

ACSI Offers Remote Access For Support

ACSI engineers will be onsite to “teach” engineers how their new control system works, but will of course also provide support after the system is up and running.

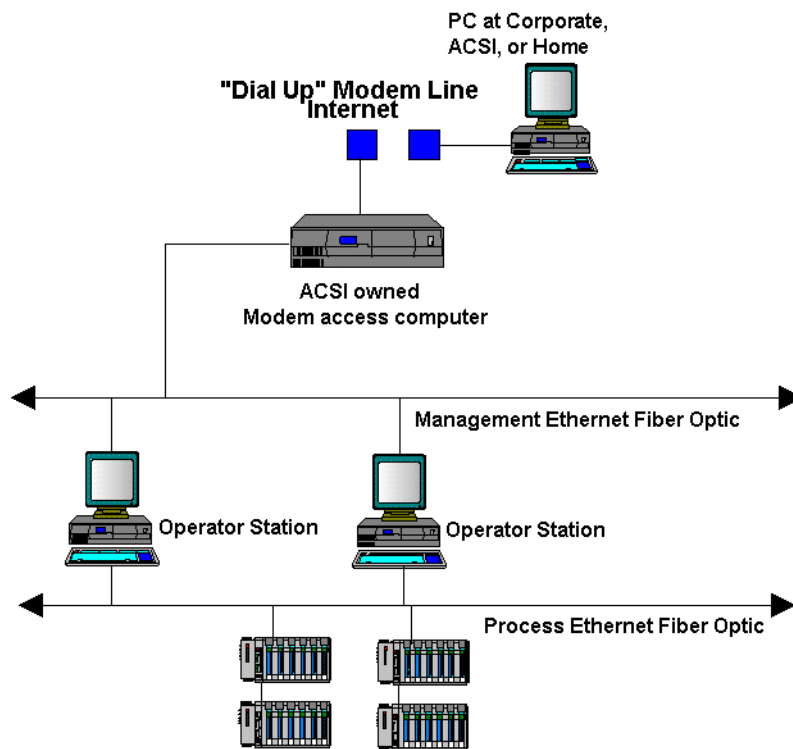
In today's Global Market, companies probably have facilities spread out across the country or even all around the world. A way to maintain fast, secure and reliable communications, wherever their plants may be located, is something crucial that everyone is in need of.

A quick and cost effective way to troubleshoot and receive support directly from an ACSI engineer is through a VPN.

A VPN (virtual private network) connection allows for remote access to the plant's control system. With a VPN, ACSI engineers can connect to the control system, go online with the PLC to monitor or change the program, and access the HMI stations on the network to copy updated files.

“PC Anywhere” and other remote control programs working across a VPN allow the HMI station to be controlled remotely. Engineers can view exactly what the operator is viewing on the screen or take control of the HMI as if they were sitting in front of it.

These systems use encryption and other security mechanisms to ensure that only authorized users can access the network and that the data cannot be intercepted.



By providing the highest quality “support” possible to the plant engineers, ACSI is able to provide glass production facilities a range of tools and services to bring existing and/or new operations to peak performance seamlessly.

Check out our website
at
www.acsitoledo.com.

ACSI

ACSI 2009 Event Calendar

October 13-14, 2009
Glass Problems Conference
The Fawcett Center
Columbus, Ohio

September 28 - October 1, 2010
Glasstec
Messe Düsseldorf
Düsseldorf , Germany



We look forward to see you at the upcoming shows in 2009 and 2010!

ACSI's Volleyball Team Wins Tournament Championship

Team ACSI recently won the University of Toledo Alumni Affiliate volleyball tournament. Out of a possible 22 teams, ACSI won every game, in most cases, by 15 points or more over the opposition which ultimately lead to the championship game. Only in the last game did ACSI have to work for a win, and in the end the runner-up team fell victim to the sheer dominance and endurance delivered by team ACSI.

Shown in the picture, on the right hand side, pictured from left to right: are ACSI teammates:

1. UT Engineering Alumni supporter (Frank Lepkowski, Project Engineer)
 2. Little "Big" red shirt guy (Greg Napierala, Project Manager)
 3. ACSI supporter (Dean Cable, Project Engineer)
 4. "Big Blue Intimidator" (Brian Steinhauser, Project Engineer)
 5. Soccer star stud turned volleyball player in red (Daniel Jimenez, Project Engineer)
 6. Beefy guy in green, flexing (Jon Nash, Project Engineer)
- (Pictured on the left hand side are the runners-up)**



News From ACSI Europe

The approaching final quarter of 2009 sees the commissioning and completion of several major glass projects for the European office.

At the time of writing, the PFG float line commissioning is complete and glass production started on-schedule. Our engineers Mark Humphries and Adam Harrison are now "tying up loose ends" and will leave site within the week. In October, we begin commissioning a Working End and Forehearth system at the Barbosa & Almeida plant at Vidreria Leonesa in central Spain, part of a contract through Fives-Stein. Following on from this, Rob Hayden will be commissioning of another Working End and Forehearth system for Fives-Stein in Thailand, at Siam Glass on the outskirts of Bangkok.

Then in November, the long awaited commissioning of our first Container glass project with Sorg in Asia, for Bangkok Glass will begin at their Khon Kaen plant in Northern Thailand. This is the first of two identical systems that ACSI will supply for Bangkok Glass, the second project will go ahead during 2010.

December sees our engineers working closer to home, commissioning a control system upgrade at Stoelzle Glass, with a start up just after the new year.



Meet ACSI's Daniel Jimenez

What is your job at ACSI: Project Engineer

Hometown: Mallorca, Spain

Background: University of Toledo Electrical Engineer graduate

Started with ACSI: 5/1/2007

Favorite Movies: Good Will Hunting, Terminator 2, Crash, Taken

Interests: Having fun with my kids, Playing and watching soccer, Making new friends, Languages and Numbers.

Best thing about working at ACSI: Being faced with different technical challenges and striving to solve them, having a relaxed and open minded boss, and the most helpful colleagues.



ACSI Hosts Engineers from Sadat City, Egypt

This September, seven Engineers from Sphinx Glass in Sadat City, Egypt traveled to ACSI's USA office for two weeks of training. ACSI engineers Karen Walder and Joshua Mompher gave training courses on Wonderware, Logix 5000, InSql Server, as well as extensive training on the overall Sphinx Glass float line control system functionality. Both Karen and Joshua commented on how knowledgeable the Egyptian engineers were and how quickly they comprehended new information.

For fun, while they visited Ohio, ACSI's Hern Martinez and Daniel Jimenez accompanied the engineers on exciting trips to the local shopping center, Walmart to get US cell phones, and a local Middle Eastern food market which not only had snacks for their hotel refrigerators, but also provided some international calling cards so everyone could call their families at home.

Since it was Ramadan while the gentlemen were here, dinner was usually around 8:00 pm every evening. A lot of times after dinner, since it tended to be fairly late in the evening, both ACSI and Sphinx Glass engineers would return to the hotel to relax and would end up having lengthy discussions about what life was like being Egyptian vs. American. "Of course, in such discussions, one starts out with the intention of learning the differences between the two cultures, but after awhile, everyone ends up marveling at the similarities that exist for people who live half a world apart" said ACSI's Hern Martinez.

One memorable moment came from such a discussion when Ahmed, Naga, Saad, Tamer, Fouad, Ibrahim, and Ahmed spent a very enjoyable hour one afternoon with ACSI's Barbara, Diana, and Dolores discussing life in Egypt in comparison to America. It was truly a heartfelt and enlightening occasion that everyone will remember for a long time.

Lastly, ACSI would also like to congratulate Fouad on the recent birth of his daughters. We are also hoping that Ibrahim is feeling better, as he hurt his leg playing a soccer while he was here.

ACSI Quarterly Newsletter Survey Question

"What is Your Halloween Costume Going To Be?"

Captain Morgan of course! ~Dean Cable

A pirate...ARGHHHHHHH ~Josh Mompher

Myself because I'm awesome ~Hern Martinez

A "Ladies Man"...Naturally!!! ~Rob Snider

Tinkerbelle ~Katie Marconi

Nancy Grace ~Diana Davis

That depends on whether I'm trying to get tricks or treats ~Jon Nash



ACSI Expands HMI to support Maintenance, Capture Corrective Action History ~ Karen Walder

Two important additions can significantly speed response and correction of process upsets. These tools shorten the investigation time associated with troubleshooting control system equipment in a large or spread out facility. They are particularly valuable for maintenance personnel who may not work in the area every day, and for technicians new to the company. When a process alarm or equipment failure occurs, the clock starts ticking as downtime looms. This can be the most costly time to troubleshoot a problem, and the exact moment when access to pertinent, accurate and actionable information is key.

Developed in close cooperation with an ACSI customer serving the Food Industry, ACSI's Solution Assistant™ quickly allows any authorized maintenance technician to answer a key question: When was the last time this happened and what did we do to fix it? Even if the last occurrence was a month ago on 3rd shift, a 2nd shift maintenance technician will be able to find out instantly what corrective action was taken.

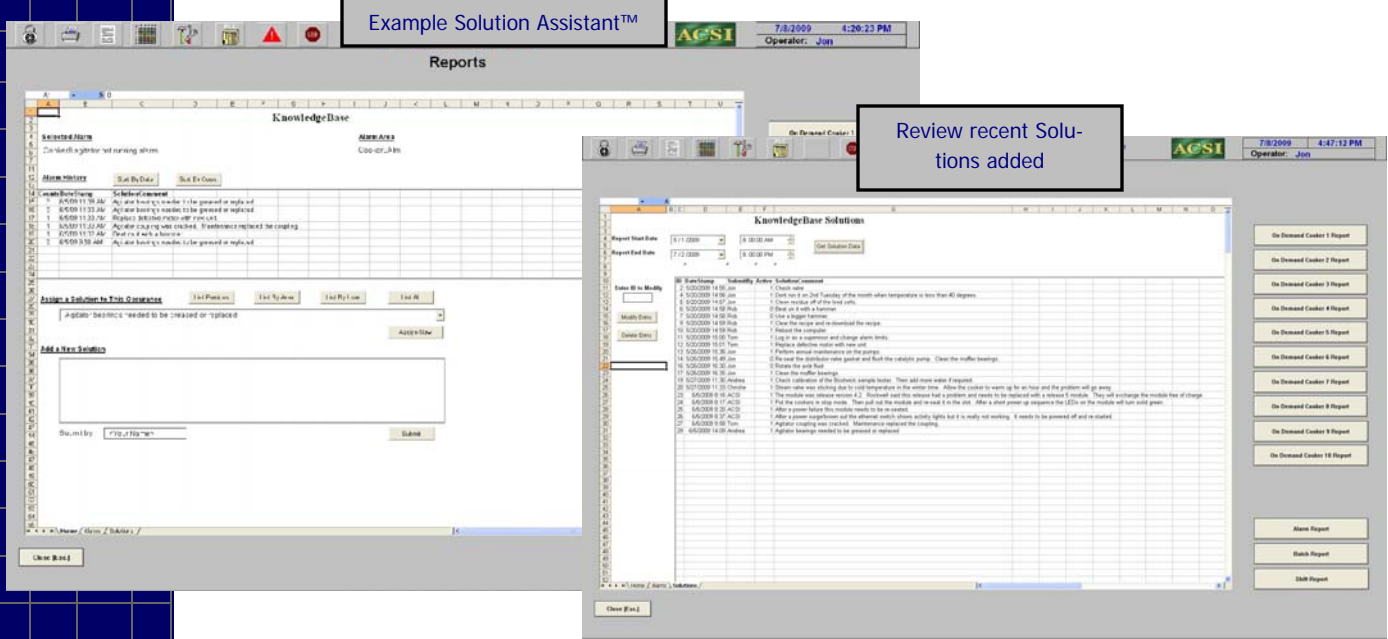
With the click on a current Alarm/Event in the HMI's Alarm window, the Solution Assistant is launched and presents the Solution History for this particular Alarm/Event. The Solution History includes the Date/Time of previous occurrences, along with the corrective action (Solution) employed at that time to resolve it. The User may also view the Solution History in Pareto format, listing the Solution History by number of occurrences, rather than by Date/Time. This can be useful in assessing the effectiveness of a particular solution (e.g. If the predominant solution is to change out the thrust bearings, perhaps investigating a different type or manufacturer or mounting arrangement would be in order.)

From this same view, the User may then assign a Solution to the present alarm/event and add it to the Solution History. The User may select from a listing of available Solutions, or, optionally, add a new Solution to the list. Administrator tools are built in to permit management of the list of available Solutions.

The ability to add new Solutions is a key aspect of the Solution Assistant's value, as information about better, faster, and/or more cost effective corrective actions may be made available to all maintenance personnel on an ongoing basis, and at the particular time they need it. Over time, the Solution Assistant will capture corrective history for all types of alarms/events, and even if an alarm only occurs once in a year, its record will be available for the benefit of the next technician, whomever that may be, with a single click.

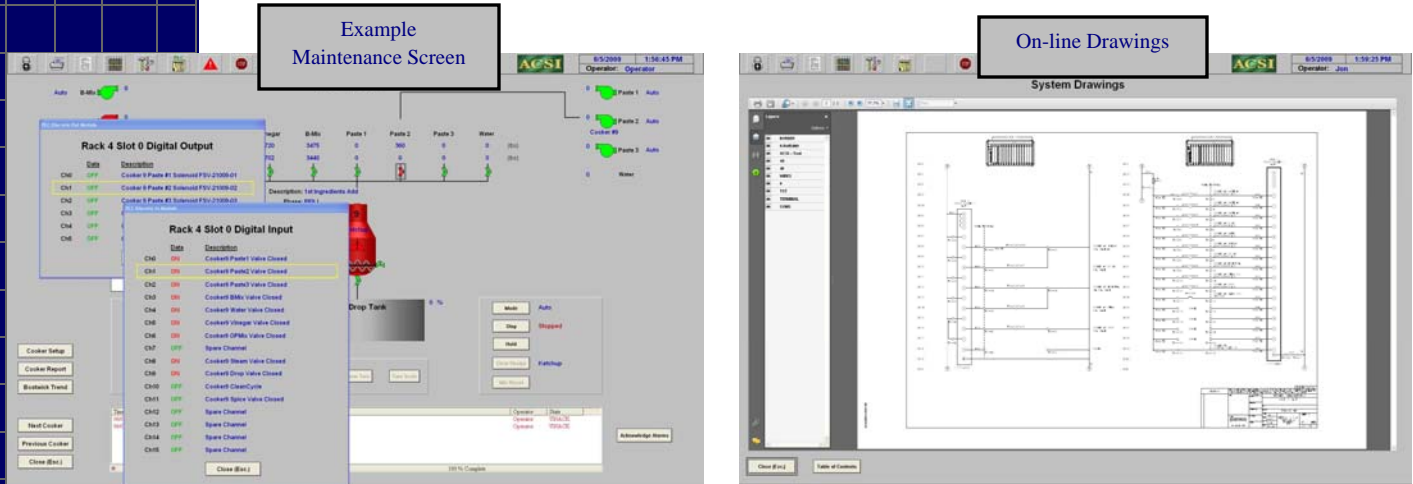
Co-developed with the Solution Assistant is another enhancement designed to reduce the time needed to collect or locate pertinent data specifically about the control system equipment. A common problem in a large facility is locating the correct IO rack for a control device. Many times the control systems drawings are locked away in a cabinet, are out of date or otherwise unavailable. In addition, with remote IO spread out over a large area, maintenance techs need to understand quickly where a specific IO rack is located. These tools place the information right on the HMI, saving time at a point that is most costly – when the process is down.

ACSI Expands HMI to support Maintenance, Capture Corrective Action History cont.



Above) ACSI's Solution Assistant™ presents previous occurrences along with corrective action taken for a specific alarm/event.

These added HMI screens link control system equipment to their respective Input/Output location and associated Autocad® drawings & Manuals. An HMI user may click on a control valve, for example, and call up the rack/slot/channel location for both the control output and the valve position inputs, along with its current status. Control system drawings are on-line using a PDF Viewer.




Above) A Maintenance screen showing the PLC rack/slot/channel and associated Autocad® drawing for an Ingredient supply valve.



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improving performance
through advanced control solutions



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