Product Obsolescence: WebPort Remote Access

Frequently Asked Questions

1) Why is Spectrum Controls obsoleting their Remote Access devices?

   After more than a decade in the remote access business, this difficult business decision is the result of forthcoming internet technology risks and security advancements that the current architecture is incapable of supporting. Technologies such as Flash, TLS and OpenVPN have all made advancements that would require a complete product redesign. As a result, Spectrum Controls has made the decision to focus on other markets within its Communications Product Lines.

2) Why is Spectrum Controls discontinuing the WebPort Connects cloud service?

   The WebPort Connects cloud service and WebPort Remote Access device(s) are tightly integrated and dependent on one another. In order to provide secure and reliable VPN access and data acquisition, the cloud service and device cannot be treated independently. Our ability to provide high quality service and support is contingent on the preservation of both the device and cloud service.

3) Will I be able to VPN into devices already deployed after December 31st, 2020?

   No, VPN connectivity provided via WebPort Connects will be disabled for all devices effective December 31st, 2020.

4) Will I be able to log-on to my WebPort Connects account after December 31st, 2020?

   No, all WebPort Connects accounts will be disabled effective December 31st, 2020. Customers are encouraged to export datalogs and download documents they wish to keep.

5) How do I extract my datalogs and documents from WebPort Connects?

   Customers are encouraged to follow the embedded links for help on how to export datalogs and download documents from their WebPort Connects account.

6) Will my WebPort Remote Access device continue to work beyond December 31st, 2020?

   Neither the cellular nor the ethernet WebPort Remote Access devices will be capable of providing VPN access (remote connectivity) beyond December 31st, 2020. Some device features that are not reliant on the WebPort Connects cloud service may continue to work; however, support for any features or functionality will not be provided beyond December 31st, 2020.

7) What will happen to WebPort Remote Access devices that are uploading datalogs to the WebPort Connects cloud service?

   Beyond December 31st, 2020, any WebPort Remote Access devices attempting to upload datalogs to WebPort Connects will be unable to connect to the service. As a result, datalogs will be stored local to the device and eventually overwritten. Under Action Properties, it may be possible to send datalogs via email, sms or ftp; however, support for this feature will not be provided beyond December 31st, 2020.

8) What will happen to Actions that my WebPort acts on (Alarms, Notifications, emails)?

Actions not associated with the WebPort Connects cloud service are likely to function beyond December 31st, 2020, until the underlying technology changes (SMS, FTP, TLS, etc.). Support for these features and functionality will not be provided beyond December 31st, 2020.

9) Is there a recommended replacement?

Spectrum Controls does not have a recommended replacement; however, several remote access solutions are offered in the market and under the Rockwell Automation Encompass Program.

10) What will happen to my data in WebPort Connects after December 31st, 2020?

Customer access to WebPort Connects will be disabled effective December 31st, 2020. Customers are encouraged to export datalogs and download documents they wish to keep.