



COVID-19 Temporary Remote Access System

Many of GE's customers already take advantage of Visor, GE's proven secure remote access solution, to connect to GE experts' Remote Monitoring & Diagnostics Services. During this difficult time, where deploying people for important service support is restricted, GE Power Conversion has introduced its COVID-19 Temporary Remote Access System to support operations for customers who do not yet have Visor connectivity.

COVID-19 Temporary Remote Access System substitutes the on-site Visor hardware with an interim solution deployable without the need for a GE expert to commission it. This temporary system will enable GE to provide immediate remote engineering support and commissioning up to October 1st 2020.

GE's temporary system provides GE engineers full write access to any device connected to it, enabling GE engineers to modify software and parameters remotely, which may include resetting devices. Prior to the system going live and specific remote access being granted, customers' local working practices and all necessary approvals must be in place. Engineers use RDP (remote desktop protocol) to utilise all tools installed on the temporary remote access PC, giving them the same level of access to the operating equipment as if they were physically on site.

What temporary hardware is required to deploy on site?

Hardware (laptop/ desktop PC) will be supplied and pre-configured by GE, or GE engineers can support the customer to determine if this system can use hardware already available on site. The hardware must have a minimum Windows 7 or Windows 10, 32 or 64 bit system and contain two physical ethernet ports, or one Wi-Fi and one ethernet port. The physical port will be connected to the GE operating equipment and the Wi-Fi or second physical port will connect to the customer's internet. GE engineers will provide guidance on commissioning the remote connection.

What is Visor?

Visor is GE Power Conversion's safe and secure data solution with two key areas of functionality that add value to your operating assets: 1) it is an industrial data historian, with powerful data collection and processing enabling asset performance management, automatic fault notifications and intelligent data mining; 2) it is a secure remote access device, allowing remote engineering and remote monitoring including the remote usage of the data historian and associated tools. Available remote support options include both read-only access or write-enabled access for remote engineering. Visor's data historian is capable of logging >250,000 tags per second and also features both an OPC-UA client and server for 3rd party integration with the benefit of powerful data streaming capabilities connecting to a suite of GE solutions. Visor connects to the secure Visor Service Portal, GE's cloud-based infrastructure for Visor.

What is the difference between the temporary solution and Visor?

This solution is a temporary, quickly deployable remote access system, utilising OpenVPN as the secure tunnel between the customer site and GE. Visor, on the other hand, follows a secure-by-design approach, meaning the hardware itself is a DMZ (demilitarised zone), with hardware firewalls sitting between Visor and the internet and also between Visor and the control network.

How does the interim solution provide remote access?

OpenVPN is the protocol used to connect the temporary remote access device to GE.

Remote access will be granted to authorised engineers only, following the same process applied today to access Visor. Engineers request access through internal workflows, ensuring they are qualified to access the particular site. Once they have been granted access and are ready to connect to the site, the GE engineer will then raise another workflow that automatically sends an email to the customer. The customer must complete and return an authorisation document that is attached to that email. Upon receipt to the GE engineer, access will be granted to the site. Access is controlled using a GE engineer's SSO and each time an engineer connects to site it is logged. All approval documentation is stored and archived.

What happens on the temporary system end date?

On October 1st 2020, this temporary system will be disabled from GE's Visor Service Portal and all GE hardware is to be returned.

After this time, and when current constraints are lifted, you will have the opportunity to continue with remote support services by upgrading to GE's Visor system permanently, installed and commissioned for you simply by our expert team.

For more information please contact your local sales representative or email: escg.geem@ge.com