

## Remote Access and Remote Monitoring

Improved productivity.  
Maximum security.

ABB introduces Remote Access, the first remote product specifically developed for partners to perfect troubleshooting, as if you were sitting right there at the controller.

Remote Access is an extension of ABB's Remote Services architecture, allowing remote access to robots and connected equipment like the PLC and HMI. This enables configuration, programming and diagnostics with the standard PC-based configuration tool from anywhere, just as if you were there on site. Once a customer grants permission, after ensuring hardware and software related security conditions are met, ABB or partner service personnel can access and supervise connected equipment remotely. Ultimately leading to increased efficiency and fast troubleshooting.

### Secure access

Remote Access works like this. The customer provides access details to an outside person who connects his PC through a secure VPN tunnel to the robot equipment via an Ethernet LAN port in the Remote Services box. All conducted under strict customer supervision and responsibility and logged by the system. Once the session has ended, the Remote Service Box switches back to Remote Monitoring functionality. Remote Access mode is only activated when a set of security conditions are fulfilled.<sup>1</sup>



### Remote Access benefits

Remote Access helps reduce commissioning and warranty costs. It ensures quick access to the cell to react to unplanned tasks. You will be able to obtain instant detailed information on cell performance, process quality and health.

Benefits include:

- Remote Access and Remote Monitoring on the same secure platform
- Remote solution to perfect troubleshooting
- Reduction of service incidents
- Faster issue resolution
- Improved Technical Support efficiency
- Access to all benefits of the MyRobot platform
- Increased flexibility with common support platform with partners

<sup>1</sup>. Customer signs an agreement with ABB, enabling the Remote Access option in the Remote Service Agreement, and validates the attached legal agreement. The Remote Services Box is capable of Remote Access. Customer authorizes Remote Access for a specific Remote Services box through the ABB MyRobot interface. Valid for a limited time as defined by the customer (< 24 hours). Customer enables Remote Access in the configuration of the Remote Services box. Customer configures or provides Internet access for the Remote Services box to create a secure channel for Remote Access (direct internet or external 3G/4G connection). Customer enables the switch key at the Remote Services box.

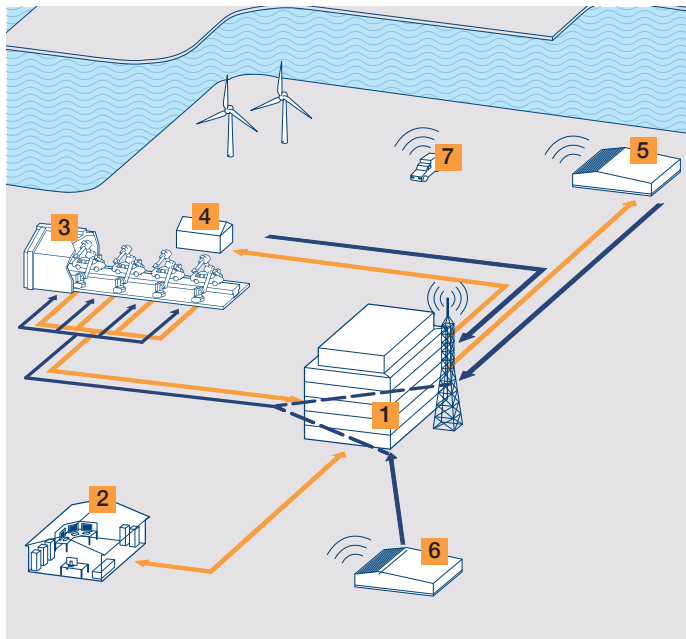
## Example of tested functionalities with Remote Access

Functionalities	RobotStudio®	PLC <sup>1</sup>	HMI <sup>1</sup>
Connection to a controller	X	Within same subnet	Within same subnet
Modifying or loading of a system	X	X	X
Viewing Event Logs	X	X	X
Backup and restore	X	X	X
Teach Pendant Display	In Low Bandwidth Mode		
Reboot the controller	X		
File Transfer	X	X	X
Debug program	X	X	X
View and configure input/output	X	X	X

<sup>1</sup> Depending on PLC and software

## Remote Services Infrastructure

1. Remote Services servers: Application server with diagnostics and benchmarking tools
2. Global Service Intelligence Unit: Certified ABB Engineers monitoring robot status 24/7
3. Customer production location: Robots and other control devices with Internet connection
4. Customer offices: Accessing robot data via myRobot webpage and managing Remote Access sessions
5. ABB Local Service Center: Certified ABB Support Engineers on stand-by
6. Partner Service Center: System and application support
7. ABB Support Engineer: Field Service Engineer supporting onsite



Orange arrows: Remote Monitoring data flow  
Blue arrows: Remote Access data flow

For more information please contact:

### ABB AB

### Robotics

Hydrovägen 10  
SE-721 36 Västerås, Sweden  
Phone: +46 21325000

[www.abb.com/robotics](http://www.abb.com/robotics)

### Please note:

We reserve the right to make technical changes to the product and to the information in this document without notice. The agreed conditions at the time of the order shall apply. ABB assumes no responsibility for any errors or omissions that may appear in this document. We reserve all rights in this document and in the information contained therein. Without prior written approval from ABB, reproduction, disclosure to third parties or use of any information, in whole or in part, is strictly forbidden.

Copyright© 2015 ABB, all rights reserved