

1. Introduction

cRSP NG (Common Remote Service Platform – Next Generation) serves different Business Units (BU) within Siemens, for example, Building Technologies (BT) and Digital Factory (DF). A tenant administrator administers these business units environments.

The tenant administrators are responsible for configuring and maintaining the cRSP NG resources within their tenants.

Tenant administrator can administer the tenant environment by configuring and managing the remote sites, devices, and remote users associated with it.

On the Home page of cRSP NG, the operational tiles are displayed. A tenant administrator can access and perform the actions based on the provided grants and privileges. A tenant administrator can create remote users and configure the environment for the remote users.

cRSP NG provides the several functionality features. Remote Access Service and Data Transfer Service are two of the main features provided by the cRSP NG. These functionality features are accomplished by configuring and managing the cRSP NG system.

This document describes how the tenant administrator can configure and manage the cRSP NG system, such as remote sites, devices, on-demand devices, application instances, file transfer, remote users, user grants, user groups, group grants, and roles. It provides the detailed information on features, functionality, procedures, and prerequisites for the following:

- cRSP NG Overview
- cRSP NG Features
- How to login to cRSP NG
- How to switch a role
- How to change the language
- How the System Management works
- How the User Management works
- How the System Status works
- How the On-demand Device Management works

2. cRSP NG Overview

This section gives an overview on the cRSP NG architecture, its features, and the authorization concept.

2.1. cRSP NG Goals

Remote Service has been successfully used for many years. By utilizing preventive or pro-active service strategies

based on remote technologies, Siemens Groups has achieved significant cost savings.

Remote service has become vital as companies try to offset rising cost pressures, and availability of facilities and machines becomes more and more crucial. Remote monitoring of conditions and diagnosis can detect developing faults. This allows maintenance to take place as needed, rather than at fixed intervals.

In the past, many Groups, Regions, Operating Companies and Corporate Units (GROC) operated their own remote