ABB Ability™ Remote Assistance
for measurement devices
Maintenance made easy
Measurement made easy
ABB Ability™ Remote Assistance

ABB Ability™ Remote Assistance
• ABB Ability™ Remote Assistance is an on-demand, expert remote support solution for ABB analyzers.

• Remote monitoring of the analyzers helps in identifying any abnormality in the asset and helps in troubleshooting the cause remotely without a site visit which saves you time, money and effort.

• Remote Assistance ensures the continued running of your operation through reduced downtime and lifetime cost of ownership optimization.
Take the first step into digitalization with ABB Ability™ Remote Assistance

ABB Ability™ Remote Assistance is an on-demand, expert remote support solution for ABB Continuous Gas Analyzers. The analyzers are connected to an edge device (MicroEdge) which has a built-in 4G modem and can be connected securely to an external 4G network. ABB service engineers and customers can access the analyzer remotely via TeamViewer (Remote desktop application) or via customer network.

The solution is offered as part of a Measurement Care agreement under rapid response category. Standard offering of the service includes:
- MicroEdge with Internal GSM Modem (Edge Device)
- TeamViewer Tensor host (Remote desktop application)
- McAfee AntiVirus (Antivirus)

The product can include the following options:
- Dedicated channel for support
- Hardware and software supply and installation
- 24/7 specialist availability
- 24/7 spare parts availability on stock
- Access to factory support
- Integration into myABB customer portal

Network architecture

Edge device that enable connectivity
- Hardened edge gateway - Device is hardened to prevent any unintended access/use
- DSAC certified - Checking unwanted opened ports, robustness test, vulnerability assessment
- Built-in Firewalls
- Secureboot
- Built-in TPM 2.0 chip
- Achilles Level-2 certified
- Remote support offered with secure access to edge gateway using TeamViewer Tensor
## Specification

**MicroEdge**

**CPU**
- Intel® Celeron® J1900 2.0 GHz Quad-Core

**Memory**
- 8GB model
- 1 x SO-DIMM Memory 8 GB DDR3L 1333 MHz

**OS Support**
- Microsoft® Windows 10 2019 LTSB

**Storage**
- 1 x mSATA (shared with mPCIe), 1 x 2.5" 128 GB SSD bay

**TPM 2.0**
- Enabled

**Secure boot**
- Supported

**Certification**
- CE, FCC, UL, CCC, BSMI

**Mounting**
- Stand, wall, VESA (optional), DIN rail (optional)

**Weight (Net)**
- Single-stack model: 0.8 kg (1.8 lb)
- Double-stack model: 1.0 kg (2.2 lb)

**Power requirements**
- 10 ~ 36 VDC

**Power consumption**
- 30W (Typical), 42W (Max)

**Operating temperature**
- -20 ~ 60°C (-4 ~ 140°F) @ 5 ~ 85% RH with 0.7m/s airflow

**Storage temperature**
- - 40 ~ 85 °C/-40 ~ 185 °F

**Relative humidity**
- 10 ~ 95% RH @ 40°C, non-condensing

**Shock protection**
- Operating, IEC 60068-2-27, 50G, half sine, 11ms

**Vibration protection**
- Operating, IEC 60068-2-64, 2Grms, random, 5 ~ 500Hz, 1hr/axis (mSATA) Operating, IEC 60068-2-64, 0.75Grms, random, 5 ~ 500Hz, 1hr/axis (HDD)

**Ingress protection**
- IP40

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**Cybersecurity**

**Authenticity**
- Application is signed so that authenticity of the application can be verified

**Malware prevention**
- Scanned for malware before deploying the system
- MicroPC has anti-malware installed and is kept updated

**Vulnerability Handling**
- Bypass Process for vulnerability Handling
- Third Party components
  - Assessed for cyber security as per ABB processes

**Security Settings**
- MicroPC with appropriate firewall settings and secure boot with TPM 2.0
- Users are allowed access to application based on the role

**Patch update**
- MicroPC is kept up to date regularly with all the recent security patches for OS, TeamViewer Tensor, McAfee and Google Chrome
### MicroEdge details

#### Dimensions
Dimensions in mm (in)

<table>
<thead>
<tr>
<th>Single stack</th>
<th>Dual stack</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dimensions</td>
<td>Dimensions</td>
</tr>
<tr>
<td>35 (1.3)</td>
<td>65 (2.55)</td>
</tr>
<tr>
<td>81.6 (3.21)</td>
<td>162 (6.37)</td>
</tr>
<tr>
<td>88.1 (3.46)</td>
<td>94.6 (3.72)</td>
</tr>
<tr>
<td>106 (4.13)</td>
<td>174 (6.85)</td>
</tr>
</tbody>
</table>

#### Electrical connections

**Single and dual stack**

1. Power Button
2. RJ45 LAN
3. USB
4. HDMI
5. Reserved Antenna
6. BTR, HDD & PWR LED Lights
7. USB
8. DisplayPort
9. Power Connector
10. Chassis Grounding
11. RS-232/422/485
12. Line Out
13. Rubber Stopper
14. iDoor Expansion Slot
### Supported products

<table>
<thead>
<tr>
<th></th>
<th>Remote Assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACF5000</td>
<td>Yes</td>
</tr>
<tr>
<td>ACF-NT</td>
<td>Yes</td>
</tr>
<tr>
<td>AO2000</td>
<td>Yes</td>
</tr>
<tr>
<td>EL3000</td>
<td>Yes</td>
</tr>
<tr>
<td>FTPA2000</td>
<td>Yes</td>
</tr>
<tr>
<td>PGC2000 (Via VistaNet and Star Server)</td>
<td>Yes</td>
</tr>
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<td>PGC5000 (Via VistaNet and Star Server)</td>
<td>Yes</td>
</tr>
</tbody>
</table>

### MicroEdge connection details

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edge</td>
<td>CPU: Intel® Celeron® Quad Core J1900, 2GHz 8 GB RAM 128 GB</td>
</tr>
<tr>
<td></td>
<td>2 ethernet Port 4G connectivity</td>
</tr>
<tr>
<td>Accessories during commissioning</td>
<td>Keyboard, mouse, monitor, mini DP to VGA / HDMI Adapter</td>
</tr>
<tr>
<td>Additional accessories</td>
<td>24 volt Powersupply unit (5-10 amps), LAN cables, SIM Card for 4g connectivity</td>
</tr>
<tr>
<td>Patch update</td>
<td>Remotely</td>
</tr>
<tr>
<td>Operating system</td>
<td>Windows 10 (2019)</td>
</tr>
<tr>
<td>Incoming ports from internet</td>
<td>Closed</td>
</tr>
<tr>
<td>Outgoing ports</td>
<td>443 (open)</td>
</tr>
</tbody>
</table>

**Acknowledgements**

Windows is a registered trademark of Microsoft corporation.

Celeron is a registered trademark of Intel corporation.