

Application Note: NTP server access via SiteManag-



This guide describes how to set up a Server Relay to be used as NTP (Time) server connection for a device connected to a SiteManager.

This guide will be applicable for users on hosted GateManagers and for customers having their own GateManager

Version: 1.2, January 2017



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Introduction

Certain devices in a production network may rely on being able to synchronize time with a public time server using the Network Time Protocol (NTP).

Devices that are isolated in a machine network behind a SiteManager, may therefore assume the SiteManager to be used as NTP server, or gateway to an NTP server.

Currently the SiteManager does not have a native NTP server option, so the solution is to make a Server Relay on port 123 (NTP) that can be used for devices attached to the SiteManager. The Server Relay will be associated with a NTP server IP defined on the GateManger.

Prerequisites

- You have a spare Server Relay definition on the SiteManager (Number of configurable Server Relays, corresponds to the number of agents on the SiteManager)
- The SiteManager is either
 - connected to a Secomea hosted GateManager server, or
 - connected to a GateManager on which a Server Relay Target has been defined to point a public NTP server (see Appendix A)
- You use this feature as-is. Secomea A/S shall not be liable for any direct, indirect, incidental, consequential, or other damage alleged in connection with the use of this feature. (Also refer to our general Terms of Use)

Configuration of the SiteManager

In the SiteManager GUI create a Server Relay with the settings shown below:

SiteManager
secomea

SETUP • System GateManager VPN Routing Maintenance Status Log • HELP

GateManager Info • General • Agents • Alerts • Device Relays • Server Relays • Web Proxy • Status

GateManager Server Relays (Device to Server)

Server Target Address: Log/SCADA server → GateManager → Internet → SiteManager → Device (Server Virtual Address)

Using 1 of 25 relays

Status	Disable	Type	S/N	Relay Name	Server Target Address	Server Virtual Address	Interface	MaxC	Idle	Restr	Comment
IDLE	<input type="checkbox"/>	UDP	#00	NTP	NTP	DEV1:123	Auto		5	<input type="checkbox"/>	Use DEV1 as NTP server

Refresh Save New Aliases >>

Required fields:

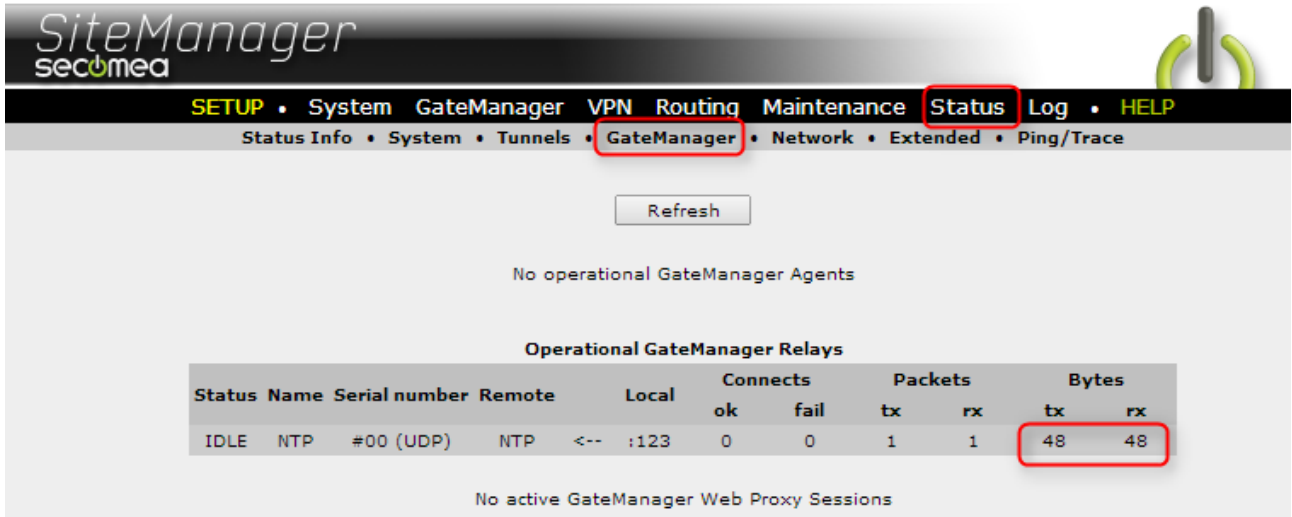
- Type = UDP
- Server Address = NTP
- Server Virtual Address = DEV1:123
 - Or Server Virtual Address = DEV1 IP address ex. 10.0.0.1:123
- Idle = 5

Troubleshooting

For troubleshooting you can monitor the Status > GateManager page in the SiteManager GUI and check that there is Tx and Rx data.

No Tx data on the relay indicates that your device does not use the SiteManager's DEV1 IP address as NTP server address.

You may need to set the device to use the SiteManager as default gateway.



The screenshot shows the SiteManager GUI with the following elements:

- Header: SiteManager sec^omea
- Navigation: SETUP • System GateManager VPN Routing Maintenance **Status** Log • HELP
- Sub-navigation: Status Info • System • Tunnels • **GateManager** • Network • Extended • Ping/Trace
- Buttons: Refresh
- Text: No operational GateManager Agents
- Section: Operational GateManager Relays
- Table:

Status	Name	Serial number	Remote	Local	Connects		Packets		Bytes		
					ok	fail	tx	rx	tx	rx	
IDLE	NTP	#00 (UDP)	NTP	<--	:123	0	0	1	1	48	48

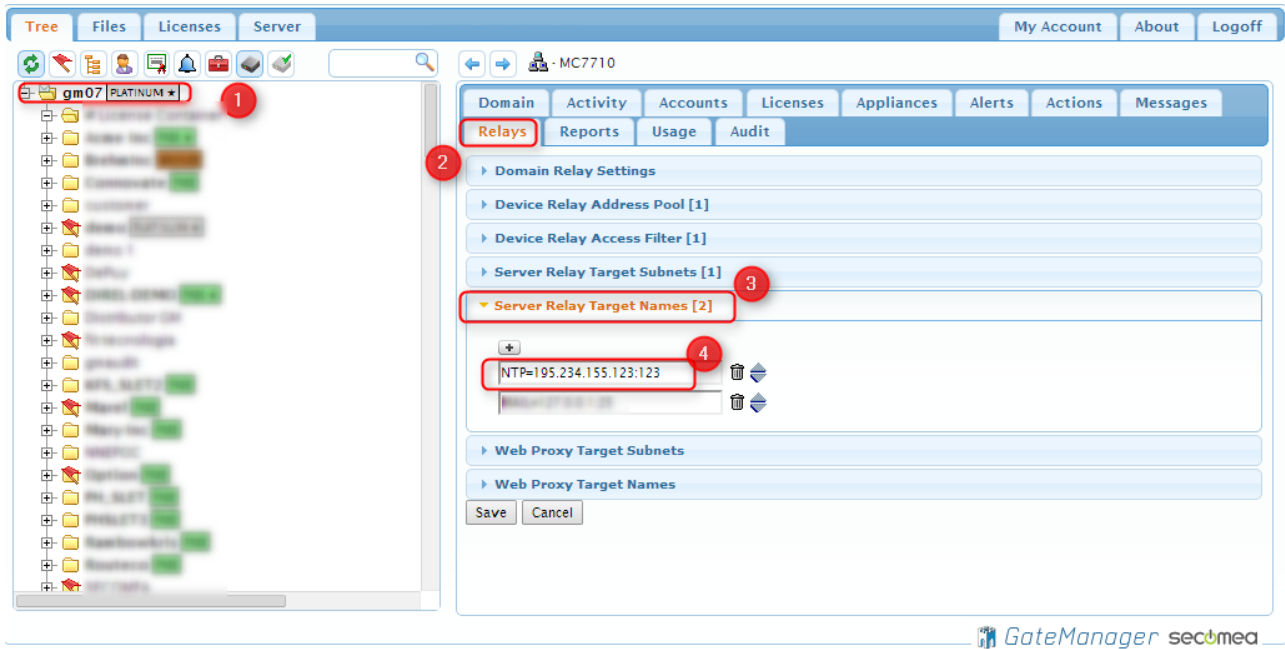
Text below table: No active GateManager Web Proxy Sessions

Appendix A, NTP on your own GateManager server

If you are not connected via a Secomea hosted GateManager, you need to manually define access to an NTP server on your GateManager.

Log on to your GateManager using a Server Administrator Account

Locate the Domain you want to enable the NTP service on. Enabling it in the ROOT domain, will make the NTP option applicable for all sub-domains:



Select **Relays** → **Server Relay Target Names** and add a record with the text:

NTP=x.x.x.x:123

Where x.x.x.x denotes the IP address of the NTP server you want to target. This server could be a public server on the Internet server, or an internal server. If defining an Internet based server you might have to open port UDP:123 from GateManager to the Internet.

A good place to start looking for an NTP server is this site:
<http://support.ntp.org/bin/view/Servers/NTPPoolServers>

NOTE: The Server Relay Target name must be entered as an IP address. You may find the IP address of your preferred public DNS pool, by pinging the DNS name and see what IP address is resolves to. Also note that there may be no guarantee that public NTP servers will retain the same IP address, so you may check on a regular basis that your NTP services are functioning.

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