

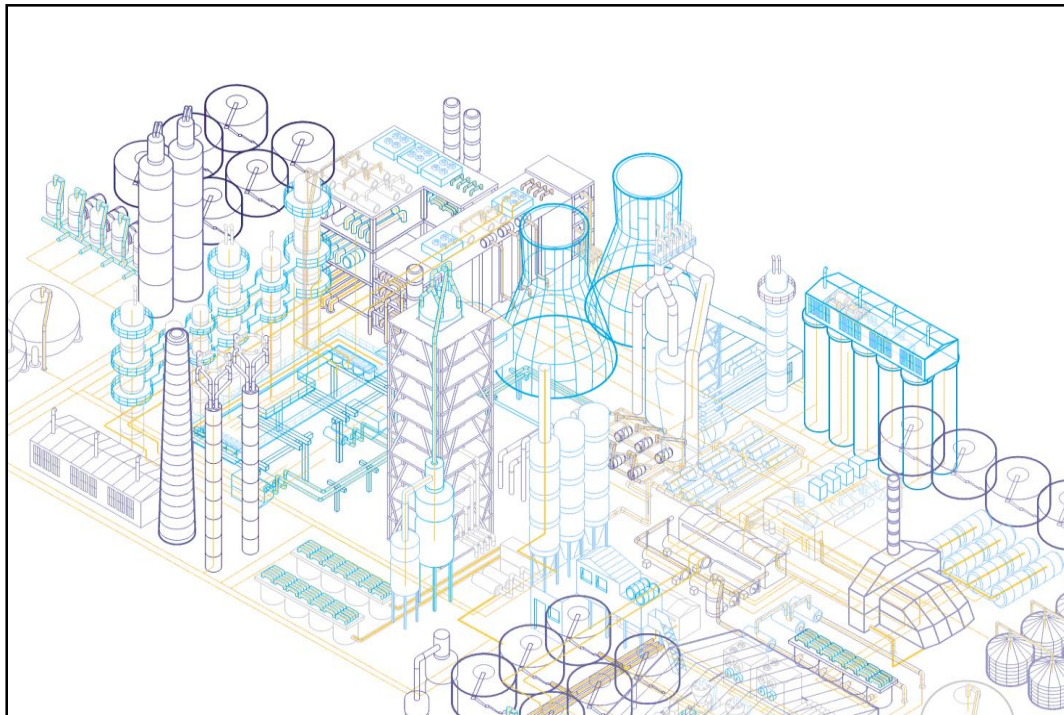
Remote Access Platform

Access for ABB customers

This page intentionally left blank.

Remote Access Platform

Access for ABB customers



Power and productivity
for a better world™



NOTICE

This document contains information about one or more ABB products and may include a description of or a reference to one or more standards that may be generally relevant to the ABB products. The presence of any such description of a standard or reference to a standard is not a representation that all of the ABB products referenced in this document support all of the features of the described or referenced standard. In order to determine the specific features supported by a particular ABB product, the reader should consult the product specifications for the particular ABB product.

ABB may have one or more patents or pending patent applications protecting the intellectual property in the ABB products described in this document.

The information in this document is subject to change without notice and should not be construed as a commitment by ABB. ABB assumes no responsibility for any errors that may appear in this document.

In no event shall ABB be liable for direct, indirect, special, incidental or consequential damages of any nature or kind arising from the use of this document, nor shall ABB be liable for incidental or consequential damages arising from use of any software or hardware described in this document.

This document and parts thereof must not be reproduced or copied without written permission from ABB, and the contents thereof must not be imparted to a third party nor used for any unauthorized purpose.

The software or hardware described in this document is furnished under a license and may be used, copied, or disclosed only in accordance with the terms of such license.

TRADEMARKS

All rights to copyrights, registered trademarks, and trademarks reside with their respective owners.

Copyright © 2016 by ABB All rights reserved.

Document number: 9AKK105152A5087

Revision C

Release:

February, 2016

WARNING, CAUTION, INFORMATION, AND TIP ICONS

This document includes **Warning**, **Caution**, and **Information** where appropriate to point out safety related or other important information. Not all of these icons may appear in this document. Also included are **tips** to point out useful hints. The corresponding symbols should be interpreted as follows:

This document includes **Warning**, **Caution**, and **Information** where appropriate to point out safety related or other important information. Not all of these icons may appear in this document. Also included are **tips** to point out useful hints. The corresponding symbols should be interpreted as follows:



Electrical warning icon indicates the presence of a hazard which could result in electrical *shock*.



Warning icon indicates the presence of a hazard which could result in personal injury.



Caution icon indicates important information or warning related to the concept discussed in the text. It might indicate the presence of a hazard which could result in *corruption of software or damage to equipment/property*.



Information icon alerts the reader to pertinent facts and conditions.



Tip icon indicates advice on, for example, how to design your project or how to use a certain function.

Although **Warning** hazards are related to personal injury, and **Caution** hazards are associated with equipment or property damage, it should be understood that operation of damaged equipment could, under certain operational conditions, result in degraded process performance leading to personal injury or death. Therefore, fully comply with all **Warning** and **Caution** notices.

TABLE OF CONTENTS

1. INTRODUCTION.....	3
2. PREREQUISITES.....	3
3. DIGITAL CERTIFICATE.....	5
Step 1	5
Step 2	5
Step 3	7
Step 4	7
Step 5	7
4. ACCOUNT IN ABB ADAM	15
4.1. Account creation and set of a password	15
4.2. Password policy.....	17
4.3. Change of a password.....	17
4.4. Notifications from abb.com	17
4.5. Support.....	18
5. ACCOUNT IN SERVICE CENTER	18

1. Introduction

ABB has deployed new technology in order to provide the most innovative remote support offering in the industry. ABB's Remote Access Platform (RAP) was deployed, starting in 2009 as the standard method used to provide remote support as well as continuous remote monitoring and diagnostics. RAP allows ABB to deploy remote support of the equipment installed behind customer firewalls securely. The solution has been designed for high performance and security at every level of its architecture. It makes use of web services to communicate over the Internet and links ABB equipment to a central server at ABB. Through the RAP, your equipment can now provide performance data, alerts and alarms to our support team so that we can deliver proactive, rapid service and support with advanced remote troubleshooting capabilities.

At the same time ABB decided to extend access to the central RAP application (called Service Center) to its customers. From now on you can also monitor remotely your devices and see all the alerts coming from your plant to ABB Service Center.

2. Prerequisites

A computer running with a supported and patched version of Microsoft Windows operating system using a supported Microsoft Internet Explorer browser is required to access the Remote Access Platform (RAP) Service Center.

RAP requires the usage of Microsoft Internet Explorer and Java Runtime Environment. Internet Explorer requirement is version 10 or 11 (IE 9 works but is not recommended by software supplier). Java Runtime Environment (JRE) is highly recommended the usage of the latest available version, the latest tested version is version 8 update 73 (February 2016).

Internet access is also required to reach the ABB Service Center Web interface accessible under this link: <https://www126.abb.com/servicecenter/>.

User authentication on the Service Center application consists of three steps:

1. Authentication of user's digital certificate,
2. Authentication of user against ABB's Active Directory Application Mode (ADAM),
3. Authorization of user in the application itself (in the Service Center).

And that is also why there are three prerequisites which need to be fulfilled in order to acquire access to the ABB Service Center:

1. Obtain personal digital certificate,
2. Obtain an account in ABB's ADAM,
3. Obtain an account in the Service Center.

Requesting all of the above is the responsibility of your ABB business contact person. Because of the processes of issuing digital certificates as well as accounts in ABB ADAM – you might be contacted by ABB Service Desk what will be described in more details in the following chapters.

3. Digital Certificate

Personal digital certificate will be requested for you by your ABB business contact person. Once the request is approved, you will receive a notification from ABB PKI Service Desk with a tool to generate your private key and request for certificate. Then after your certificate will be issued you will need to install it on your personal computer from which you will be accessing ABB Service Center. The whole process is described below.

Step 1 – Receive the Tool to generate the private key

After receiving an approval on issuing the certificate, ABB PKI Service Desk sends to the user a tool customized for his usage only. **Please remember that the tool is valid for 20 days only.**

Step 2 – Generate private key and CSR

You need to run the tool on the computer from which you will be connecting to the web interface of the Service Center. That generates the key pair - private key (stored on the computer, in the user's profile, protected by user credentials = username and password) and the "not yet" public key - "CSR" = Certificate Sign Request, which needs to be sent to the predefined e-mail address (the tool fills this field automatically).

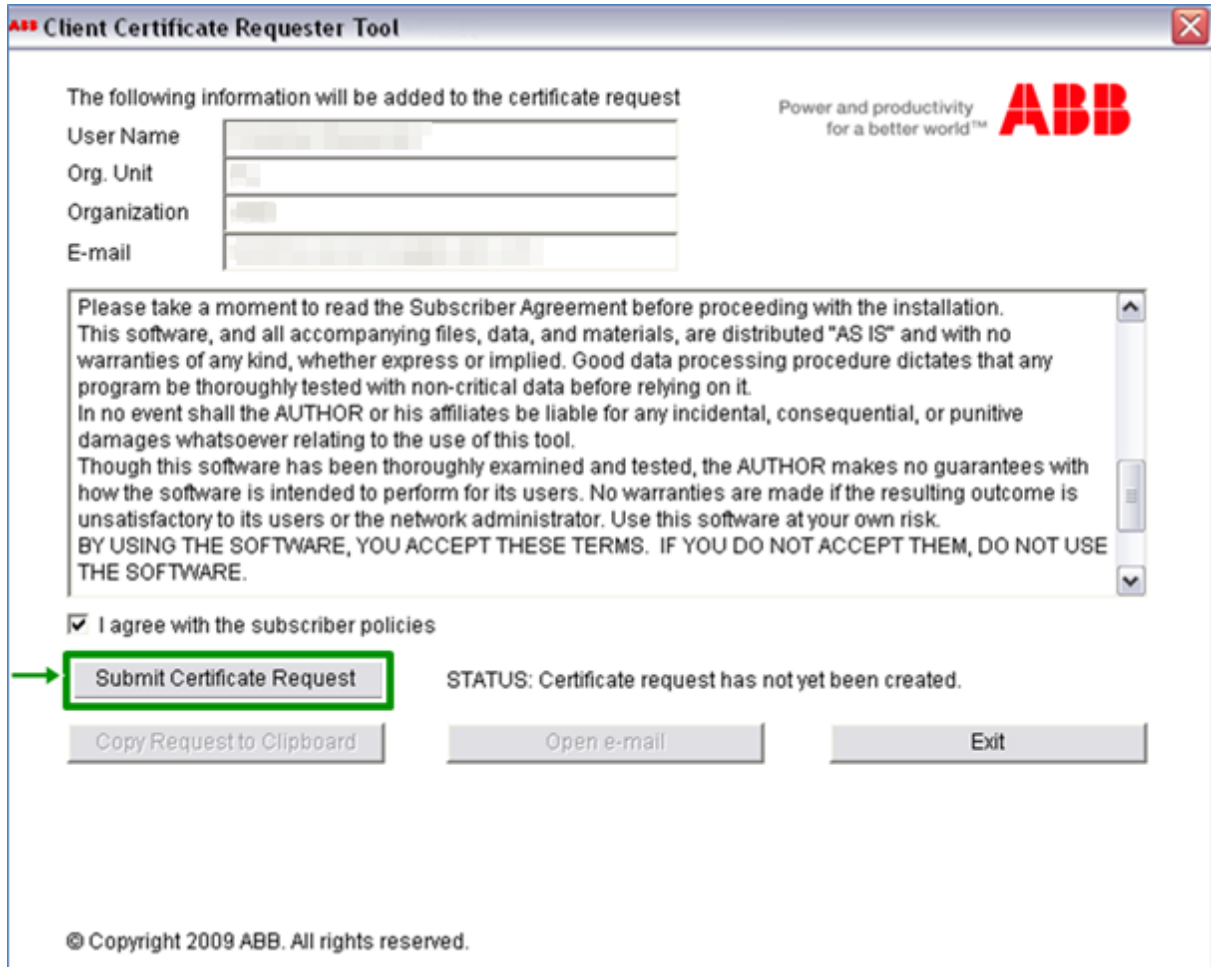


ABB Client Certificate Requester Tool

The following information will be added to the certificate request

User Name

Org. Unit

Organization

E-mail

Power and productivity
for a better world™ **ABB**

Please take a moment to read the Subscriber Agreement before proceeding with the installation. This software, and all accompanying files, data, and materials, are distributed "AS IS" and with no warranties of any kind, whether express or implied. Good data processing procedure dictates that any program be thoroughly tested with non-critical data before relying on it. In no event shall the AUTHOR or his affiliates be liable for any incidental, consequential, or punitive damages whatsoever relating to the use of this tool. Though this software has been thoroughly examined and tested, the AUTHOR makes no guarantees with how the software is intended to perform for its users. No warranties are made if the resulting outcome is unsatisfactory to its users or the network administrator. Use this software at your own risk. **BY USING THE SOFTWARE, YOU ACCEPT THESE TERMS. IF YOU DO NOT ACCEPT THEM, DO NOT USE THE SOFTWARE.**

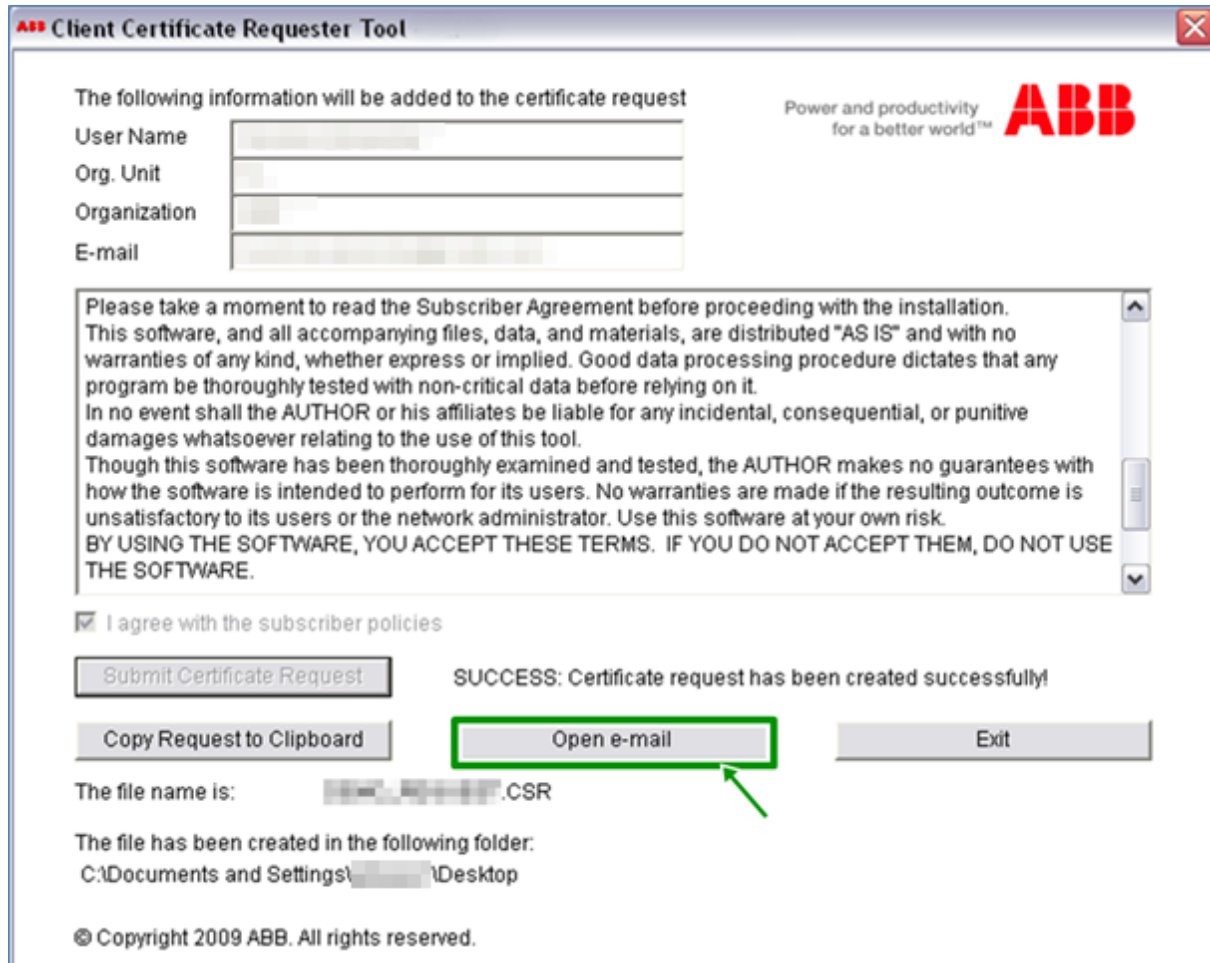
I agree with the subscriber policies

Submit Certificate Request STATUS: Certificate request has not yet been created.

© Copyright 2009 ABB. All rights reserved.

Step 3 – Send CSR to the predefined address

Click on the “Open e-mail” button in the Tool and send the CRS file to the predefined e-mail address.



Step 4 – Receive the certificate

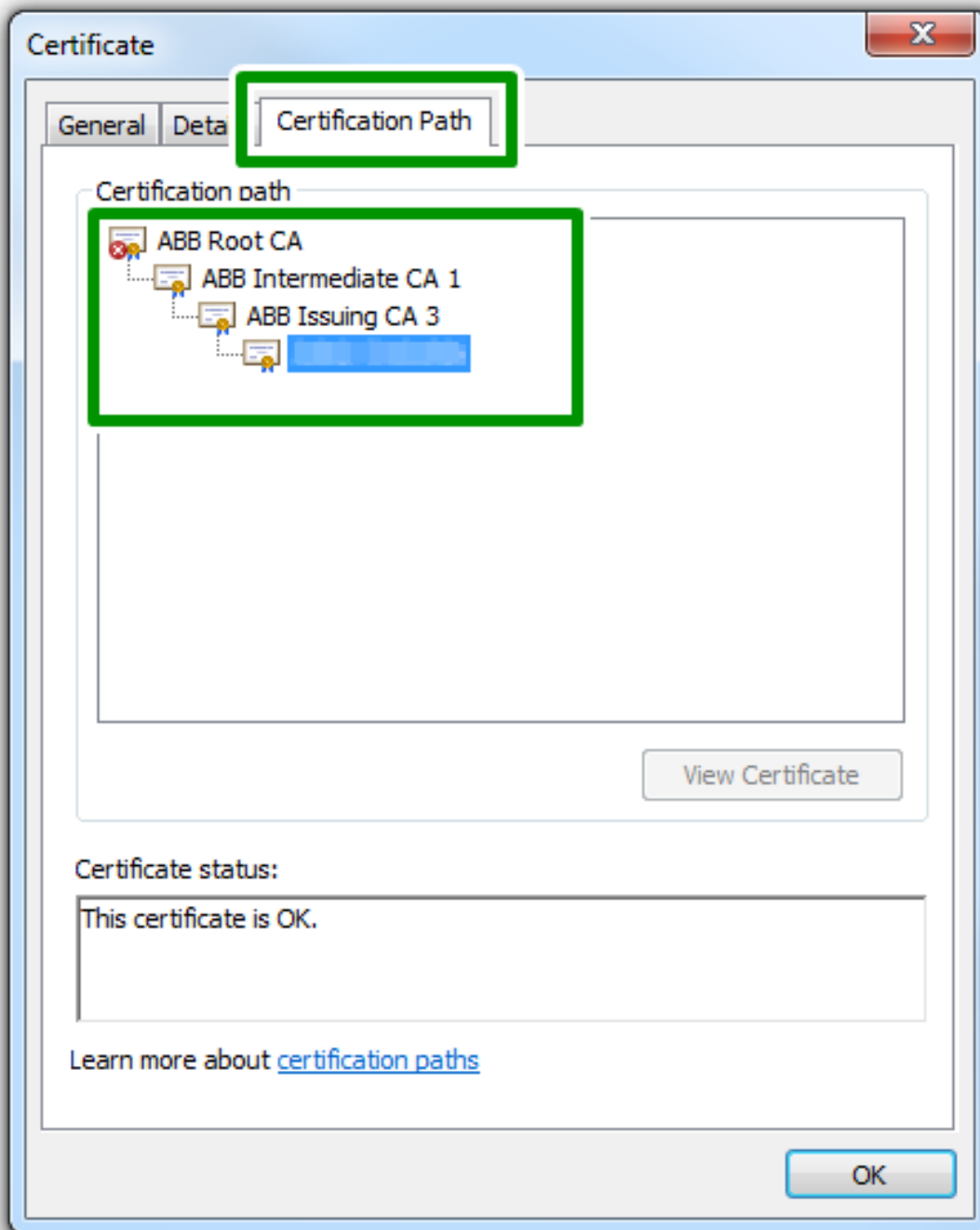
Once the CSR has been verified, the certificate is issued and sent by mail to you, with copy to the person who requested your certificate.

Step 5 – Import the certificate on your personal computer

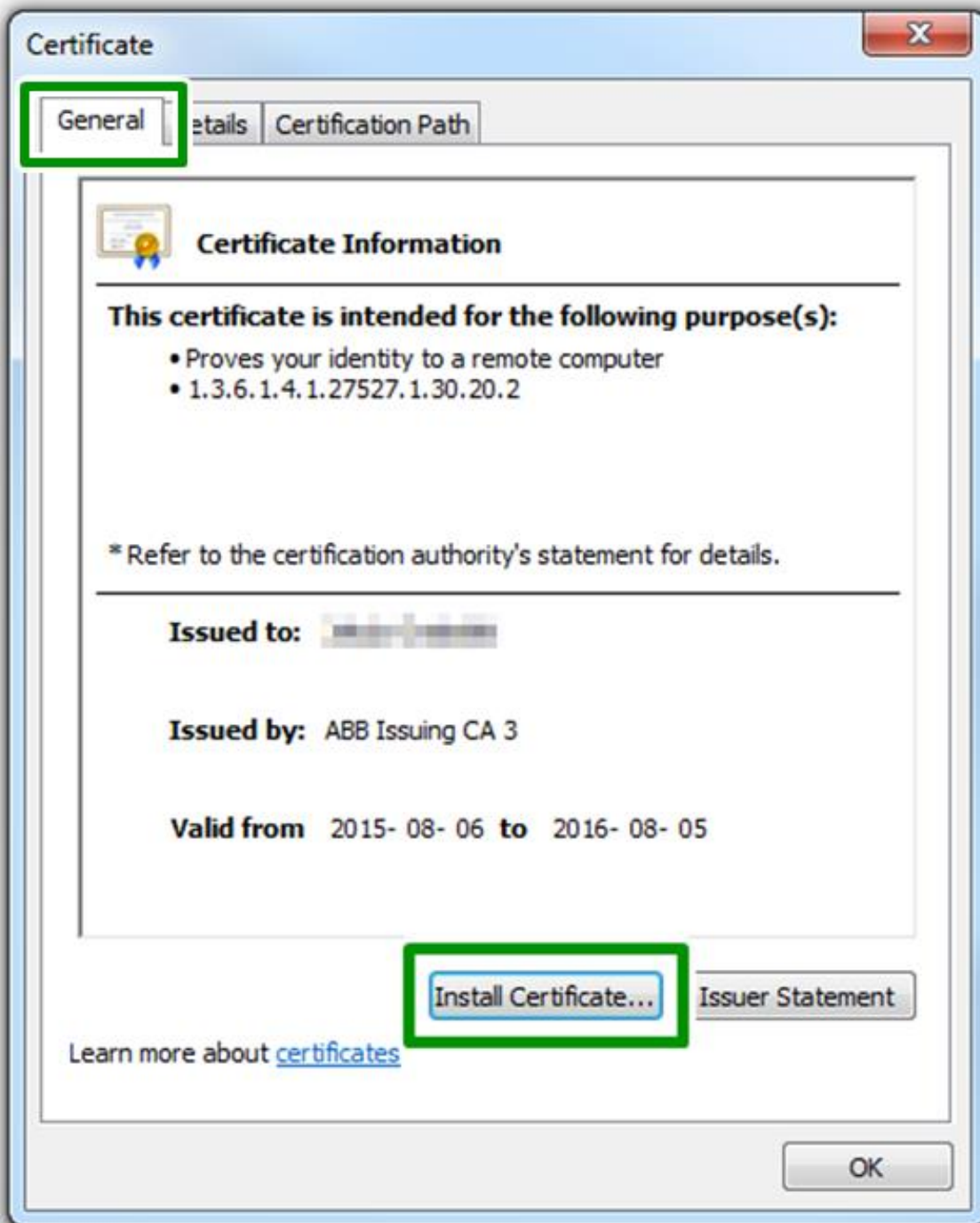
Follow the instructions included in the e-mail in order to import the certificate on your computer on which you ran the CSR Tool and from which you will be connecting to the web interface of the Service Center.

Save the zip file from the PKI team with the *.cer file on your local disc and unzip to proceed.

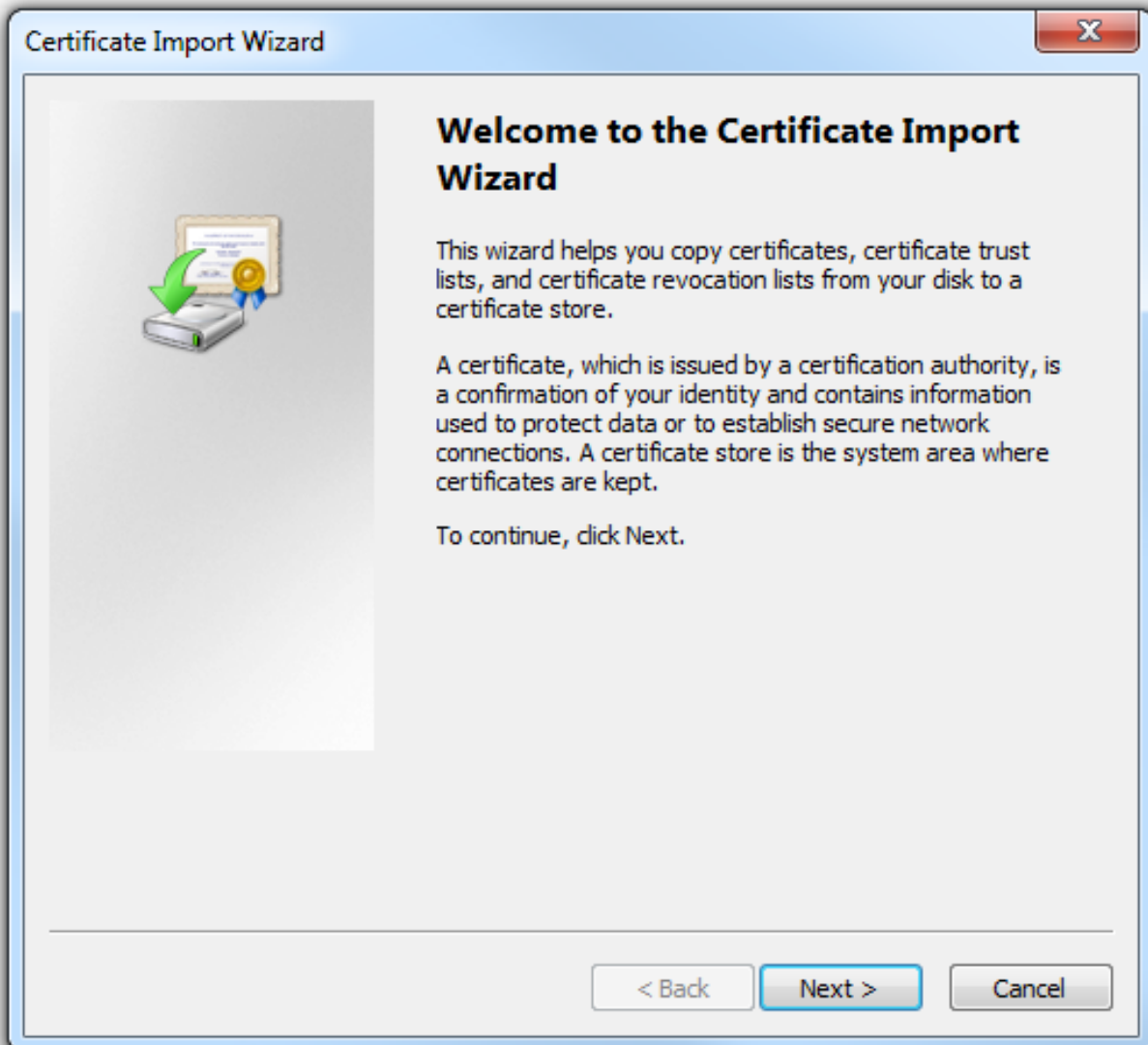
Then double click the personal digital certificate, switch to “**Certification Path**” and confirm no issues with certificate. If “ABB Root CA” issues found, please repeat the steps provided in the e-mail from ABB PKI Team. If still issue is occurring contact PKI Team directly or your local IT technical support.



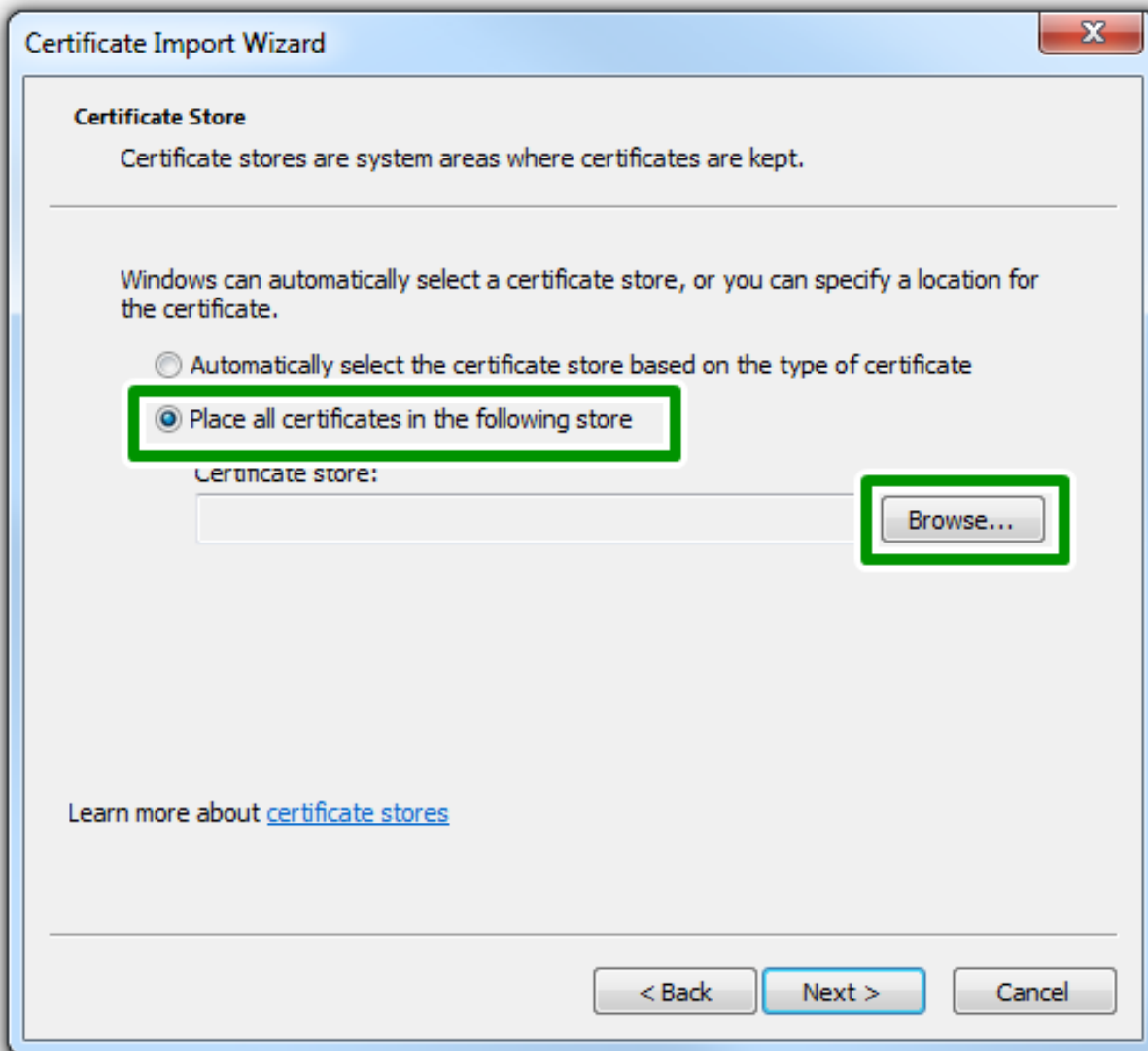
Switch back to “**General**” tab and click on the “**Install the certificate**” and follow the instructions.



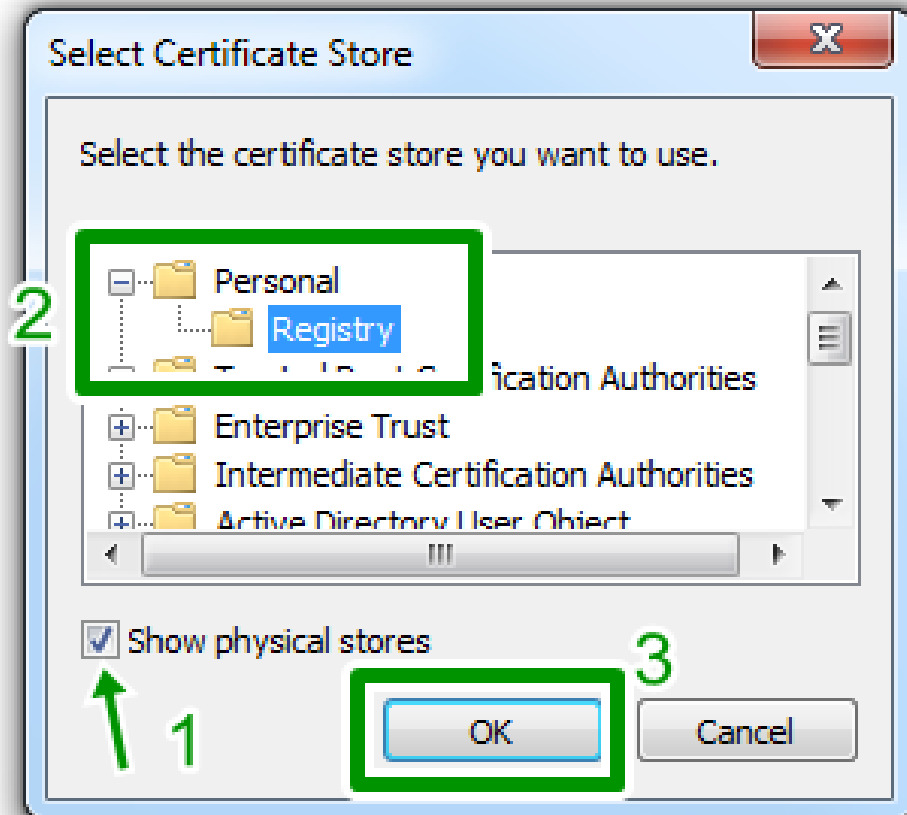
On the welcome screen click **Next**:

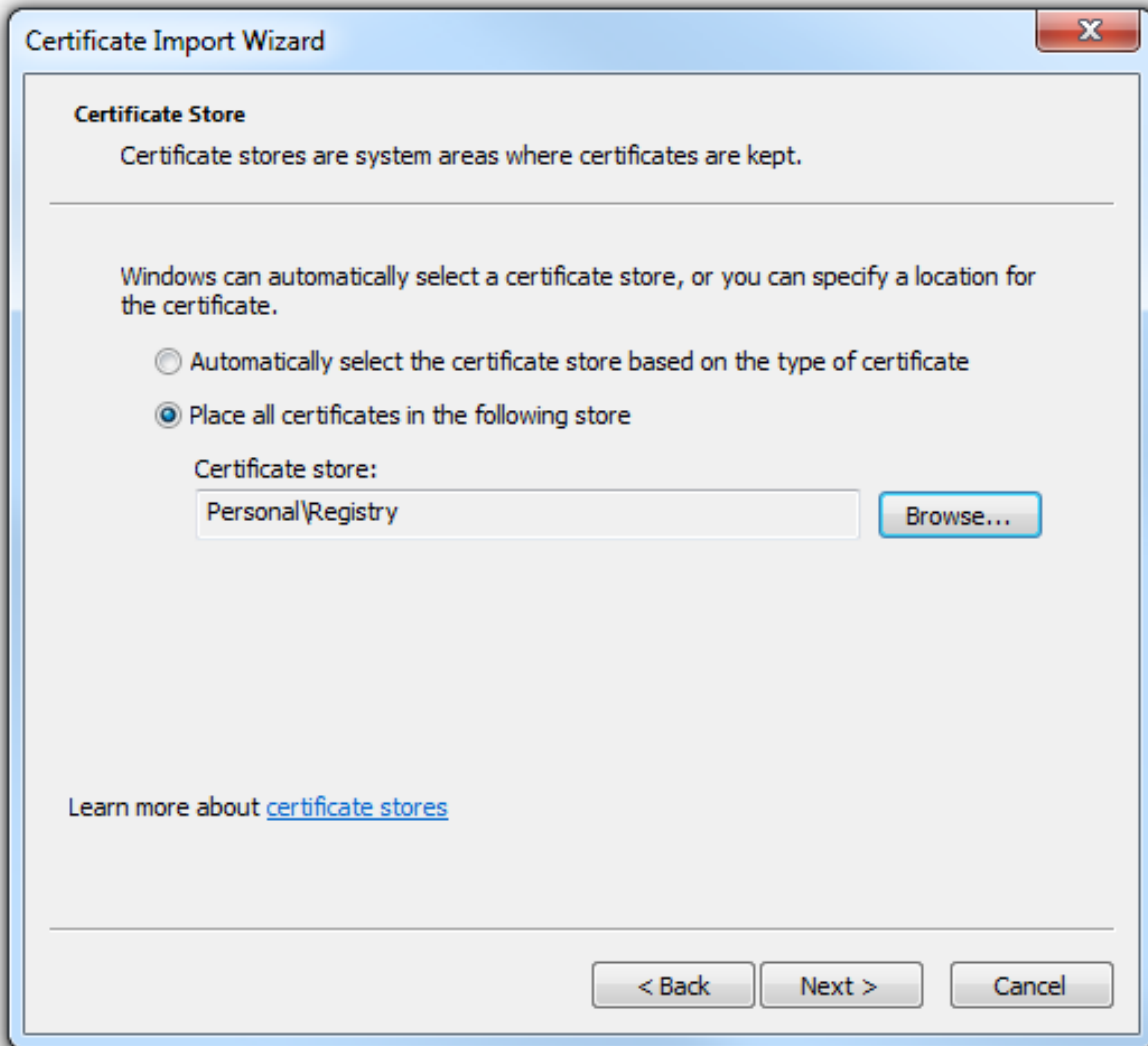


On the Wizard Certificate Store window, choose "**Place all certificates in the following store**", and click on "**Browse**":

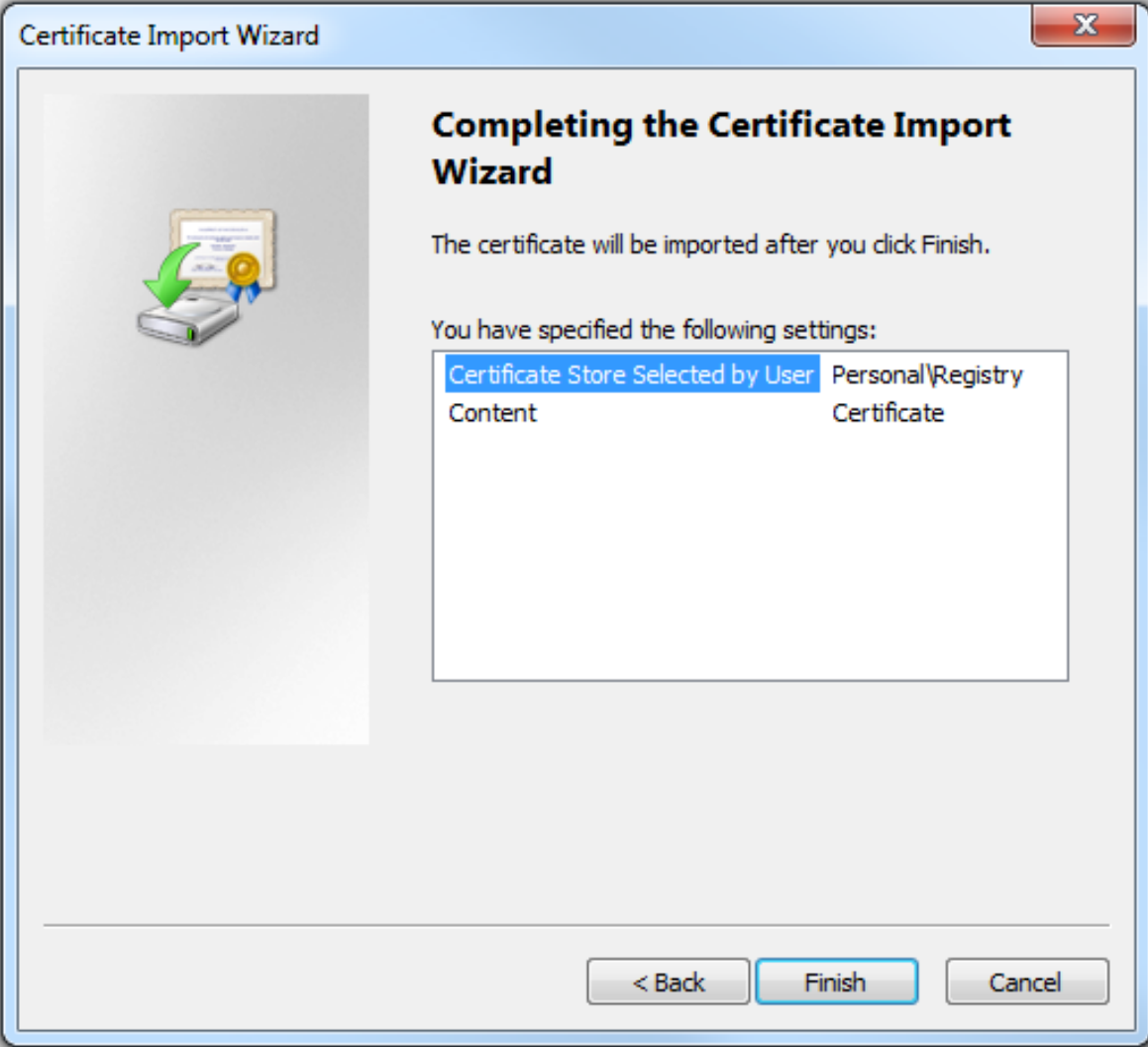


On the Select Certificate Store, check the "**Show physical stores**" check box, expand Personal, and select "**Registry**" and press the "**OK**" button:

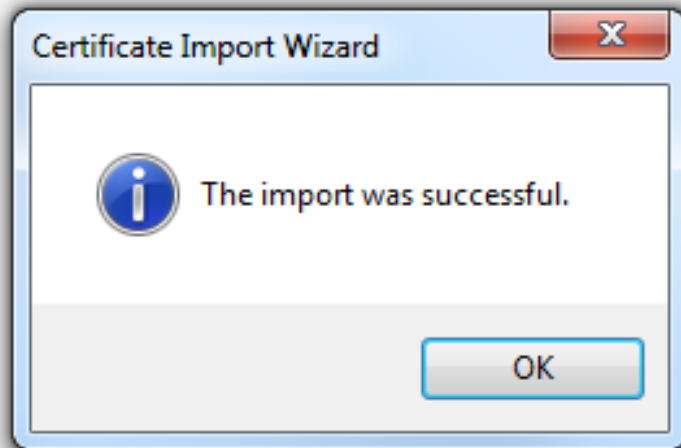




Click „Next”.



Click „**Finish**” button.



Your certificate has to be installed on the Service Center also. Once it is done – you will be informed by your ABB business contact person and then if the two other prerequisites are also fulfilled you will be able to access ABB Service Center.

4.Account in ABB ADAM

The account for you in ABB ADAM will be requested by your ABB business contact person. Once it is created you will receive an e-mail from ABB Service Desk with the account details and temporary password. You will need to change your temporary password on www.abb.com . All other account management activities will have to be performed also on www.abb.com .

In case person having external access to ABB Service Center leaves its company, such information need to be sent to ABB business contact. ADAM accounts are deactivated after 180 days of user inactivity, therefore it is recommended to close such account earlier or change the owner of account.

4.1. Account creation and set of a password

When the account is created you should receive an e-mail from ABB Service Desk with a similar content:

```
From: mailagent.cawp@se.abb.com [mailto:mailagent.cawp@se.abb.com]
Sent: 02 December, 2009 06:05
To: [REDACTED]
Subject: Your abb.com account has been created

Your new abb.com account has been created.

Your user details are as following:
Name: [REDACTED]
Email: [REDACTED]
Company: [REDACTED]
Address: [REDACTED]
Phone: [REDACTED]
Fax: [REDACTED]

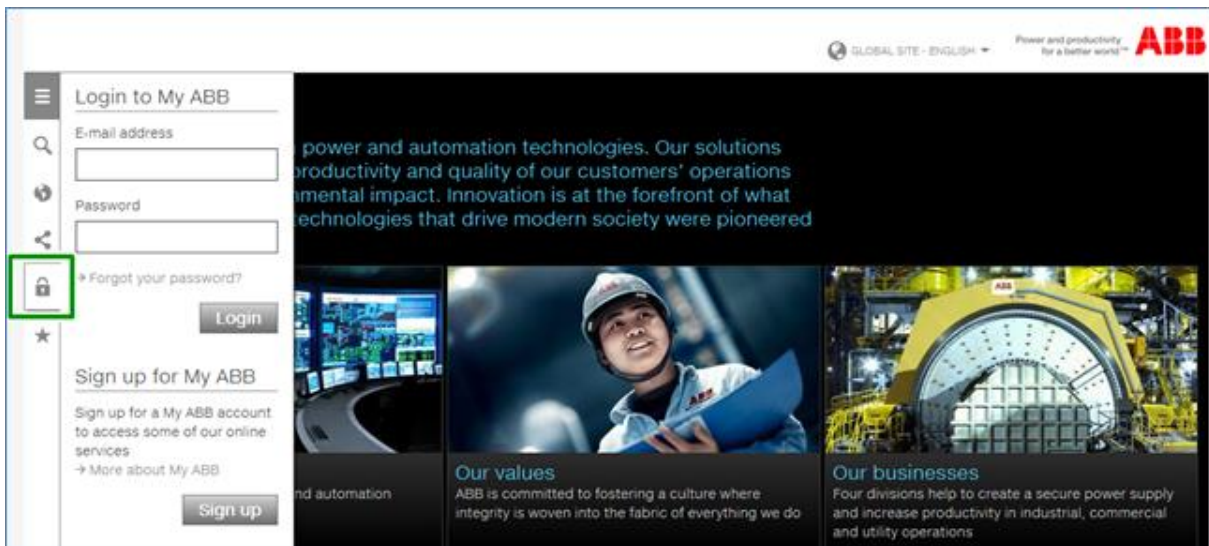
Temporary password: [REDACTED]

Application(s) you now have access to:
Remote Access Platform

Best regards,
ABB's Service Desk
```

This does not yet mean that you have been granted access to the ABB Service Center. This is only information that your account has been created in ABB ADAM for the reason of accessing ABB Remote Access Platform. And please notice that you have been set a **temporary** password, which needs to be changed immediately on www.abb.com.

Step 1: Navigate to www.abb.com and click login:



Step 2: Login using temporary password

Log in to abb.com portal using the username (e-mail) and temporary password provided in the e-mail.

Step 3: Change the temporary password

Since the password is marked as a temporary one, you will be forced to change your password at first login. Password will be validated against ABB password policy.

Comments: You will have three attempts at logging in successfully. In case of three unsuccessful attempts at entering the correct password, the account will be locked.

4.2. Password policy

- Password history: one previous password is remembered and cannot be reused
- Maximum password age: 365 days.
- Minimum password age: 1 day.
- Minimum password length: 8 characters.
- Password complexity: the password must contain characters from at least two of the following categories:
 - Uppercase characters (A - Z)
 - Lowercase characters (a - z)
 - Base 10 digits (0 - 9)
 - Non-alphanumeric (for example: !, \$, #, or %)

4.3. Change of a password

In order to be able to change your password, you will have to log in to www.abb.com. In some situations, for instance when you logged in using a temporary password or the password has expired you will be forced to change the password immediately after login. If a password change was not required by the system, you will have to navigate to the change password page voluntarily. The page asks to enter the current password and a new password twice. You enter the current password and a new one. Password will be validated against [password rules](#). Once a password is changed – you will receive a confirmation message.

4.4. Notifications from www.abb.com

Mail notifications could be sent to you from www.abb.com during different steps of the user management process. These notifications would refer to www.abb.com and may require actions taken by you on www.abb.com.

4.5. Support

If you are not able to login to the ABB Service Center – please first verify if you can login with your current credentials to www.abb.com and if your personal certificate is still valid. In case more support is required – forward your support request to your ABB business contact person. According to the kind of support required she\he will redirect your request to the appropriate support group.

5.Account in Service Center

Once the account in ABB ADAM is created – your user can be registered in the Service Center. This will be requested by your ABB business contact person and he will inform you while it is ready.

You will be using credentials to your account in ABB ADAM also in order to login to the Service Center. Please do not forget that all account management activities (for instance password change) needs to be performed separately on www.abb.com . Changing password in Service Center application will not take effect as this password is used in the basic authentication mode only.