

# **ABB Remote Diagnostic Services**

## *Site Survey for RDS Node/RDS Service Agent*

### **1.0 Customer Site Requirements and Preparation**

In order to successfully deploy the ABB RDS Connectivity solution, each customer site will need to meet specific connectivity requirements outlined in section **3.0 Customer Site Preparedness Questionnaire**. With this infrastructure in place, you can expect the following effort will be required to fully deploy at the site:

- Identify location for desktop PC that will be used as a Gateway
- Locate/activate network drops for PC and instruments
- Verify that you can reach the internet from the network drop for the desktop PC
- Schedule 3 hours of downtime for the affected instruments [for software upgrade and testing]

#### **1.1 Terminology**

- 1.1.1 RDS Enterprise Server – this is the server that manages all RDS Nodes that ABB currently manages remotely.
- 1.1.2 RDS Connectivity Solution – this comprises the overall solution that ABB utilizes to make a secure remote connection between ABB's RDS Enterprise Server and the RDS Node.
- 1.1.3 RDS Node – this is the ABB supplied or customer supplied Intelligent Device that ABB makes a connection to and is managed by the RDS Enterprise Server.
- 1.1.4 RDS Service Agent – this is the software that is installed on the RDS Node that enables ABB to make a secure remote connection to the RDS Node.

### **2.0 Customer FREQUENTLY ASKED QUESTIONS**

It is expected that Customers will have questions and concerns about ABB's RDS Connectivity Solution. Here are answers to several of the frequently asked questions:

**Q:** Do we need to open a hole in our Internet firewall?

**A:** No. All communications are initiated from within your site infrastructure by the RDS Service Agent software utilizing normal Internet access.

**Q:** Are communications secured?

**A:** Yes. All communications utilize the Secure Socket Layer (SSL) protocol, commonly used for secure transactions over the web.

**Q:** Will these communications tie up my network?

**A:** No. The software messaging protocol is designed to deliver mostly small, efficient (0.5 – 3Kbytes) messages to minimize bandwidth utilization.

**Q:** Will this affect the performance of the device?

**A:** No. Separate hardware is being installed to support these capabilities, minimizing additional requirements on the device itself.

# ABB Remote Diagnostic Services

## Site Survey for RDS Node/RDS Service Agent

### 3.0 Customer Site Preparedness Questionnaire

The following table captures the specific technical details concerning ABB's RDS Connectivity Solution and the preparedness of a customer to support this service option. An affirmative to all of the questions below makes this customer site an ideal candidate for rapid deployment.

Question	Yes	No
1		
1.1		
1.2.		
2.		
3.		
4.		
5.		
6.		
If you have answered yes to all of the above questions, you have an ideal candidate site!		
If any of the above questions produced a No, there is more work to do before deploying at this location.		

Does the customer have a Local Area Network connection at the RDS Node?

Does this network support TCP/IP?

Does this network use 10/100BaseT?

Does the customer network use DHCP to assign IP addresses for the Network?  
**OR** Can the customer provide fixed IP addresses for the RDS Node?

Can the RDS Node today access the Internet? Can PCs at the customer site access the web?

Can the PCs at the site see https://remoteservices.abb.com/qss/

Does the site use NO Proxy configuration or use a Proxy Configuration that **DOES NOT REQUIRE AUTHENTICATION**?

Background: A proxy server is a way to deal with all of the Internet sites that an organization might not want its employees to access at work (e.g. Ebay, stock trading, non work related consumer websites etc.). It ensures that only "authenticated" content passes through the company's firewall. At the same time, it is possible that proxy server software could potentially affect the operation of this Service.

To see if a proxy server is being used at the customer's site:

- Go into Internet Explorer on the RDS Node PC and from the <Tools> menu, select <Internet options>.
- On the Internet Options screen, select <Connections> and then <LAN settings>.
- On the LAN Settings screen, is a Proxy Server section (see screen example below). If the Use a Proxy Server box is checked, then a proxy server is being used.
- If a proxy server is being used, we will need to speak with someone from the customer's IT organization to determine if the Proxy uses Authentication.

