

Bottero

Glass Technologies



Remote
Assistance

Remote Assistance

Description

Remote assistance is our on-line assistance service that enables Bottero qualified engineers to take direct control over the remote production line SPV400 supervisors via the Internet. Remote control improves and speeds up troubleshooting and problem solution, and saves time and money while reducing production losses. Remote assistance enables our engineers to operate on the controlled supervising computer as if they were on site.

Features

Our service is based on an existing link between controlling computer and SPV400 supervisors that exploits an ordinary Internet connection. The link is established by means of two "Virtual Private Network" (VPN) servers dedicated to remote assistance.

One server, directly connected to the control computer, is based at Bottero headquarters, and the second server is located in the Customer's plant, and is connected via the local net to all SPV400 supervisors requiring remote assistance.

Exclusively on the Customer's request, the Bottero engineers will be allowed to use this link to take control of the computer where the SPV400 supervisor is sited, and perform all necessary operations to solve the existing problems.

The powerful security functions granted by the remote control software and by VPN servers protect the Customer's resources from any unauthorized access. Moreover, the Customer can activate or deactivate the Internet link to prevent unwanted connections.



Advantages

- Accelerates problem solution.
- Improves accuracy in troubleshooting.
- Cuts down time and cost for problem solving.
- Limits production losses.
- Allows the distribution of upgrading software for Bottero control systems.

Requisites for installation

Software

Bottero will install and set up a remote control software (Symantec pcAnywhere, Ultr@VNC, Windows Remote Desktop etc. . .) on all SPV400 line supervisors for which the remote control is required for assistance.

Hardware

The VNP server will be simultaneously connected to the Internet and to the SPV400 line supervisors net for which the remote assistance is required. This way, the remote assistance is enabled on multiple production lines via a single connection to the Internet. The equipment provides a secure link between Bottero and the Customer as it creates a "tunnel" through the Internet. This way, a Virtual Private Network is set up between Bottero and the Customer to prevent access to any unauthorized party. The communication exploits "coded" data transferred through the tunnel that make all information exchange between the computer at Bottero and the controlled on-site computer totally unintelligible to any other Internet user. This service is provided



by a VPN Server installed at the Customer's, that also acts as a Firewall to block any attempt to intrude from unauthorized persons.

Internet connection

The Internet connection required by the VPN server and provided by the Customer at their site is a high speed connection (ADSL, HDSL etc...). A faster on-site connection to the Internet allows higher efficiency in the Remote assistance service.



Local net

All SPV400 line supervisors to be included in the remote assistance system must all be interconnected within one local net and to the VPN SERVER described above. The required net connection is Ethernet type 10/100/1000 Base T.



Bottero
Glass Technologies

BOTTERO S.p.a. - 12100 Cuneo - Italy - via Genova 82
Tel. +39 0171 310611 - Fax +39 0171 310757
hollowglass.sales@bottero.com

