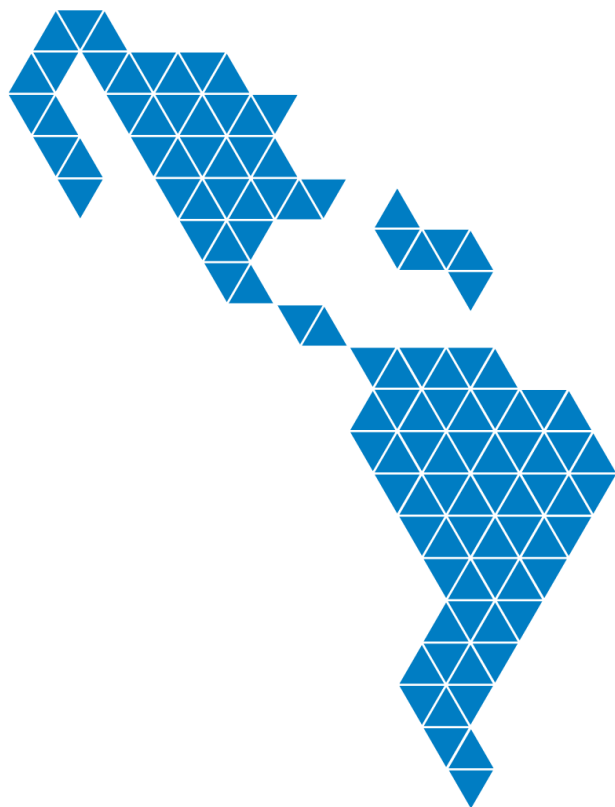




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L A T A M S O U T H





Melhorias de Produtos / Suporte da OSIssoft

Presented by

Daniel José Toffoli

Leonardo Gularte Duarte



Roteiro

- Produtos em constante desenvolvimento
- Time de Suporte Técnico da OSIsoft Brasil
- Boas práticas



Produtos em Constante Desenvolvimento

Alguns Exemplos:

PI ProcessBook Support Tool

PI Client Configuration – Balanceamento de carga

PI AF Collective

PI SDK 2010 R2 com Buffering/Fanning

Produtos PI 64-Bit

PI Notifications 2010 R2

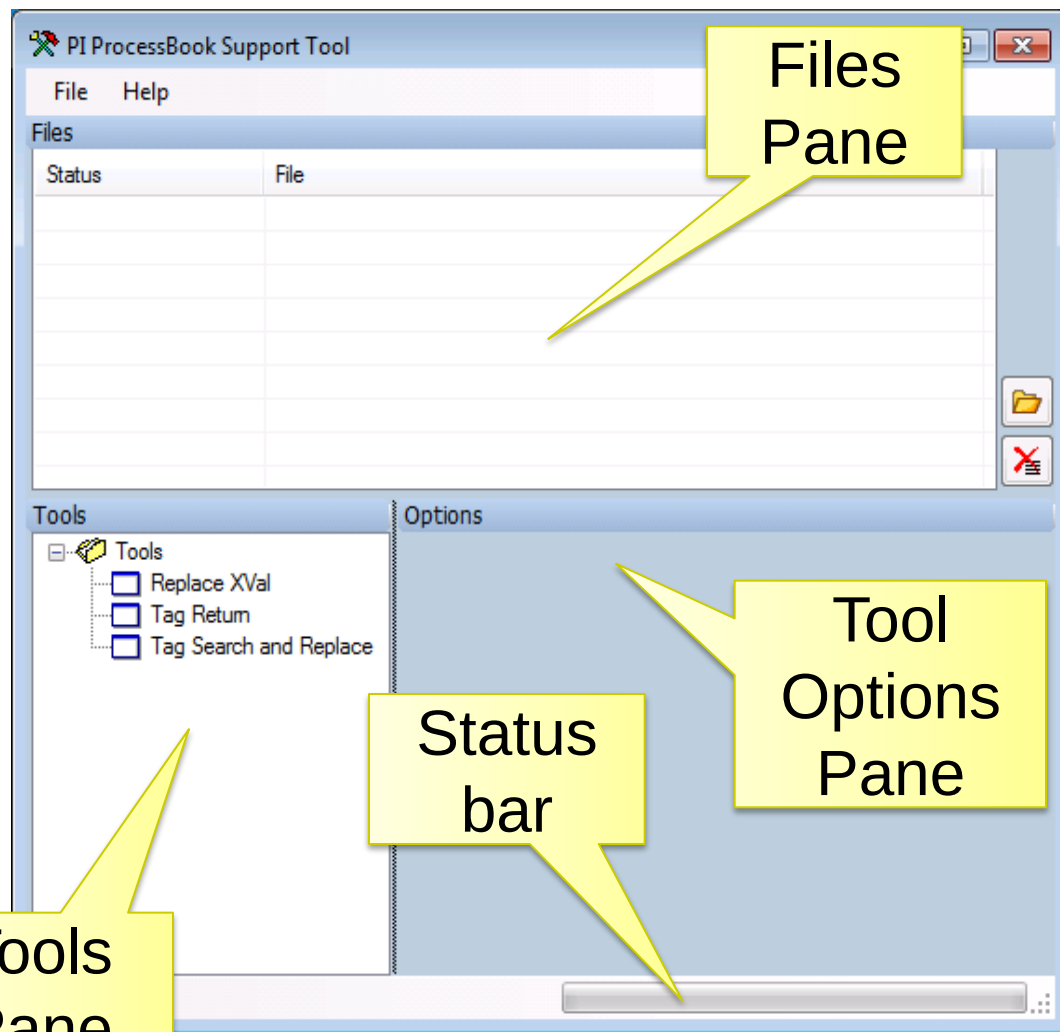
PI ACE 2010 R2

Localizações em 2010

Interfaces

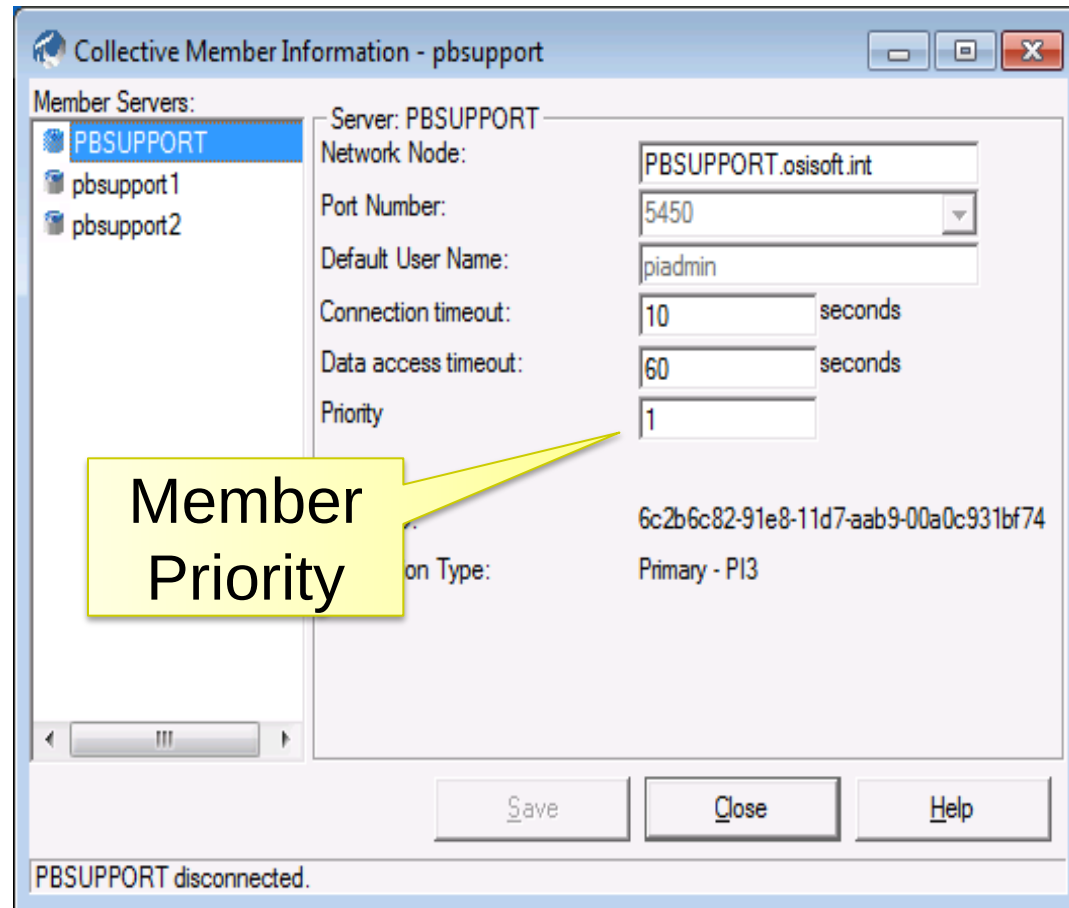
PI ProcessBook Support Tool

- Contém ferramentas para ajudar no gerenciamento do PI ProcessBook;
- Possibilita a criação de um backup de cada display modificado;
- É usado nas versões do PI ProcessBook 3.1 ou superior;
- Ajuda na migração dos displays fazendo mudanças em larga escala.



Balanceamento de Carga

- Não deve ser usado no Servidor do PI;
 - No PI SDK Connection Preferences:
 - PreferPrimary
 - RequirePrimary
 - Any
 - Priority setting in PI SDK
 - PI Clients usam “Any” por padrão
 - No PB:
 - ProcBook.ini
 - [Collective Preference]
- Collective Name =
PreferPrimary/RequirePrimary/Any

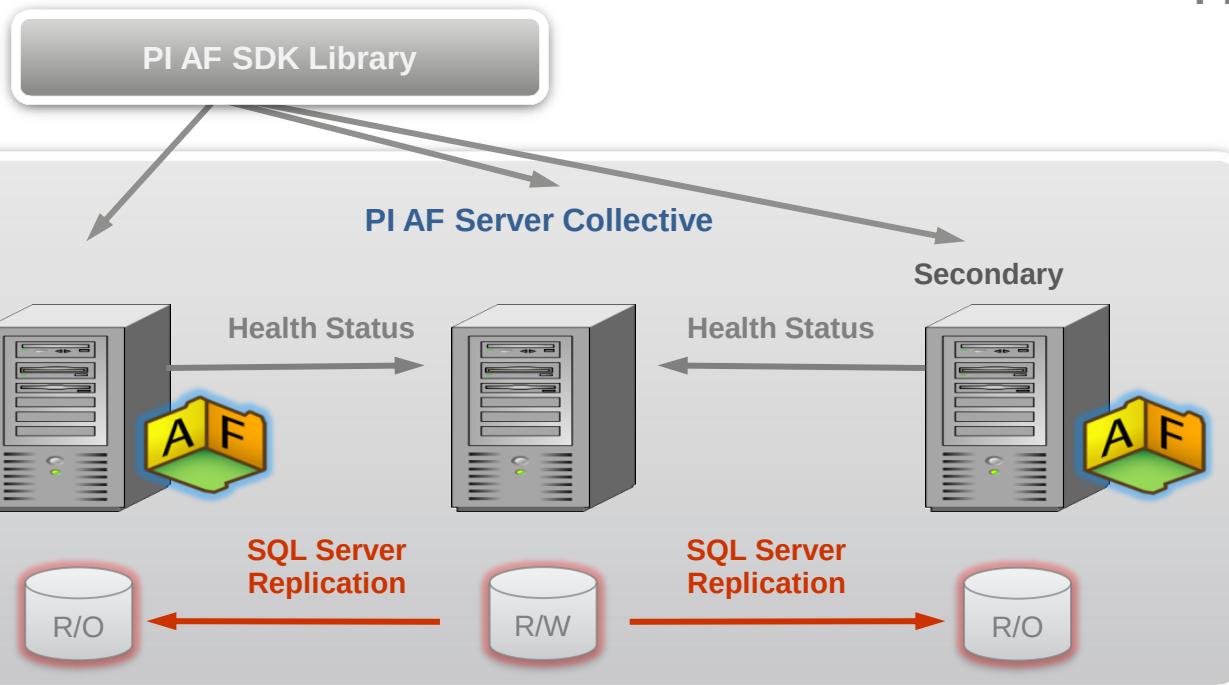


PI AF Collective

- Usa a replicação do SQL Server;
- Benefícios:
 - Balanço de carga na leitura;
 - Protege contra falhas no Servidor

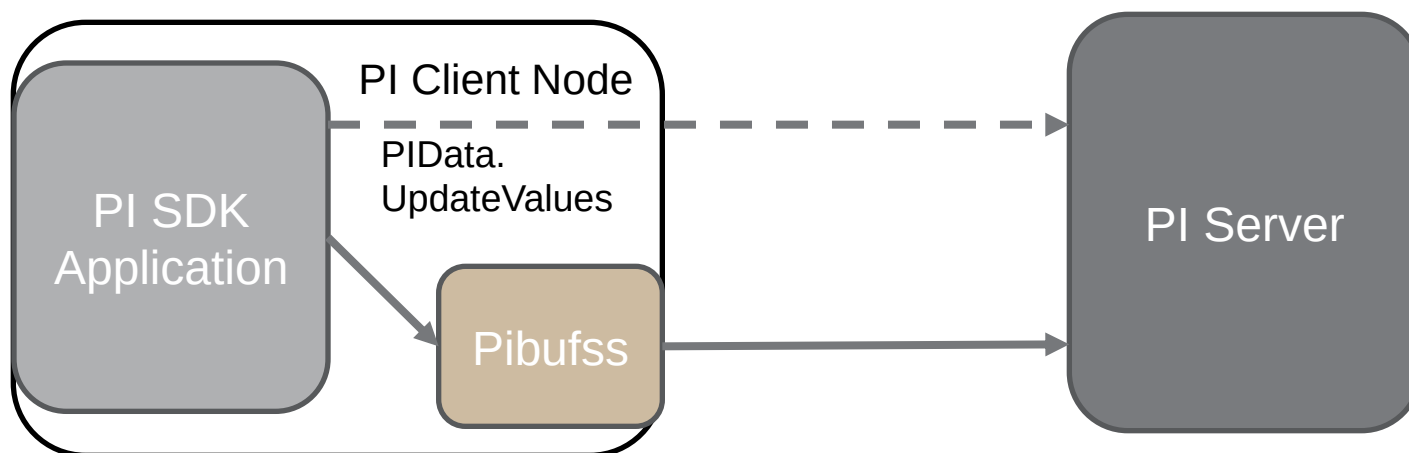


PI Notifications, PI AF-based
PI Clients
(PI WebParts, PI
ProcessBook, etc.), PI
System Explorer



PI SDK 2010 R2

- **Fanning:** Escrever o mesmo dado para o HA PI Collective;
 - Permite que ferramentas cliente enviem dados para todos os servidores do PI HA.
- **Buffering:** Dados são enfileirados quando houver uma desconexão com o PI Server para serem enviados quando a conexão se reestabelecer.



Lançamento previsto para o Q3 de 2011

Produtos PI 64-Bit

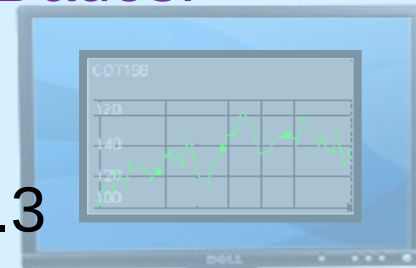
- Servidores:

- PI Server 2010
- PI Notifications 2010 R2
- PI ACE 2010 R2



- Acesso aos Dados:

- PI SDK
- PI OLEDB 3.3
- PI OLEDB Enterprise 2010
- PI Web Services 2010

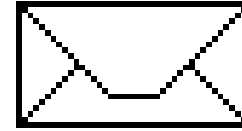


- Clientes

- PI WebParts 2010 R2
- PI DataLink for Excel Services 2010



PI Notifications 2010 R2



Melhorias no formato da mensagem

Opção de controlar a utilização de tags

64-bit!

PI ACE 2010 R2



PI ACE Schedulers rodando em múltiplas máquinas

Inicialização mais rápida

Visual Studio 2005, 2008 & 2010

32 e 64-bit!



Localizações em 2010

- PI ActiveView
 - PI ProcessBook
 - PI WebParts
 - PI DataLink
- Francês
 - Alemão
 - Russo
 - Espanhol
 - Coreano
 - Japonês
 - Português Brasileiro
 - Chinês



PI Interfaces

- 440 interfaces disponíveis no momento;
- 43 interfaces foram lançadas em 2010;
- Primeira AMI Interface lançada em 2010;
- Interfaces Modbus Serial e Modbus Ethernet foram totalmente reescritas;
- Melhora no registro dos logs.

Estreitando laços com o Suporte Técnico



Como entrar em contato com o Suporte

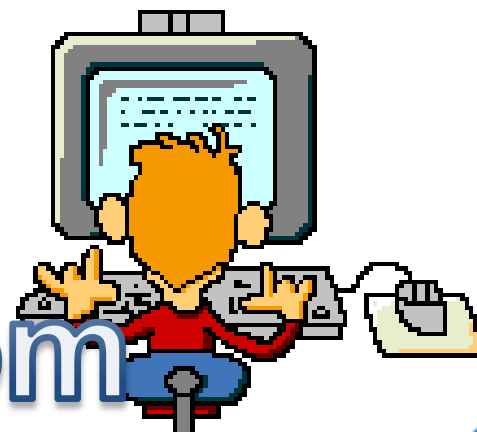


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Site de Suporte Técnico

<http://techsupport.osisoft.com>

suporte@osisoft.com



O Suporte Técnico

Segunda a sexta-feira

8h às 17h



Feriados



Finais de semana

E agora?



How to call OSIssoft Tech Support

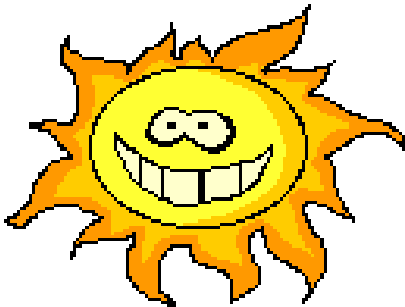


+1 510 297 5828

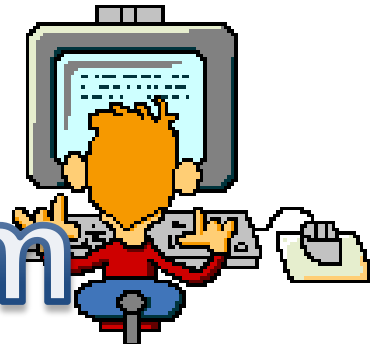


24/7

Follow the sun



tsupport@osisoft.com

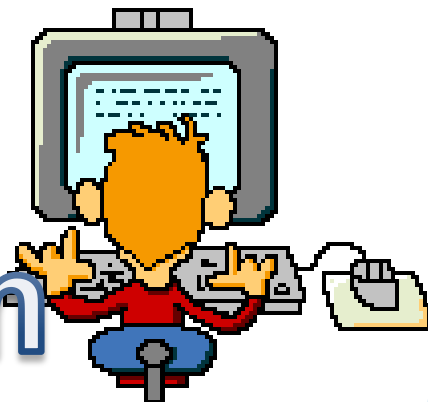


Medios de Comunicación con el Soporte



+52 55 5374 7658

sosporte@osisoft.com





Procedimentos de Suporte

4 horas para atendimento

E-mails = Telefonemas = Mensagens de Voz

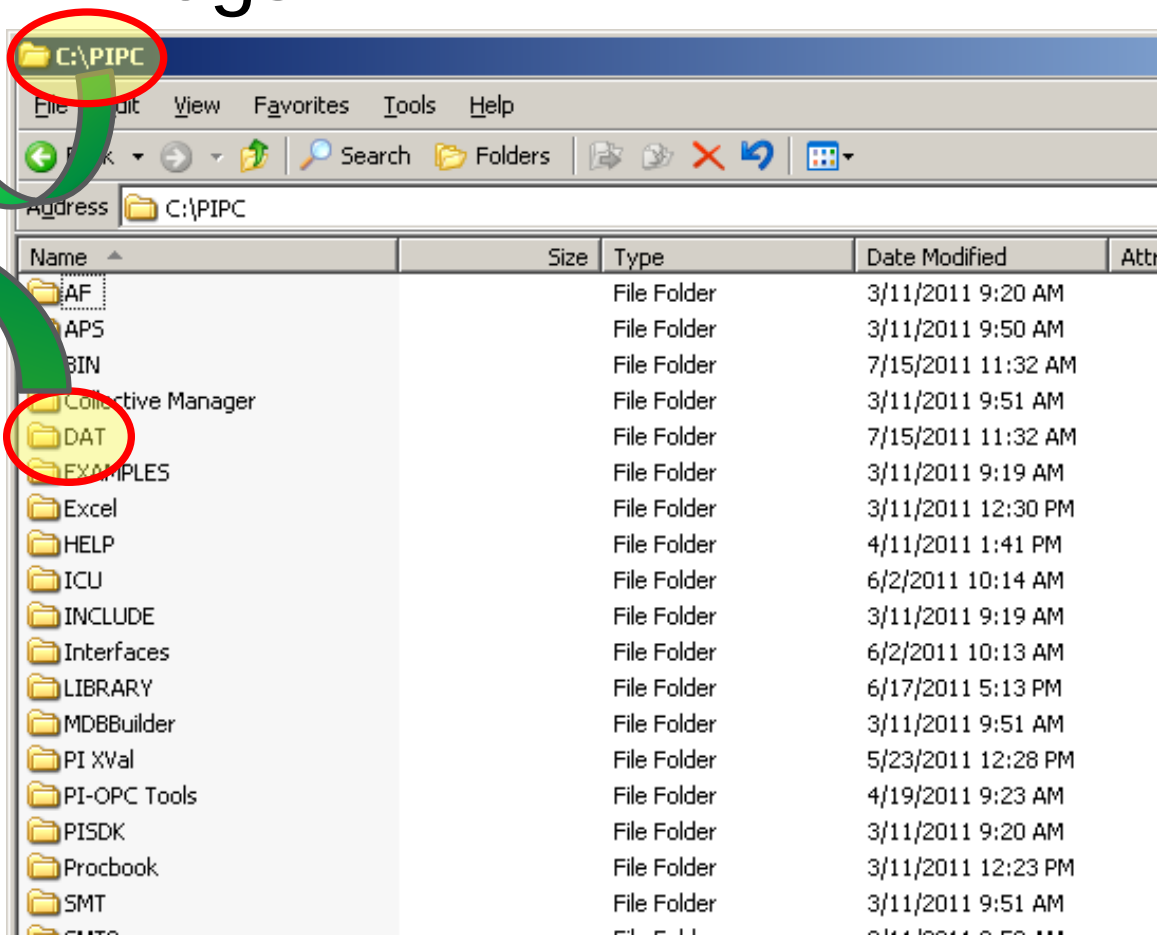
4 níveis de prioridade

Mensagens de voz são ouvidas!

O que ter em mãos antes de ligar

Logs

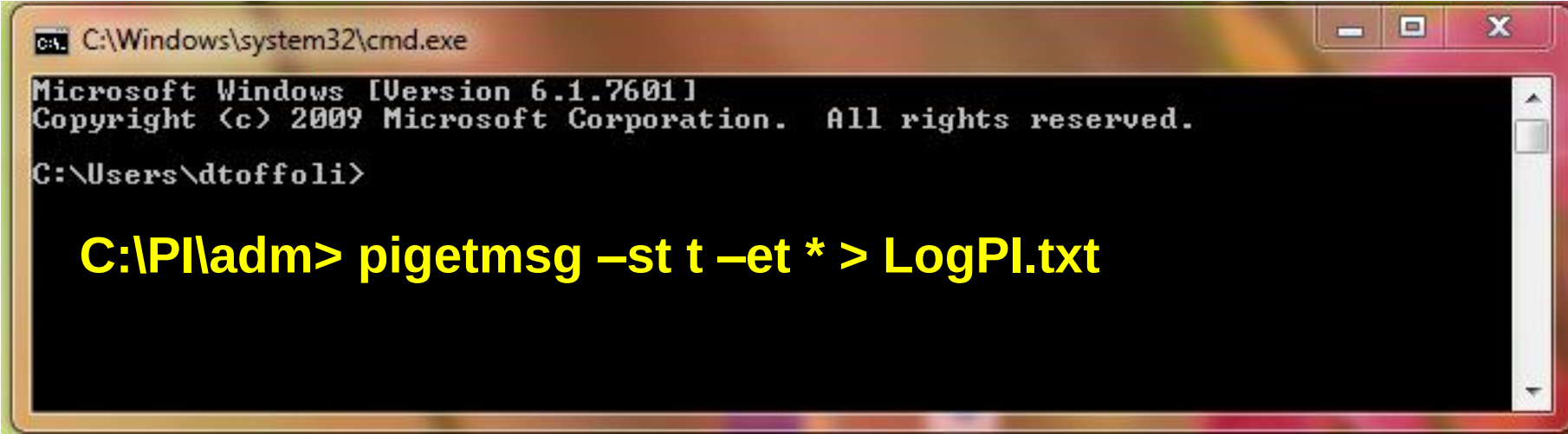
Pasta
PIPC



pipc.log

O que ter em mãos antes de ligar

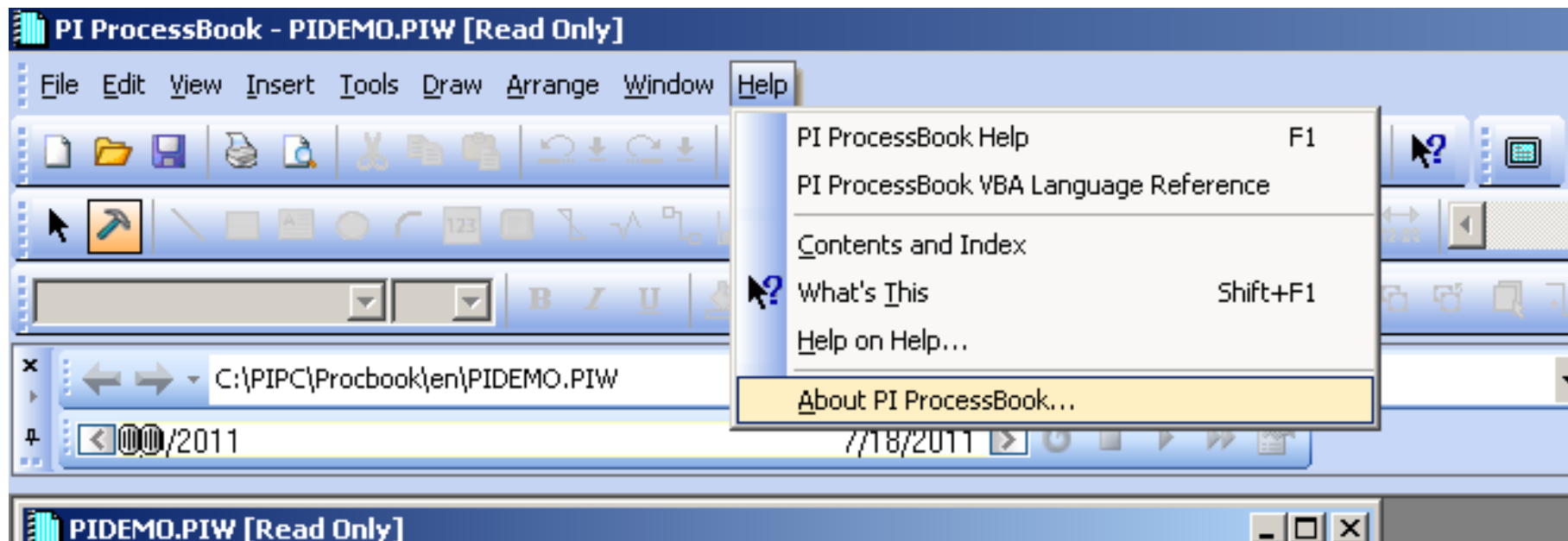
Logs

A screenshot of a Windows command prompt window. The title bar shows 'C:\Windows\system32\cmd.exe'. The window content displays the Microsoft Windows version 6.1.7601 copyright notice. The current directory is 'C:\Users\dtoffoli>'. A command is being entered: 'C:\PI\adm> pigetmsg -st t -et * > LogPI.txt'.

```
C:\Windows\system32\cmd.exe  
Microsoft Windows [Version 6.1.7601]  
Copyright (c) 2009 Microsoft Corporation. All rights reserved.  
C:\Users\dtoffoli>  
  
C:\PI\adm> pigetmsg -st t -et * > LogPI.txt
```

O que ter em mãos antes de ligar

Versões dos Produtos



O que ter em mãos antes de ligar

Versões dos Produtos

Iniciar



Todos os Programas



PI System



About PI-SDK

PI Connection Manager

Server: OSIP2010

Network Node: OSIP2010

Port Number: 5450

Default User Name: piadmin

Connection timeout: 10 seconds

Data access timeout: 60 seconds

PI Version: PI 3.4.385.63

Connection Type: PI3 protocol 3.4

IP Address: 192.168.125.101

PI Version: PI 3.4.385.63

Operating System: Windows NT x86 5.2.3790

OSIP2010 connected as piadmin since 7/18/2011 3:34:49 PM

Default Server: OSIP2010

Save Close

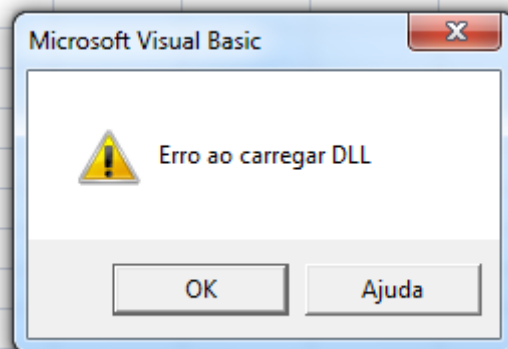


O que ter em mãos antes de ligar



Mensagens e Códigos de Erro

Como pedir ajuda



Exibir informações básicas sobre o computador

Windows Edition

Windows 7 Enterprise

Copyright © 2009 Microsoft Corporation. Todos os direitos reservados.

Sistema

Classificação:

4,2 Índice de Experiência do Windows

Processador:

Intel(R) Core(TM) i5 CPU M 560 @ 2.67GHz 2.67 GHz

Memória instalada (RAM):

3,00 GB (utilizável: 2,86 GB)

Tipo de sistema:

Sistema Operacional de 32 Bits

Caneta e Toque:

Nenhuma Entrada à Caneta ou por Toque está disponível para este dispositivo

Nome do computador, domínio e configurações de grupo de trabalho

Nome do computador:

vm11113

Nome completo do computador:

vm11113.vm.votorantim.grupo

Descrição do computador:

Domínio:

vm.votorantim.grupo

Ativação do Windows

Windows ativado

ID do Produto (Product ID): 00392-918-5000002-85941

[Alterar a chave do produto \(Product Key\)](#)

Sobre o Microsoft Office Excel

Microsoft® Office Excel® 2007 (12.0.4518.1014) MSO (12.0.6535.5002)
Parte do Microsoft Office Enterprise 2007
© 2006 Microsoft Corporation. Todos os direitos reservados.

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Este produto está licenciado para:

usuario

Identificação do produto (Product ID): 89388-707-0723817-65802

[Exibir os Termos de Licença para Software Microsoft](#)

Como NÃO pedir ajuda



Daniel Toffoli

Urgente – Problema PI System

Mon 18-Jul-11 3:18 PM

Daniel José Toffoli

Tecnólogo em Mecatrônica

Pizzaria do Zezinho

+55 11 3053 5040

dtoffoli@osisoft.com



Como NÃO pedir ajuda



Daniel Toffoli

Urgente

Mon 18-Jul-11 3:18 PM

Manda o Bomgar

Daniel José Toffoli

Tecnólogo em Mecatrônica

Pizzaria do Zezinho

+55 11 3053 5040

dtoffoli@osisoft.com



Como NÃO pedir ajuda

	Daniel Toffoli	Urgente	4:28:35 PM
	Daniel Toffoli	Urgente	4:27:48 PM
	Daniel Toffoli	New Voicemail – 024513.8105	4:27:01 PM
Manda o Bomgar <u>Daniel José Toffoli</u> Tecnólogo em Mecatrônica Pizzaria do Zezinho +55 11 3053 5040 <u>dtoffoli@osisoft.com</u>			

4:28:35 PM

4:27:48 PM

4:27:01 PM

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http://techsupport.osisoft.com



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System Manager Resources

Browse helpful tips and guidelines for PI System Managers

Release Announcements

- 14-Jul-2011 PI OPC Alarms and Events (OPCAE) Interface w/ICU Control 1.4.0.169 is released
- 12-Jul-2011 PI Server 3.4.380 SP1 is released
- 30-Jun-2011 PI ACE 2010 R2 User Guide is available in Simplified Chinese and Japanese
- 30-Jun-2011 PI Server 2010 Documentation (in various languages) is released
- 27-Jun-2011 PI OPC DA Interface 2.3.16.16 is released
- 24-Jun-2011 Elster EnergyAxis MAS Interface 1.0.0.22 is released
- 23-Jun-2011 BACnet (BACnet) Interface w/ICU Control 1.3.0.22 is released
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- 17-Jun-2011 PI ProcessBook patch for PI ProcessBook 3.2.x is available
- 16-Jun-2011 PI Asset Framework (PI AF) Server 2010 R2 MUI Language Pack SP1 is released
- 15-Jun-2011 PI DataLink 2010 SP1 is released

More...

Support Bulletins

- 16-Jun-2011 PI Notifications Manager 2010 R2 will stop when a user logs out on Windows Server 2003
- 07-Jun-2011 PI ACE 2010 R2 Issues
- 22-Mar-2011 PI WebParts Support for Internet Explorer 9 (IE 9)
- 09-Sep-2010 High Memory Utilization Over Time on Windows XP SP3 Machines Running PI Agent

More...

KB Articles

- 14-Jul-2011 PI SDK Compatibility with PI Server - Explicit Login Issues
- 14-Jul-2011 PI OPC HDA Interface and Performance. When to use HDA vs DA.
- 14-Jul-2011 How to move the PI archives to an external location
- 13-Jul-2011 How can I determine if my PI License is machine-specific?
- 13-Jul-2011 How to embed a webpage into a ProcessBook display

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KB Articles

- 18-Jul-2011 Do you need a localhost.tz file on a PI client (such as PI DataLink or PI ProceBook) to see historical DST transitions?
- 15-Jul-2011 What does the negative Point Record Number (Point RecNo) output from "pibufss -sd" mean?
- 14-Jul-2011 PI SDK Compatibility with PI Server - Explicit Login Issues
- 14-Jul-2011 PI OPC HDA Interface and Performance. When to use HDA vs DA.
- 14-Jul-2011 How to move the PI archives to an external location

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dtoffoli

Password:

Remember Me ☐

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All new users must create a new account



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- 24-Jun-2011 PI Energy x11 A-Group 1.0.1.21 is released
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feedback at the click of a button.

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se will be created under your name in our Cas
a reply within 4 hours.

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your existing cases. You can check on case s
nk on an ongoing case. You can even close ca
r you.

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s option to view cases from other members of
able if your PI System Administrator has entit

s option to view cases from other members of
be available if your PI System Administrator

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New Call # 364305 for

Enter a short summary followed by the details of your issue below, then click '**Submit**'. You will receive a response from our Technical Support staff within four hours.

Name: Daniel Toffoli

Phone: +55-11-3053-5046

Email: daniel.t@osisoft.com

Brief Summary: (60 characters max)

Details: (Please be as specific as possible)

Submit

Call Details

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[My Call History](#)
[My Site's Calls](#)
[My Org's Calls](#)

Call details for Call#: 353094

Summary: This is a test
Opened: 05-May-2011
Closed: 05-May-2011
Status: Resolved/Cust Satisfied

[Add New Event](#)

05-May-2011	04 DT > Closing
-------------	-----------------

Event Details

05-May-2011	03 DT > Test 3
-------------	----------------

Event Details

Verifique permissões

05-May-2011	02 Cust > New test
-------------	--------------------

Event Details

Veja imagem anexa

05-May-2011	This is a test
-------------	----------------

Event Details

Error message -10401



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Other



-10401 error in Pipc.log "No Write Access - Secure Object"

-10401 error in Pipc.log "No Write Access - **Secure Object**" The error text says "No Write Access - **Secure Object**" - What does this error mean?



Default User access runtime configurable...

to any PI Server **secure object** with world read or world write access. A non-zero value allows the Default User access to any **secure object** with world access. is allowed for any **secure object** with world access.



Editing a state set returns point class error...

-10401] No Write Access - **Secure Object**" -10401] No Write Access - **Secure Object**" - 10401] No Write Access - **Secure Object**"



DigitalStateEditor> Saving edits or copying s...

No Write Access - **Secure Object** (SDKUpdateStateSet) (SaveDigSetClicked) -----
----- **Object** reference not set to an instance of an **object**. No Write Access -
Secure Object (SDKUpdateStateSet) (SaveDigSetClicked) -----



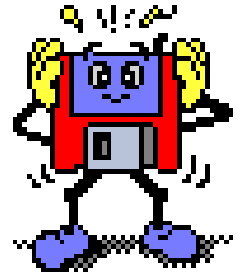
Secondary cannot connect to Primary Server. [...

-10407] No Access - **Secure Object** I 06-Jan-11 17:49:34 pibasess:pirepl -10407] No Access - **Secure Object** I 06-Jan-11 17:49:34 pibasess:pirepl -10407] No Access - **Secure**

Software Reliance Program (SRP)

Chamados de Suporte Técnico

Atualizações de Produtos



Mantenha versões atualizadas!



Thank you