

SOFTWARE UPDATE WITHOUT TECHNICIAN INTERVENTION

The development department of the mechanical engineering company Schenck RoTec was faced with the challenge of installing software updates on machines in the field. In order to take account of the growing discrepancy between infrequent on-site visits by technicians and the ever shorter software release cycles, ondeso SR provided a suitable solution for testing and providing software updates on the machines.

The consideration of production processes and the associated restrictions on the part of the operators has always posed great challenges for machine and plant engineering with regard to the provision of software updates for their own software on the machines. The timely elimination of safety-critical vulnerabilities in the software is also becoming an increasingly urgent issue, and the shortening software release cycles are doing their part to further exacerbate the problem. Thus also for Schenck RoTec GmbH in Hesse - a company from the DAX-listed DÜRR AG - the question of an effective update mechanism arose, which addresses the aforementioned problems and at the same time can be controlled from the operator side, in order to be able to be adapted to the production processes there without requiring a technician deployment. The combination of ondeso SR and the software solutions from „Schenck ONE“ can now ensure a secure, automated and process-oriented provision and installation of updates on the machines.

ONDESOSR - LINK BETWEEN MANUFACTURER AND OPERATOR

The latest generation of machines uses the ‚One Connect Box‘ (OCB) for a connection to the central update service, which is implemented during start-up. After the initial setup, the operator receives proactive notifications about new versions and can decide for themselves when to install them. In the unlikely event of problems during the update installation, a rollback mechanism is available to revert to the previous software version and ensure smooth production operation. ondeso SR takes over important parts of the procurement and installation process. It starts with a regular check of the available update packages, considering the dependencies, and the subsequent acquisition of the packages. This step takes place in the background and does not interfere with the ongoing production process. Even during the installation, the operator does not have to leave the familiar Schenck RoTec interface, but can initiate the update process directly from it and does not require any further specialist knowledge. The installation then takes place fully automatically and across reboots, while maintaining the additional security and hardening mechanisms on the systems, which play a central role in providing optimum protection for the machine.

AT A GLANCE



SECTOR

Mechanical Engineering

REQUIREMENTS

Live software update for machines
„in the field“ without technician on site

SOLUTION

Regular checking of the availability,
obtaining and application of software
updates by the machine operator using
a combo of ondeso SR and Schenck ONE



**AUTOMATED
UPDATE INSTALLATION
WITHOUT
TECHNICIAN
INTERVENTION**

**EXECUTION
WITHOUT
SPECIFIC TECHNICAL
KNOWLEDGE**

**PROACTIVE
INFORMATION
ABOUT NEW
SOFTWARE VERSIONS**

**SCHENCK ROTEC DRAWS
A POSITIVE CONCLUSION**

Wladislaw Marikhbein, CTO Business Unit Measuring and Process Systems at Schenck RoTec, sums up: “We are very satisfied both with the cooperation and the jointly developed work results, as well as with the problem-solving competence in difficult issues. By using the combined solution, we can offer our customers important added value.” The targeted collaboration between Schenck RoTec and ondeso not only developed a solution for the problems described above, but also created a user-friendly solution for the machine operator that can also be used in the future.



Wladislaw Marikhbein
CTO Business Unit Measuring
and Process Systems
at Schenck RoTec

**„By using the combined solution,
we can offer our customers
important added value.“**



ondeso develops software products especially in the field of operational technology and Industry 4.0 and supports the automation of OT client management in production. For years, plant operators as well as machine and plant manufacturers have trusted in ondeso products, which are suited for all industries and can be used across the entire range of production systems and processes. Whether management systems, HMIs or controls – ondeso manages the lifecycle of industry PCs and offers custom fitted products on the highest technological and conceptual level – 100% made in Germany.

**Do you want to make the client management
of your industrial PCs more efficient?**

Contact us now and arrange a free software demo to get an idea of ondeso SR.

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