X-AIMS basic troubleshooting & Configuration Procedure

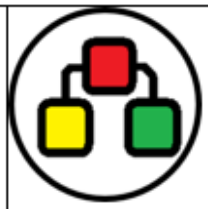
Sr. No.	TOPIC
1	Running services of X-Force AIMS System - Details
2	Procedure to add Cell number in application & Update in existing triggers
3	Procedure to add new email ID's, Create group's and Update
4	Procedure to install X-Force Client Application
5	Procedure to configure new schedule report – Web Application
6	Procedure to change/update SMTP IP address in to Outlook
7	Procedure Edit/Update/Add Alarms channel parameters (Capturing source)

Procedure Steps

OCTOBER 07, 2015

SSM INFOTECH SOLUTIONS PVT. LTD
FOR AIMS SUPPORT - PRIMARY – 08128653001 | SECONDARY - 09998810505 (EMAIL- AIMS@SSMINFOTECH.COM)

1. X-Force Desktop & Background running application significant and uses:

X-Force Capture Process -	 X-Force Datalink Process -	X-Force Scheduler Application	X-Force Computed Alarm engine -
This application must be on to capture data from DCS	This is background service for data insert in database	This application must be on to generate scheduled report on time	This application must be on for SMS sending on mobile
X-Force Server Application	X-Force Task Manager	X-Force Client Application	X-Force Alarm Viewer
This application must be on to send email of daily report	This application will monitor all application, is it running or not. Automatically will do start, if it is found stopped.	This application will helps you to do furthur analysis, ALM/RTN/TAGNAME base search, reports analysis.	This application will helps you to do furthur contain base analysis... i.e: ALM/RTN/TAGNAME base search, analysis.

- If any, Issues occurrence
    I. Alarms not updating in to viewer or analysis application
    II. All reports comes blank
    III. System not responding, in case of any reasons

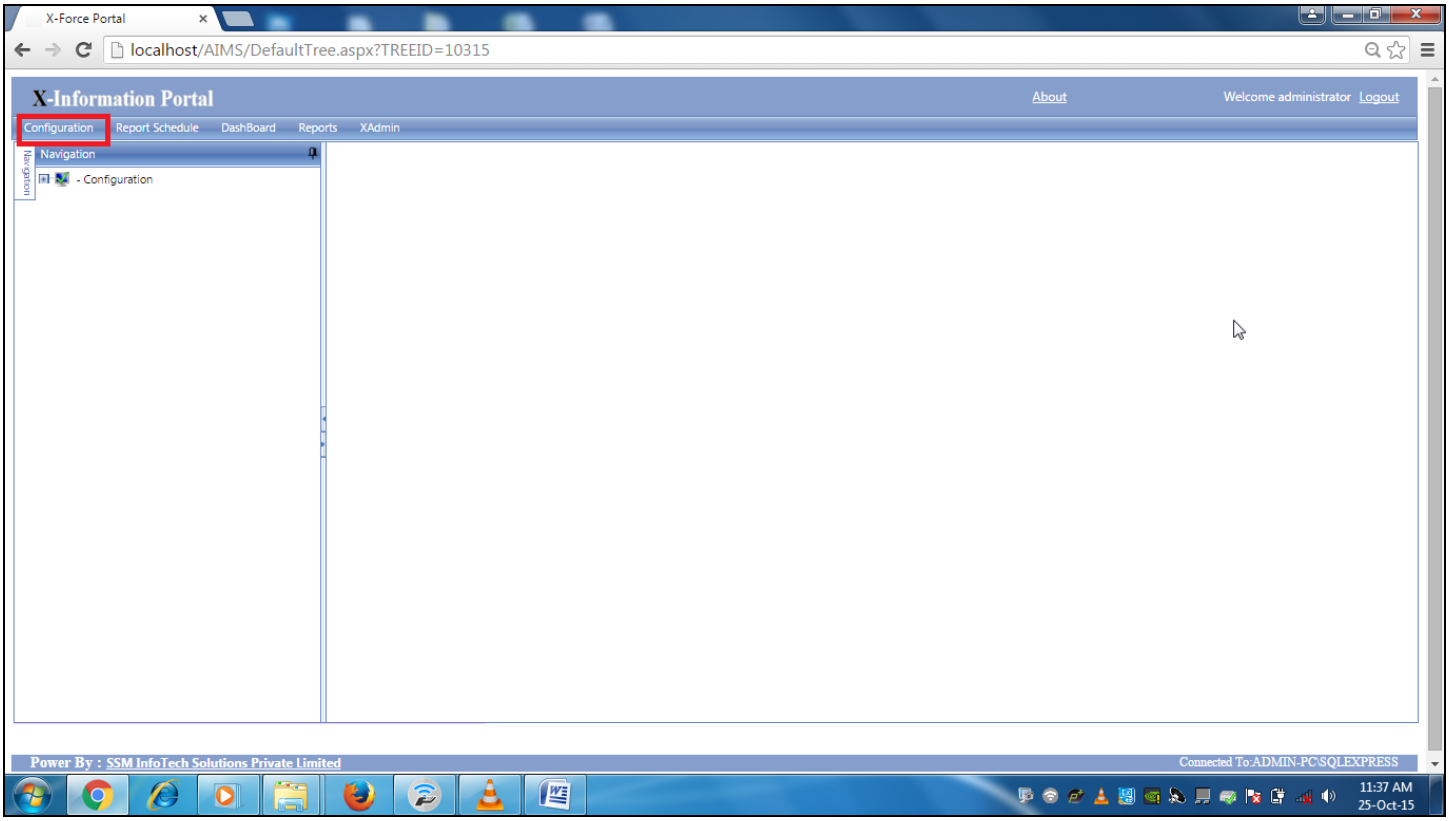
- Solutions:
    I. Close all running background appliaction, as mentioned in above tables or Check whether capture alarm process is running or not ?
    II. Other way is, Close all running services and application, do log off system.
    III. Again logged In to PC by (Administrator / Admin@1234)
    IV. Then X-Force Task Manager application will start automatically and It will do start all other relevant applications.
    V. Then check alarm are updating in to viewer or analysis application

2. Procedure to add new contact numbers in directory-

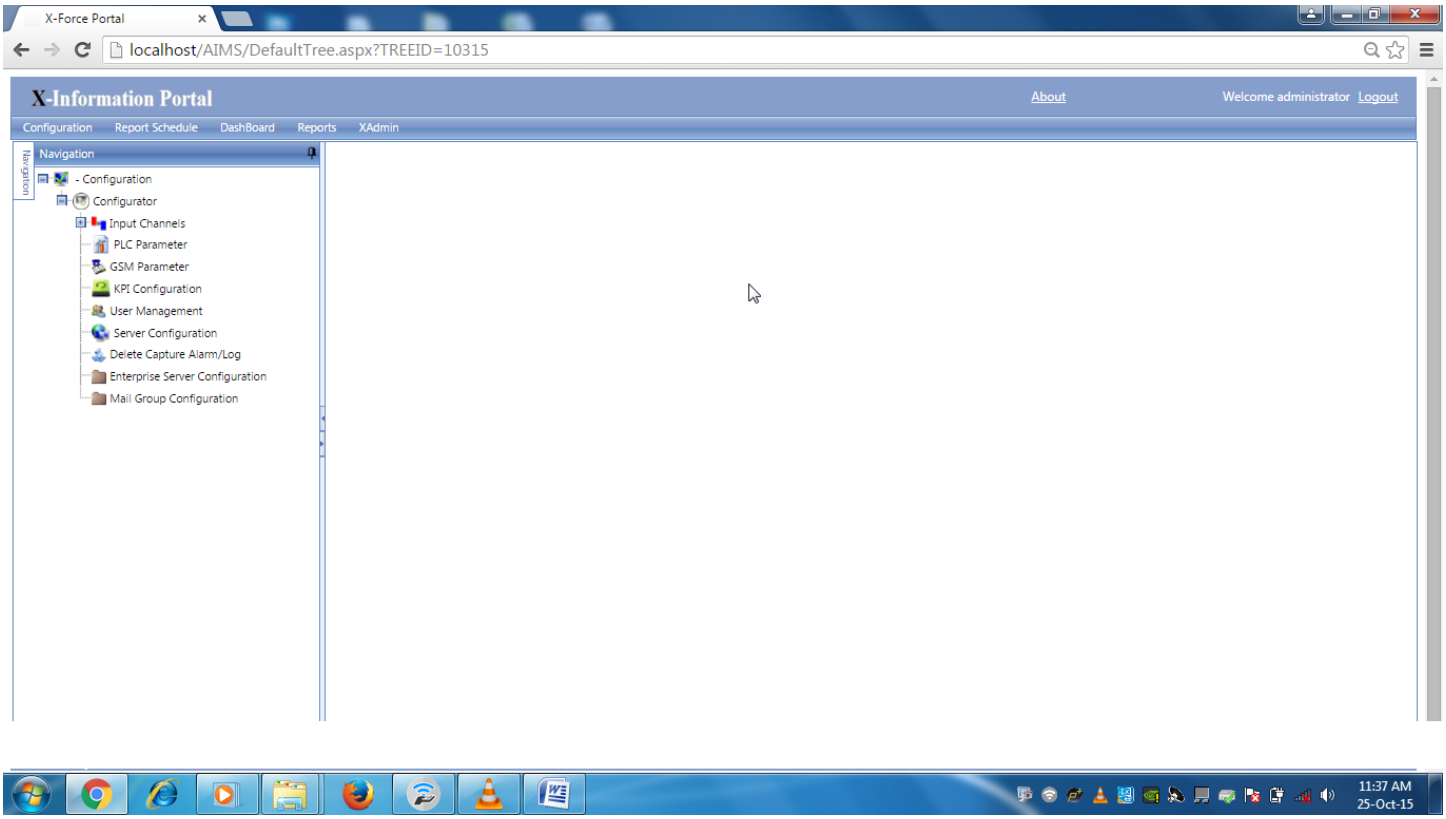
First, Open Internet explorer in respective PC. Default page will appear and insert neccessory credentials

- Log on **Xforce Alarm Web**.
- Login with **User ID & Password.** Please write user ID and password too

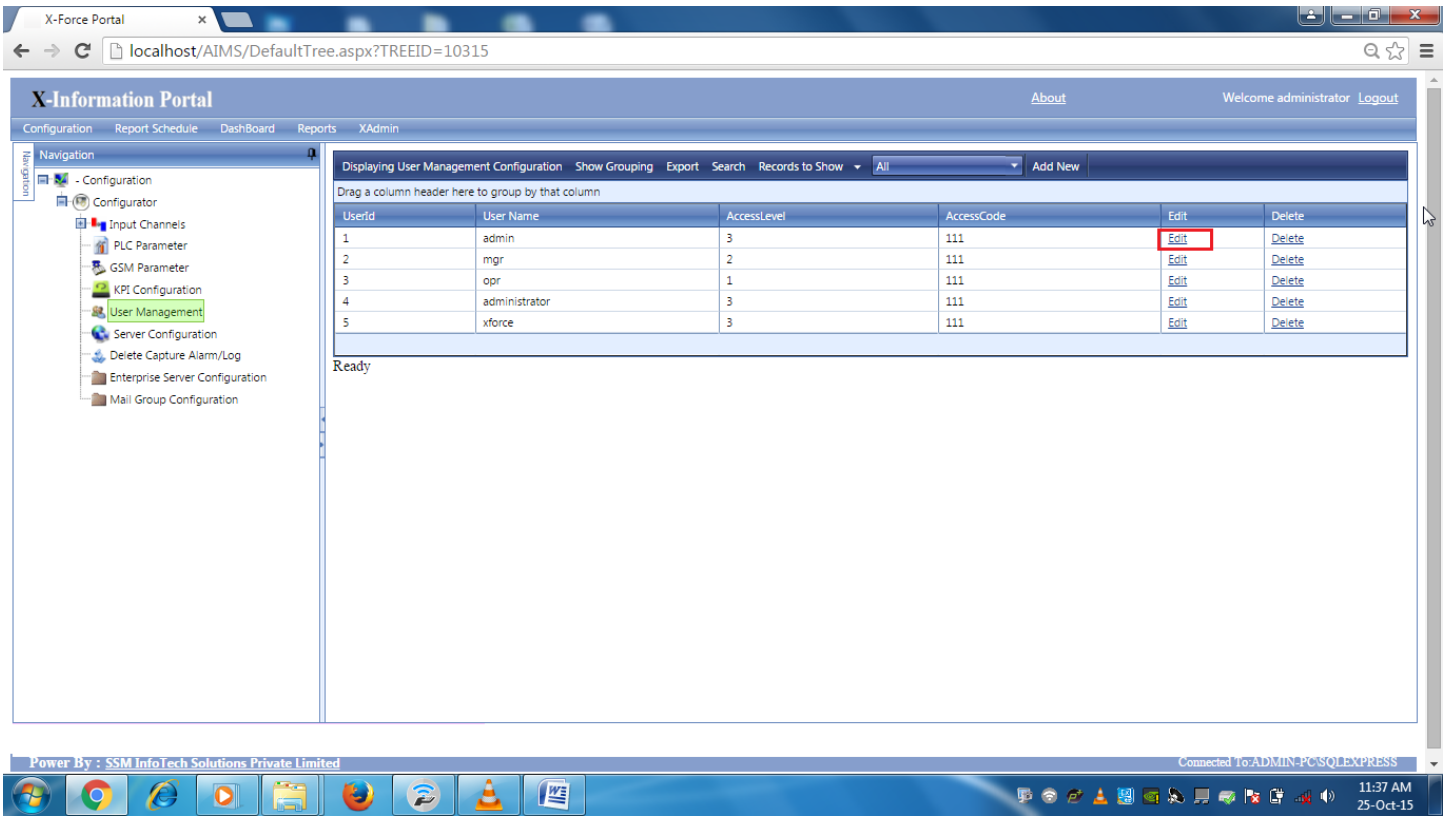
- Click On **Configuration**



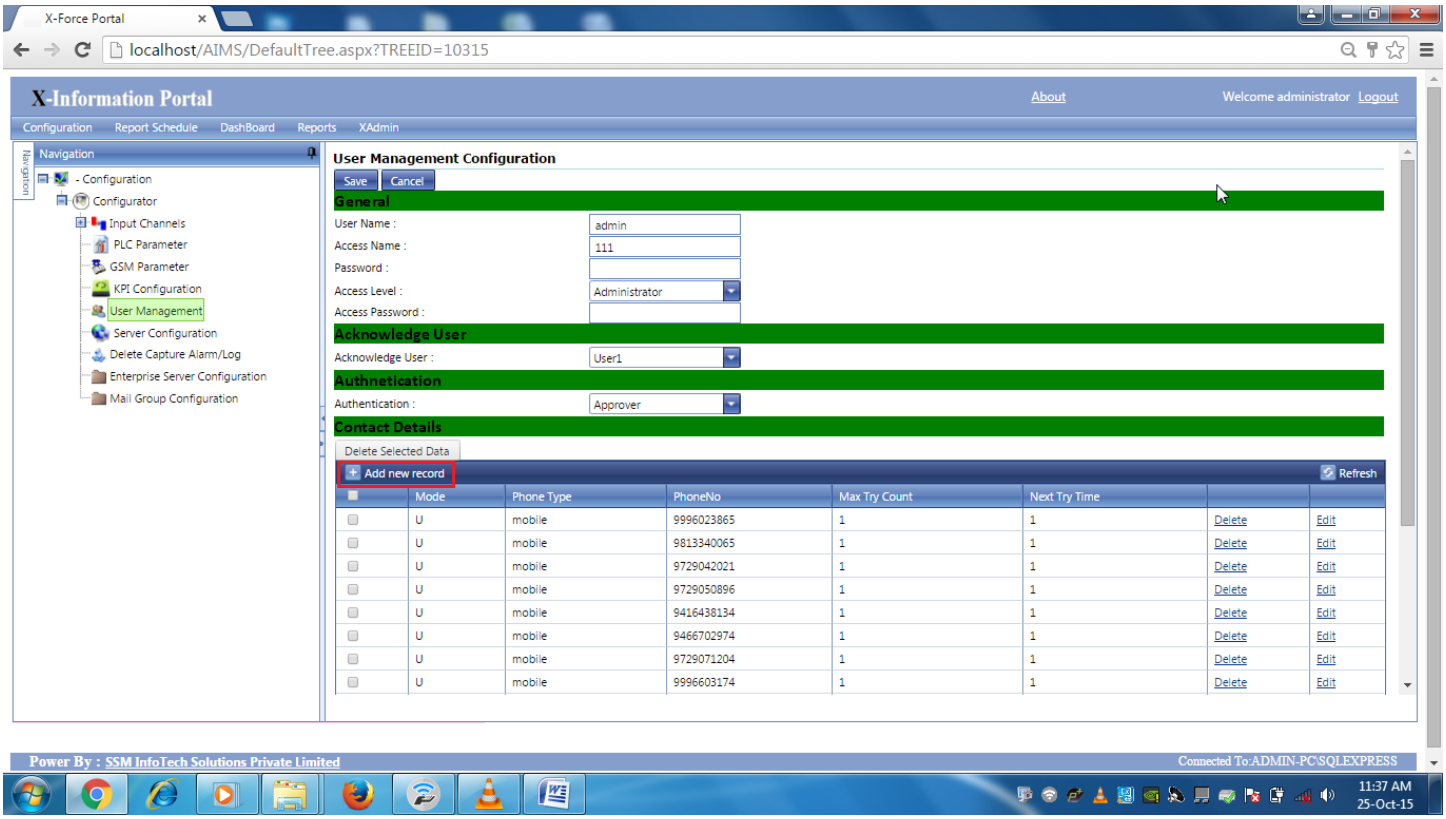
- Expand **Configurator**



- Click on **User Management** & Select **Edit**



- Click ADD New Records



Select **Phone type** = **Mobile**

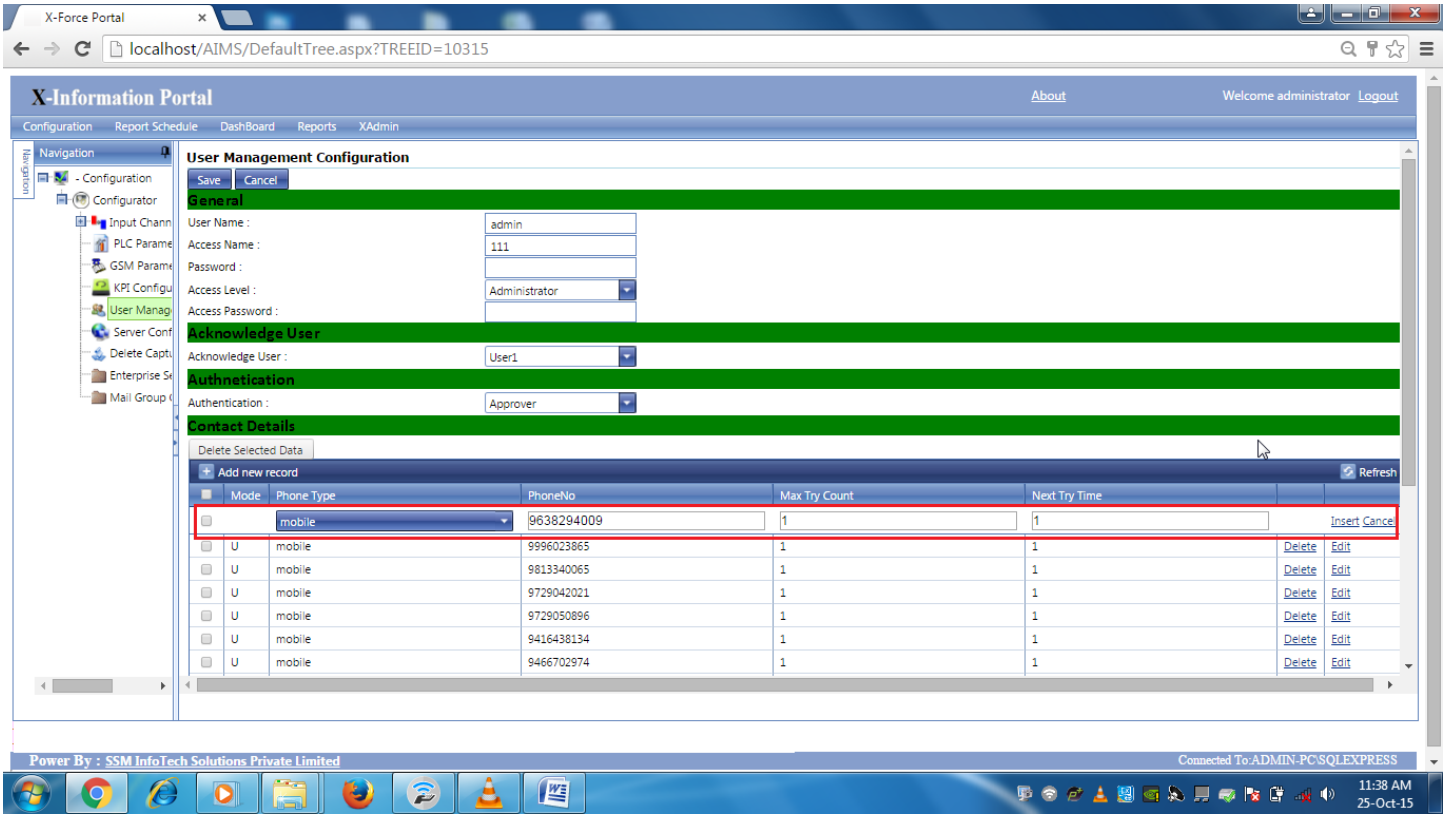
- Insert Contact Number in **PhoneNo** Column

Max Try Count = 1

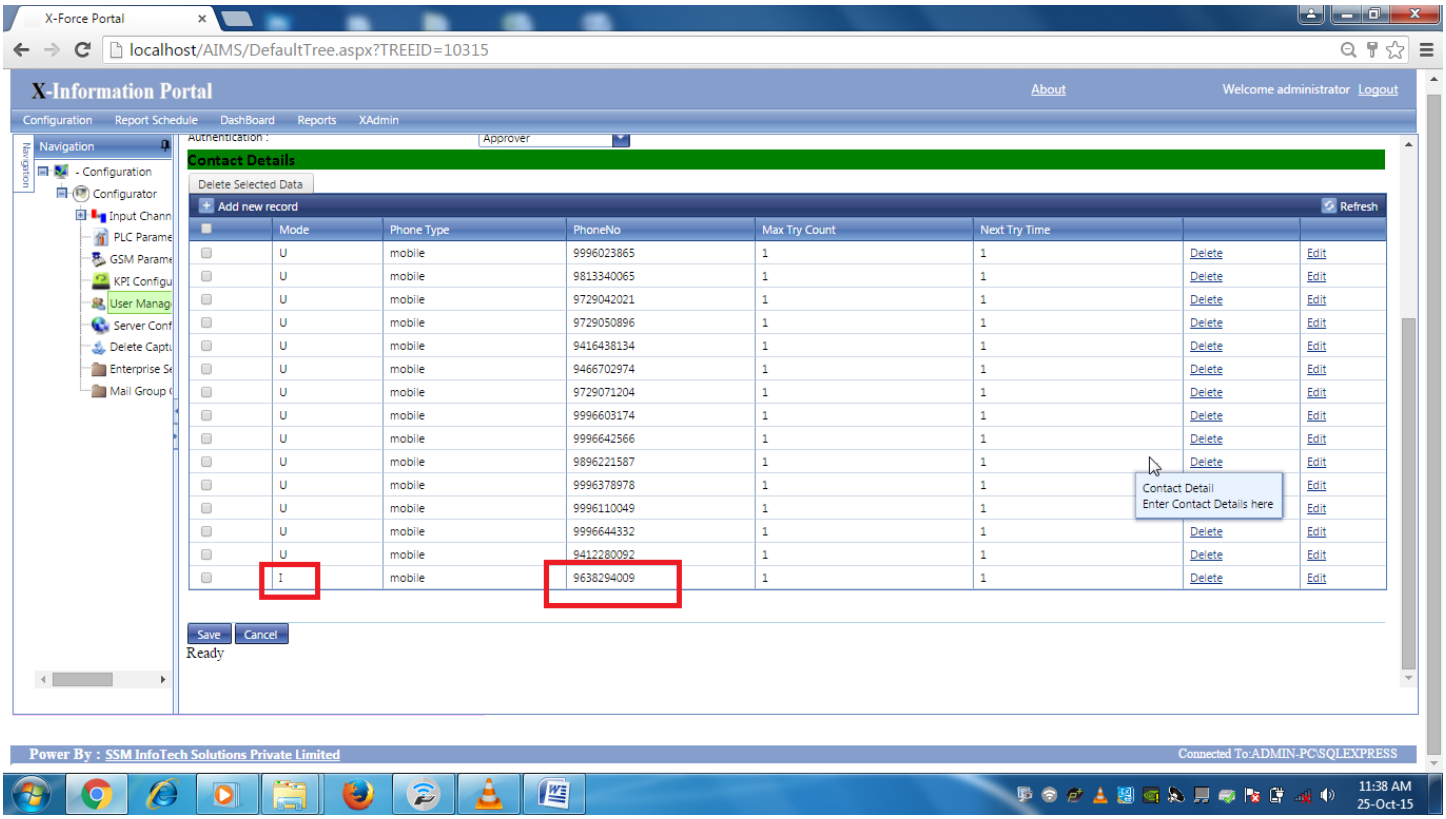
- "If Contact number is unreachable, application will try to send message 1 time, try count can be increase or decrease as per user requirement."

Next Try Time = 1

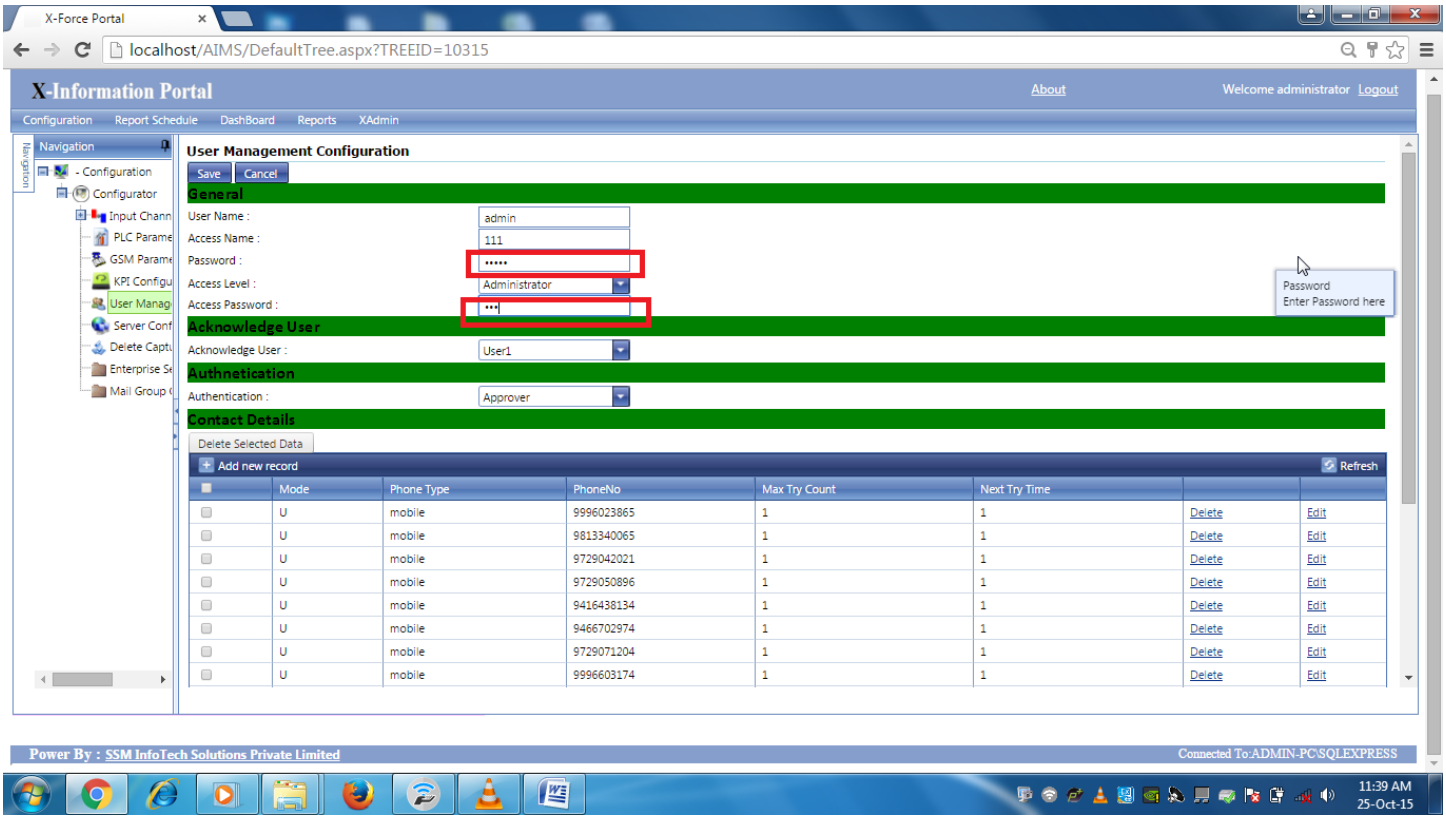
- **"**If Contact number is unreachable, application will try to send message 1 time in 1 Minute.**"**
- Click on **Insert**



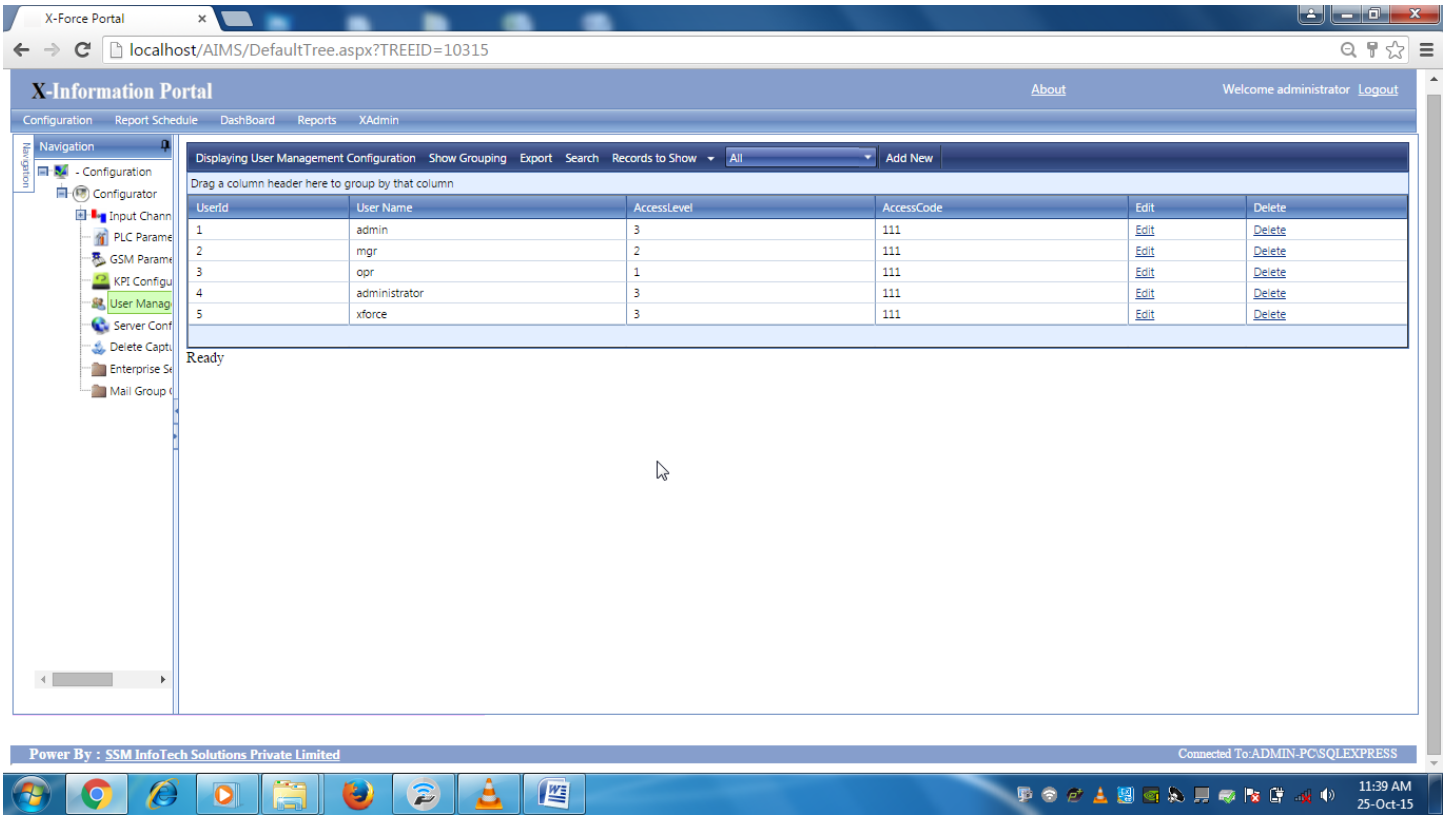
- After Click on Insert tab, Number will inserted and MODE = I, where I = Insert



- To save number in the system, Enter Password = admin & Access Password = 111

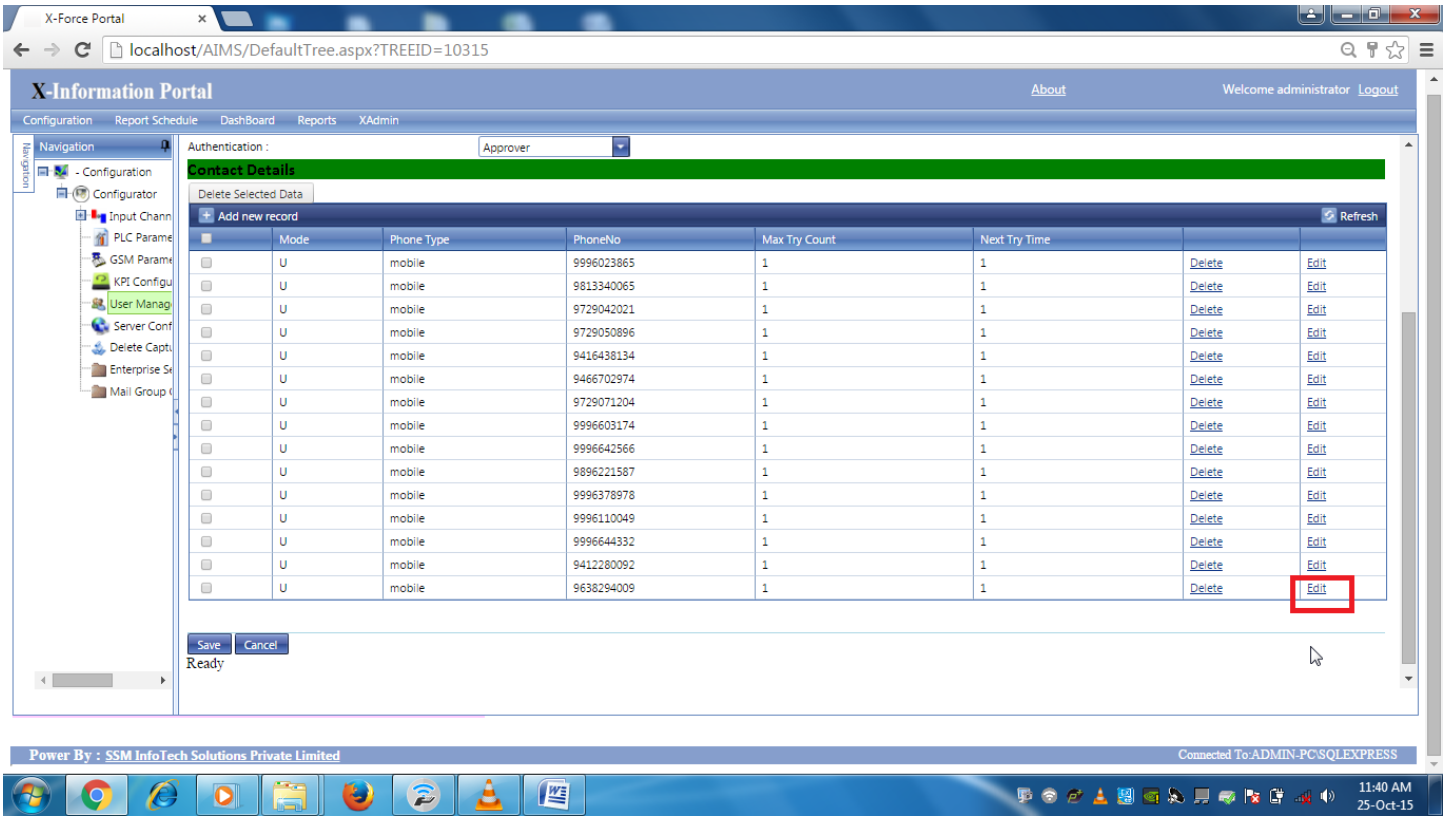


- After saving the number, below window will be appear.

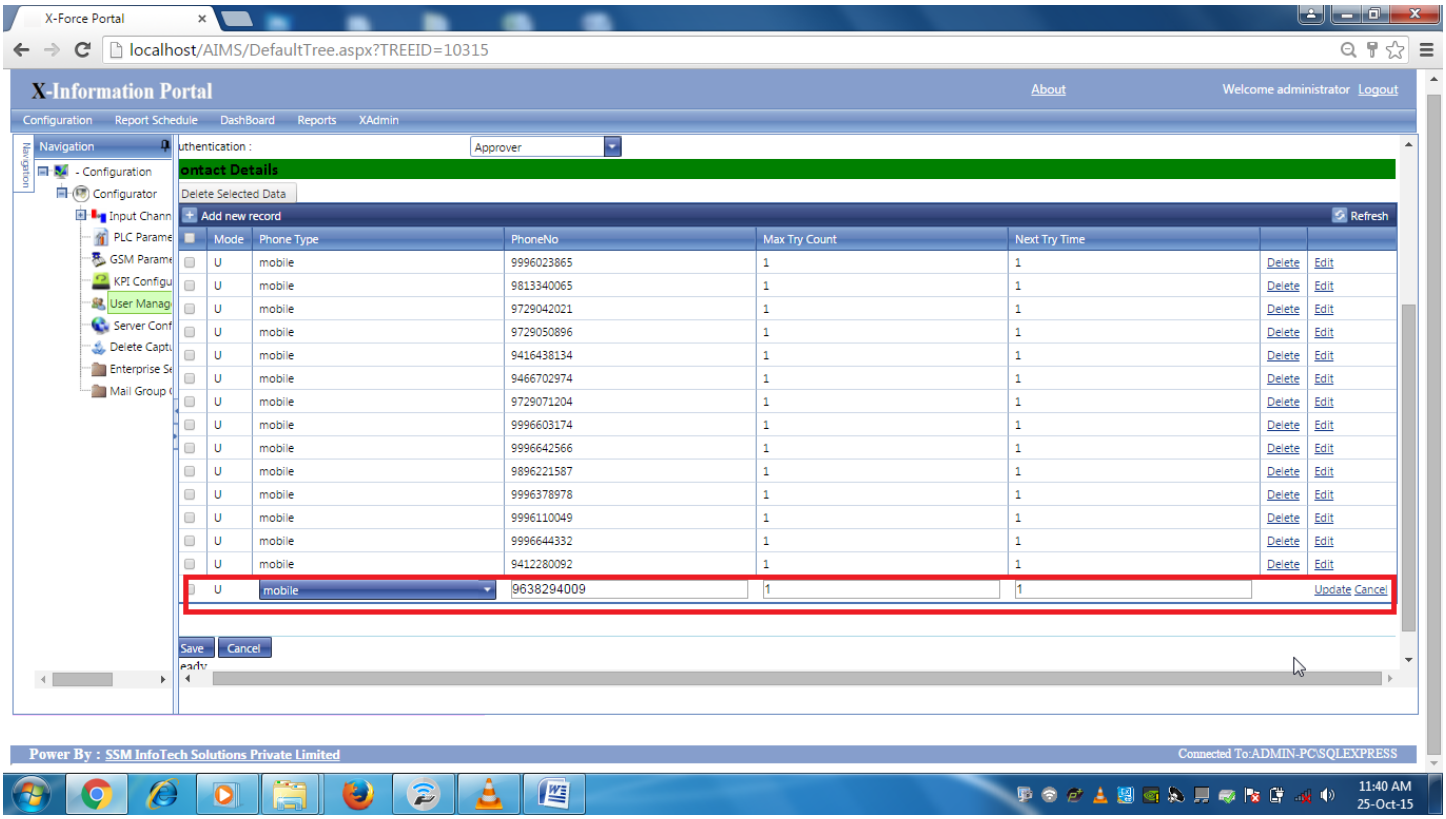


Procedure to add/delete or Update cell number in existing directory

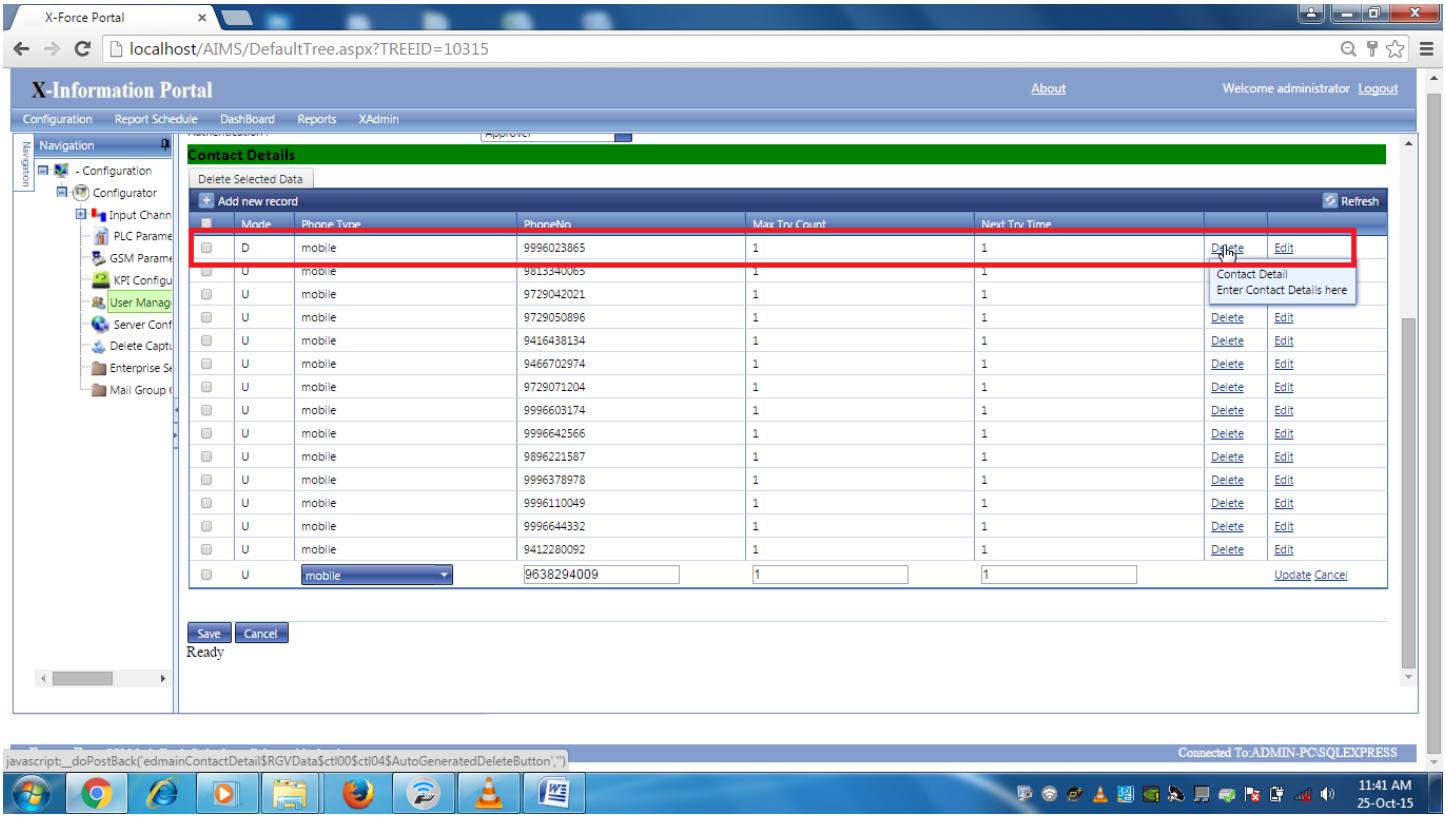
- Click on **Edit** tab



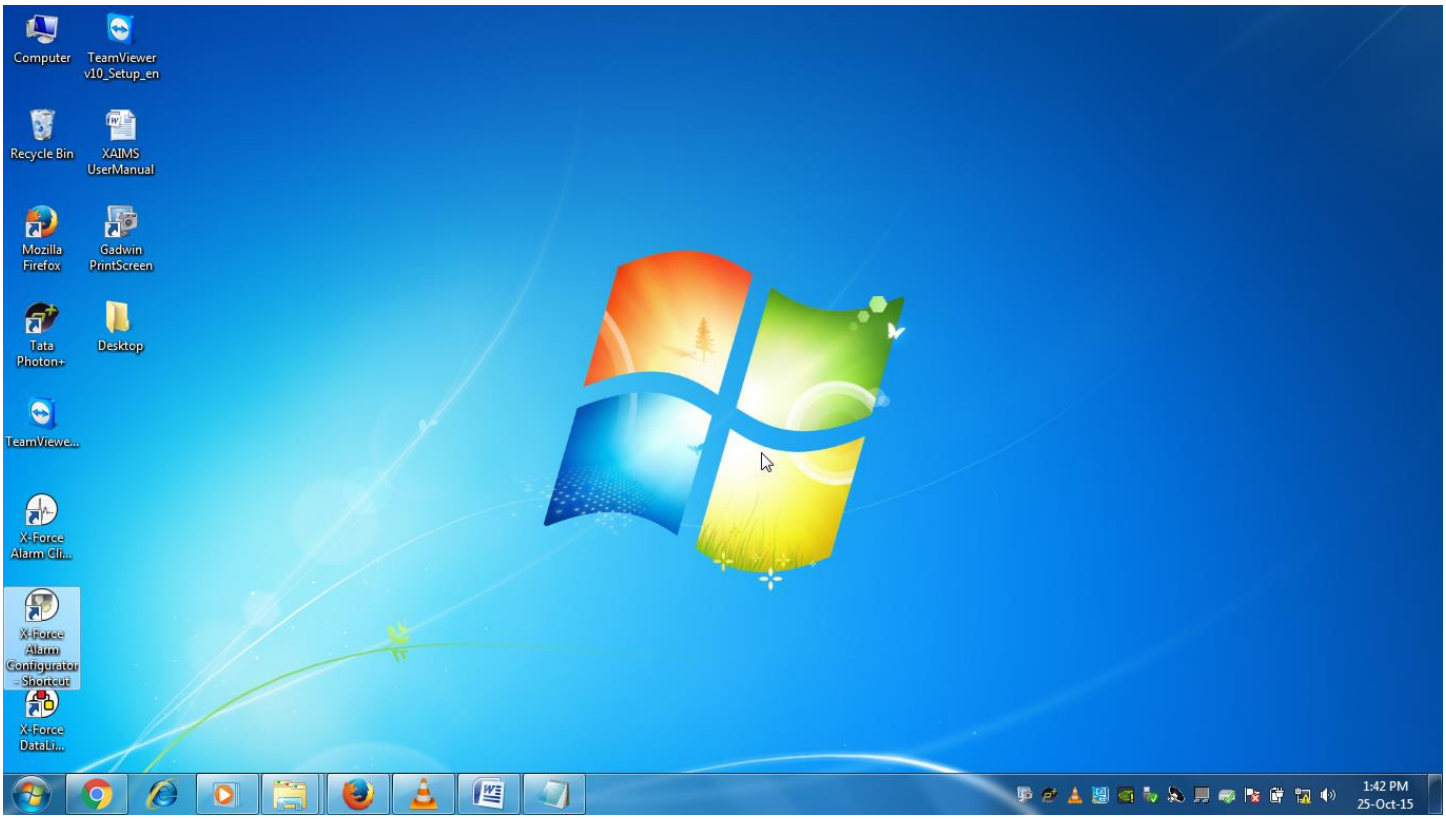
- Edit number and Click on **Update** Tab ,MODE will change to U where **U = Update** & SAVE



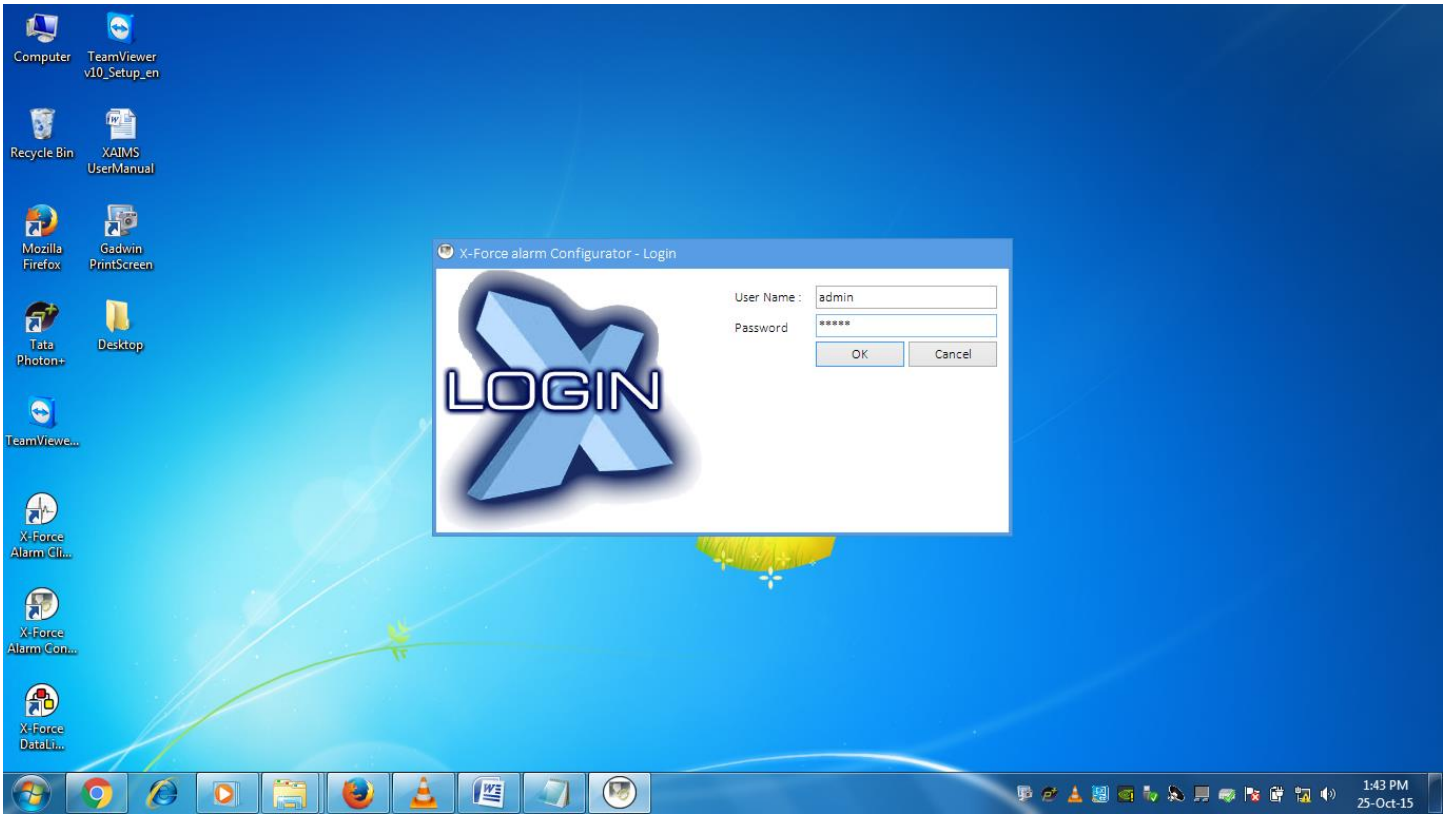
- To Delete number click on **Delete** tab, Mode will change to **D** where **D = Delete** & SAVE



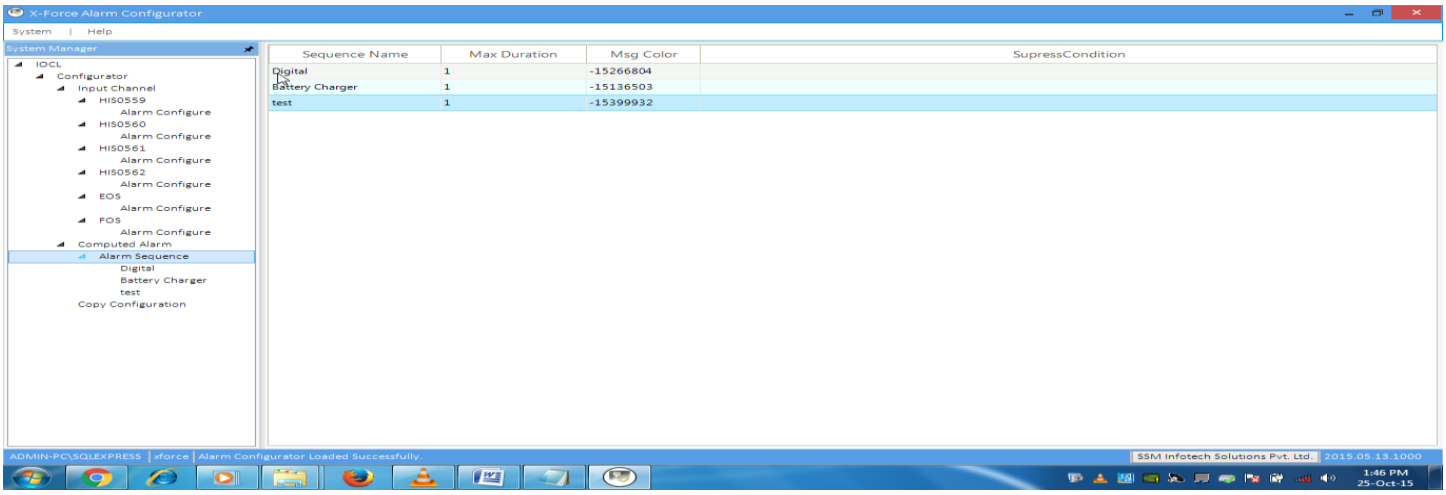
- After saving a number, Start XForce Alarm Configurator *(to do allow particular mobile number in assigned sequence & trigger.)*



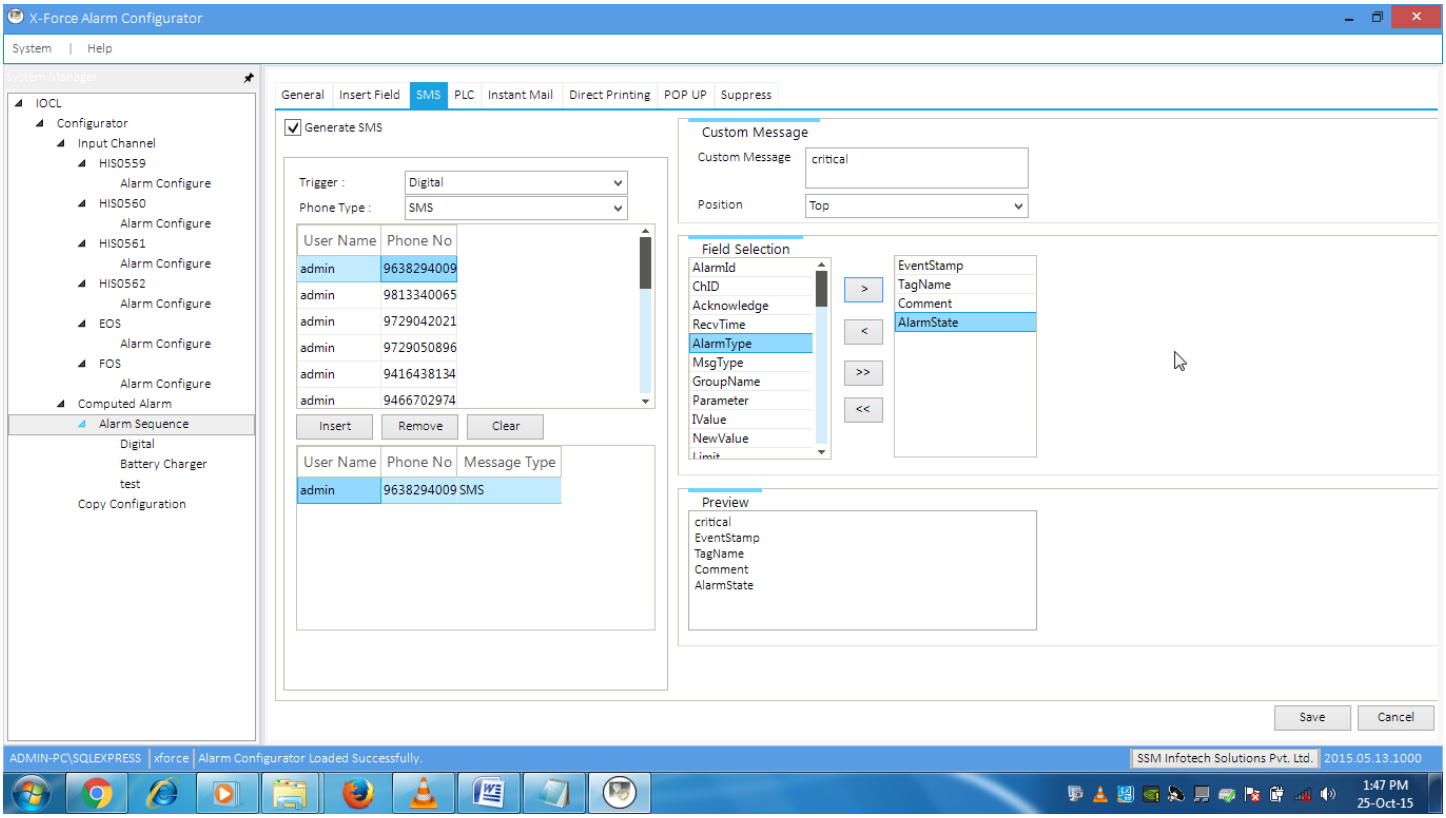
- Insert Username = admin
  Password = admin



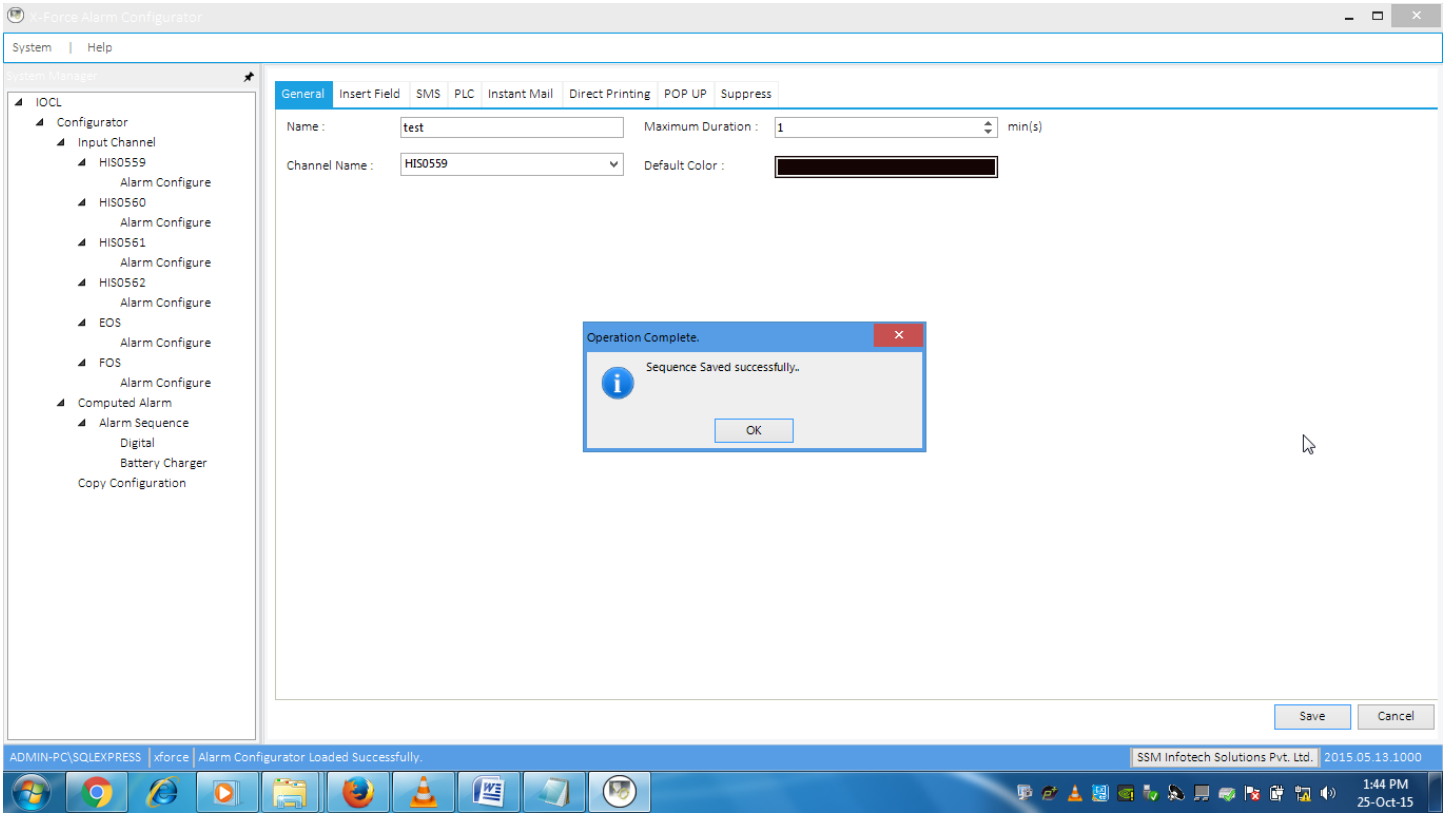
- Click on Alarm Sequence and select existing sequence or create new one.



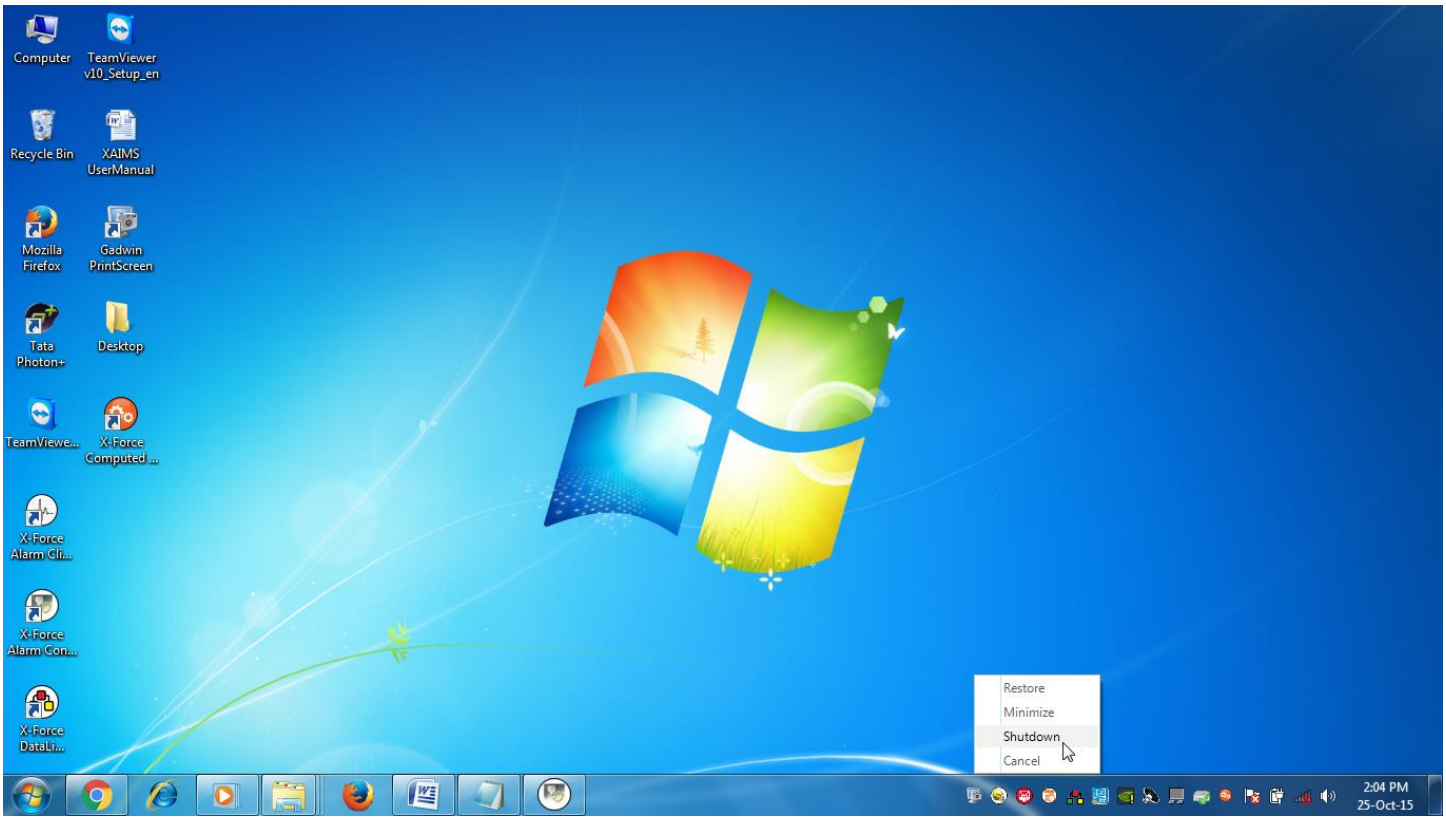
- As Example Click on sequence, Name is Digital.
- Click on SMS tab, select number and click on Insert



- Click on **Save & OK**



- After completing the whole process, Restart X-force Capture Process.
- Click on **shutdown**

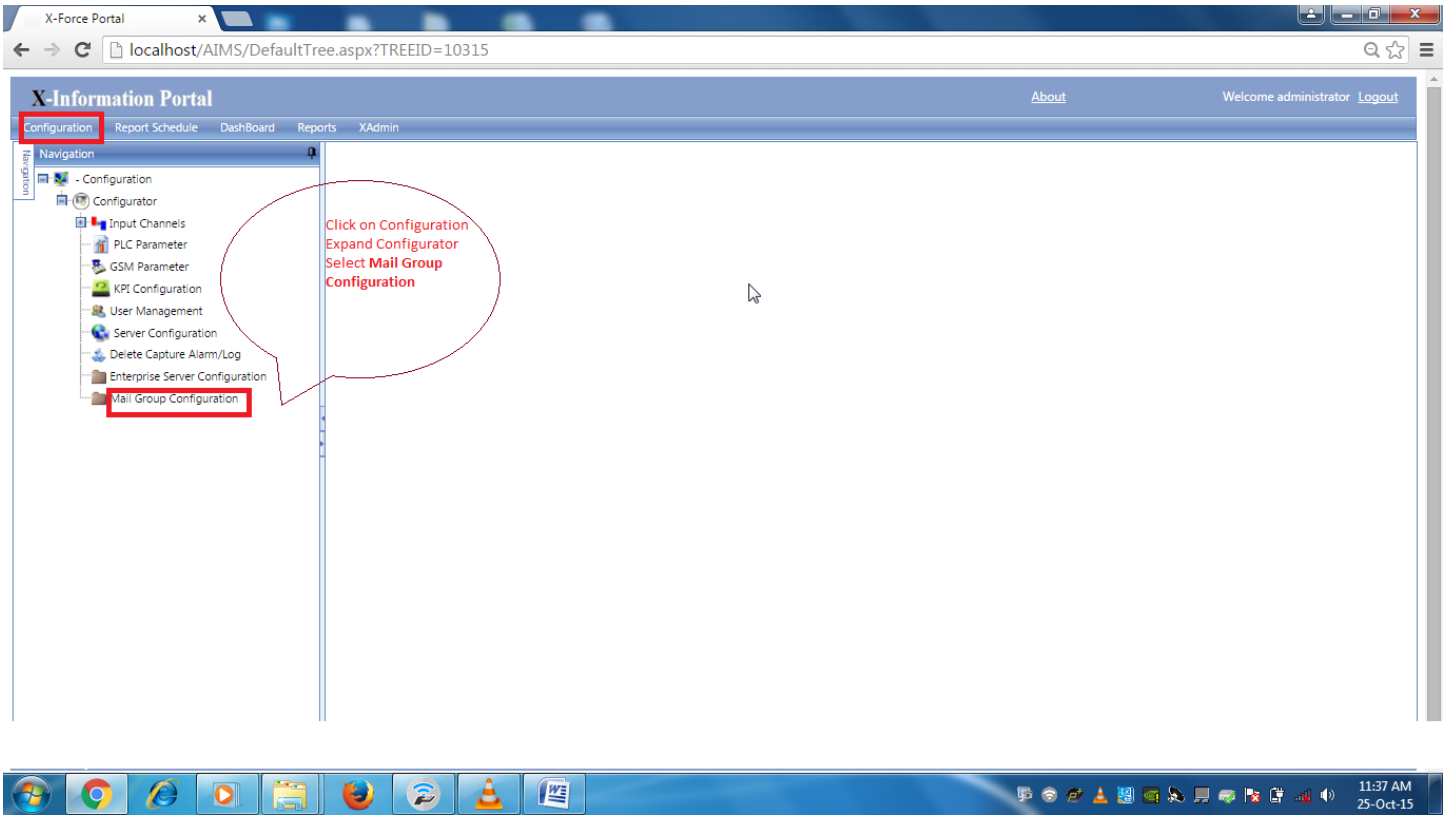


This is the Icon of Capture application.

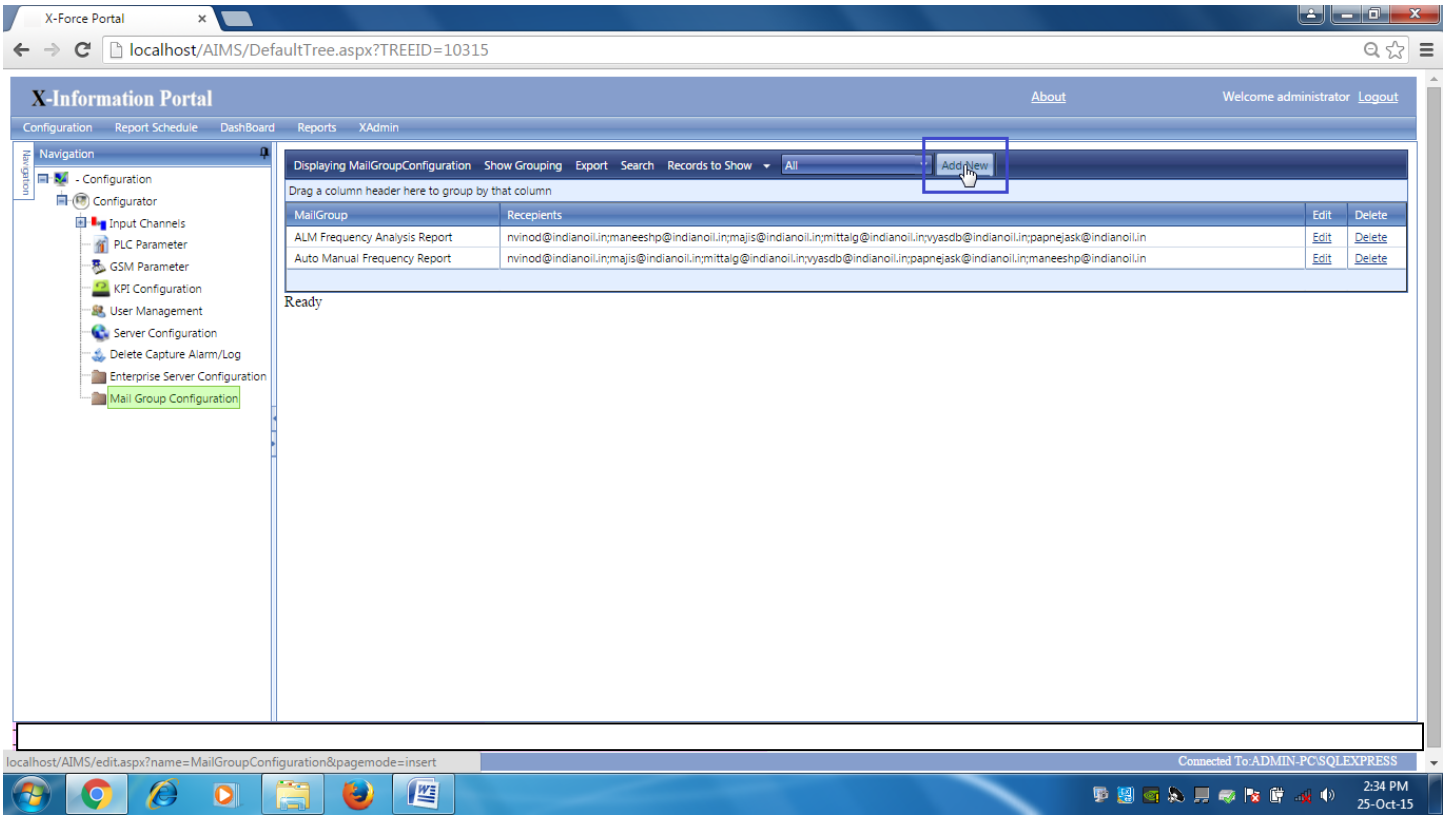
3. Procedure to new Email ID's add/edit/update in directory-

First, Open Internet explorer in respective PC. Default page will appear and insert neccessory credentials

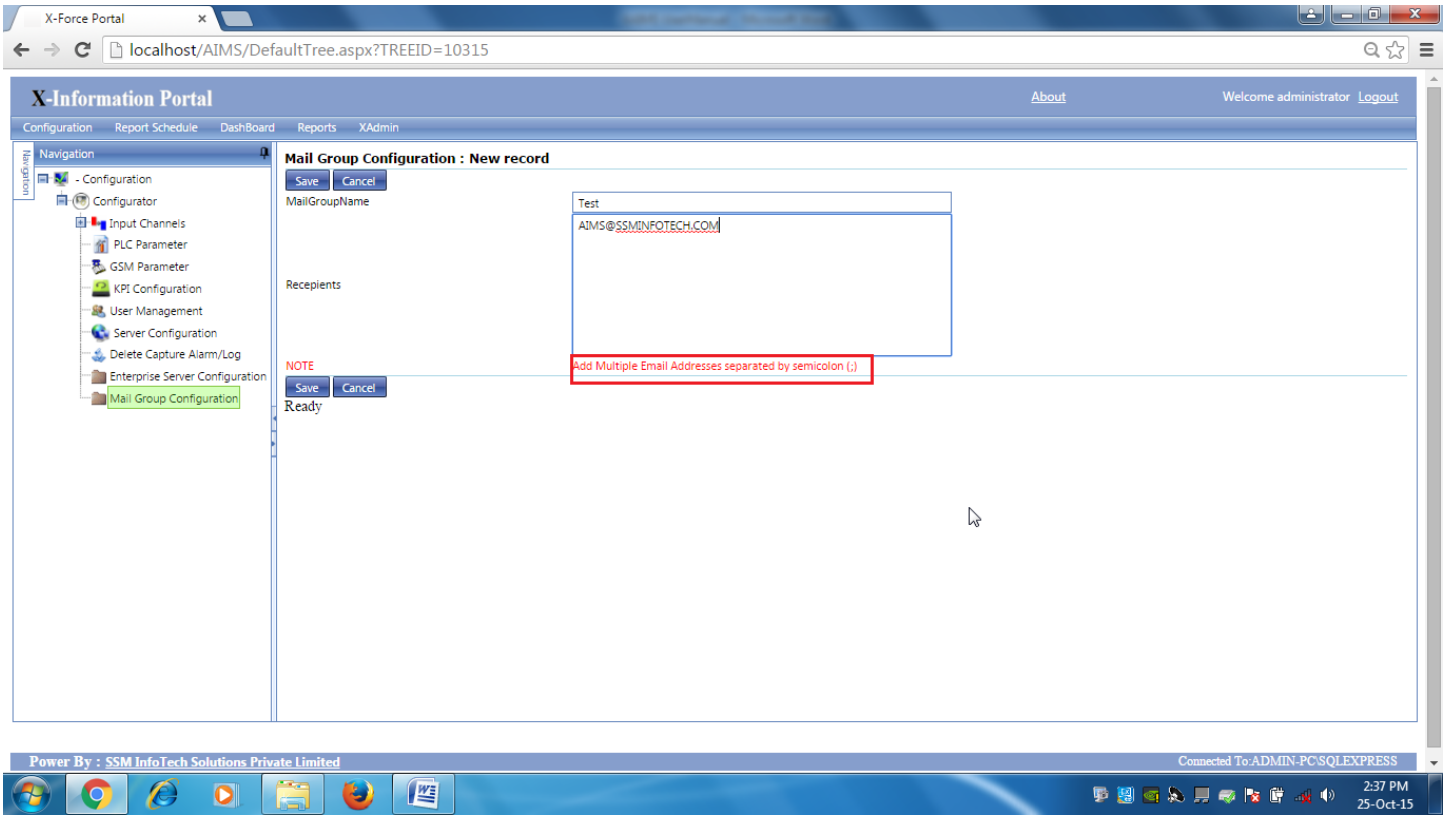
- Log on **Xforce Alarm Web**.
- Login with **User ID & Password.** Please mention user id and password



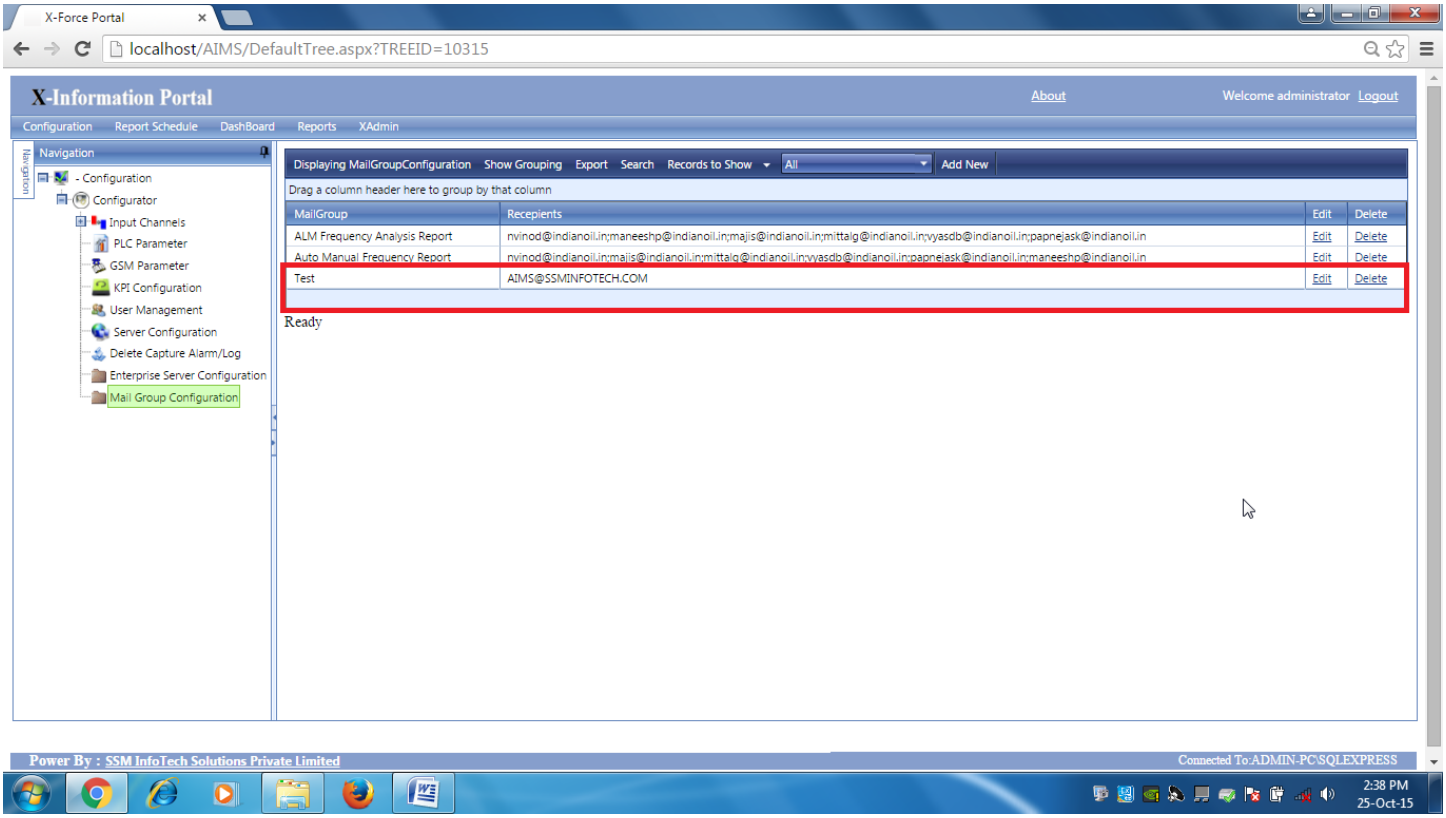
- Click on **Add New**



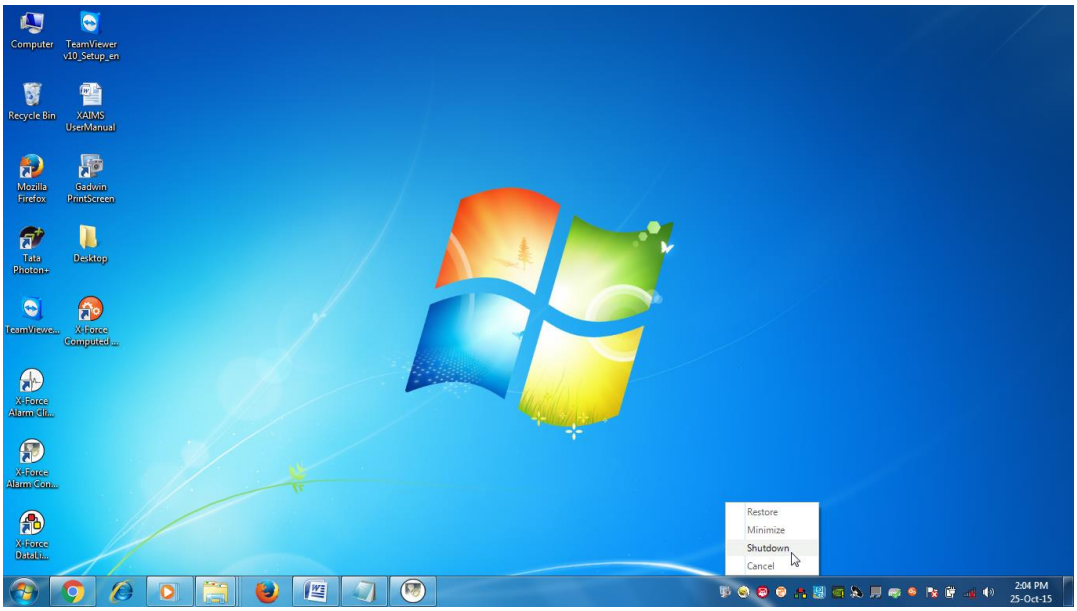
- Give Mail Group name
- Insert Receipients Email id
- You may add multiple Email addresses separated by semicolon (;) & Click Save



- After Save , below window will appear.



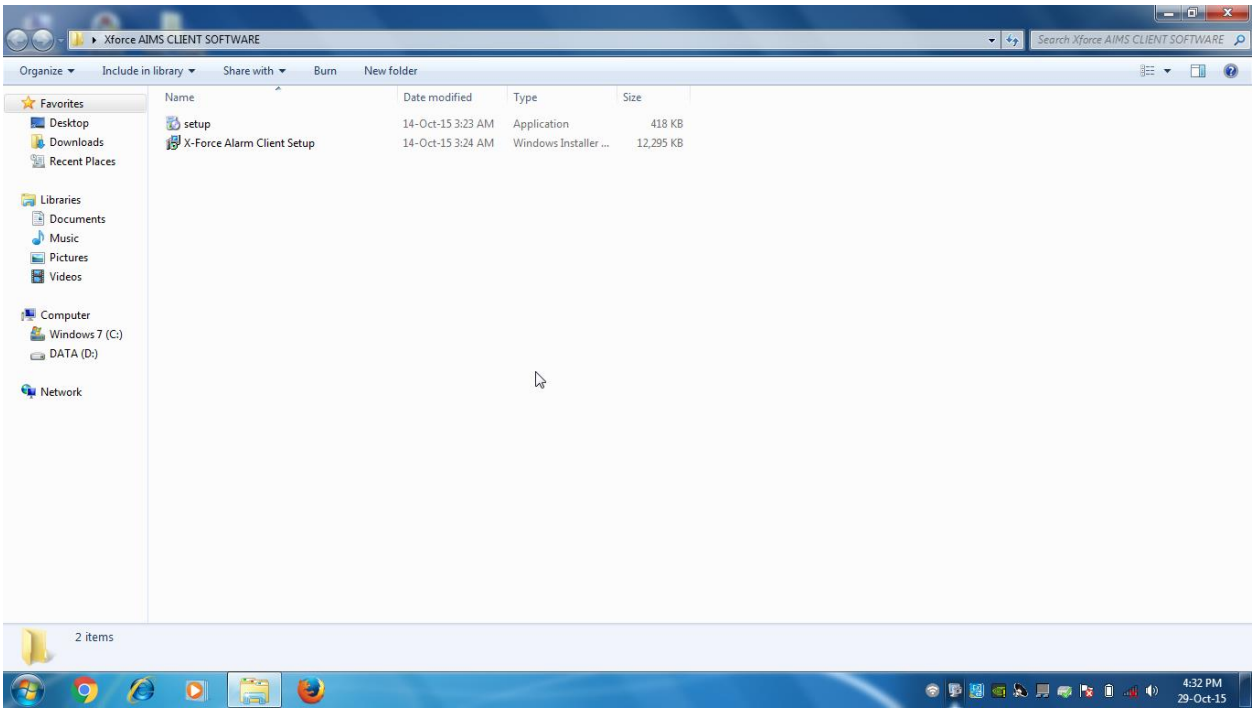
- To **Edit** mail ID, Click on Edit & then save.
  - ✓ If this is new email group for daily email receiver, Then you have to select this group under the report schedule function.
  - ✓ Go to Schedule tab -> Expand tab and Select particular reports for email edit. By select email function and select email group for receiver
  - ✓ After completing the whole process, Restart X-force Capture Process.
  - ✓ Click on **shutdown**

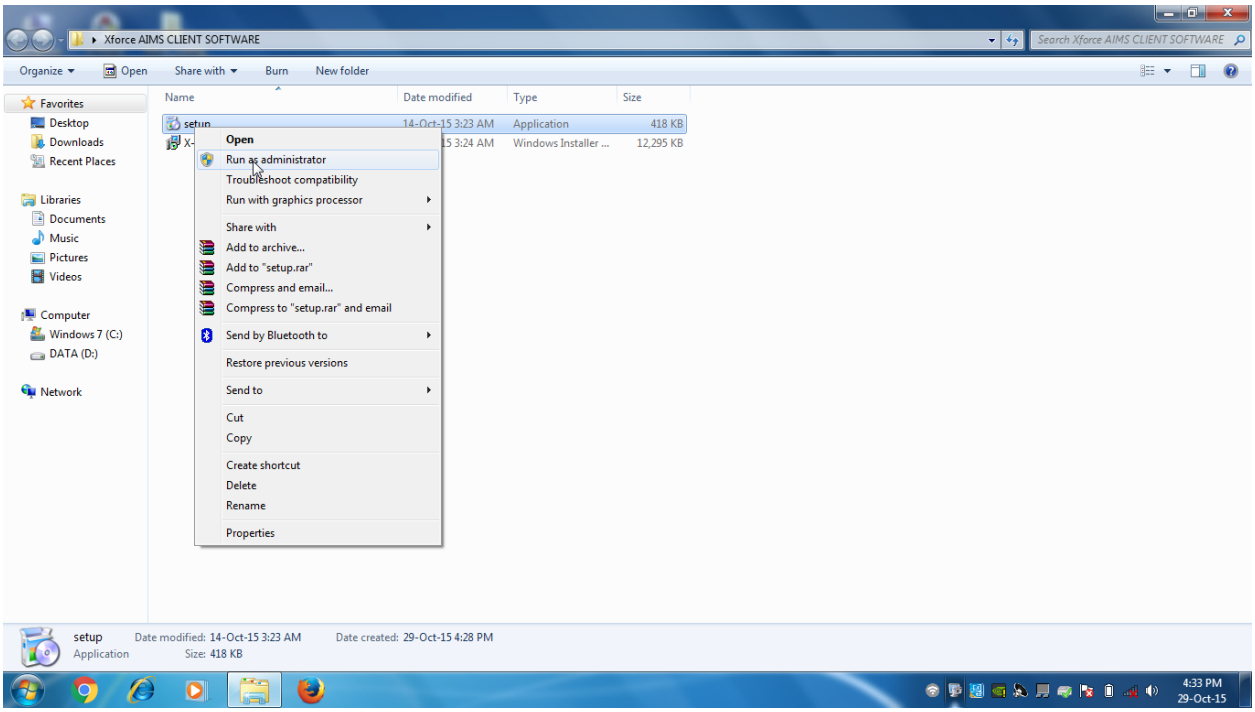


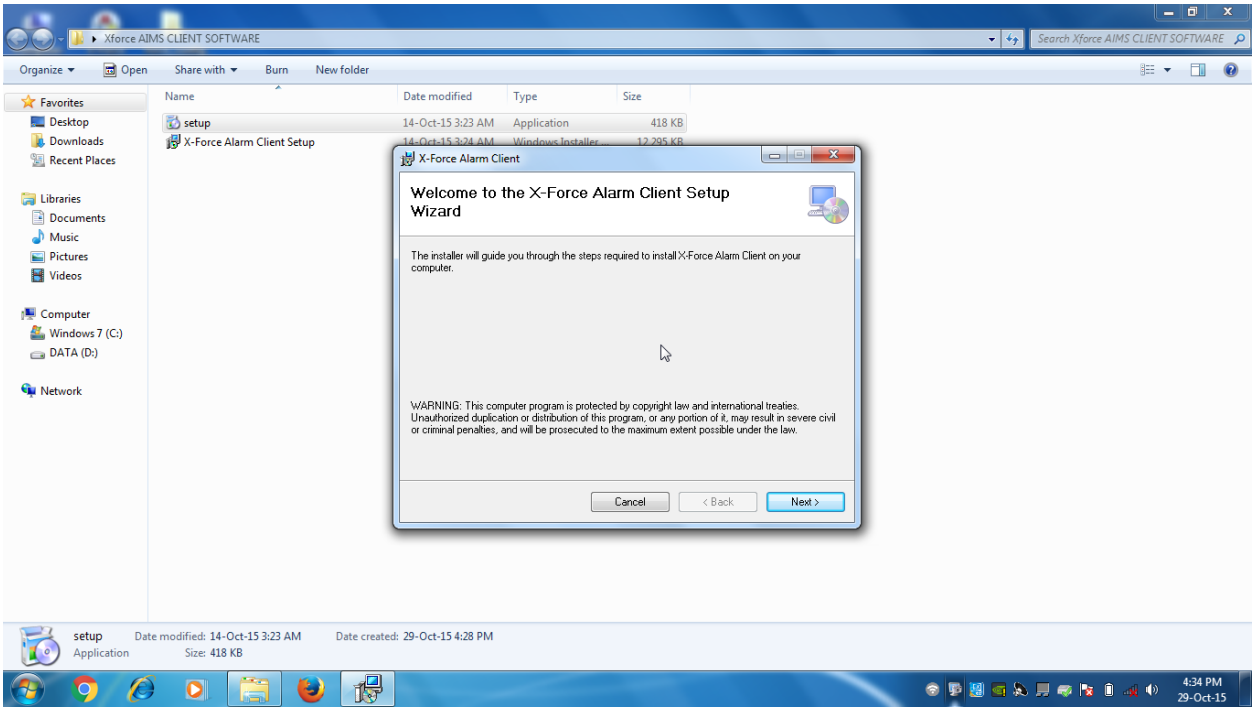
This is the Icon of Capture application. Restart X-Force Capture Process application after changes done.

4. Procedure to install X-Force Client Application

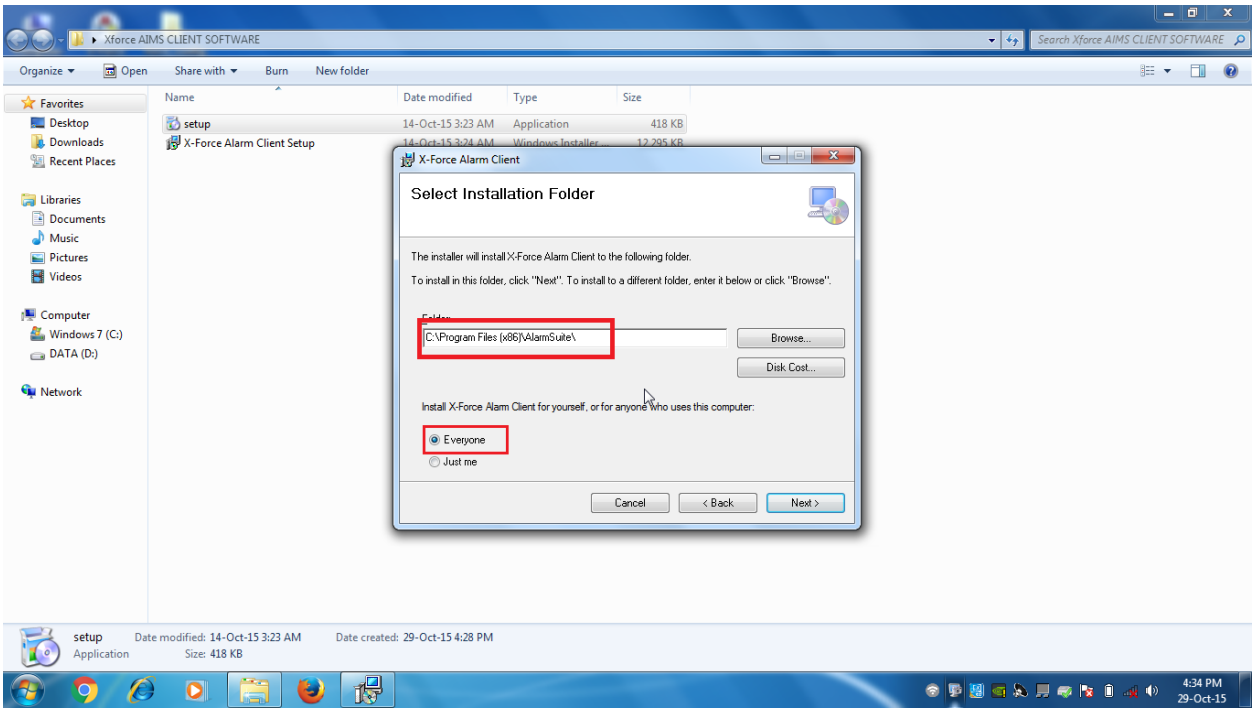
- Insert setup media CD in particular system, Open setup file and install as per follow steps.
- Please follow the steps as shown in Screen shots.

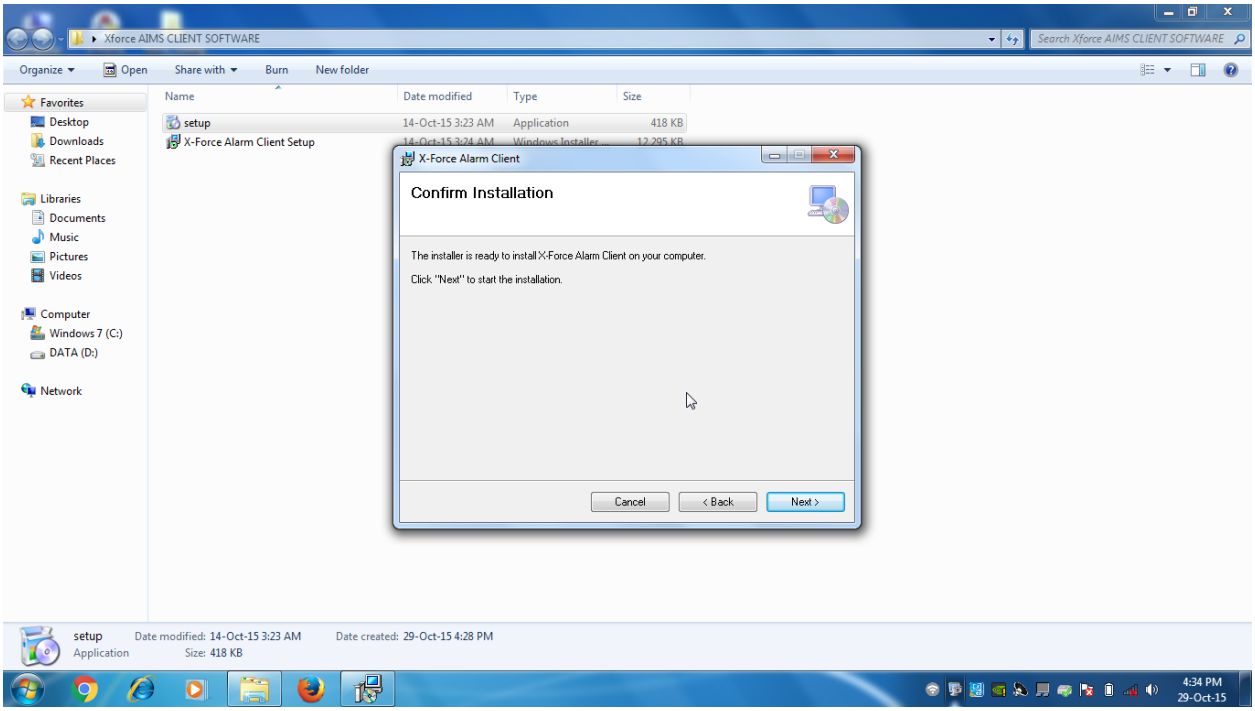


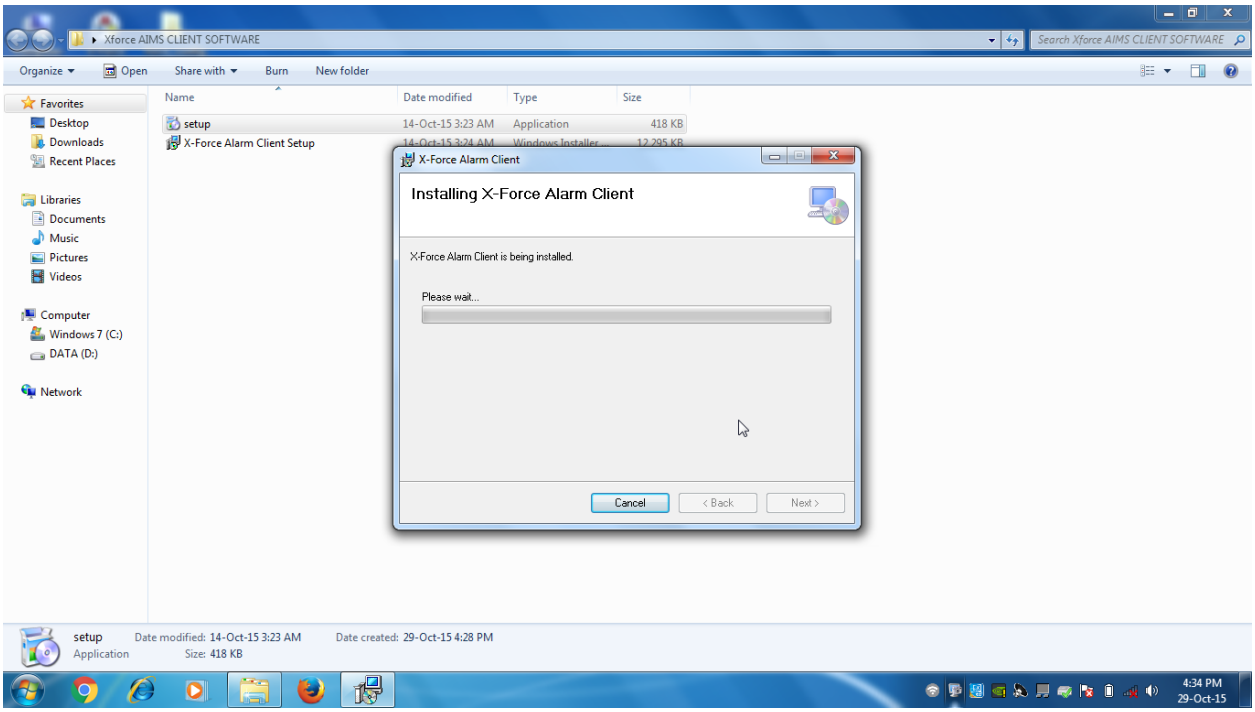




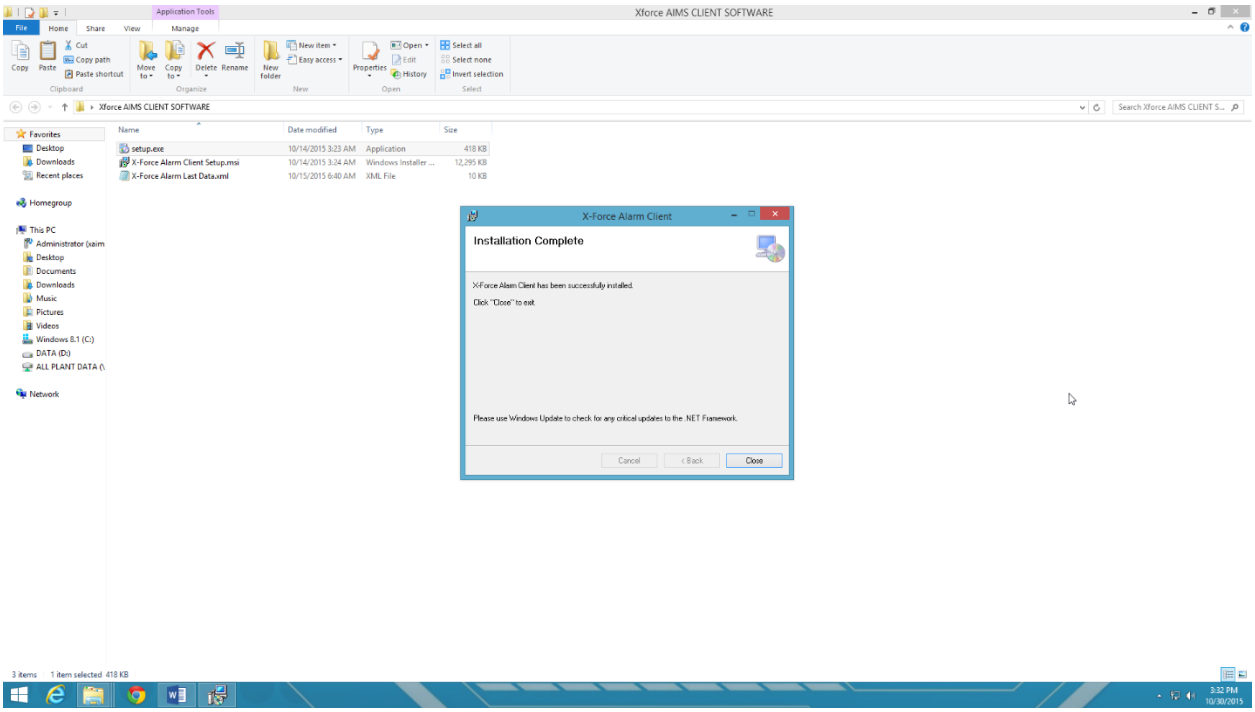
- Software Installation Path: C:\Program files(x86)\Alarmsuite
- Default **everyone** selected mandatory



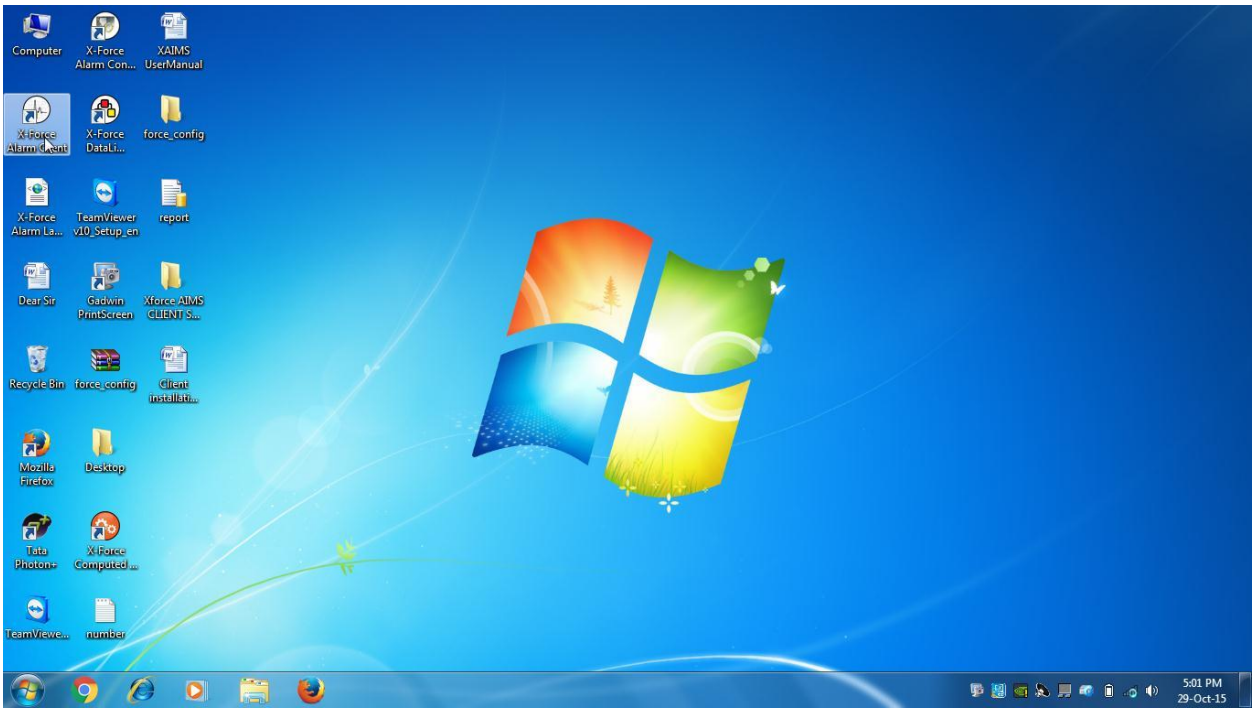

Xforce AIMS CLIENT SOFTWARE
Search Xforce AIMS CLIENT SOFTWARE
Organize
Open
Share with
Burn
New folder
Favorites
Desktop
Downloads
Recent Places
Libraries
Documents
Music
Pictures
Videos
Computer
Windows 7 (C:)
DATA (D:)
Network
Name
Date modified
Type
Size
setup
14-Oct-15 3:23 AM
Application
418 KB
X-Force Alarm Client Setup
X-Force Alarm Client
Confirm Installation
The installer is ready to install X-Force Alarm Client on your computer.
Click "Next" to start the installation.
Cancel
< Back
Next >
setup
Date modified: 14-Oct-15 3:23 AM
Date created: 29-Oct-15 4:28 PM
Application
Size: 418 KB
4:34 PM
29-Oct-15

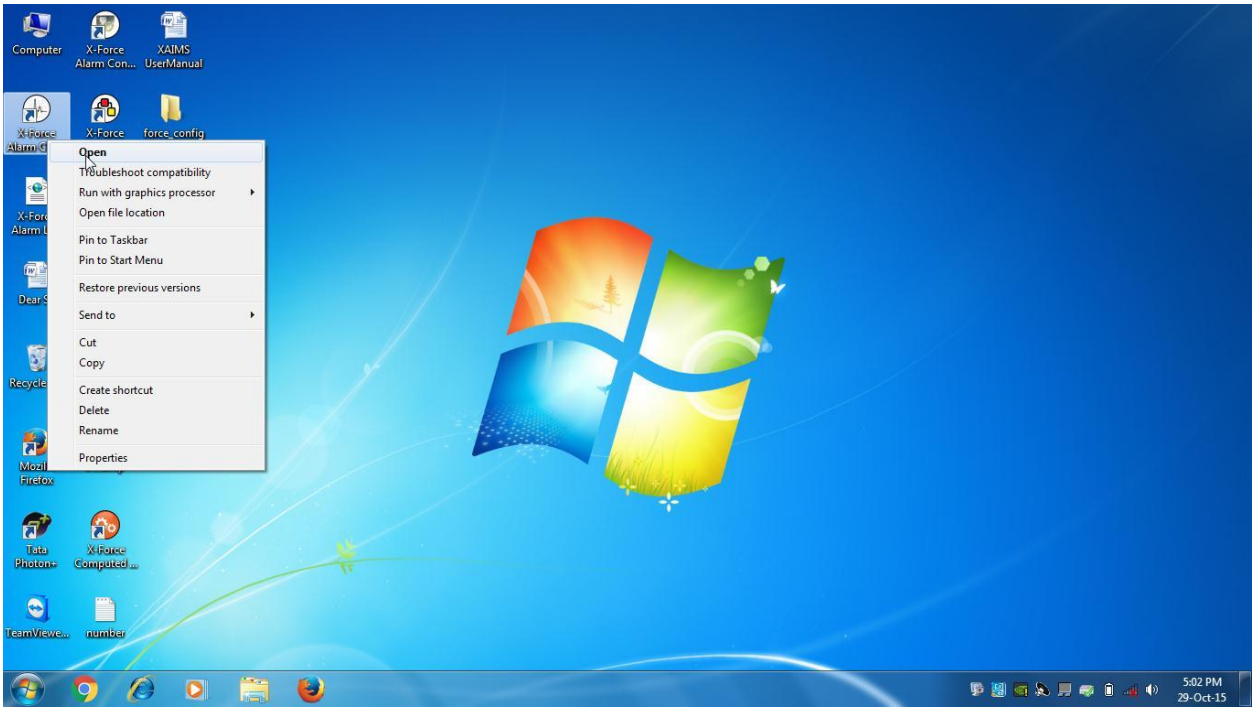

Xforce AIMS CLIENT SOFTWARE
Search Xforce AIMS CLIENT SOFTWARE
Organize
Open
Share with
Burn
New folder
Favorites
Desktop
Downloads
Recent Places
Libraries
Documents
Music
Pictures
Videos
Computer
Windows 7 (C:)
DATA (D:)
Network
Name
Date modified
Type
Size
setup
14-Oct-15 3:23 AM
Application
418 KB
X-Force Alarm Client Setup
X-Force Alarm Client
Installing X-Force Alarm Client
X-Force Alarm Client is being installed.
Please wait...
Cancel
< Back
Next >
setup
Date modified: 14-Oct-15 3:23 AM
Date created: 29-Oct-15 4:28 PM
Application
Size: 418 KB
4:34 PM
29-Oct-15

- Click on Close



- Xforce Alarm Client Icon appear on desktop.




Computer
X-Force Alarm Con...
XAIMS UserManual
X-Force Alarm C
X-Force
force_config
Open
Troubleshoot compatibility
Run with graphics processor
Open file location
Pin to Taskbar
Pin to Start Menu
Restore previous versions
Send to
Cut
Copy
Create shortcut
Delete
Rename
Properties
Recycle
Mozil Firefox
Tata Photon+
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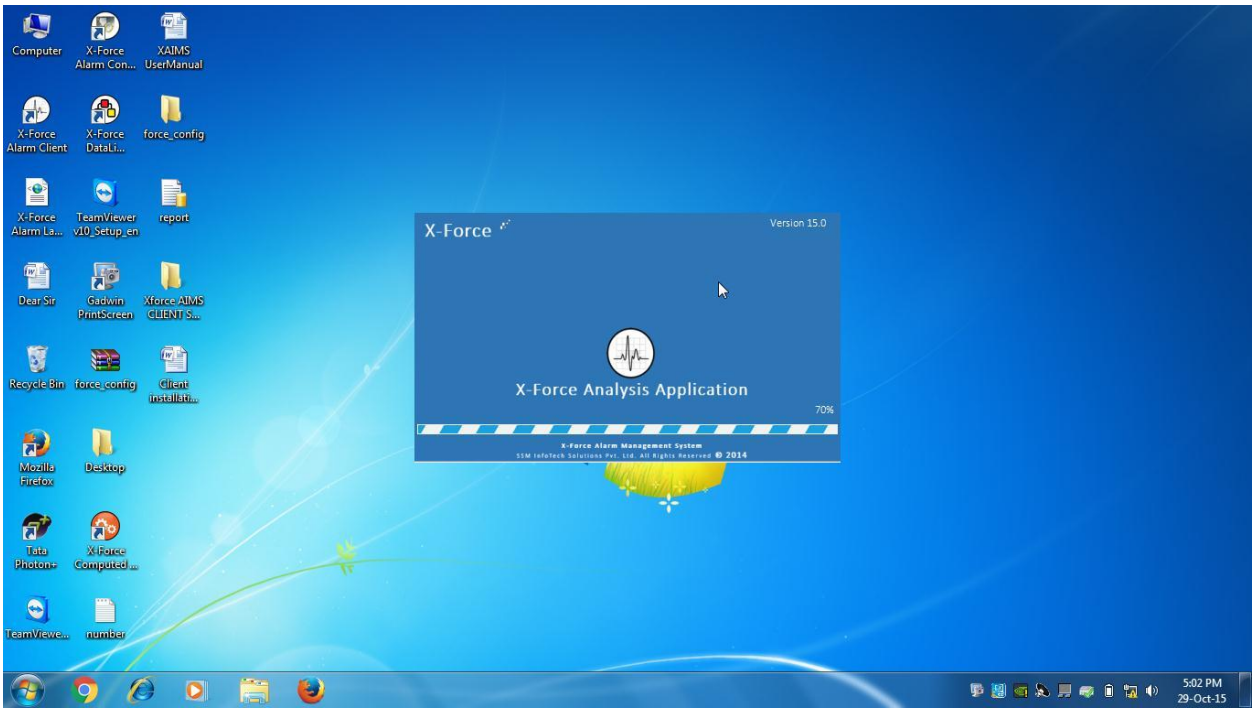
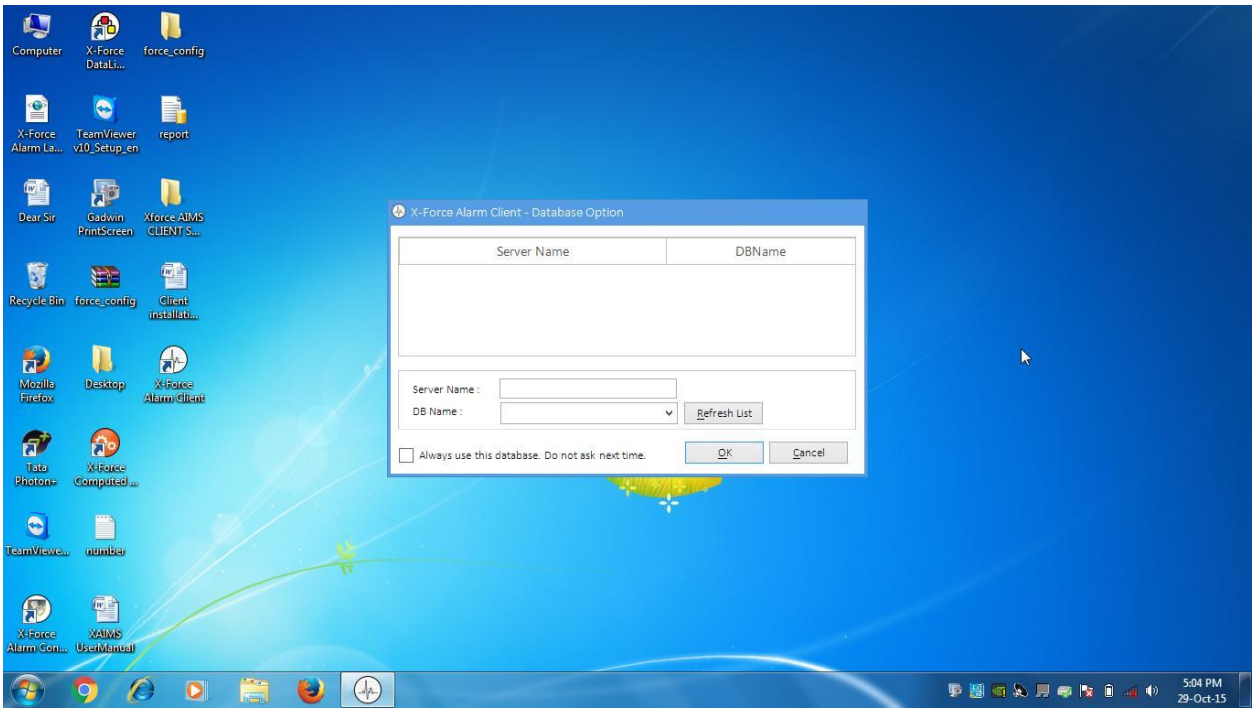
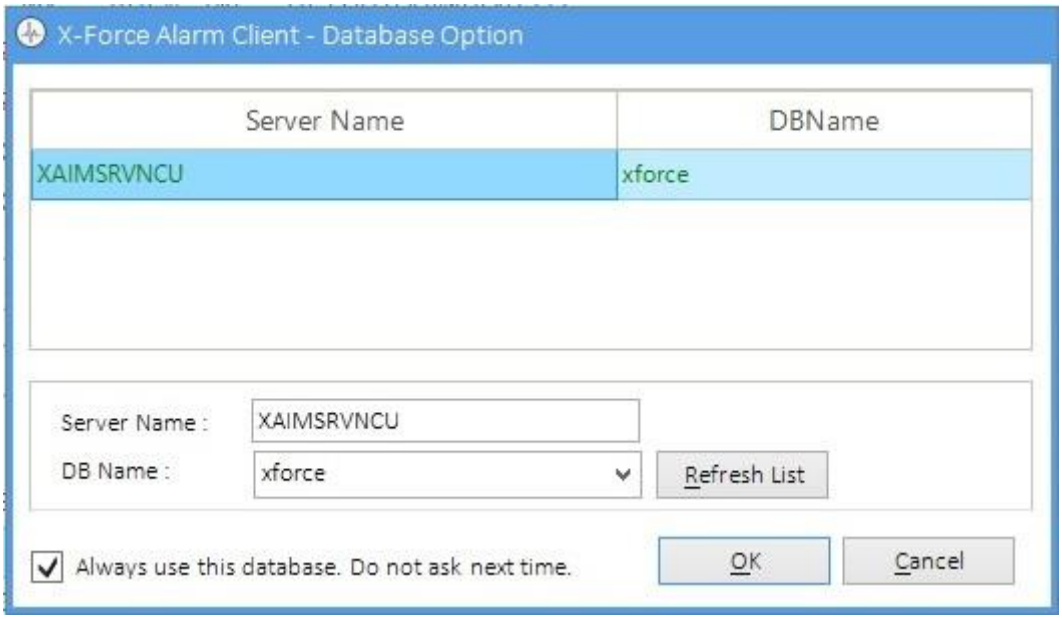
29-Oct-15

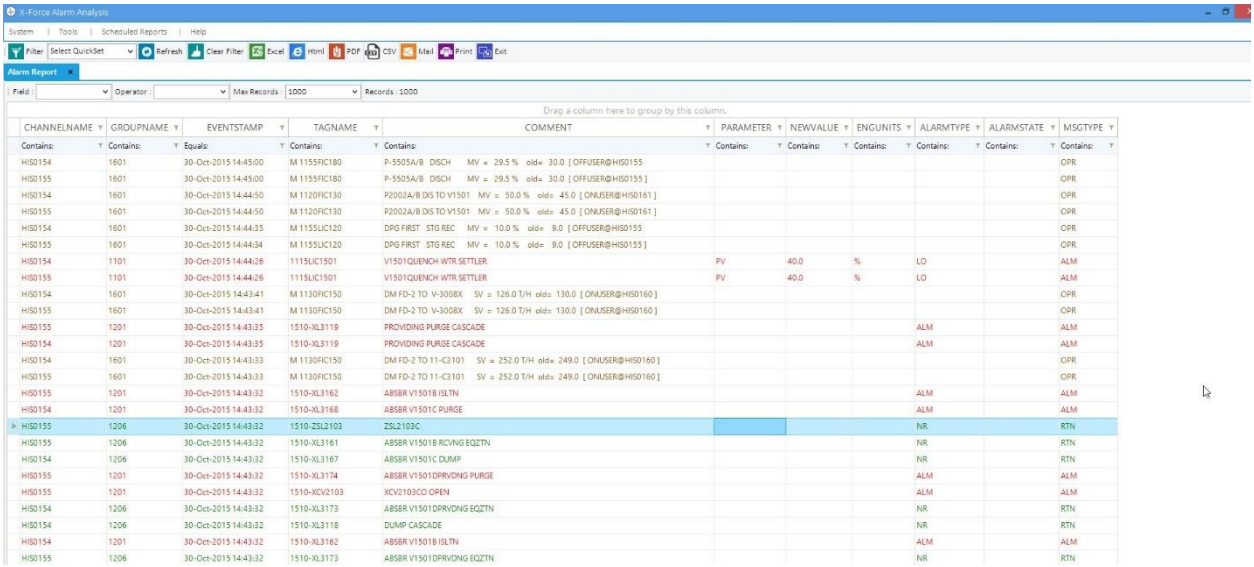

Computer
X-Force Alarm Con...
XAIMS UserManual
X-Force Alarm Client
X-Force DataLi...
force_config
X-Force Alarm La...
TeamViewer v10_Setup_en
report
Dear Sir
Gadwin PrintScreen
Xforce AIMS CLIENT S...
Recycle Bin
force_config
Client installati...
Mozilla Firefox
Desktop
Tata Photon+
X-Force Computed ...
TeamViewe...
number
X-Force
Version 15.0
X-Force Analysis Application
70%
X-Force Alarm Management System
SSM InfoTech Solutions Pvt. Ltd. All Rights Reserved © 2014
5:02 PM
29-Oct-15

- Insert **Server name / IP address** of respective plant system and click on **Refresh List**.
- After click on refresh List, application will select Database name 'Xforce' by default.



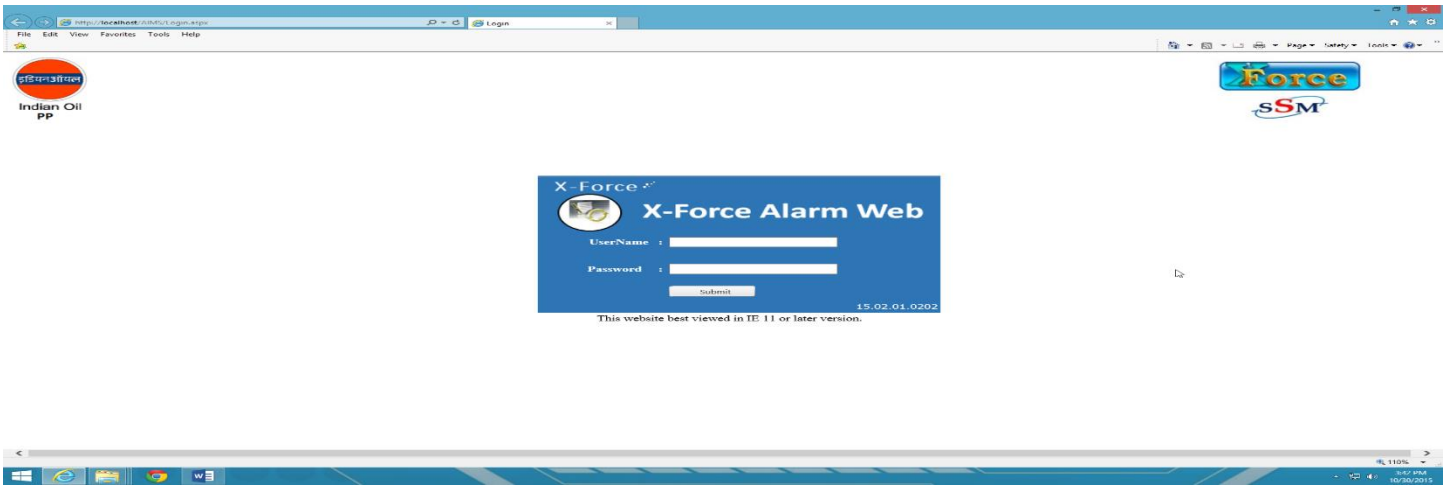


- After click on OK by default alarm report apear on Client application.

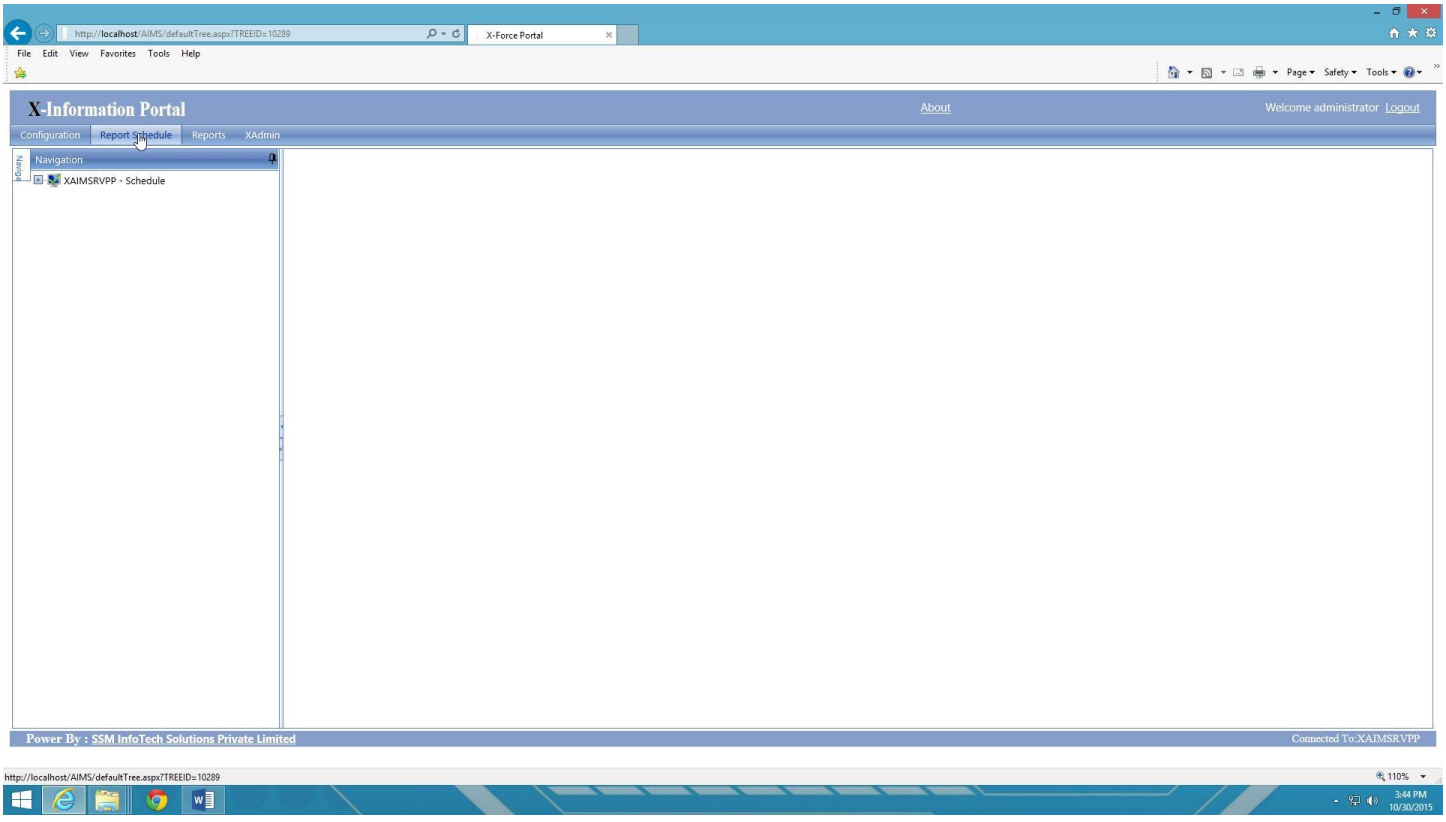


5. Procedure to configure new schedule report – Web Application

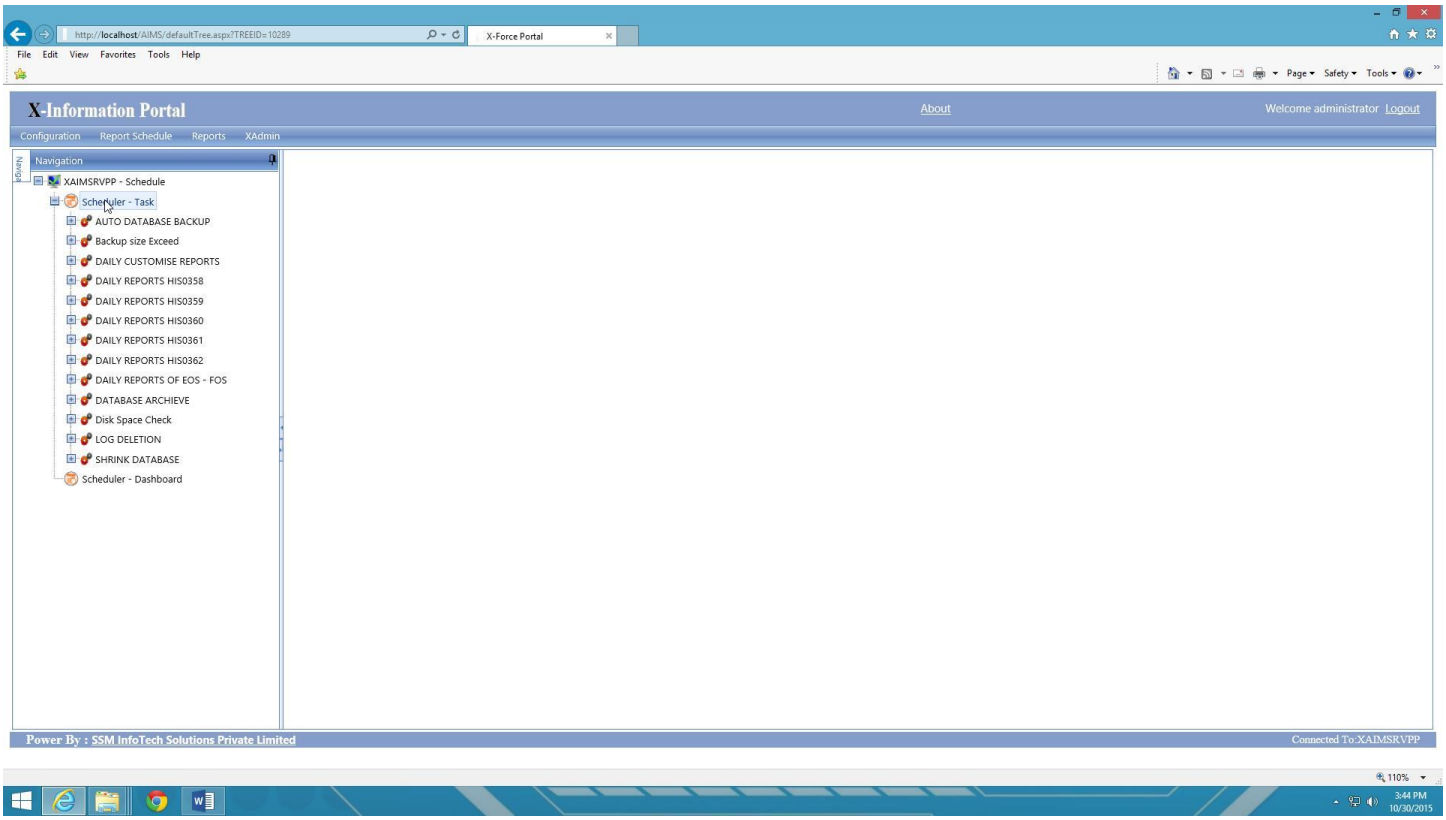
- Login Alarm web application
- Username – Administrator
- Password - ssmits



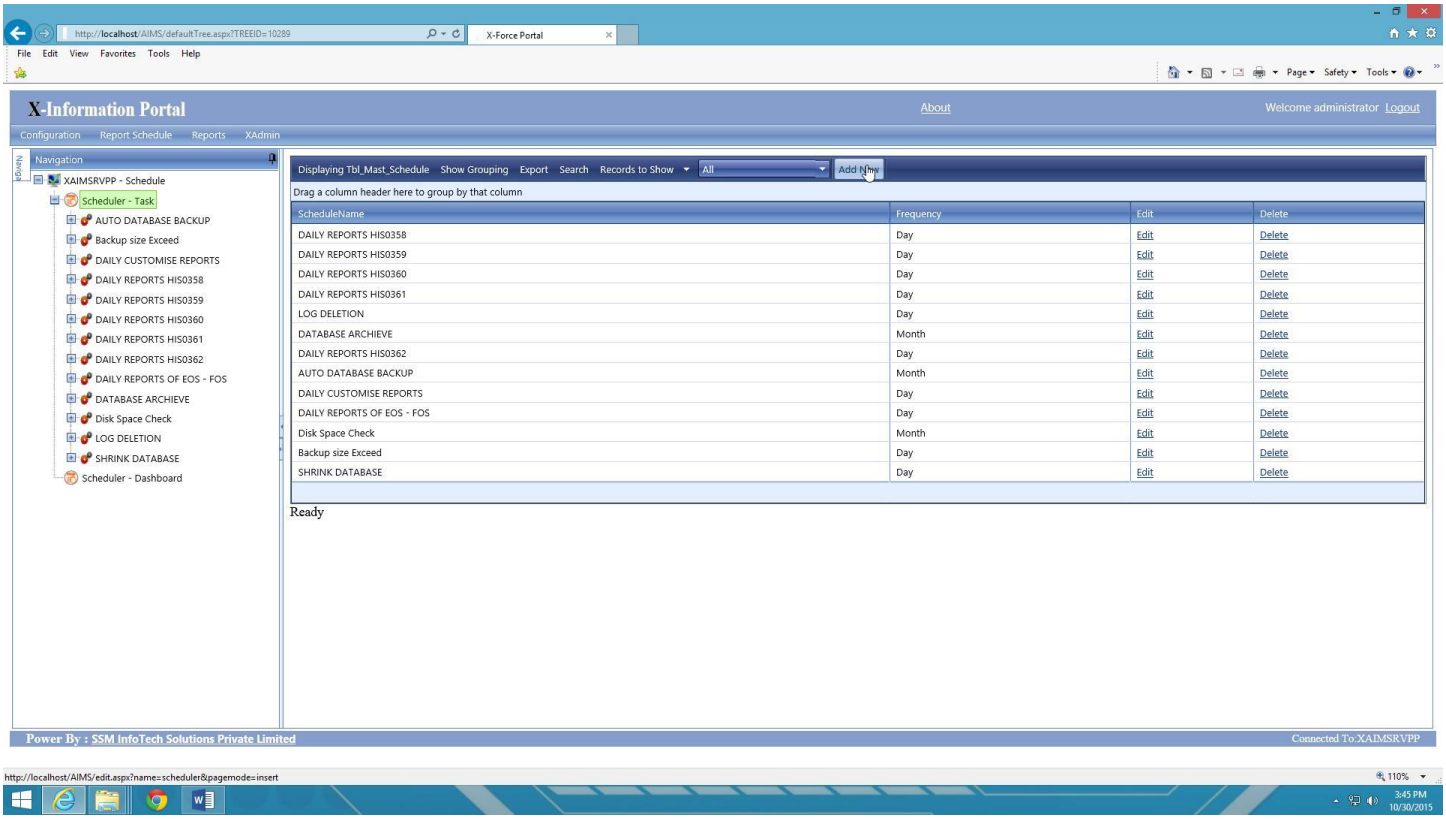
- Click on **Report Schedule**



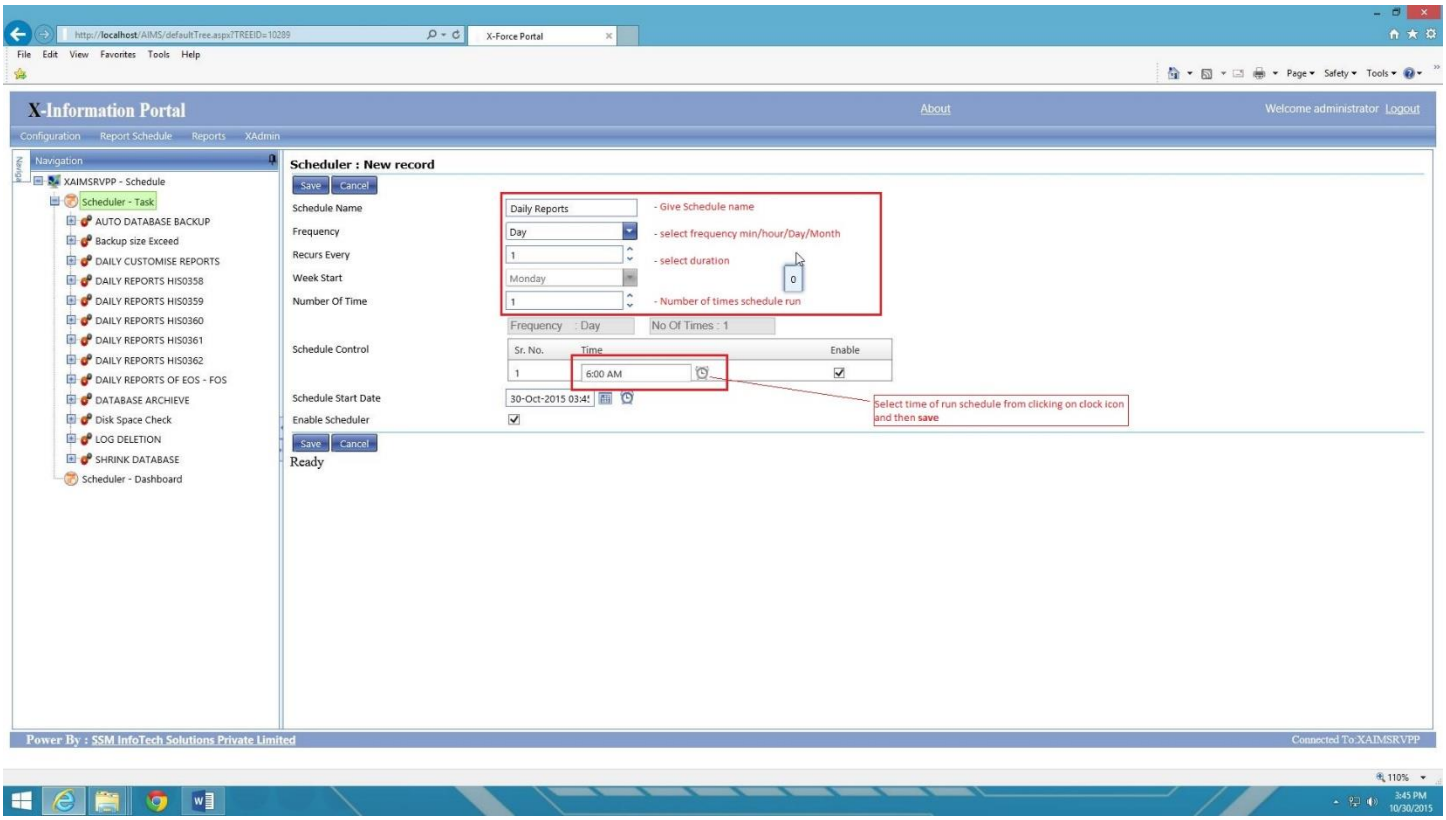
- Click **Scheduler Task**



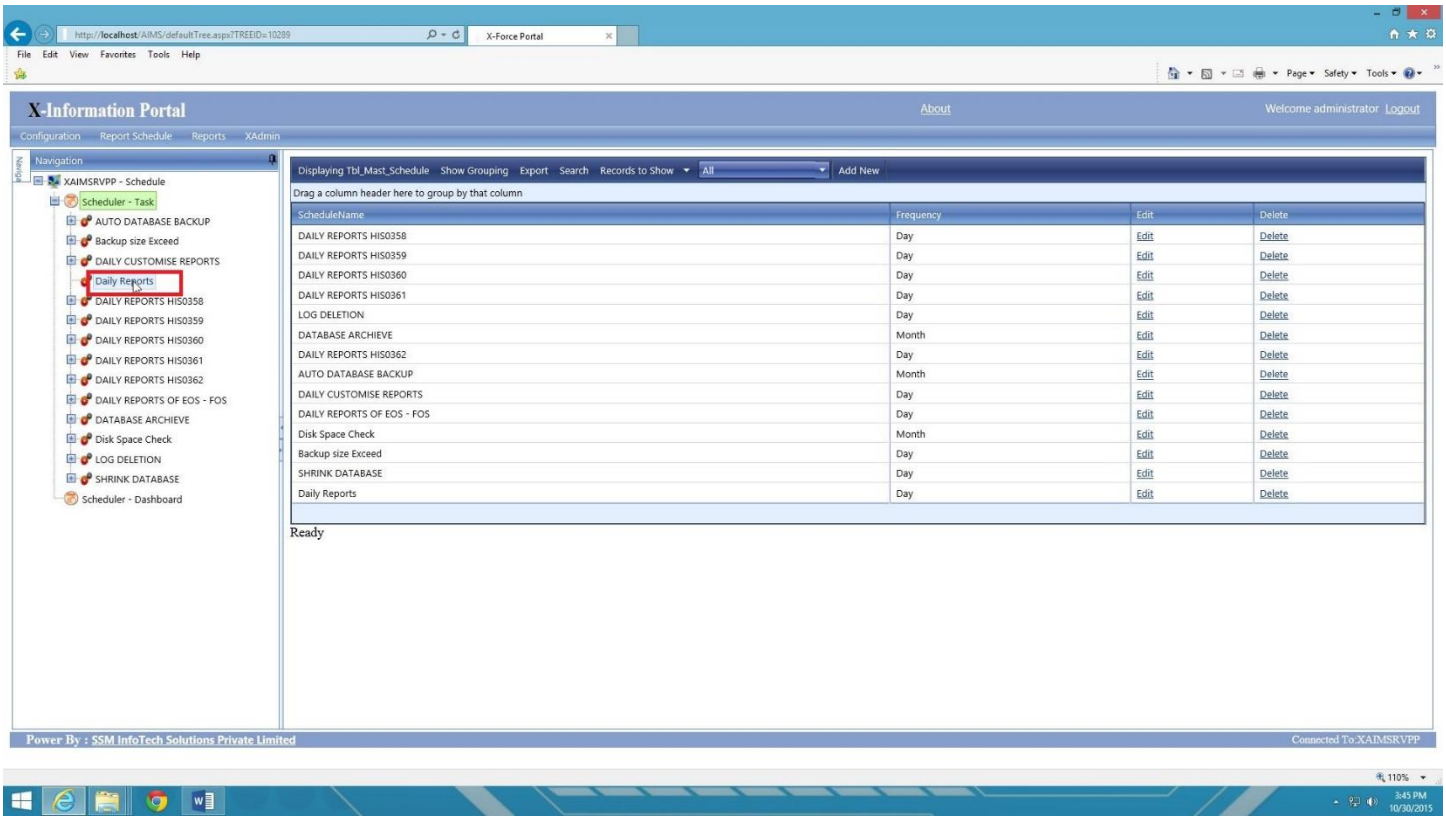
- After clicking Scheduler Task, click on **Add New**



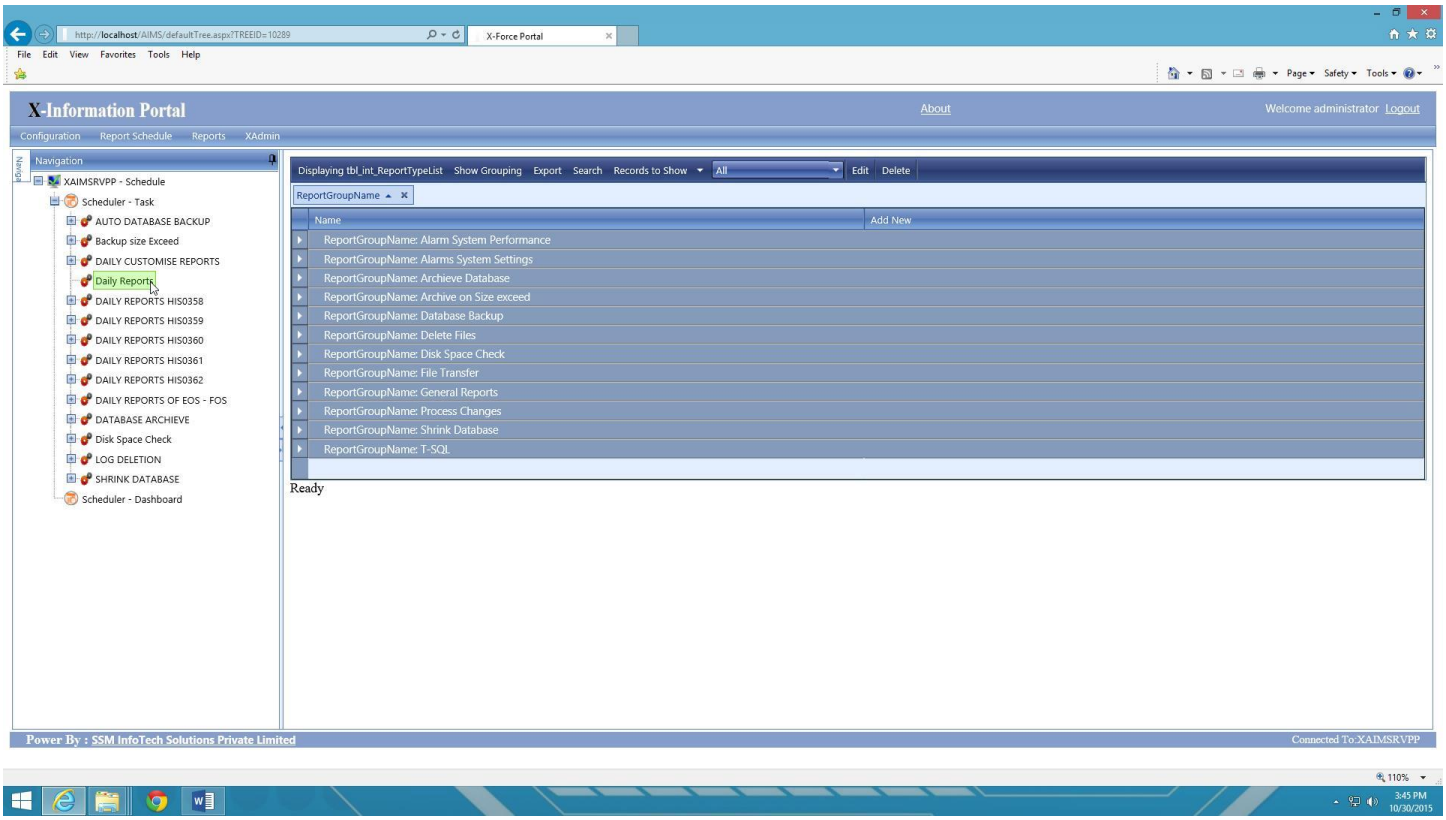
- Please follow the steps as shown in the Screen Shot and click **SAVE**



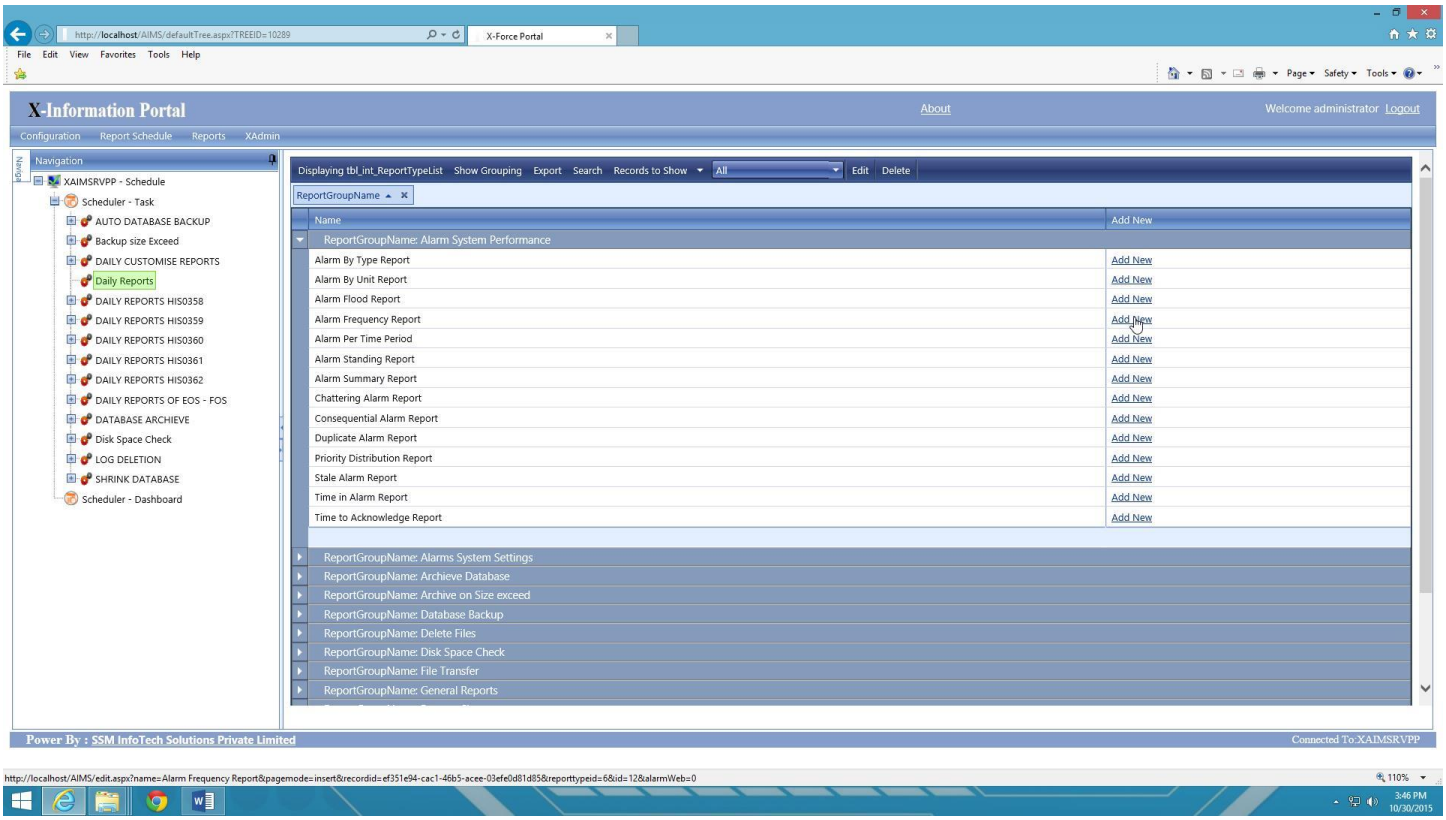
- After SAVE below window will appear.



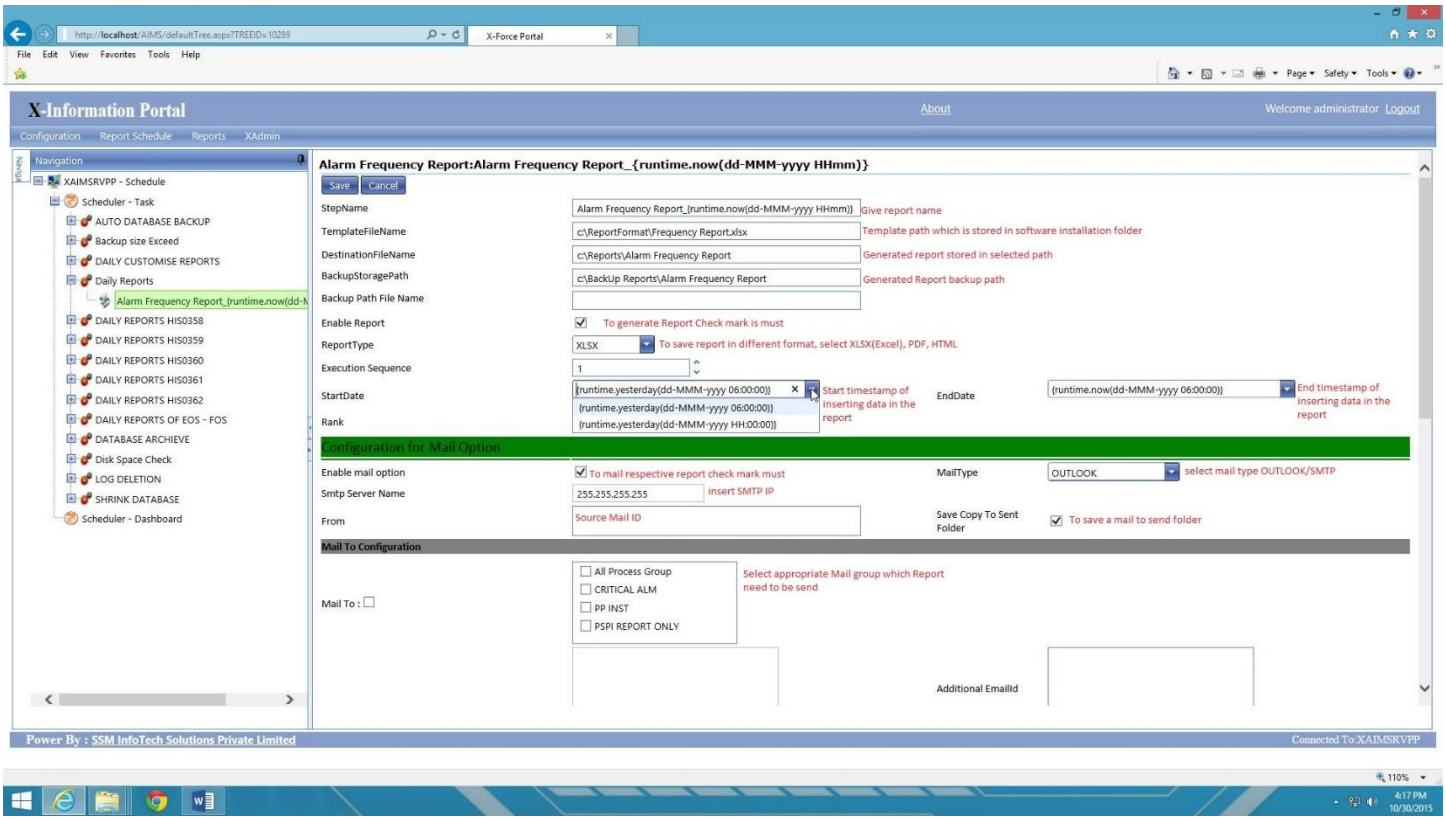
- Click on Respective Schedule as Example “Daily Reports”
- All report Group name will appear in the given Screen shot.

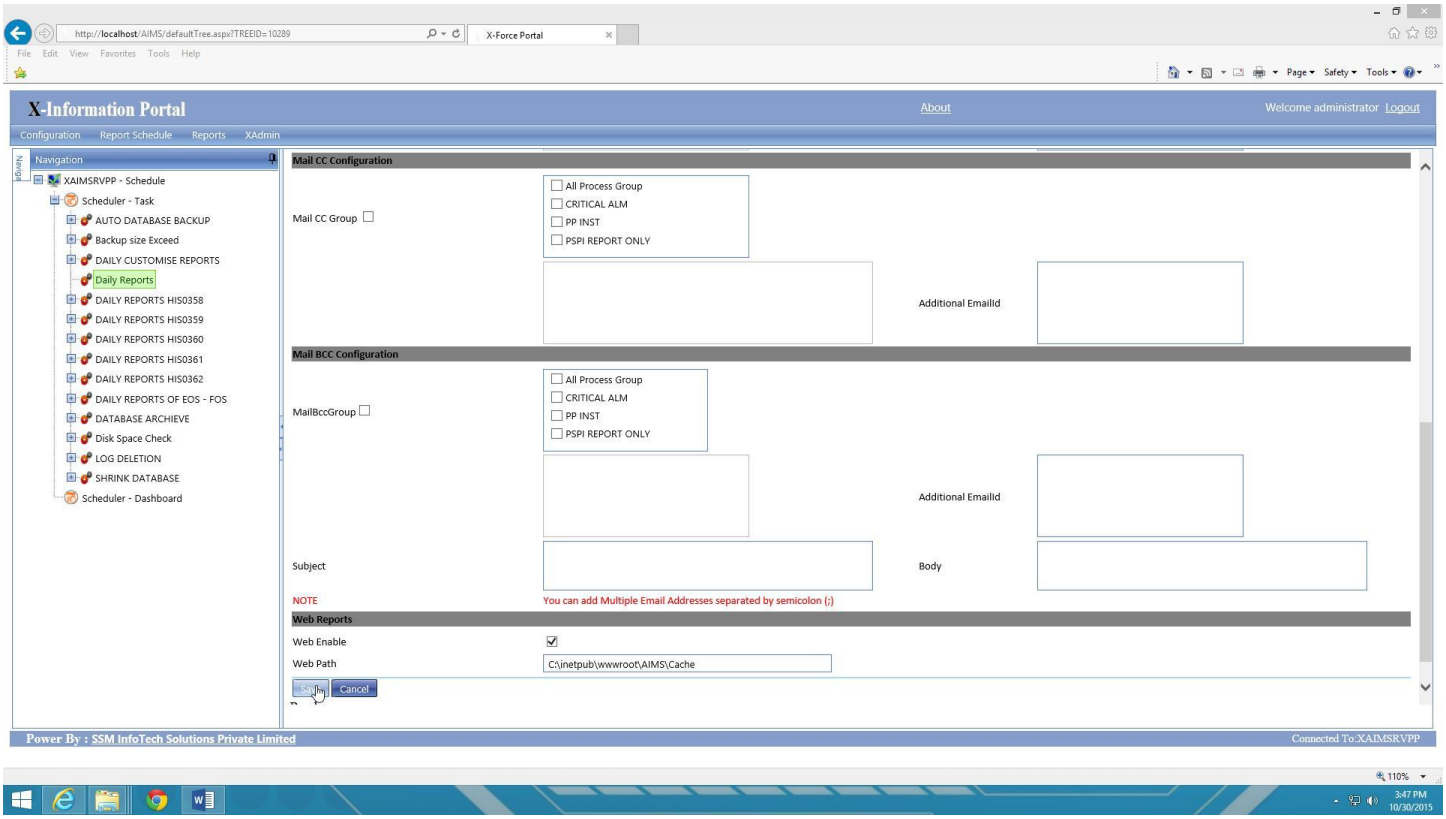


- Expand particular report group as an example
- Report Group name – Alarm System Performance
- Select Frequency report and click on **Add New**

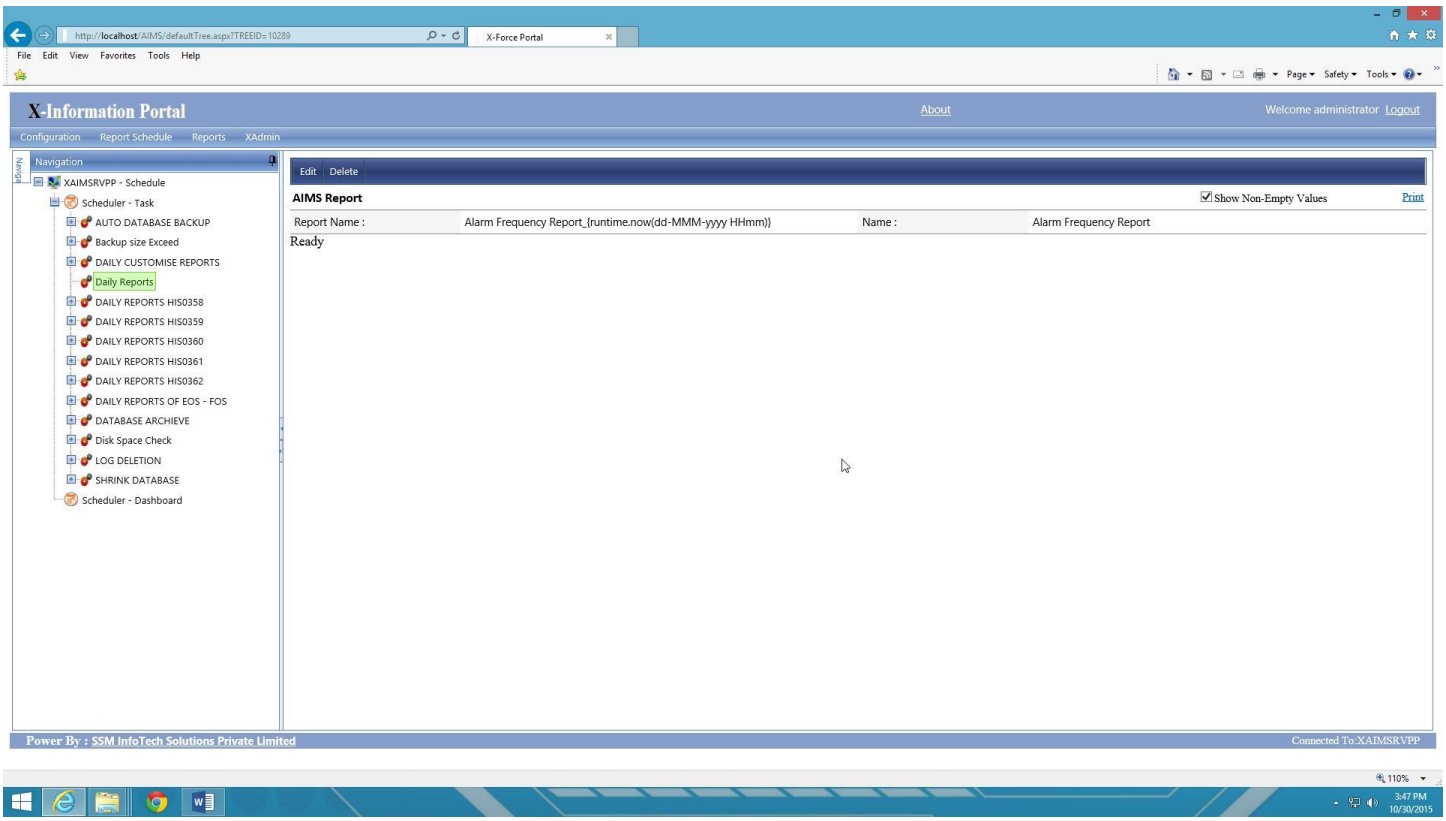


- Please follow the steps to configure particular report and **SAVE**





- After SAVE below Window will appear

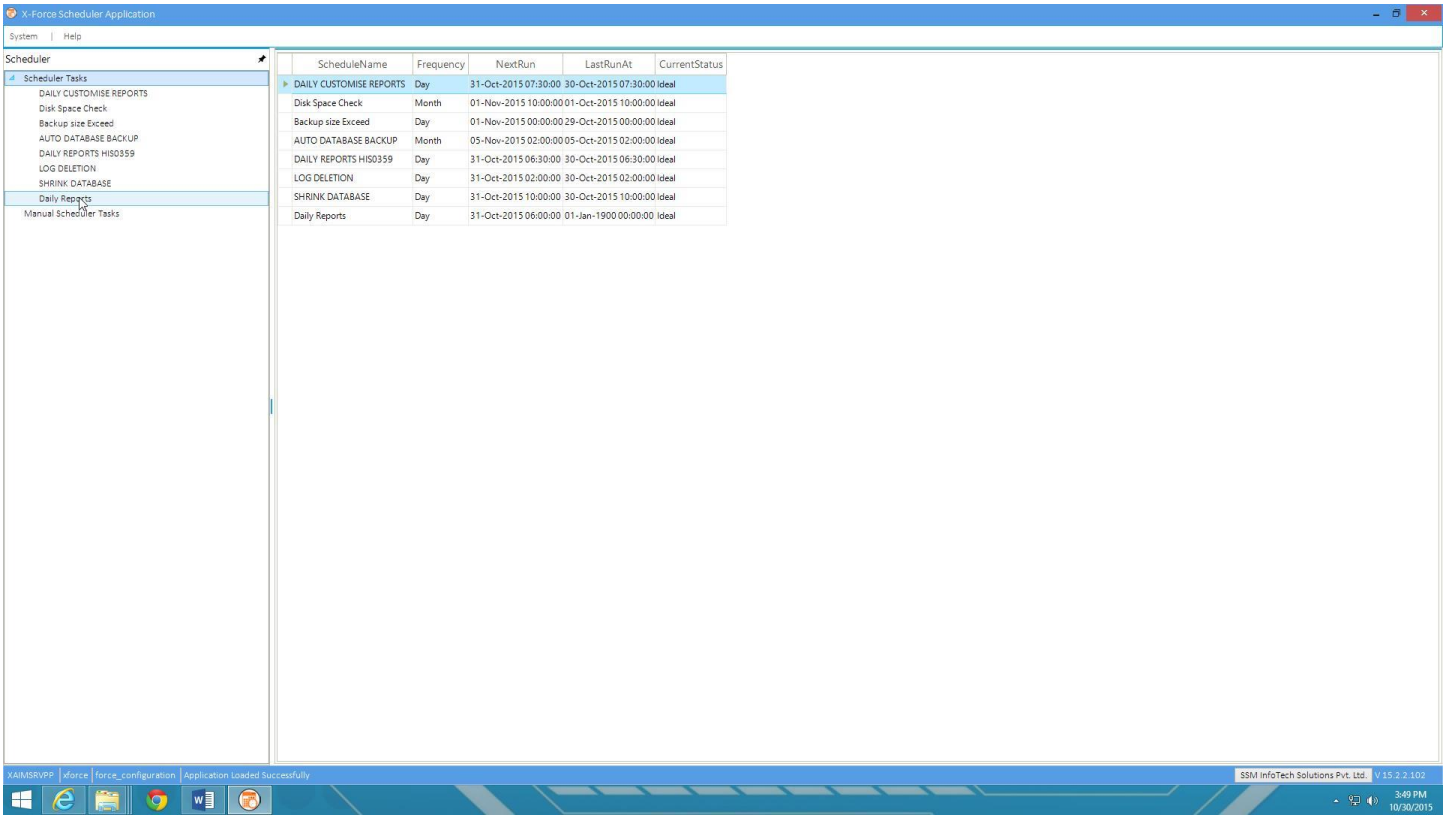


- To affect configured report, Scheduler application must restart once.

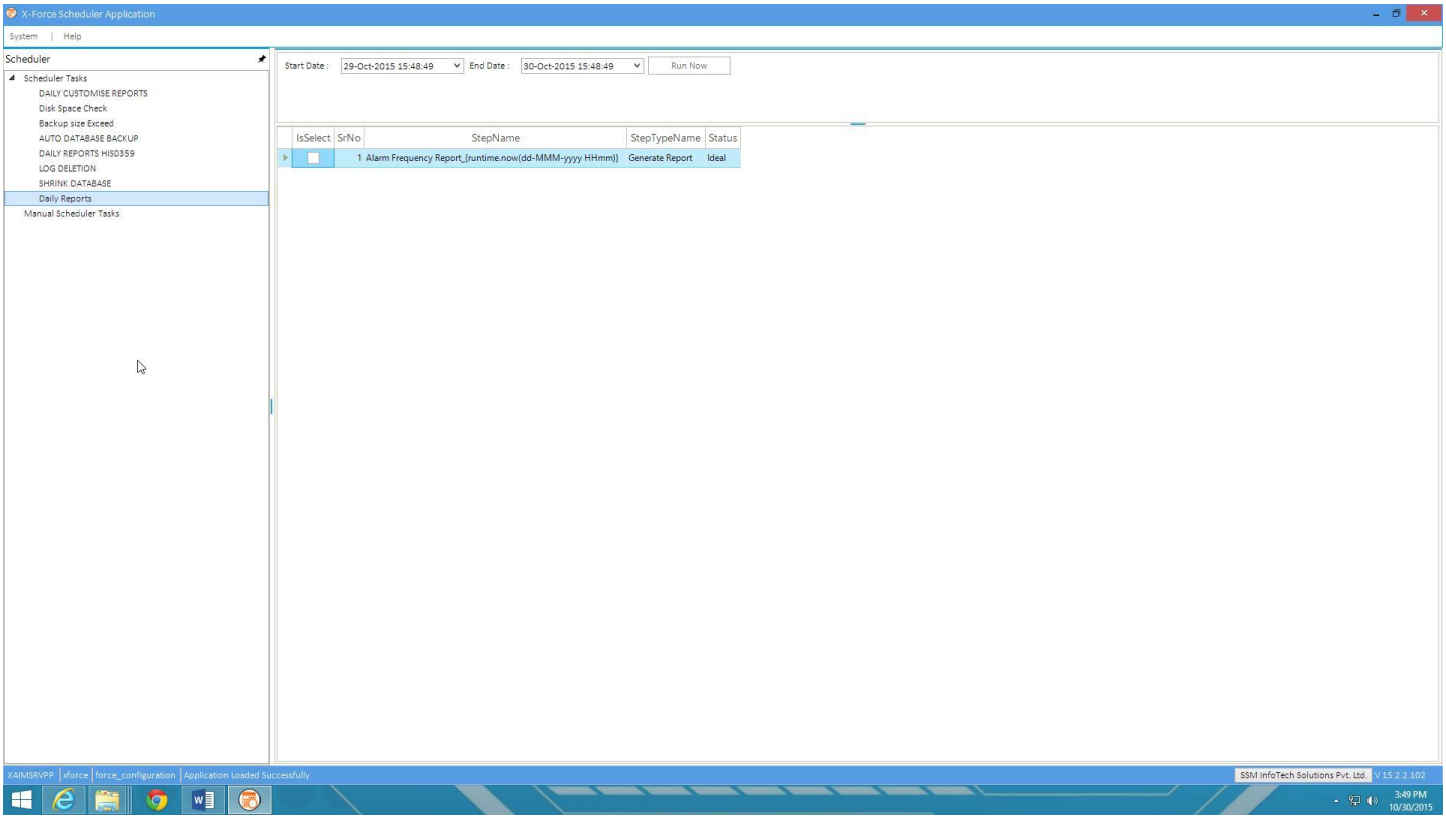
Scheduler Application is running in background.

- Shutdown application.
- Application is on AUTO Mode so it will start automatically.
- Again click on Scheduler application and restore it.

- Configure report schedule appear in the application.

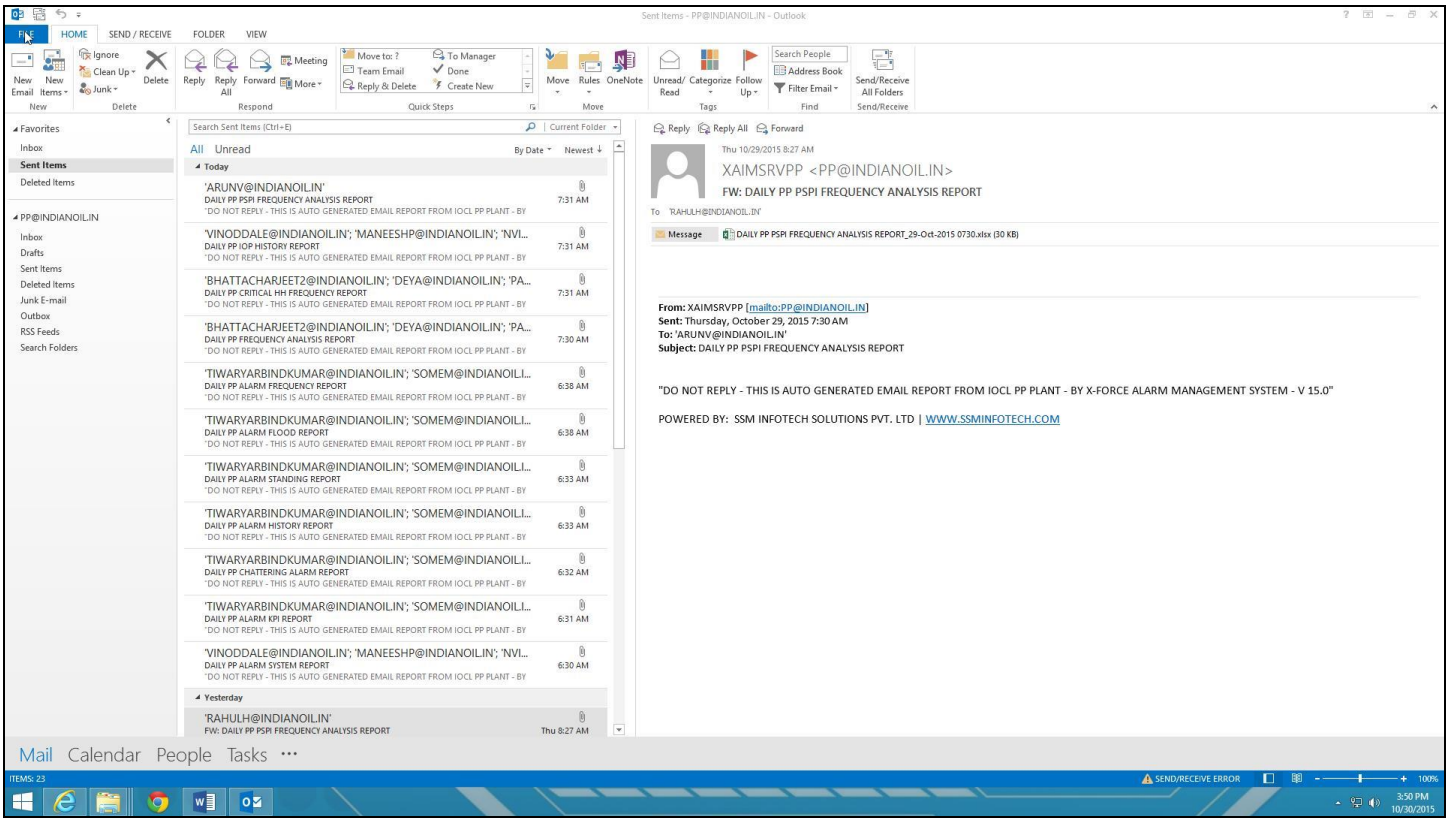


Scheduler application run as per scheduler or it can be run manually also.

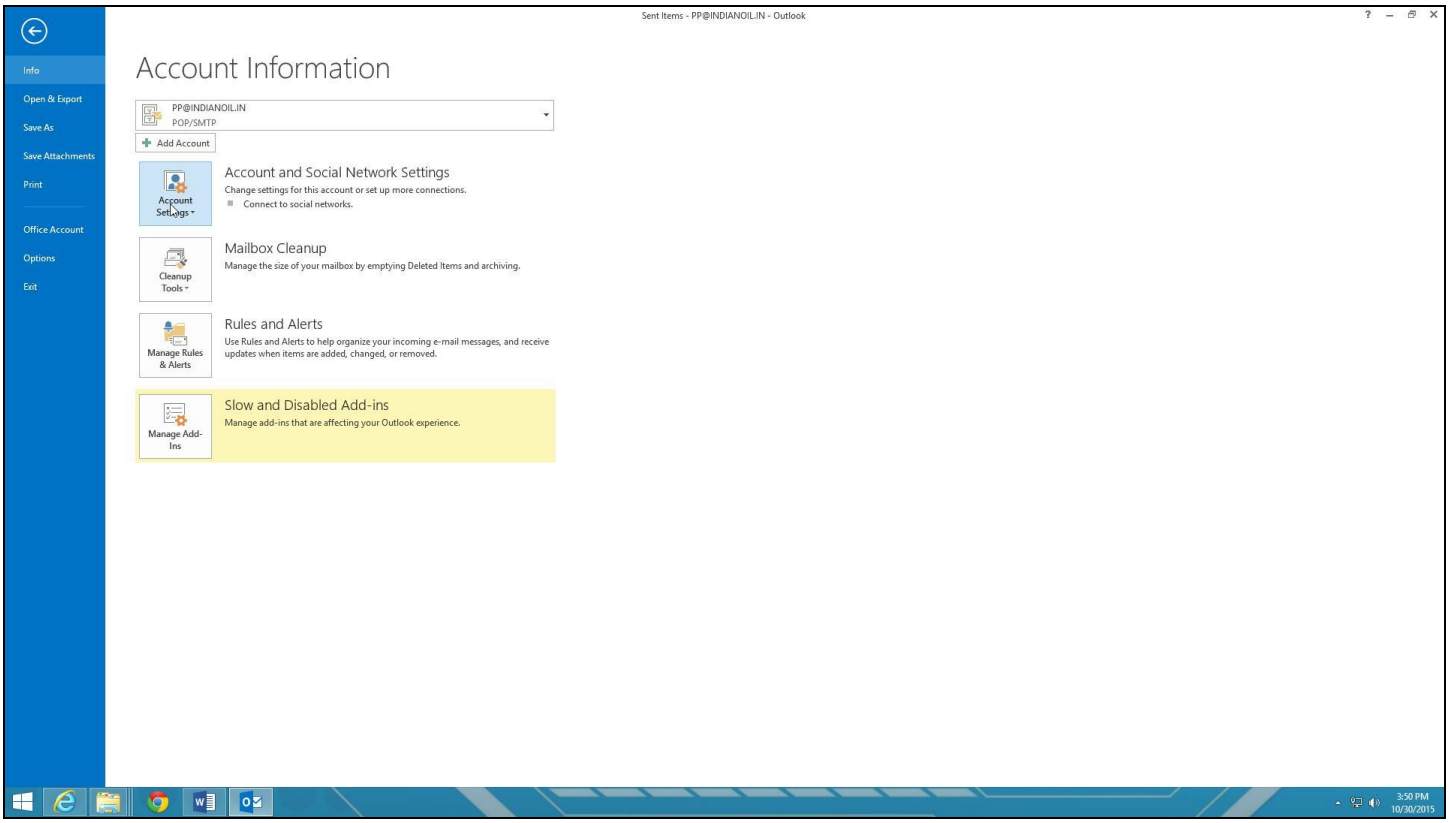


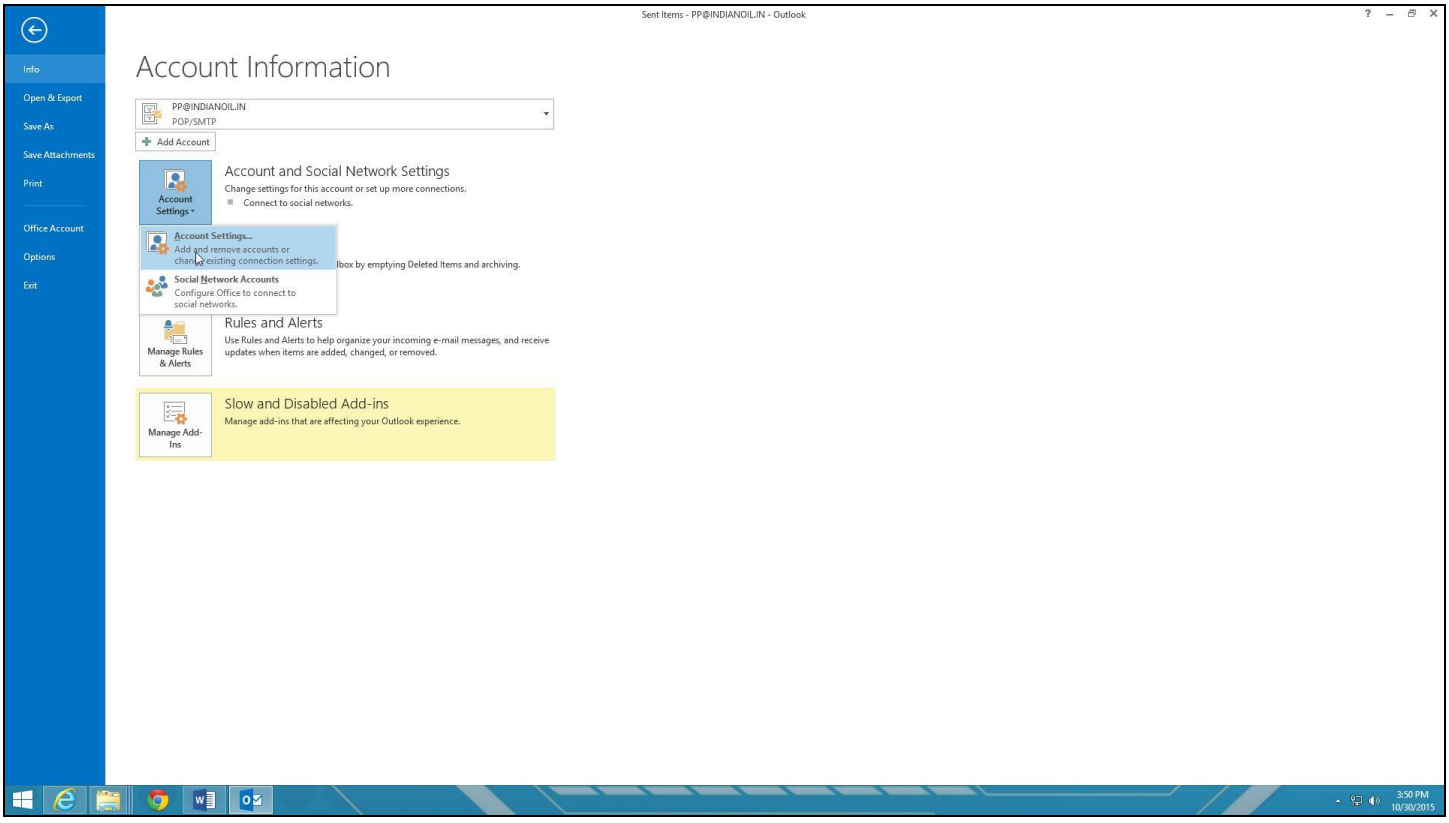
6. Procedure to change/update SMTP IP address in to Outlook

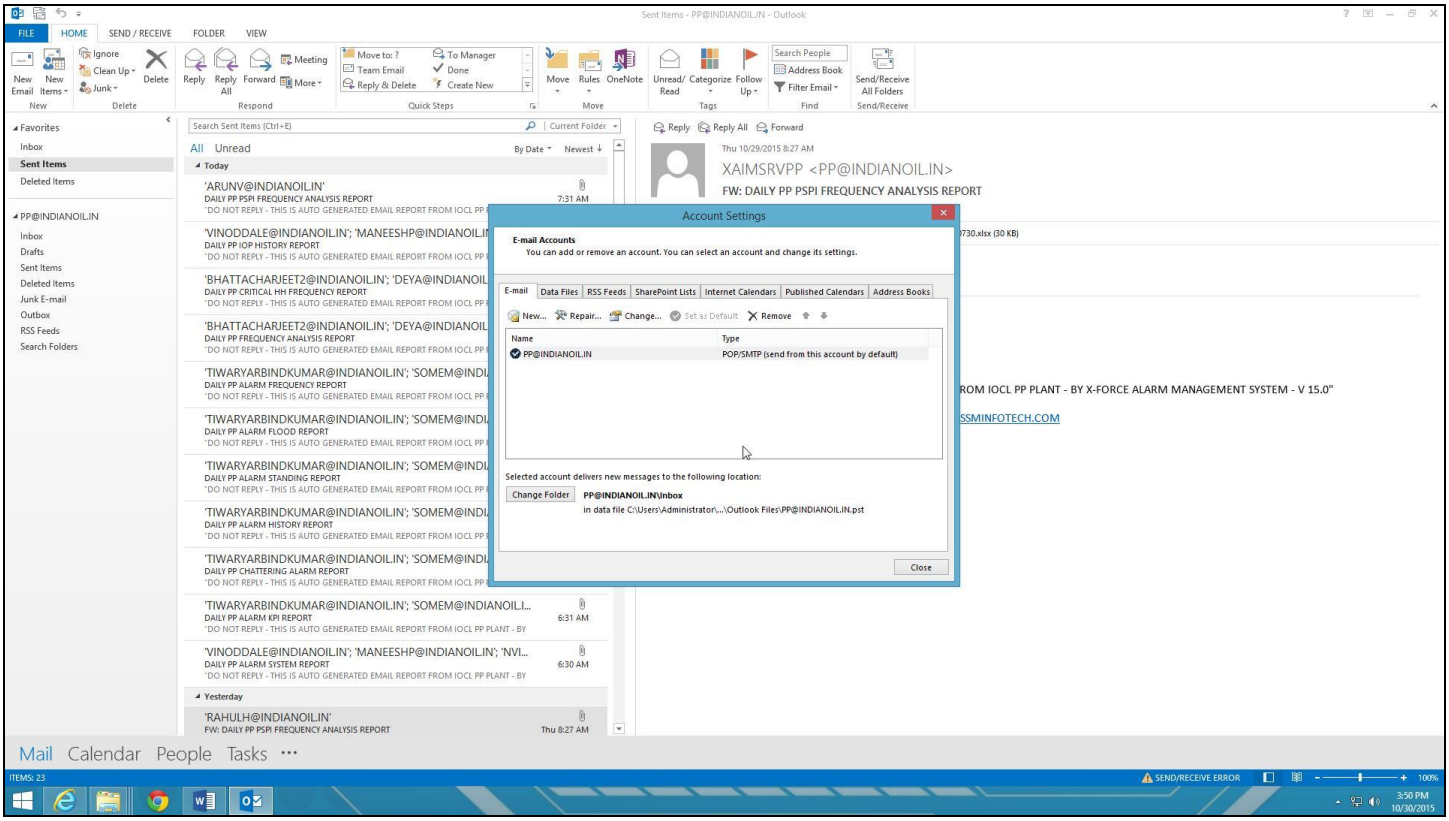
- Outlook service running in the background.
- Double tap on Outlook icon.



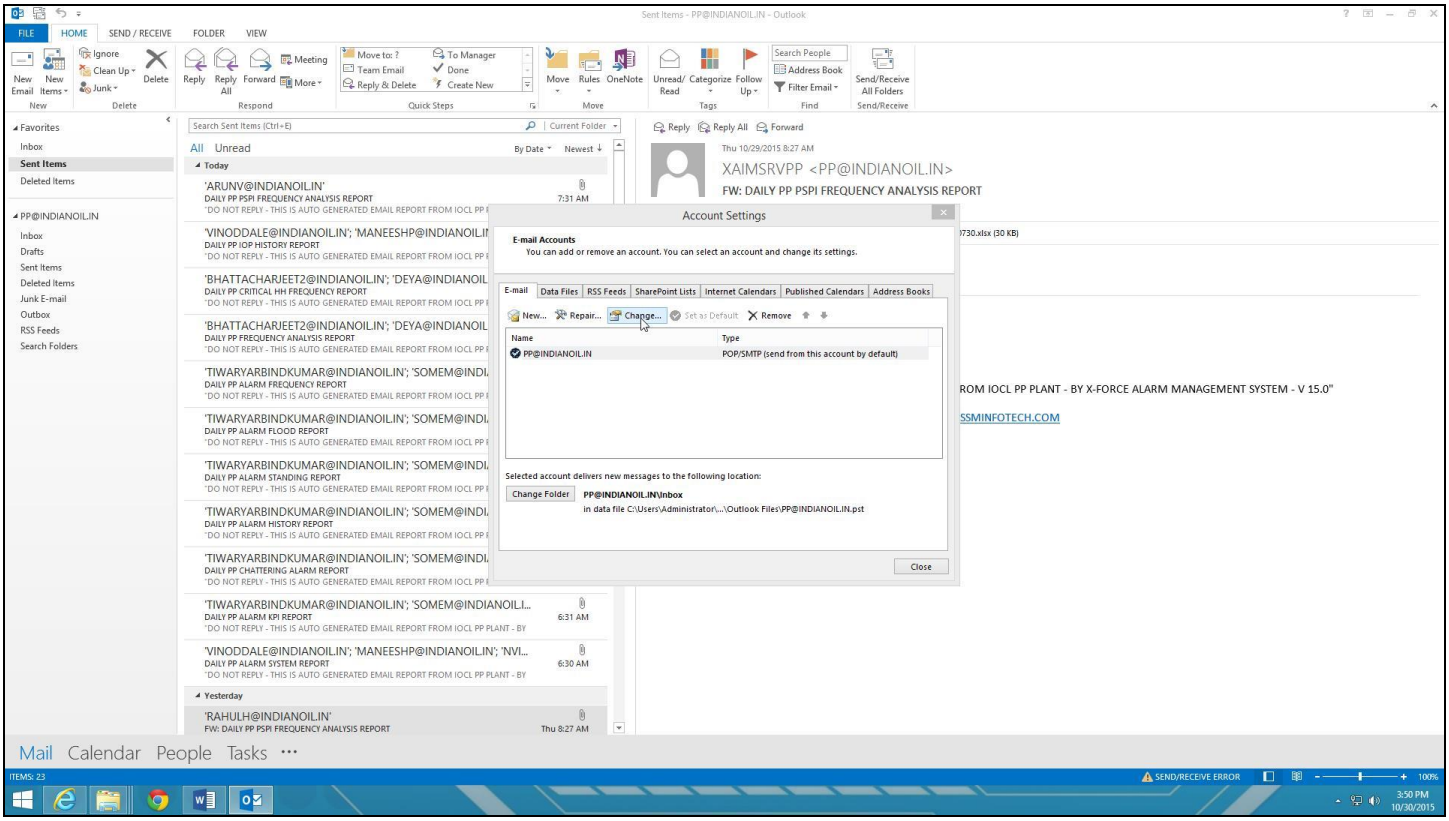
- Click on Account Setting



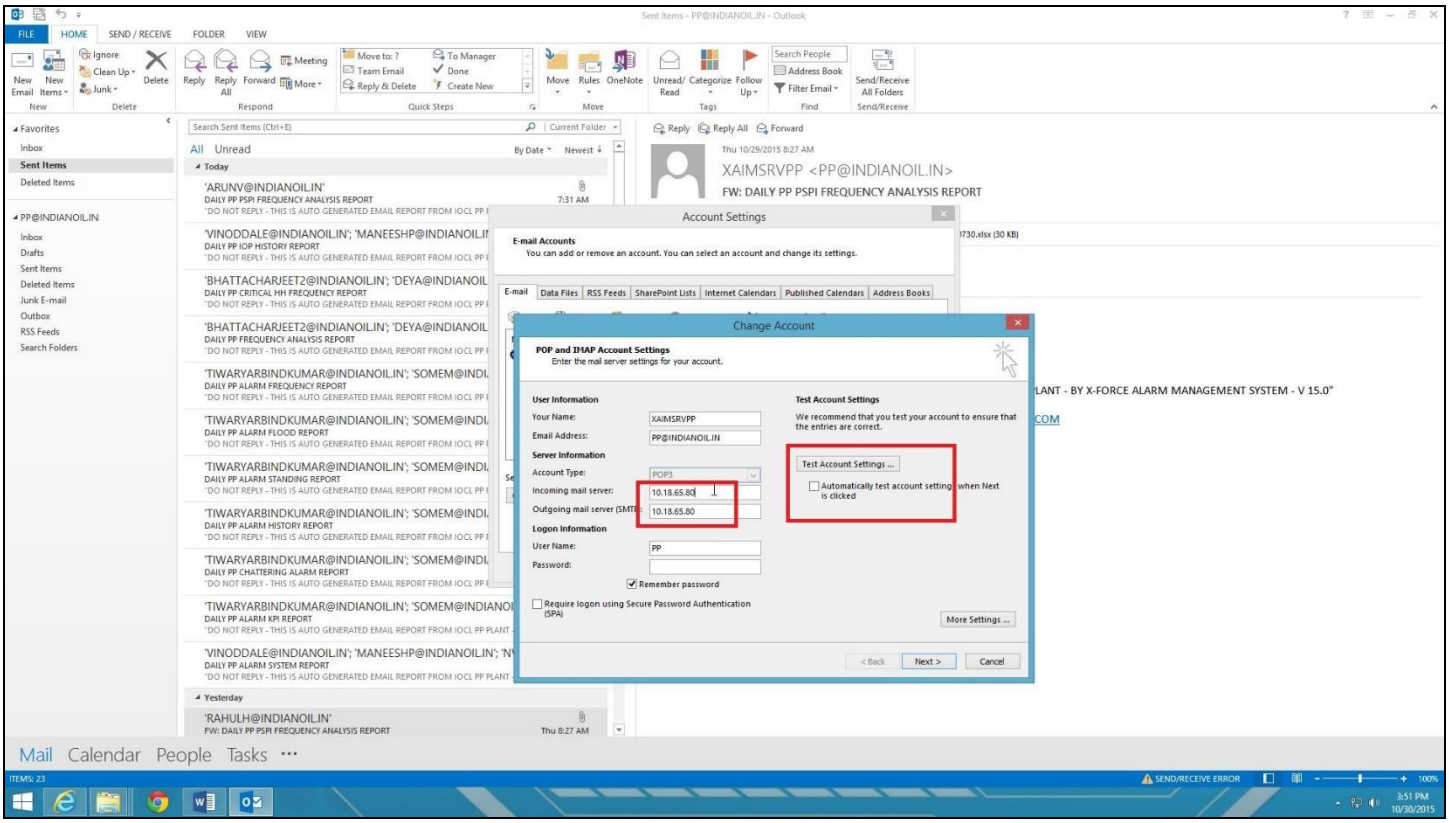


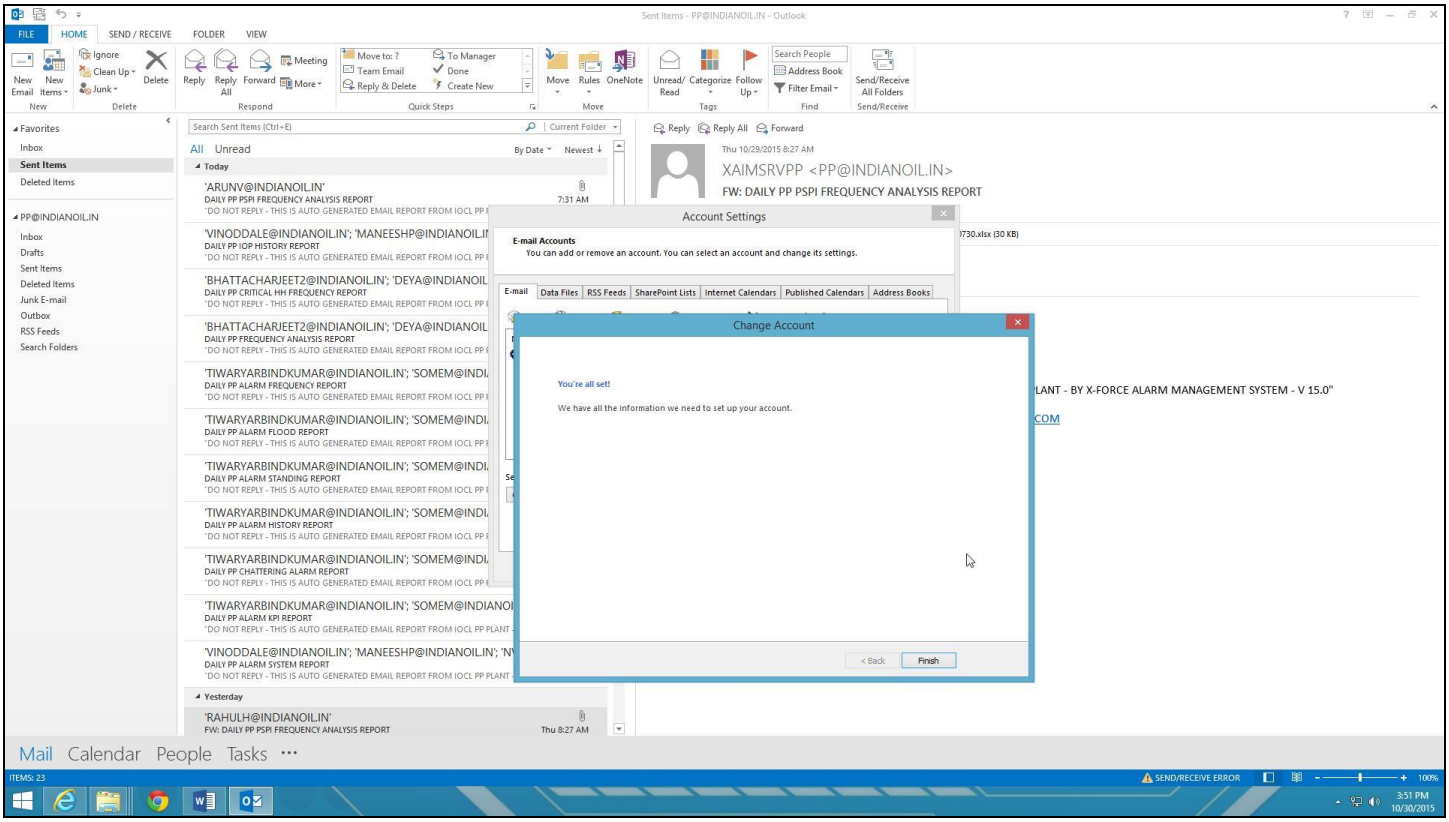


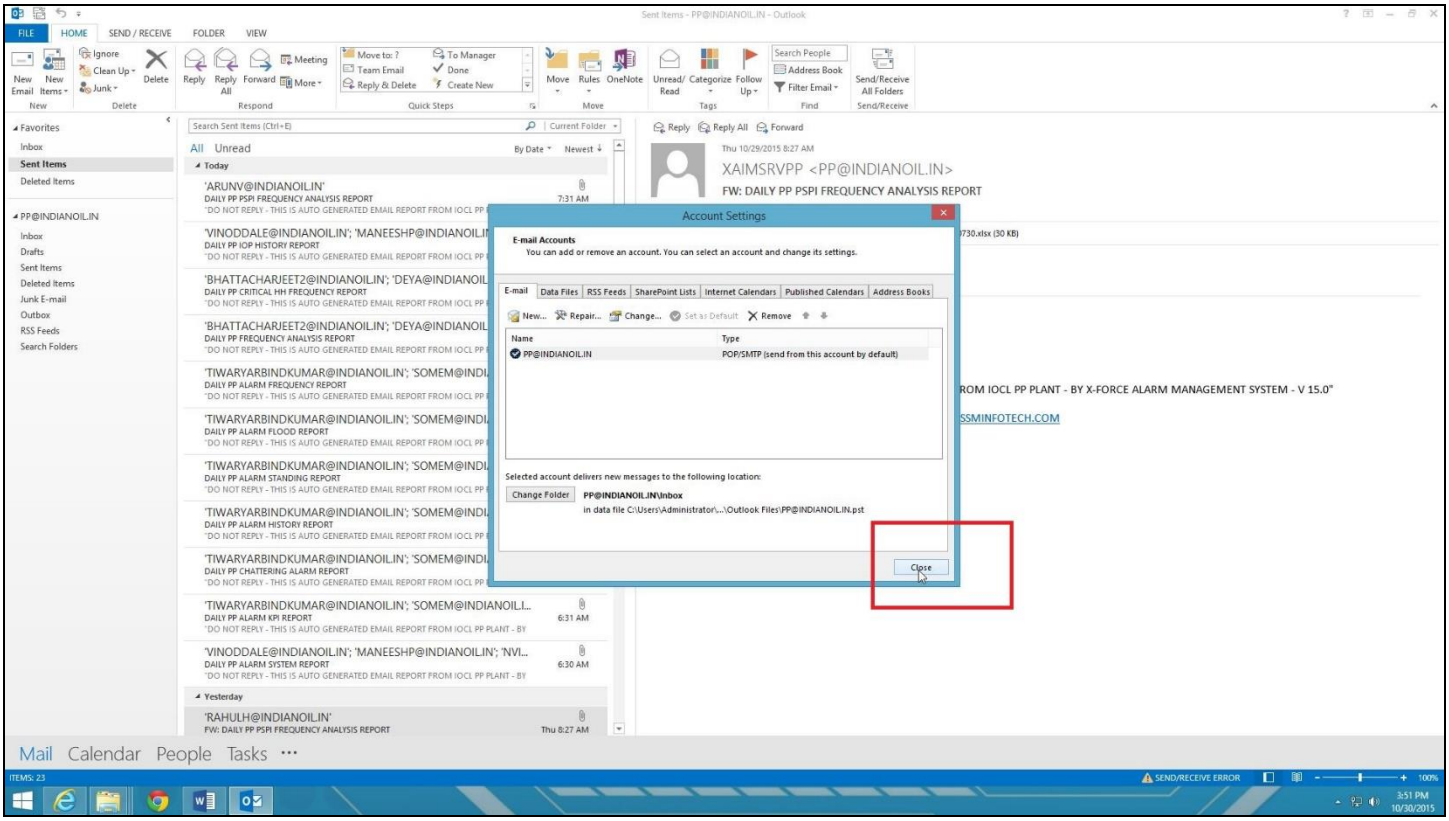
- Click on **Change**



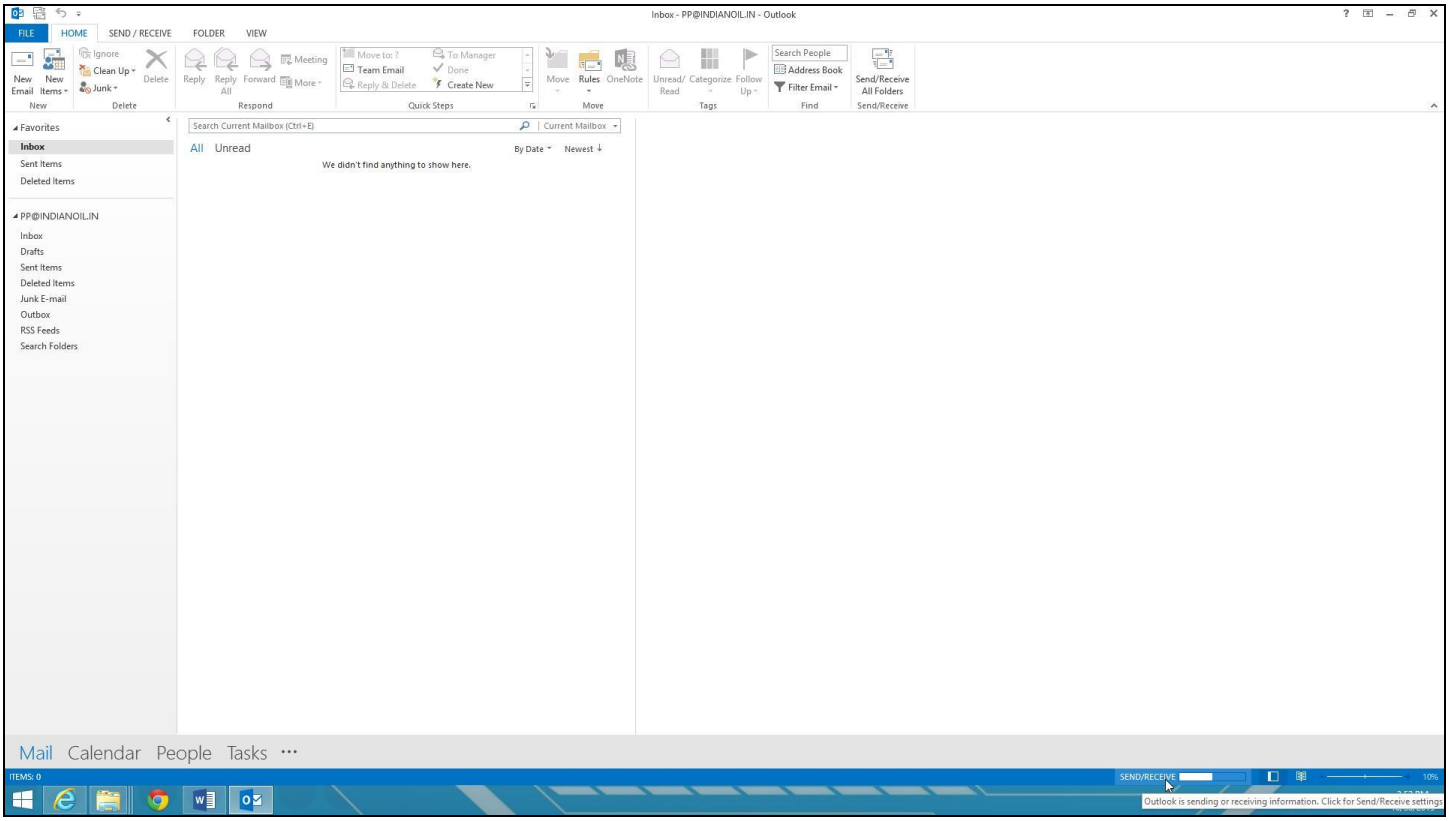
- Change SMTP IP and Uncheck “Test account setting”.
- Click Next



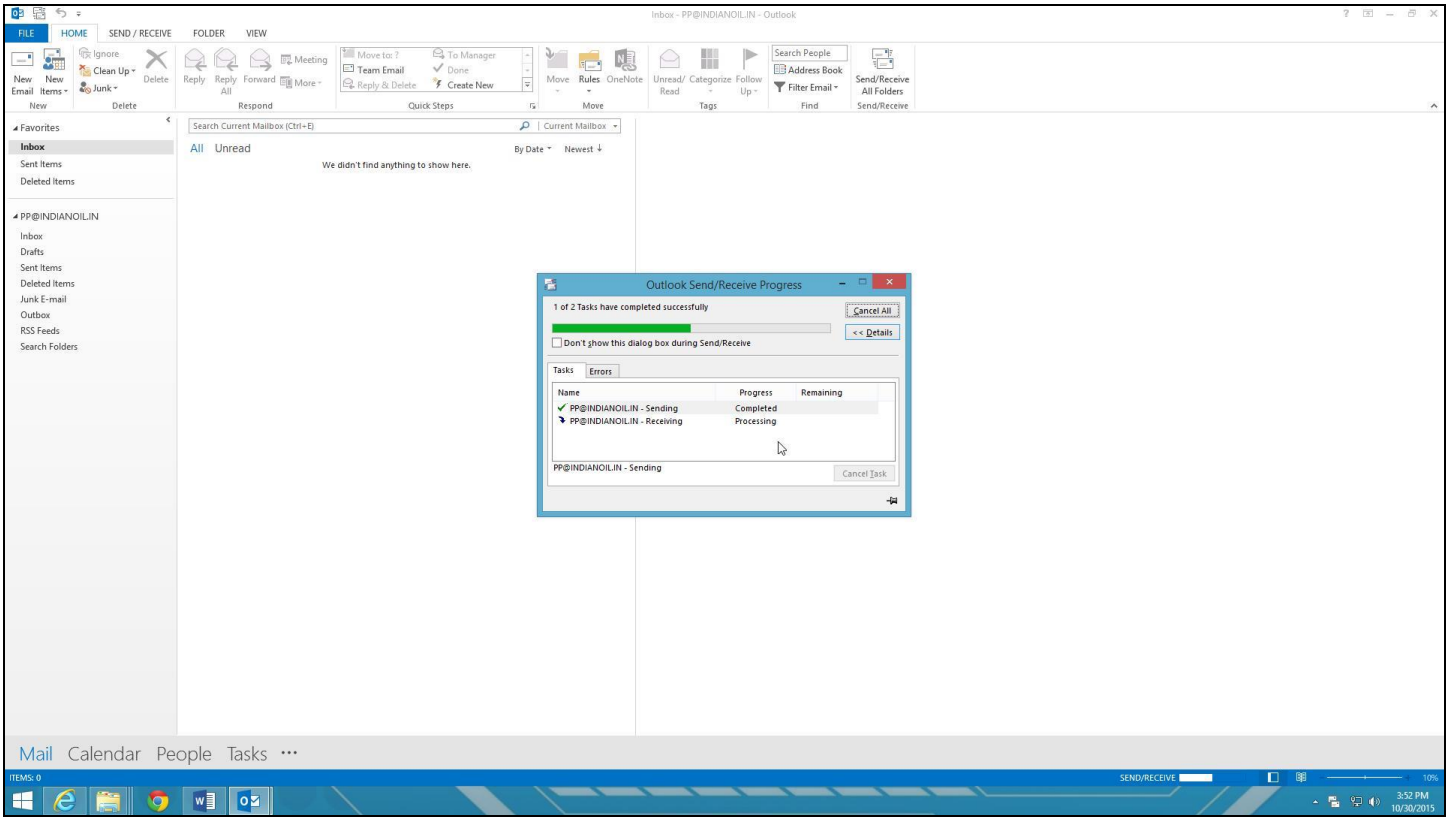




- Restart Outlook, click on Send / Receive button and complete the test.

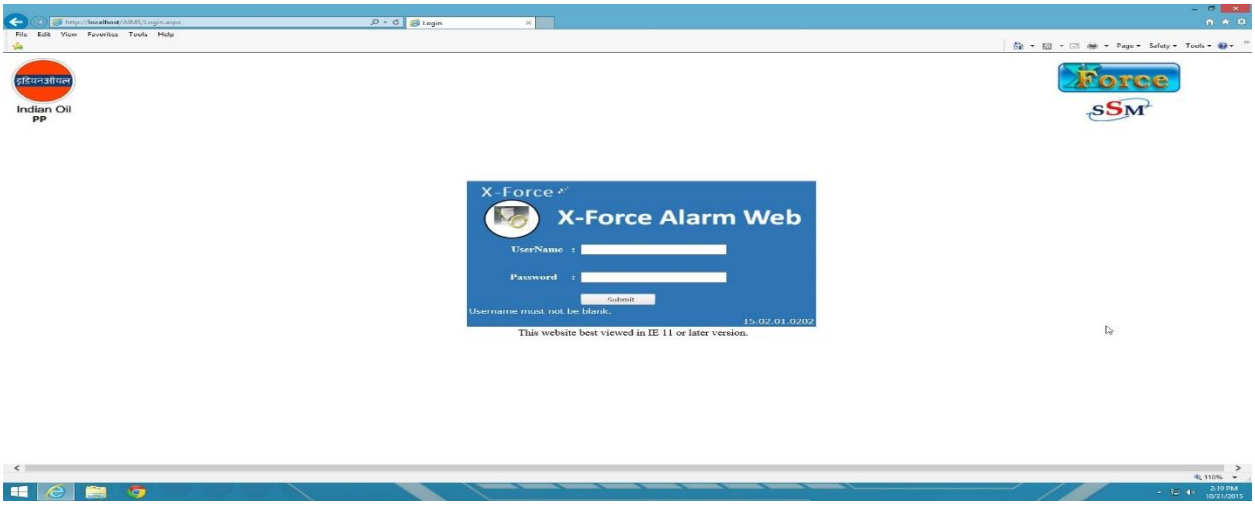


- Sending test should completed.
- Receiving is not necessary.

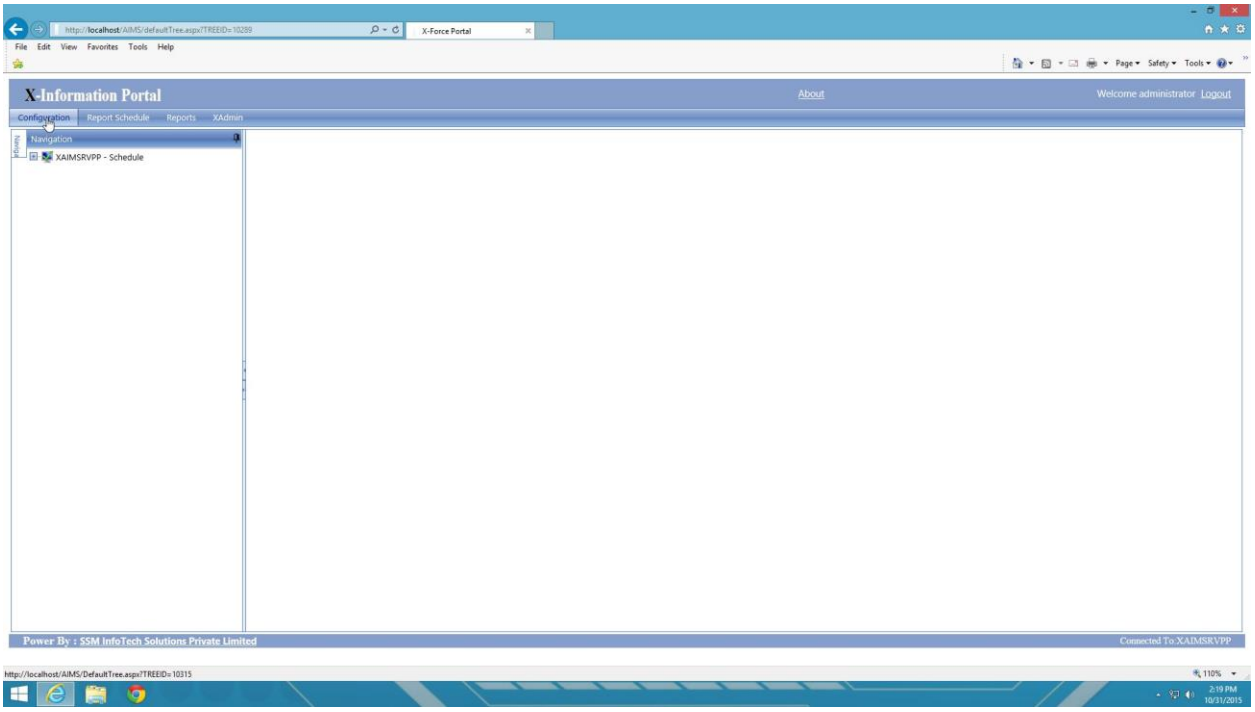


7. Procedure to add/edit/update Alarm Channels (Alarm capture source)

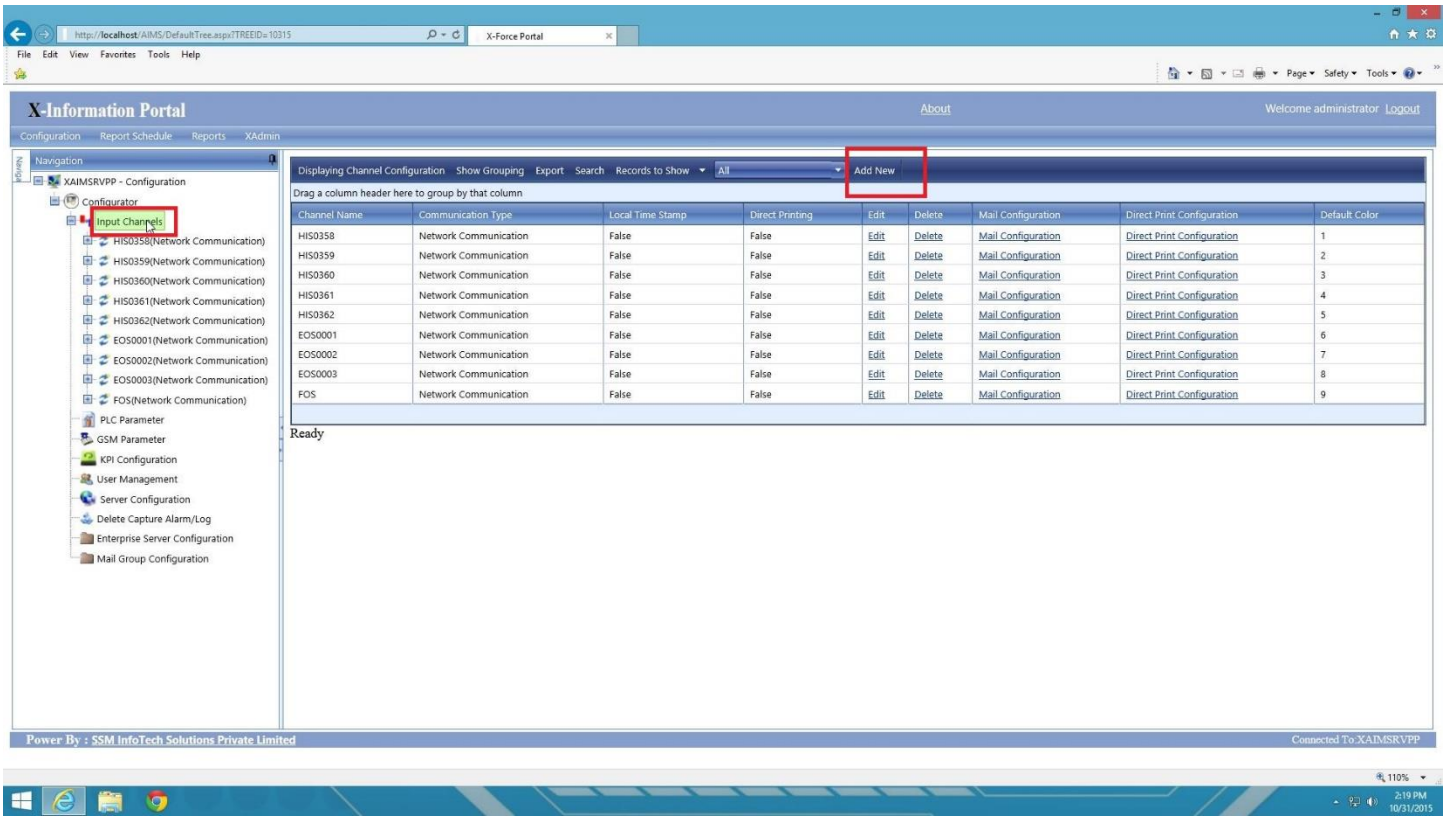
- Login On AlarmWeb
- User – Administrator
- Pass - ssmits



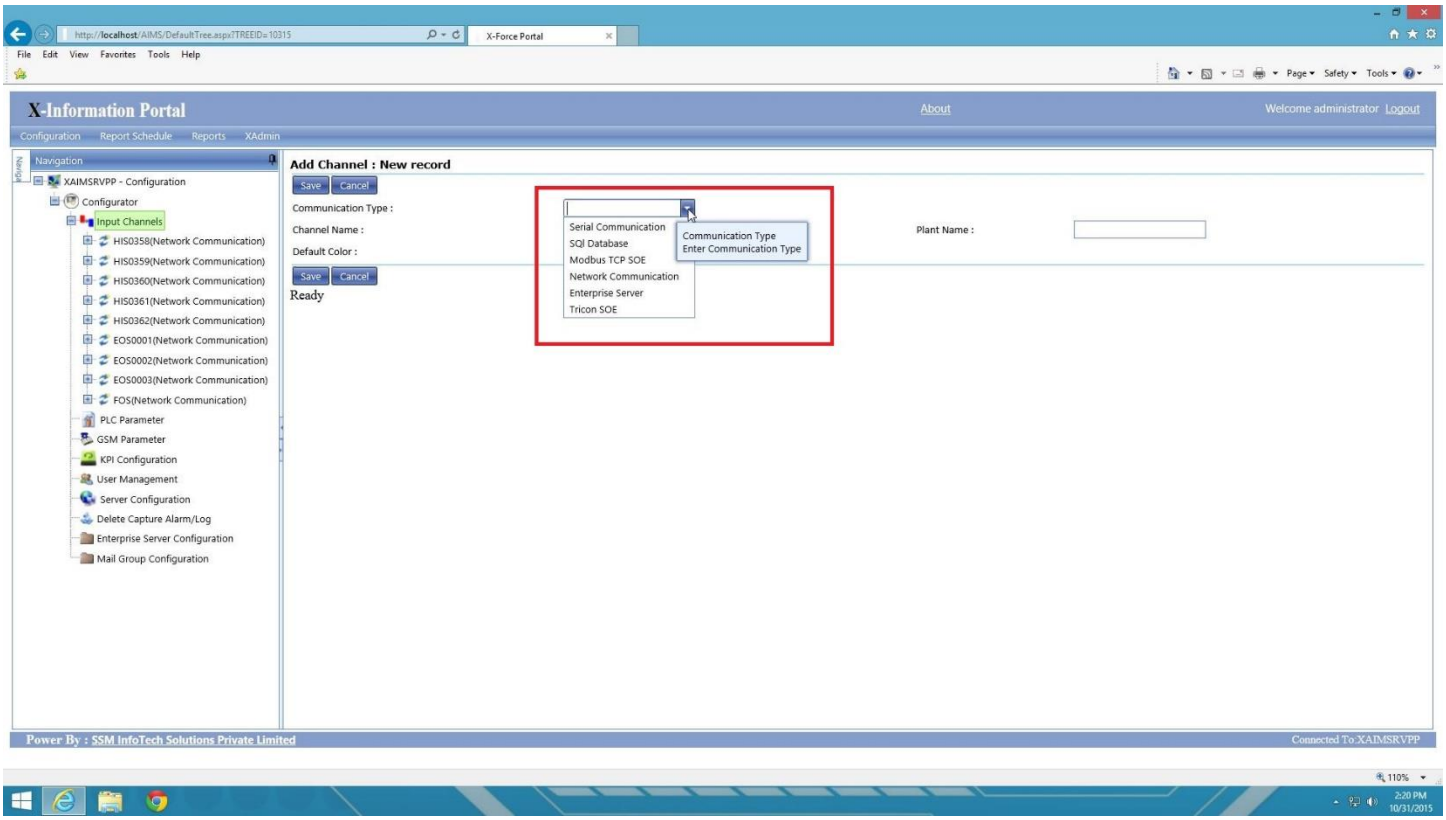
- Click on configurator and expand



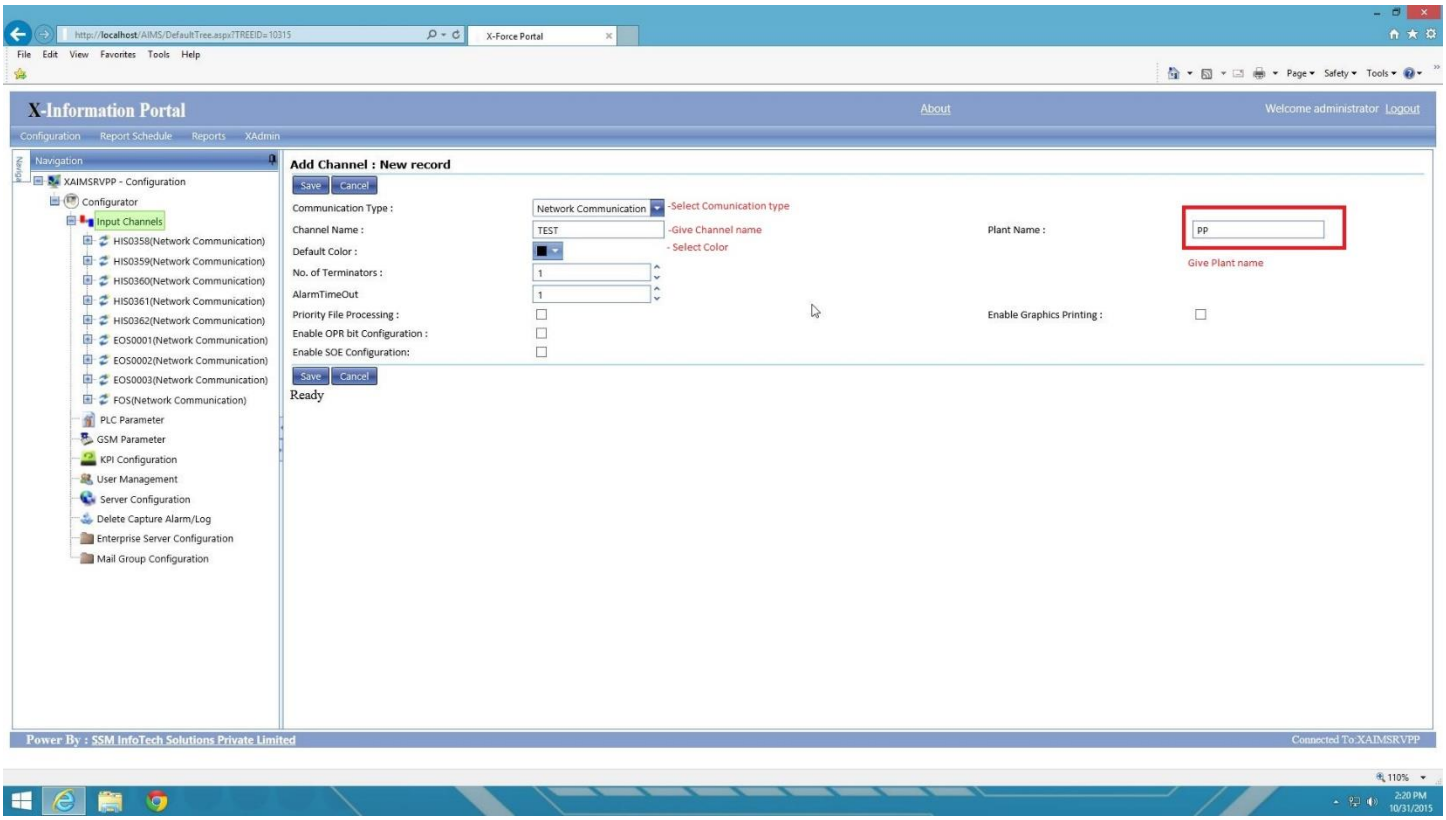
- Click on **Input Channels** and **Add New**
- To Edit, Click on **EDIT** tab and, you can change as per requirement.



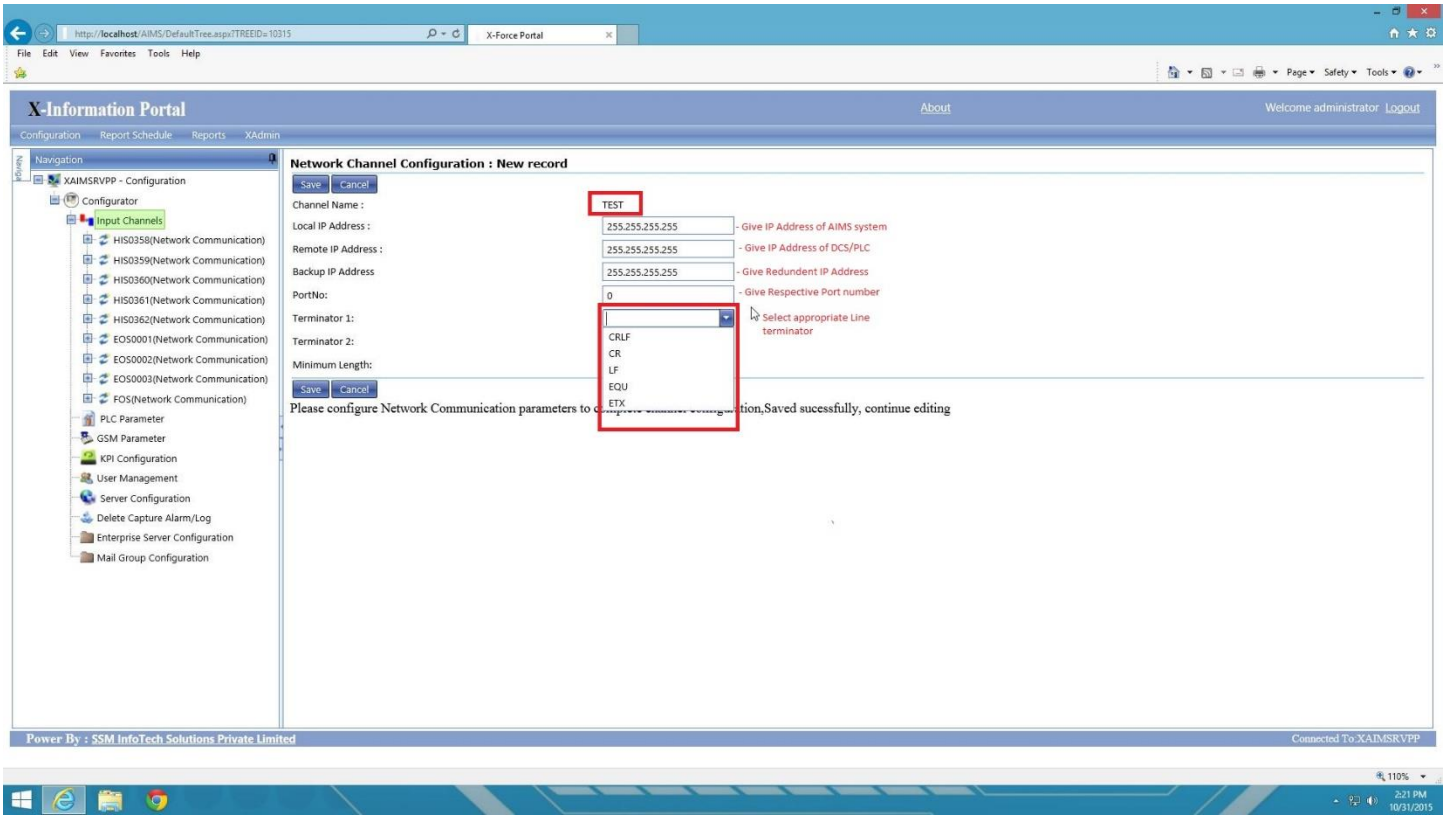
- Select **Communication Type**, insert **Channel name** and give **plant name**



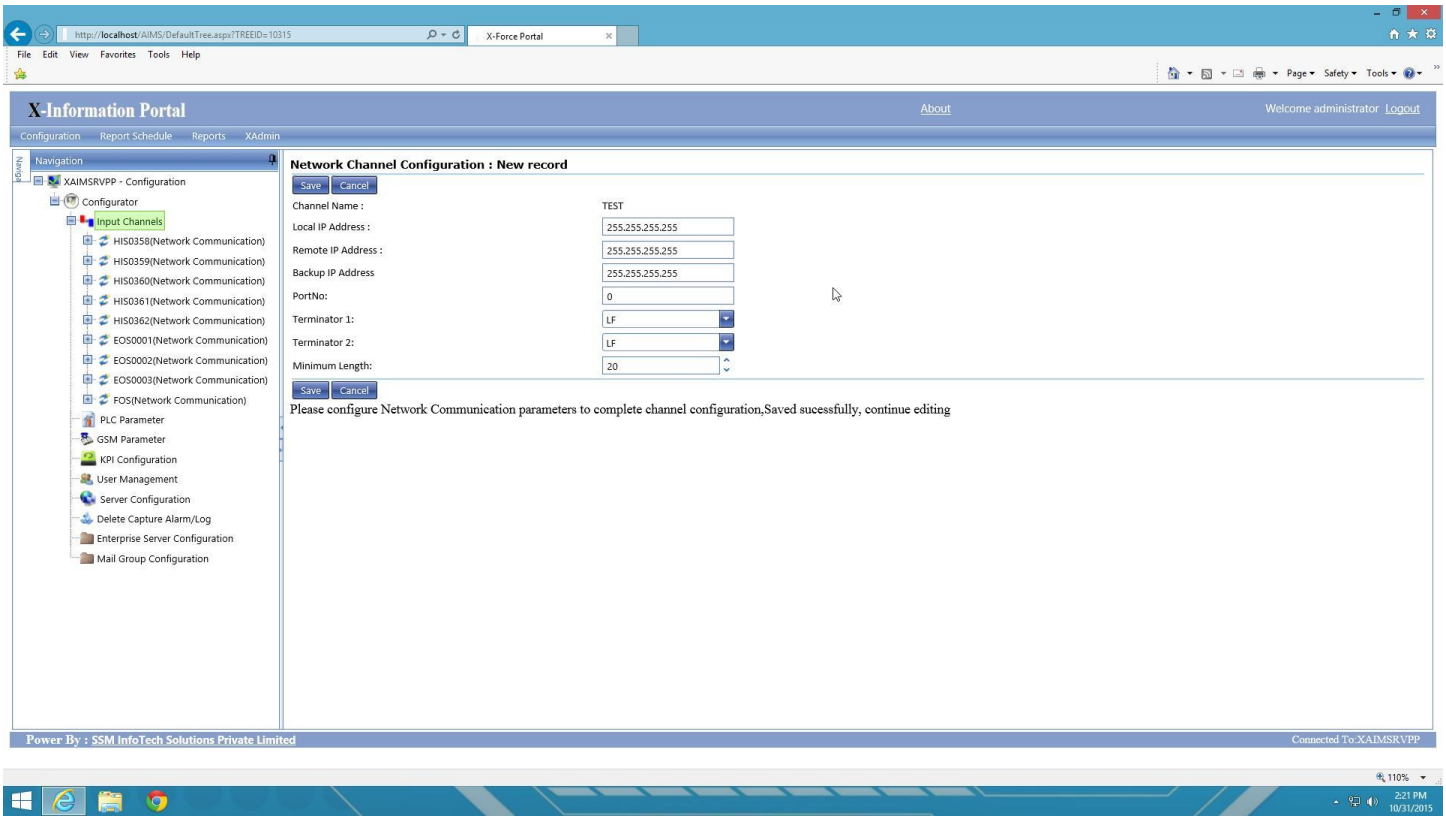
- Please follow the steps as mention in the screen shot & save



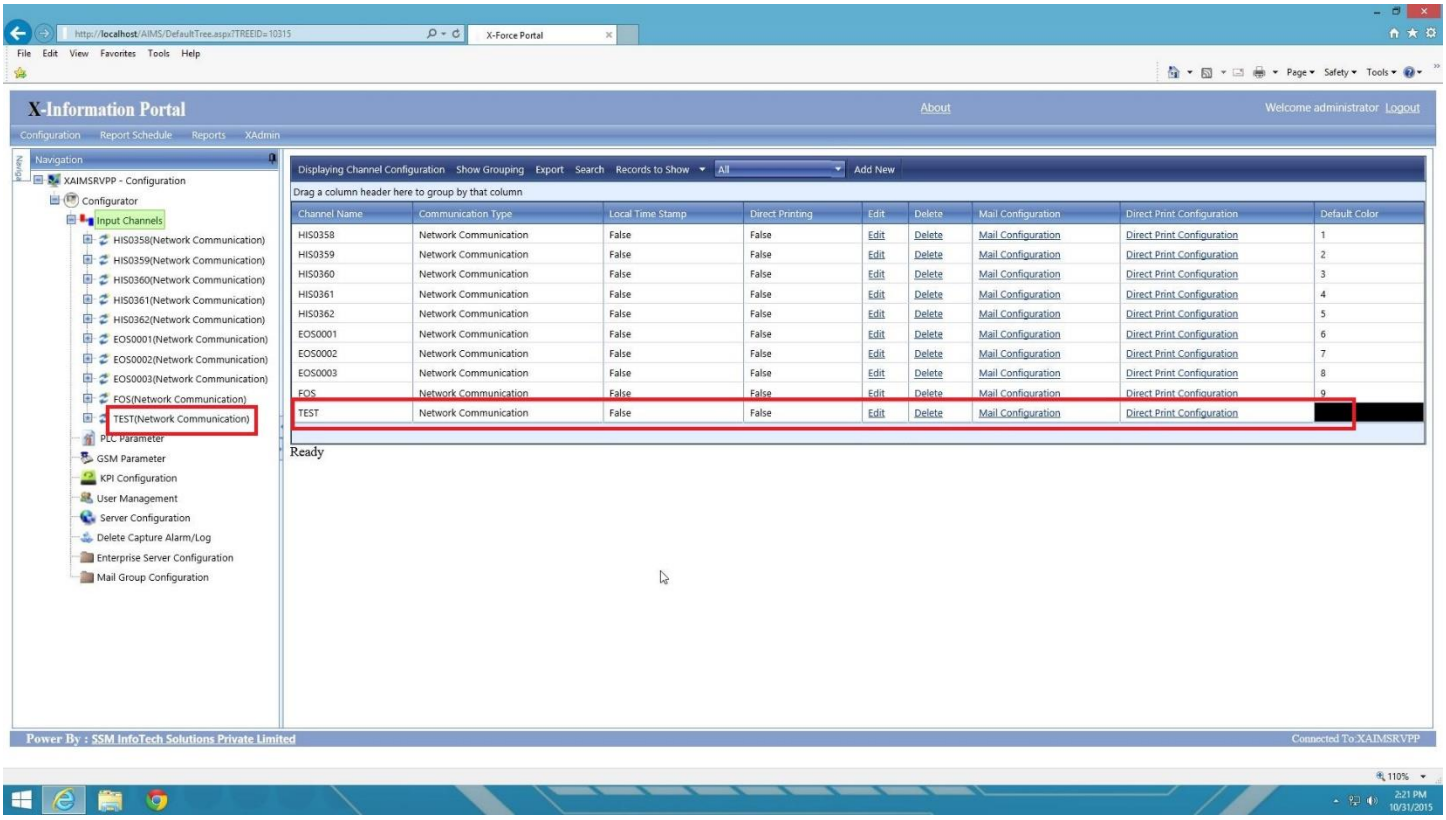
- After SAVE follow the steps as given in the screen shot



- Click **SAVE**



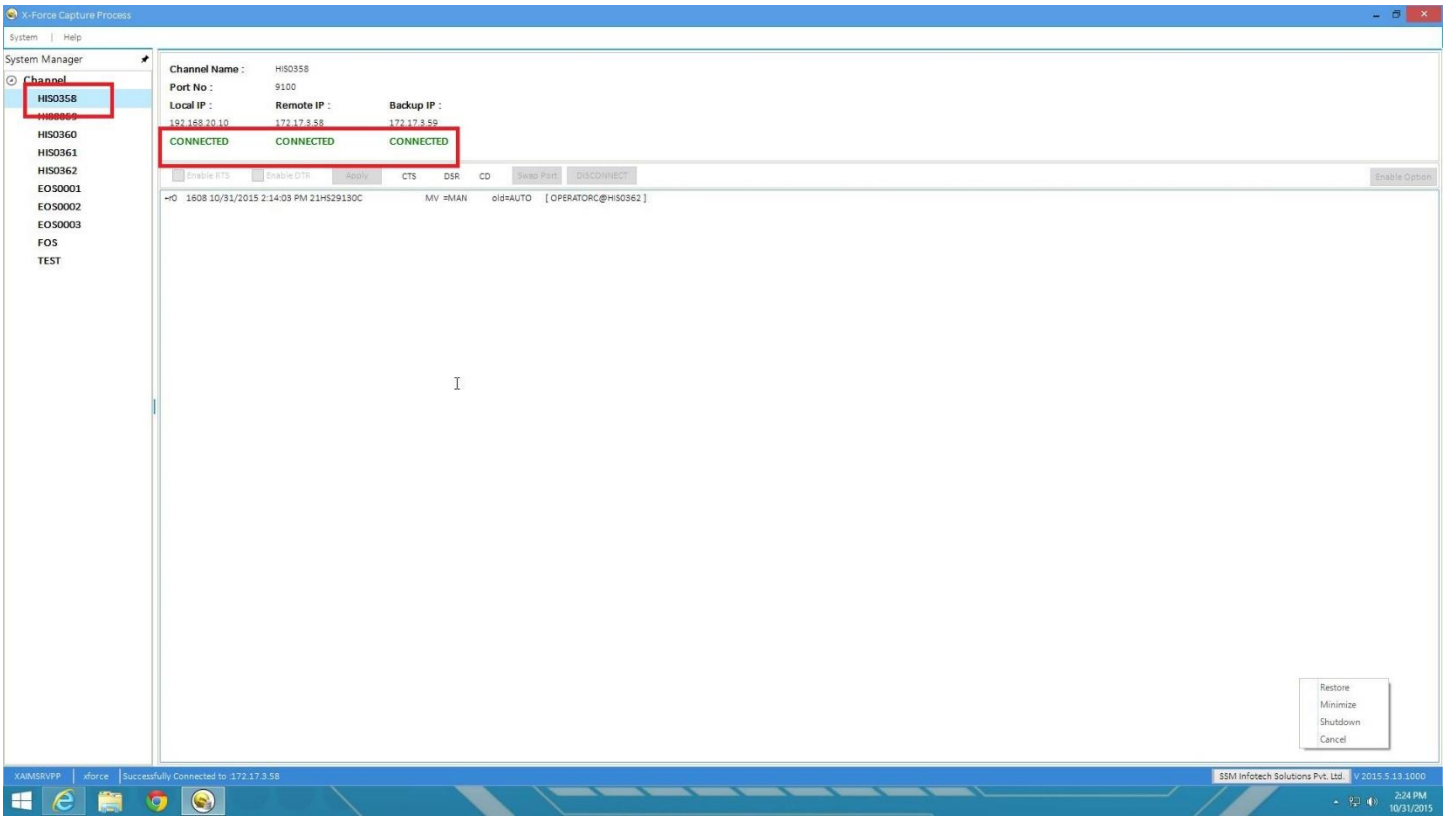
- Configured channel name will appear after save



- After completing the procedure, **Capture application** needs to restart to immediate effect of the configured channel.

Capture Application

- Configured channel will be appeared after Capture application restarted.



END

1. Incorporate the screen shot for running services which i.e. required for successful running of Xaims application.	X-Force Help File	RK
2. Configuration Policy and backup of Firewall	System Details documents & Backup Folder	Screenshot captured and attached in to documents
3. License required for MS office 2013.	System Details documents	Done
4. Validity and soft license copy of Antivirus software	System Details documents	Done
5. Details of enterprise server and RAID configuration setup and checking of redundancy	Separate system details file	RK
6. Update SMTP IP address and please mention old and new IP both.	X-Force Help File	RK
7. Redundant PORT configuration at firewall and its help file; checking, details of firewall details & policy and Login & Password	System Details documents & Backup Folder	Firewall checking details added in System documents. And as per the default firewall policy, we need another IP address range for port redundancy configuration. In DCS we haven't any other IP/subnet range. So it couldn't possible to do that activity. I have checked with expert.
8. Help file for Xaims client installation	X-Force Help File	Pathik
9. All HIS are enabled at AIMS end, the print facility to AIMS is disable at DCS end. In case if you want to change the HIS, enable the print facility at DCS end and record the help (channel edit with screenshot) file for changes at AIMS end. Again for change of HIS and backup HIS.	X-Force Help File	RK
10. Report definition file	Separate	Done, Separate file modified.
11. Compilation & handover of Software's CD	Hardware part	Done
12. Re-conciliation of old hardware's and unused hardware's supplied in this project.	Hardware part	Done
13. Help file for triggering the new reports.	X-Force Help File	Pathik
14. Back up of Xaims and enterprise server.	CD-Dvd media	Pending
15. Backup and restore of Xaims sever help file.	X-Force Help File	RK
16. Paper licenses	System Details documents	Done

Note:-

1. Incorporate the screen shot for running services which i.e. required for successful running of Xaims application.
2. Configuration Policy and backup of Firewall
3. License required for MS office 2013.
4. Validity and soft license copy of Antivirus software
5. Details of enterprise server and RAID configuration setup and checking of redundancy
6. Update SMTP IP address and please mention old and new IP both.
7. Redundant PORT configuration at firewall and its help file; checking, details of firewall details & policy and Login & Password
8. Help file for xaims client installation
9. All HIS are enabled at AIMS end, the print facility to AIMS is disable at DCS end. In case if you want to change the HIS, enable the print facility at DCS end and record the help (channel edit with screenshot) file for changes at AIMS end. Again for change of HIS and backup HIS.
10. Report definition file
11. Compilation & handover of Software's CD
12. Re-conciliation of old hardware's and unused hardware's supplied in this project.
13. Help file for triggering the new reports.
14. Back up of Xaims and enterprise server.
15. Backup and restore of Xaims sever help file.
16. Paper licenses