Controlling massive paper machines System 800xA controls each mill’s assets – in this case massive paper machines that run the length of a football field. The 800xA system monitors each machine’s key components and processes to ensure it remains within carefully calibrated operating parameters. If there’s a problem, System 800xA sounds an alarm.

The Remote Diagnostics Service was installed on the System 800xA client that serves also as a remote desktop server application for the mill’s intranet system. The Remote Diagnostics Service connection serves as the gateway to allow ABB engineers in various global locations to download operating data and quickly analyze and resolve problems.

For example, commissioning any new control system – especially one as sophisticated as the 800xA – is typically a two-step process. Following the start-up phase, customers often want to fine tune performance by reconfiguring various system and process settings. ABB performance engineers usually have to return to the mill to accomplish this. ABB’s Remote Diagnostics Service allowed Hindustan to eliminate the need for a second visit. ABB engineers could access the control system remotely, in real time and – looking at the same data screens as the customer – work with mill engineers to implement the necessary changes. Hindustan did not have to wait for an ABB engineer to visit the site. New settings were identified and implemented within a matter of days, rather than weeks.

Besides remote troubleshooting and system configuration, the Remote Diagnostics Service is also utilized to remotely monitor the process and machine performance after start-up as well as control tuning and performance improvements. Through the OPC data collection package of the 800xA system, the process data is collected and analyzed remotely.

ABB’s Remote Diagnostics Service provides real-time visibility into equipment performance for one of India’s largest paper makers – the Hindustan Paper Corporation.
using the ABB Loop Performance Manager. All PCs and servers on the TCP/IP network can be accessed from a remote desktop using a Microsoft® Windows® XP operating system.

ABB’s Remote Diagnostics Service is not only useful during start-up, but also after the project execution as it significantly reduces the response time to troubleshoot system problems. Having continuous monitoring of machine performance after the initial start-up ensures the smooth operation of mill equipment – an important benefit for customers like Hindustan Paper.

For more information, please contact:

**ABB Ltd.**  
Finnabair Industrial Park  
Dundalk, Co. Louth, Ireland  
Tel: +353 42 9385100  
Fax: +353 42 9385124

**ABB Engineering Ltd.**  
S.P. Building, No. 5, Lane 369, Chuangye Road  
Kangqiao Town, Pudong District  
Shanghai, 201319, P. R. of China  
Tel: +86 21 6105 6777  
Fax: +86 21 6129 8499

**ABB Inc.**  
579 Executive Campus Drive  
Westerville, Ohio 43082, USA  
Tel: +1 614 818 6300  
Fax: +1 614 818 6571  
[www.abb.com/pulpandpaper](http://www.abb.com/pulpandpaper)