

# **EyeKnow SMS Compact V2.0**

## **User Manual**



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## **Disclaimer of Liability**

We have reviewed the contents of this publication to ensure consistency with the hardware and software described. Since variance cannot be precluded entirely, we cannot guarantee full consistency. However, the information in this publication is reviewed regularly and any necessary corrections are included in subsequent editions.

This User Manual assumes that the client has an installed and licensed EyeKnow system. See Installation Manual for more information.

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## **1 Introduction**

EyeKnow SMS Compact is an automated alarming system that integrates seamlessly with a number of DCS and SCADA packages. It notifies people of critical events via SMS.

Users have the ability to acknowledge alarms via SMS into EyeKnow to stop escalation. If a person cannot be contacted it will retry or escalate the alarm to another person until it is acknowledged, to ensure that the event is dealt with.

EyeKnow will pick up an alarm acknowledgement from the control system. EyeKnow will then stop the distribution process as if an acknowledgement had been received from an SMS user.

This manual starts by describing how EyeKnow works. If you want to get started right away please jump to Section 7 *below* .

EyeKnow's features include:

- Easy intuitive user interface mean setup is kept simple and effective
- Rich functionality. Alarm distribution, acknowledgement, scheduling and reporting are all built into the product
- No separate alarm database. EyeKnow queries the live DCS or SCADA alarm database, so is always current and minimal configuration is required.
- Alarm notifications are sent out via SMS.
- Three levels of alarm escalation. Alarms will be escalated to a higher level of support if not acknowledged within the specified time.
- All communication is encrypted, ensuring a secure platform

This User Manual will guide you through all the steps required to configure a fully functional EyeKnow system.

## 2 System Requirements

EyeKnow is made up of modules which can be installed and run on one or over a number of computers.

### **For Installation of EyeKnow please refer to EyeKnow SMS Compact V2.xx Installation Guide**

The minimum requirements of these machines are:

1. Windows XP, Windows Server 2003, Windows 7.
2. 1GB of RAM
3. Microsoft .Net Framework 3.5 SP 1 or later
4. Microsoft SQL server 2005 or 2008 for the Database.
5. 1 GHz Pentium processor or equivalent
6. A serial port on the computer running the Workflow Module

A serial GSM Modem will be required for SMS distribution. It is recommended that a Telit GT863 or GT864 modem be used. These devices can be connected directly to the system without additional configuration.

## 3 EyeKnow Compact Licensing Information

An unlicensed (or Demo) version of EyeKnow Compact is free to use but provides monitoring of a single alarm only. Demo versions of EyeKnow Compact can be freely downloaded from the ControlWeb website ([www.controlweb.co.nz](http://www.controlweb.co.nz) or [www.controlweb.com.au](http://www.controlweb.com.au))

To unlock the full version of EyeKnow Compact a license need to be purchased. EyeKnow Compact license come in 32 alarm, 256 alarm and unlimited alarm versions.

To find your local EyeKnow distributor please contact [info@controlweb.co.nz](mailto:info@controlweb.co.nz)

## **4 System Architecture**

A base EyeKnow system consists of one of each of the following components. Please refer to Figure 4.1 for a graphical representation of the system layout:

1. Interface Module - This is the interface point between EyeKnow and the DCS or SCADA system. It has to reside on the same computer as the control system's active alarm database
2. Workflow Module - This makes all the decisions on whether to distribute an alarm, where to distribute it to and when to escalate an alarm. The Workflow Module can be deployed on the same computer as the Interface Module, or it can be installed separately.
3. An SQL database containing all the configuration settings and logs of all the transactions that have taken place.
4. The User Interface provides the ability to enter configuration data, monitor the system or run reports.

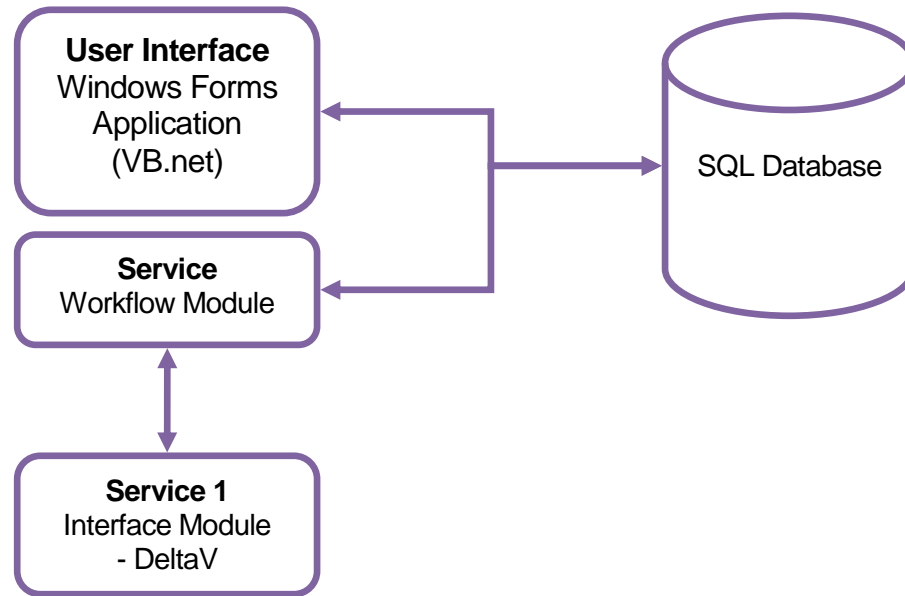
It is recommended that the Workflow Module, Database and User Interface all be installed on the same computer

DCS or SCADA alarms and events are sent through the Interface Module to the Workflow Module where they are stored in the SQL database. Both the Workflow Module and User Interface connect to the database directly.

The Workflow module will determine which alarms are to be sent and to whom they are sent.

The algorithm for determining which alarms are sent and to where is based on the support schedule and area rules configured via the User Interface. This information is also stored in the database.

The Interface and Workflow modules can both be monitored through the User Interface.



**Figure 4.1 – System Architecture**

#### **4.1 User Interface (UI)**

The User Interface is the view into the system containing easily accessible pages for entering and viewing all relevant EyeKnow information. After the initial setup most users will be able to carry out all EyeKnow functions from this interface. This includes all setup, monitoring of the system, troubleshooting and reporting.

The functionality of the User Interface is covered in more detail further in this document.

#### **4.2 Workflow Module (WFM)**

The workflow module collects alarms from the Interface Module, and sends out SMS's based on rules set up by the user. If SMS recipients do not acknowledge alarms within a user-defined time period, it will escalate the alarm to another on-call user. The Workflow Module is responsible for sending alarm acknowledgements back into the control system (if configured).

It monitors the health and heartbeat of all the other EyeKnow system components. It also interacts with the database to store settings, logs and current alarm data.

#### **4.3 Interface Module (IFM)**

This module links into the native control system and is proprietary to each type of control system. It detects new alarms and notifies the Workflow Module of the alarm details.

The interface module is typically installed on the same machine as the control system alarm provider.

## 4.4 Database

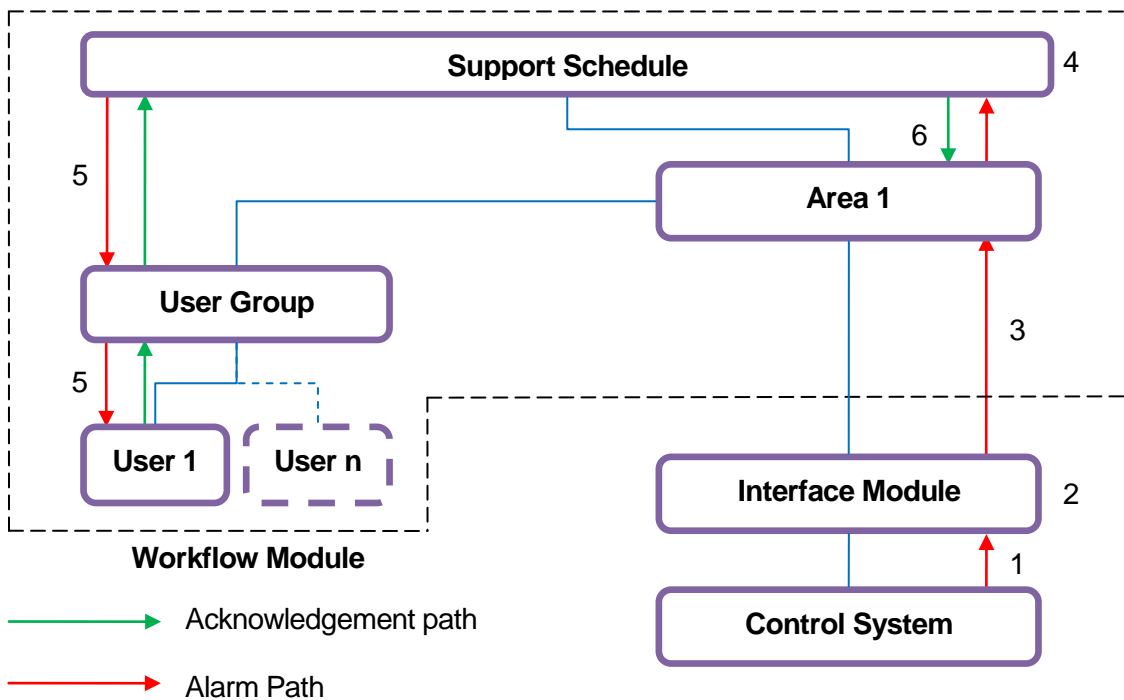
The database stores all queried data from the Interface Module, configuration settings for all EyeKnow modules and the communication and module logs. The Workflow module links to the database and distributes the necessary alarms. The Workflow Module also uses the Database to distribute settings to all other modules. These settings are entered by the user via the User Interface.

## 5 Alarm Processing Structure

This section looks at the main function of EyeKnow, which is Alarm Processing. This is the process that operates within the components described in Section 4. The following elements are discussed in this section:

1. Alarms
2. Users
3. User Groups
4. Areas
5. Schedules

See Figure 5.1 for a graphical representation of the relationships between these elements.



**Figure 5.1 – Relationships between EyeKnow elements**

Using Figure 2.1 we will track an alarm through the system to describe the process.

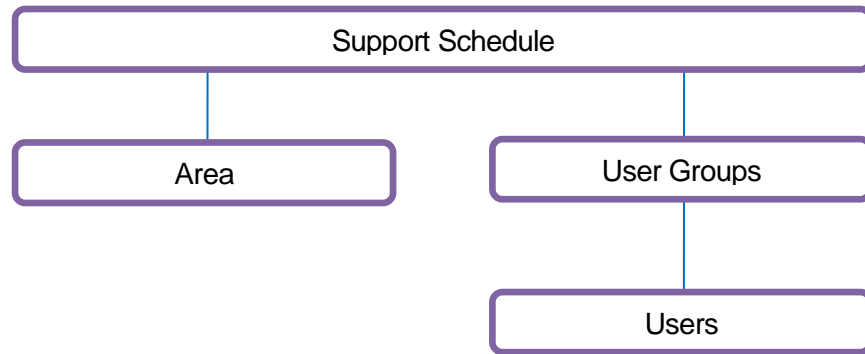
1. An alarm is generated by the control system
2. The Interface Module detects the alarm and forwards it to the Workflow Module
3. The Workflow Module will assign the alarm to one or more areas, or nowhere based on rules set up defining each Area. Let us assume that the Alarm is assigned to Area 1
4. The Workflow Module will look up the Support Schedule for Area1. The Support Schedule for Area 1 is made up of Users allocated to the time in which the alarm has occurred. Users are grouped into User Groups to make selection for the Support Schedule easier
5. The alarm will be distributed by the Workflow Module to the User or Users on escalation level 1 for Area 1
6. If a User Acknowledges the alarm within the Retry period the Workflow Module will stop all escalation and retries

All transactions are logged and can be viewed using the UI

An organisation is broken down into one or more Areas of responsibility. For each Area, rules for alarm distribution are set up. If an alarm fits within the rules for an Area the Workflow Module will distribute the alarm based on which User(s) is scheduled for the specific time. The same rule can be applied to more than one Area. This means that one control system alarm can be distributed to more than one user belonging to more than one area.

Users receive alarm alerts via SMS messages. Users are grouped into User Groups for easier selection when filling out the Support Schedule. Support Schedules for Areas are made by choosing Users from User groups which have been assigned to the Area. A single user can be placed into multiple user groups and a single user group can be placed into multiple areas.

The schedule exists as another layer above these elements. The schedule allows you to govern all areas, user groups and users with a simple timetable. Please see the detailed configuration of this further down the document. It assigns a User or Users to each Area for a particular time period. See Figure 5.2.



**Figure 5.2 – The Schedule**

## 6 Workflow

EyeKnow manages several workflows simultaneously.

The first of these is alarm processing. When an Alarm is generated by the control system, it is picked up by the Interface Module. The Interface Module then passes this information to the Workflow Module for processing. The Workflow Module determines if the Alarm is new, and what needs to be done with it according to the rules set up in the Areas. If no action is required, EyeKnow waits for the next control system scan, and processes any new alarms.

When an alarm that needs distribution is detected the Workflow module determines who the alarm needs to be sent to based on the Support Schedule for the Area that the alarm belongs to. The Workflow module sends out the SMS and updates the status of the alarm as being sent.

The Workflow module then waits for an acknowledgment of the alarm from the recipient. If an acknowledgement is not received in time, the Workflow module determines whether another retry is necessary, or if the alarm needs to be escalated.

All actions undertaken by EyeKnow are logged in the SQL database. For example for each alarm the following will be logged:

1. Alarm raised by Interface Module
2. Alarm sent out & to which user (as many times as set)
3. Alarm acknowledged & by which user

This process is presented graphically in Figure 6.1.

### SMS EyeKnow Compact Workflow

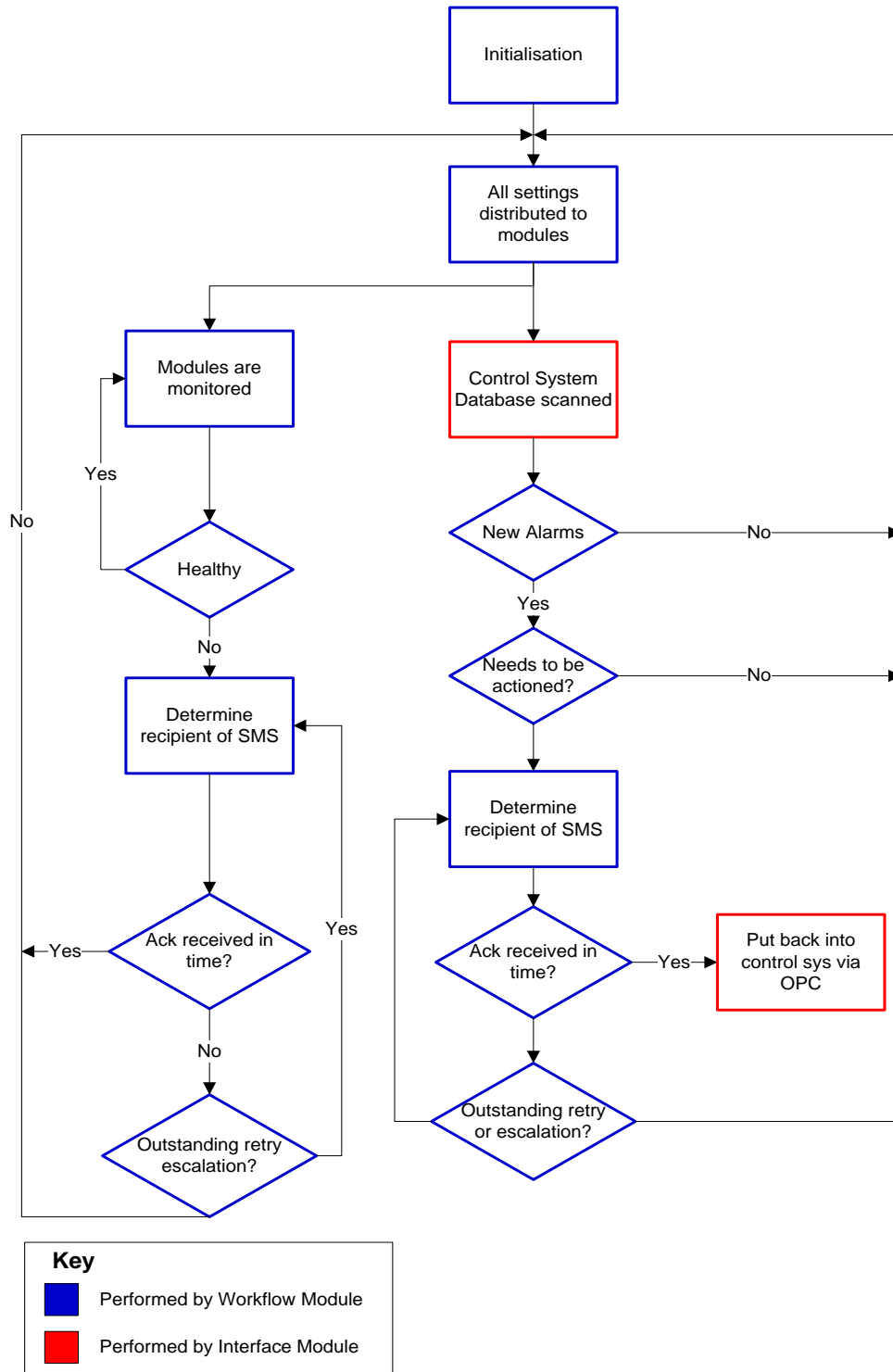


Figure 6.1 – EyeKnow Workflow

## **7 The User Interface**

The User Interface allows full configuration of EyeKnow. The User Interface is made up of two panels. The Navigation Panel on the left and the Context Panel on the right.

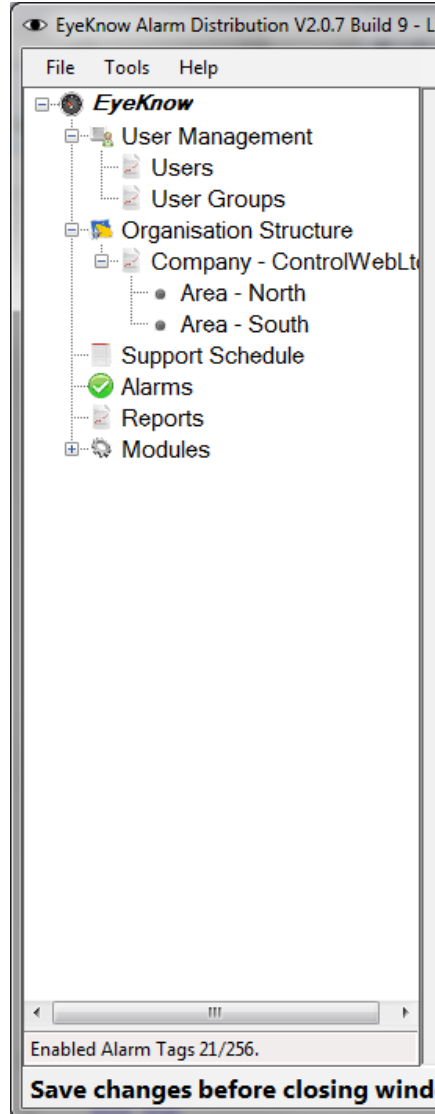
Each editable field in the User Interface has a tooltip that appears on hover of the cursor to assist the user.

The various panels are explained in detail in this section.

### **7.1 Main Window Menu**

1. File – Exit the application
2. Tools – Contains useful tools such as Import License Files, Modem Diagnostics and Import DeltaV Areas.
3. Help - Contains a link to the user manual.

## 7.2 Navigation Panel



**Figure 7.1 – Navigation Panel**

The navigation panel is arranged into a tree view form to provide ease of use.

**User management** – Contains User and User Groups sub nodes. Users can be added and deleted from the User panel. User Groups can be created and deleted from the User Groups panel. Additionally, users can be assigned to user groups from the User Groups panel.

**Organisation Structure** – Contains the company panel and any associated area panels. Area tree nodes are populated dynamically when new areas are added or deleted.

**Modules** – Contains the various modules required for EyeKnow Compact to work. The modules panel contains an overview of all the modules currently installed and their status.

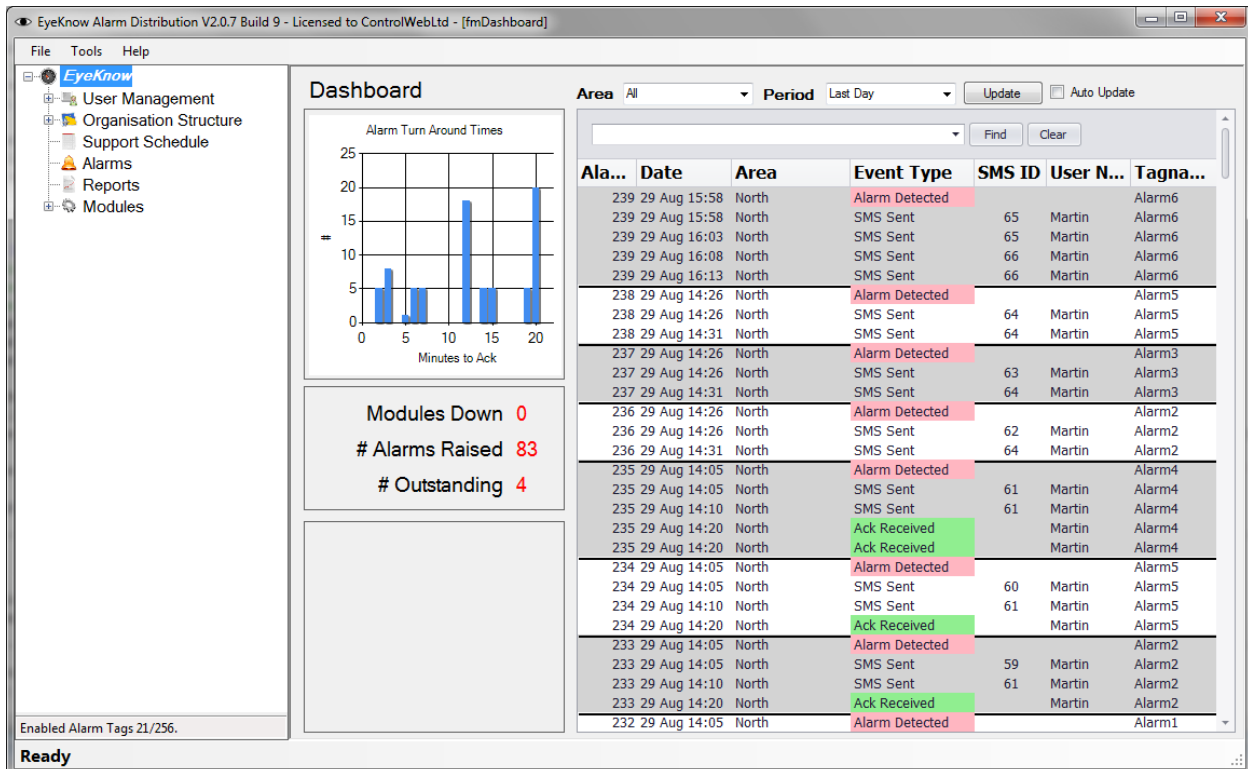
**Support Schedule** – Shows a schedule of the various users and user groups for each area.

**Reports** – Allows the user to export alarm logs.

**Alarms** – A dynamically generated list of all current and past alarms received from the IFM.

## 7.3 Context Panel

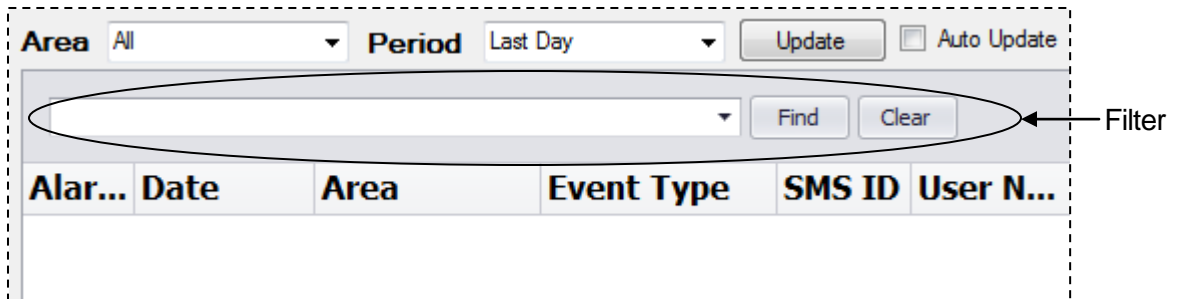
### 7.3.1 Dashboard



**Figure 7.2 – Dashboard showing alarms overview**

The dashboard provides an overview of alarms and can be found at the root of the Navigation Panel. Displayed alarms can be filtered at the user's discretion. Alarms are grouped together so that you can see the sequence of events: when the alarm was raised, to which user it was sent, and when it was acknowledged.

The statistics at the bottom of the graph and the graph at the top left of the Context Panel both apply to the filters selected. They give an overview of the number of alarms, outstanding alarms and the time taken to respond to them.



**Figure 7.3 - Dashboard Tools**

The dashboard tools allow you to filter and order the dashboard entries, allowing users to view relevant information as needed.

**Area** – Allows filtering of specific areas.

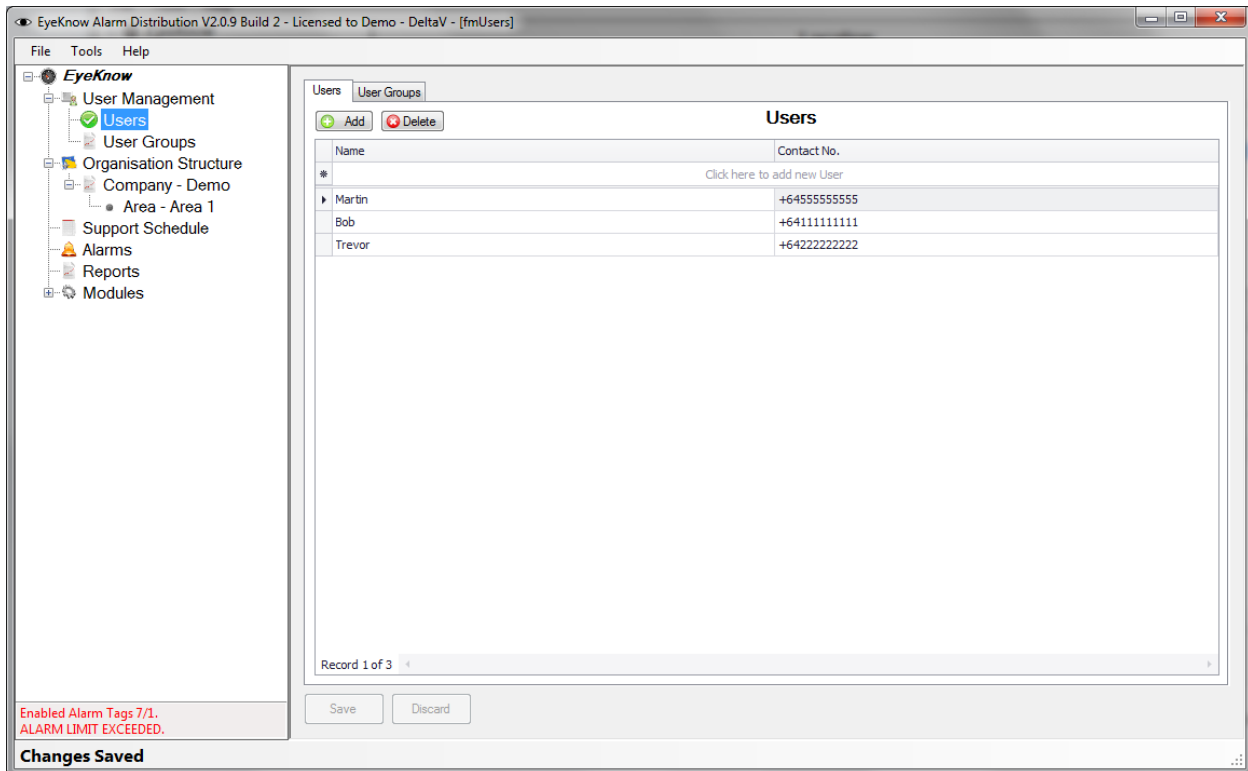
**Period** - Allows filtering the date and time of alarms.

**Update** - Clicking the Update button updates the dashboard with current information.

**Auto Update** - Setting the Auto Update option will enable automatic updating of dashboard entries.

**Filter** – Allows filtering of specific keywords. Type into the text field the desired keyword and click **Find** to apply filter or click **Clear** to clear the filter.

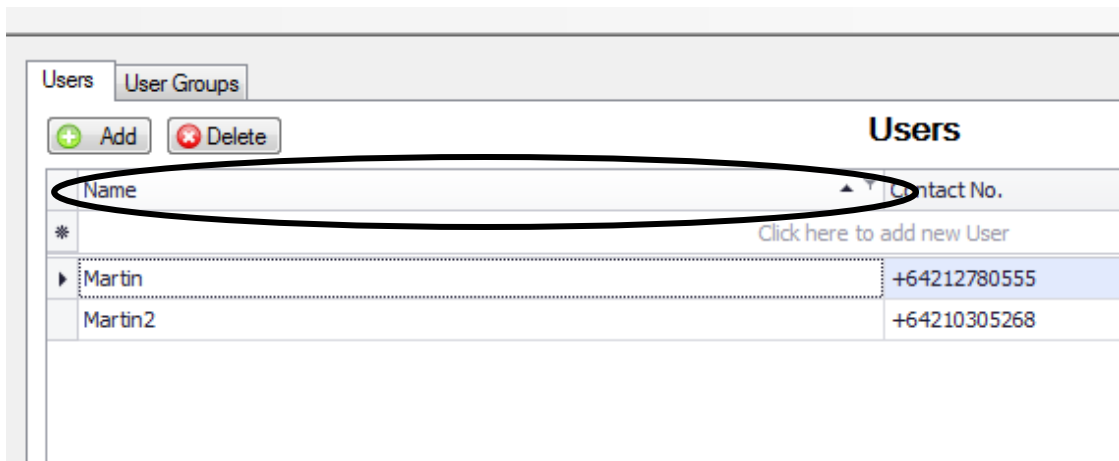
## 7.3.2 Users



**Figure 7.4 – Users Panel**

The User panel allows the operator to add and delete users from the system. Each user needs to have a name and a contact number (SMS alarms will be sent to this number) assigned. Users can be ordered alphabetically and filtered for ease of browsing.

Ordering the display of the data in the Context Panel is done by selecting the relevant column heading. Filtering is done by selecting the small filtering icon that appears by hovering over far right of the column heading.



**Figure 7.5 - Entry Ordering**

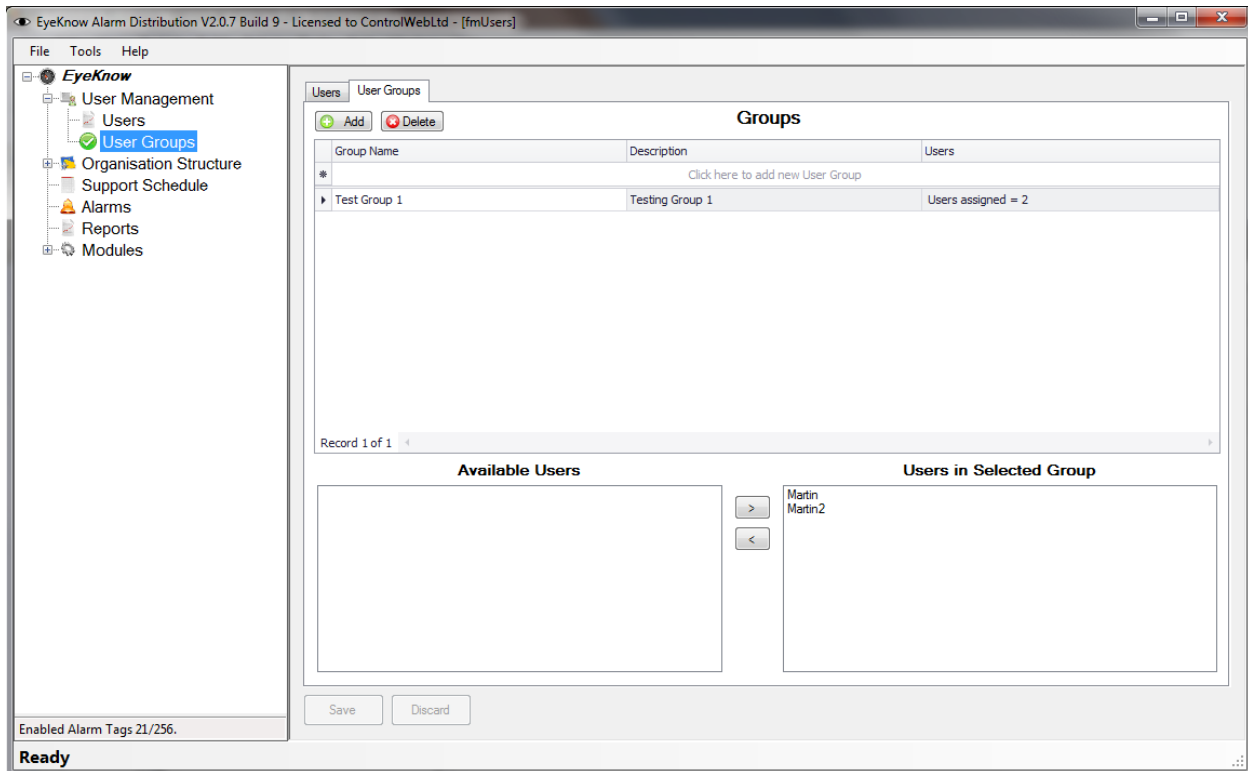
By simply clicking on the column you wish to order, you can order the entire row alphabetically; ascending or descending.



**Figure 7.6 - Entry Filtering**

Also, by hovering over the column you wish to filter, a pin icon appears. Clicking on it allows you to select from a wide range of filter options.

### 7.3.3 User Groups



**Figure 7.7 – User Groups Panel**

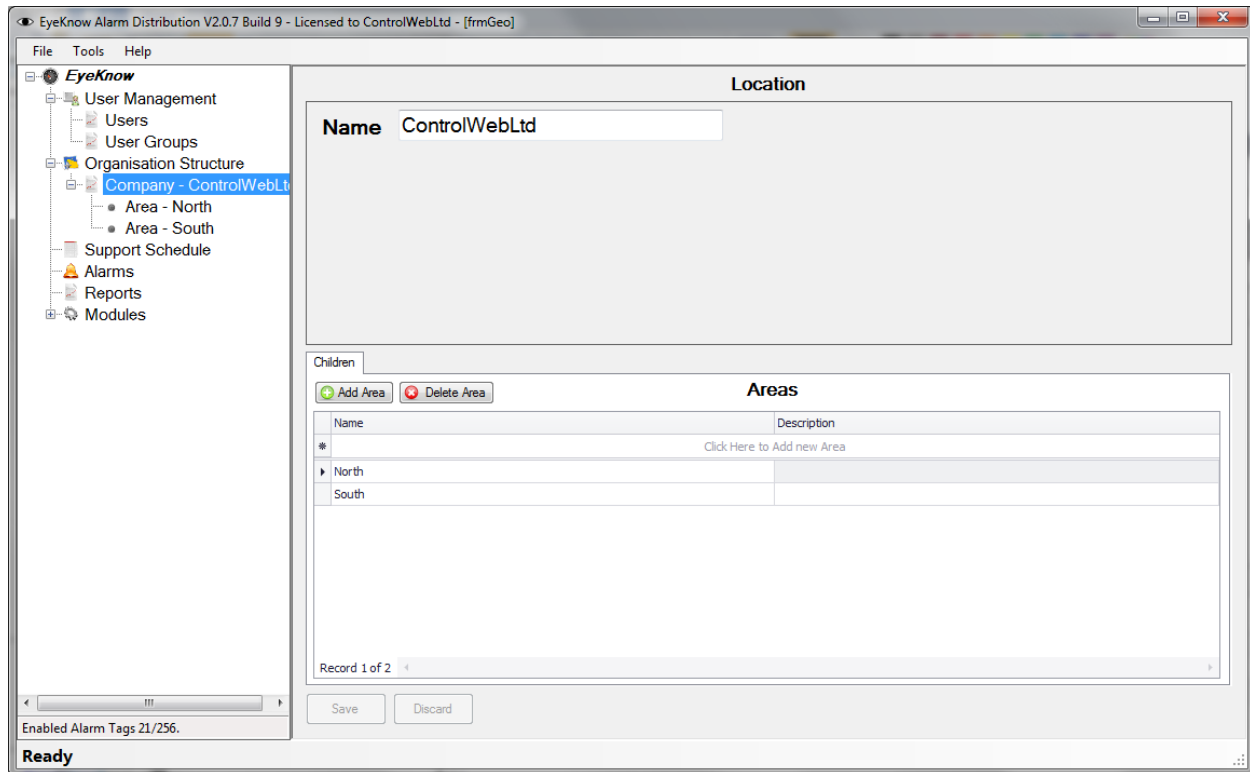
The User Groups panel allows operators to add and delete user groups. Users are able to be assigned to groups from this panel.

A User may belong to multiple User Groups. This means that a user can be scheduled on support for several areas.

Ordering the display of the data in the Context Panel is done by selecting the relevant column heading. Filtering is done by selecting the small filtering icon that appears by hovering over the far right of the column heading.

## 7.3.4 Organisation Structure

### Company



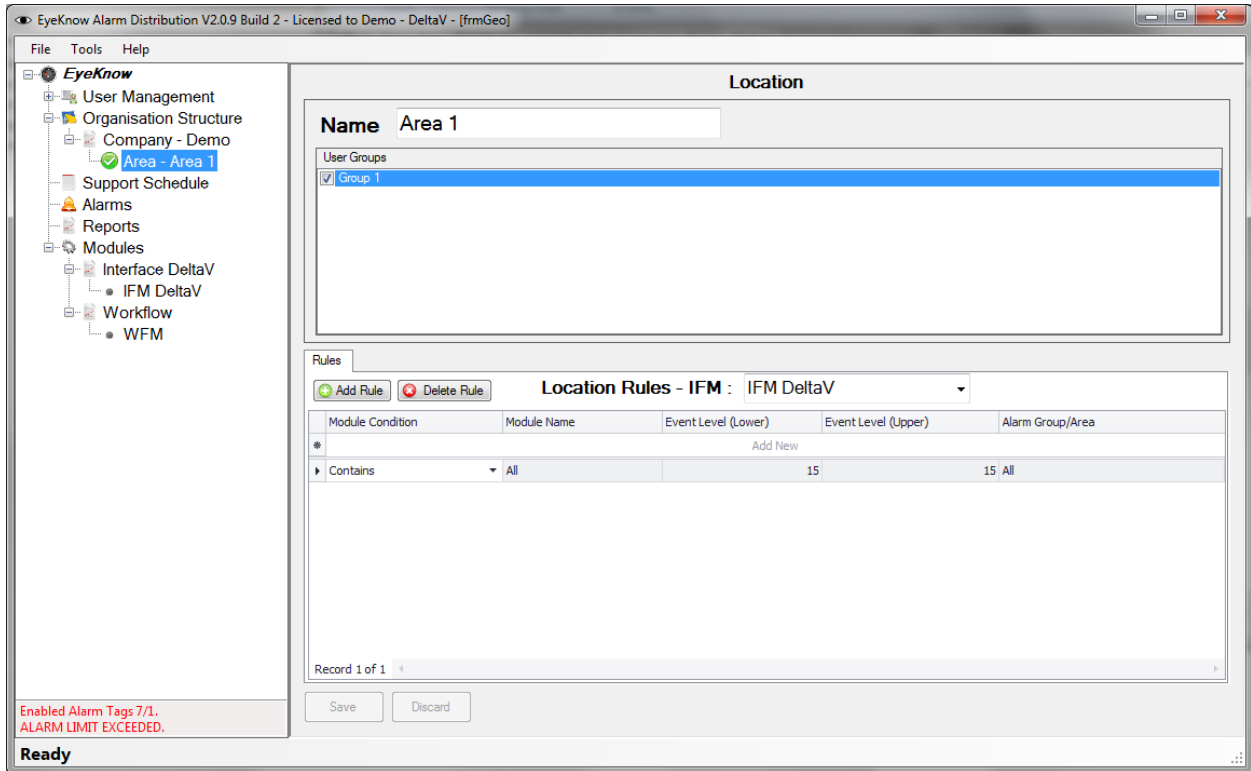
**Figure 7.8 – Company Panel**

The company name is automatically populated with the information contained in your license file. Within the company panel, Areas can be added or deleted. When Areas are added the associated tree node appears automatically on the tree view as child nodes of the company (parent) node.

Areas are used to segment the Company. It provides the ability to channel alarms to the specific people who are responsible for them. For example, by geographical location (Northern Region) or equipment type (Electrical, Mechanical). A company should have at least one Area configured.

Ordering the display of the data in the Context Panel is done by selecting the relevant column heading. Filtering is done by selecting the small filtering icon that appears by hovering over the far right of the column heading.

# Area



**Figure 7.9 – Area Panel**

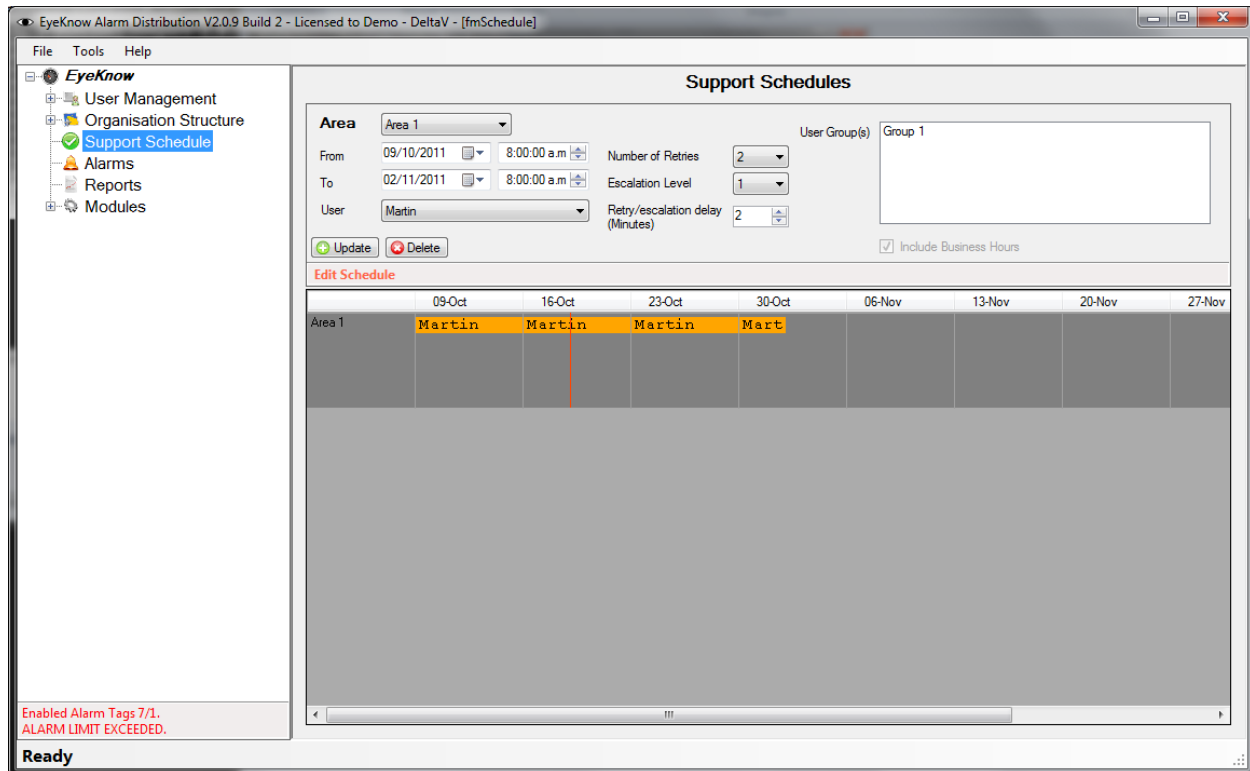
From the Area panel, User Groups can be assigned to the Area and rules for alarm distribution can be set for the Area. Distribution conditions include tag name, priority and alarm group/area. Additionally, different IFM's can be assigned to different areas.

DeltaV Alarm Groups/Areas can be uploaded using the “Tools” drop down menu at the top of the Navigation Panel. These Alarm Groups/area will then appear in a drop down box in the Alarm Group/area column of the Location Rules - IFM.

Module Name	From Event level	To Event Level	Alarm Group/Area
Joules	1	15	Electrical
All	6	14	All

**Table 7.1 – Rules Examples**

### 7.3.5 Schedule



**Figure 7.10 – Support Schedule**

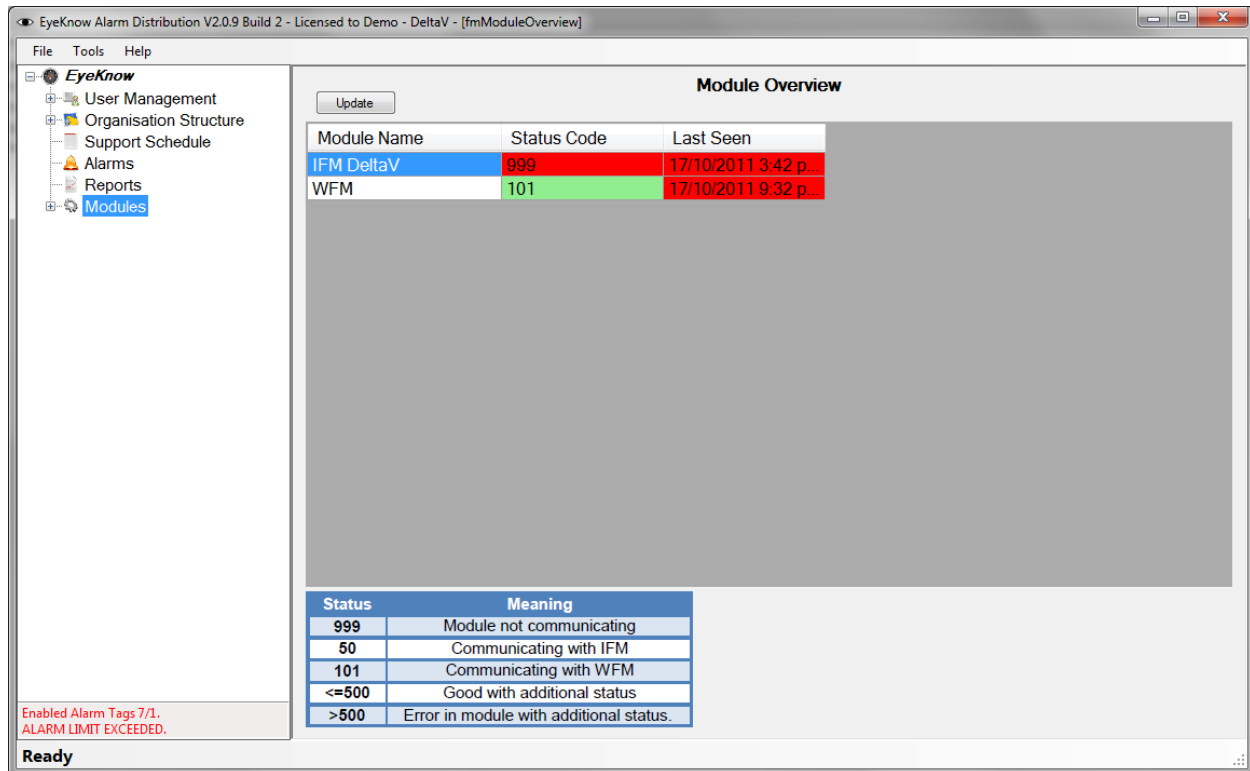
The Support Schedule is where users set up support schedules for each area. Please note that only members of User Groups assigned to an Area can be added to a Support Schedule

The schedule panel shows which user is on call at any given time. Additionally, users can be added or deleted from this panel. Schedules are separated into the areas of the company.

User's can be assigned to escalation levels 1, 2 or 3. Escalation level 1 will be notified of an alarm first. If this goes unacknowledged, EyeKnow will then notify Users scheduled on Escalation level 2, and so on. An unlimited amount of user's can be assigned for each Area's Escalation level for a particular time period. However the User Interface can only display the first four.

The number of Retries can also be set from this panel. Setting the number of Retries to -1 will cause EyeKnow to retry indefinitely. EyeKnow will only escalate an alarm once the retry limit is reached.

### 7.3.6 Modules

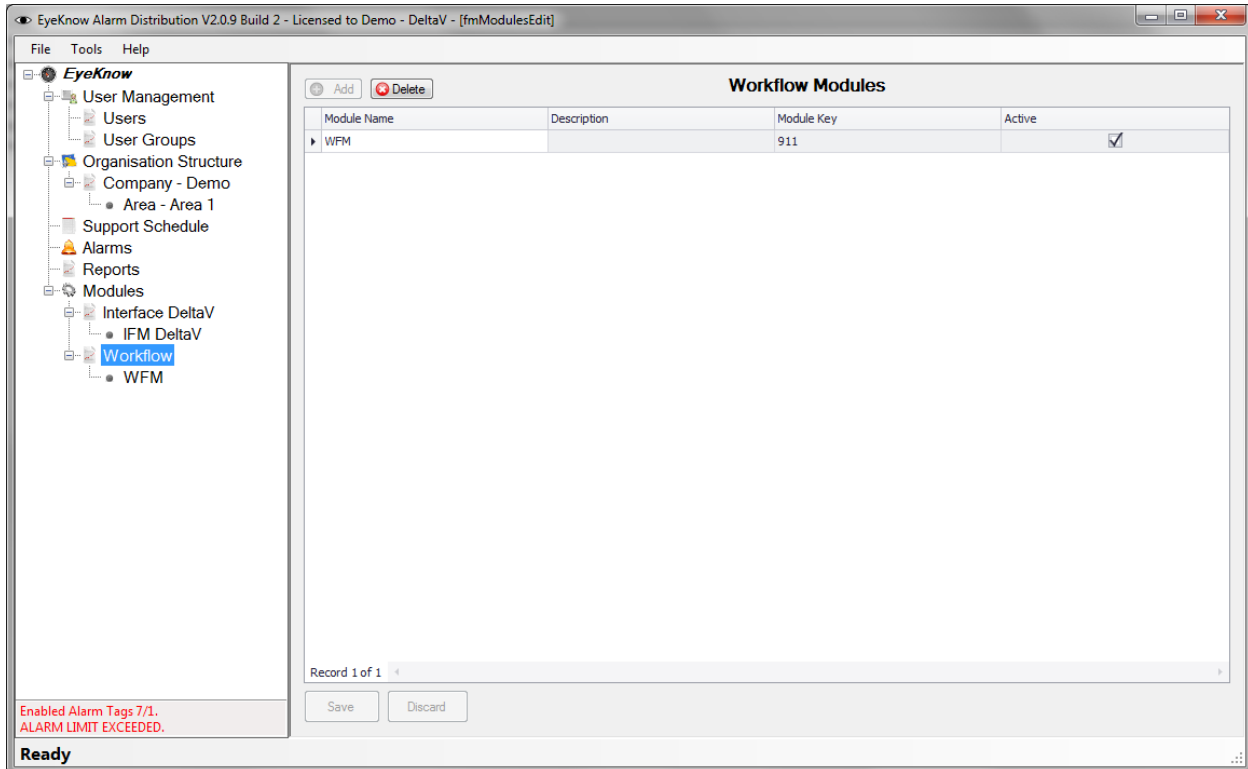


**Figure 7.11 – Modules Overview**

The overview panel displays all available modules and their current status.

Possible status	Meaning
<b>999</b>	Module not communicating
<b>50</b>	Communicating with IFM
<b>101</b>	Communicating with WFM
<b>&lt;=500</b>	Good with additional status
<b>&gt;500</b>	Error in module with additional status.

**Table 7.2 – Module Status**



**Figure 7.7.12 – Modules Editor**

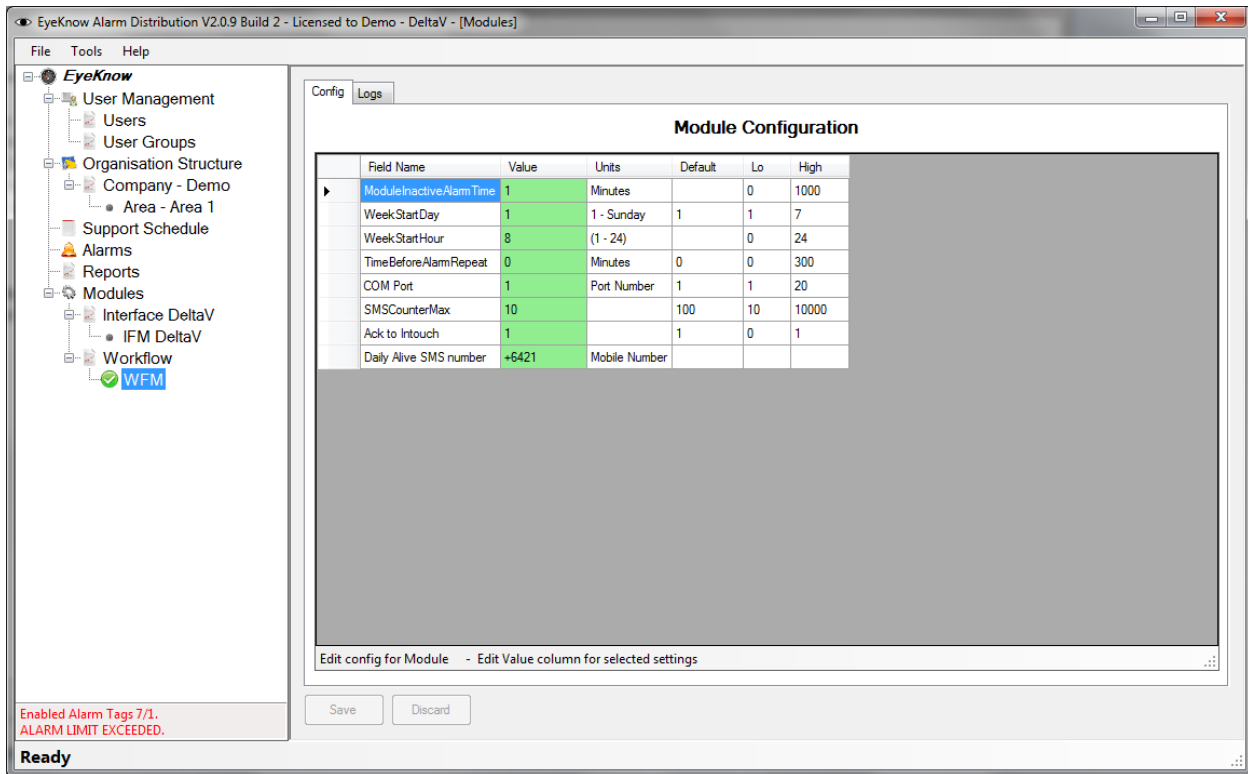
EyeKnow Compact has the following default module types:

- Workflow Module
- Interface DeltaV
- Interface iFix (OPC A&E)
- Interface InTouch
- Interface Archestra

Inside the Module's tree node are the types of modules installed and within each module type node are the specific module names. One system can have multiple modules.

Modules can be added and deleted from the panel. Additionally, specific modules can be activated or deactivated manually.

Once the system is set up users will seldom use this screen except when fault finding.



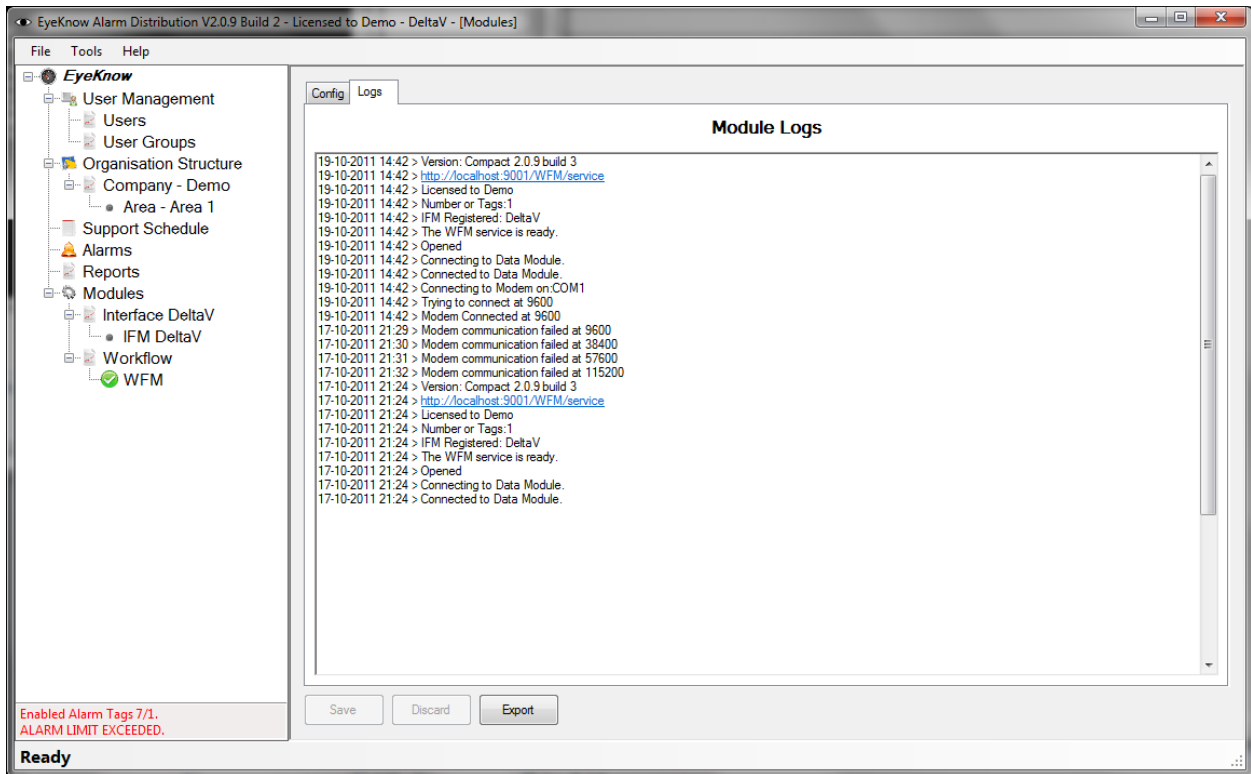
**Figure 7.13 – Module Configurations**

The Modules configuration panel allows adjustment of specific parameters. They are populated with default values on creation, but the green “Value” column can be adjusted as needed. Note that any changes need to be saved.

Adjusting the following parameters in a Workflow module requires a restart of the WFMService from the operating system’s Service manager, or a restart of the computer:

1. COM Port
2. SMSCounterMax

Each module type has a different module configuration page.

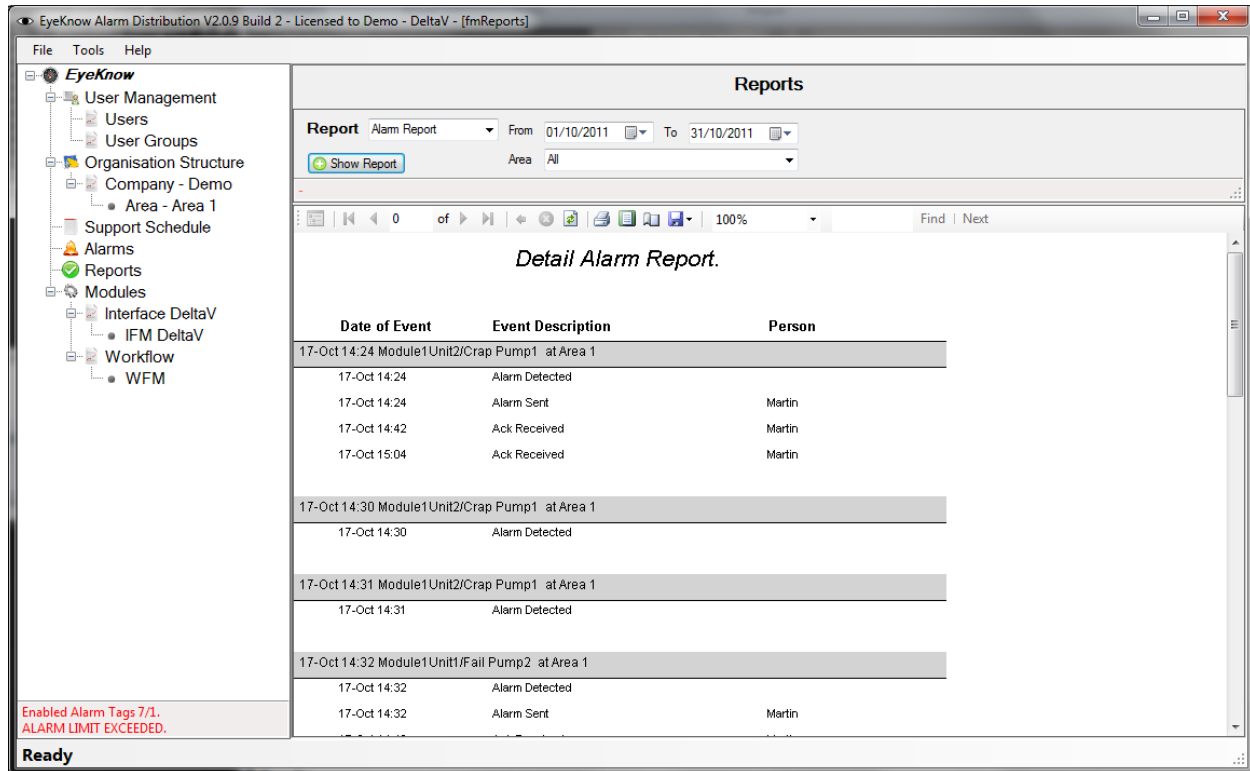


**Figure 7.14 – Module Log**

All modules have a logging system which is able to capture information received and transmitted by the module. Logs are able to be exported to a .txt file.

Logs are pruned back to 5000 when they reach 7000 entries.

### 7.3.7 Reports



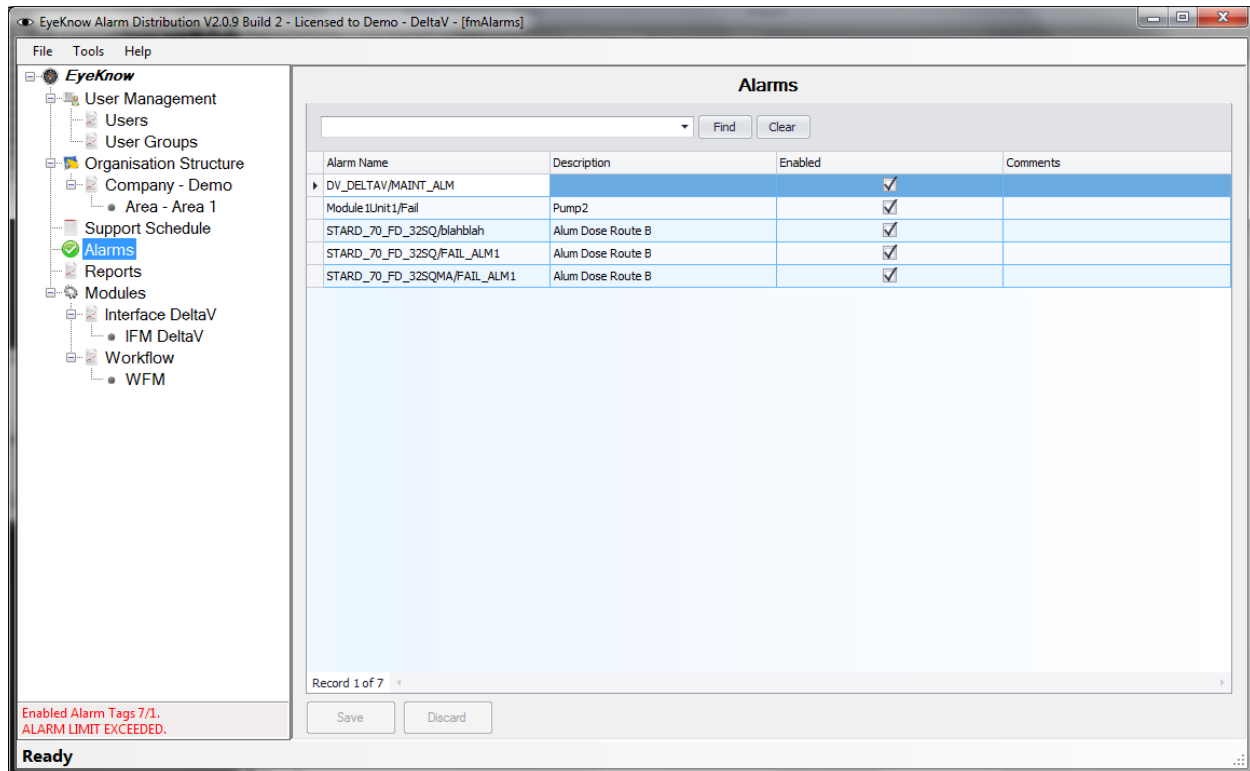
**Figure 7.15 – Reports Panel**

The reports panel allows analysis of the alarm activity. This includes alarms received from the IFM, alarms sent to users, alarm acknowledgements and an alarm count report.

Two standard reports are available. These are:

1. **Alarm Report** – Shows a report for all alarm activity for a selected Area over a selected time period
2. **Alarm Count Report** – Shows counts of individual alarms distributed for a selected Area over a selected time period. This is very useful when determining call out statistics.

### 7.3.8 Alarms



**Figure 7.16 – Alarms Panel**

The alarms panel shows a list of all unique alarms received by the WFM, regardless of their current activity. It populates dynamically each time a unique alarm is detected. Undesired or negligible alarms can be manually disabled from here. Furthermore, a filtering and search function is included to provide easier browsing of alarms.

Ordering the display of the data in the Context Panel is done by selecting the relevant column heading. Filtering is done by selecting the small filtering icon that appears by hovering over far right of the column heading

The number of alarms that can be enabled will depend on the product license. Enabling more alarms than the product license allows will result in some alarms not being distributed.

---

## 8 Step by Step – How to set up for the first time

1. Install all required modules – see individual **EyeKnow SMS Compact V2.xx Installation Guide**, but ensure that there is at least one of each the following:
  - Interface Module
  - Workflow Module
  - User Interface
2. Configure all installed modules – see the **How To** section below.
3. Add Users – see the **How To** section.
4. Add a new *User Group* – see the **How To** section.
5. Assign Users as required to new *User Group* – see the **How To** section.
6. Create a new *Area*
7. Add a User Group to the *Area*
8. Add a new entry to the schedule for the *Area*. Ensure you have chosen the correct time period, choose a User, and enter settings as required.
9. Repeat for more Users as required.

You have now created an area, created a user, assigned them to a user group, linked the user group to an area, and assigned an on call person for a particular time period.

You're ready to go!

## 9 How To

### 9.1 Importing a License File

1. Open the **Tools** menu at the top of the User Interface
2. Select **Import License File**
3. Browse for the appropriate .lic file
4. Click **Open**

*Note: To insure licensing information has been successfully imported make sure to restart both the User Interface and Workflow Module after completing the import process. The Workflow Module can be restarted by going to the Control Panel / Administrative Tools / Services. Select WFMService. Stop it and Start it from the Application Information Properties pop up.*

### 9.2 Importing DeltaV Areas into EyeKnow

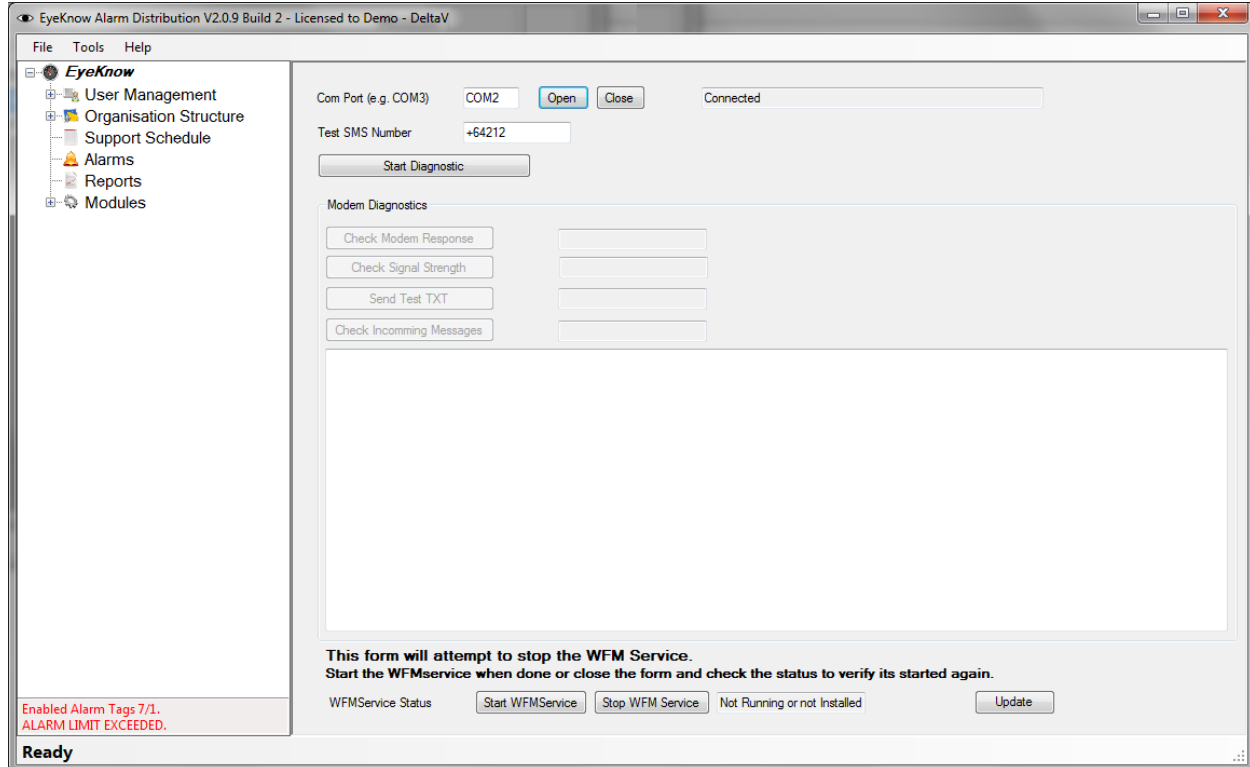
1. Open the **Tools** menu at the top of the User Interface
2. Click **Import DeltaV Areas**
3. Browse for the appropriate .xml file from DeltaV. Please refer to section 9.2 on how to export
4. Click **Open**

### 9.3 Exporting Areas from DeltaV

DeltaV areas can be exported natively from within DeltaV.

1. Start the **DeltaV Explorer**.
2. On the main window menu select **File**.
3. Select **Export**.
4. Click **Equipment Hierarchy**.
5. Specify the location and filename. *Note: In DeltaV Explorer's current version (v.10.3.1 Build 3611) the user will need to remember to manually add the .xml at the end of the file name; i.e. <filename>.xml.*
6. Click **Save**.

## 9.4 Performing Modem Diagnostics



The modem diagnostic tool can be used to troubleshoot issues relating to your modem.

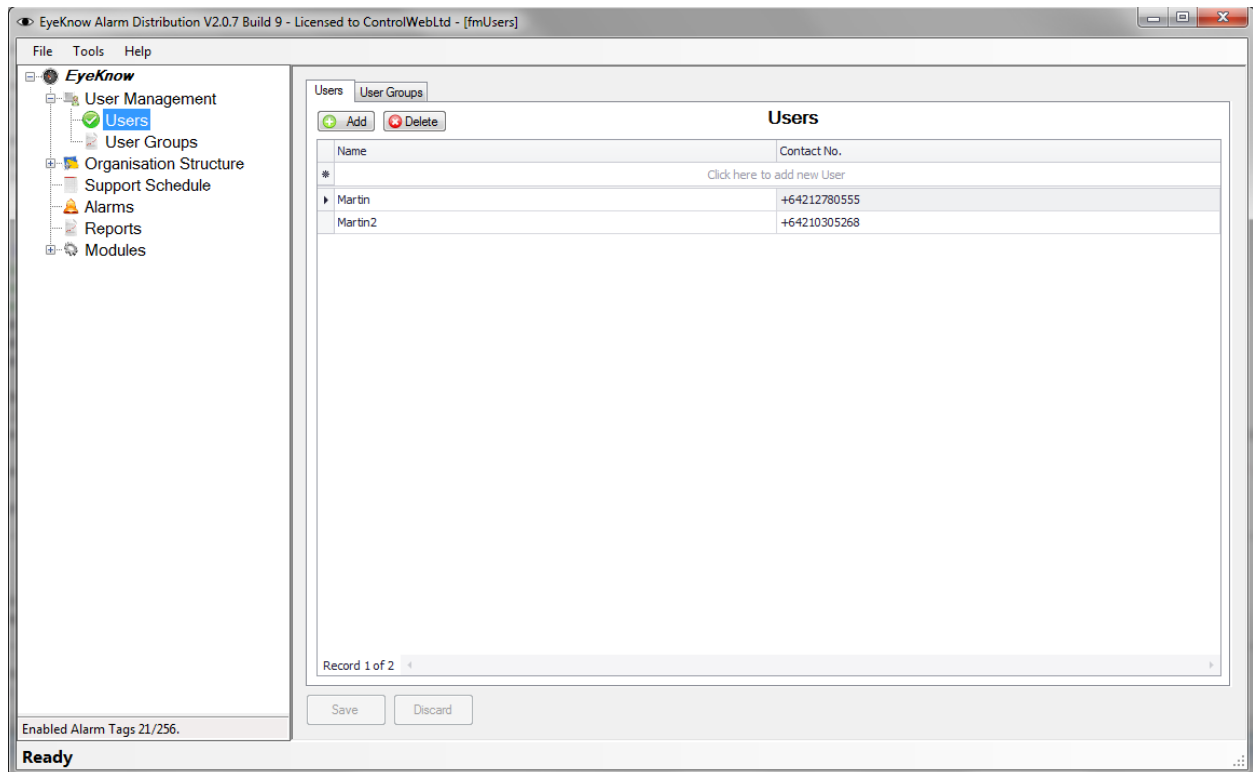
1. Open the **Tools** menu at the top of the User Interface
2. Click **Modem Diagnostics**
3. Make sure that the WFM service is stopped. If it is not, either click the **Stop WFM Service** or stop the service using the windows **Services** manager in your administrative tools.
4. Enter the COM port to which the modem is connected. Click **Open**.
5. Enter a valid mobile phone number
6. Click **Start Diagnostic**
7. *Check Modem Responses* to confirm the connection between the PC and modem. Causes of failure may be:
  - Modem is turned off
  - Incorrect COM port selected
  - COM port is incorrectly configured to communicate with the modem

8. *Check Signal Strength* to determine if there is communication between the modem and its cellular network. Causes of failure may be:
  - Antenna is in a poor reception location
  - Antenna is not connected to the modem
9. *Send Test Text* to determine whether the cell network is allowing the modem to send texts. Causes of failure may be:
  - Phone number/account has no credit
  - Invalid or no SIM card in modem
  - SIM card has a PIN number
10. *Check Incoming Message* to determine whether the modem can receive texts.

## 9.5 Distribution Setup Tasks

### 9.5.1 Add a user

1. Navigate to the **Users** panel
2. Click the **Add** Button



3. Enter details as required – **Name and Phone Number**

Note that the **Name and Phone Number** are required fields.

4. Click Save to save changes or Discard to discard changes

### **9.5.2 Delete a user**

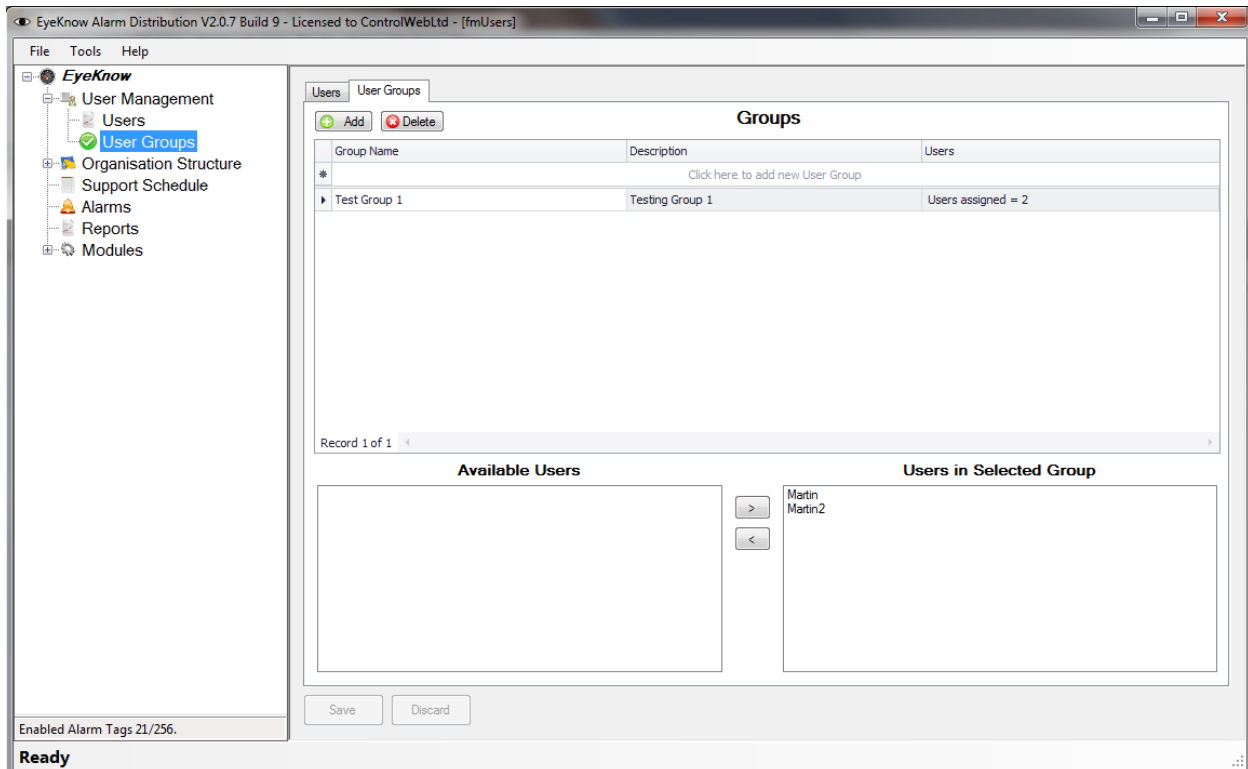
1. Navigate to the **Users** panel
2. Select the user you wish to delete
3. Click the **Delete** button
4. Click Save to save changes or Discard to discard changes

### **9.5.3 Edit user details**

1. Navigate to the **Users** Tab
2. To edit a particular user's details, double-click on the field you wish to alter and enter the appropriate details.
3. Click Save to save changes or Discard to discard changes

*Note: **Users** that have been assigned to **User Groups**, **Area** or **Support Schedules** cannot be deleted.*

## 9.5.4 Add a user group & assign users



1. Navigate to the **User Group** panel
2. Click the **Add** Button
3. Enter a **User Group** Name
4. Click **Save** to save changes or click **Discard** to discard changes

**Important:** Before continuing, group additions, deletions and changes must be saved.

5. Users can be assigned to the User Group by selecting the User Group to which you want to assign users. The User assignment field will appear in the lower half of the panel. Select users you wish to assign to the group from the **Available Users** field and click ">" to move them in to the **Users in Selected Group** field.
6. Similarly, users can be unassigned from a selected group by selecting users from the **Users in Selected Group** and clicking "<" to move them back into the **Available Users** field.

*Note: User group changes are saved automatically on assignment.*

## 9.5.5 Edit user groups

1. Navigate to the **User Groups** panel

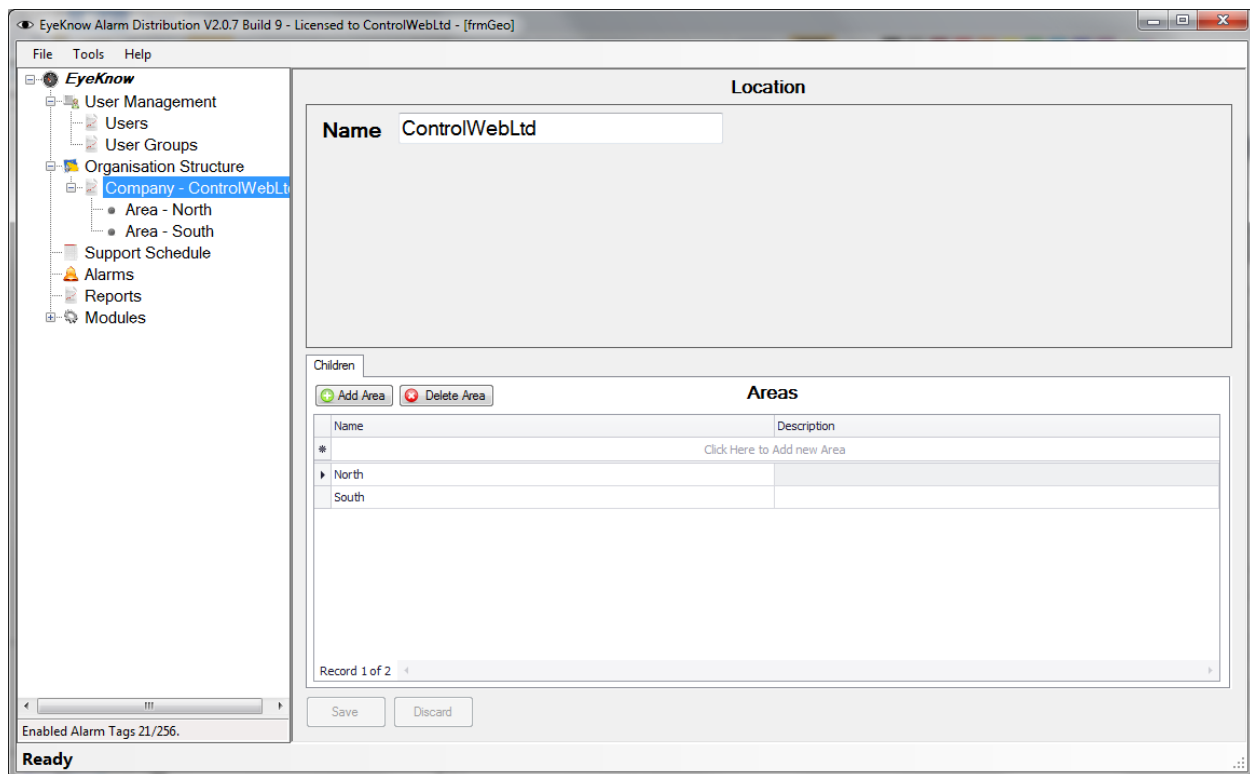
2. Double click on the field you wish to edit
3. Make required changes
4. Click the **Save** button to save changes or **Discard** button to discard change

### 9.5.6 Delete user groups

1. Navigate to the **User Groups** panel
2. Select the user group you wish to delete
3. Click the **Delete** button
4. Click **Save** to save changes or click **Discard** to discard changes

*Note: **User Groups** that have been assigned with **Users** cannot be deleted.*

### 9.5.7 Add an Area



1. Navigate to the **Company** panel
2. Click the **Add Area** Button
3. Enter an **Area Name**
4. Click the **Save** button to save changes or **Discard** button to discard change

### 9.5.8 Edit an Area

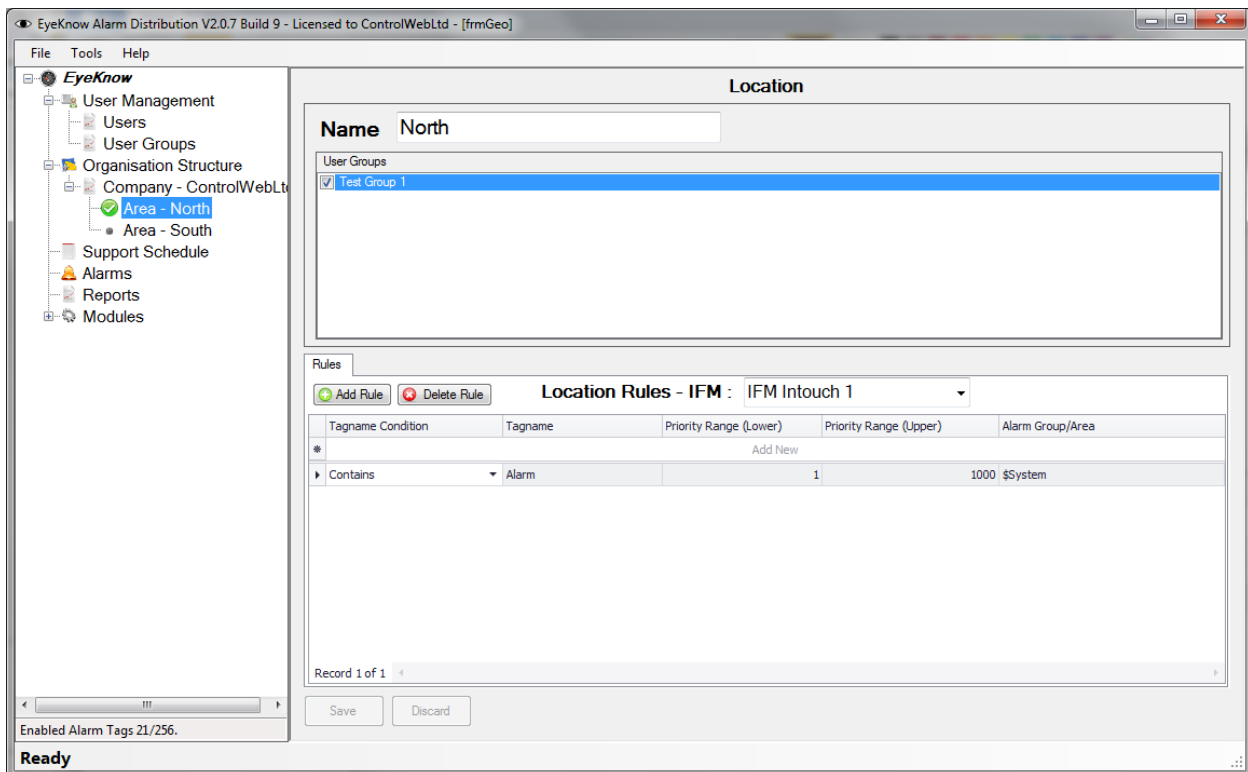
1. Navigate to the **Company** panel
2. Double click on the field you wish to edit
3. Make required changes
4. Click the **Save** button to save changes or **Discard** button to discard change

### 9.5.9 Delete an Area

1. Navigate to the **Company** panel
2. Select the **Area** you wish to delete
3. Click the **Delete Area** Button
4. Click the **Save** button to save changes or **Discard** button to discard change

*Note: For **Areas** that have **User Groups** assigned, **Alarms** that are associated with the area or are assigned to a **Schedule** cannot be deleted.*

### 9.5.10 Add rules



The screenshot shows the 'EyeKnow Alarm Distribution' application. The left-hand tree view is expanded to 'Company - ControlWebLtd', where 'Area - North' is selected. The main window is titled 'Location' and shows the configuration for the 'North' area. Under 'User Groups', 'Test Group 1' is selected. Below this, the 'Rules' section is active, showing a table of 'Location Rules - IFM : IFM Intouch 1'. The table contains one rule with the following details:

Tagname	Condition	Tagname	Priority Range (Lower)	Priority Range (Upper)	Alarm Group/Area
Contains		Alarm	1	1000	\$System

At the bottom of the window, there are 'Save' and 'Discard' buttons. The status bar at the very bottom indicates 'Ready' and 'Enabled Alarm Tags 21/256'.

1. Navigate to the **Area** panel
2. Click the **Add Rule** Button

3. Select the **Condition**, enter the **Tag name**, upper and lower **Priority Ranges** and assign an **Alarm Group/Area**.
4. Click the **Save** button to save changes or **Discard** button to discard change

#### **9.5.11 Edit a rule**

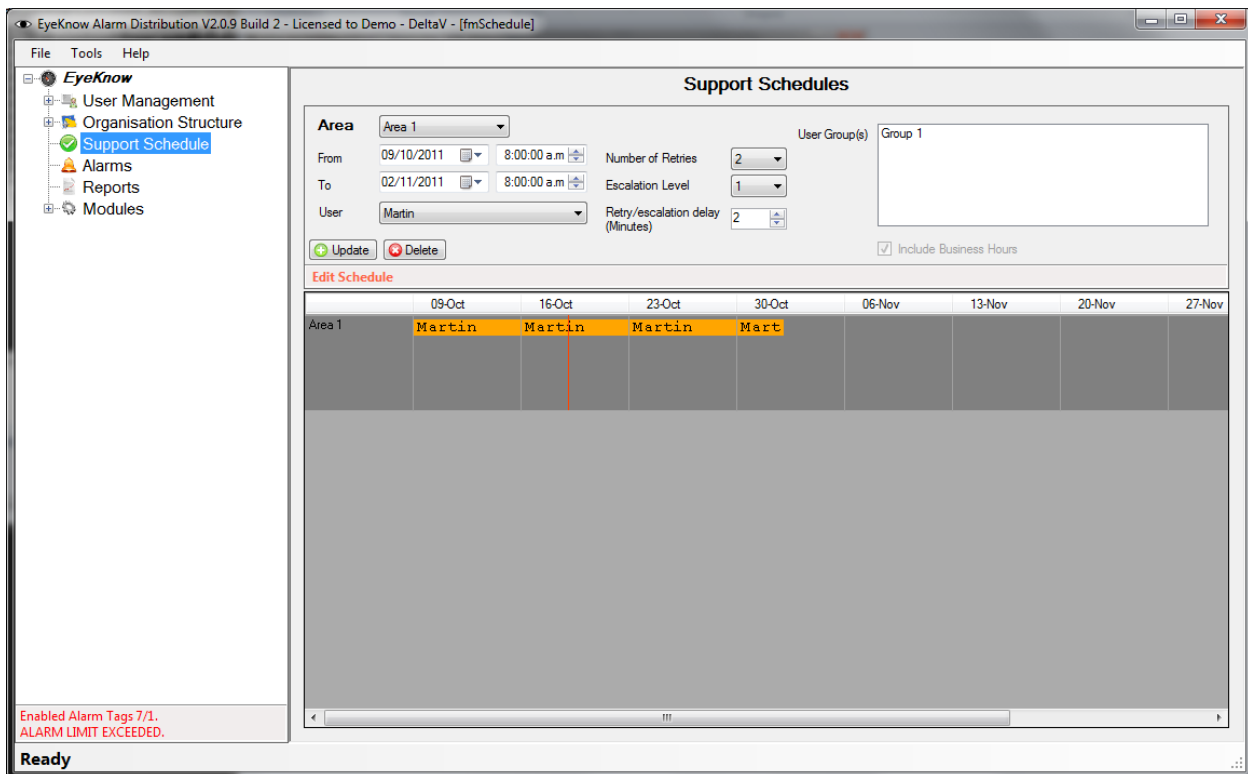
1. Navigate to an **Area** panel
2. Double click on the field you wish to edit
3. Make required changes
4. Click the **Save** button to save changes or **Discard** button to discard change

### 9.5.12 Delete a rule

1. Navigate to the **Area** panel
2. Select the **Rule** you wish to delete
3. Click the **Delete Rule** Button
4. Click the **Save** button to save changes or **Discard** button to discard change

## 9.6 Schedule Tasks

### 9.6.1 Add a user to a schedule



EyeKnow Alarm Distribution V2.0.9 Build 2 - Licensed to Demo - DeltaV - [fmSchedule]

File Tools Help

**EyeKnow**

- User Management
- Organisation Structure
- Support Schedule
- Alarms
- Reports
- Modules

**Support Schedules**

Area: Area 1

From: 09/10/2011 8:00:00 a.m. To: 02/11/2011 8:00:00 a.m.

User: Martin

Number of Retries: 2

Escalation Level: 1

Retry/escalation delay (Minutes): 2

User Group(s): Group 1

Include Business Hours

Edit Schedule

	09-Oct	16-Oct	23-Oct	30-Oct	06-Nov	13-Nov	20-Nov	27-Nov
Area 1	Martin	Martin	Martin	Mart				

Enabled Alarm Tags 7/1.  
ALARM LIMIT EXCEEDED.

Ready

1. Navigate to the **Support Schedule** panel
2. Select an Area
3. Set beginning and end of schedule time
4. Select the user
5. Set the number of retries, escalation (support) level, and time between retries

*Note: Schedule is saved on update.*

## 9.6.2 Edit Schedule

1. Select the schedule entry you wish to change
2. Adjust as needed in the fields above the schedule
3. Click **Update** to upload changes to schedule

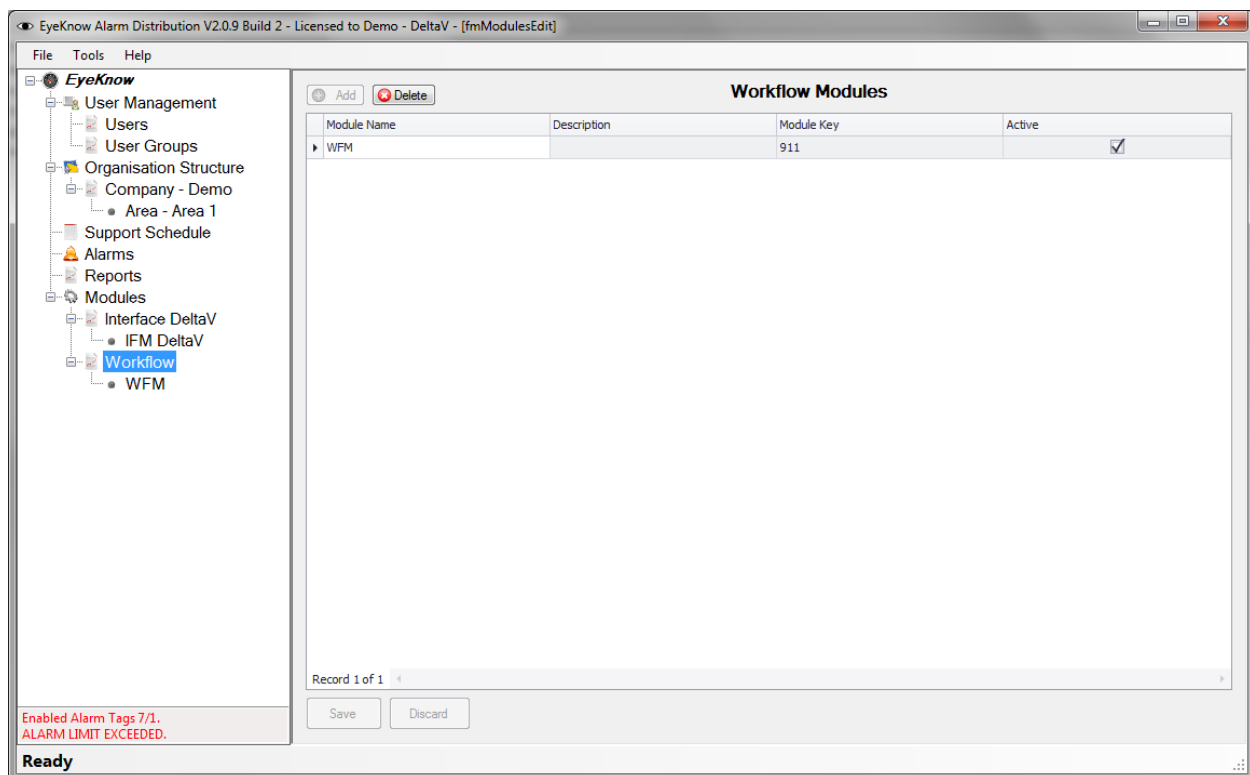
## 9.6.3 Delete Schedule

1. Select the schedule entry you wish to delete
2. Click the **Delete** button

Note: Schedule is updated and saved when the **Delete** button is clicked

## 9.7 Modules Procedures

### 9.7.1 Adding a new module

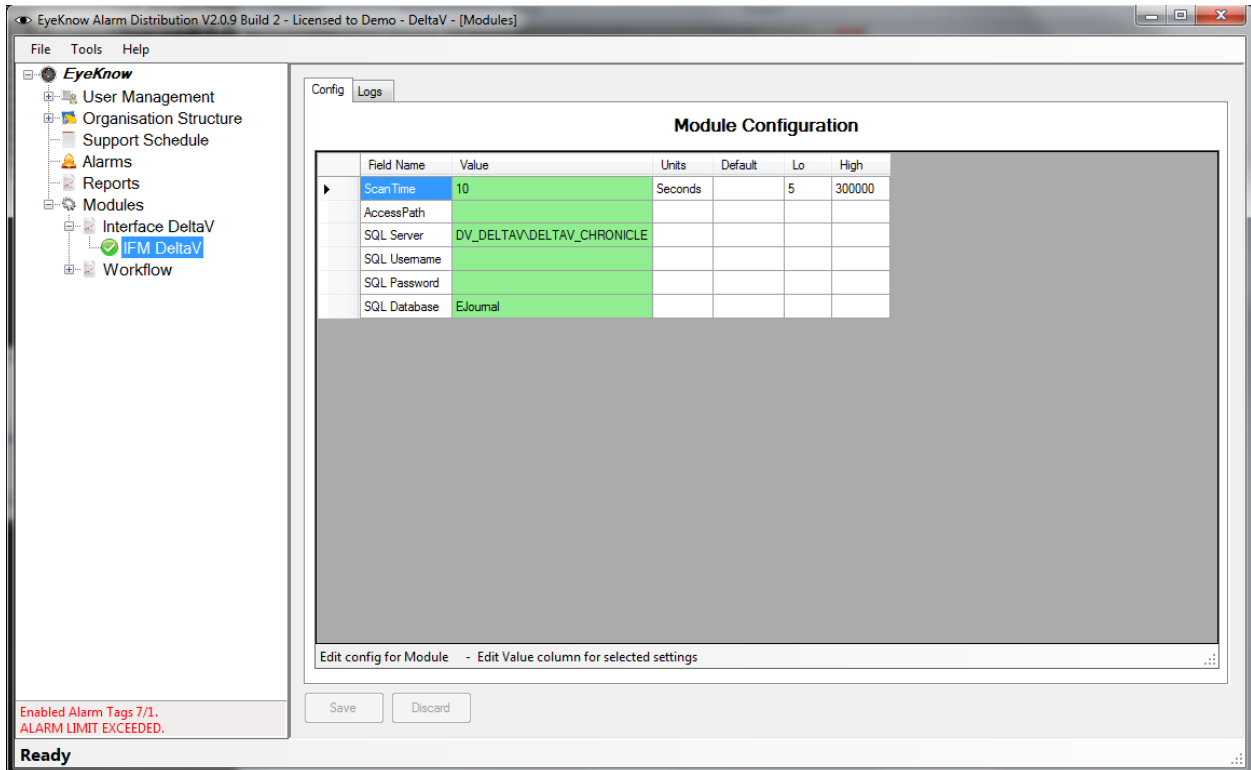


1. Ensure that module has already been installed. Installed modules should appear as child nodes under the Modules (parent) node
2. Navigate to the specific module panel of the module you wish to add.
3. Click **Add**

4. Enter **Module Name**, **Description** and **Module Key**
5. Click the **Save** button to save changes or **Discard** button to discard change

Note: **Module Key's** are supplied by ControlWeb. Each module requires a unique key. Users should not have to deviate from the default keys populated during installation

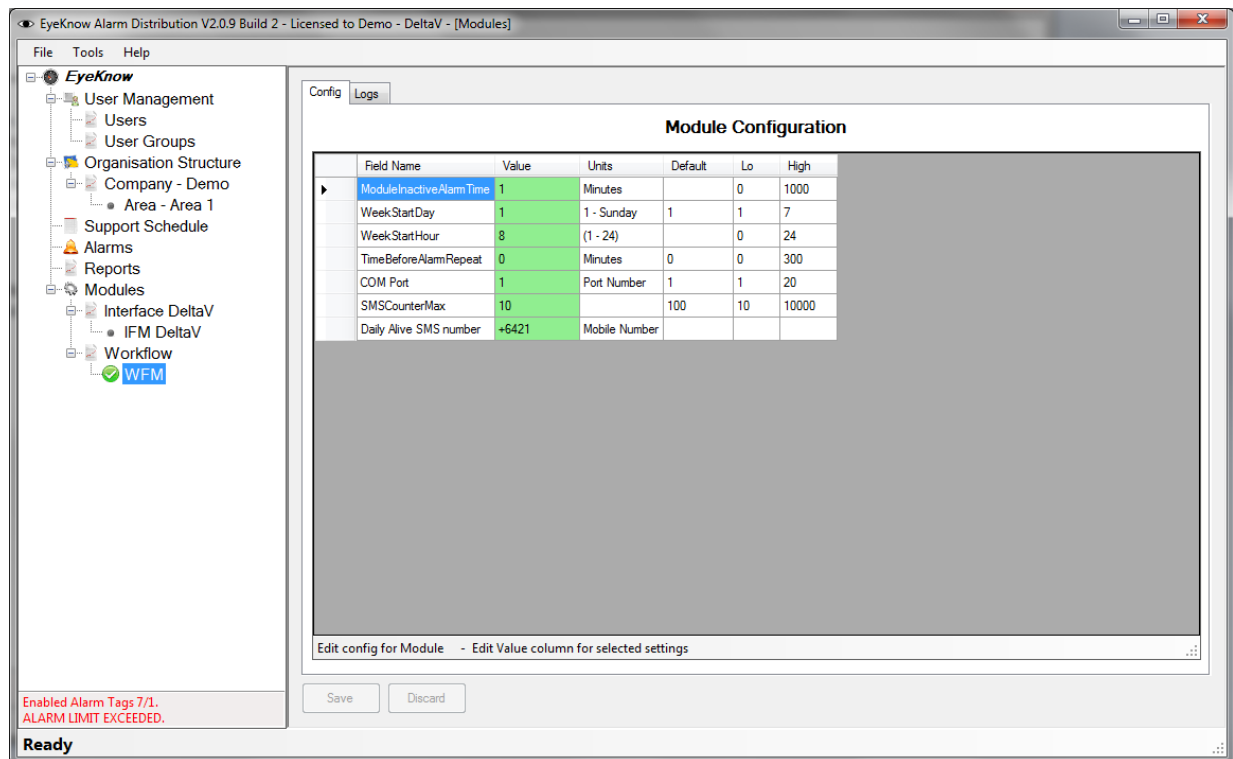
### 9.7.2 Configuration of Interface Modules – Definition of fields



Field Name	Value	Units	Default	Lo	High
Scan Time	10	Seconds		5	300000
Access Path					
SQL Server	DV_DELTAV\DELTAV_CHRONICLE				
SQL Username					
SQL Password					
SQL Database	EJournal				

<b>Scan Time</b>	The time between successive scans of the control system alarm database
<b>Access Path</b>	The name of the MS Access database. <i>(Only for DeltaV v.9)</i> Leave blank for DeltaV 10
<b>SQL Server</b>	The name of the SQL server to which DeltaV is connected to. Can be the ip address or network name.
<b>SQL Username</b>	The Username required to access the DeltaV database. Leave blank if no username has been set.
<b>SQL Password</b>	The Password required to access the DeltaV database. Leave blank if no password has been set.
<b>SQL Database</b>	The name of the DeltaV database.

### 9.7.3 Configuration of Workflow Modules – Definition of fields



**Module Inactive Alarm Time** If the module doesn't communicate within this time, an alarm will be raised.

Default is set at 10 minutes

**Week Start Day**

Allows you to set the start of the week.

Default is set to 1 (Sunday)

**Week Start Hour**

Allows you to set the start of the day.

Default is set to 8 (8am)

**Time Before Alarm Repeat**

If the same alarm re-triggers within this time period it will not be resent.

Default is set at 0 seconds (meaning that every alarm that is triggered is logged and sent).

**COM Port**

COM Port to which your GSM modem is connected

Default is set at 1

**SMS Counter Max**

Maximum number of SMS's sent before the SMS ID resets

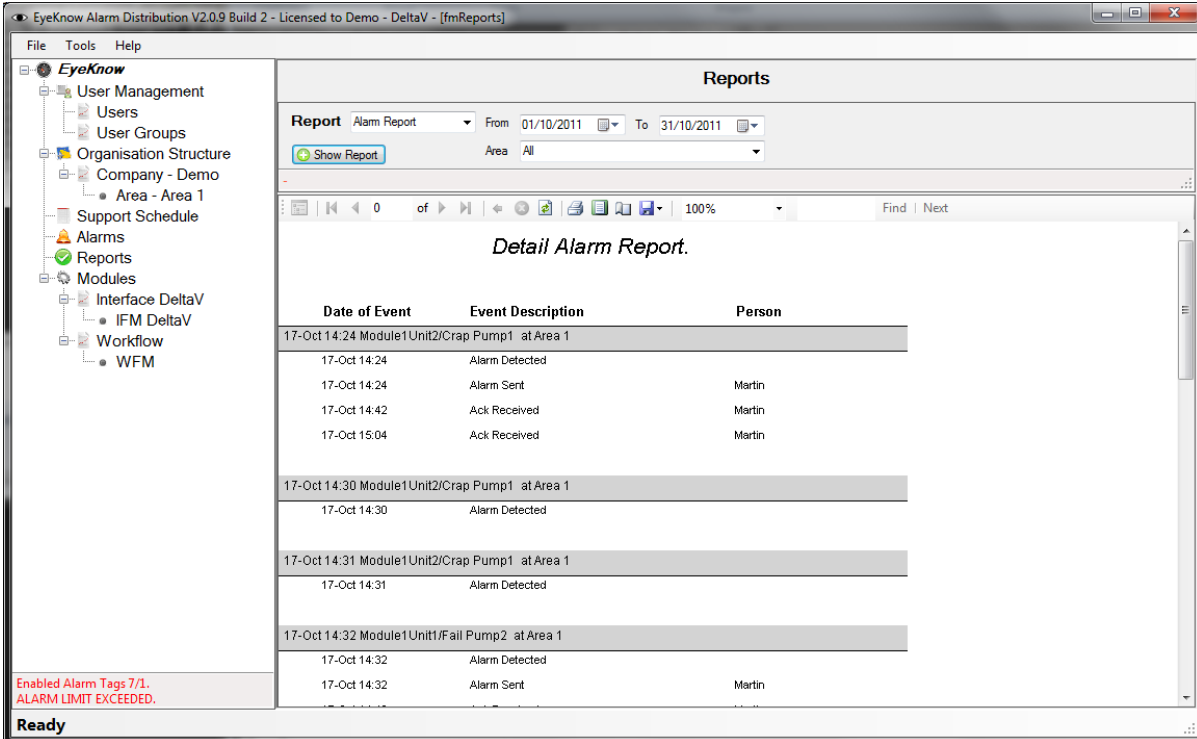
Default is set at 100

**Daily Alive SMS number**

Daily "In Operation" messages are sent to this number.

## 9.8 Reports Tasks

Various reports can be generated with the ability to filters on different criteria.



Date of Event	Event Description	Person
17-Oct 14:24	Module1Unit2/Crap Pump1 at Area 1	
17-Oct 14:24	Alarm Detected	
17-Oct 14:24	Alarm Sent	Martin
17-Oct 14:42	Ack Received	Martin
17-Oct 15:04	Ack Received	Martin
17-Oct 14:30	Module1Unit2/Crap Pump1 at Area 1	
17-Oct 14:30	Alarm Detected	
17-Oct 14:31	Module1Unit2/Crap Pump1 at Area 1	
17-Oct 14:31	Alarm Detected	
17-Oct 14:32	Module1Unit1/Fail Pump2 at Area 1	
17-Oct 14:32	Alarm Detected	
17-Oct 14:32	Alarm Sent	Martin

The selection criteria:

1. Report Type: Alarm report and Alarm count report
2. Date selection, can be for a predefined or for a custom period
3. Area

### 9.8.1 Alarm Report

Reports all the events generated for all alarms fitting the selected filter criteria

### 9.8.2 Alarm Count Report

Report that totals the number of times each alarm occurred for the selected filter criteria.

### 9.8.3 Report Viewer

When a report is generated the following options are available:

1. Search within a report for text
2. Export to PDF or Excel spreadsheet

3. Print – additional browser component might be required for printing. This is dependent on local security and browser settings.