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# Deploying Optergy Enterprise on Neeve Secure Edge

Quick Start Guide

Rev. 1.2 June 05, 2025

# Quick Start Guide:

## Introduction

Welcome to the Quick Start Guide for deploying **Optergy Enterprise** on **Neeve Secure Edge**. This guide provides step-by-step instructions, from provisioning an Edge Node to configuring remote access for Optergy Enterprise. It is designed for both technical and non-technical users, ensuring a smooth deployment process.

### Prerequisites

Before you begin, ensure you have:

- An **active Neeve Secure Edge** and **Neeve Remote Access account**.
- Access to the **Secure Edge Portal**: [https://<optergy\\_SI>.secureedge.neeve.ai/](https://<optergy_SI>.secureedge.neeve.ai/).
- Access to the **Remote Access Portal**: [https://<optergy\\_SI>.remoteaccess.neeve.ai/](https://<optergy_SI>.remoteaccess.neeve.ai/).
- Edge Node S/N exists in the **Unassigned Serial Numbers** list in Secure Edge Portal.
- A **Neeve Edge Node** with internet connection (WAN) and BMS/EMS connection (LAN).
- Optergy System Integrator credentials.

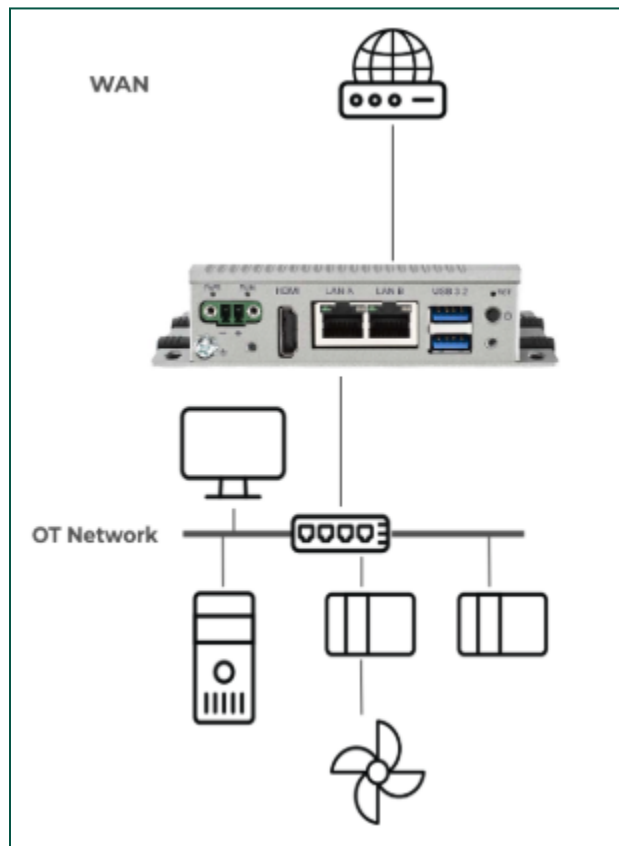
Review [Deployment Architecture](#) options at Neeve Help Docs to determine the option that best matches your install scenario. If **Behind** is the configuration matching your scenario, i.e. Edge Node is deployed behind upstream IT infrastructure, then you must ensure the prerequisites described [here](#) are followed, enabling the firewall to whitelist the domains listed under the **Allowlist domains** section.

This Quick Start Guide (QSG) assumes at least (1) public SSH key exists in the Secure Edge Portal that can be assigned when provisioning Edge Nodes. If not, follow the Help Docs: [Managing SSH Keys](#), to create a public-private key pair and add the public key to the portal.

*NOTE:* Every Edge Node must be assigned a public key during the provisioning process.

## Provisioning & Launching a Neeve Edge Node

This section explains how to provision and launch Neeve Edge Nodes, which are the physical hardware that connects directly to your IIoT devices. Complete the following procedures to install the hardware device you received from Neeve and connect it to the networks.

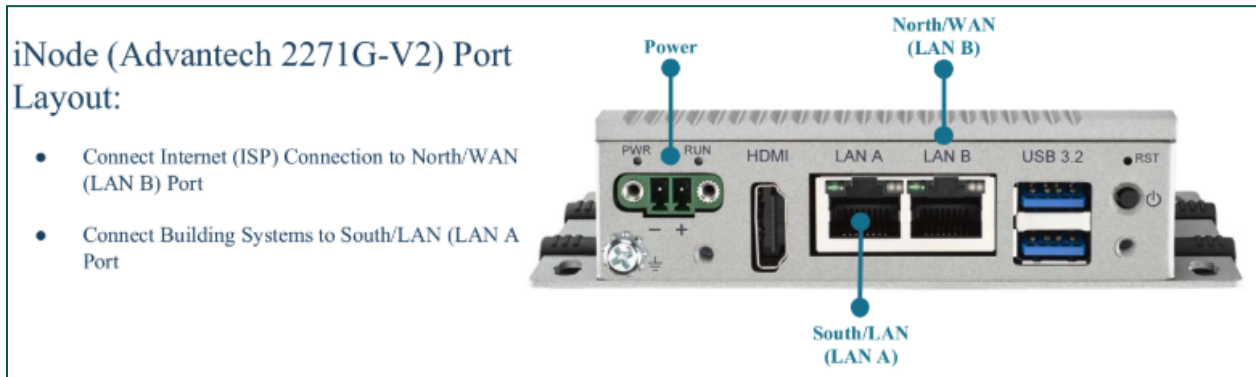


**Fig. 1: Typical Deployment Architecture**

## Step 1: Set Up Physical Connections

The Edge Node requires power and two ethernet connections. Once a suitable power source and optimal location for installation is determined, connect the Edge Node's WAN interface (LAN B) to the upstream network facilitating internet connectivity. Then connect the Edge Node to the downstream BMS/EMS network using its LAN A port.

1. Connect the designated **WAN** port (LAN B) of the Edge Node to a network with internet access. *NOTE:* Port 443 outbound must be open on the WAN.
2. Connect the designated **LAN** port (LAN A) of the Edge Node to the BMS/EMS network.
3. Plug in the power adapter or wire to 24VDC and turn on the Edge Node.



**Step 1: Physical Connections**

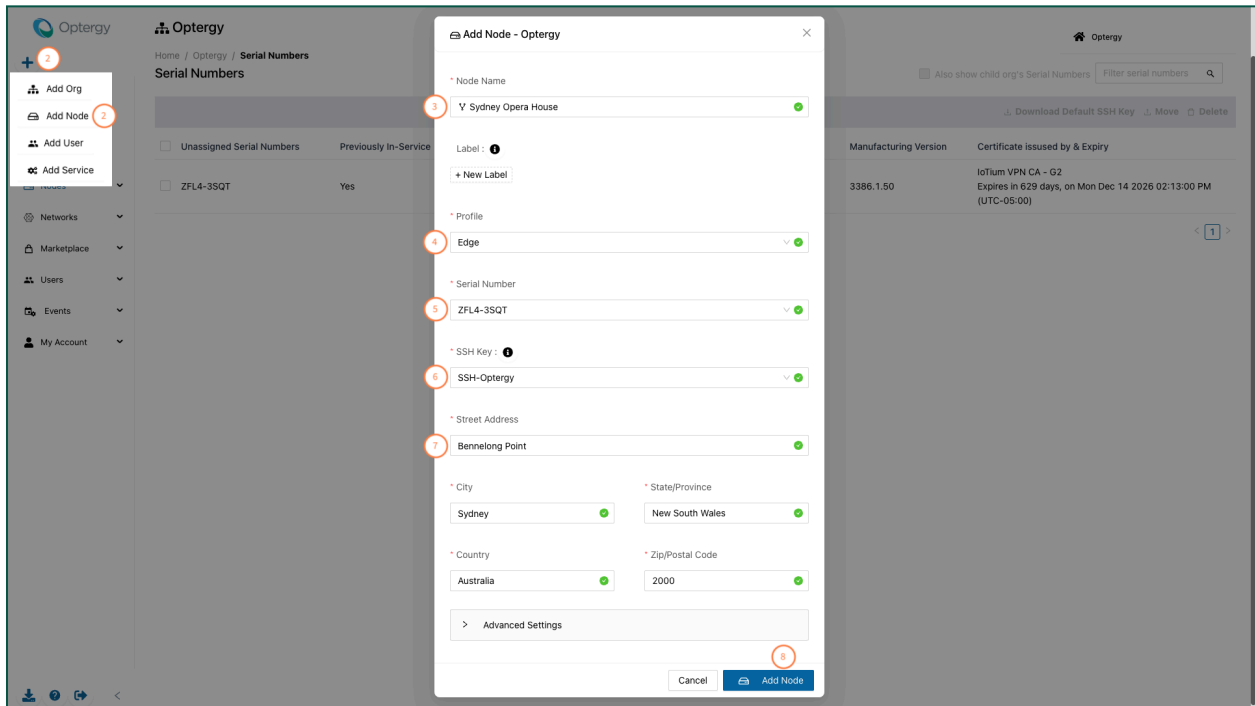
## Success Criteria

The Edge Node's ethernet link lights & power LED successfully illuminate.

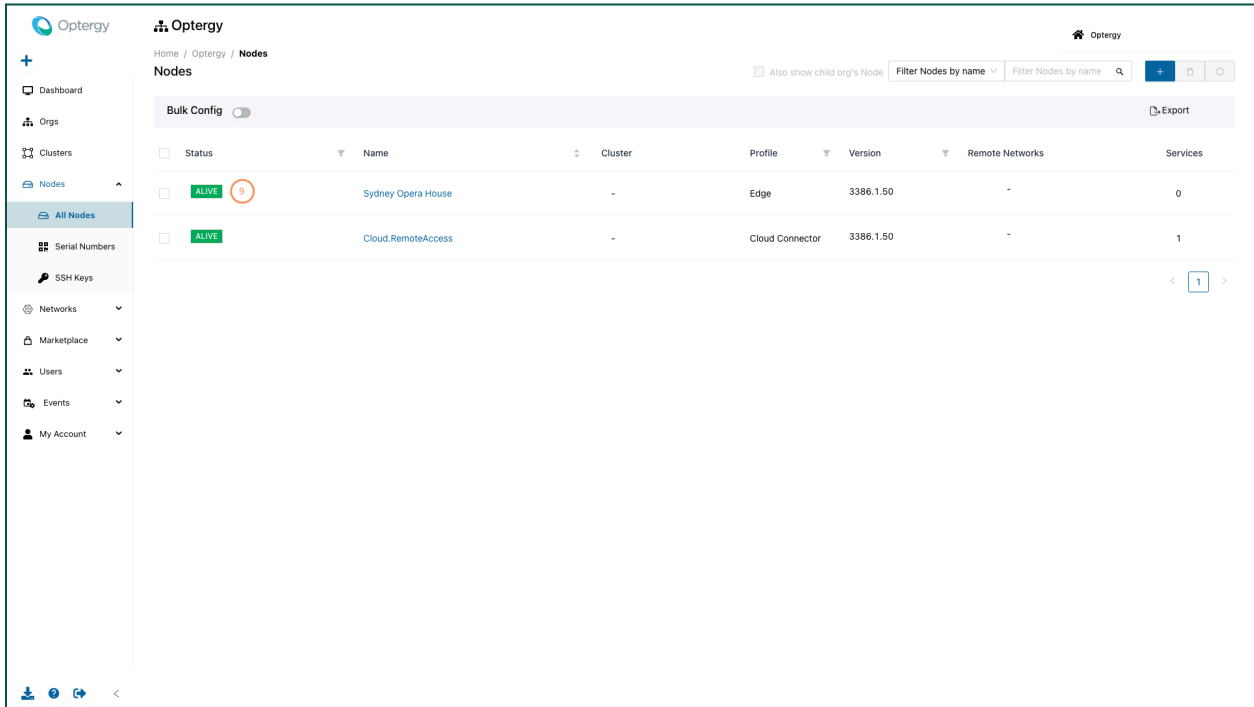
## Step 2: Provision an Edge Node in Secure Portal ([Help Docs](#))

Next we will commission the Edge Node in the Secure Portal to ensure it establishes a good handshake with the cloud infrastructure.

1. **Login** to the Secure Edge Portal: [https://<optergy\\_SI>.secureedge.neeve.ai/](https://<optergy_SI>.secureedge.neeve.ai/).
2. Click the "+" icon at the top of the menu and select **"Add Node"**.
3. Enter the **Edge Node Name** (e.g., "Sydney Opera House").
4. Under **Profile**, select **Edge**.
5. Under **Serial Number**, choose the **hardware serial number** that matches your device.
6. Under **SSH Key**, select an existing **SSH public key** to assign to the Edge Node.
7. Enter the **location details**.
8. Click **"Add Node"** to complete the setup.
9. Wait a few minutes for the Edge Node to register and appear online with **ALIVE** status.



**Step 2: Provision an Edge Node**



Step 2: Edge Node is **ALIVE**

## Success Criteria

Edge Node has a healthy status of **ALIVE**.

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### Step 3: Add a Network to the Edge Node in Secure Edge Portal

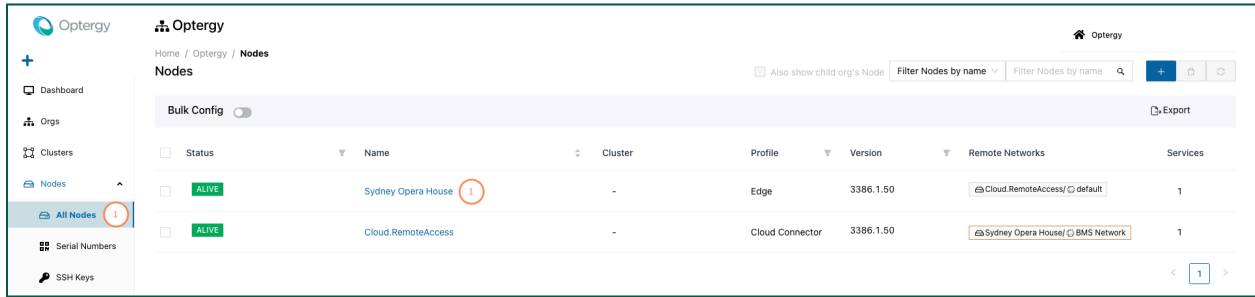
Once the Edge Node is ALIVE, you will commission the BMS/EMS network(s). For a new installation, follow Optergy's standard network practices for subnet definition. However, if connecting to an existing network, you should consult the local network administrator to obtain some of the values below. The values provided herein are examples only and do not reflect the actual values for an existing network.

1. In Secure Edge Portal, navigate to **Nodes** → **All Nodes**, click name of Edge Node to launch its dashboard.
2. Go to the "**Networks**" tab, click "+".
3. Under **Add Network** section, enter the following details:
  - **Name** (e.g. "BMS Network")
  - **Network Addressing** (e.g. Static)
  - **Network CIDR** (e.g. 192.168.1.0 / 24)
  - **Internal Reserved IP Range** (e.g. 192.168.1.1 - 192.168.1.5)

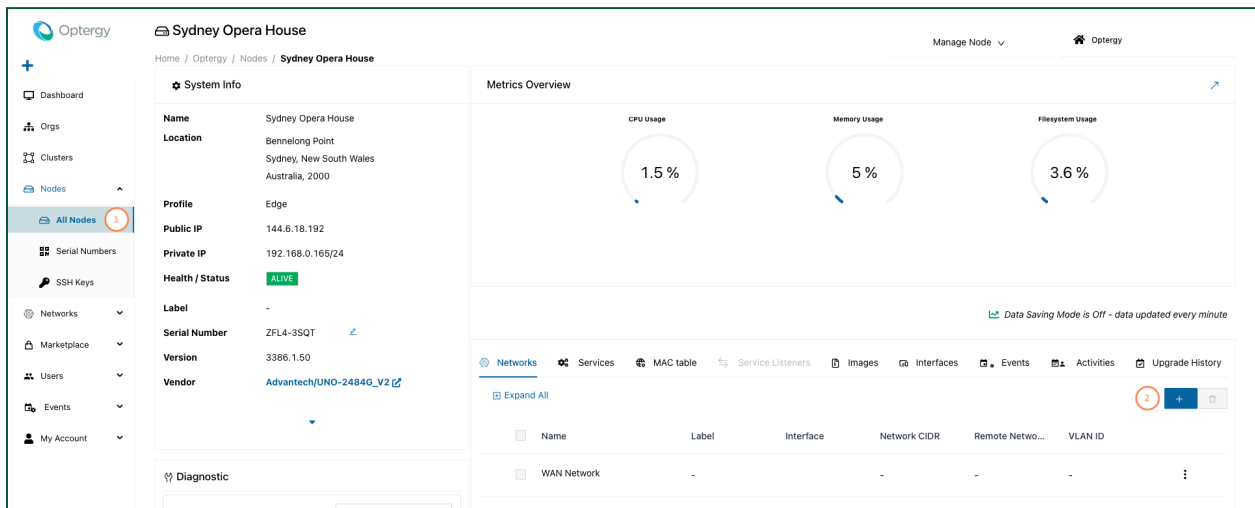
*NOTE:* Must define a range of at least (2) IP addresses: (a) one for Edge Node, (b) one for Optergy application.

*INFO:* Best practice is to have at least one spare IP address.

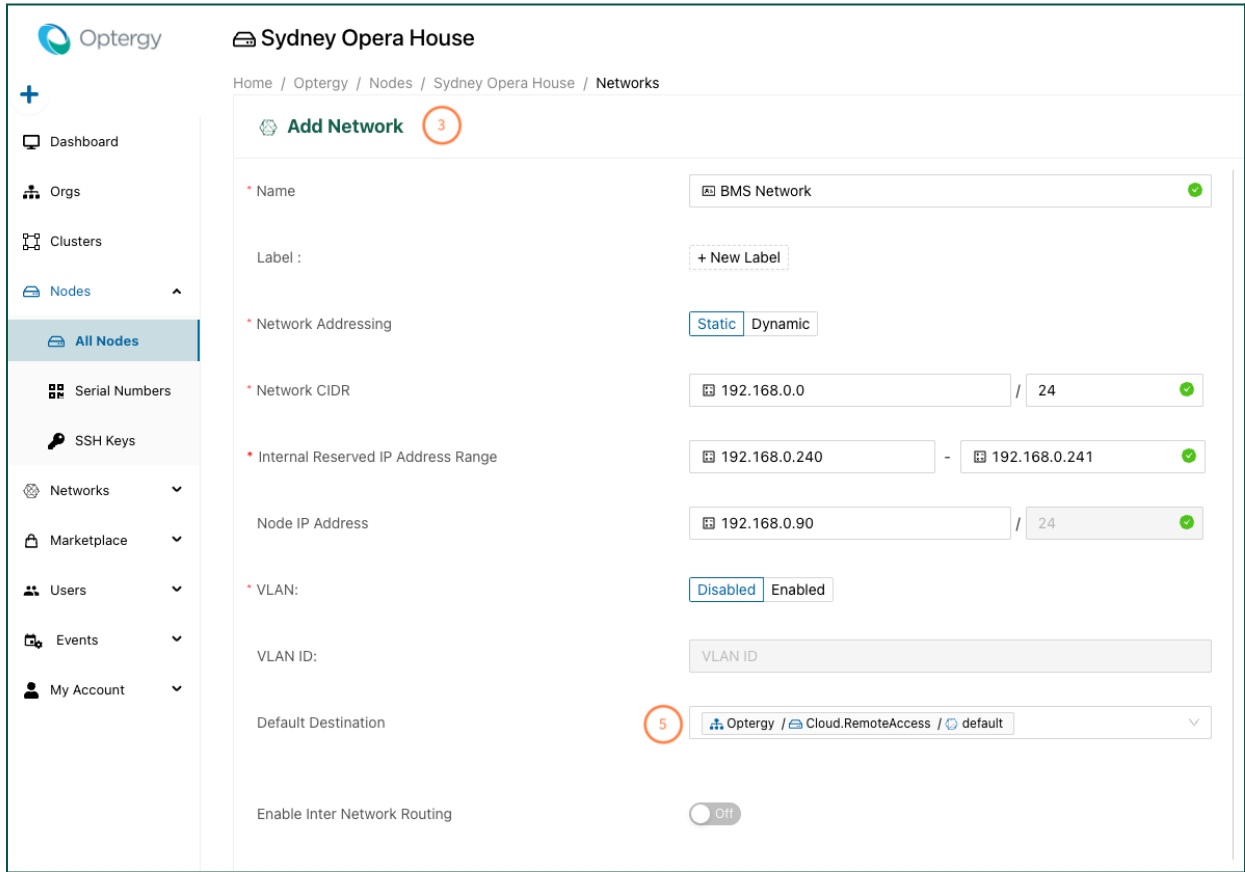
- **Node IP Address** (e.g. 192.168.1.1)
  - **VLAN Settings** (if applicable)
4. Under **Remote Networks** section, click to expand the panel and:
    - Click "+ Add" button
    - In "**Remote Network**" field, select the appropriate Cloud Connector for remote access tunnel
  5. Set "**Default Destination**" to "**Remote Network**" and select the "**default**" network of the Cloud Connector added in the previous step.
  6. Click the "**Save**" button.
  7. Wait a couple minutes for the Network to register with **CONNECTED** status.



**Step 3: Navigate to Edge Node's Dashboard**



**Step 3: Networks Tab - Add Network**



**Opteryg** Sydney Opera House  
 Home / Opteryg / Nodes / Sydney Opera House / Networks

**Add Network** 3

\* Name:  ✓

Label:

\* Network Addressing:

\* Network CIDR:  /  ✓

\* Internal Reserved IP Address Range:  -  ✓

Node IP Address:  /  ✓

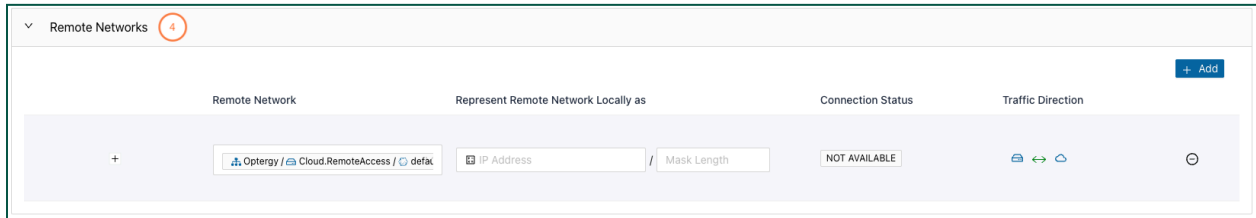
\* VLAN:

VLAN ID:

Default Destination: 5

Enable Inter Network Routing:  Off

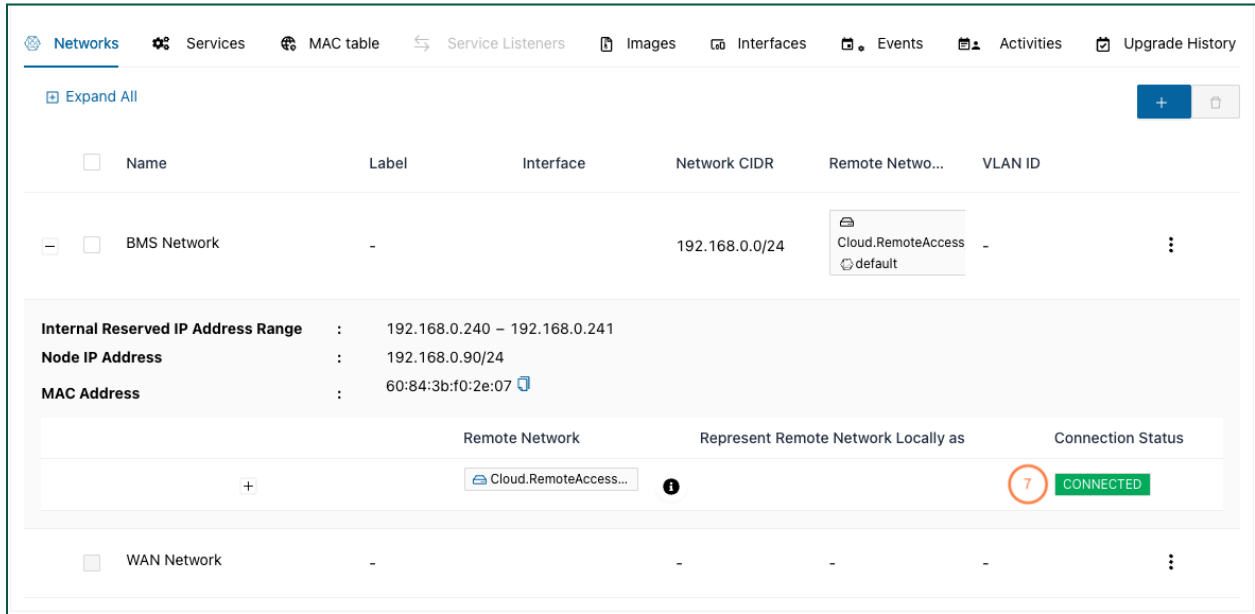
**Step 3: Add Network Details & Default Destination**



Remote Networks 4

Remote Network	Represent Remote Network Locally as	Connection Status	Traffic Direction
+	<input type="text" value="Opteryg / Cloud.RemoteAccess / default"/> <input type="text" value="IP Address"/> / <input type="text" value="Mask Length"/>	NOT AVAILABLE	<input type="button" value="↔"/> <input type="button" value="⊙"/>

**Step 3: Establish Tunnel to Cloud Connector for Remote Access Connectivity**



The screenshot shows the 'Networks' configuration page in Operty. At the top, there are navigation tabs: Networks, Services, MAC table, Service Listeners, Images, Interfaces, Events, Activities, and Upgrade History. Below the tabs is an 'Expand All' button and a '+ -' control. The main table lists networks with columns: Name, Label, Interface, Network CIDR, Remote Network, and VLAN ID. The 'BMS Network' is highlighted, showing a Network CIDR of 192.168.0.0/24 and a Remote Network of Cloud.RemoteAccess. Below the table, there is a section for 'Internal Reserved IP Address Range' (192.168.0.240 - 192.168.0.241), 'Node IP Address' (192.168.0.90/24), and 'MAC Address' (60:84:3b:f0:2e:07). A sub-table shows the 'Remote Network' configuration with a 'Connection Status' of 'CONNECTED'. A red circle highlights the number '7' next to the 'CONNECTED' status. At the bottom, the 'WAN Network' is listed with a '-' in the Remote Network column.

**Step 3: Wait for Tunnel 'Connection Status' to Show **CONNECTED****

## Success Criteria

The onboarded network shows a 'Connection Status' of **CONNECTED**.

# Deploying Optergy Enterprise

In this section, you will install the Optergy Enterprise application on the Edge Node. In Neeve parlance, applications are referred to as *Services*, and these get deployed from the Neeve Marketplace.

*NOTE:* The Optergy image file is large, requiring longer than expected download times. Depending on upstream bandwidth & throughput of the internet circuit, this could take approximately 15 minutes to download. So long as the ‘*Status*’ is in PENDING state and ‘*Container Status*’ is WAITING, the image is still downloading. Continue waiting.

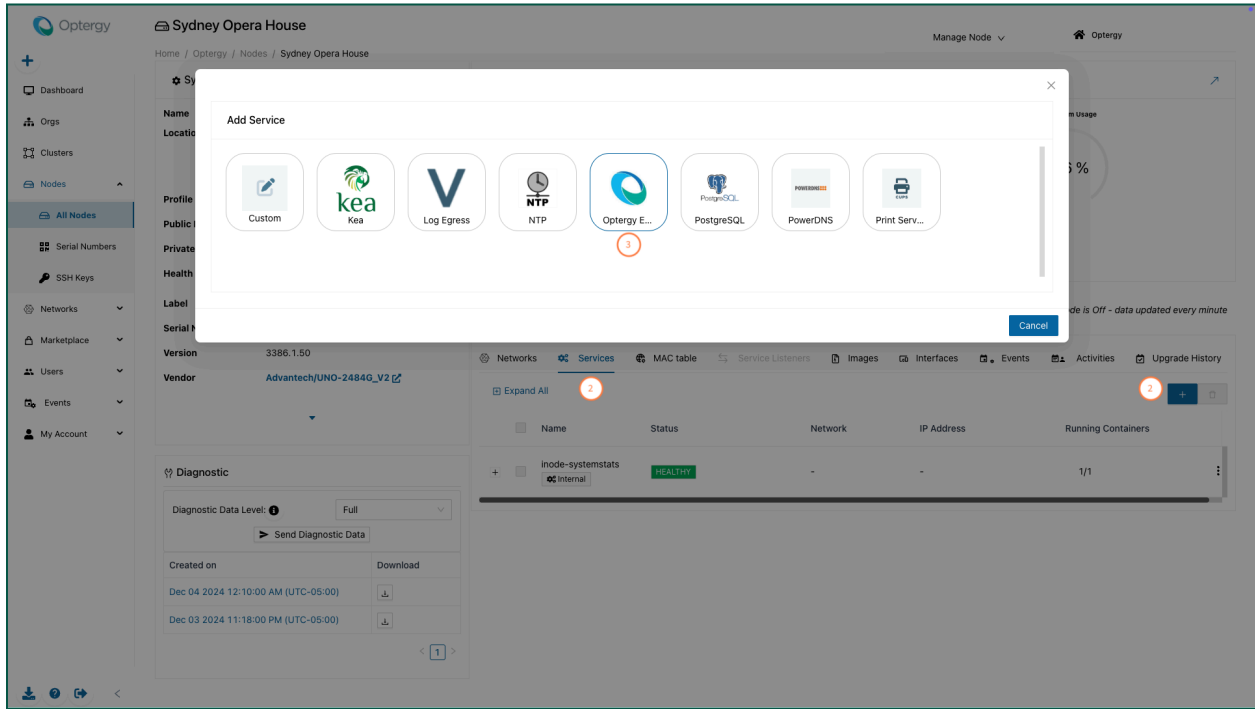
Hostname : OE		
Container Name	Container Status	Restart Count
optery0	<span style="background-color: #ffc107; color: white; padding: 2px;">WAITING</span>	0
<b>Image :</b> mdanh2002/opterytestimage:latest		
<b>Message :</b> -		

## Step 1: Install Optergy Enterprise from the Neeve Marketplace ([Help Docs](#))

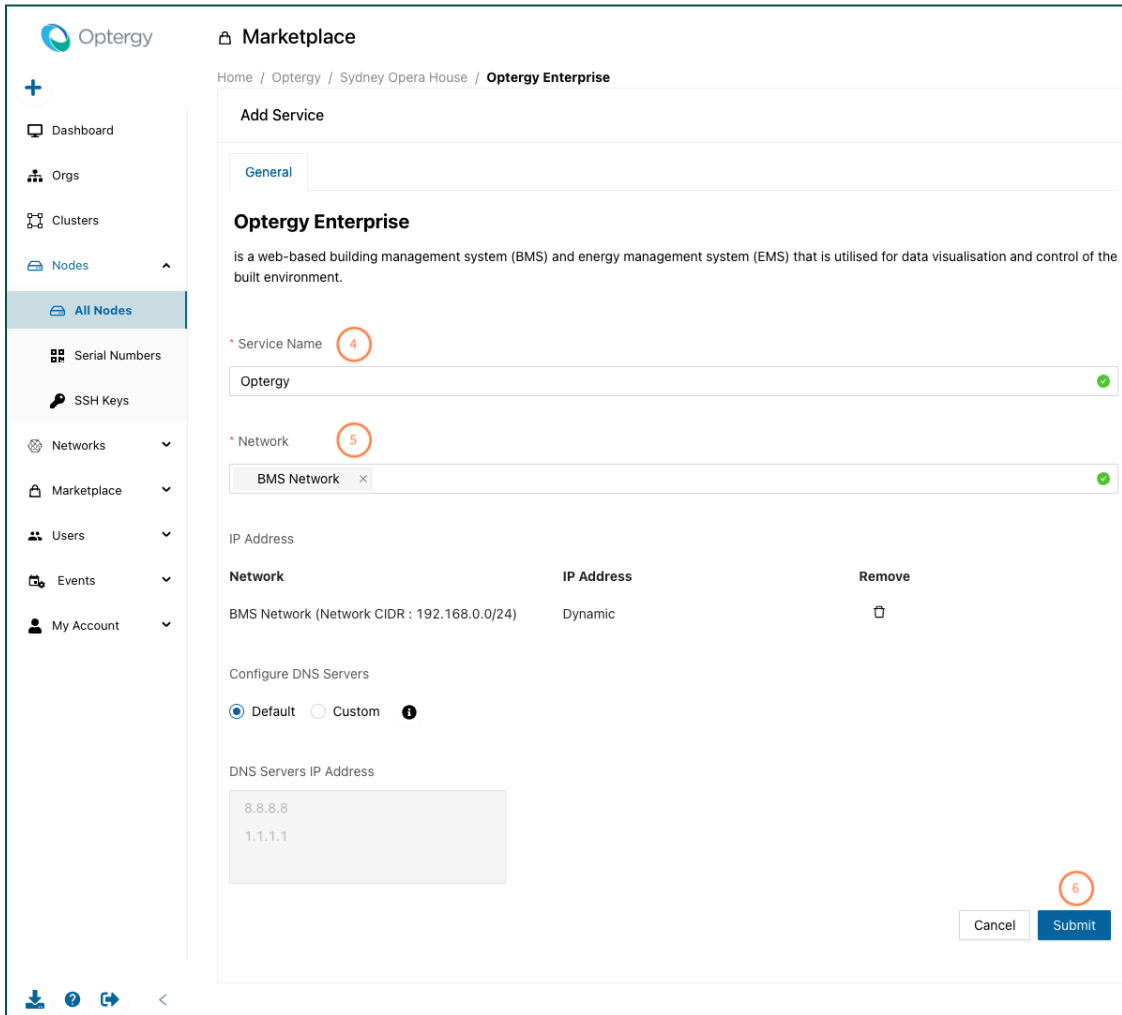
1. In Secure Edge Portal, navigate to **Nodes** → **All Nodes**, click name of Edge Node to launch its dashboard.
2. Go to the "**Services**" tab, click "+".
3. From the "**Add Services**" marketplace popup, select the **Optergy Enterprise** application tile.
4. Give the application a **Service Name** (e.g. "Optergy").
5. Select the **Network(s)** to attach the application to. (e.g. "BMS Network")
6. Click "**Submit**" and monitor the installation progress in the **Edge Node Dashboard**.
7. Wait a couple minutes for the Service to register with HEALTHY status.
8. Note the **IP Address** of the application. You will need this to configure remote access.

## Success Criteria

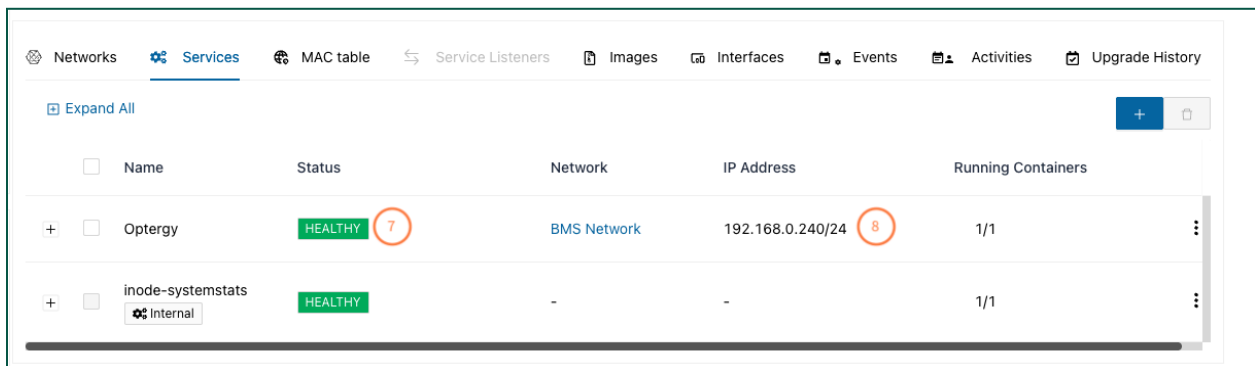
The Optergy service shows a ‘*Status*’ of HEALTHY.



**Step 1: Install Opteryg Application**



**Step 1: Configure the Application**



**Step 1: Wait for HEALTHY Status & Note IP Address**

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# Configuring Remote Access to Optergy Enterprise

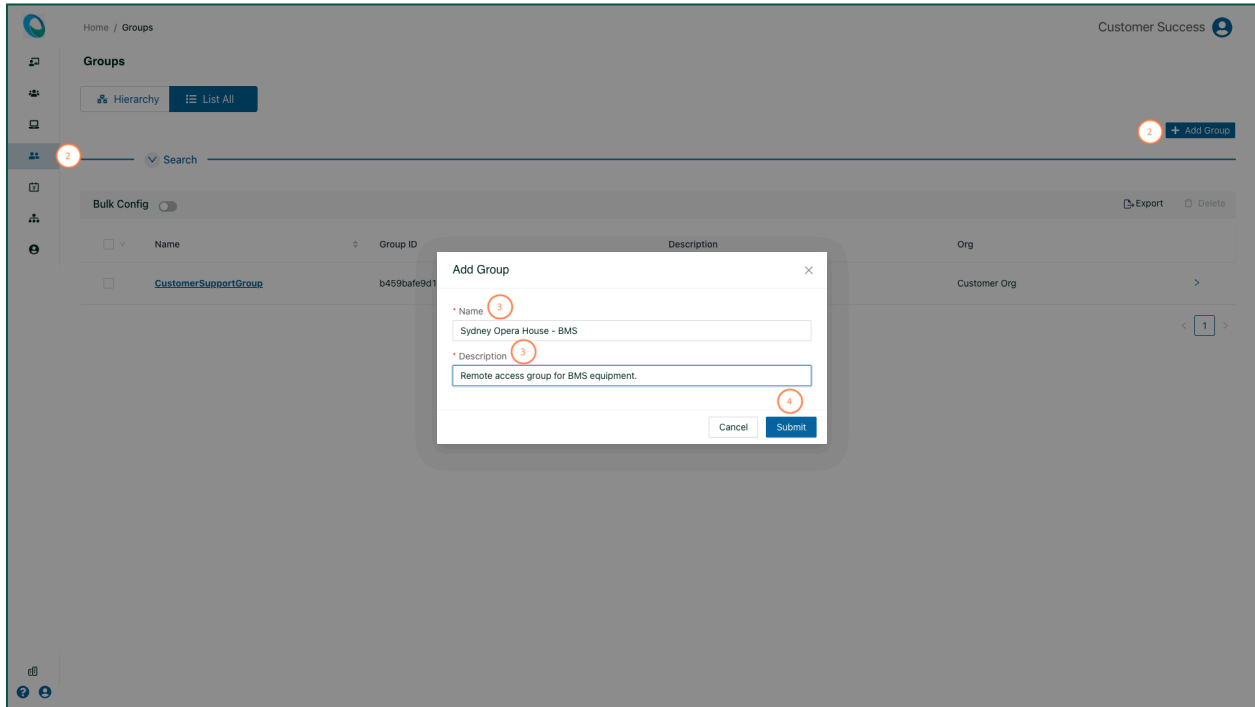
In this section, you will setup remote connectivity to the Optergy application, or service, running on the Edge Node. In the Remote Access Portal, you will create Group(s), Device(s), Connection(s), & User(s). Then you will assign Connection(s) and User(s) to Group(s) to provision access to the Optergy application. It does not matter which order you go in, as you can create Group(s), Device(s), Connection(s), and User(s) in any order.

*NOTE:* You do not need to setup remote connectivity to the Edge Node in the Remote Access Portal. The Secure Edge Portal is used for connecting to the Edge Node.

## **Step 1: Create Access Group(s) in Remote Access Portal** ([Help Docs](#))

In this step, you will create the Group(s) to which you will assign Connection(s) and User(s). Group assignment is how role-based access is enforced, ensuring users only have access to what they should and nothing more.

1. **Login** to the Remote Access Portal: [https://<optergy\\_SI>.remoteaccess.neeve.ai/](https://<optergy_SI>.remoteaccess.neeve.ai/).
2. Click "**Groups**" and select the "**+ Add Group**" button.
3. On the "**Add Group**" popup, enter the following details:
  - **Name** (e.g. "Sydney Opera House - BMS").
  - **Description** (e.g. "Remote access group for BMS equipment").
4. Click "**Submit**".

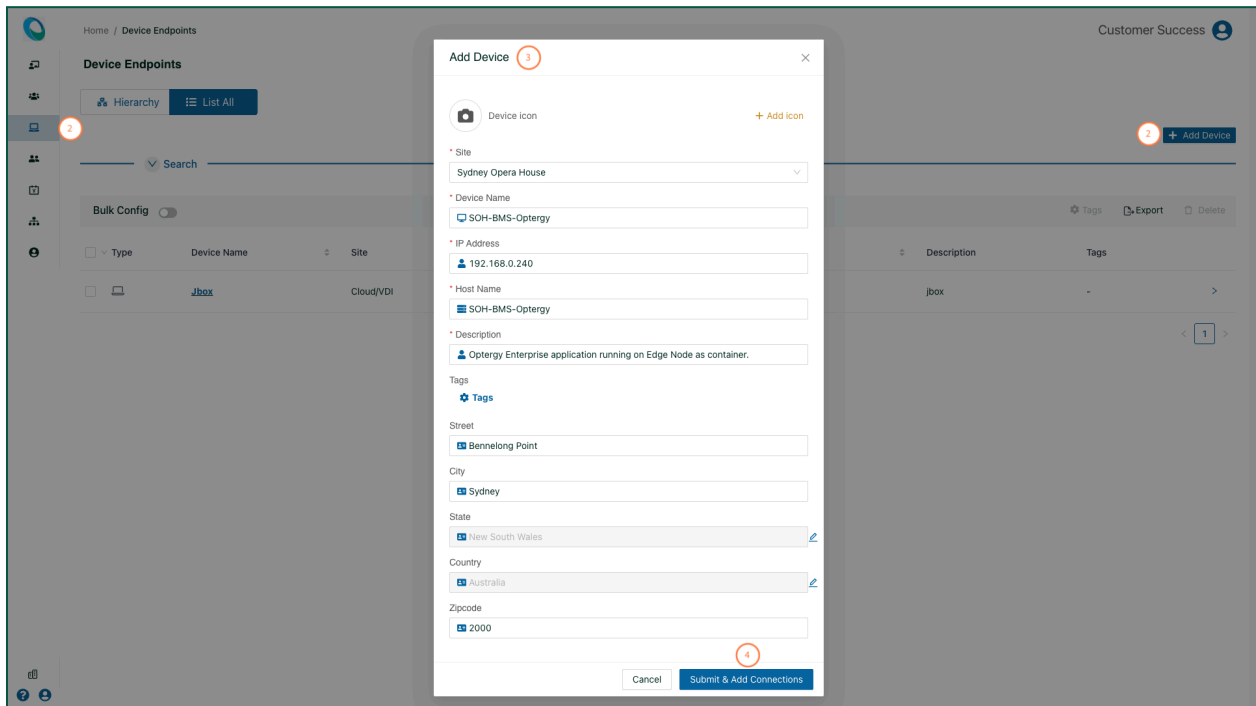


**Step 1: Create Access Group**

## Step 2: Add Opteryg Enterprise as a Device in Remote Access Portal ([Help Docs](#))

In this step, you will onboard the Opteryg application as a Device to be configured for remote connectivity. A 3-step wizard is presented in the form of a popup to create the device, add the connections, and assign connections to groups. You create the device in this step.

1. **Login** to the Remote Access Portal: [https://<opteryg\\_SI>.remoteaccess.neeve.ai/](https://<opteryg_SI>.remoteaccess.neeve.ai/).
2. Click "**Devices**" and select the "**+ Add Device**" button.
3. On the "**Add Device**" popup, enter the following details:
  - a. Select the correct **Edge Node** from the **Site** dropdown.
  - b. **Device Name** (e.g. "SOH-BMS-Opteryg").
  - c. **IP Address** of the Opteryg Enterprise service/application.
  - d. **Host Name** of the Opteryg Enterprise service.
  - e. **Description** (e.g. "Opteryg Enterprise application on Edge Node.").
  - f. **Location** (install address for reference).
4. Click "**Submit & Add Connections**".



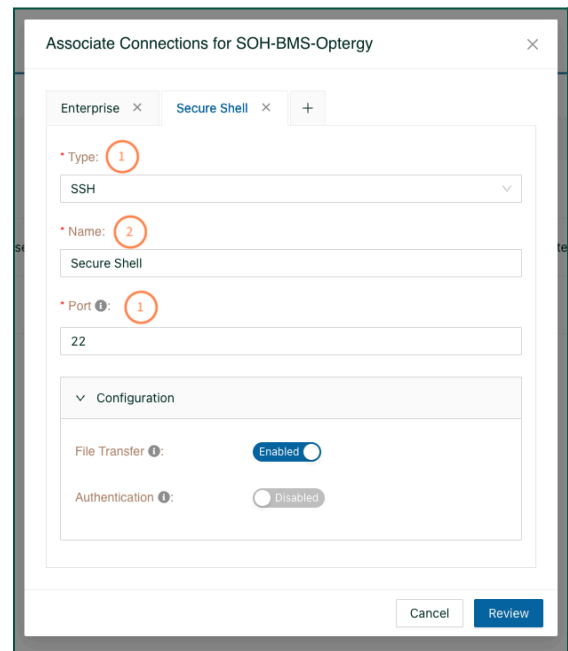
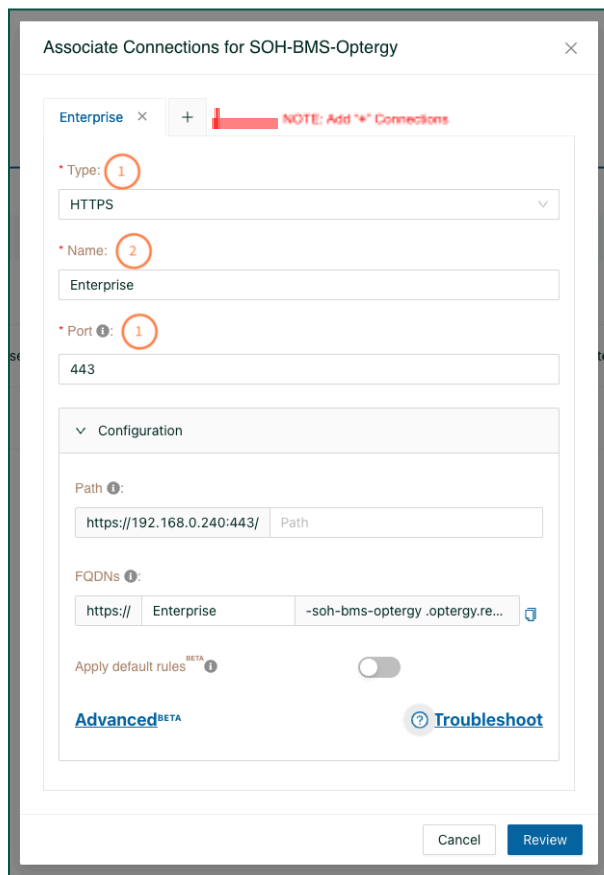
### Step 2: Add Device in Remote Access Portal

### Step 3: Configure Device Connections

1. Continuing with the device onboard wizard, on the "**Associate Connections**" popup, add the following connection types:
  - **HTTPS (Port 443)** for web access to the Optergy Enterprise interface.
  - **SSH (Port 22)** for secure shell command-line access to the Optergy service.

*NOTE:* The 'Connections' popup is tab-based. To add more than one connection, click "+" to the right of the first connection's tab (near the top of the popup).

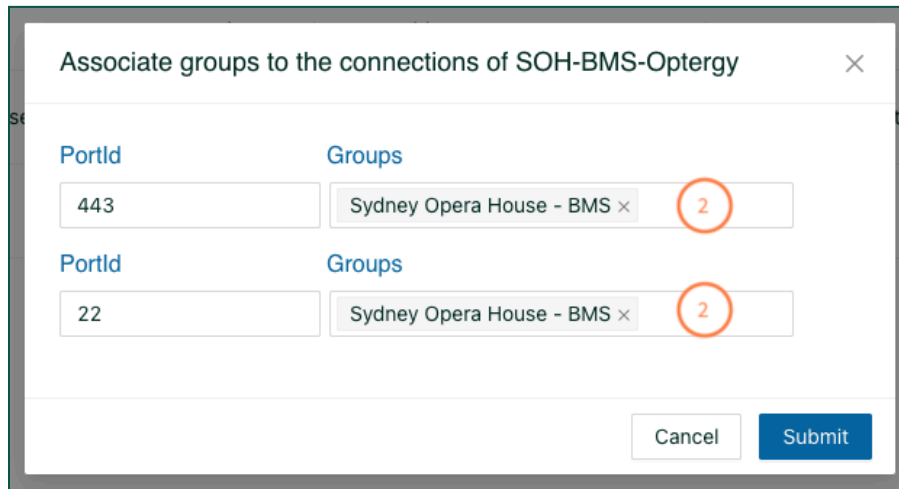
2. **Name** the connections (e.g. "Enterprise", "Secure Shell").
3. Click "**Review**".



**Step 3: Add Device Connections for WebUI & SSH**

## Step 4: Assign Connections to Access Group(s)

1. Continuing with the device onboard wizard, on the "**Associate Groups**" popup, assign each end-point to the appropriate groups.
2. Click into the "**Groups**" field to select the group(s) to assign each **PortId** to
3. Click "**Submit**".



Associate groups to the connections of SOH-BMS-Optergy

PortId	Groups
443	Sydney Opera House - BMS × 2
22	Sydney Opera House - BMS × 2

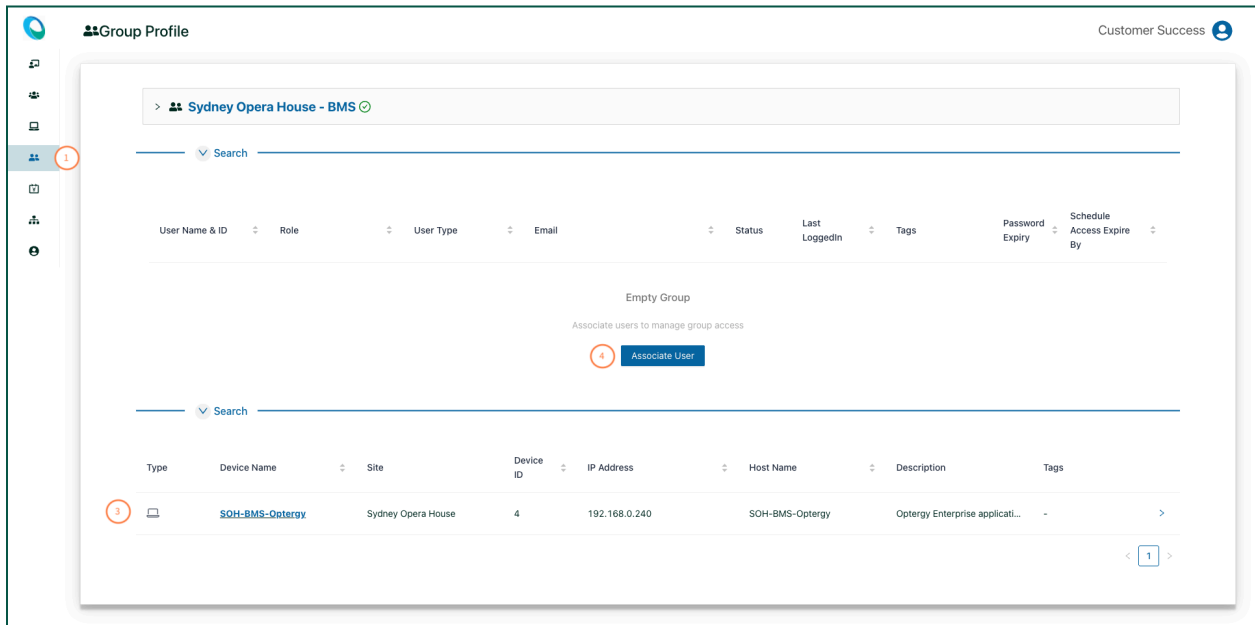
Cancel Submit

*Step 4: Assign Connections to Groups*

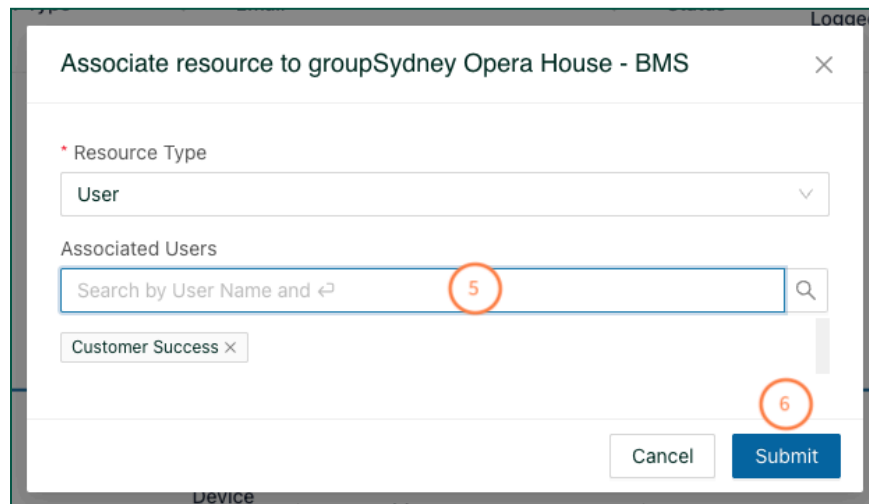
## Step 5: Assign Users to Access Group(s)

In this section, you will assign existing User(s) to the Group(s) you previously created. Users can only establish remote access to connections that exist in the groups they are assigned to. In the event a user doesn't exist, follow Neeve's Help Docs on [Adding Users to Remote Access](#).

1. Go to the **Groups** section.
2. Click on the group name to navigate to the **Group Dashboard**.
3. Verify the **Connection(s)** assigned from previous steps.
4. Click the "**Associate User**" button to assign User(s) to this Group.
5. In the popup, select the users from the "**Associated Users**" field.
6. Click "**Submit**".



**Step 5: Associate Users to Group**



**Step 5: Select Associated Users**

*NOTE:* In the 'Associated Users' field, the first time you click into it, a dropdown is presented to you to select the first user. Subsequently, you must begin typing the name of the next user, click the *search* (magnifying glass) button, or hit enter, and the user will be presented to you for selection. Alternatively, you can navigate to the Users page, find the user of interest, click their name to expand their details, and click the first action button 'Configure Group Association & Schedule' to assign the user to the desired group.

## Step 6: Test Remote Access to Opteryg Enterprise ([Help Docs](#))

In this step, you will verify remote connectivity to the Opteryg application by clicking on the Connection tile found on the Profile page. Upon clicking the Connection tile, a new browser tab is launched, establishing the remote connection to Opteryg.

1. Log in to the **Remote Access Portal**.
2. Navigate to your "**Profile**" page.
3. In the "**Access**" section, click the group name to expand & view tiles.
4. Click on the **Connection Tile** (e.g. "Enterprise") desired.
5. A new browser tab will open with a secure tunnel connection to the application.
6. Enter the Opteryg Enterprise credentials to log in & configure the application.
7. If SSH access is required, click the **SSH connection tile** and enter the SSH credentials.
8. Verify that all system functions are accessible.

Home / User Profile Customer Success

### User Profile

> Customer Success

**Access**

Search by Connection or ... All Groups

Sydney Opera House - BMS Remote access group for BMS equipment.

SOH-BMS-Opterav Enterprise Onboarded

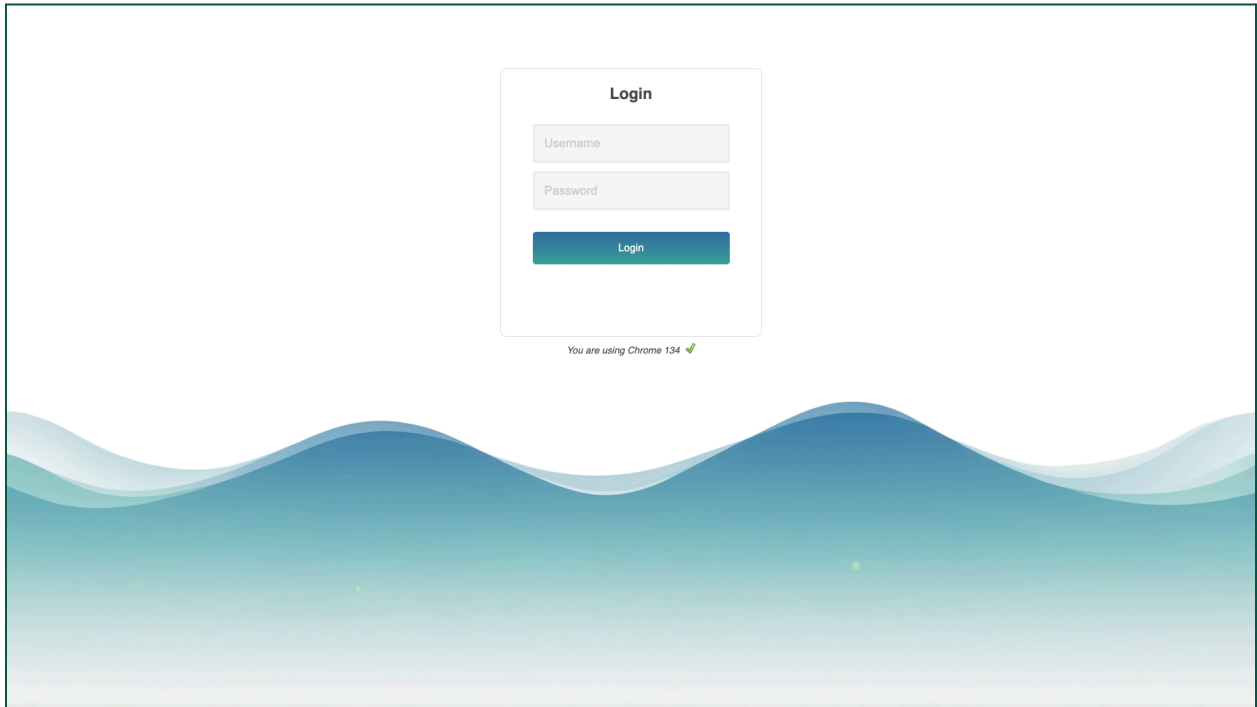
SOH-BMS-Opterav Secure Shell Onboarded

**User Activity** Download

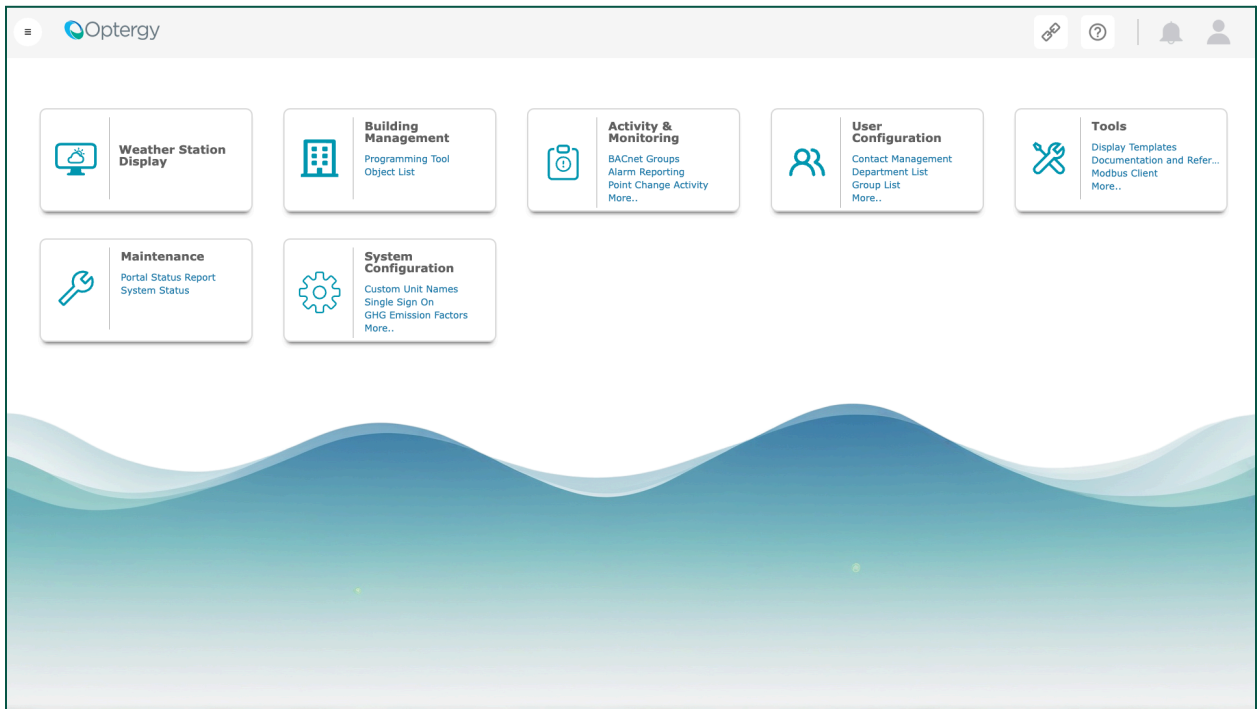
Search

Timestamp	User ID	Origin	Country	Destination	Connection Name	Type	Session Time (ht:mm:ss)
2025-03-19 23:09:43	csuccess	14.97.126.182	India	webportal	N/A	N/A	0:30:00
2025-03-19 20:17:29	csuccess	172.56.40.113	United States	webportal	N/A	N/A	0:30:00
2025-03-19 18:08:52	csuccess	172.56.40.113	United States	webportal	N/A	N/A	0:30:00

### Step 6: Testing the Remote Access Connections



Step 6: OE User Login



Step 6: OE Dashboard

## Next Steps & Support

If you encounter any issues during the setup process, here's where to get help:

- **Optergy Documentation** – For detailed configurations and troubleshooting.
- **Optergy Support Team** – Contact for technical assistance with the Optergy Enterprise software.
- **Neeve Secure Edge Help Docs** – For additional guidance on Edge Node management and remote access. <https://docs.neeve.ai/>
- **Neeve Support** - For ticketing & knowledge base. <https://support.neeve.ai/>
- **Neeve Academy** - Instructor led and Self-paced training. <https://academy.neeve.ai/>  
(Optergy SI's use code **optergy-partners**)

**You're now set up!** 🎉

With Optergy Enterprise successfully deployed on Neeve Secure Edge, you can now manage and monitor smart building systems remotely and securely.