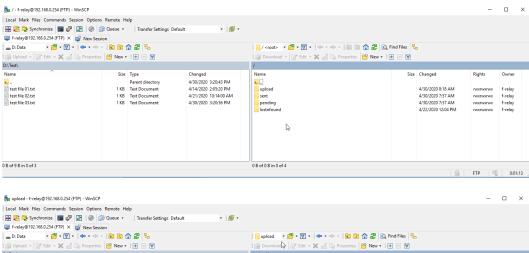
ProSoft Technology, Inc. Page 28 of 85

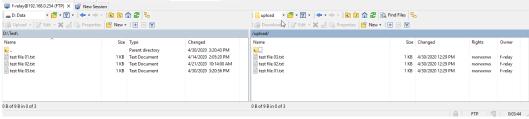
1 From the WinSCP Client, open a FTP session to PLX35-NB2 and transfer a few files to the *Upload* folder on the PLX35-NB2 SD card:



Click Ok.



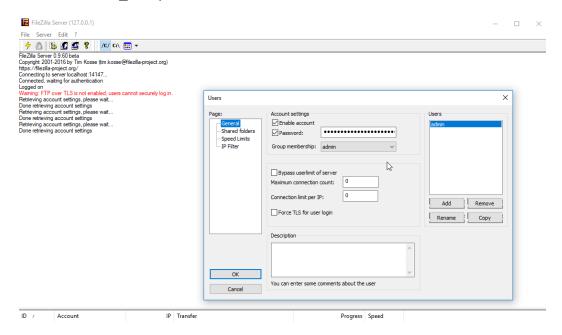


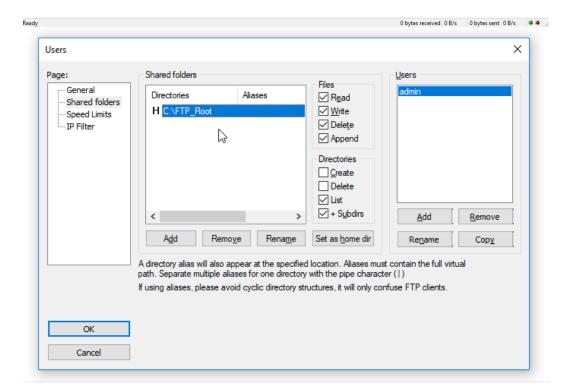


3 Log into the FTP Filezilla Server.

User: admin

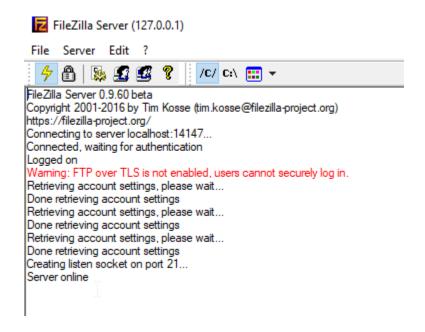
Password: Prosoft1234! Folder: C:\FTP_Root):





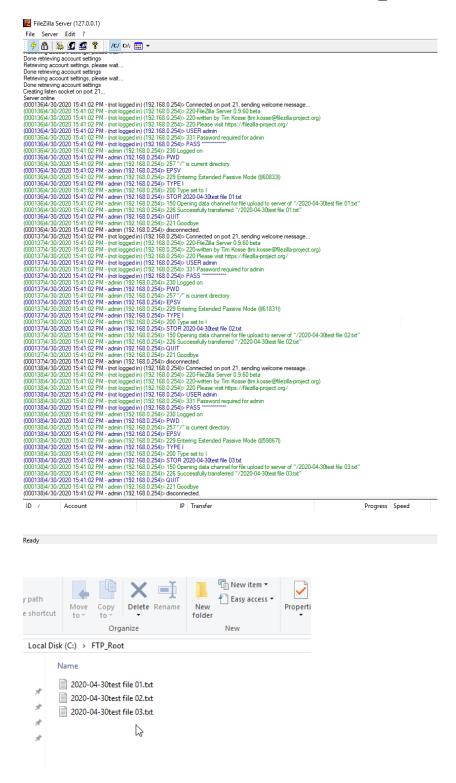
ProSoft Technology, Inc. Page 31 of 85

4 Start the server:



ProSoft Technology, Inc. Page 32 of 85

5 At the configured *Daily Upload Time*, set (hh:mm, default is 03:00). The files from the PLX35-NB2 SD card *Upload* folder will be time-stamped (yyyy-mm-dd) and transferred to the FTP Filezilla Server on folder C:\FTP_Root.

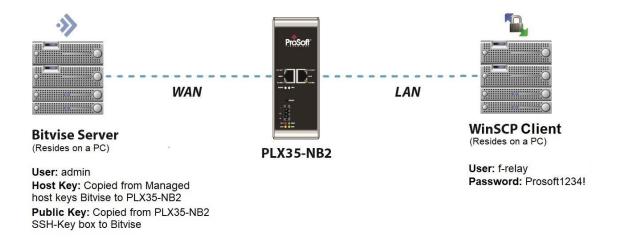


ProSoft Technology, Inc. Page 33 of 85

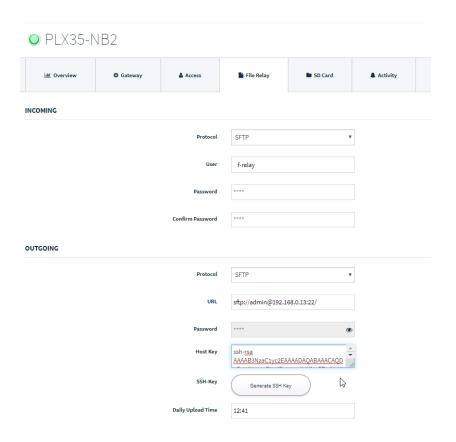
4.5.2 Example #2: Transferring Files Across Segmented Networks Using SFTP

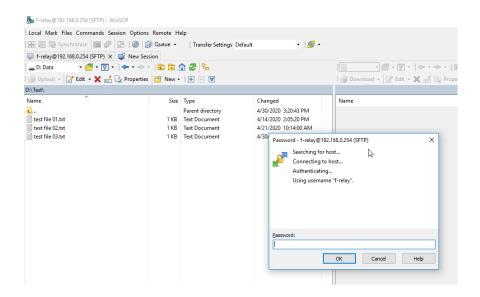
This example shows an incoming SFTP to Outgoing SFTP.

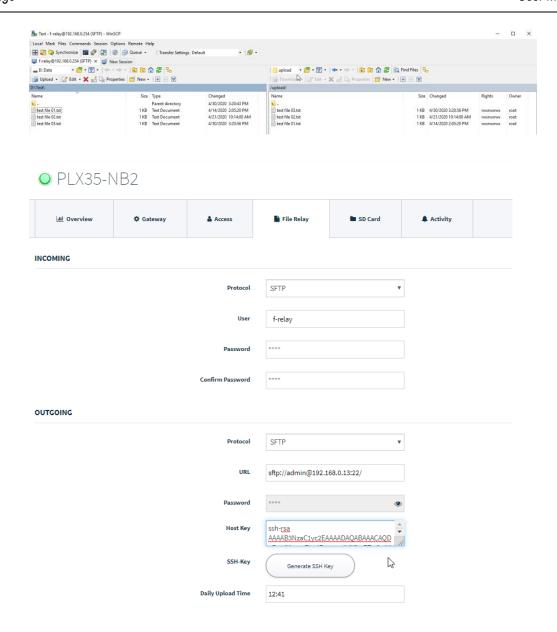
- On the LAN port, the PLX35-NB2 acts as a SFTP Server for the incoming files from the WinSCP Client. The files will be temporarily stored on the SD card.
- On the WAN port, the PLX35-NB2 acts as a SFTP Client to a Bitvise Server. The files are pushed from the PLX35-NB2 to the Bitvise SFTP Server.



1 From the WinSCP Client, open a SFTP session to PLX35-NB2 and transfer few files to the *Upload* folder on PLX35-NB2 SD card:

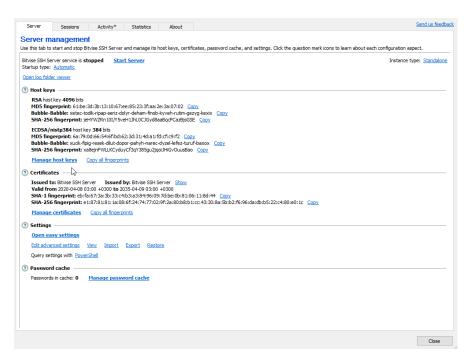


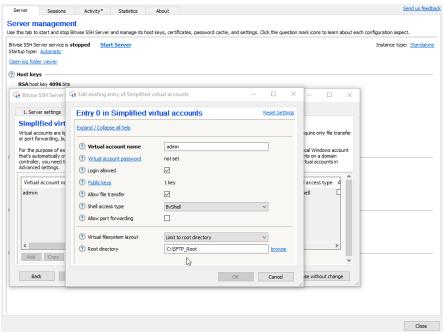






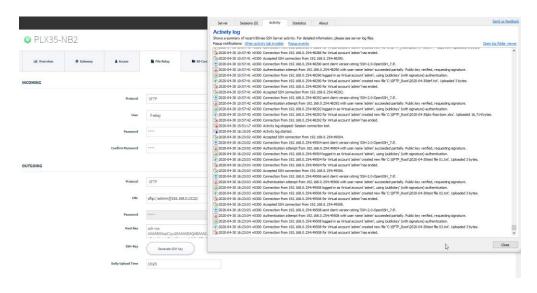
- 2 On the Bitvise server, managing public keys:
 - Generate a key on Bitvise Manage host keys, export it as OpenSSH format, then copy the key to Host Key box into the PLX35-NB2
 - Generate SSH Key on PLX35-NB2, copy into a .pub file and add it on admin account on Bitvise server

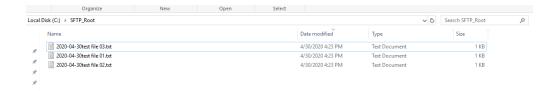




ProSoft Technology, Inc. Page 37 of 85

3 After the Bitvise server is started, set the *Daily Upload Time* (hh:mm, default is 03:00). The files from the PLX35-NB2 SD card *Upload* folder will be timestamped (yyyy-mm-dd) and transferred to PC 2 FTP Bitvise Server on folder C:\SFTP_Root.

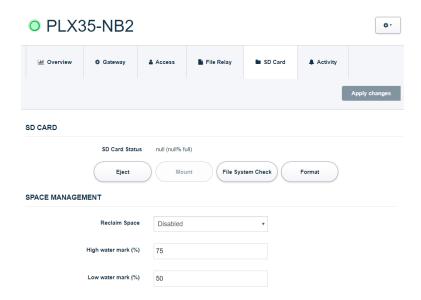




4.6 SD Card

The *SD Card* tab allows you to Eject, Mount, Format, and diagnose the PLX35-NB2 SD Card. You can also optimize the SD Card in this tab.

You can only access the SD Card from a FTP/SFTP Client.



1 Use the following table to enter the appropriate parameters:

Parameter	Description
SD Card	Note: The SD Card options may be greyed out according to the SD card status.
	If the SD Card is not present, the SD Card options are greyed out.
	If the SD Card is not mounted, the Eject and Format buttons are greyed out.
	If the SD Card is mounted, the Mount button is greyed out.
Eject	Recommended to be done before manually removing SD Card.
Mount	This allows the SD card to be visible to the PLX35-NB2. When the SD Card is not
	'mounted', it will not be visible to the PLX35-NB2.
File System Check	Checks the SD Card for errors. This should be used in case the SD Card cannot be
-	mounted. The page will be refreshed after the File System Check process is
	finished, then the user can manually mount the SD Card using Mount button.
Format	Removes the data from the SD Card and creates a new file system (FAT32 type).
Space Management	
Reclaim Space	Automatically cleans up the SD Card. Default value is Disabled .
High Water Mark (%)	The system will start deleting files from the SD Card when this threshold is
-	reached.
Low Water Mark (%)	The system will delete files from the SD Card until this threshold is reached.

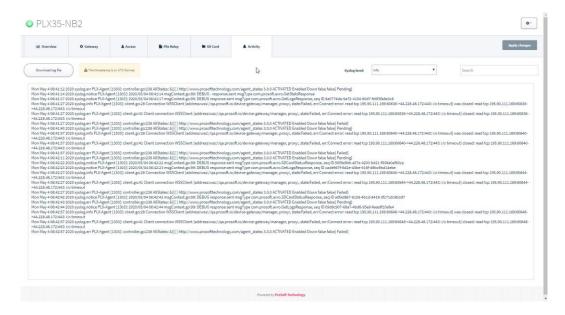
Note: The High and Low Water Mark values should be based on the size of the SD Card and the sizes of the uploaded files. Inappropriate values may cause the deletion of files before the upload is performed.

2 Click APPLY CHANGES when complete.

ProSoft Technology, Inc. Page 39 of 85

4.7 Viewing Gateway Log file Activity

1 Click on the Activity tab.



Options on this page include search, search filter options, and a Download log file option.

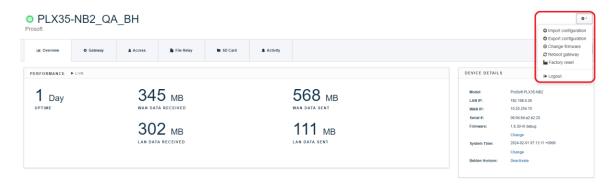


2 Click on the **DOWNLOAD LOG FILE** button to download a .txt file to the download folder of your PC or laptop.

Note: Some options that appear in the configuration UI may not be available during management or configuration options within Belden Horizon.

4.8 Importing a Configuration File

1 Select **IMPORT CONFIGURATION** from the **SETUP** icon located in the upper-right corner of any configuration page.

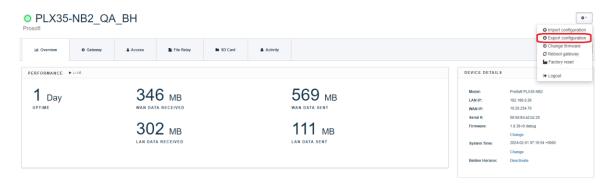


2 Locate and select a configuration file to import and then click the **IMPORT** button.



4.9 Exporting a Configuration File

1 In the upper-right corner of any configuration page, select **EXPORT CONFIGURATION** from the setup icon.



2 The gateway downloads a tar.gz file to your PC or laptop. Do not modify this file.

4.10 Updating the Firmware

Note: Downgrading to old firmware versions:

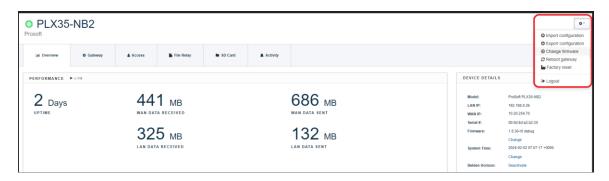
If running firmware version is 1.2.13 or higher, performing a downgrade to versions 1.1.57 or 1.0.24 is not supported.

If running firmware version is 1.2.31 or higher, performing a downgrade to versions 1.2.13, 1.1.57 or 1.0.24 is not supported.

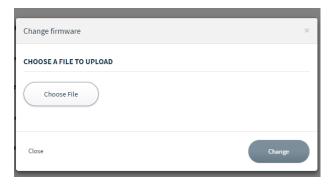
If running firmware version 1.7.1 or higher, users cannot downgrade to versions 1.6.90 and lower due to a new signing key method implementation.

Note: Belden Horizon can also schedule updates to the latest firmware for multiple PLX35-NB2 gateways.

1 Click the **SETUP** icon in the top-right corner of the page and then click **CHANGE FIRMWARE**.



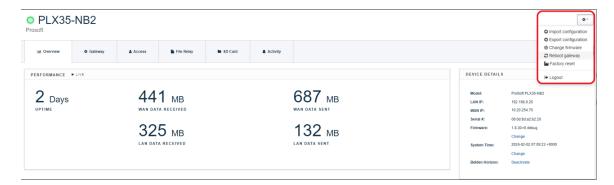
This opens the Change firmware dialog.



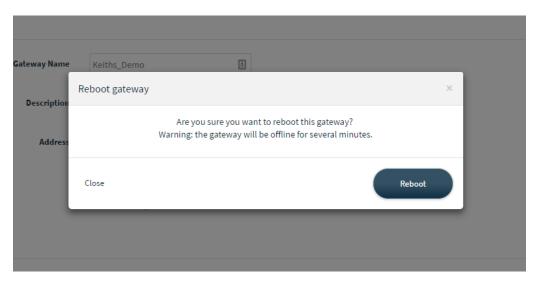
- 2 Click the **CHOOSE FILE** button and locate the firmware file.
- 3 Select the file and click **OPEN**.
- **4** Click the **CHANGE** button to load the new firmware.
- **5** After the firmware update is complete, refresh PLX35-NB2 webpage.

4.11 Rebooting the Gateway

1 Click the **SETUP** icon in the top-right corner of the page and then click **REBOOT GATEWAY**.



This opens the Reboot gateway dialog.



2 Click the **REBOOT** button when ready.

Page 45 of 85

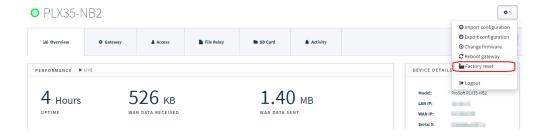
4.12 Factory Reset

The *Factory Reset* option will reset the PLX35-NB2 to its default configuration. All custom configuration changes will be lost after this procedure.

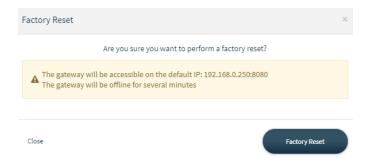
1 Click the **SETUP** icon in the top-right corner of the page.



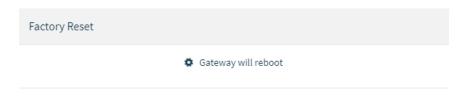
2 In the drop down, select the FACTORY RESET option.



3 Click the FACTORY RESET button in the pop-up message that appears on the screen.

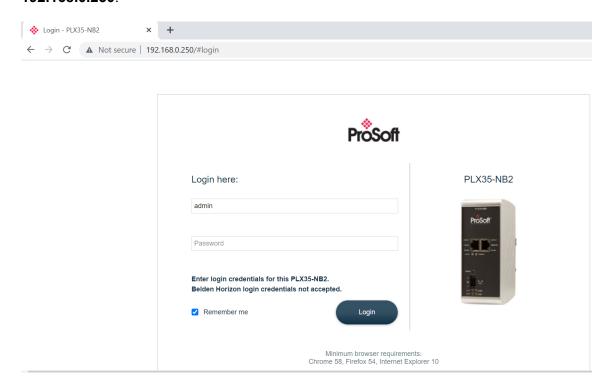


A pop-up message will indicate the factory reset procedure has begun.



ProSoft Technology, Inc.

4 After a few minutes, the PLX35-NB2 UI will be available by using the default IP address 192.168.0.250.



5 After the factory reset is complete, the first login will be done using the default credentials (admin/password).
It will then require you to change the password as shown in the See *Initial / Factory Reset Login* section on page 21.

ProSoft Technology, Inc. Page 46 of 85

5 Cloud-based Management Using Belden Horizon

Belden Horizon allows you to manage multiple gateways on the network through a secure VLAN tunnel via a webpage. You can perform multiple tasks, including activating, setting up VPN clients, perform configuration and maintenance, and invite team members.

5.1 Log In and Activate Belden Horizon

Belden Horizon requires that you activate the PLX35-NB2 the first time you use it. You must obtain an activation key from the gateway.

- 1 Connect your gateway WAN port to a network that can reach the internet. The MGMT LED will flash green if the PLX35-NB2 can reach the internet and is not yet activated.
- 2 Log in to the module from the LAN port as described in the section entitled "Connecting to the PLX35-NB2 Webpage" (page 12). This takes you to the Overview tab.
- 3 Under Device Details, click the ACTIVATE link to the right of the Belden Horizon label.

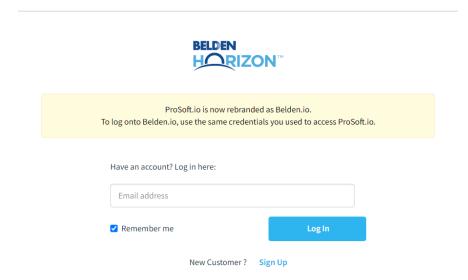
Note: If the gateway is already connected to a Belden Horizon account, the link reads "Deactivate".

4 The gateway securely retrieves an alphanumeric activation key from Belden Horizon that is only valid for three (3) hours. Record this activation key.

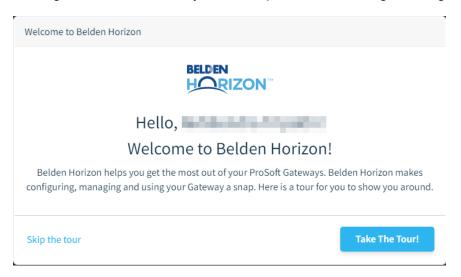
Note: The module must be connected to the internet through the WAN port in for the module to retrieve an activation key.

5 Open a new tab in your web browser, enter **www.belden.io** in the address bar, and then press **ENTER**.

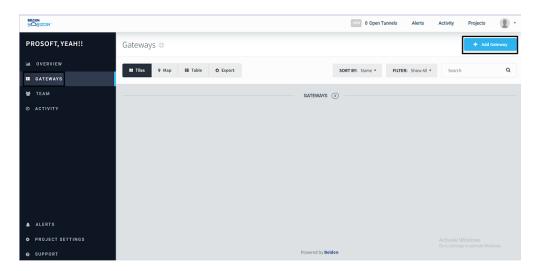
In the *Belden Horizon Login* screen, enter your Belden Horizon login email and password and click **Login**, or click **Sign up** to create a new account. Login credentials are not interchangeable between Belden Horizon and the local interface.



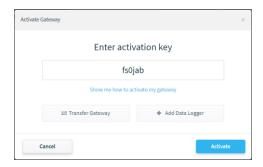
7 After you are logged in, you can take a tour of the features of Belden Horizon by clicking **TAKE THE TOUR**. Or you can skip the tour to configure the gateway.



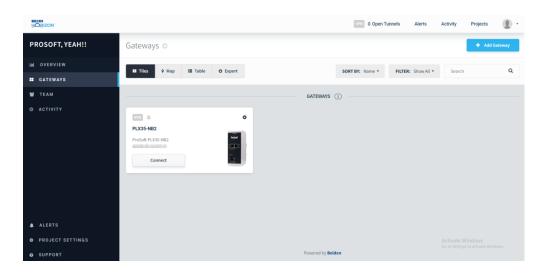
When ready, activate the PLX35-NB2 within the tour, or you can click on the **ADD GATEWAY** button from the *Gateways* tab.



9 Belden Horizon prompts you for the activation key that you recorded earlier. Click **ACTIVATE**.



10 Upon successful activation, the PLX35-NB2 appears on the *Gateways* page.



5.1.1 Belden Horizon On-Prem

Belden Horizon On-Prem requires that you activate the PLX35-NB2 the first time you use it. To do this, you must obtain an activation key from the gateway.

- 1 Connect your gateway WAN port to On-Prem server.
- **2** Log in to the PLX35-NB2 from the LAN port as described in the section entitled "Connecting to the PLX35-NB2 Webpage" (page 13). The *Overview* tab displays.
- 3 In the Overview tab > Device Details, click the ACTIVATE link to the right of the Belden Horizon label.

Note: If the PLX35-NB2 is already connected to a Belden Horizon account, the link reads "**Deactivate**".

4 The PLX35-NB2 securely retrieves an alphanumeric activation key from Belden Horizon On-Prem. It is valid for three (3) hours. Record this activation key.

Note: Access to Internet is not necessary for generating a key or adding it to Belden Horizon On-Prem server.

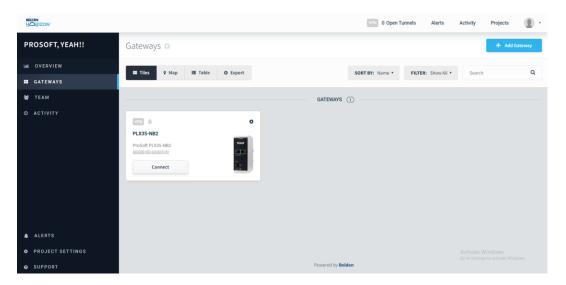
- 5 Open a new tab in a web browser, enter **www.onprem.belden.io** and press **ENTER**.
- 6 In the Belden Horizon On-Prem Login screen, enter the user credentials or click SIGN UP to create a new account. The login credentials are not interchangeable between Belden Horizon On-Prem and the local interface.
- **7** After logging in, you can take a tour of the features of Belden Horizon On-Prem by clicking **TAKE THE TOUR**. Or you can skip the tour to configure the gateway.
- When ready, activate the PLX35-NB2 within the tour, or click on the **ADD GATEWAY** button from the *Gateways* tab.
- **9** Belden Horizon On-Prem prompts you for the activation key that you recorded earlier. Click **ACTIVATE**.
- **10** Upon successful activation, the PLX35-NB2 appears on the *Gateways* page.

5.2 Creating and Connecting a New VPN Client

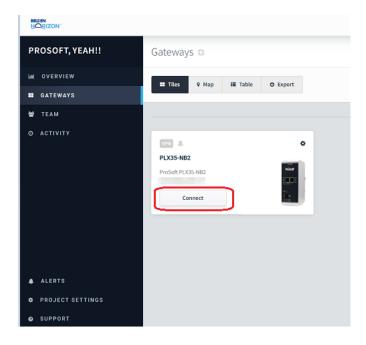
Belden Horizon uses your native Windows VPN client for secure remote access.

The first time you intend to establish a VPN connection, you must set up the client and then connect to it. Initial VPN client configuration is only done once and is described in the following steps. If you already have a Belden Horizon VPN Client established in your Network Connections folder, you do not need to perform these steps.

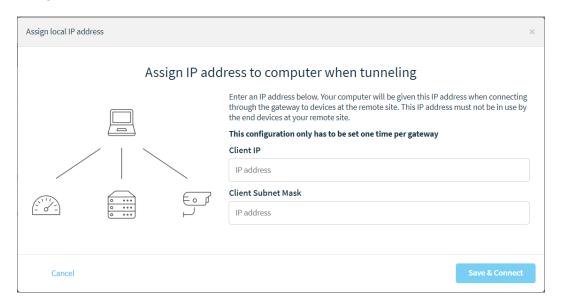
Once the PLX35-NB2 is activated, the gateway is displayed on the *Gateways* page.



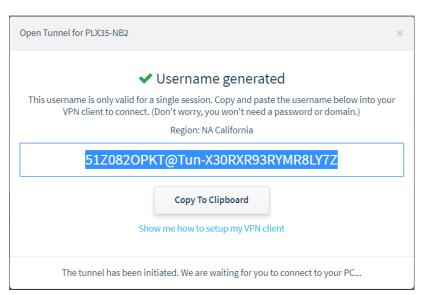
1 In the Gateways tab, click on the CONNECT button of the gateway profile.



2 Assign the PC's IP address and subnet mask.



3 The system generates a unique secure one-time use username.

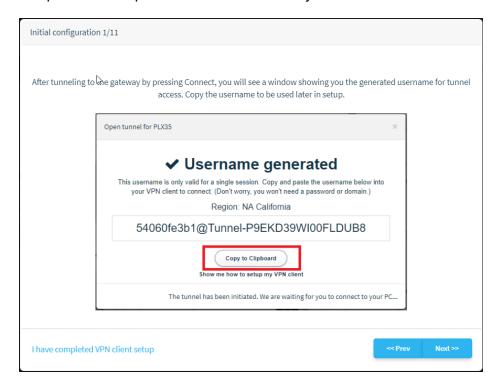


4 Click the COPY TO CLIPBOARD button to save this username.

5 Click "SHOW ME HOW TO SETUP MY VPN CLIENT." This opens the Set Up VPN Client in Belden Horizon dialog.



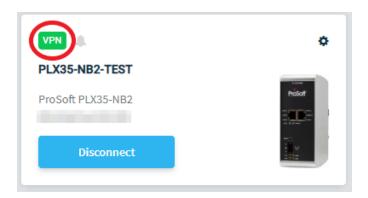
6 Click on the INITIAL CONFIGURATION (ONE-TIME SETUP) option. Follow the tutorial to complete the setup. The tutorial also shows you how to connect to the VPN tunnel.



ProSoft Technology, Inc. Page 53 of 85

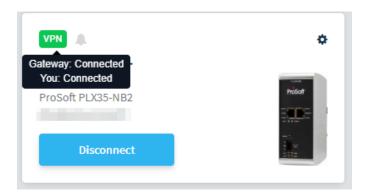
5.2.1 Verifying the VPN Connection

The module on the *Gateways* page of Belden Horizon provides a VPN indicator as shown:



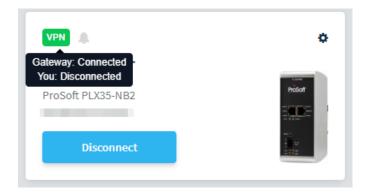
You can view the connection status by hovering over the VPN icon or by hovering over the status at the top of the page. See the next section for more details.

This indicator is grayed out if there is no connection established. However, you can hover over this indicator to obtain more information about the connection.



The example above shows both the gateway and the user are connected to the VPN server.

If only one part of the tunnel connection is established, the indication may appear as shown below:

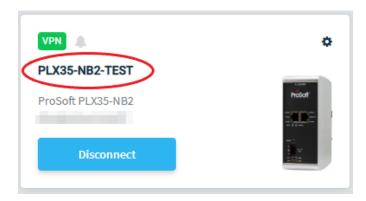


This example shows a connection between the gateway and the VPN server. However, it shows the user as "Disconnected". In this case, Belden Horizon may be waiting for the user to provide a user name in order to connect to the VPN.

5.3 Using Belden Horizon to Configure the PLX35-NB2

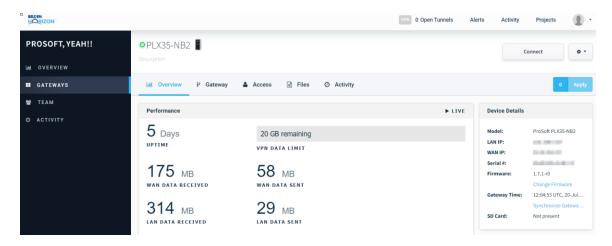
All configuration tasks may be performed using Belden Horizon. You do not need to use the module's internal web server to configure the module or edit existing configurations.

To access configuration parameters, click on the module name.



This opens the gateway's configuration pages.

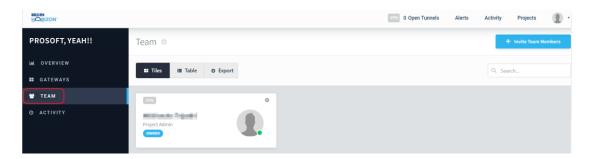
In addition to the normal features of Belden Horizon, these configuration pages are exclusive to the PLX35-NB2. The configuration tabs are the same as those described under "Local Configuration using the Gateway's Configuration Webpage" on page 12.



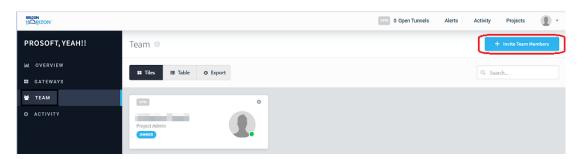
5.4 Adding Team Members

Within Belden Horizon, you can invite team members to your account. This allows others to securely access the remote site and perform maintenance and configuration functions on the gateway once invites are accepted.

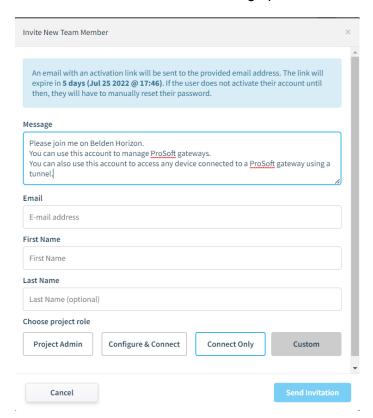
1 Click on the **TEAM** icon.



2 Click on the **INVITE TEAM MEMBERS** button located in the upper-right hand corner of the page.



3 The Invite New Team Member dialog opens.



4 Enter the information and the project role of the person you want to invite.

Note: An email address can only be associated with one Belden Horizon account at a time.

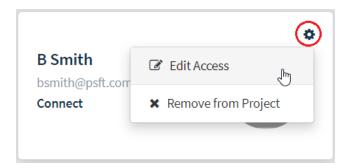
- **5** Modify the *Message* dialog to send a unique message to the invitees.
- **6** When you are done, click the **SEND INVITATION** button. You should receive an "invitation sent successfully" message if the email address was valid. You can edit a member's access rights once the invite is sent.

5.4.1 Editing Team Member Access

As an administrator, you can control the type of access rights assigned to your team members. When a team member accepts an invitation, a card appears on the *Team* page of Belden Horizon.



1 Click on the **EDIT Access** option.



2 This opens the access dialog for the new team member. Initially, access defaults to "Connect only" which means that that user is allowed to create a tunnel, but is not allowed to configure a gateway.

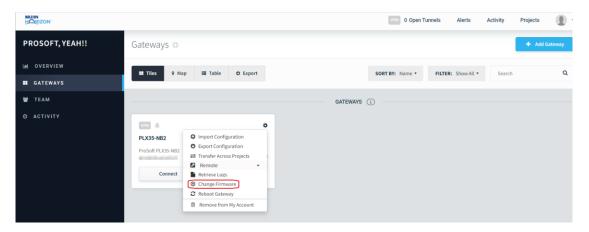


3 Change this user's access rights by clicking on any of the first 3 access selections and then click the **SAVE ACCESS** button.

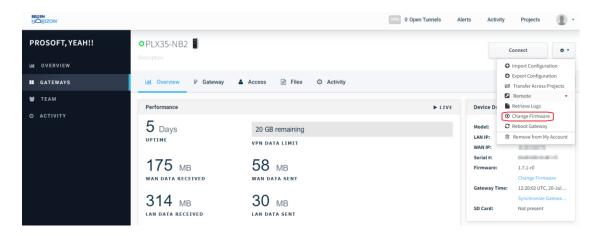
5.5 Changing Firmware

You can schedule a firmware change for multiple gateways or a single gateway through Belden Horizon. There are two ways to start the firmware change process:

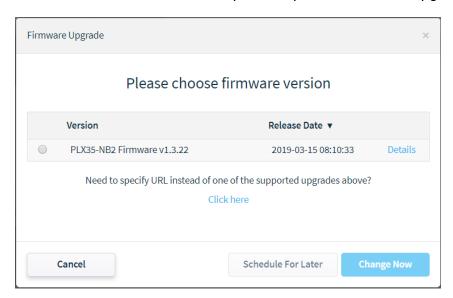
• Click the firmware **CHANGE** option in the *Device Details* block.



• Select **Change Firmware** from the setup icon in the top-right corner of every configuration page.



1 Click on the **Change Firmware** option to open the *Firmware Upgrade* dialog.



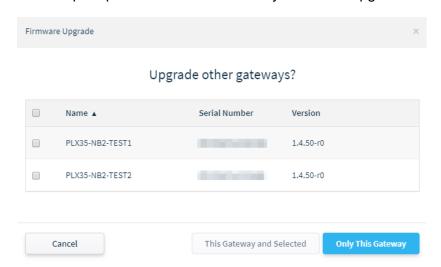
This dialog lists the most recent firmware versions and details about this version.

2 Select the version to install by clicking the radio button.



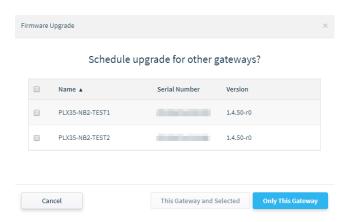
There are options to upgrade now or schedule for later.

- i. **Change Now** Allows you select additional gateways for upgrade and then immediately performs the upgrade.
 - 1 With the correct firmware version selected, click the **CHANGE NOW** button. You are prompted as to whether or not you want to upgrade other gateways.

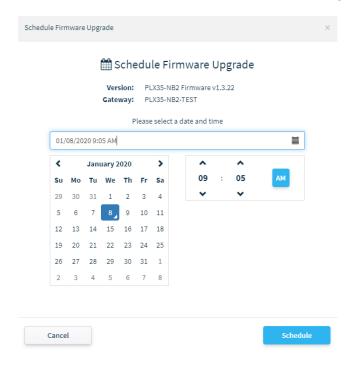


- **2** Choose any available gateways that you want to upgrade, if applicable.
- 3 Click the APPLY ONLY TO THIS GATEWAY button if you have do not need to upgrade additional gateways or click the APPLY TO THIS GATEWAY AND SELECTED button to upgrade firmware on the current gateway and any selected gateways.
- 4 The firmware upgrade starts immediately.

- ii. **Schedule for Later** Allows you to select additional gateways for upgrade and then allows you to schedule a data and time for the upgrade to occur.
 - 1 With the correct firmware version selected, click the **SCHEDULE FOR LATER** button. You are prompted as to whether or not you want to schedule upgrades for other gateways.



2 If you don't want to schedule upgrades for other gateways, click the APPLY ONLY TO THIS GATEWAY button to schedule the upgrade.



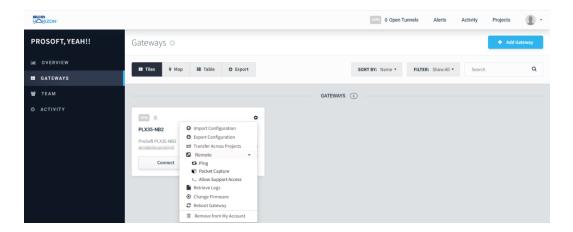
- 3 Schedule the date and time for the firmware change to occur.
- 4 Click the **SCHEDULE** button.

 If you want to schedule changes for other gateways, use the **APPLY TO THIS GATEWAY AND SELECTED** button and follow the same procedure.

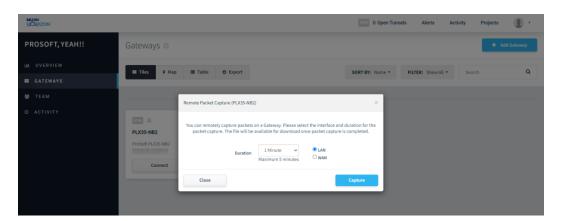
5.6 Remote Packet Capture

The following procedure describes a remote packet capture. This feature is available in firmware version v1.6.60 and newer.

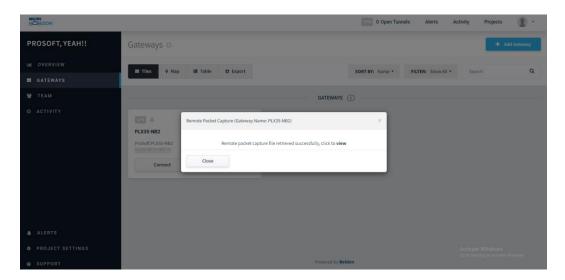
1 Right-click on the **SETUP** icon of the PLX35-NB2, and select **PACK CAPTURE**.



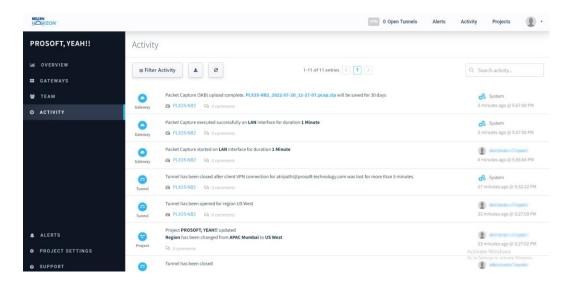
2 Select the duration and interface to be used in the capture. Click **CAPTURE** to begin.



3 Once the capture is complete, the captured file can be viewed.

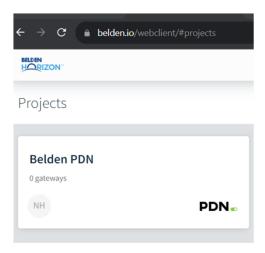


4 The captured files are saved in Belden Horizon for few days. It can also be downloaded from the *Activity* tab as shown below:



6 Easy Bridge

The PLX35-NB2 supports bridge capability to allow access to Logix Controllers using RSLinx. This chapter covers the "Easy Bridging" configuration between a Local System and Remote Devices, using the VPN Tunneling functionality. This feature is only available for PDN (Persistent Data Network) Projects in **Belden.io**.



6.1 VPN Tunnel Connection

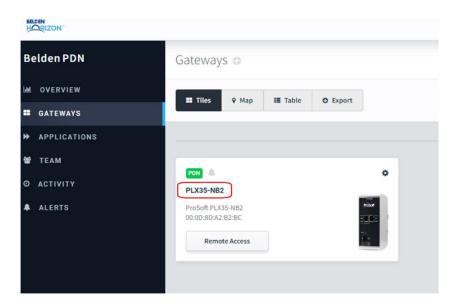
Once a local connection to the PLX35-NB2 gateway has been established (see *Connecting to the PLX35-NB2 Webpage* on page 12 for more information), ensure the following:

- WAN port has internet access (see *Setting Gateway Configuration Parameters* page 14 for more information).
- Activation is successful through the Belden Horizon UI (see Cloud-based Management Using Belden Horizon page 47 for more information).

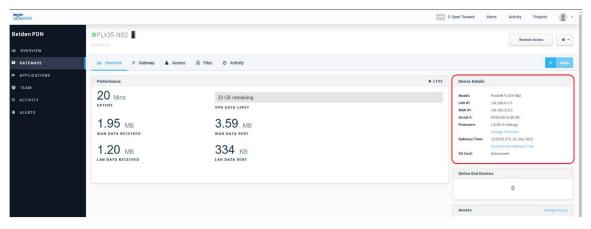
Once the PLX35-NB2 is activated, it will be listed in the *Gateways* section of the **Belden.io** page.



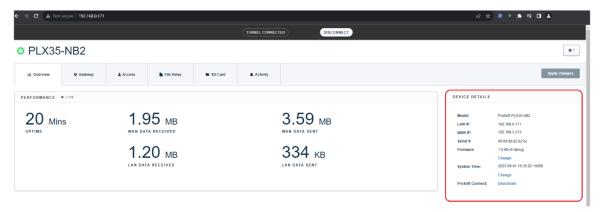
1 Click on the PLX35-NB2 name within the tile.



2 In the Overview tab, ensure the Device Details are correct.



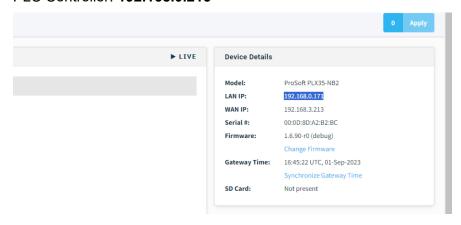
The *Device Details* should match the *Device Details* on the module's webpage (see below). This confirms the Activation and PDN are operating prior to starting the VPN Tunnel.



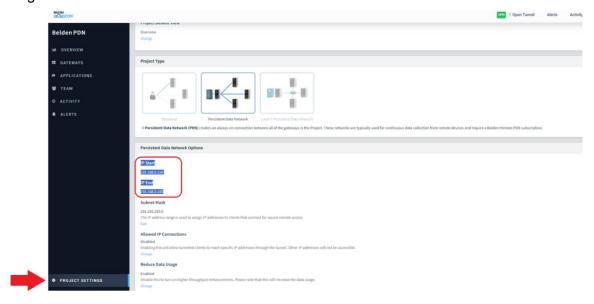
4 Ensure the PLX35-NB2 LAN IP address is on the same network as the PLC Controller IP address.

This exercise uses the following IP address examples:

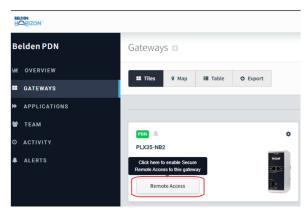
PLX35-NB2 LAN IP: **192.168.0.171** PLC Controller: **192.168.0.215**



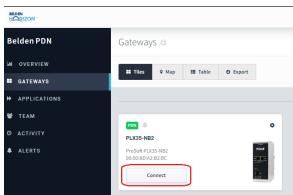
On the left tab of Belden.io page, click on the PROJECT SETTINGS button. Under the Persistent Data Network Options section, verify the PLX35-NB2 IP address range is correct.



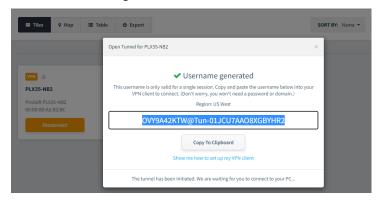
6 From the *Gateways* tab, click on the **REMOTE Access** button to enable a secure, remote access to the PLX35-NB2.



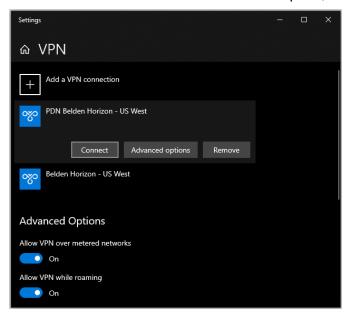
Then click on the **CONNECT** button.



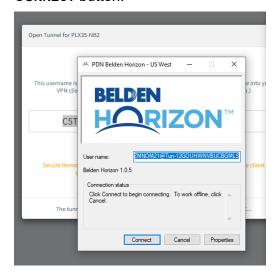
7 In the *Open Tunnel for PLX35-NB2* dialog, a username is automatically generated. Click the **COPY TO CLIPBOARD** button. This is a one-time use username key. This key is needed to connect the VPN Client to the Belden Horizon Tunneling Server.



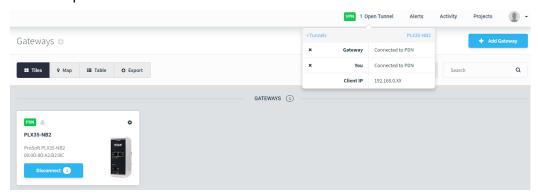
Open the **WINDOWS SETTINGS** > **NETWORK & INTERNET** > **VPN** selection. Under the *PDN Belden Horizon* – *US West* VPN option, click the **CONNECT** button.



9 In the VPN Client dialog, paste the one-time username key and click the **CONNECT** button.

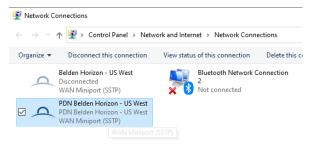


10 Upon successful VPN Tunnel connection, the status is shown in the **OPEN TUNNEL** option in the **Belden.io** menu.

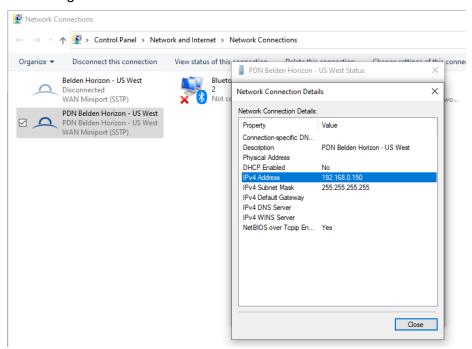


6.1.1 Verifying VPN Tunnel Connection

1 To verify the VPN Tunnel connection is active, double-click the PDN Belden Horizon icon in Windows *Network Connections*.



In the *Belden Horizon Status* dialog, click on the **DETAILS...** button to open the *Network Connection Details* dialog. The *IPv4 Address* (Alias IP address) is the link through the established VPN Tunnel.



The active network connection can also be viewed through a Command Prompt 'ipconfig -all' command.

4 The PLC Controller's IP Address (ex. 192.168.0.215) can now be pinged.

```
Pinging 192.168.0.215 with 32 bytes of data:

Reply from 192.168.0.215: bytes=32 time=147ms TTL=64

Reply from 192.168.0.215: bytes=32 time=79ms TTL=64

Reply from 192.168.0.215: bytes=32 time=118ms TTL=64

Reply from 192.168.0.215: bytes=32 time=86ms TTL=64

Reply from 192.168.0.215: bytes=32 time=86ms TTL=64

Ping statistics for 192.168.0.215:

Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),

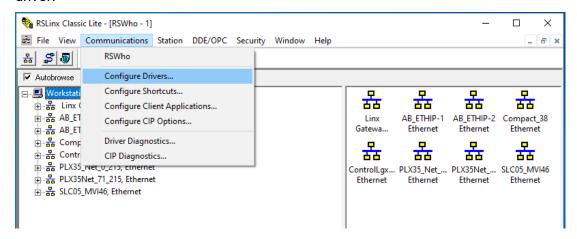
Approximate round trip times in milli-seconds:

Minimum = 79ms, Maximum = 147ms, Average = 107ms
```

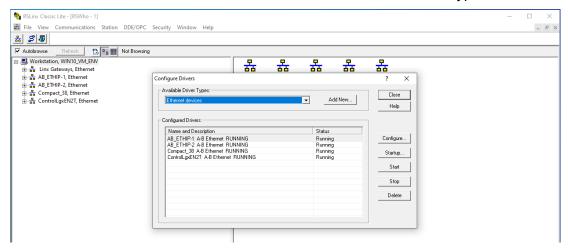
ProSoft Technology, Inc. Page 73 of 85

6.2 Configuring a New Driver in RSLinx

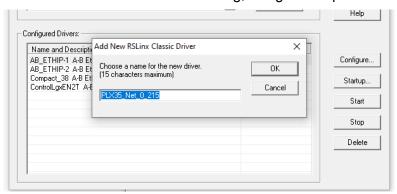
- 1 Open RSLinx to view the available Rockwell Controllers.
- 2 Click on the COMMUNICATIONS > CONFIGURE DRIVERS option to configure a new driver.



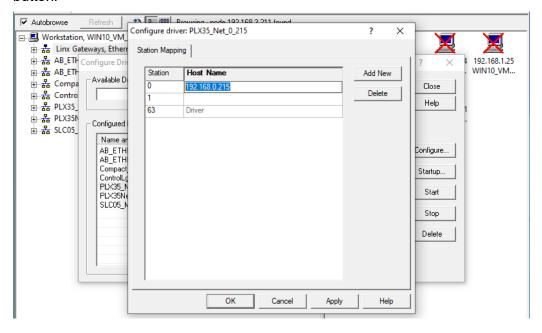
3 Click the **ADD New** button and select the **ETHERNET DEVICES** Driver Type.



4 In the Add New RSLinx Driver dialog, assign a unique name.



5 Add the Controller's IP Address and click the **APPLY** button. Then click the **OK** button.



6 To locate the newly created Driver in the RSLinx panel, expand its branches to display the Controller. The Controller is ready to be accessed.

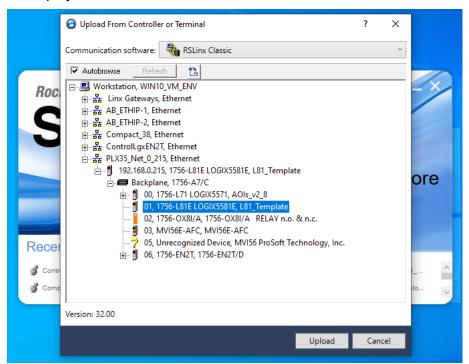


6.3 Uploading .ACD Project File

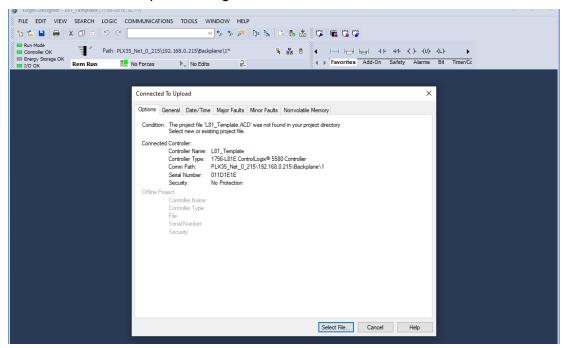
1 Open Studio/RSLogix 5000 and select the option to open FROM UPLOAD.



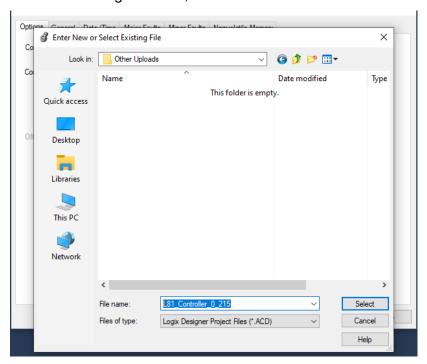
2 In the *Upload From Controller or Terminal* dialog, select the Controller to upload its .ACD project file from. Click the **UPLOAD** button.



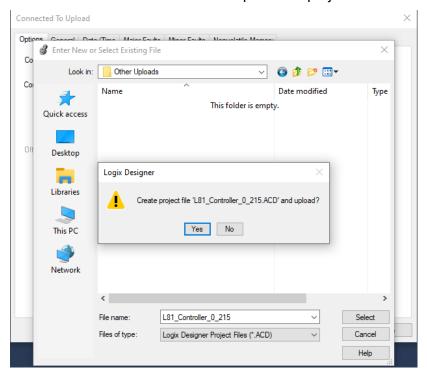
3 In the Connected to Upload dialog, click the SELECT FILE... button.



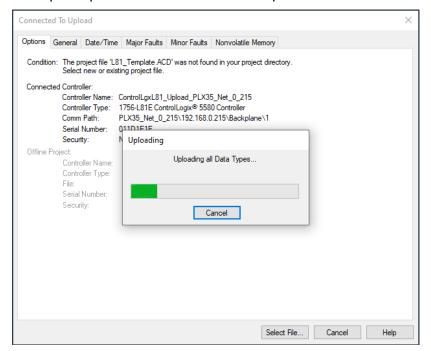
4 This opens the *Enter New or Select Existing File* dialog. Enter a new file name or select an existing .ACD file, then click the **SELECT** button.



5 Click the YES button to create and upload the project file.

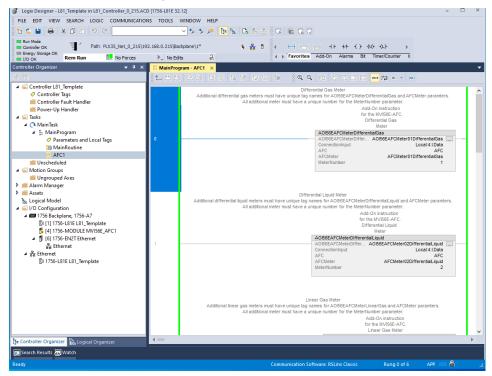


6 The upload process will initiate and complete.

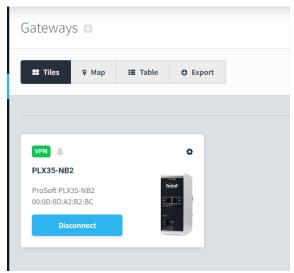


6.4 Ending the Tunnel Connection

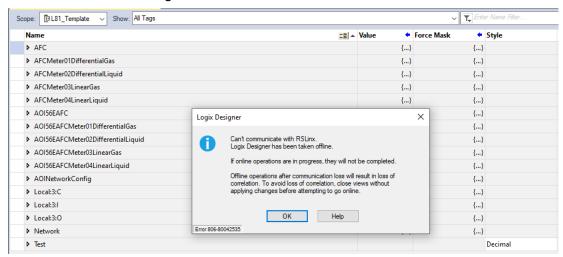
1 In Logix, connect to the Controller and set it to **Remote Run** mode to confirm the VPN Tunnel connectivity.



2 While the Controller is in **Remote Run** mode, the Tunnel Connection can be ended by clicking the **DISCONNECT** button in the **Belden.io** page.



3 When the VPN tunnel connection terminates, the Controller displays a 'lost communications' message.



7 Ethernet Cable Specifications

ProSoft recommends using a category 5 (or better) Ethernet cable with the PLX35-NB2. A category 5 cable has four twisted pairs of wire that are color-coded and cannot be swapped. The gateway only uses two of the four pairs when running at 10 MBit or 100 MBit speeds.

The Ethernet port on the gateway automatically detects the network speed and cable type and use the appropriate pins to send and receive Ethernet signals. Use either a standard Ethernet straight-through cable or a crossover cable when connecting the gateway to an Ethernet hub, a 10/100/1000 Base-T Ethernet switch, or directly to a PC.

7.1 Ethernet Cable Configuration

Note: The standard connector view shown is color-coded for a straight-through cable.

Crossover c	able		Straight- thro	ough cable
RJ-45 PIN	RJ-45 PIN	Pin #1	RJ-45 PIN	RJ-45 PIN
1 Rx+	3 Tx+		1 Rx+	1 Tx+
2 Rx-	6 Tx-	0000000	2 Rx-	2 Tx-
3 Tx+	1 Rx+		3 Tx+	3 Rx+
6 Tx-	2 Rx-		6 Tx-	6 Rx-
		87654321		

8 Appendix

8.1 PLX35-NB2 Network Requirements

The following port and transport protocol specifications are utilized by the PLX35-NB2 LAN and WAN ports.

8.1.1 PLX35-NB2 LAN Port

Port	Transport Protocol	Purpose
80	TCP	HTTP
123	UDP	NTP
53	UDP	DNS
443	TCP	HTTPS

IP Addresses

0.0.0.0/0 (all)

8.1.2 PLX35-NB2 WAN Port

Port	Transport Protocol	Purpose
68	UDP	DHCP Renewal
53	TCP	DNS
53	UDP	DNS
443 500	TCP	Tunnel Connection
500	UDP	Tunnel Connection
4500	UDP	Tunnel Connection

IP Addresses

0.0.0.0/0 (all)

DNS Addresses

- *.belden.io
- *.prosoft.io

8.2 PDN & SRA Tunnel Server IP/DNS Addresses

The following are the IP and DNS addresses of the Persistent Data Network (PDN) and Secure Remote Access (SRA) tunnel end points. Ensure that the required endpoints are accessible to the PLX35-NB2 WAN port to successfully establish a VPN connection to the PLX35-NB2.

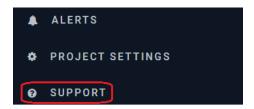
IP Address	SRA Tunnel Server	Region
54.148.164.142	us-west-tunnel-agent.prosoft.io	NA California / US West
18.192.94.16	eu-frankfurt-tunnel-agent.prosoft.io	EMEA/EU Frankfurt
54.169.94.228	apac-singapore-tunnel-agent.prosoft.io	APAC Singapore
52.65.129.24	apac-sydney-tunnel-agent.prosoft.io	APAC Sydney
13.127.196.149	apac-mumbai-tunnel-agent.prosoft.io	APAC Mumbai
18.178.158.9	apac-tokyo-tunnel-agent.prosoft.io	APAC Tokyo
177.71.185.249	sa-sao-paulo-tunnel-agent.prosoft.io	SA Sao Paolo
54.227.141.76	us-east-tunnel-agent.prosoft.io	US East
15.185.119.47	middle-east-tunnel-agent.prosoft.io	Middle East

IP Address	PDN Tunnel Server	Region
44.233.217.124	pdn-us-west-tunnel-agent.prosoft.io	NA California / US West
18.198.29.67	pdn-eu-frankfurt-tunnel-agent.prosoft.io	EU Frankfurt
18.139.132.236	pdn-apac-singapore-tunnel-agent.prosoft.io	APAC Singapore
54.153.176.80	pdn-apac-sydney-tunnel-agent.prosoft.io	APAC Sydney
15.206.59.157	pdn-apac-mumbai-tunnel-agent.prosoft.io	APAC Mumbai
3.115.215.189	pdn-apac-tokyo-tunnel-agent.prosoft.io	APAC Tokyo
34.196.232.179	pdn-us-east-tunnel-agent.prosoft.io	US East
157.175.22.109	pdn-middle-east-tunnel-agent.prosoft.io	Middle East

9 Support, Service & Warranty

9.1 Contacting Technical Support

With Belden Horizon, you can click on the **SUPPORT** link to initiate a chat with Support about issues in Belden Horizon, or gateways managed by Belden Horizon.



ProSoft Technology, Inc. is committed to providing the most efficient and effective support possible. Before calling, please gather the following information to assist in expediting this process:

- 1 Product Version Number
- 2 System architecture
- 3 Network details

If the issue is hardware related, we will also need information regarding:

- 1 Module configuration and associated ladder files, if any
- 2 Module operation and any unusual behavior
- 3 Configuration/Debug status information
- 4 LED patterns
- 5 Details about the interfaced serial, Ethernet or Fieldbus devices

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For additional ProSoft Technology contacts in your area, please visit: www.prosoft-technology.com/About-Us/Contact-Us

9.2 Warranty Information

For details regarding ProSoft Technology's legal terms and conditions, please see: www.prosoft-technology.com/ProSoft-Technology-Legal-Terms-and-Conditions

For Return Material Authorization information, please see: www.prosoft-technology.com/Services-Support/Return-Material-Instructions