

# Application Note

## Using the Sniffer Agent



This document guides you through the setup of a Sniffer Agent. If you have a device (PLC/HMI) that is not in the standard Agent list on a SiteManager, then you should use the Sniffer Agent and see if this one is working.

The document consists of standard instructions that may not fit your particular solution. Please visit our support website for latest revisions of documentation and firmware:

<http://www.secomea.com>

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## 1. The Process

First you set up a Sniffer Agent on the SiteManager with the attached device.

Then in case you manage to make your device software work you can monitor the output from the Sniffer Agent and mail it to [support@secomea.com](mailto:support@secomea.com).

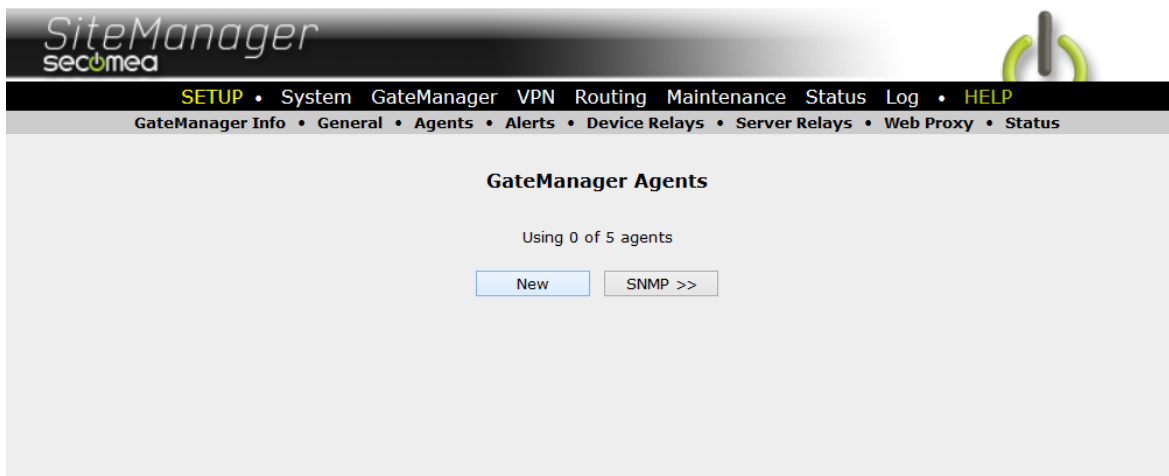
We will then contact you for more information and/or contact the third part product vendor to get various and necessary information about the device.

The objective is that the information will result in a new Vendor specific agent becoming standard in the next upcoming SiteManager firmware.

## 2. Open your SiteManager GUI

This describes how to logon your SiteManager and create a new agent.

1. Click on GateManager and then Agents
2. Click on New



## 3. Create a Sniffer Agent

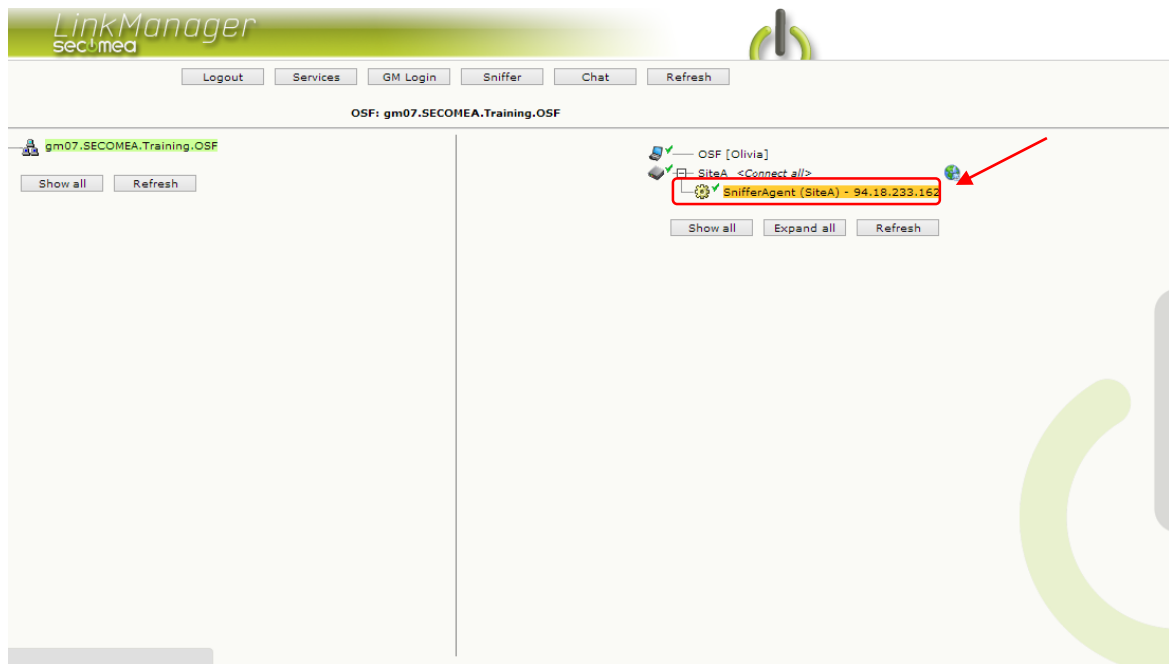
This describes how to add a new agent as a Sniffer Agent.

3. Fill out your Sniffer information as shown in the picture.

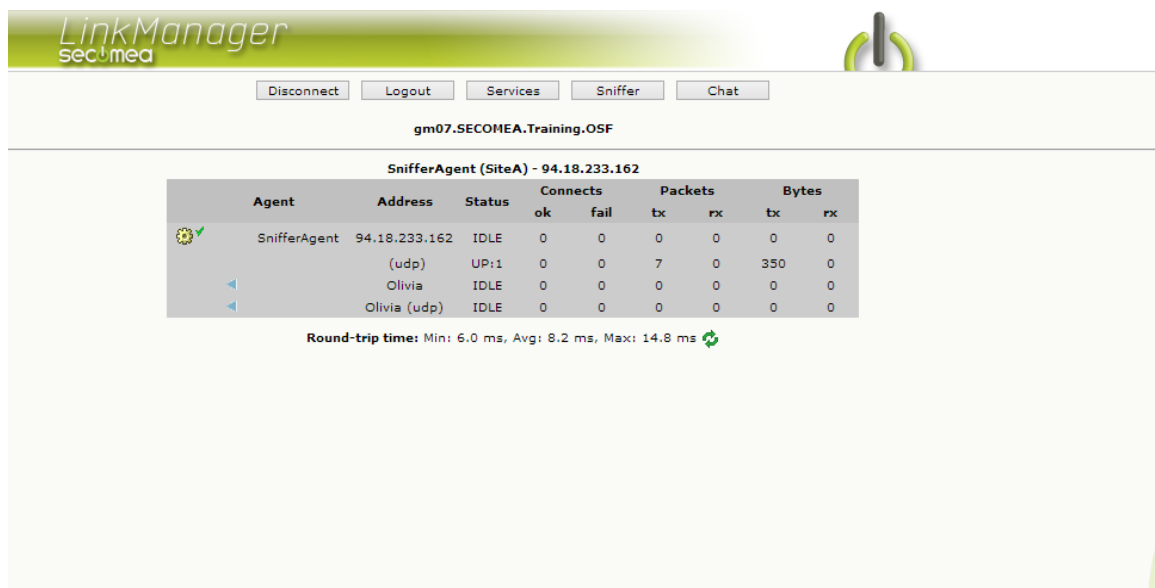


## 4. Open LinkManager

### 4. Connect to the new Agent

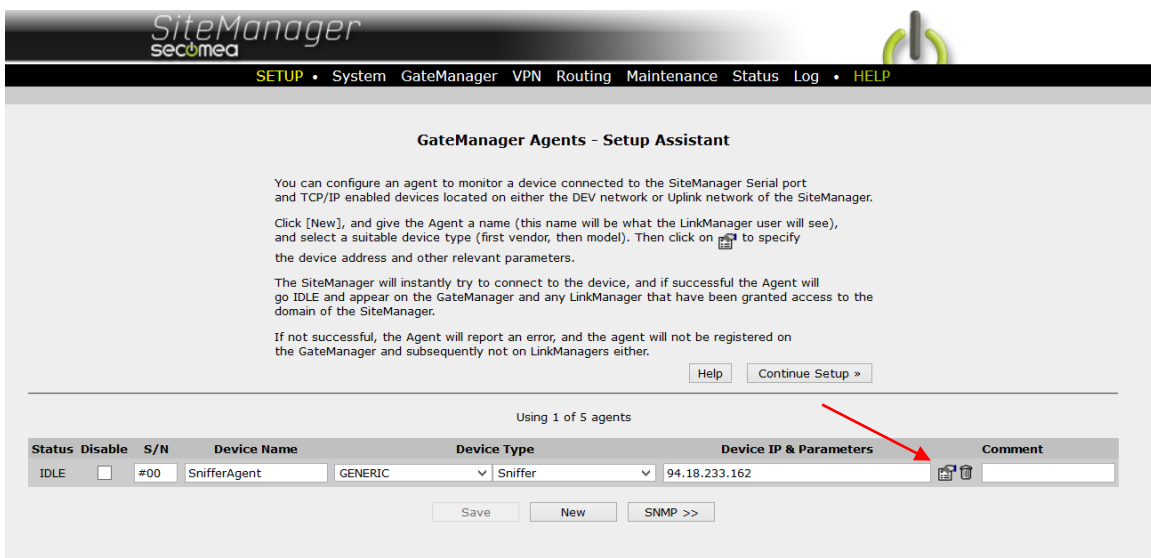


### 5. You are now connected.




## 5. Go back to the SiteManager

### 6. Select the Parameter Details for the Sniffer Agent.



**GateManager Agents - Setup Assistant**

You can configure an agent to monitor a device connected to the SiteManager Serial port and TCP/IP enabled devices located on either the DEV network or Uplink network of the SiteManager.



Click [New], and give the Agent a name (this name will be what the LinkManager user will see), and select a suitable device type (first vendor, then model). Then click on  to specify the device address and other relevant parameters.

The SiteManager will instantly try to connect to the device, and if successful the Agent will go IDLE and appear on the GateManager and any LinkManager that have been granted access to the domain of the SiteManager.

If not successful, the Agent will report an error, and the agent will not be registered on the GateManager and subsequently not on LinkManagers either.

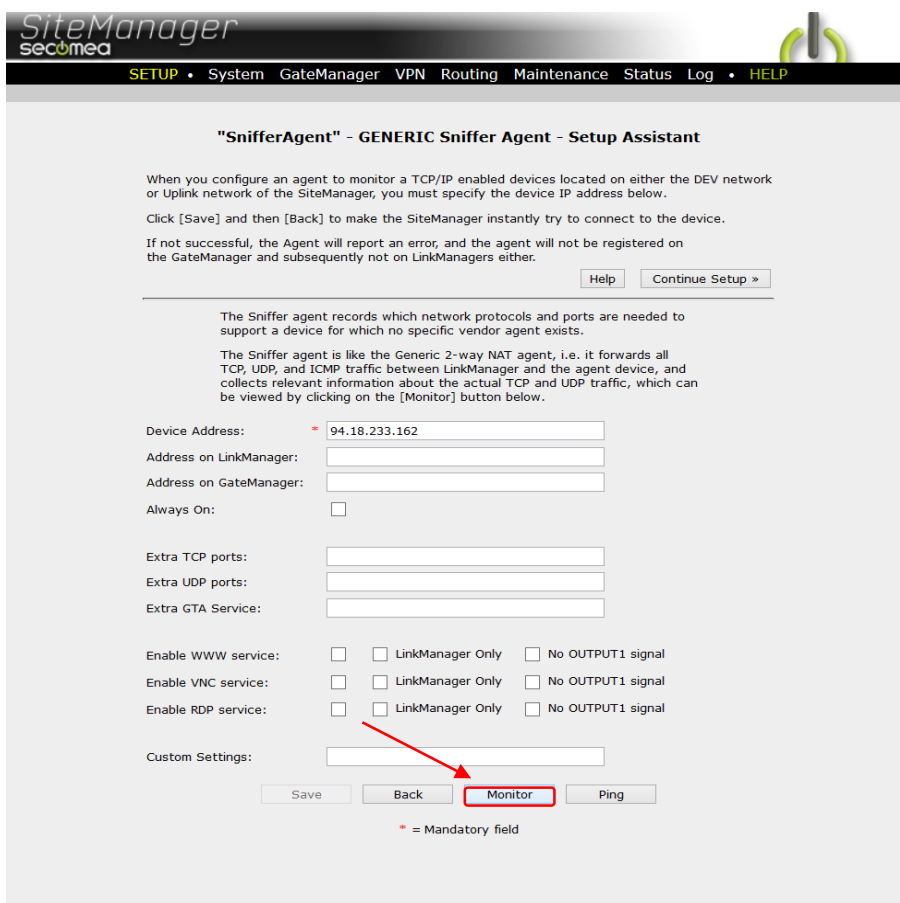
[Help](#) [Continue Setup >](#)

Using 1 of 5 agents

Status	Disable	S/N	Device Name	Device Type	Device IP & Parameters	Comment	
IDLE	<input type="checkbox"/>	#00	SnifferAgent	GENERIC	Sniffer	94.18.233.162	 

[Save](#) [New](#) [SNMP >>](#)

### 7. Press the [Monitor] Button



**"SnifferAgent" - GENERIC Sniffer Agent - Setup Assistant**

When you configure an agent to monitor a TCP/IP enabled devices located on either the DEV network or Uplink network of the SiteManager, you must specify the device IP address below.

Click [Save] and then [Back] to make the SiteManager instantly try to connect to the device.

If not successful, the Agent will report an error, and the agent will not be registered on the GateManager and subsequently not on LinkManagers either.

[Help](#) [Continue Setup >](#)

The Sniffer agent records which network protocols and ports are needed to support a device for which no specific vendor agent exists.

The Sniffer agent is like the Generic 2-way NAT agent, i.e. it forwards all TCP, UDP, and ICMP traffic between LinkManager and the agent device, and collects relevant information about the actual TCP and UDP traffic, which can be viewed by clicking on the [Monitor] button below.

Device Address: \* 94.18.233.162

Address on LinkManager:

Address on GateManager:

Always On:

Extra TCP ports:

Extra UDP ports:

Extra GTA Service:

Enable WWW service:   LinkManager Only  No OUTPUT1 signal

Enable VNC service:   LinkManager Only  No OUTPUT1 signal

Enable RDP service:   LinkManager Only  No OUTPUT1 signal

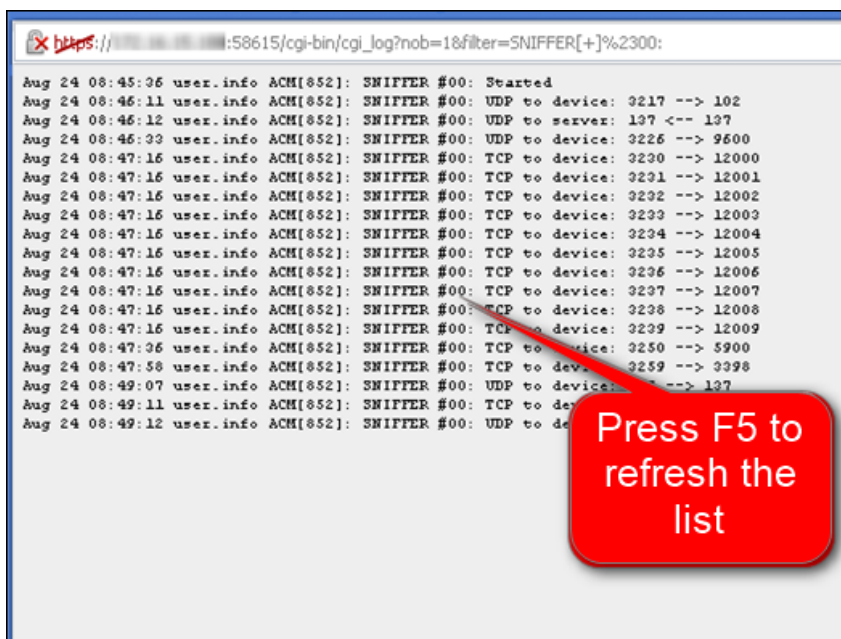
Custom Settings:

[Save](#) [Back](#) [Monitor](#) [Ping](#)

\* = Mandatory field

## 6. Output of the Sniffer Agent

8. The output of the sniffer agent will show:



```
Aug 24 08:45:06 user.info ACM[852]: SNIFFER #00: Started
Aug 24 08:46:11 user.info ACM[852]: SNIFFER #00: UDP to device: 9217 --> 102
Aug 24 08:46:12 user.info ACM[852]: SNIFFER #00: UDP to server: 137 <-- 137
Aug 24 08:46:33 user.info ACM[852]: SNIFFER #00: UDP to device: 9226 --> 9600
Aug 24 08:47:16 user.info ACM[852]: SNIFFER #00: TCP to device: 9230 --> 12000
Aug 24 08:47:16 user.info ACM[852]: SNIFFER #00: TCP to device: 9231 --> 12001
Aug 24 08:47:16 user.info ACM[852]: SNIFFER #00: TCP to device: 9232 --> 12002
Aug 24 08:47:16 user.info ACM[852]: SNIFFER #00: TCP to device: 9233 --> 12003
Aug 24 08:47:16 user.info ACM[852]: SNIFFER #00: TCP to device: 9234 --> 12004
Aug 24 08:47:16 user.info ACM[852]: SNIFFER #00: TCP to device: 9235 --> 12005
Aug 24 08:47:16 user.info ACM[852]: SNIFFER #00: TCP to device: 9236 --> 12006
Aug 24 08:47:16 user.info ACM[852]: SNIFFER #00: TCP to device: 9237 --> 12007
Aug 24 08:47:16 user.info ACM[852]: SNIFFER #00: TCP to device: 9238 --> 12008
Aug 24 08:47:16 user.info ACM[852]: SNIFFER #00: TCP to device: 9239 --> 12009
Aug 24 08:47:36 user.info ACM[852]: SNIFFER #00: TCP to device: 9250 --> 5900
Aug 24 08:47:58 user.info ACM[852]: SNIFFER #00: TCP to device: 9259 --> 3998
Aug 24 08:49:07 user.info ACM[852]: SNIFFER #00: UDP to device: 9277 --> 137
Aug 24 08:49:11 user.info ACM[852]: SNIFFER #00: TCP to device: 9277 --> 137
Aug 24 08:49:12 user.info ACM[852]: SNIFFER #00: UDP to device: 9277 --> 137
```

9. Start your PLC software and try connecting to the PLC like usual or try performing the normal process with the PLC software. While doing so press the F5 key to refresh the sniffer output to make sure that all the actions recorded by the sniffer agent.

10. Please mail the Sniffer Output screen to [support@secomea.com](mailto:support@secomea.com)

Thanks!

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