

Title (en)  
SYSTEM AND METHOD FOR REMOTE MAINTENANCE AND/OR TELEDIAGNOSIS OF AN AUTOMATION PROCESS USING E-MAIL

Title (de)  
SYSTEM UND VERFAHREN ZUR FERNWARTUNG UND/ODER FERNDIAGNOSE EINES AUTOMATISIERUNGSSYSTEMS MITTELS E-MAIL

Title (fr)  
SYSTEME ET PROCEDE POUR LA TELEMAINTENANCE OU LE TELEDIAGNOSTIC D'UN SYSTEME D'AUTOMATISATION AU MOYEN DU COURRIER ELECTRONIQUE

Publication  
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Application  
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Priority  
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Abstract (en)  
[origin: WO0023894A1] The invention relates to a system for remote maintenance and/or telediagnosis of an automation system (2) provided with an electronic fire wall (12). According to the inventive method, it is possible to send an e-mail (16) via a data transmission system (18) that includes a first send/receive device (1) situated in a remote subscriber (1) location to said system (2) in order to access said automation system via Internet from a computer that is connected to the Internet, for example. A command that is to be carried out in the location of said automation system (2) can thus be included in the e-mail (16) that is to be sent, using a command encoder (3). A second/receive device (5) is provided in the location of the automation system (2) to receive the e-mail (16) sent by the remote subscriber (1), whereby the second send/receive device (5) includes a command decoder (11) for automatic recognition of the command in the e-mail (16) and the transfer of said command (8) to the intended application (6).

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