



**OSIsoft®**

**UC2010**

**Real Time Information** — Currency of the New Decade

**The PI System:  
More Than Just Software**

*Customer Support*

# Our Mission:

To help you **maximize the value** of  
your PI system, and

To give you **confidence** in your  
abilities to do so

# The PI System software is only the beginning ....

**Support**



**Field Service**

**Training**



**OSI**soft®

# Field Service

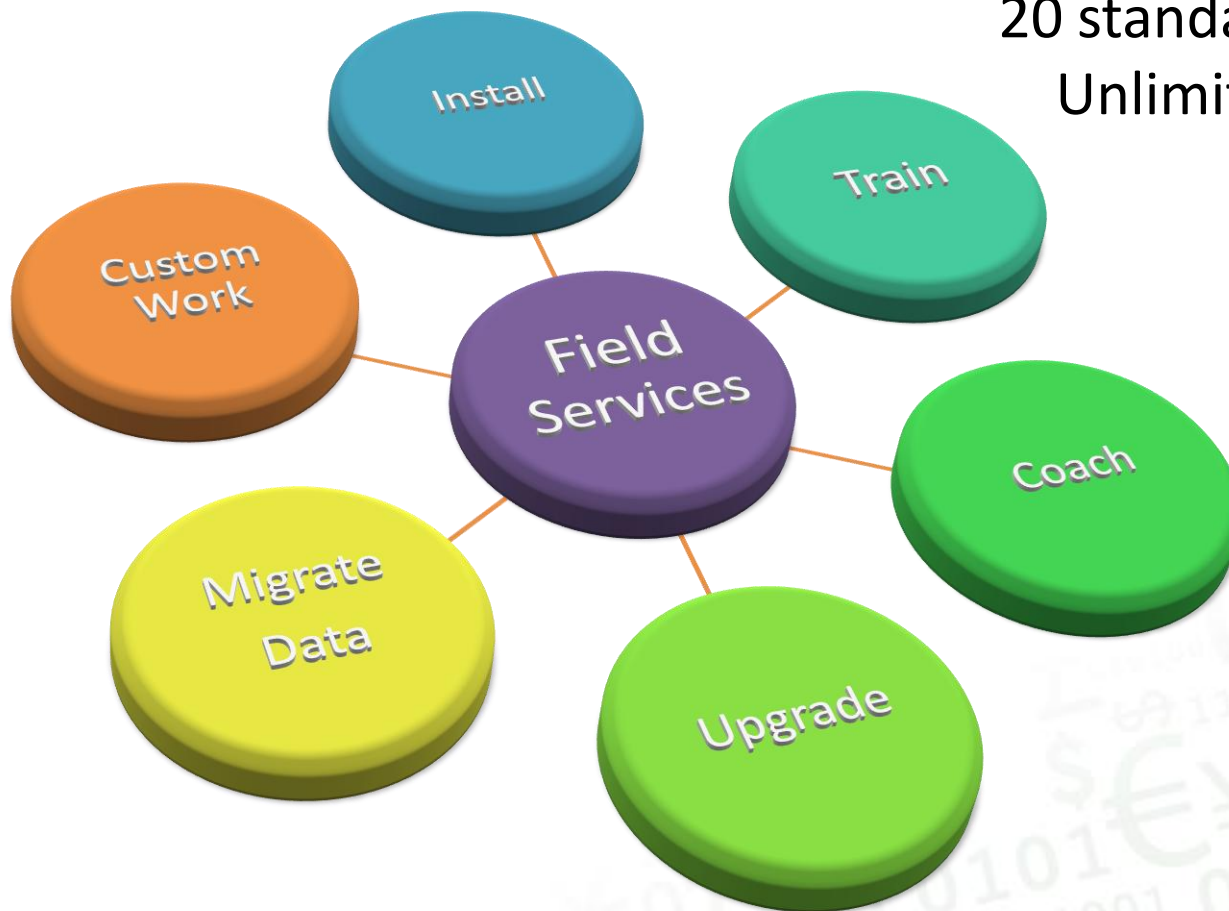
**Bill Fabens**



# *What we do...*

20 standard services

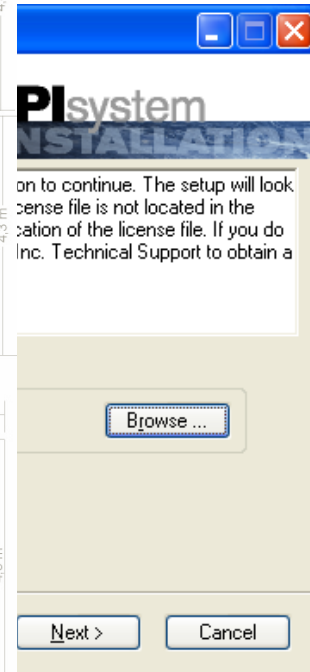
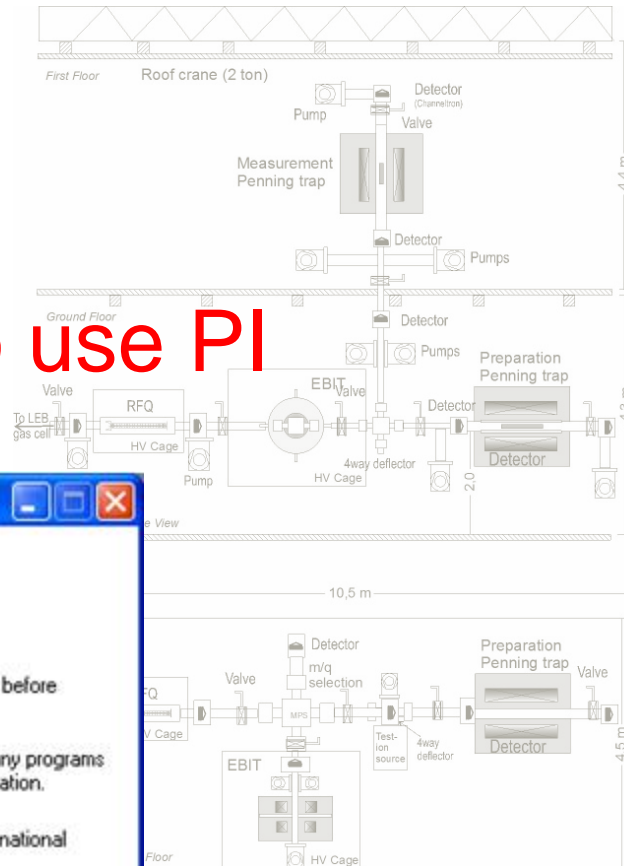
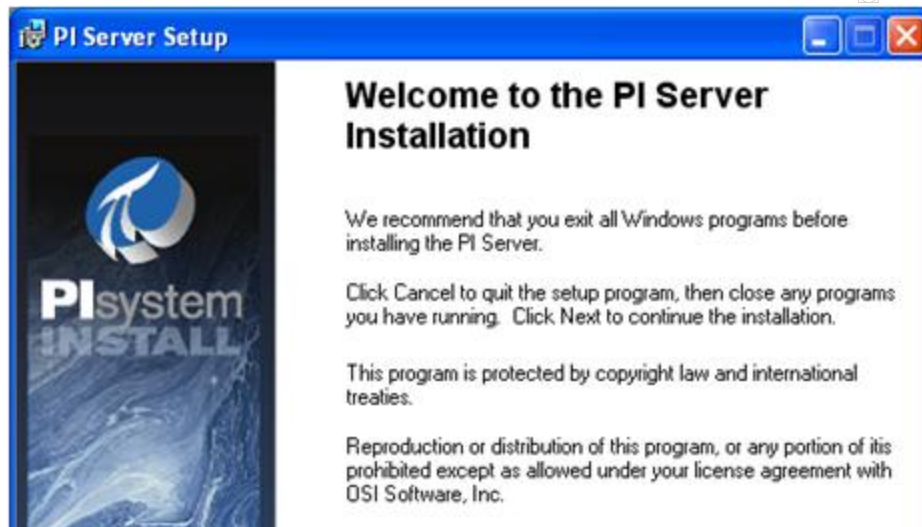
Unlimited custom services





# Installs

- Software installation
- Tag Configuration
- Now you can start to use PI



# Training



- Create your own reports
- **Look at your own data**
- Discover the unknown...

- System Manager I and II, PI Clients, PI WebParts, PI Batch, Application Development, RtReports, AF
- At your site or at OSIsoft!



# Coaching



*“Teach a man to fish ...”*

- **Do what you want to do.**

*We coach in AF, Batch, ACE, or anything in the PI System.*



# Upgrades

## *Keep up with Technology*

- Upgrade to:
  - new hardware
  - new versions of  
PI products
  - new architecture



# Data Migration



- From legacy historians to PI
- From PI to PI

# Special Services

- PI Audits
- Consulting & analysis
- Troubleshooting





# Remote Services



- About 50% of work is done remotely
- Save \$\$\$ - no travel expense
- Quicker scheduling
- Easy access to world-wide resources





# OSIsoft<sup>®</sup> Training

Buck Bard





**There are 5 ways to learn at  
OSIsoft**

# Instructor-led Classroom Training

11 Courses

10 Training Centers

8 Countries

Many Regional  
Locations



# Onsite Training

Where and when you  
need it.

We come to you!





# Webinars

## *56 and counting*



Free with SRP!

# Computer Based Training

**Learn anywhere with online, streaming, on-demand or DVD-based computer based training.**



**\$ 99 /month**

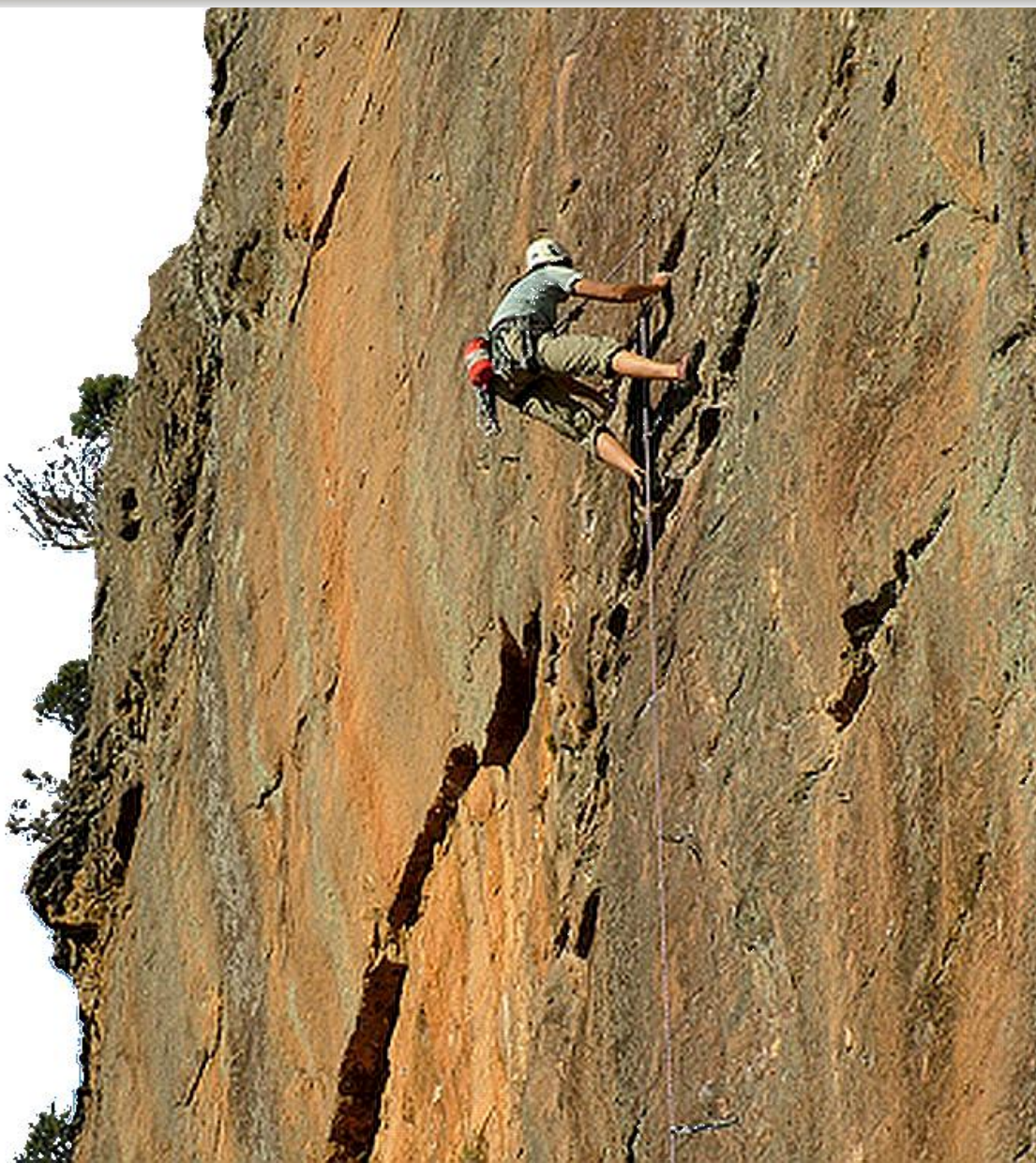
**\$ 549 /year**

**Free!**

**(see web site for details)**



... or study  
on your own



# Learning Labs....







# OSIsoft® Support

Steve Nye



# What Help is Available?

Resolve issues with your PI software

Answer questions about PI products

Provide feedback to our product development team



Visit Contact Us at <http://techsupport.osisoft.com>



- When can I call?
- Who's helping me?
- What's the support process anyway?
- Can I find answers myself?
- How can I stay informed?

## Contact Methods

Welcome Steven | Sign Out

### CONTACT US

#### Contact Methods

Remote Support Options  
Obtaining Upgrades  
Request a Download  
Request a CD Shipment  
Add Site  
On-site Field Service Visit

### Contact OSIssoft Technical Support


OSIssoft is proud to have a dedicated team of Professional system support personnel operating around the world 24 hours a day.

Twenty-four Hour Help Desk & Telephone Support  
Search Support  
Email-based Technical Support  
Online Technical Support  
Remote Access  
On-site service

#### Twenty-four Hour Help Desk & Telephone Support

You can contact OSIssoft Technical Support 24 hours a day. Use the numbers in the table below to find the most appropriate number for your area. Dialing any of these numbers will route your call into our global support queue to be answered by engineers stationed around the world.

Office Location	Access Number	Local Language Options
San Leandro, CA, USA	1 510 297 5828	English
Philadelphia, PA, USA	1 215 606 0705	English
Johnson City, TN, USA	1 423 610 3800	English
Montreal, QC, Canada	1 514 493 0663	English, French
Mexico City, Mexico	52 55 5374 7658	English, Spanish
São Paulo, Brazil	55 11 3053 5040	English, Portuguese
Altenstadt, Germany	49 6047 9890	English, German
Manama, Bahrain	973 1758 4429	English, Arabic
Singapore	65 6391 1811	English, Mandarin
Shanghai, China	86 21 2327 8686	English, Mandarin
Tokyo, Japan	81 3 5425 1630	English, Japanese
Perth, WA, Australia	61 8 9282 9220	English

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# Who's Helping Me?

- Graduates of Top Engineering Programs
- Rigorous Training Process





**What happens  
when you call?**

# Self Service Options

- Open a case online
- Search the Knowledge Base
  - Document Library
  - Knowledge Articles
  - Support Bulletins
  - Known Issues
  - Enhancement Requests
  - Recently improved!





# Search Support

Welcome Steven | Sign Out

**KNOWLEDGE CENTER****Search Support**

Bulletin Center

KB Articles

System Manager  
Resources

Known Issues

Enhancements

Engineering Plan

Go

All Resources

1 - 10 of about 1536

All

KB Articles

Bulletins

Docs

Known Issues

Enhancements

Other

**Microsoft Security Update KB948109 (MS08-040) for SQL Server 2005 SP2 may fail with Error Code 0x733F which impacts OSIssoft products using SQL Server SP2 may fail with Error Code 0x733F which impacts OSIssoft products using SQL Server Ju installation with Error Code 0x733F if the SQL Server services fail to start. Error code 1603.**

**Error code: -15031 Point type is not digital**

Get **error code** -15031 You can verify the meaning of the **error code** by using the pidiag utility in the following manner: PI Server System Management" manual **error code** tables:

**Return proper error code when object being re...**



Return proper **error code** when object being re. N/A 1.3.1.222 1.3.1.224 (Fixed) Return proper **error code** when object being refreshed not found. Return proper **error code** when object being refreshed not found.

**ACG> Fix the error message in code and screen...**

ACG> Fix the **error** message in **code** and screen. ACG> Fix the **error** message in **code** and screenshot in documentation The Illegal Alarm Group warning ACG> Fix the **error** message in **code** and screenshot in documentation The Illegal Alarm Group warning

**piartool -bs and -be do not return an error c...**

do not return an **error code** Both of these piartool commands can fail if the archive is already in t the PISTatus **code** to the shell, so that the **error** can be detected in the pibackup script and approp the PISTatus **code** to the shell, so that the **error** can be detected in the pibackup script and approp

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# How Can I Stay Informed?





# How are we doing?

Please respond to our E-mail survey this Spring

# Services and Support

What pieces are you  
missing?



**OSI**soft®

**UC2010**

**support@osisoft.com**

**training@osisoft.com**





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Thank you

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