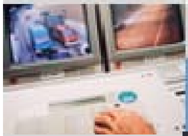
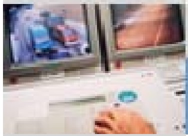
SIEMENS

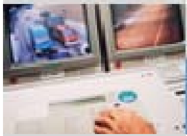


CRS platform
V2.0
User’s guide

Building Technologies
Building Automation

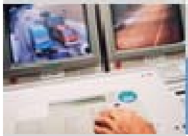


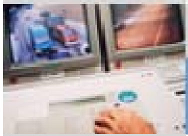
Siemens Switzerland Ltd.
Building Technologies Group
International Headquarters
Building Automation
Gubelstrasse 22
CH-6301 Zug
Tel. +41 41-724 24 24
Fax +41 41-724 35 22
www.sbt.siemens.com

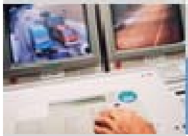


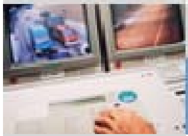
AOC User's guide

Contents









Before you start…

Conventions

Typographical indications of function

Terminology

Siemens uses the terms that are valid in the currently used Microsoft Windows operating system (in this manual: XP Professional).

Instruction sequences

Different styles are used to indicate specific functions in the individual steps of an instruction sequence.

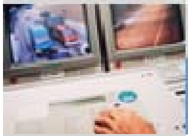
Function, type of input	Font / style	Term used in instruction
Primary navigation (main bar at top)	**SMALL CAPS**, **bold**	None
Next function in the sequence	**—>**	None
Secondary navigation level (vertical bar on left)	**SMALL CAPS, bold**	None
Group box, text box, combo box etc.	Normal font, normal	Group box
Name of a group box, text box, combo box etc.	Normal font, **bold**	xyz
Start of an instruction		Go to…
Actual instruction		…xyz

If you are only required to navigate to a particular location then the last two items above are omitted.

Example

A new site is to be generated, for which a contract number is to be entered. The instruction sequence is then as follows:

Go to…
AOC ADMINISTRATION —> **SITES** —> **New Site** —> Group box **Contract Details** —> Text box **Contract Number**
…and enter the relevant contract number.



Document breakdown

This document is divided into two parts:

- A basic explanation of the elements for operation
- A step-by-step procedure

Elements of operation

The “Elements of operation” section summarizes the main elements of AOC and describes how they work. This section is organized in order of navigation within the AOC screen.

Superfluous text

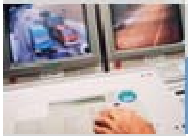
We have avoided repeating recurrent sections of text. These are shown once only, at the point where they describe a function for the first time.

Access rights

If certain items are missing from the primary or secondary navigation bars, or if they appear not to work, this is probably due to the restrictions of your currently assigned access level. If you need increased access rights, please contact your Administrator.

Step-by-step procedure

The step-by-step procedure incorporates practical examples to illustrate the functionality of AOC to users in a practical way.



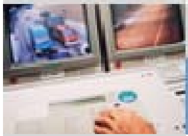
Graphics/icons for specific functions

Terminology

For items on the screen Siemens uses the terms valid in the currently used Microsoft Windows operating system (in this manual: XP Professional).

Symbols/icons

	Activate
	Edit
	Deactivate
	Dropdown (list box, text box, combo box)
.xls	Export to MS Excel
.doc	Export to MS Word
ASCII	Export to ASCII
ASCII	Export to CSV
	Calendar
	Check box **selected**
	Check box **cleared**
	Delete
	Pending
	Monitor
	Export to PDF



User roles

Siemens users

Administrator

Member of staff at HQ. Authorized to create RCs. Can assign Country (RC) Administrator rights to a user.

Country Administrator

Member of staff in an RC (Regional Company). Is authorized to act as administrator to all internal users and customer users in the RC concerned. Has the same rights as an Administrator, but these are limited to a specific RC.

Branch Administrator

Member of staff in a branch office. Is authorized to act as Administrator to all internal and external customers. Has the same rights as the Administrator, but these are restricted to a given branch.

Engineer

"Engineers" are responsible for the customer sites. They normally live in the same area as the customer and to go to the customer's site for maintenance purposes.

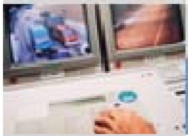
Customer users

Customer Administrator

The customer administrator is a member of the customer's staff, who is authorized to act as administrator for internal customer-users.

Customer user

A customer user has authorized access to specific plant. These access rights are assigned by an administrator.

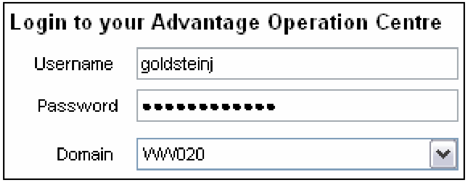


Login

Siemens user

As an SBT user, you can log into AOC with your Siemens account:

1. Enter the address in the address field of your browser: https://aoc.sbt.siemens.com/admin. Then press **<Enter>**.
2. On the login page, enter your user name and password.
3. Select the correct domain (e.g. WW020)

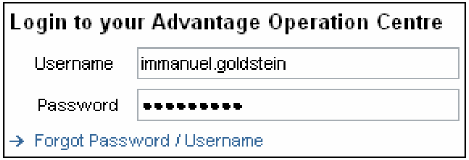


4. Click **Login** to go to the AOC page **View Open Alarms.**

Customer user

As a customer and user, you can log into AOC with your individual user name and the password:

1. Enter the AOC address in the address field of your browser: https://aoc.sbt.siemens.com. Then press **<Enter>**.
2. On the login page, enter your user name and password.



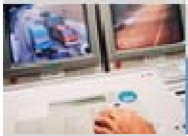
3. Click **Login** to go to the AOC **Open Alarms** page.

If you have **forgotten your password**, click → **Forgot your password/user name?** You will be sent the details in an e-mail to the address held in the AOC database.

Open Alarms

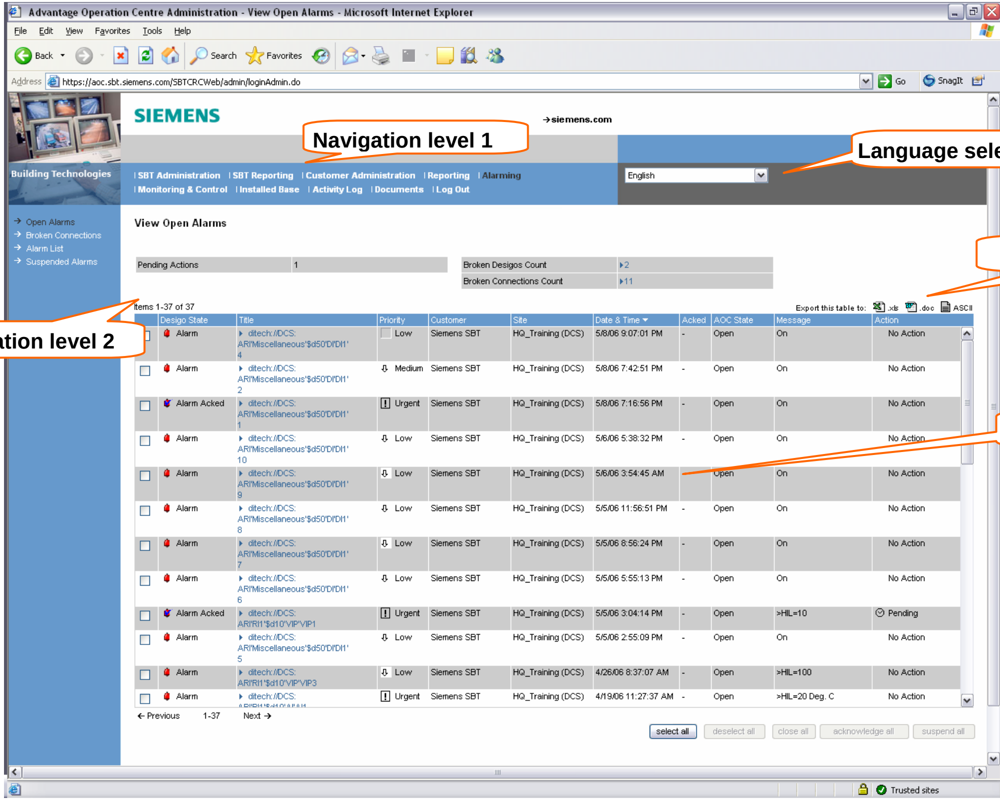
- Clicking the adjacent link will take you to the **Open Alarms** page of this document.

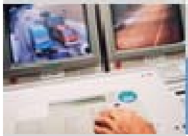
SIEMENS



Using the program

Overview

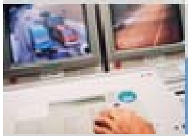




Program structure (with customer access only)

AOC is designed to be used intuitively, so that it is easy to find your way around and locate what you are looking for.
The structure below covers the entire program.

Home	Reporting	Report List	New Report Confirm Delete Report	Report	Save Report
		New Reports		Report	
		Subscription List	New Subscription Confirm Delete Subscription		
	Alarming	Alarm List	Alarm		
		Suspended Alarms	Alarm		
	Administration	User List	New User		
		User Profile			
	Monitoring & Control List				
	Installed Base				
	Contacts				
	Sitemap				
	Terms & Conditions				
	Log Out				



Navigation

→ siemens.com

For access to the Siemens **Internet portal**: click → **siemens.com** at the top of the screen on the right

Primary navigation

The primary navigation bar is directly below the page header. The displayed options may vary depending on the permitted access level; this screenshot shows the complete list.

Alarming is the default setting. When you access the AOC application from the login screen, the first page to appear is the **View Open Alarms** page.

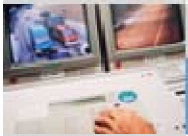
Secondary navigation

The secondary navigation bar is the vertical bar to the left, referred to as the "side bar". It leads from a given primary navigation screen to the associated subpages.

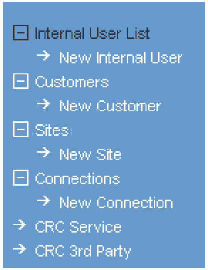
The secondary navigation options change according to the primary navigation option selected (**Alarming** in our screenshot).

Language selection

The dropdown list for language selection is in the upper right area of the page. You can select the required language from this list and change it here for the entire product.



Purpose



The **AOC Administration** pages are used for administration of users, customers, sites, branches and connections. Access to the various pages depends on the user's access rights.

The following introduces the individual pages under **AOC ADMINISTRATION** and describes the associated functions.

Please note that if certain items are missing from the primary or secondary navigation bars, or if they do not work, this is probably due to your currently assigned access level. If you need increased access rights, please contact your Administrator.

INTERNAL USER LIST

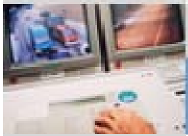
Use this option for administration of existing users and to create new users.

Select…
AOC ADMINISTRATION —> INTERNAL USER LIST
…to display a list of all SBT users. You can use various filter criteria to filter the users by branch, customer or site.

Select...
AOC ADMINISTRATION —> INTERNAL USER LIST —> NEW INTERNAL USER
…to create new users (Branch Administrators). The user name must already exist in the Advantage Operation Centre database before it can be created in the Advantage Operation Centre.

CUSTOMERS

See next page.



CUSTOMERS

This option is used for administration of AOC Siemens customers and to add new AOC Siemens customers.

Select…
AOC ADMINISTRATION —> CUSTOMERS
…to display a list of all the customers set up in the AOC. When you select a customer, the entry form for that customer is displayed, and access to all the associated maintenance options is enabled.

Select…
AOC ADMINISTRATION —> CUSTOMERS —> NEW CUSTOMER
…to display the entry form for new customers. To create a new customer in the Advantage Operation Centre, you need to enter the Advantage Operation Centre customer name and location, and connect the data record to an SBT branch.

SITES

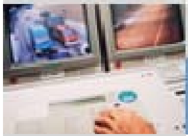
This page allows you to edit existing sites and create new sites.

Select…
AOC ADMINISTRATION —> SITES
…to display a list of all the sites set up in the AOC to which a given person has authorized access. Sites can be located by use of filters. Click the site name to open the **Edit Site** page.

Select...
AOC ADMINISTRATION —> SITES —> NEW SITE
…to display the form for creating a new site. To create a new site in the Advantage Operation Centre, simply enter the AOC site name and select an SBT connection.

BRANCHES

See next page.



BRANCHES

This page allows you to edit existing branches and create new branches.

Select…
AOC ADMINISTRATION —> BRANCHES
…to display a list of all the branches set up in the AOC.

Select...
AOC ADMINISTRATION —> BRANCHES —> NEW BRANCH
…to display the form for creating a new branch. To create a new branch, enter the branch name and location of the Advantage Operation Centre. A maximum of two contacts in the branch can be entered.

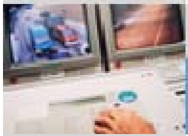
Select...
AOC ADMINISTRATION —> BRANCHES —> NEW BRANCH
…to display the form for creating a new branch. To create a new branch, enter the branch name and location of the Advantage Operation Centre. A maximum of two contacts in the branch can be entered.

CONNECTIONS

This page allows you to edit existing connections and create new connections.

Select…
AOC ADMINISTRATION —> CONNECTIONS
…to display a list of all the connections available in the Advantage Operation Centre. To display the connection, click the associated name. You can use the filter options to search for a specific connection.

Select…
AOC ADMINISTRATION —> CONNECTIONS —> NEW CONNECTION
…to open the form for creating a new connection. Before you can set up a connection, a CRC Service must be engineered and the associated data must be set up in the Advantage Operation Centre. To establish a connection, you then have to enter the Advantage Operation Centre connection name and select a CRC Service ID.



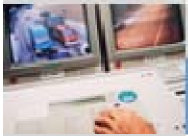
CRC SERVICE

Use this page to reserve an Advantage Centre Service ID (CRC Service ID).

Select…
AOC ADMINISTRATION —> CRC SERVICE —> Advantage Operation Centre Service ID, enter your **e-mail address** in the **User Mail** field and click **—> Get ID**
…This reserves an ID for you and sends it by e-mail to the address supplied. You can then use it to create connections as described above.

CRC 3rd Party

This page is for the management of open interfaces. It is used to connect legacy systems and third-party systems to the AOC.



Purpose

- SBT Report List
  - Generate Internal Report
- New Reports
- SBT Subscription List
  - New SBT Subscription

The **AOC Reporting** pages are used to create and manage reports and subscriptions to these reports. Access to the various pages depends on the user's access rights.

The following introduces the individual pages under **AOC REPORTING** and describes their basic functions (access authorised for: Siemens users).

AOC REPORT LIST

These pages let you view and edit all reports saved and available in the Advantage Operation Centre.

Select…
AOC REPORTING —> AOC REPORT LIST
…to display a table showing all the available reports.

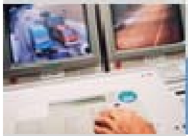
Clicking on a title opens the associated report. You can use the filter options to search for a specific report. You can also edit ( ) or delete ( ) an existing report, or download it ( ) in PDF format.

Select…
AOC REPORTING —> AOC REPORT LIST —> GENERATE INTERNAL REPORT
…to display the form for creating a new report.

NEW REPORTS

This page allows you to view newly created internal reports.

Select…
AOC REPORTING —> NEW REPORTS
…to display a page showing all the reports created by the system since the last login. If no reports have been created, the message No data found is displayed.



AOC SUBSCRIPTION LIST

Periodical system reports can be generated automatically in the system. They can be subscribed to by Siemens users. Subscribers can optionally be notified by e-mail when new reports become available.

All the existing subscriptions can be viewed and edited on these pages.

Select…
AOC REPORTING —> AOC SUBSCRIPTION LIST
…to display a table of all subscriptions.
Clicking the name of a subscriber leads to the associated page for editing. Subscriptions can be modified in respect of the report template, start date and frequency of delivery.

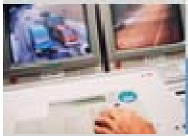
NEW AOC SUBSCRIPTION

Select…
AOC REPORTING —> NEW AOC SUBSCRIPTION
…to display the form for creating a new report.
Subscriptions are based on existing reports. Therefore

- Select the required report first.

Then specify

- When the subscription is to start, and
- How often the report is to be created.



Purpose

→ Select Customer

The **Customer Administration** pages are used to create and manage user accounts for all customers defined in the Advantage Operation Centre. Access to the various pages depends on the user's access rights.

The following describes the pages under **CUSTOMER ADMINISTRATION** and the associated functions.

SELECT CUSTOMER

Select…
CUSTOMER ADMINISTRATION
…to display a list of customers. This list contains all the customers set up in the Advantage Operation Centre. Various filters are available for searching the list.

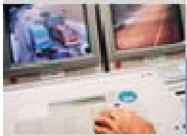
VIEW CUSTOMER USERS

These pages can be used to modify, duplicate, disable and restore users.
Select…
CUSTOMER ADMINISTRATION —> Click: **Customer name**
…to display the user list. The list shows all users that have been created for the selected customer and can now be edited. The list can be filtered by site to reduce the number of users displayed.

NEW USER

New users can be created on this page, and access rights can be assigned allowing access to various information and functions of the Advantage Operation Centre.

Select…
CUSTOMER ADMINISTRATION —> Click: **Customer Name —> NEW USER**
…to open the form for creating a new user.



Purpose

→ Select Customer
⊞ Report List
→ New Reports
⊞ SubscriptionList

The **Reporting** pages are used to view and edit existing reports and to create new reports for all customers defined in the Advantage Operation Centre. Access to the various pages depends on the user's access rights. While **AOC Reporting** makes internal reports available, the page displayed under **Reporting** is the same view as is seen by the customer.

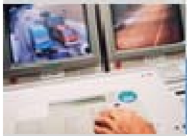
The following introduces the individual pages under **REPORTING** and describes the associated basic functions.

SELECT CUSTOMER

Select…
REPORTING
…to display the list of customers. This list contains all the customers set up in the Advantage Operation Centre. Various filters are available for searching the list.
Changes carried out after a customer has been selected can also be seen by customers the next time they log in. This field is a mirror image of what the customer sees.

REPORT LIST

Select…
REPORTING —> Click: **Customer name —>** Click: **Report title**
…to display the list of all reports created for the selected customer in the Advantage Operation Centre. Clicking the title of a report to opens the report editing dialog box. You can use filters to search for specific individual reports. The reports can be edited or deleted.



GENERATE REPORT

This page can be used to created new reports for previously created customers.

Select…
REPORTING —> Click: Customer Name —> GENERATE REPORT
…to display the entry form for new reports.

NEW REPORTS

This page allows you t o view newly created reports.
Select…
REPORTING —> NEW REPORTS
…to display a page showing all the reports created by the system since the last login. If no reports have been created, the message No data found is displayed.

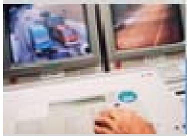
SUBSCRIPTION LIST

All the existing subscriptions for the previously selected customer can be viewed and edited on these pages.

Select…
REPORTING —> Click: Customer name —> SUBSCRIPTION LIST:
…to display a table containing all subscriptions for the previously selected customer.
Clicking the **title of a subscription** leads to the associated page for editing. Subscriptions can be modified in respect of the start date, frequency of delivery, notification for the subscriber and for other recipients of the report.

NEW SUBSCRIPTION

Select…
REPORTING —> Click: Customer Name —> NEW SUBSCRIPTION
…to display the entry form for subscribing to a new report for the selected customer.
Subscriptions are based on existing reports. Therefore the required report must be selected first. Then specify when the subscription is to start and how often the report is to be created.



Purpose

→ Open Alarms
→ Broken Connections
→ Alarm List
→ Suspended Alarms

The alarm pages allow you to view and manage alarms. Access to the various pages depends on the user's access rights.

How do I get to this page?

Siemens user

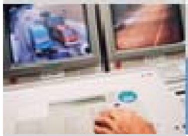
This crucially important page is automatically retrieved and displayed as soon as you log in to the AOC.
It can also be displayed:

- Manually via the primary navigation bar —> **ALARMING,** *or*
- Manually from any other page of the AOC.

Customer user

When you log into AOC, the Welcome page is displayed.
This gives you news about SBT and notifies you of any reports created since you last logged into the network. You can go to the alarm page:

- Manually via the primary navigation bar —> **ALARMING,** *or*
- Manually from any other page of the AOC.



→ Monitoring & Control List

Monitoring & Control is one of the key features of AOC. It allows a Siemens user to connect to a customer site. The options available for this purpose are:

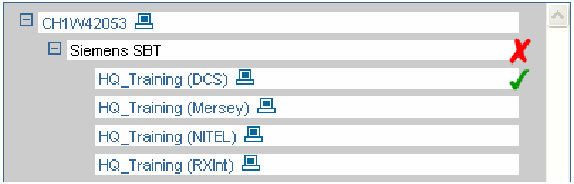
- Windows Remote Shell
- DESIGO INSIGHT Web graphics

MONITORING & CONTROL List

Select...

—> **MONITORING & CONTROL**

…to display the associated list in a tree structure. The tree structure shows the DESIGO systems assigned to the operator. The DESIGO INSIGHT hosts may be located as follows:



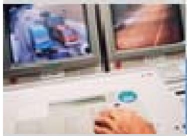
- Centrally in the Siemens computer centre in Zurich
- In the RC
- On the customer site

Provided the DESIGO INSIGHT management stations can be operated at Siemens (centrally or in the RC) they can be configured as multi-customer systems, with plant from different customers on one management station. In such cases, there is a customer navigation level (Level ✗ 2; this is purely an organisational level, structured to take account of different customers). For plant that can be operated remotely, the level is displayed in blue as a link and the monitor icon is displayed.

There may also be a third level (✓). This too, is solely for organisational purposes, for site structuring.

Links

- Level 1 links lead to the remote shell in the Windows operating system. All the DESIGO INSIGHT functions are available here.
- Level 3 links lead to DESIGO INSIGHT Web pages. The functions available are engineered.



→ Installed Base List

The Installed Base option provides access to a tool which allows us to capture the existing systems and devices on the customer site, and evaluate them by use of reports.

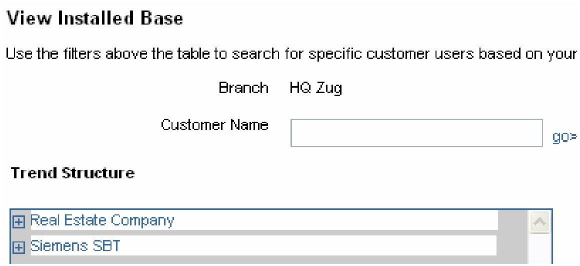
Installed Base Structure

When the plant structure is uploaded, a navigation tree is created. This does not contain any customer-specific data. The **Maintain Installed Base** option can be used to maintain this (customer-specific) data. It is also possible to create data records which are not recognized by the building automation and control system.
Reports on the installed base are available via the **Reporting** option.

VIEW INSTALLED BASE

Select...
—> **INSTALLED BASE**
…to display the associated tree structure. When the DESIGO INSIGHT data is uploaded, the system creates a tree structure for the existing hardware. The database associated with this structure is initially empty and must be filled in the AOC engineering phase.

—> **INSTALLED BASE**



All Level 1 elements are customer sites. These Level 1 elements are links (blue lettering) that lead to the engineering mode.

—> **INSTALLED BASE —>** click: **Title of a Level 2 item**
Level 2 ✗ is the controller level. This level also takes the form of a link and leads to detailed information about the selected site in a separate dialog box:

The data covers the name, product family, serial number, ASN, version, description, customer supplied, plus the warranty expiry date, contract number and contract expiry date.

Purpose

Call List
New Call
Closed Call

This tool is designed to help Siemens users manage the required tasks. It provides an overview of all tasks for which the Siemens user is responsible.

The list shows the status of each task:

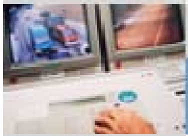
- Open
- Work in progress / Closed
- Person responsible
- Priority

ACTIVITY LOG

These pages let you view and edit all the existing Activity Logs available in the Advantage Operation Centre.

Select…
ACTIVITY LOG
…for a list of all customer calls (default setting)
You can use the filter options to search for a specific Activity Log.

Clicking a title under **Short Description** displays the **Edit Activity** page with the associated call information.
The call can be handled via four tabs (**Call Description, Call Assignment Details, Call Action Details** and **Call History**).



Purpose

⊟ General Documents
→ New Document
⊟ Customer Documents
→ New Document

This option is for document maintenance. Data can be stored on this page. A file share server is available for this purpose. Access rights can be provided for

- Siemens users only
- All customers
- One special customer

Contents

The documents are copied to the server with the upload/download functions incorporated into the system. For security reasons, file formats which could contain viruses (exe., vbs etc.) may be loaded onto the server only in zipped form (.zip).
Possible applications:

- To exchange log files
- To make updates/upgrades available
- To make documentation/data sheets available

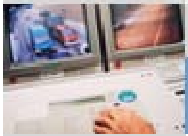
DOCUMENTATION

Select...
—> DOCUMENTS
…to display the **View General Documents** page. This provides:

- A **Search Text** box for entry of a search term, and
- A list of all the documents in memory.

Secondary navigation, via the side bar allows you to:

- Create a new general document (**DOCUMENTS —> GENERAL DOCUMENTS —> NEW DOCUMENT**).
- Customer document views (**—> DOCUMENTS —> CUSTOMER DOCUMENTS**
  This page also shows the total memory space used and the available memory space.
- Create a new customer document (**DOCUMENTS —> CUSTOMER DOCUMENTS —> NEW DOCUMENT**).



Purpose

Used to log out of the AOC server.

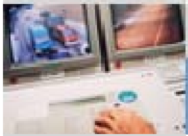
Contents

When a user logs out:

- They are logged out of the AOC server
- They are taken to the **Log out** page, which contains a link to return them to the **Login** page.

Procedure

Click **LOG OUT** in the primary navigation bar.



The “Sort” feature

Sorting and searching lists

Most lists allow searches or sorting in accordance with specified criteria.

Example

The list under **REPORTING** can be searched in ascending ▲ or descending ▼ order of the following headings:

Name des Kunden ▲	Ort	Region	Objekt	Mehrere Objekte

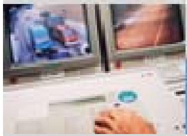
- **Customer name**
- **Location**
- **Branch**
- **Site**

Procedure

1. Place the mouse pointer on a column heading (the mouse cursor will change shape).
2. Sort the column in ascending or descending alphanumeric order by clicking the relevant heading.

Important note

- The title fields (column headers) can be toggled, i.e. the first click sorts the list in ascending order, clicking again sorts it in descending order, etc.



Filtering and searching using fields

Certain pages contain a number of fields for searching based on specific criteria. This can make navigation easier.

Step-by-step procedure *(Example)*

For filtering/searching, one or two filters are always provided in the form of dropdown lists ( ). Proceed as follows:

1. Select the relevant criterion from the first dropdown list, e.g. Desigo State
   ≻ When you select a criterion, AOC filters the data automatically and displays another list adjacent to the first.
2. Select the relevant criterion in the second list, e.g. Alarm Unacked
   ≻ After selection, AOC filters the data automatically.
3. Select the relevant criterion in the third list, e.g. Site
   ≻ After selection, AOC filters the data automatically.
4. Select the relevant criterion in the fourth list, e.g. Siemens (DESIGO PX)

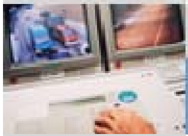
Layout of the filter fields

5. The fields are arranged as follows:

Desigo State	Alarm Unacked
Site	Siemens (DESIGO PX)

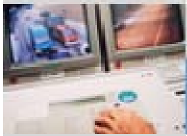
Important note

- If making a selection is leads to the display of a text box go> instead of a dropdown list, you can define your own criterion. Wildcards [*] can be used for filtering and/or searching. Then start the filter by clicking **Go to >** (not automatic).
- With certain criteria, additional inputs may be required, e.g. **ALARM LIST** —> Date and Time. In such cases, dropdown boxes are used, which can be opened via an independent icon (e.g. “Calendar”) or the usual dropdown arrow button .
  Start the filter by clicking **Go to >**.



Step-by-step instructions

The pages which follow contain step-by-step instructions explaining how to make use of the full range of AOC functions.



Branch

Internal User List
Customers
Sites
Branches
→ New Branch
Connections
→ CRC Service
→ CRC 3rd Party

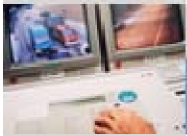
Creating a new branch

1. Go to: **—> AOC ADMINISTRATION —> BRANCHES —> NEW BRANCH**
   (This displays the entry form for setting up a new branch)
2. Enter the name and location of the AOC Branch Office (“Branch”) in the appropriate fields
   (Up to two contacts can be added for each branch)
3. Click **Save**
   (The branch is now set up)

Internal User List
Customers
Sites
Branches
→ New Branch
Connections
→ CRC Service
→ CRC 3rd Party

Editing a branch

1. Go to: —> AOC Administration —> Branches
   (This displays a list of all AOC branches)
2. Click the Name of the required branch (this opens the Edit Branch page)
3. Edit the parameters for Contact 1 (and, if required, Contact 2)
4. Click Modify (the branch is now set up)



Administrators

⊟ Internal User List
→ New Internal User
⊞ Customers
⊞ Sites
⊞ Branches
⊞ Connections
→ CRC Service
→ CRC 3rd Party

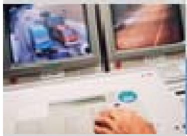
Setting up new Branch Administrators

1. Go to: **—> AOC Administration —> Internal User List —> New Internal User**
(this displays the entry form for setting up a new internal Branch Administrator, who, in turn, can set up Engineers)
5. Check that the person concerned exists on the Siemens domain server (for which a Siemens login account is required)
6. Select the user type (in this case: Branch Administrator) and click **Go to >**
7. Enter personal data and access rights, and enable alarm operations where appropriate
8. Click **Add**
(The new Branch Administrator is now set up.)

⊟ Internal User List
→ New Internal User
⊞ Customers
⊞ Sites
⊞ Branches
⊞ Connections
→ CRC Service
→ CRC 3rd Party

Editing the Branch Administrator

3. Go to: **—> AOC Administration —> Internal User List**, *or*
click in the list of user names
1. In the list select whether to activate [ ], edit [ ], or deactivate [ ] the selected administrator.
(Clicking or modifies the entry for that Administrator accordingly. Selecting the “Edit” function [ ] or clicking the user’s name opens the **Edit Internal User** entry form.
2. Enter personal data, assign access rights and modify alarm operations where appropriate
3. Click **Modify**
(This completes the editing of the Branch Administrator.)



Engineer

Internal User List
New Internal User
Customers
Sites
Branches
Connections
CRC Service
CRC 3rd Party

Setting up a new Engineer account

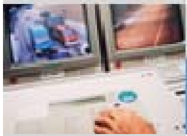
One or more sites can be assigned to a Engineer. The Engineer then has access only to these sites and receives alarms only from these sites.

1. Go to: **—> AOC Administration —> Internal User List —> New Internal User**
   (this displays the entry form for setting up a new internal user)
2. Enter the user name and the domain of the Siemens account (there is no need for a password at this stage).
3. Select the user type (in this case: Engineer)
4. Enter personal data, assign access rights, and enable alarm operations where appropriate
5. Click **Add**
   (The new Engineer is now set up)

Internal User List
New Internal User
Customers
Sites
Branches
Connections
CRC Service
CRC 3rd Party

Editing a Engineer account

1. Go to: AOC Administration —> Internal User List
2. In the list select whether to activate [ ], edit [ ], or deactivate [ ] the selected Engineer.
   (Clicking or modifies the entry for that technician accordingly). Selecting the “Edit” function [ ], or clicking the user name opens the **Edit Internal User** entry form.
3. Enter personal data and access rights and modify alarm operations where appropriate
4. Click **Modify**
   (This completes the editing of the technician account)



Customers

- Internal User List
- Customers
  - → New Customer
- Sites
- Branches
- Connections
- → CRC Service
- → CRC 3rd Party

Setting up a new customer

Customer Users are set up or modified under **Customer Administration**.

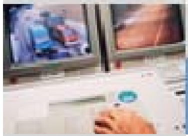
1. Go to: **AOC Administration —> Customers —> New Customer**
2. In the entry form, complete all the required parameters, including:
   - Customer name and location
   - Assign access rights
   - Assign **Features**, specifying the data retention period and the maximum size of documents, and select from the **Selectable Reports List**. Note that the assigning of customer access rights is a type of group definition process for Customer Users; in other words, no individual Customer User can be assigned more rights than are assigned to the customer as a user group.
   - Specify one or more Siemens contact(s)
3. **Save** to complete the process.

- Internal User List
- Customers
  - → New Customer
- Sites
- Branches
- Connections
- → CRC Service
- → CRC 3rd Party

Editing a customer

The **AOC Administration New Customer** screen contains Siemens customer rights and Siemens customer functions. Customer users are managed in the **Customer Administration** menu.

1. Go to: **—> AOC Administration —> Customers**
2. In the list, go to the “Customer Name” column and click the **customer name** (the **Edit Customer** entry form will appear)
3. Edit the customer details in the entry form (for customers with more than one branch office or even with more than one country, you can enter “Country” and “Branch” information as often as necessary).
4. Click **Modify** to complete the process.



Setting up a new customer site

When setting up a new customer site, it is important to follow the sequence below:

CRC Service ID	The CRC Service ID is required on the DESIGO system for identification to the AOC server.
↓	
Upload trend structure **Upload alarm structure**	The upload procedure is carried out on the DESIGO system.
↓	
Create connection	See *Step-by-step procedure*
↓	
Create site	See *Step-by-step procedure*
↓	
Alarm screen — Upload	See *Step-by-step procedure*
↓	
Assign site to customer	See *Step-by-step procedure*

When this step is complete, the site is integrated into AOC and fully functional.

CRC Service

Setting up CRC Service

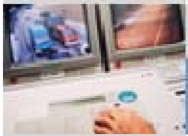
Before a CRC Service can be set up, a CRC Service ID must be reserved. The ID will be sent to you by e-mail. The ID is a kind of password or signature used by the connected DESIGO systems to log into the AOC server. The ID is required on the DESIGO systems when the CRC Service parameters are set up.

Uploading new sites

To upload new sites, you must first apply for a CRC Service ID, so that you can set up a CRC Service. The ID will be sent to you by e-mail. The ID is a kind of password or signature used by the connected DESIGO systems to log into the AOC server. The ID is required on the DESIGO systems when the CRC Service parameters are set up.

Applying for a CRC Service ID

1. Go to: **AOC ADMINISTRATION —> CRC SERVICE** (this opens the **Advantage Operation Centre Service ID** page).
2. Enter your **e-mail** address – reserve an ID for your RC
3. Click **Get ID** (this automatically sends an e-mail containing the ID to the predefined address and simultaneously opens the **CRC ID** page)

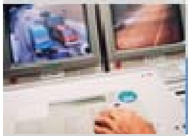


Uploading a new site

1. Go to DESIGO: **—> MONITORING & CONTROL —>** Click the required **Remote Desktop Connection**
   This opens a remote desktop session. A login screen may appear in which you are prompted for the user name, DESIGO password and logon domain.
2. Stop CRC Service: double-click .../CRCService**/Stop_CRCService**
3. Upload the site from DESIGO to AOC.
   Important note: The trend structure and alarm structure must be uploaded. In all cases you can either upload the complete DESIGO (which can be very extensive and therefore time-consuming) or just one site.

   Procedure (please make sure that you adhere to the sequence shown):
   - Double-click **.../CRCService/UploadTrendStructure**
   - Double-click **.../CRCService/UploadAlarmStructure**

   Important note: At certain points during the upload, you will be asked to confirm that you want to proceed, or you may be prompted to enter information (e.g. the site name).
4. Restart CRC Service: double-click .../CRCService**/Start_CRCService**



Internal User List
Customers
Sites
Branches
Connections
→ New Connection
→ CRC Service
→ CRC 3rd Party

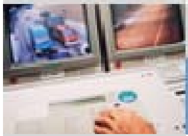
Creating a connection

1. Go to: **AOC ADMINISTRATION —> CONNECTIONS —> NEW CONNECTION**
   If the message No data found is displayed on the **New Connection** page, this indicates that the structure data has not (yet) been loaded.
2. In the *Connection Name* text box enter a name for the connection.
3. Enter the URL.
4. Complete the property fields for the Service User and Customer User

   Important note
   - The Service User and Customer User must already exist in DESIGO as DESIGO Users.
   - In AOC mode (on the customer side) the applicable rights are those of the customer entered.
5. Finally, click **Save**.

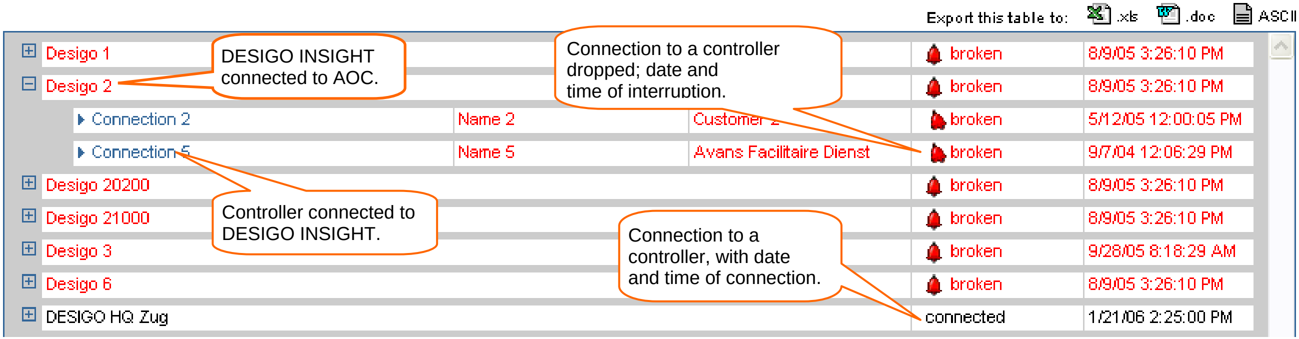
Additional information

The next three pages show the procedure for creating a connection, with screenshots and further explanatory notes.



Editing a connection

1. Go to: **—> AOC ADMINISTRATION —> CONNECTIONS** (this opens the page with the list of connections. It displays all connections created for the Advantage Operation Centre to which you have access.)

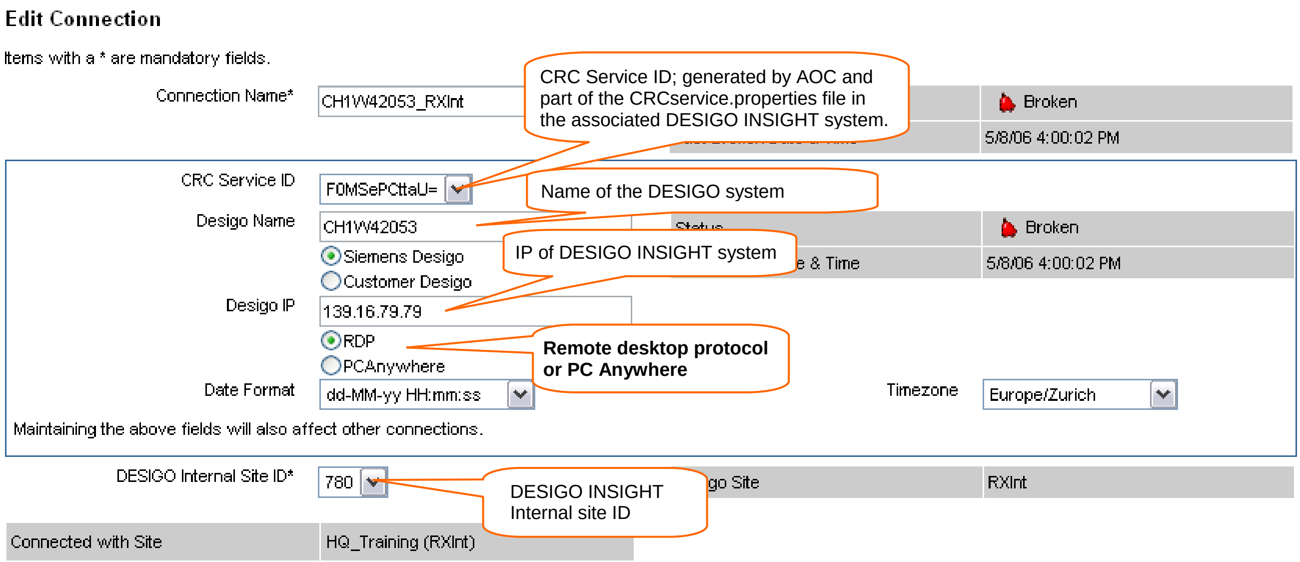


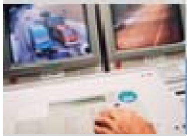
Important note

The name of the connection operates as a link to display the site concerned. By selecting one of the filter options above the table, you can look for a particular connection based on a specific criterion.

2. Click the name of the required connection (this opens the **Edit Connection** page)
   Important: Modifying fields affects other connections! Please refer to the next page to familiarize yourself with these fields.

Data required to establish a connection with the DESIGO system (1)





Data required to establish a connection with the DESIGO system (2)

Monitoring & Control Details

Enter URL of DesigoWeb here. For filter label, the site name has to be entered. Mark the different Desigo applications the

DESIGO Web access: URL for monitoring and control

URL: http://139.16.76.106/CRC/plant-viewer.aspx?page=Siemens_I

Filter: http://139.16.76.106/CRC*

Alarm-Viewer

Plant-Viewer

Trend-Viewer

Time-Scheduler

Log-Viewer

Object-Viewer

Properties for the Target DESIGO INSIGHT System

Specify Siemens and customer Desigo users here for the Desigo

DESIGO INSIGHT login for SBT User

DESIGO INSIGHT login for customer user

Service User Name: WEB

Service User Password: •••

Confirm Password: •••

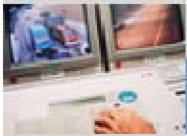
Custom... : WEB

Customer User Password: •••

Confirm Password: •••

Modify Cancel

3. Edit the connection parameters.
4. Finally, click **Modify** and go to **CRC SERVICE**



Creating a site

1. Go to: —> **AOC ADMINISTRATION —> SITES —> NEW SITE**
2. In the **Site Name** text box: enter a name for the site.
3. From the **Connection** dropdown box: select the required connection.
4. From the **Branch** dropdown box: select the required branch.
5. At this stage (or later) any Advantage modules purchased can be added as a reminder:
   Useful links: ➡**Add Advantage Modules** (opens the **Advantage Module** fields)
   - Enter the contract number, the date on which the contract ends and any relevant module names.
   - Finally, click **Save**.

   Important note: This also causes other **Useful links** to be displayed (➡**Alarm List,** ➡**Report List** and ➡**Alarms**)

Internal User List
Customers
Sites
→ New Site
Branches
Connections
→ CRC Service
→ CRC 3rd Party

Editing a site

1. Go to: —> **AOC ADMINISTRATION —> SITES** (displays a list of all the sites created for the Advantage Operation Centre to which you have authorized access)
2. Click the **name** of the required site (this opens the **Edit Site** page)
3. Edit the site parameters, taking note of the useful links:
   ➔ **Alarm List** – shows all the site-relevant alarms
   ➔ **Report List** – shows all the site-relevant reports
   ➔ **Objects** – shows a list of all objects defined for the site

   Important note: A maximum of 10 Advantage modules can be added.
4. Click **Modify** to complete the process

Internal User List
Customers
Sites
New Site
Branches
Connections
CRC Service
CRC 3rd Party

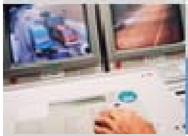
Alarm Screen – Performing an update

1. Useful links: ➡**Alarms**
   Right at the bottom of the page the buttons **Alles Updaten** and **Nur Änderungen Updaten** are now displayed.
2. For a definitive update: click the **Update All** button.
   We specifically recommend that you use the "Update All" feature, since a significant number of extra tasks may be necessary if you update the changes only.
   When you click one of these buttons, an update is carried out for this site, after which the buttons cease to be visible.

Internal User List
Customers
New Customer
Sites
Branches
Connections
CRC Service
CRC 3rd Party

Assigning plant to the customer

1. Go to: **—> AOC ADMINISTRATION —> CUSTOMERS**
2. Select the new site from the **Available Sites** list, and
3. Click **Add->**.



Third-party

Purpose

Used to connect:

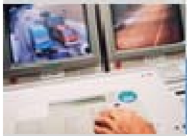
- Siemens legacy systems
- Third-party equipment (third-party products) via the e-mail interface.

The e-mail interface covers the following functions:

➢ Trend structure file upload	For engineering
➢ Alarm definition upload	
➢ Trend interface	Associated data
➢ Alarm interface	

Step-by-step procedure

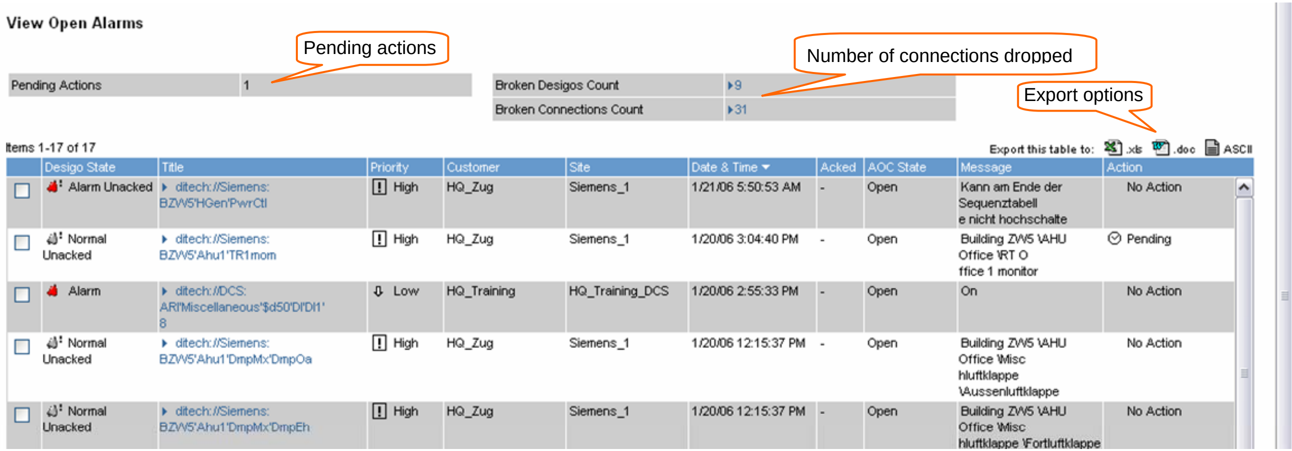
This section was not ready at the time of going to press, and will be made available later.



Handling alarms

Overview

After login, the **View Open Alarms** page is displayed as the factory default:

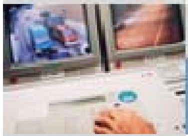


	Desigo State	Title	Priority	Customer	Site	Date & Time	Acked	AOC State	Message	Action
☐	Alarm Unacked	ditech://Siemens: BZW5'HGen'PwrCtl	High	HQ_Zug	Siemens_1	1/21/06 5:50:53 AM	-	Open	Kann am Ende der Sequenztabell e nicht hochschalte	No Action
☐	Normal Unacked	ditech://Siemens: BZW5'Ahu1'TR1mom	High	HQ_Zug	Siemens_1	1/20/06 3:04:40 PM	-	Open	Building ZW5 \AHU Office \RT O ffice 1 monitor	Pending
☐	Alarm	ditech://DCS: ARI'Miscellaneous'$d50'DI'DI1' 8	Low	HQ_Training	HQ_Training_DCS	1/20/06 2:55:33 PM	-	Open	On	No Action
☐	Normal Unacked	ditech://Siemens: BZW5'Ahu1'DmpMx'DmpOa	High	HQ_Zug	Siemens_1	1/20/06 12:15:37 PM	-	Open	Building ZW5 \AHU Office \Misc hluftklappe \Aussenluftklappe	No Action
☐	Normal Unacked	ditech://Siemens: BZW5'Ahu1'DmpMx'DmpEh	High	HQ_Zug	Siemens_1	1/20/06 12:15:37 PM	-	Open	Building ZW5 \AHU Office \Misc hluftklappe \Fortluftklappe	No Action

Important note

This list shows all the open alarms (alarms which have not yet been closed in the Advantage Operation Centre). The page is updated automatically whenever an alarm state changes, and for every alarm which requires action of some kind. You will also be notified whenever the connection to a remote site is lost.

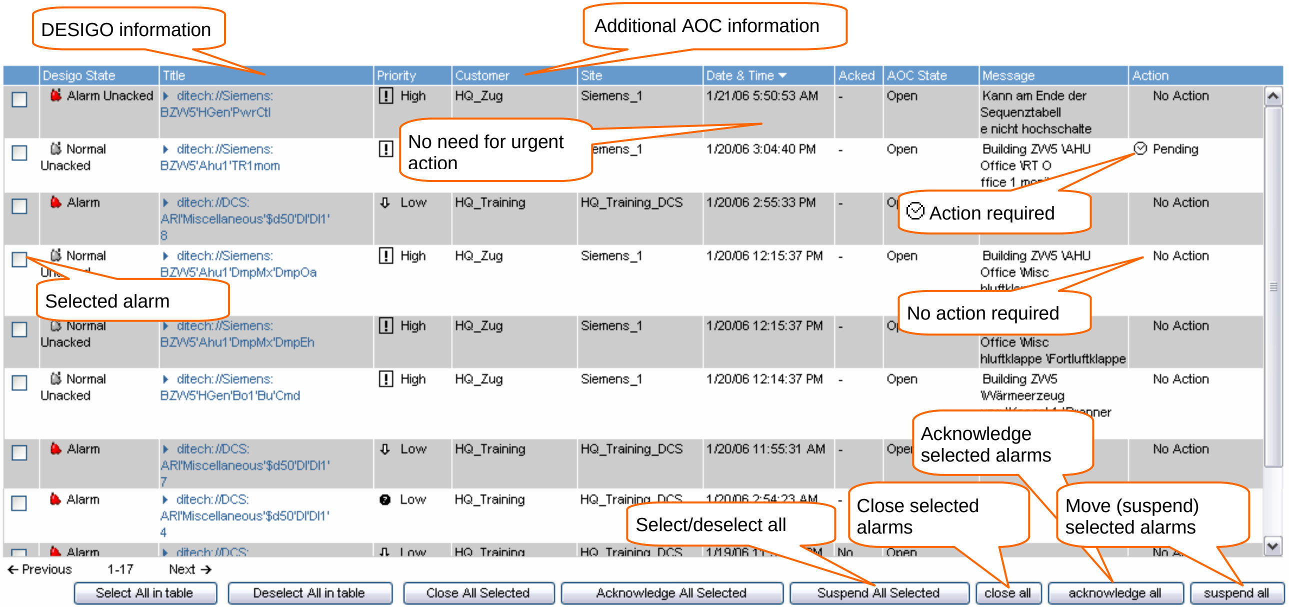
Use the link in the “Title” column to display detailed information about a given alarm.



Open Alarms

Definition

Open alarm — An alarm which still needs to be watched, or which requires some further action in the Advantage Operation Centre



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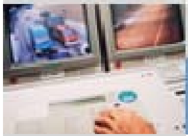


Open Alarms
(continued)

- All open alarms are shown in the list.
- The page is updated automatically at regular intervals (cyclical update).
- You will also be notified if the connection to a remote site is dropped.
- Detailed information can be displayed for each alarm by clicking the link in the “Title” column (e.g.: who acknowledged or closed a given alarm, and when **—> ALARM —> Show Action Plan Details**).

Step-by-step procedure

1. Go to: **—> ALARMING —> OPEN ALARMS**
2. Select an alarm to edit (select the check box ☑ or, to edit all alarms: click **Select All**) *or* deselect the alarms you do not want to edit (clear the check box ☐ or, if no alarms are to be edited: click **Deselect All**)
3. Depending on urgency/importance: edit, close, acknowledge or suspend alarm(s). Use the appropriate buttons for this purpose.

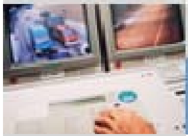
Close: Click this button if no further AOC processing of the alarm is required.
For the AOC user, the process is then complete.

Acknowledge (optional): Click when the alarm has been viewed by the user. The alarm continues to be displayed.
As long as the alarm status remains “open” the process is not complete.

Suspend (optional): Click when the alarm is to be removed from the **Open Alarms** list and moved to the **Suspended Alarms** list.
This and all subsequent alarms from the same site will automatically be moved to the **Suspended Alarms** folder because they are considered to be irrelevant for AOC (for whatever reason).

Important note

- Alarms can be viewed and edited individually – by navigating to: **ALARMING —> OPEN ALARMS —>** and clicking the **alarm name** or, from an alarm list by clicking the alarm name (alarms are shown in blue to indicate that they are links).
- To edit alarms in terms of user designation etc.:
  —> ALARMING —> required alarm —> Click **Define Object**.



Alarm

Page content

On the **Alarm** page, you can view the data for an individual alarm and acknowledge, close or suspend the alarm.

Alarm

Desigo State	Alarm	Date & Time	12/6/05 6:00:14 PM
Title	ditech://Siemens:BZW5'Ahu1'PreHcl'FrPrt	Date & Time on the Equipment	12/6/05 5:59:34 PM
Priority	High	Acknowledged Time	
Customer	HQ_Zug	Acknowledged by	
Site	Siemens_1	Closed Time	
Message	Building ZW5 \AHU Office \Vorwärmer \Frostschutzwächter	Closed By	

Comment	

Actions

If a dedicated action plan has been defined for this alarm, basic information is displayed here. Use the link on action list to show details of the action list.

Date & Time Action Required	12/6/05 6:00:14 PM
Acknowledgement	☐
Close	☐

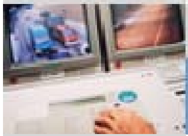
→ Show Action List Details

Suspend	☐

This will suspend all incoming alarms for this parent alarm.

Step-by-step procedure

1. Go to **ALARMING —> ALARM LIST** (or **OPEN ALARMS**) **—>** Click the **alarm name**
2. Edit the alarm by selecting the check boxes (acknowledge, close or suspend) and add comments if required.
3. **[Save]** to complete the process.



Defining alarms ("Objects")

Purpose

This page is used to

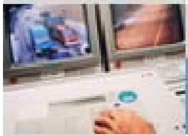
- Define new alarms and/or
- Modify existing alarm definitions

An alarm is defined by specifying its access rights. In addition, a separate "Action plan" can be defined and continuously updated for each alarm.

Step-by-step procedure

1. Go to: —> **AOC Administration** —> **Sites** —> (New: link to the detailed alarm display).
2. Click the required **site name**.
3. In the Helpful Links box: Click ➡ **Objects**
4. In the **Technical Designation** column, click the required alarm title (this opens the **Define Object** page)
   If necessary, you can modify the technical designation, user designation, system designation and technical description.
5. Select the **Acknowledge** check box.
6. **Save** to complete the process.

Defining an action plan: see next page.



Action plans

Purpose

Alarm handling in AOC can be automated to a large extent. In this process, certain alarms cause associated messages and/or instructions to be transmitted automatically to the relevant people. This process is described below.

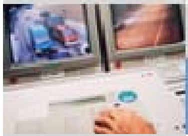
Creating the required preconditions

An action plan depends on the fulfilment of certain conditions. The following steps must already have been carried out in advance for every alarm for which an action plan is to be created.

Step-by-step procedure

1. Go to: **—> ALARMING** (this opens the **View Open Alarms** page)
2. Click the required **alarm** in the **Title** column.
3. Click the link ➡ **Define Object** (this opens the **Define Object** page)
4. From the dropdown list, select the object type **Alarm** (this opens the **Alarm Triggers** group box).
5. Select the **Acknowledge** check box (☑).
6. Select the **Generate Call Log** check box (☑)-
7. Use the **Add/Remove** buttons to select the recipient(s) of e-mail and SMS alarm notification.
8. Click **Modify** to save the inputs

Defining an action plan: see next page.



Defining an action plan:

Step-by-step procedure

1. Go to: **—> ALARMING** *or* **—> ALARMING —> ALARM LIST**
2. Select the required alarm: click the relevant name in the column headed **Title**
3. Click the ➡**Define Object** link
4. Select **Alarm** from the dropdown list
5. Click the ➡**Action List Definition** link (this opens the **Define Action Plan** page)
6. Define at least one action
   - Enter a name for the action (mandatory input)
   - Define Action 1 (any alphanumeric text; no restrictions) [mandatory input]
   - Define Time delay 1 (enter a simple integer for the minutes, e.g. 90)
   - Enter other actions as required.
7. Finish by clicking **Save**.

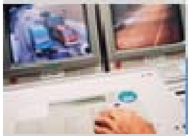
Important note

- When an action plan has been defined for an alarm, it appears whenever the alarm is retrieved.
- Action plans can also be set up and edited by customers.

Viewing/modifying an action plan

Step-by-step procedure

1. Go to: **—> ALARMING** *or* **—> ALARMING —> ALARM LIST**
2. Select the required alarm: click the relevant **Title**
3. Click the ➡**Define Object** link (opens the **Define Object** page)
4. Select **Alarm** from the dropdown list.
5. Click ➡**Show Action List Details** (opens the **Action Plan** page)
6. Review the action plan and, if necessary, make any changes required.
7. If you have changed anything, click **Save**; otherwise click **Cancel** (both options return you to the **Define Object** page).



Suspended alarms

Purpose

Alarms can be placed in a common folder. This can be useful when certain sites or devices transmit alarms which have been defined for frequent transmission, e.g. every 15 minutes in the case of an active fault.

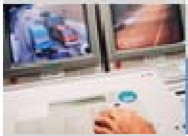
Suspending alarms

1. Go to: **—> ALARMING —> ALARM LIST**
2. **Filter** the alarm list by selecting the required **filter criteria** in the dropdown list and click **Select All** to select all the alarms in the filtered list) *or*
   Select the required alarms individually ( ).
3. Click the **Suspend All** button and confirm with **OK**
   (moves the alarms into the Suspended Alarms folder).

Reactivating suspended alarms

Step-by-step procedure

4. Go to: **—> ALARMING —> SUSPENDED ALARMS**
5. Use the dropdown list to **filter** the alarms according to **selected criteria**, *or*
   Select the required alarms ( ).
6. Click the [**Unsuspend All]** button and confirm with **OK.**



AOC Reporting

Introduction

Report types

AOC includes various types of report:

- Alarm reports
- Trend reports
- Activity log reports
- Installed base reports
- System reports

See further below for information about the various types of report.

Report retrieval

The procedure for retrieving, exporting and printing a report is identical in all cases, regardless of the type of report.

Formats

Reports can be defined as

- Tables *and/or*
- Graphs

Allocation

- We make a distinction between AOC Reporting and Customer Reporting.
- Reports are allocated to a specific user category when they are defined. This protects them from unauthorized access.

Retrieving/exporting reports

Step-by-step procedure for all reports – Siemens Users

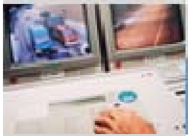
SBT Report List
→ Generate Internal Report
→ New Reports
SBT Subscription List

1. Go to: **—> AOC REPORTING**
   The page displays all the existing reports that are stored in the Advantage Operation Centre and to which logged-in users have authorized access.
   The name in the **Title** column acts simultaneously as the link to the report.
   The **Filter** option can be used when searching for a specific report.
   Existing reports can be **deleted** or **edited**.
2. Select the required report category from the dropdown list.
   To display the report: **—>** Click the **Report title**.
   To modify an existing report: **continue from Step 3.**
   To create a new report: **continue from Step 6.**
3. To edit the required report: **—>** Click **Edit** ( ).
4. Edit the required report attributes on the **Edit Internal Report** page.
5. Click **—> Get Report**.

SBT Report List
→ Generate Internal Report
→ New Reports
SBT Subscription List

6. Go to: **—> GENERATE INTERNAL REPORT**
7. From the **Group** and **Report List** dropdown lists: —> select the required group and report list.
8. Click **—> GET REPORT**.

Reports can be **exported**. The following formats are available: Excel .xls, Word .doc and Character Separated Values .csv.
Clicking the appropriate icon starts the dialog-driven process.



Step-by-step procedure for all reports – Customer Users

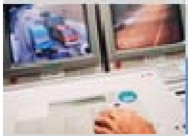
→ Select Customer

1. Go to: **—> REPORTING**
   The page displays all the available reports that are stored in the Advantage Operation Centre and to which logged-in users have authorized access.
   The name in the **Title** column acts simultaneously as the link to the report.
   The **Filters** can be used when searching for a specific report.
   Existing reports can be **deleted** or **edited**.
2. In the text box: Enter the **Customer Name**, **—> Go to>**, *or* in the **Select Customer** list: click the required **Customer Name**.
3. Select the required report category from the dropdown list.
   To obtain an analysis report: **—>** Click the **report title**.
   To modify an existing analysis report: continue from Step 4.
   To create a new analysis report: continue from Step 7.
4. To edit the required report: **—>** Click **Edit** ( ).
5. Edit the required report attributes on the **Edit Report** page.
6. Click **—> Get Report**.

→ Select Customer
⊟ Report List
→ Generate Report
→ New Reports
⊞ SubscriptionList

7. Go to: **—> GENERATE REPORT**
8. From the **Group** and **Report List** dropdown lists:
   —> Select **Alarm** and **Alarm Analysis**.
9. Click **—> Get Report**.

Reports can be **exported**. The following formats are available: Excel .xls, Word .doc and Character Separated Values .csv.
Clicking the appropriate icon starts the dialog-driven process.



Alarm reports

Purpose

Alarm reports are useful for

- Weak-point analyses
- Planning work in the AOC, and
- Keeping the customer informed.

Contents

Alarm reports show

- The *alarm count per site** for a given period of time, in table form.
  This can be used to compare the number of alarms per week or per month among
  - Sites
  - Branches (Siemens only)
  - Customers (Siemens only)
- A comparison of sites and incoming alarms, in chart form.
  The user must specify whether to allocate tables or charts or both to an alarm report.

Allocation

Alarm reports are allocated to different categories of user. Basically a distinction is made between

- Siemens users
- Customer users

The reports are allocated by the designated Administrator in each case.

Alarm analysis

This report can be used to determine how often an alarm occurs within a specific period of time, and to evaluate the frequency of this alarm. The analysis is then displayed in red, yellow and green.

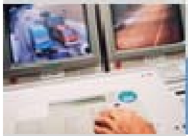
Alarm count list

This report can be used to determine how often an alarm occurs within a specific period of time. Unlike the alarm analysis, however, this report does not include an analysis.

Alarm count

The system offers various reports on the captured alarms, all of which are based on event counting and comparisons. The periods and criteria are predefined:

- Alarm count per month, branch comparison
- Alarm count per month, customer comparison
- Alarm count per month, site comparison
- Alarm count per week, branch comparison
- Alarm count per week, customer comparison
- Alarm count per week, site comparison
- Alarm count total, branch comparison
- Alarm count total, customer comparison
- Alarm count total, site comparison



Alarm duration

These reports record the duration (in minutes) of an alarm, between the recognition of the alarm condition and the closure of the alarm in the AOC.

The reports can be selected according to the following criteria:

- Branch Office Report
- Customer Report
- Site report

Alarm statistics

These reports record statistical data (number of alarms and processing time). One line is available for each site.

- Average processing time per alarm
- Maximum processing time per alarm
- Minimum processing time per alarm
- Total time for which alarm remained “Open”

The reports can be selected according to the following predefined criteria:

- Branches
- Customers
- Sites

Open Alarms

The report lists all open alarms for one or more customer sites (alarms open at the time when the report is created).

Statistical alarm distribution

The report shows the alarm distribution for a given customer over one **day**, one **week** or one **month**.

Site alarm statistics

For a given customer, the report shows

- The most frequently occurring alarm
- The alarm that remained in the “open” status for the longest period of time
- The alarm that remained in the “open” status for the shortest period of time

Customer Alarm Statistics

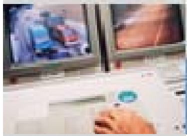
The report shows all the sites assigned to the customer, together with

- Total alarm count per site
- Total alarm duration per site

Alarm statistics selected by customer

The report shows the following statistics for all sites allocated to this customer

- Average alarm duration per site
- Longest alarm duration per site
- Total alarm duration per site
- Shortest alarm duration per site



Trend reports

Overview

Purpose

The AOC replicates the offline trend data from the connected DESIGO systems in the central database of the CRS platform. This data is stored as a function of the customer source data (**—> AOC ADMINISTRATION —> CUSTOMERS**) for one, two or three years. The data can be evaluated in various reports.

A PDF document can be created from the saved reports.

The online report can be downloaded in Word- .doc, Excel .xls or .CSV .csv format.

Trend report types

Quality of Control	Measured/actual value comparison and good//bad analysis
Quality of Value	Good/bad analysis of a value
Trend Report	Displays continuous trend logs of up to four events.
Special Trend Report	Displays continuous logging with setpoint and good/bad analysis
Runtime Report	Runtimes of a field device within a predefined period.
Runtime Benchmark	Runtimes of a field device at a predefined point in time
Total Runtime Report	Total runtime of a field device up to a predefined point in time.

Quality of Control

The report consists of a graph comparing the setpoint of an automation station with the measured value. A table is also a provided, with an evaluation of the control deviation.

The report shows the control response of an automation station by comparing the setpoint and the measured value. The **Site List** dropdown box contains a list of all the available sites, of which the first one is selected automatically. The **Device List** dropdown box contains all devices belonging to the preselected site (the first device is preselected) and the **Object** dropdown box contains all the objects associated with the preselected device (no preselected object). Selecting a new site updates the device and object list. If a device is selected, the object list is updated accordingly.

Two objects must be selected for this report, one for the setpoint and one for the measured value. A date period must be entered directly, selected with the Calendar utility, or chosen from the predefined time ranges. For the control deviation analysis, two values must be entered in order to determine good, satisfactory and poor control quality.

Quality of a Value

This report shows the control response of an automation station by comparing the measured value with a predefined setpoint from the report attribute form. All other parameters are as described under “Quality of Control”.

Special Trend Report

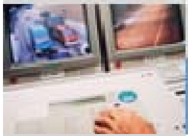
The **Site List** contains all the available sites. The **Device List** contains all devices belonging to the preselected site. The **Object** dropdown box contains all objects associated with the preselected device. Selecting a new site updates the device and object list. If a device is selected, the object list is updated accordingly.

One site must be selected and one device must be selected. Objects can then be moved to the right into the list of selected items. A date must be entered or selected with the calendar utility. For the analysis of the control deviation, two values must be specified for good, satisfactory and poor control quality. A setpoint must also be specified for this comparison.

Trend Report

The Trend Report provides curves for up to four trend values on one chart. The **Site List** box contains all the available sites, of which the first one is selected automatically. The **Device List** box contains all devices belonging to the preselected site (the first device is preselected) and the **Object** dropdown box contains all the objects associated with the preselected device (there is no preselected object). Selecting a new site updates the device and object list. If a device is selected, the object list is updated.

One site must be selected and one device must be selected. Objects can then be moved to the right into the list of selected items. A new site and a new device can then be selected. A maximum of four objects can be selected. A date range must be entered directly or selected.



Activity Logs (Activity Log)

Overview

Purpose

Report on the activities carried out for a customer. The report refers to the activities listed via **ACTIVITY LOG —> CALL LIST.**

Activity Logs provide

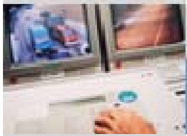
- An overview of the activities on customer sites
- Information from the customer in relation to work covered by the service agreement

Contents

Activity Log reports show the history of a given call. The **Call History** gives an overall view of all the activities associated with a call. There are four tabs:

- **Call Description**
- **Call Assignment Details**
- **Call Action Details** and (optionally)
- **Call History.** If the Call history is included, then the complete history of a call is displayed.

The online report can be downloaded in Word- .doc, Excel .xls or .CSV .csv format.



Activity Logs

SBT Report List
Generate Internal Report
New Reports
SBT Subscription List

Viewing an Activity Log: Siemens user

1. Go to: **—> AOC REPORTING**
2. From the **Group** dropdown box: select **Report Definition**.
3. In the new dropdown box: select **AOC Activity**
   (if the message No data found appears, this indicates that there is no such report saved in the AOC, or that the currently logged-in user does not have the appropriate authorization)
4. Viewing the report: click the **report name** in the **Title** column.

Viewing an Activity Log: Customer user

1. Go to: **—> REPORTING**
2. Select the customer via **Branch** and **Customer Name** filters.
3. In the new dropdown box: select **AOC Activity**
   (if the message No data found appears, this indicates that there is no such report saved in the AOC, or that the currently logged-in user does not have the appropriate authorization)
4. Viewing the report: click the **report name** in the **Title** column.

SBT Report List
Generate Internal Report
New Reports
SBT Subscription List

Creating an Activity Log: Siemens user

1. Go to:
   —> AOC REPORTING —> GENERATE INTERNAL REPORT
2. From the **Group** dropdown box: select **Report Definition**.
3. From the **Report List** dropdown box: select **Activity Log**.
4. Edit the report attributes as required.
5. Click **Get Report**.

Creating an Activity Log: Customer user

1. Go to: **—> REPORTING**
2. Select the customer via **Branch** and **Customer Name** filters.
3. Go to: **—> GENERATE REPORT**
4. From the **Group** dropdown box: select **AOC Activity**.
5. From the **Report List** dropdown box: select **Activity Log**.
6. Edit the report attributes as required.
7. Click **Get Report**.

Installed Base reports

Overview

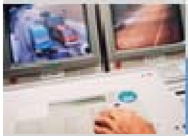
Purpose

The Installed Base reports are designed to monitor engineering quality.

Content

Types of Installed Base reports

Installed Base per product line	Installed equipment by product line and customer site
Installed Base per product line per country	Installed equipment by product line and Regional Company
Installed Base per product line per branch	Installed equipment by product line and branch



System reports

Purpose

System documentation

Content

System reports

DESIGO User Log Branch Selection	DESIGO User Log selected by branch
DESIGO User Log Country Selection	DESIGO User Log selected by Regional Company
Document Space Branch Selection	Document space used, selected by branch
Document Space Customer Selection	Document space used, selected by customer
User Log Branch Selection	User Log, selected by branch
User Log Country Selection	User Log, selected by Regional Company

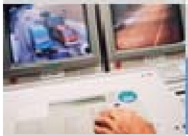
DESIGO User Report

The system generates various DESIGO user reports. These record when, and for how long, a user was logged into the DESIGO system connected to the AOC. These reports are available at the following levels:

- Branch level (internal only)
- Regional Company level (internal only)
- Customer level (for the customer)

AOC User Report

Like the DESIGO User Report. In this case however, the report logs all instances of access to the Web portal by Siemens users.



Installed Base

→ Installed Base List

Installed Base

Purpose

To maintain a record of the installed base of each customer.

Viewing the installed base

If you are interest only in certain elements, you can view these on the screen as follows:

1. Go to: **—> INSTALLED BASE** (opens the **View Installed Base** page)
2. In the tree structure: **—>** Select **Customer** (the customer name is a link to **AOC Administration**, and opens the **Edit Customer** page).
3. In the Helpful Links field, select ➜ **Maintain Installed Base Elements** to open the **Installed Base Elements** page.
4. Select and click any **item** in the **tree structure**.
   - If no data is found, a message is displayed to this effect
     No data found.
   - If data is available, the **Installed Base Detail** form is opened, with information about the selected item (see the adjacent example); the table can be inserted with **Copy/Paste** into a Word or Excel file and saved. However, in such cases the format is not the same as on the screen.
   - The ➜**Documentation** link leads to the INTEGRAL home page.

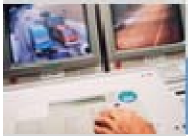
Name	Systemkontroller NCRS/A (NCRSL/A)
Product Family	Integral MS2000
Serial Number	
ASN	
Version	V 3.1-1
Description	1 Ethernet 10Base-T Anschluss 10 MBit / sek. (Leitstation) 4 (2) serielle Anschlüsse RS232 max. 19,2 kBaud (Leitstationen, Modems, serielle Drucker, usw.)
Delivered Customer	2/1/99 12:00:00 AM

→ Documentation

Warranty/Contract Detail

End of Warranty	2/1/01 12:00:00 AM
Contract Number	123.9346.12
Contract End Date	12/31/07 12:00:00 AM

The "Installed Base Detail" form

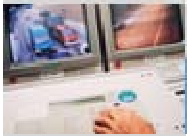


→ Installed Base List

Maintaining the installed base

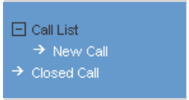
1. Go to: **—> INSTALLED BASE** (opens the **View Installed Base** page)
2. In the tree structure: **—>** Select **Customer** (the customer name is a link to AOC Administration, and opens the **Edit Customer** page).
3. In the **Helpful Links** field, select **➡Maintain Installed Base Elements** to open the **Installed Base Elements** page.
4. Click **Export this file to Excel** .xls (this opens an **Export** dialog box) and **Save** on the local computer.
5. Edit the installed base in the Excel file, and save it again.
6. To update, enter the file name in the **Installed Base File** field, or locate it using the **Browse…** button and then click **Update All**.
7. Click **File Upload** to upload the modified file to the server.
8. Close the dialog box.

Activity log (Call report)



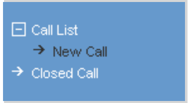
Purpose

This page is used to set up and edit a call (an activity based on a system message).



Viewing/editing a call

1. Go to **—> ACTIVITY LOG** (this opens the **View Activity Log** page)
2. In the **Short Description** column, click the required **activity** (operates as a link to the **Edit Activity** page)
   To edit, proceed as follows:
3. Modify the fields as required under the tabs **Call Description**, **Call Assignment Details** and **Call Action Details**.
4. Click **Modify** to complete the process.

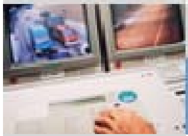


Setting up a new call

1. Go to **—> ACTIVITY LOG —> NEW CALL** (this opens the **New Activity** page)
2. Select the **Branch, Customer** and **Site** from the associated dropdown lists.
3. Complete the fields as required under the tabs **Call Description**, **Call Assignment Details** and **Call Action Details**.
4. Click **Save** to close.

Important note

- Entries are **mandatory** in fields marked with an asterisk (*)
- The text field marked **Internal** under the **Call Action Details** tab **cannot be seen** by the customer.
- The **Customer** field **is seen** by the customer.
- Enter the total hours spent in digits only. The format is: 0.0



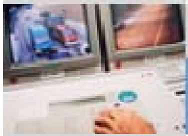
Call List
Closed Call

Closed Calls

1. Go to **—> ACTIVITY LOG —> CLOSED CALL** (this opens the **Closed Call List**)
2. Select the relevant **filter criteria** in the dropdown boxes.
3. In the **Short Description** column, click the required **activity** (operates as a link to the **Edit Activity** page)

Important note

- Activity lists can be exported to .xls, .doc and ASCII.
- Only complete lists can be exported.



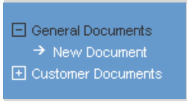
Documents
Overview

This page can be used to store, retrieve and delete data. A file-share drive is available for this purpose. Access rights can be provided for

- Siemens user only
- All customers
- *One* special customer only.

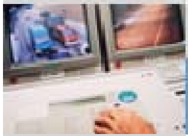
The documents are copied to the server using the upload/download functions incorporated in the system. For security reasons, file formats which could contain viruses (exe., .vbs etc.) may be loaded onto the server only in zipped form (.zip).
Possible applications:

- To exchange log files
- To make updates/upgrades available
- To make documentation/data sheets available



Finding/viewing documents

1. Go to **—> DOCUMENTS**
2. Click the name of the document *or*
   In the **Search Text** field: enter the **document name** and click **Go>**
   This opens the required document.



Editing document properties

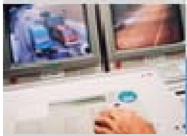
1. Go to **—> DOCUMENTS**
2. In the list, on the line containing the name of the required document, click the **Edit** option ( ) in the **Action** column
   This opens the **Edit Document Properties** page for the document concerned.
   To edit the properties of other documents click the **Browse…** button.
3. In the **Remarks** text box: enter the changes *and/or*
   select the **Internal** check box ( ) for the comment just entered, or deselect it ( ) to remove the comment from the list.
4. Click **Modify** to complete the process.

⊟ General Documents
→ New Document
⊞ Customer Documents

Deleting a document

1. Go to **—> DOCUMENTS**
2. In the list, on the line containing the name of the required document, click the **Delete** option ( ) in the **Action** column
3. Click **Delete** to complete the process.

Uploading documents – General Documents: *see next page.*



⊟ General Documents
→ New Document
⊞ Customer Documents

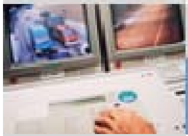
Uploading documents – General Documents

1. Go to **—> Documents —> General Documents: —> New Document**
2. In the **File Name** field: enter the **file name** *or*
   click the **Browse…** button to open the **Choose File** dialog box and select the required file.
3. If required, you can enter additional notes about the file in the **Remarks** field.
4. Select or clear the **Internal** check box to define whether or not the remarks concerned are for internal viewing only.
5. Finally, click **Save**.

⊞ General Documents
⊟ Customer Documents
→ New Document

Uploading documents – Customer Documents

1. Go to **—> Documents —> Customer Documents: —> New Document**
2. From the **Branch** dropdown list: **—>** select the **branch name**.
3. From the **Customer** dropdown list: **—>** select the **customer name**.
4. Review the **Total Space Used, Space Allowed** and the **Size** of the file to be uploaded. This prevents an upload from causing the maximum space used to exceed the space allowed. In such cases the file is not saved on the server and the error message Maximum allowed space is exceeded is displayed.
5. If required, you can enter additional information about the file in the **Remarks** field.
6. Select or clear the **Internal** check box to define whether or not the information concerned is for internal viewing only.
7. Finally, click **Save**.



Log Out

Select this option to log out of the AOC Server.

- Clicking **Log Out** logs you out **directly** – there is no **prompt for confirmation**.
- You are immediately taken to the **Log out** page. The link ➔ **Return to —> Advantage Operation Centre** returns you directly to the **Login** page.