

# Remote System Diagnostics



## Speed Troubleshooting and Minimize the Need for On-Site Service

Excellent for situations where standard telephone troubleshooting cannot adequately diagnose or correct a problem, the Remote System Diagnostics module allows the experts in our SureService center to connect to your control system for a direct view of system conditions.

Remote System Diagnostics can identify and resolve problems faster and easier than Expert Telephone Support alone. Performed without jeopardizing the integrity of your control system, Remote System Diagnostics can significantly reduce the need for on-site service calls and can minimize downtime.

Sure Service provides three options for Remote System Diagnostics: Virtual Private Network (VPN), Modem Connection, and Online Meeting

### VPN Connection

With the Remote System Diagnostics via SureService Server, our team can connect to your Ovation control system via a Virtual Private Network to a server installed on your DCS network. The high bandwidth of the VPN offers faster connection, while providing a full visual display of your control system. Once connected, the support team is able to view error messages and remotely troubleshoot problems. If requested, our engineers can assist in performing corrections online. A VPN connection is also available for SmartProcess customers, allowing our experts a complete view of your process optimization software.

*Note: Remote System Diagnostics via SureService Server requires the purchase of the Expert Telephone Support module. This service requires installation of a SureService Server on your DCS network and a Virtual Private Network connection.*

### Modem Connection

Once connected, the SureService support team is able to review and remotely troubleshoot the system, perform file and DCS network analysis, review system error messages, and if requested, assist in implementing corrections online.

*Note: The Remote System Diagnostics module requires the purchase of the Expert Telephone Support module, modem, and software. The Remote System Diagnostics module with modem is available to those customers who have an Ovation system or a WDPF-WEStation. This service also requires an analog telephone line for modem connection.*

### Online Meeting

Emerson offers online conferencing, using tools such as Live Meeting or WebEx. An internet-connected computer which can either issue or accept online conferences is required.



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