Visor Remote Monitoring & Diagnostics
Remote support for drives and automation systems

Safe and Secure
GE’s Visor Remote Monitoring and diagnostic solution provides a safe and secure means of remotely supporting GE Power Conversion’s drives and automation control systems through GE’s Visor Service Portal (VSP).

A site based Visor Connect Box (VCB) connects to all GE Power Conversion’s drives and automation control systems on site via the system control network(s) ensuring a complete system solution.

The Visor remote support capability is delivered through a combination of a “safe and secure” remote connection to the integrated site data historian together with remote desktop access to the engineering tools and project information held on the integrated engineering server.

System security is ensured through adoption of best security practices including using a combination of hardware firewalls to both the customer WAN and control LANs to create a DMZ and remote connection through a secure tunnel.

A lockable switch option is used to give the customer control over the level of access granted to remote users to ensure that remote changes are only made with the express permission of the customer on site.

The complete site based Visor system is encapsulated as standard into a single compact mechanical package – the Visor Connect Box (VCB) based on the GE RXi controller. For larger systems or when large amounts of data have to be recorded (e.g. CCTV), a modular rack based PC solution is available (ship server).

Key Benefits

- **Simplifies remote service support** through a world-wide accessible Visor Service Portal providing geographical and list views of the GE Power Conversion installed base.
- **Reduces response time** in reaction to site issues through automatic incident detection, notification to service personnel and incident data upload (including drive trip histories) to the Visor Service Portal and by enabling GE’s service engineers and experts to quickly connect remotely to the installed site system to help diagnosis.
- **Compact and cost effective** solution which can be scaled if necessary to suit quantity of data and control LAN connections.
- **Integrated site data historian** capable of logging >250,000 tags/s.
- **Integrated engineering server** holds/manages all project information in one place on site.
- **Fitted as standard** on Power Conversion’s drives and automation control system solutions.
- **Open interface** to 3rd party clients with OPC-UA or FTP to access logged data
- **Predix enabled** for remote analytics
Visor Basic Features

**Cyber Security**
Integrated hardware firewalls to customer WAN and to control network
Site initiated connection to VSP over encrypted IPsec secure tunnel
VSP access control using GE identity (SSO)/site with access logging
Achilles Level 1 certified

**Configuration**
P80i-Pilot

**Historian Logging Rate**
>250,000 tags/s

**Historian Logged Data Classes**
Time series analogues and digitals
Alarms and events
Trip histories (up to 300 drives)
Generic Files (Logs, reports, office docs, 3rd party logger, CCTV, controlled)

**Historian Logging Rate**
200GB of 256GB SSD (supports 3-6 months storage on typical system)
No-loss data compression ensures only changes stored

**Control Network Interface**
1 IP4 control network (single or dual Ethernet) via integrated firewall

**Customer WAN Interface**
Single network connection via integrated firewall

**Logging to Visor Service Portal (VSP)**
On incident detection: Automatic notification, associated logged time series and alarms/events data upload

**Access to Logged Data**
Web based user interface
OPC-UA access or FTP periodic transfer to external computer
Manual selection and storage on USB storage device

**Logged Data Archive**
Automatic archive of logged data to USB connected storage device

**Remote Engineering Access**
Full RDP access to engineering tool suite hosted/managed by P80i-Pilot
View of operator screens (read-only screen sharing)
View controller and HMI web pages
View all historian data

**Access Control**
Local lockable key-switch controls the remote access

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**Visor Supported Equipment**

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