Visor Remote Monitoring & Diagnostics
Remote support for drives and automation systems, including state of the art incident notification features for the Marine industry.

Safe and Secure
GE’s Visor Remote Monitoring and diagnostic solution provides a 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).

Automatic DP Drift Alerts
When a vessel experiences a Dynamic Positioning drift off, the inbuilt Data Historian will trigger an internal workflow packaging the relevant alarms and time series data and then send it to the GE Visor Service Portal. Once received in the Visor Service Portal an email will be generated to the GE Contact Centre who will ensure the issue is handled in a timely matter.

As part of the incident notification system, all alarm data and pre-defined time series data will be collected from 15 minutes before the incident and 5 minutes after (default setting).

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 Connect Box
Achilles Level 1 Certified
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
P80-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 P80-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

Visor Supported Equipment

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Engineering Tools</th>
<th>Logging Protocols</th>
<th>Time Series Data</th>
<th>Alarms &amp; Events</th>
<th>Trip Histories</th>
<th>Files</th>
<th>HMI View</th>
<th>Web Pages</th>
<th>Monitor</th>
</tr>
</thead>
<tbody>
<tr>
<td>HPCI</td>
<td>P80i</td>
<td>Ethernet: WDDE, KPI</td>
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