

# HPR Remote PLC Support

## Remote Access Service



The Remote access service is a connection between ABB office in Switzerland and the AC 800PEC installed at customer plant via remote controlled PC. This temporary connection is used for online monitoring, troubleshooting and software changes.

The ABB engineer will be able to control the industry PC at customer site by establishing a remote access connection via internet from the ABB office in Switzerland. This PC is connected to the AC PEC and to the internet.

The programming software tools (e.g. Control Builder, Panel Builder) are installed and running on the industry PC.

The software package includes all necessary tools needed to access the controller, local HMI panel and to open remote connection.

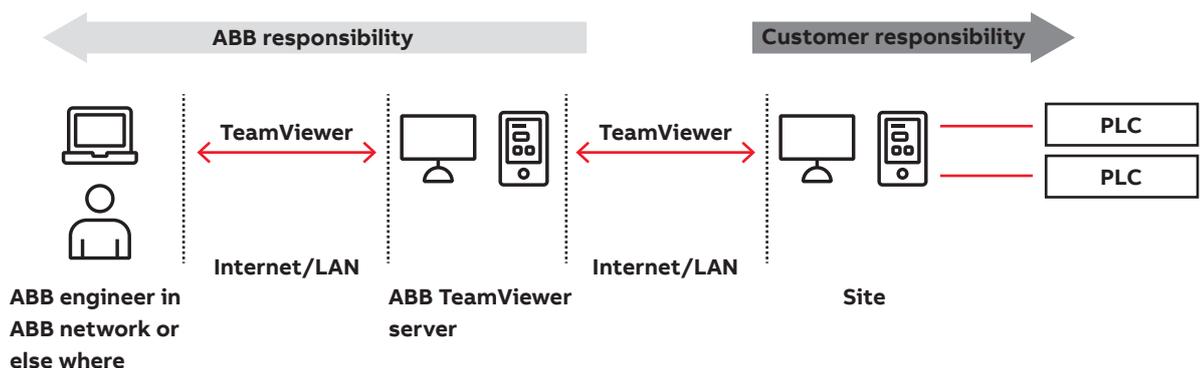
### Cyber security

The TeamViewer Tensor solution fulfills applicable cyber security standards and ABB MCRS requirements.

Remote PCs are equipped with two independent network cards, one for the control and one for the internet connection.

A hardware firewall for internet connections on customer side is recommended.

The highest level of security is granted only by using actual supported operating system.



### **Hardware, software and network requirements**

The interfaces and infrastructure include:

- Dell Latitude rugged laptop
- An internet connection in the control room where the ABB rectifier control system is located
- Antivirus and firewall software recommended
- Latest TeamViewer QuickSupport App ( no license required)

ABB will provide:

- ABB Compact Control Builder for AC800M with license
- ABB Panel Builder with license
- ABB PEC tool

### **Advantages and benefits**

- Fast response time
- Reduced investment risk
- Individual technical support through highly experienced and skilled engineers to reduce downtime
- Proactive life cycle management will support your system availability and lower your total life cycle cost

For more information please  
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