



Maintenance Support Kit for HC-6835

In order to concentrate on your daily business, namely the exchange of information, you need to be confident that you can communicate securely whenever you need to. This turns the long-term, high availability of your secure messaging system into a primary security objective. If you prefer to use your own personnel to maintain the system, for example to increase your autonomy or reduce costs, this kit provides them with the optimum tools to achieve success.

The main elements which influence system availability are high quality, professional maintenance and efficient repair logistics. This kit addresses the maintenance aspect. Having the correct tools, test equipment and technical documentation readily at hand increases the efficiency of the analysis, repair and testing procedures and so ensures that the repair work is successful. Housing the kit in a high-quality, robust case ensures that the contents are easily accessible and well protected in transit to a field repair.

The result is a practical support tool for all maintenance and repair activities designed to increase the availability of your secure communications system.

Whether you perform these activities in the field, office or workshop, the return on investment in this kit and the individually customised Maintenance Training is extremely positive.

Key features

- You have a practical, portable workshop at your disposal for both field and base applications
- You increase your autonomy in the maintenance and repair processes
- You reduce external costs by performing more repairs for yourself
- You can be confident that you have all the tools needed for a field repair in one convenient box
- You improve your reaction time and avoid delays due to external repairs
- You reduce the mean time to repair and so increase system availability

Introduction

The Maintenance Support Kit is a complete portable workshop containing tools, documentation and specialised test equipment.

The kit is designed to increase system availability by increasing the efficiency of the repair process and thus reducing the mean time to repair. All tools and information needed to exchange the internal modules of the unit are readily at hand, allowing an MTTR of less than 2 hours with appropriate training.

With this kit and the associated training, faults can be localised efficiently and quickly to specific modules. This provides a high level of confidence that a fault has been positively identified. Repairs can also be performed independently (in-land) without having to raise purchase orders for external repairs. Fully documented repair procedures describe the most efficient methods for repairing, testing and re-sealing the unit (to maintain its environmental specifications).

Typical applications

The kit is portable to support repairs in the field as well as in the workshop:

Diagnostics and repair in the field

- The kit is supplied in a shock-absorbent case to protect the contents during transit to the repair site.
- No time is lost in assembling the right tools and documentation prior to leaving for the repair site.

Diagnostics and repair in a central workshop

- Where many different types of equipment are repaired in a central repair facility, the kit provides a quick and convenient source of tools and information needed to perform the repair.
- Ideally, a few key personnel will be trained in the use of the kit, and the spare parts stock will be situated nearby to support a speedy repair.

Contents of the kit

- Test and measurement equipment for troubleshooting including:
 - DS-6839 diagnostics station (rugged notebook)
 - Analysis software
 - Digital multimeter
- Soldering station
- Antistatic set
- Set of tools and consumables required to assemble the unit.
- Hardware needed to install the HC-6835 software.
- Handbook describing the most efficient diagnostics, repair and test procedures.

Related products & services

(Please note: the options listed below, are not included with the Maintenance Support Kit, and must be ordered separately)

Logistics delays and inefficiency in the repair process can be influenced by several factors. To ensure optimum performance from the Maintenance Support Kit, the following maintenance issues should also be considered.

Training

To ensure that repairs can be performed efficiently and independently, correct training in the use of the maintenance support kit is essential. This training is available separately.

Spare modules

This kit does not contain spare modules. Replacement modules may be ordered separately as and when needed, or our fast repair service can be used to repair parts quickly, if required. Crypto AG can also recommend stocking levels based on the size and configuration of the system if required.

Spare Parts Starter Kit

For the HC-6835, maintenance at the so called „operational“ or “1st” level is typically restricted to the exchange of faulty units for good units, and the re-configuration of the new units, however, like any laptop PC, certain components of the HC-6835 such as the disk drives may be exchanged quickly allowing some degree of operational level repair on a trial and error basis if required. To support this, a Spare Parts Starter Kit is available containing all modules which can be exchanged easily without opening the main body of the unit, (and thus without disturbing the sealing of the unit). A separate datasheet is available for this product.

Service Level Agreement

A complete maintenance package can be designed to precisely match the individual needs of any organisation. This may include spare parts, test equipment, fast logistics options, long term guarantees, refresher training, on-site support and various other options designed to interface with your existing processes. A concept designed to meet your own, unique, high-availability requirements can be provided upon request.