



OSIsoft®

UC2010

Real Time Information — Currency of the New Decade

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The EA Extranet 2010 – Customer Communications Software

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UC 2010

Real Time Information — Currency of the New Decade

What Time Is It?

You Need Something and Fast...

- Visibility to your (mPI and non-mPI) assets?
- Visibility to problems at your site?
- Visibility to events scheduled at your site?
- Ask a product question related to your site?
- Access support call info for your site?
- List of PI servers & interfaces for your site?
- Performance metrics for your site?
- Documentation for the recent site install?
- Voucher info (initial, used, remaining)?
- PI Agent Certificate? PI Agent Kit?

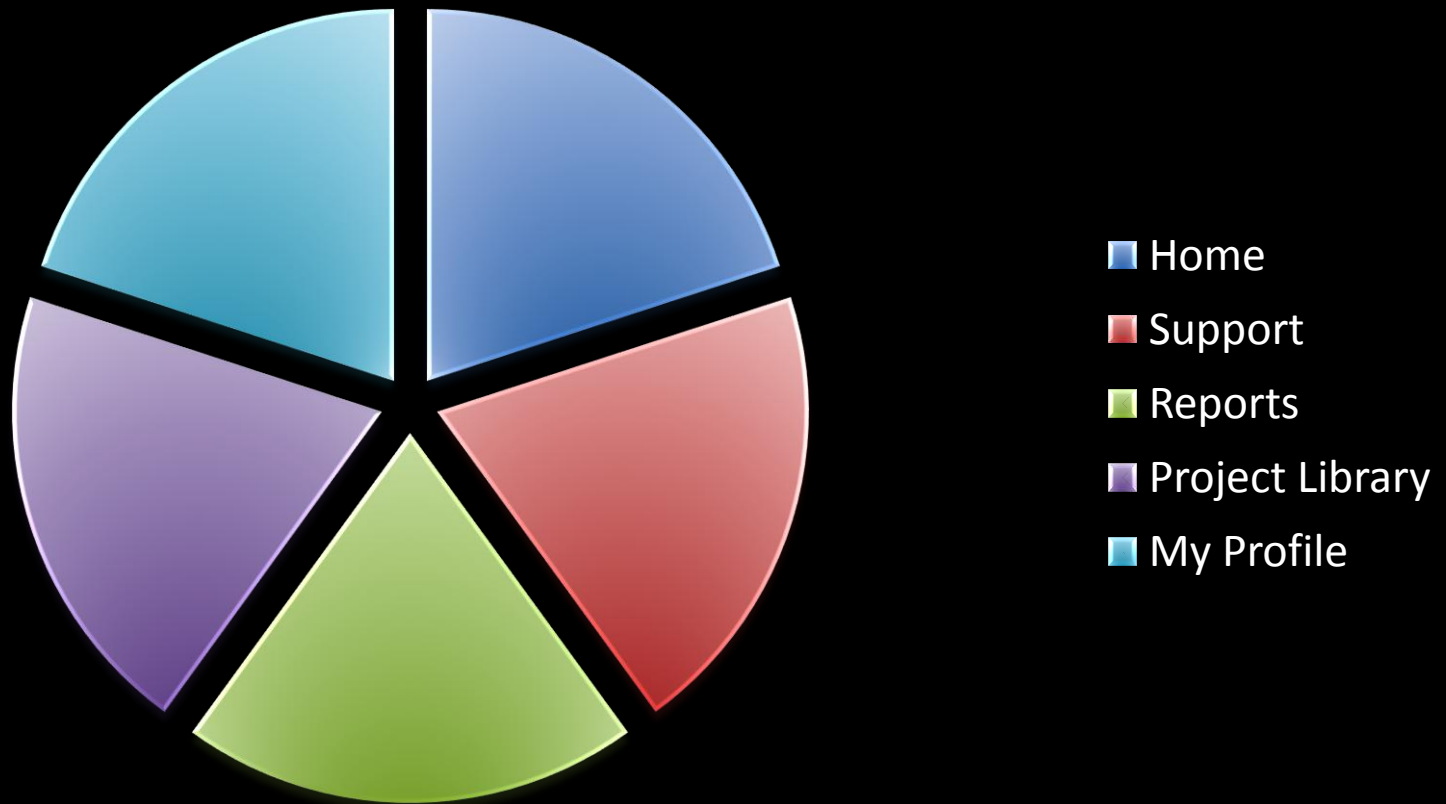
EA Extranet – 1-Stop Shop for PI

We're At Your Service

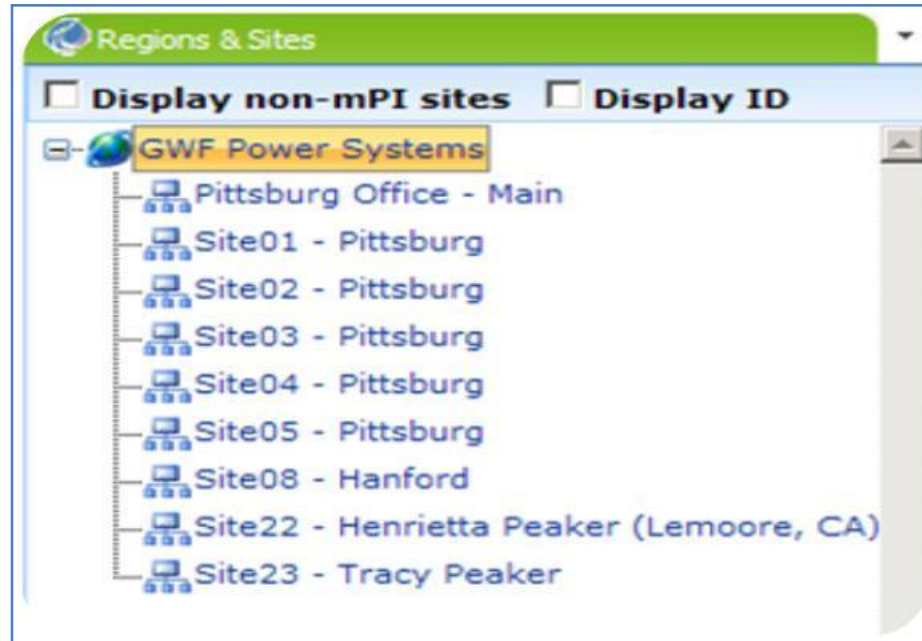


EA Extranet: Pieces of PI

Enterprise Agreement Pieces



Regions & Sites



- Lists organizational sites (assets)
- Identifies sites (mPI, non-mPI)
- Controls context of other web parts

Region & Sites Status



The screenshot shows a software window titled "Region & Sites Status". It contains a table with three columns: "Type", "Name", and "Status". The "Type" column contains a small tree icon for each row. The "Name" column lists various sites, and the "Status" column shows a green checkmark for active sites and a red X for inactive sites.

Type	Name	Status
	Pittsburg Office - Main	✓
	Site01 - Pittsburg	✓
	Site02 - Pittsburg	✓
	Site03 - Pittsburg	✓
	Site04 - Pittsburg	✓
	Site05 - Pittsburg	✓
	Site08 - Hanford	✗
	Site22 - Henrietta	✓

- Identifies summary status of sites

Enterprise Alerts

Enterprise Alerts				
Site Name	Interface or Server Name	Host Name	Status	Minutes Sin
Site08 - Hanford	OPCInt1	OSI_SITE21INT.gwfpower.com		4
Site08 - Hanford	pipeschd	OSI_SITE21.gwfpower.com		4
Site08 - Hanford	PtoPI1	OSI_SITE21.gwfpower.com		4
Site08 - Hanford	random	OSI_SITE21.gwfpower.com		4
Site08 - Hanford	rmp_sk	OSI_SITE21.gwfpower.com		4
Site08 - Hanford	OSI_SITE21.gwfpower.com	OSI_SITE21.gwfpower.com		4

- Provides add'l detail for assets in error

Site/Status Information



Scheduling Information

Calendar of Events

Event Category: All

Roll up sub events

Expand All Collapse All | 1 Day 7 Week 31 Month

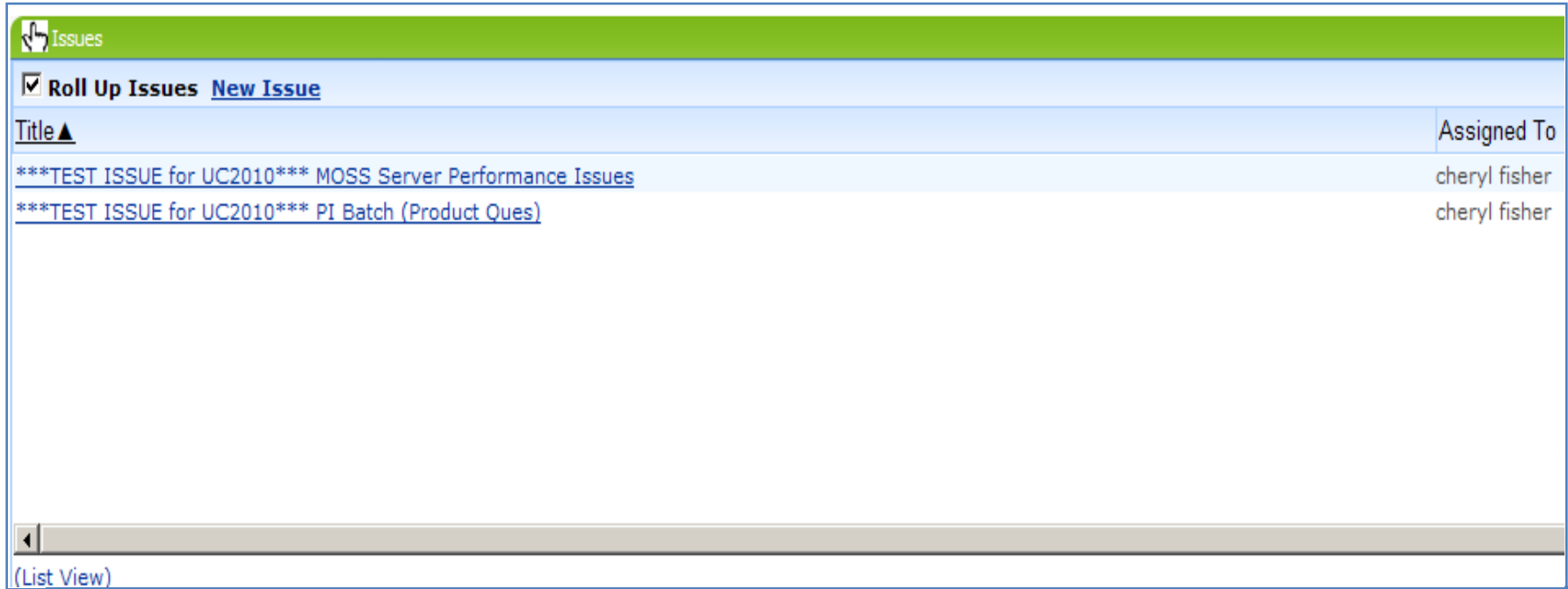
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28		30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
		OPC Upgrade - Site01				
18	19	20	21	22	23	24
25	26	27	28	29	30	1
		Users Conference				

Event Category List:

- All
- Annual Review Meeting
- CoE Meeting
- Customer Meeting
- EA Agreement Signed
- Kickoff Meeting
- On-Site Installation
- Quarterly Review Meeting
- Remote Installation
- Rollout Plan Presentation
- Rollout Planning
- Training
- OSIsoft Event
- Other

- Provides view of planned events
- Share upcoming activities with organization

Issue Management



The screenshot shows a web-based interface for 'Issues'. At the top, there is a green header bar with a mouse cursor icon and the word 'Issues'. Below this is a light blue bar containing a checked checkbox labeled 'Roll Up Issues' and a link 'New Issue'. The main content area is a table with two columns: 'Title ▲' and 'Assigned To'. The table contains two rows of data. The first row has the title '***TEST ISSUE for UC2010*** MOSS Server Performance Issues' and is assigned to 'cheryl fisher'. The second row has the title '***TEST ISSUE for UC2010*** PI Batch (Product Ques)' and is also assigned to 'cheryl fisher'. At the bottom left of the table area, there is a scroll bar and the text '(List View)'.

Title ▲	Assigned To
TEST ISSUE for UC2010 MOSS Server Performance Issues	cheryl fisher
TEST ISSUE for UC2010 PI Batch (Product Ques)	cheryl fisher

- Provides view of Active Issues (or any status)
- Request help, product info (EPM, CoE)
- Identify action items
- Used for EA status review meetings/calls

Announcements

 Announcements

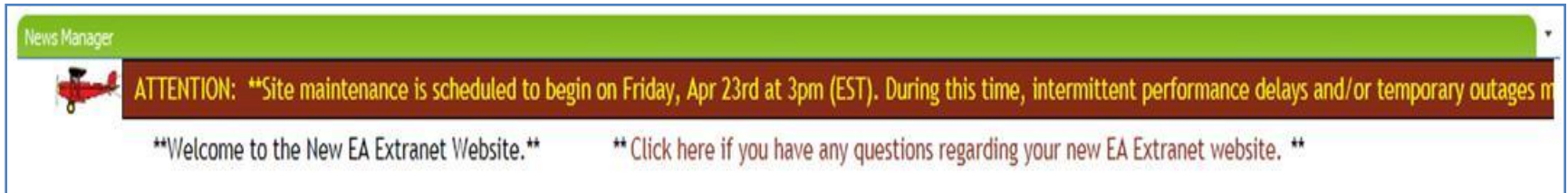
Roll Up Announcements [New Announcement](#)

[Celebrate Success!!!](#)

Congratulations to the EA planning team for a job well done!

- Provides general communication (EPM)

News Manager



The screenshot shows a 'News Manager' header with a green bar. Below it is a red banner with a white truck icon and the text: 'ATTENTION: **Site maintenance is scheduled to begin on Friday, Apr 23rd at 3pm (EST). During this time, intermittent performance delays and/or temporary outages m'. Below the banner are two lines of text: '**Welcome to the New EA Extranet Website.**' and '** Click here if you have any questions regarding your new EA Extranet website. **'.

- Displays maintenance alert notifications (high)
- Displays general alert notifications (low/med)
- Allows you to contact EAExtranetSupport

Benefits

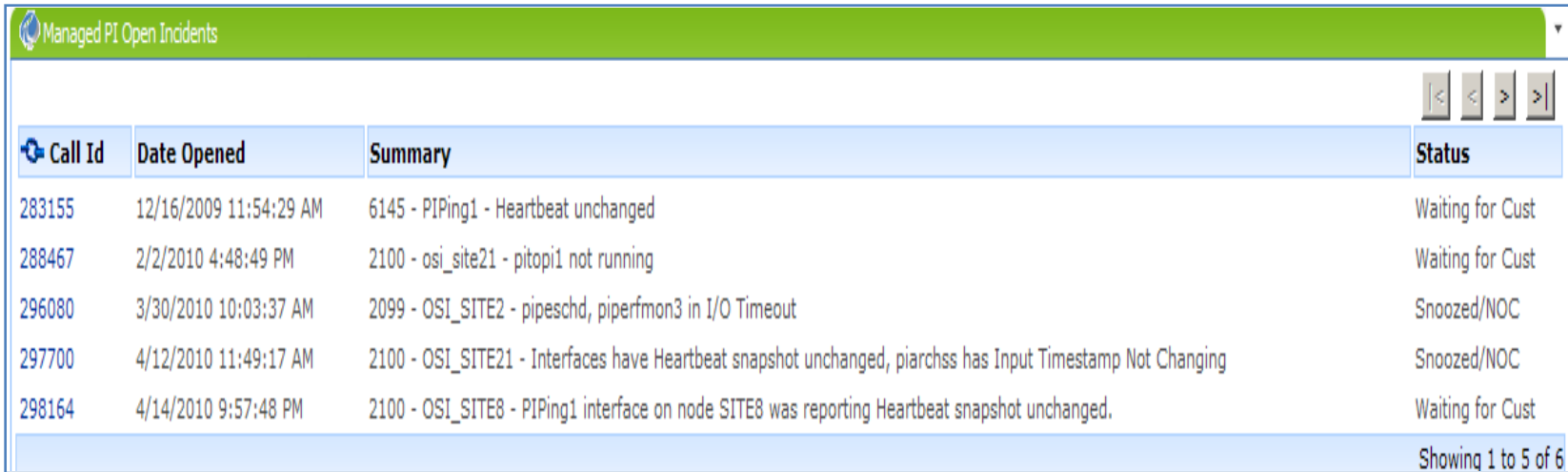
- ✓ Lists sites included in EA
- ✓ Displays summary and detail status of sites
- ✓ Displays upcoming events
- ✓ Identifies issues
- ✓ Displays maintenance notifications
- ✓ Contact for EAExtranetSupport

Servers Requiring Attention

Server Name	Time Zone	PI Ver.	Archive	Base	Update	Network	Snapshot
This is a Secondary PI Server.	Pacific Daylight Time	3.4.375.99	✗	✓	✓	✓	✓
GWF Power Systems			Interface Host Status				
Site08 - Hanford			pipeschd OSI_SITE21.gwfpower.com ✗				
Site08 - Hanford(2100)			PItoPI1 OSI_SITE21.gwfpower.com ✗				
OSI_SITE21			random OSI_SITE21.gwfpower.com ✗				
OSI_SITE21			rmp_sk OSI_SITE21.gwfpower.com ✗				
GWF Power Systems			Interface Host Status				
Site08 - Hanford			OPCInt1 OSI_SITE21INT.gwfpower.com ✗				
Site08 - Hanford(2100)			OSI_SITE21				
OSI_SITE21			OSI_SITE21INT				

- Displays granular detail level of assets in error
- Ensure all assets are OK (Include All)

Managed PI Open Incidents

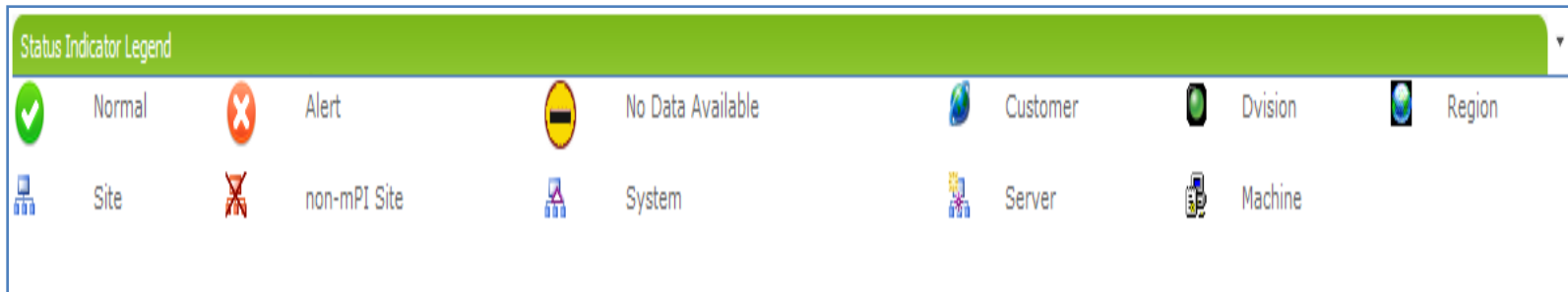


Call Id	Date Opened	Summary	Status
283155	12/16/2009 11:54:29 AM	6145 - PIPing1 - Heartbeat unchanged	Waiting for Cust
288467	2/2/2010 4:48:49 PM	2100 - osi_site21 - pitopi1 not running	Waiting for Cust
296080	3/30/2010 10:03:37 AM	2099 - OSI_SITE2 - pipeschd, piperfmon3 in I/O Timeout	Snoozed/NOC
297700	4/12/2010 11:49:17 AM	2100 - OSI_SITE21 - Interfaces have Heartbeat snapshot unchanged, piarchss has Input Timestamp Not Changing	Snoozed/NOC
298164	4/14/2010 9:57:48 PM	2100 - OSI_SITE8 - PIPing1 interface on node SITE8 was reporting Heartbeat snapshot unchanged.	Waiting for Cust

Showing 1 to 5 of 6

- Displays number of Open mPI calls (status)
- Displays (rows) in Servers Requiring Attention

Status Indicator Legend



- Displays legend of statuses and icons in Regions & Sites, Regions & Sites Status, and Servers Requiring Attention web parts

Benefits

- ✓ **Support Page provides you:**
 - At-a-Glance health indicator of EA sites
 - Supports alert status drilldown
 - Call access to ID problem & current status

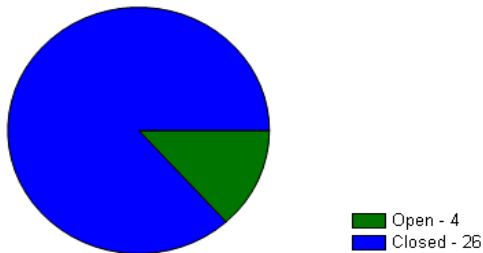
- ✓ **Provides your EPM:**
 - Ability to ID recurring problems
 - take action to initiate upgrades, patches, etc.

Call Summary Report

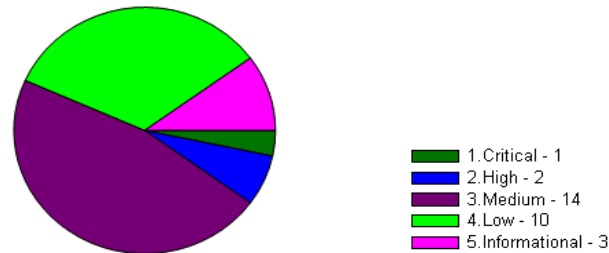
Call Summary Report

11/1/2009 to 4/14/2010

Open Calls vs Closed Calls



Call Priority



Call #	Created	Status	Priority	Product	Caller	Days Opened	Description
283155	12/16/2009	Open	4	zOSI Ping	PI, Managed	119	6145 - PIPing1 - Heartbeat unchanged
297700	04/12/2010	Open	3	MPI PDS	PI, Managed	2	2100 - OSI_SITE21 - Interfaces have Heartbeat snapshot unchanged, piarchss has Input Timesta Changing
296080	03/30/2010	Open	3	PI3 Equations	PI, Managed	15	2099 - OSI_SITE2 - pipeschd, piperfmon3 in I/O Timeout
288467	02/02/2010	Open	3	zOSI PI to PI	PI, Managed	71	2100 - osi_site21 - pitopi1 not running

- Displays Open vs Closed mPI calls, Call Priority
- Links to Call Detail

Recorded Support Sessions

Recorded Support Sessions:

Start Time	End Time	Call ID	Representative	Machine Name	View Recording*	Download Recording	View Chat	Download Chat	Download Exp
Oct 2 2009 10:49AM PST	Oct 2 2009 10:55AM PST	272571	Zainab Jariwala	OSI_SITE8	Expired	Expired	Expired	Expired	Nov 1 2009 10:49
Sep 11 2009 4:31PM PST	Sep 11 2009 5:43PM PST	270496	Shivesh Suman	KELLY-M5	Expired	Expired	Expired	Expired	Oct 11 2009 4:31

- Identifies Bomgar (support) sessions
- Links to call detail
- Supports view/download recording/chat

System Performance Report

System Performance Report 4/1/2010 to 4/19/2010

Notes

(i) This is the amount of free disk space on PI Installation Disk.

Machine Name	PI Server		Connections			Processor					Free Memory					Free Disk Space see note (i)	Snapshot Read/s	Archive		Snapshot Events sent	Compress. Ratio	% Events Archived	Event Latency	
	% Uptime	Starts	Avg	Max	Std.Dev	Avg	Max	Std.Dev	Time over Range	Magnitude over Range	Avg	Min	Std.Dev	Time under Range	Magnitude under Range			Read/s	% Cache Hits					
Site: Pittsburgh Office - (PI License #: 2140)																								
FS_OSI	100.0		177	208	2.4	4	78	3	0.00	0	1550	1087	27	0.00	0	173993	2.0	225.7	89	124.8	23	29	0.0	
Site: Site01 - Pittsburgh (PI License #: 2098)																								
OSI_SITE1	100.0		71	83	1.4	3	32	1	0.00	0	1051	837	36	0.00	0	24579	6.4	2095.8	55	13.8	39	5	0.0	
Site: Site02 - Pittsburgh (PI License #: 2099)																								
OSI_SITE2	100.0	1	67	740	19.5		37	1	0.00	0	1190	900	28	0.00	0	25204	5.7	864.8	100	14.9	20	3	0.0	
Site: Site03 - Pittsburgh (PI License #: 2323)																								
OSI_SITE3	100.0		58	79	1.5	3	54	6	0.00	0	1047	673	36	0.00	0	24766	18.0	1333.6	93	97.6	19	19	0.1	
Site: Site04 - Pittsburgh (PI License #: 2324)																								
OSI_SITE4	100.0		50	61	1.2	1	54	1	0.00	0	1092	842	9	0.00	0	25379	5.1	2876.4	66	10.2	31	3	0.0	
Site: Site05 - Pittsburgh (PI License #: 2325)																								
OSI_SITE5	100.0		68	78	1.2	4	40	6	0.00	0	991	750	31	0.00	0	23614	18.5	2109.2	97	95.7	22	21	0.1	

- Identifies performance metrics (specific range)
- Provides preparatory info (for system upgrade)

OSIsoft Product Inventory Report

OSIsoft Product Inventory Report								
Machine Name	Managed PI Version	OS Version	Product Name	Instance Name	PI Version	Category	Is 64 bit?	
Site Name: Site01 - Pittsburgh (System ID: 2098)								
OSI_SITE1	2.1.0.0	Microsoft Windows NT 5.2.3790 Service Pack 2	PI SDK x86	PI SDK x86	1.3.6	Product	No	
OSI_SITE1	2.1.0.0	Microsoft Windows NT 5.2.3790 Service Pack 2	pialarm	PI Alarm Subsystem	3.4.375.99	PISubsystem	No	
OSI_SITE1	2.1.0.0	Microsoft Windows NT 5.2.3790 Service Pack 2	piarchss	PI Archive Subsystem	3.4.375.99	PISubsystem	No	
OSI_SITE1	2.1.0.0	Microsoft Windows NT 5.2.3790 Service Pack 2	pibackup	PI Backup Subsystem	3.4.375.99	PISubsystem	No	
OSI_SITE1	2.1.0.0	Microsoft Windows NT 5.2.3790 Service Pack 2	pibasess	PI Base Subsystem	3.4.375.99	PISubsystem	No	
OSI_SITE1	2.1.0.0	Microsoft Windows NT 5.2.3790 Service Pack 2	pibatch	PI Batch Subsystem	3.4.375.99	PISubsystem	No	
OSI_SITE1	2.1.0.0	Microsoft Windows NT 5.2.3790 Service Pack 2	pilicmgr	PI License Manager	3.4.375.99	PISubsystem	No	
OSI_SITE1	2.1.0.0	Microsoft Windows NT 5.2.3790 Service Pack 2	pimsgss	PI Message Subsystem	3.4.375.99	PISubsystem	No	
OSI_SITE1	2.1.0.0	Microsoft Windows NT 5.2.3790 Service Pack 2	pinetmgr	PI Network Manager	3.4.375.99	PISubsystem	No	
OSI_SITE1	2.1.0.0	Microsoft Windows NT 5.2.3790 Service Pack 2	pirecalc	PI Recalculator Subsystem	3.4.375.99	PISubsystem	No	
OSI_SITE1	2.1.0.0	Microsoft Windows NT 5.2.3790 Service Pack 2	pisnapss	PI Snapshot Subsystem	3.4.375.99	PISubsystem	No	

- Lists PI servers & interfaces at each site
- Identifies version info for your products

Benefits

✓ Reports provide you:

- Call info for mPI and Bomgar
- Performance metrics
- Identification of product inventory

✓ Reports provide EPM / EA Services team:

- Visibility to which sites need patches so they keep you Evergreen
- Review of PI Infrastructure to recommend product upgrades
- Enable quick response to scheduling urgent patch deployments; can easily identify where deployments are needed

Documentation

Regions & Sites

Display non-mPI sites Display ID

- GWF Power Systems
 - Pittsburg Office - Main
 - Site01 - Pittsburg
 - Site02 - Pittsburg
 - Site03 - Pittsburg
 - Site04 - Pittsburg
 - Site05 - Pittsburg
 - Site08 - Hanford
 - Site22 - Henrietta Peaker (Lemoore, CA)
 - Site23 - Tracy Peaker

Shared Folders

- Shared Documents
 - Center of Excellence (CoE)
 - Meetings
 - 2009-01-29 Periodic Review
 - Processes
 - Site Installations and updates
 - Trainings
 - Trip Report

Documents

Roll Up Sites Roll Up Folders [Upload Document](#) Title Contains:

Title ▲	Modified	Modified By
EA CUSTOMER SYSTEM CHANGE DETAIL Site 2098 05-Oct-2009.docx	10/6/2009 4:03:39 PM	asugiarto
EA CUSTOMER SYSTEM CHANGE DETAILS - GWF Site8 July28 2008.doc	6/25/2009 8:51:50 AM	cfisher
GWF Review 20090129.ppt.zip	6/25/2009 8:31:30 AM	cfisher
GWF Meeting Notes 031308.doc	6/25/2009 9:32:17 AM	cfisher
GWF System Change Detail .doc	6/25/2009 8:42:00 AM	cfisher

- Provides document repository (backed-up)
- Supports document display by site, all sites
- Provides document search capability

Voucher Information

Training Vouchers						
		Training Activity	Date	# of Students	Vouchers Utilized	Current Voucher Balance
	Edit	Initial EA Yearly Allocation	01/01/2009	0	0	12
<input type="checkbox"/>	Edit	vCampus	06/25/2009	0	4	8

User Conference Vouchers					
		UC Activity	Date	# of Attendees	Voucher Available
	Edit	Initial UC Yearly Allocation	01/01/2009	0	5

- Voucher Info (initial, used, remaining)

Benefits

✓ Document Repository:

- Allows for file sharing and document collaboration
- Transcends time zones and work days (global accessibility)
- Facilitates changes in team(s)

✓ Vouchers:

- View initial allocation amounts, usage amounts, remaining balances

A Few Words from Your EPM

- ✓ “I have two customers that have extensive filters setup on their email system. Trying to send them just about ANY file resulted in bounce-back messages to me and the files never were received by the customers. Without the document library capabilities of the Extranet, I could not have gotten the customers the necessary files to allow them to proceed with the task at hand.”
- ✓ “The Extranet allows for file sharing and document collaboration. That probably sounds very simple and nondescript, but without this repository, I would not be able to effectively communicate and exchange files with my customers. Many of the documents are large (too big for email) and this site really facilitates file sharing.”

One Size Does Not Fit All

Profile Asset Manager User Defaults

Home

Treeview	Display non-mPI sites	<input type="checkbox"/>
Treeview	Display ID	<input type="checkbox"/>
News	Alerts	<input type="checkbox"/>
Announcements	Roll Up Announcements	<input type="checkbox"/>
Calendar	Event Category	All
Calendar	Roll up sub events	<input type="checkbox"/>
Issues	Roll Up Issues	<input type="checkbox"/>

Support

Treeview	Display non-mPI sites	<input type="checkbox"/>
Treeview	Display ID	<input type="checkbox"/>
Servers Requiring Attention	Include All	<input type="checkbox"/>

Project Library

Treeview	Display non-mPI sites	<input type="checkbox"/>
Treeview	Display ID	<input type="checkbox"/>
Documents	Roll Up Sites	<input type="checkbox"/>
Documents	Roll Up Folders	<input type="checkbox"/>
Documents	Roll Up Folders	<input type="checkbox"/>
Documents	Title Contains	

Reports

Report Selection	Select report	OSISOFT Product Inventory Report
Treeview	Display non-mPI sites	<input type="checkbox"/>
Treeview	Display ID	<input type="checkbox"/>

Home Page Default

- Allows you to define your Home Page
- Allows you to define your web part option defaults
- Allows you to define your Region & Sites (tree) view
- Allows you to change your password

Benefits

- ✓ Customization of views for how you want to work
 - Display your primary, secondary or all sites in your tree view
 - Default to the page that you will use the most
 - Define which events you want to see on your calendar
 - Define which report should be preselected on Reports page
- ✓ Setup Notification Alerts (News Manager):
 - Receive emails for high priority and/or low/med priority changes

EA EXTRANET...1-Stop Shop for PI

Enterprise Agreement Piece of PI



- Site/Status Information
- Scheduling Information
- Issue Management
- Support Call Information
- Metric Information
- Voucher Information
- Documentation

Extranet Mobile



Alerts display and detail
Region Status displays status
icon and translates to text
The new Extranet Mobile has
OW software is available now
Region Status, Open Call

Coming to you
4Q2010

will be using a Light Application
Will display Detail information
on any Windows Phone 7.
Open Call identifies # of calls
for associated site

EA Extranet - Architecture

Portal Architecture

- Microsoft Office SharePoint Services (MOSS)
- OSIsoft PIWebParts and PI Services
- Silverlight
- AF
- PI Performance Equations (used for status rollups)
- SQL Reporting Services

Supports Microsoft Internet Explorer (6.0+)



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UC 2010

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Next Steps / Contact Info

Next Steps

If you...

Already have an account, checkout current and/or new features that interest you.

Need an account, contact your EPM for registration instructions.

Need to ask an EA Extranet question or wish to provide an enhancement suggestion, contact your EPM or...

Contact Us

EAExtranetSupport@osisoft.com

Cheryl
Fisher

Jerry
Flynn

Fawad
Rafi

Yiguang
Chen

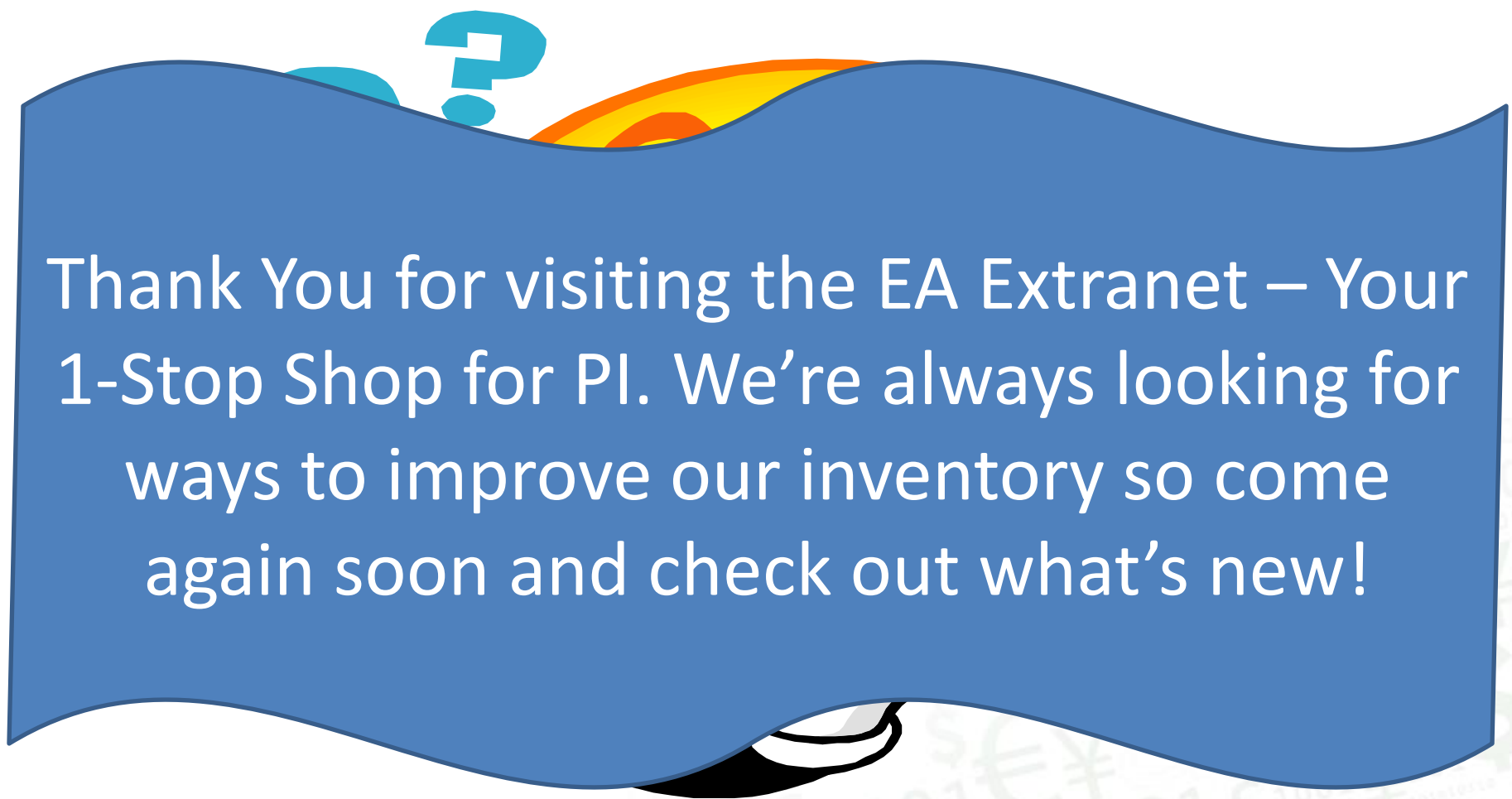
Yang
Wang

Frank
Beatty

What can the EA Extranet...

Do for you?

- Asset ID as mPI/non-mPI
- Identify Problems at your site
- Identify scheduled events
- Identify Issues
- Allow you to ask product questions
- Provide access to support call info
- List your PI Servers and Interfaces
- Identify performance metrics
- Documentation
- Voucher Info



Thank You for visiting the EA Extranet – Your 1-Stop Shop for PI. We're always looking for ways to improve our inventory so come again soon and check out what's new!

To Learn More About the EA

Room: Imperial B

- Imperial B – Tuesday 3:30 – 4:30
 - Managing your PI System in Real Time
- Imperial B – Tuesday 5:00 – 6:00
 - The EA Extranet 2010 – Customer Communications Software
- Imperial B – Tuesday 6:00 – 7:00
 - The Value of Managed Services and Managed Software
- Imperial B – Wednesday 8:00 – 8:50
 - Extending Customer Support Via Enterprise Services
- Imperial B – Wednesday 9:10 – 10:00
 - Gaining More Value from Your Enterprise Agreement



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Thank you

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