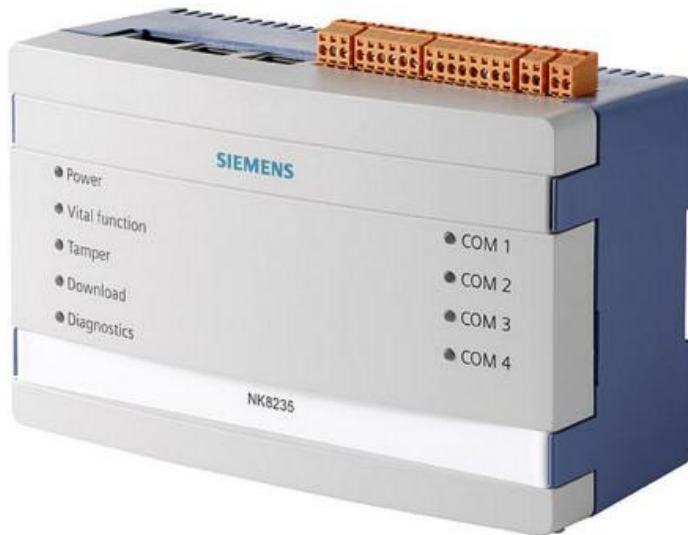


# SIEMENS



## NK8000 MP4.81

## NK823x Ethernet Ports and Gateway

### Release Notes



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# 1 Introduction

DMS8000 software **MP4.81** is now available for MM8000, MK8000, and NK8000 products.

## **NK8000**

These release notes provide the characteristics of the new release, including latest connectivity information and known issues. We recommend reading this document carefully before installing and using the software.

## 2 What's new

This section presents the enhancements provided in this new release.

### 2.1 New Features

Group	Description	System
OS compatibility	- Windows 10 - Windows 8.1 - Windows 7 - Windows Server 2012 R2 and 2008 R2	DMS8000
Configuration	Excel-compatible CSV import/export (encoding type)	DMS8000

Sinteso / Cerberus Pro	- Support for Sinteso MP6 and Cerberus PRO IP6	NK8000
Security hardening	- Updated software components to resolve security issues	NK8000

Upstream protocols	- NK823x: Support for IEC 60870-5-104 protocol gateway	NK8000
Configuration	- NK8237: support for time synchronization via Network Time Protocol (NTP) of all connected subsystems (FS20, Cerberus Pro, STT20)	NK8000
Kernel	- Enhanced Kernel version string with MP-related information.	NK8000
NK823x Backward compatibility	- Support for existing NK8000 installations (MP4.20 and higher) with latest NK823x units.	NK8000

### 2.2 Subsystem compatibility summary

Control unit	Compatibility	Connectivity	Documentation
FS20 Sinteso™ FS720 Cerberus® PRO	See Sinteso/CerberusPro section	LAN. NK8000	Fire Connectivity Guide: A6V10359481
CS11 AlgoRex® EP5 CS11 AlgoRex® EP7 FC700A	EP7F Z1, Z2, Z3, Z4, Z5	LAN. NK8000	Fire Connectivity Guide: A6V10359481
CS1115 Phase 4 FC330A Phase 4	CISxx8.86	Direct link, Cerloop, and NK8000	Fire Connectivity Guide: A6V10359481
SIGMASYS C and M D100	SIGMASYS V3.5, V3.7, V3.8 D100 V40-2 PLAN D100 export tool V7.2	NK8000	Fire Connectivity Guide: A6V10359481
STT11 STT2410		Cerloop and NK8000/Cerloop	Fire Connectivity Guide: A6V10359481
STT20	STT20 V2 (CS11 Cerloop) STT20 V2.02 (FC20 BACnet)	NK8000/Cerloop	Fire Connectivity Guide: A6V10359481
CZ10	Communication board EPROM: CZAX22.41 (Cerban) CZAX23.41 (Cerloop)	Cerloop and NK8000	Fire Connectivity Guide: A6V10359481
XLS <b>NOTE:</b> Security events are supported in V9 and higher	V6.00.21, Zeus Tool V6.00 V7.00.2245, Zeus Tool V7.00 V8.00, Zeus Tool V8.00 V9.05.0001, Zeus Tool V9.02.0015 V10.02.0005, Zeus Tool	NK8000	Fire Connectivity Guide: A6V10359481

Control unit	Compatibility	Connectivity	Documentation
	V10.02.0004 <b>V11.00</b>		
CC60	U2 EPROM: CCG001.05 (-19)	Cerloop and NK8000	Intrusion Connectivity Guide: A6V10359489
CZ12	Communication board EPROM: BKB002.08	Cerloop and NK8000	Intrusion Connectivity Guide: A6V10359489
CS4	Communication board EPROM: CK402 V6B, CKP003.01 (BCD) CK430 V9, CKP041.01 (HEX)	Cerloop and NK8000	Intrusion Connectivity Guide: A6V10359489
CS440	Communication board EPROM: CK440 V9, CKP041.01 (HEX)	Cerloop and NK8000	Intrusion Connectivity Guide: A6V10359489
CS6 Guarto™	MP3, MP3+	NK8000	Intrusion Connectivity Guide: A6V10359489
SI410/420 Sintony <b>NOTE:</b> Encryption is not supported	Firmware F8-04, F8-05, F8-07, F09-22, and G1 (F9-22 or G1 is required for SMN42/43)	NK8000	Intrusion Connectivity Guide: A6V10359489
SPC4000, SPC5000 and SPC6000	V3.2x, V3.4, V3.4.1, V3.4.5 (EDP protocol) V3.6.5 (FlexC protocol) See limitations in Known Issues	Direct link, NK8000, and IP connection	Intrusion Connectivity Guide: A6V10359489
DMS7000, including MM- IE2		Cerloop and NK8000/Cerloop	Network Connectivity Guide: A6V10359485
SIMATRIX 164; 648; SYS SIMATRIX NEO		NK8000	Video Connectivity Guide: A6V10062457
Philips/Burle CCTV (LTC 8x00)		NK8000 (not tested with new NK823x)	Video Connectivity Guide: A6V10062457
DF8000 I/O (DF8003 or CF9003) + F8020/8040/8045/8046)		NK8000	Network Connectivity Guide: A6V10359485 DF8000 ICC: A6V10081388
Autronica BSxxx	V3.20	NK8000 / Add- on package	Autronica Add-on manual: A6V10238656
LIST SCU 2000 (field test only)	SCU 2000	NK8000 / Add- on package	LIST Add-on manual: A6V10238692
MAXSYS PC6010	V2.11	NK8000 / Add- on package	MAXSYS Add-on manual: A6V10238694
CP100	Cpa402c	NK8000 / Add- on package	CP100 Add-on manual: A6V10238690
Modbus-based subsystems	V1.1a in RTU mode (no ASCII)	NK8000 / Add- on package	Modbus Add-on manual: A6V10067800
Fibrolaser II Modbus		NK8000 / Add- on package	Modbus Add-on manual: A6V10067800
CDDL/CDSF-based subsystems	CDDL V1.0 CDSF all variants	NK8000 / Add- on package	CDDL/CDSF Add-on manual: A6V10067787

## 2.2.1 Sinteso / Cerberus Pro

The following table shows the compatibility between DMS8000 and Sinteso / Cerberus Pro versions:

Fire Control Unit			DMS8000 Market Package					
Sinteso	Cerberus PRO	Service Release	4.40-01	4.50-01	4.60-02	4.70-01	4.80	4.81
MP1.3	-	-	X	X	-	-	-	-
MP2.1	MP1XS, IP2	-	X	X	X	X	X	-
MP3.0	IP3	SR3, SR4, SR5	X	X (1)	X (2)	X	X	X
MP4.0	IP4	SR1, SR2	-	X (1)	X (2)	X	X	X
MP5.2	IP5.2	SR1	-	-	X (2)	X (3)	X (3)	X
MP5.2	IP5.2	SR2	-	-	-	X (3)	X (3)	X
MP6	IP6	-	-	-	-	-	-	X

### NOTES:

- (1) DMS8000 MP4.50-01 Hotfix #45 is required for compatibility with SintesoWorks MP5.2/Cerberus Engineering Tool IP5.2.
- (2) Service Release DMS8000 MP4.60-01 or higher is required for compatibility with SintesoWorks MP5.2/Cerberus Engineering Tool IP5.2.
- (3) Reimporting of 5.2 database is required for earlier version projects to support the Alarm Verification Control (AVC) timers in MM8000.



**Note:** Starting from Sinteso MP5.2/Cerberus PRO IP5.2, no License key for the field panel is required to connect to Siemens management stations.

## 2.3 Network Connectivity Matrix

See following tables for available network connectivity options.

Key: **DMS** refers to MM8000, MK8000, MT8001; **MM/MK** refers to MM8000, MK8000; **MM/MK** refers to MM8000, MT8001; **MM** refers to MM8000 only.

Network	Direct RS232	Cerloop	LAN IP			CDI-Net GWxx	
			Propriet.	ISO1745	BACnet/IP	OPC	Propriet.
Upstream interface device						GW00 / 01	GW20 / 21
Upstream data-link protocol							
Downstream network	Direct	Cerloop	LAN	LAN	LAN	Direct	Cerloop
Downstream interface device	-	MK7022	-	-	-	-	MK7022
FS20 Sinteso, FS720 Cerberus PRO			MM/MK				
CS11 AlgoRex EP5 & EP7	DMS	DMS				MM/MK	MM/MK
FC700A	DMS					MM/MK	
CS1115 / FC330A	MM/MK						
CZ10, CC60		DMS				MM/MK	MM/MK
XLS							
STT11		DMS					MM/MK
STT20 / STT2410							
SIGMASYS/D100							
SPC4000/5000/6000					MM/MK		
CS440		DMS				MM/MK	MM/MK
CZ12 / CS4		MM/MK				MM/MK	MM/MK
CS6 Quarto (via LON interface)							
Sintony SI410 / SI420 / Plus	MM/MK				MM/MK		
MF7033 / MM7033		DMS				MM/MK	MM/MK
DF8000 / CF9000 I/O						MM/MK	
SIMATIC S7 Modbus							
SIMATIC S7 OPC				MM			
SIMATRIX / SIMATRIX NEO						MM/MK	
Philips-Burle video matrices							
SISTORE AX/CX/MX/SX							
Vectis HX/Vectis iX					MM/MK		
TELSKAN / IP cameras (*)					MM/MK		
SiPass ACC, CerPass CC30					MM/MK		
DESIGO PX			MM				
ESPA Pager	MM						
Analog Modem							
Bosch DVR					MM		
NICE DVR					MM		
M5 R-card				MM			
Autronica BSxxx LIST SCU 2000 (field test only) MAXSYS PC601 CP100 CDDL/CDSF units Modbus units							



Network	NK8000											
	NK822x						NK823x					
	NK8222 / NK8223 / NK8225				NK8225		NK8232 / NK8235					
Upstream interface device	CMSDL serial		CMSDL/IP, CEI79-5		BACnet/IP		CMSDL serial		CMSDL/IP, CEI79-5		BACnet/IP	
Upstream data-link protocol	Direct	Cerloop	Direct	Cerloop	Direct	Cerloop	Direct	Cerloop	Direct	Cerloop	Direct	Cerloop
Downstream network	-	MK7022	-	MK7022	-	MK7022	-	MK7022	-	MK7022	-	MK7022
Downstream interface device	-	MK7022	-	MK7022	-	MK7022	-	MK7022	-	MK7022	-	MK7022
FS20 Sinteso, FS720 Cerberus PRO												
CS11 AlgoRex EP5 & EP7	DMS	DMS	MM/MK	MM/MK	MM/MK	MM/MK	DMS	DMS	MM/MK	MM/MK	MM/MK	MM/MK
FC700A	DMS		MM/MK		MM/MK		DMS		MM/MK		MM/MK	
CS1115 / FC330A							MM/MK		MM/MK		MM/MK	
CZ10, CC60	DMS	DMS	MM/MK	MM/MK			DMS	DMS	MM/MK	MM/MK		
XLS	MM/MT		MM		MM		MM/MT		MM		MM	
STT11		DMS		MM/MK				DMS		MM/MK		
STT20 / STT2410		MM/MK		MM/MK	MM/MK			MM/MK		MM/MK	MM/MK	
SIGMASYS/D100	MM/MK		MM/MK		MM/MK		MM/MK		MM/MK		MM/MK	
SPC4000/5000/6000												
CS440	DMS	DMS	MM/MK	MM/MK			DMS	DMS	MM/MK	MM/MK		
CZ12 / CS4	MM/MK	MM/MK	MM/MK	MM/MK			MM/MK	MM/MK	MM/MK	MM/MK		
CS6 Guarto (via LON interface)	DMS		MM/MK		MM/MK		DMS		MM/MK		MM/MK	
Sintony SI410 / SI420 / Plus	DMS		MM/MK		MM/MK		DMS		MM/MK		MM/MK	
MF7033 / MM7033	DMS	DMS	MM/MK	MM/MK			DMS	DMS	MM/MK	MM/MK		
DF8000 / CF9000 I/O	DMS		MM/MK		MM/MK		DMS		MM/MK		MM/MK	
SIMATIC S7 Modbus	MM		MM		MM		MM		MM		MM	
SIMATIC S7 OPC												
SIMATRIX / SIMATRIX NEO	MM/MK		MM/MK				MM/MK		MM/MK			
Philips-Burle video matrices	MM/MK		MM/MK		MM/MK		MM/MK		MM/MK		MM/MK	
SISTORE AX/CX/MX/SX												
Vectis HX/Vectis IX												
TELSCAN / IP cameras (*)												
SiPass ACC, CerPass CC30												
DESIGO PX												
ESPA Pager												
Analog Modem			MM/MK						MM/MK			
Bosch DVR												
NICE DVR												
M5 R-card												
Autronica BSxxx												
LIST SCU 2000 (field test only)												
MAXSYS PC601												
CP100	MM		MM		MM		MM		MM		MM	
CDDL/CDSF units												
Modbus units												

1) IP cameras with TELSCAN protocol are supported. IP cameras can also be connected via SISTORE MX.

## 3 NK8000 Firmware

The NK8000 firmware files are distributed in the following sets of files:

- NK822x files
- NK823x files

The firmware is pre-loaded in the NK82xx units and also distributed in the Composer tool environment in compressed (ZIP) files.

Units installed with previous versions can be updated with the latest release using standard Composer commands (see the DMS8000 Network and Subsystem Connectivity Guide). Make sure to download the correct set of files.

### NK822x Hardware Upgrades

Upgrading from NK8222/3 to NK8225 requires hardware modifications (CPU unit).

Upgrading from NK822x to NK823x requires a complete hardware replacement.

If required, check details with DMS customer support.

### NK822x Firmware Upgrades

Upgrading NK822x units from MP4.15/MP4.20/MP4.30/4.40/4.50 to MP4.60 requires a firmware update.

- Refer to the DMS8000 Network Connectivity Guide (A6V10359485).

### NK823x Firmware Upgrades

Upgrading NK823x units from earlier MP4.xx to MP4.70 requires a firmware update and then a kernel update.

- Refer to the Network Connectivity Guide (A6V10359485) and to the NK8000 ICC (A6V10062437).

### NK823x MP4.81 on existing (older version) DMS8000 installations

You can safely use MP4.81 NK823x units to maintain or extend existing DMS8000 MP4.20/4.30/4.40/4.50/4.60/4.70/4.80 installations. Earlier DMS8000 installations must be upgraded.

NK823x Kernel	NK823x Mainboard
Linux 2.6.32.41 #211 Thu Dec 10 18:41:36 CET 2013 ppc	NKM8001-A2
Linux 2.6.32.41 #216 Thu Dec 12 08:11:34 CET 2013 ppc	NKM8001-A1

*NK8000 MP4.70 and MP4.80 Kernel editions*

### Secure download

The use of the secure download option implies a modification in the NK8000 configuration and possibly a change in the TCP ports allowed to be used on the IP network. The following ports are required:

- TCP Ports 20 and 21 for standard FTP download
- TCP Port 20500 for new secure download

### Software tools

NK8000 products are supplied with a set of engineering tools, either integrated into the Composer tool, or based on a web access to the NK803x units, or installed separately.

The software applications are distributed on the DVD and the setup allows the installation of Composer framework and all the required tools. A software license may be required to perform advanced Composer functions. The license includes a hardware key and a product authorisation code.

## 4 Known issues

This section presents a list of known limitations, problems, bugs, and recommended practices at the time the software was released. Compared with previous Release Notes, new and updated points are marked by a side label for easier identification.

### 4.1 Configuration issues

#### 4.1.1 Composer and Tools Issues

##### Composer runs very slowly after installations on Windows 7

Composer response can be quite slow when it is used just after a new Windows 7 installation immediately followed by the DMS8000 software installation. Restarting the PC can solve this difficulty.

##### Composer backup

Be aware that the Composer Backup file (zip-compressed BAK file) does not include HTML pages, Address Book, and Composer templates.

##### Multi-user access

Multiple and remote clients: two Composer client stations can run simultaneously for configuration purposes on the same project, using the Composer client software and connecting from a networked PC to the Composer server.

For a single client, Composer requires a license + key or a Service key installed on the server machine. Note that the service key, when installed on the client PC, cannot enable the Composer client function.

- See Composer Technical Manual (A6V10062401).



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Note that, given the lack of specific messaging services between multiple stations, Composer users simultaneously accessing the same project should be able to directly inform each other about activities. In fact, time-consuming tasks like importing or downloading can temporarily suspend the server availability and significantly delay the system response. In addition, simultaneous editing of the same graphic map must be avoided (modification collision is not checked and may result in loss of data).

---

##### Performance issues with NK8000 Kernel Update and Modbus Client

In case of a slow or missing internet connection, the NK8000 Kernel Update and Modbus Client applications may be extremely slow to start up. A (normally quick) web connection is required to check the code certificate signature, but the mentioned applications can be much slower due to a performance defect of the .Net library. In case of serious difficulties in using the NK8000 Kernel Update and Modbus Client, you can apply the following modifications:

1. **Internet Explorer** settings:
  - Start **Internet Explorer**, select **Tools**, and then **Internet Options**
  - In the **Advanced** tab, scroll the list of **Settings** to reach the **Security** section
  - In the **Security** section, clear the **Check for publisher's certificate revocation** check-box
2. In the DMS8000 Utilities (<installation folder>\Utilities\Tools\) run the application:  
**UpdateDotNetSettings.exe**

## Performance issues with Composer via Remote Desktop

When using Composer via Remote Desktop, you may experience a slow response, for example in general screen refresh and in setting/resetting the default of a large set of parameters.

### 4.1.2 Untested functionalities

New in MP4.81

#### Untested backward compatibility with Sinteso / Cerberus PRO V3, V4, and V5

Even though backward compatibility to Sinteso FS20 MP3.0, MP4.0, and MP5.2, and Cerberus PRO IP3, IP4, and IP5 is maintained, only versions V5.2 SR2 and V6.0 have been tested with MP4.81.

Contact the customer support [→ 17] about latest compatibility information.

New in MP4.81

#### Untested backward compatibility with SPC V3.2.x, and V3.4.x

Even though backward compatibility to SPC 3.2.x, and 3.4.x is maintained, only versions V3.6.6, V3.7, and V3.7.1 have been tested with MP4.81.

Contact the customer support [→ 17] about latest compatibility information.

## 4.2 Runtime issues

### 4.2.1 NK8000 Network

This is a list of known problems and limitations present in the current version.

#### USB memory devices on NK823x

Removing the USB key while the logging is enabled (without using the safely remove command) may cause the NK823x to restart or block (a manual restart is then needed). **Always use the Safe Remove command before removing the USB memory device.**

**Some specific USB memory models may not be compatible with NK823x.**

**Note:** File system: FAT32; 2-64 GB. For a list of supported devices refer to PSP at <https://psp.sbt.siemens.com/>.

The **Vendor ID** of the USB device may not display correctly in Composer depending on the device that is used.

In rare cases, presumably related to specific USB devices and intensive logging operations, a memory access problem might occur, which prevents the NK823x from writing on the device. This condition is promptly reported by a **Logging Error** event. In such cases, if the error persists, we recommend to replace the USB device.

#### Faulty NK823x in case dial-up modem is not properly configured

An erroneous LAN communication fault (Not Reachable) is reported for NK823x units that have a dial-up modem which is not properly configured with the link to the corresponding NS8210 modem. If dial-up is required, pay attention to fully configure the modem connection.

#### Station fault missing in dual CEI 79-5 connection with backup

Dual CEI 79-5 connection systems with dial-up backup on one station fail to report a LAN connection fault on the backed-up station. In such a case, the fault condition is not reported on the other station.

#### NK8000 interactions, ACK and Reset commands not supported

In MP4.15 and later versions, **NK8000 interactions do not support Ack and Reset commands** to any subsystem.

### Untested NK823x with Burle-Philips video matrix

Due to unavailability of hardware for testing, the support of Burle-Philips video matrix on NK823x could not be verified.

### BACnet device ID range

In all NK8000 units used on BACnet networks, the BACnet Device IDs of the connected devices cannot be higher than 65533.

### Network-wide interactions involving NK823x that use different upstream protocols

Note that network-wide interactions do not work properly across NK823x units that use two different upstream protocols (e.g. one is using CMSDL/IP and the other BACnet/IP).

### Fault events on unconnected Ethernet lines

On existing NK823x Ethernet nodes with no configured connection, faults events are reported, thus indicating the missing network link (no cable or no hub/switch). If that event is not necessary, **Ethernet line 2 should not be added if not required**. Ethernet line 1 is predefined and cannot be removed, but you can disable the related event on the data point in the Composer configuration.

### Missing time stamp in some NK823x logs

No time stamp is provided in the NK823x logs concerning Firewall events. The same occurs for technical logs such as FTP, BACstack, and possibly others. For such events, date & time information may be estimated using other data messages that are time-stamped.

### Open SintesoWorks link not immediately stopped when NK823x firewall is enabled

Enabling the firewall does not block a previously opened SintesoWorks connection. Closing the SintesoWorks connection will cause the firewall to become effective and block any further SintesoWorks connection.

### Cannot unmount SD card if NK823x web the server is active

When the web server is active on NK823x units, you cannot unmount the SD device since an internal process is using it. In general, to remove/replace the SD card, you need to switch off and open the unit.

### Firewall rule VBscript - DMS8000 utility NW8202 continual error

On Windows 10, running the Firewall rule VBscripts results in a continual **DMS8000 utility NW8202** error message when trying to add the authorized application. To avoid that, launch the VBscripts as an Administrator.

New in MP4.81

## 5 Documentation

This section provides you with information about the product documentation.

### Documentation resource information

The *DMS8000 Documentation Resource Information and Glossary Guide* assembles important information regarding documentation resources. This document contains the following:

- Comprehensive definitions of the target audiences for Siemens FS DMS documents
- Training program information including the Siemens intranet link
- A complete list of all available DMS8000 documents
- Instructions for how to obtain a document via the Siemens intranet using the Siemens Asset Portal
- A map of relevant documents for each target audience group
- Customer Support links & resources
- A glossary containing definitions of all terms and acronyms used in DMS8000 documentation

To access the *DMS8000 Documentation Resource Information and Glossary Guide* (document no. A6V10089056), go to the link and follow the document search instructions below:

<https://step.bt.siemens.com/portal/StandardAssetPortal#contextID=Headquarters&workspaceID=Approved&screen=homepage>

1. In the Simple Search column on the left, set:
  - Search Text: Enter the document number to search for (for example *A6V10089056*) or type part of the document name.
  - Asset Type: **All**
2. Click **Search** to start.
3. In the resulting area on the right, click on **Contents** link to show the list of search results.
4. In the list, select one or more documents and click the **Download Assets** icon.
5. After the download preparation completes (**Background Process ...**), click **Download** and follow the instructions of your browser.

For more information such as Siemens news and announcements, visit the STEP Web portal at:

<https://workspace.sbt.siemens.com/content/00001123/default.aspx>

## 5.1 DMS8000 Documentation Resource Information & Glossary

### Documentation Resource Information and Glossary (document no. A6V10089056)

This document is a guide to the following:

- Reference Documents: a complete list of all DMS8000 documents and how to access them.
- Roadmap to Documentation: target audiences can see which documents were created for them, and the purpose for each document.
- Customer Support links & resources: contact information for SBT FS Customer Support Centre and other convenient links.
- General Glossary: this contains global definitions of terms and acronyms used in DMS8000 documentation.

## 5.2 NK8000 Sales documentation

**NK8231 Product Datasheet (document no. A6V10238662)**

**NK8232 Product Datasheet (document no. A6V10238667)**

**NK8235 Product Datasheet (document no. A6V10238669)**

**NK8237 Product Datasheet (document no. A6V10316240)**

A brief summary of the features provided by the NK8000 units. The datasheets also includes information about system limits and subsystems supported.

### **Sales Guide (document no. A6V10062439)**

This guide presents the most important sales arguments. Also, a FAQ section provides the answer to some typical questions.

### **Sales Presentation (document no. A6V10062435)**

This is a PowerPoint presentation provided by the marketing department. It can be modified, or used as is to show potential customers what the NK8000 network can do.

### **DMS8000 Application & Planning (document no. A6V10063710)**

This document contains a brief discussion of product marketing strategy for all FSP-DMS products, and a moderate level of detail about the architectural configurations supported by DMS8000 systems.

## 5.3 NK8000 Technical documentation

### **NK8000 Installation, Configuration and Commissioning (ICC, document no. A6V10062437)**

### **NK8237 Installation, Configuration and Commissioning (ICC, document no. A6V10316241)**

The ICC guide provides step-by-step procedures for installation and configuration of the NK8000 units. During configuration, this manual should be used in tandem with the DMS8000 Connectivity Configuration guides.

### **DMS8000 Connectivity Configuration Guides**

- **Network (document no. A6V10359485)**
- **Fire (document no. A6V10359481)**
- **Intrusion (document no. A6V10359489)**
- **Access (document no. A6V10062451)**
- **Video (document no. A6V10062457)**
- **OPC (document no. A6V10065253)**

The DMS8000 Connectivity Configuration guides contain information about configuring networks and subsystems supported by DMS8000 products. These guides should be used in conjunction with the ICC guide.

### **Composer Technical Manual (document no. A6V10062401)**

This guide explains how to use Composer in general. It provides a reference to commands and instructions used during the system configuration.

### **Release Notes (document no. A6V10062453)**

This document. It includes all information concerning this NK8000 release.



## 6 Customer support links & resources

In this section you can find to references to support.

### 6.1 Siemens BT CPS DMS

Our Customer Support Center intranet site at:

<http://intranet.siemens.com/bt/csc-fs> provides useful information and links. In the Online Support section of this intranet page, software downloads and known product issues can be found in the PSP (password-protected Product Support Platform).

- The support mailbox is: [fs.support.sbt@siemens.com](mailto:fs.support.sbt@siemens.com).

### 6.2 Microsoft

General support about Microsoft Windows can be found at:

- <https://support.microsoft.com/en-gb>

### 6.3 Adobe Acrobat

To view the PDF document, you need to install the Adobe Acrobat Reader software. You can download a free version at:

- <http://www.adobe.com/products/acrobat/readstep.html>

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