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How to get the most from AVEVA support resources for operations control software?

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Agenda

- AVEVA Knowledge & Support Center
- Problem Statement & Exact Replication
- Details of Case Submission
- Case Escalation and Turnaround
- Case Studies

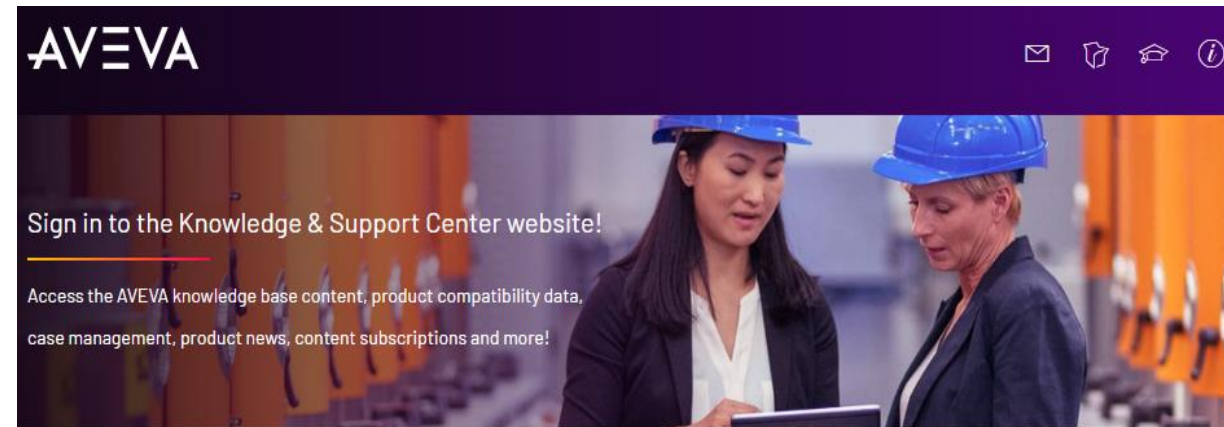
AVEVA Knowledge & Support Center



AVEVA Knowledge & Support Center

SoftwareSupport.AVEVA.com

- If you do not have an account, register for an account using your company email address.
- Always login using your Technical Support account so that we can identify who you are.
- Using your TS account will also provide AVEVA with the full history of previously raised cases.



Sign In

Welcome to the AVEVA Knowledge & Support Center website!

[Forgot Your Password?](#)

Haven't registered yet?

Learn more about Knowledge & Support Center functionality



Product support

Manage your technical support cases, download software updates, and activate licenses.



Knowledge base

Find supported solutions to common problems, product security guidelines, best product management practices, and more, provided by expert technical support engineers.

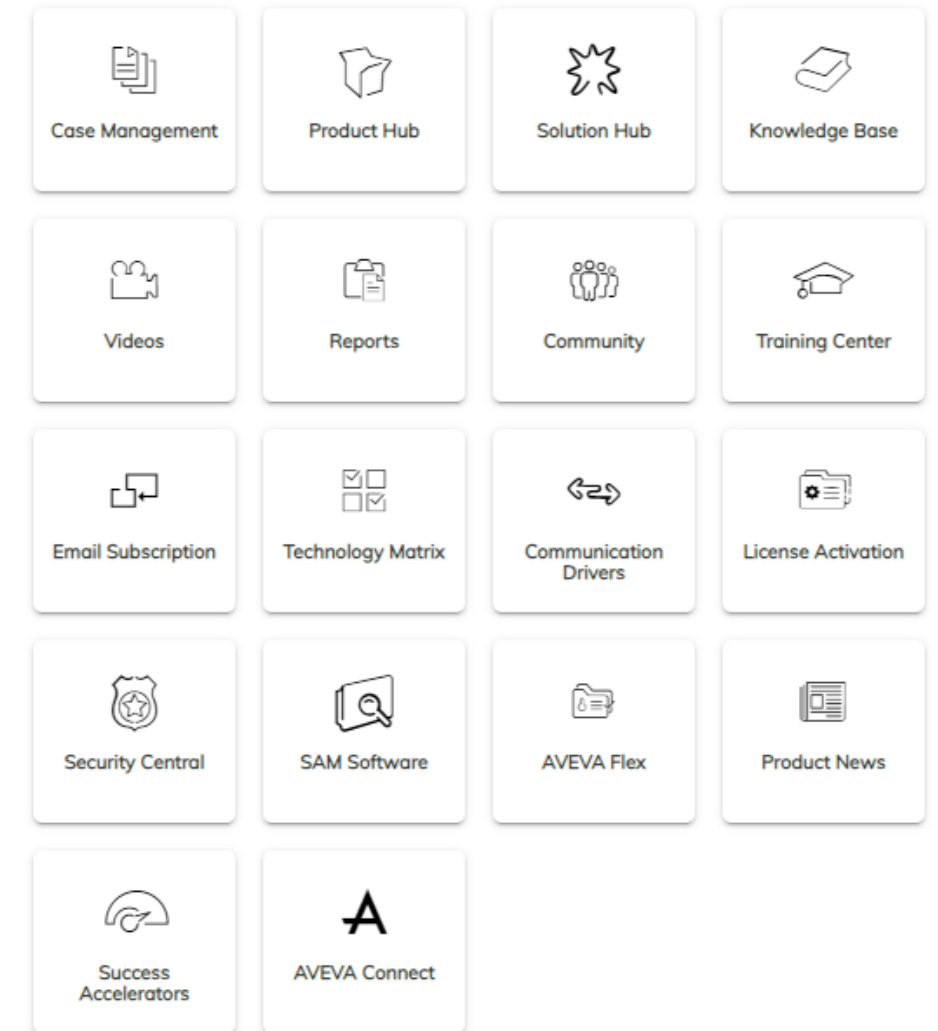
AVEVA Knowledge & Support Center

- Case Management
- Knowledge Base
- Training Center
- Email Subscription
- Technology Matrix
- Security Central

** Note that the screen shot does not depict what you may see when you login. It depends on what the account level permits.

Knowledge & Support Center

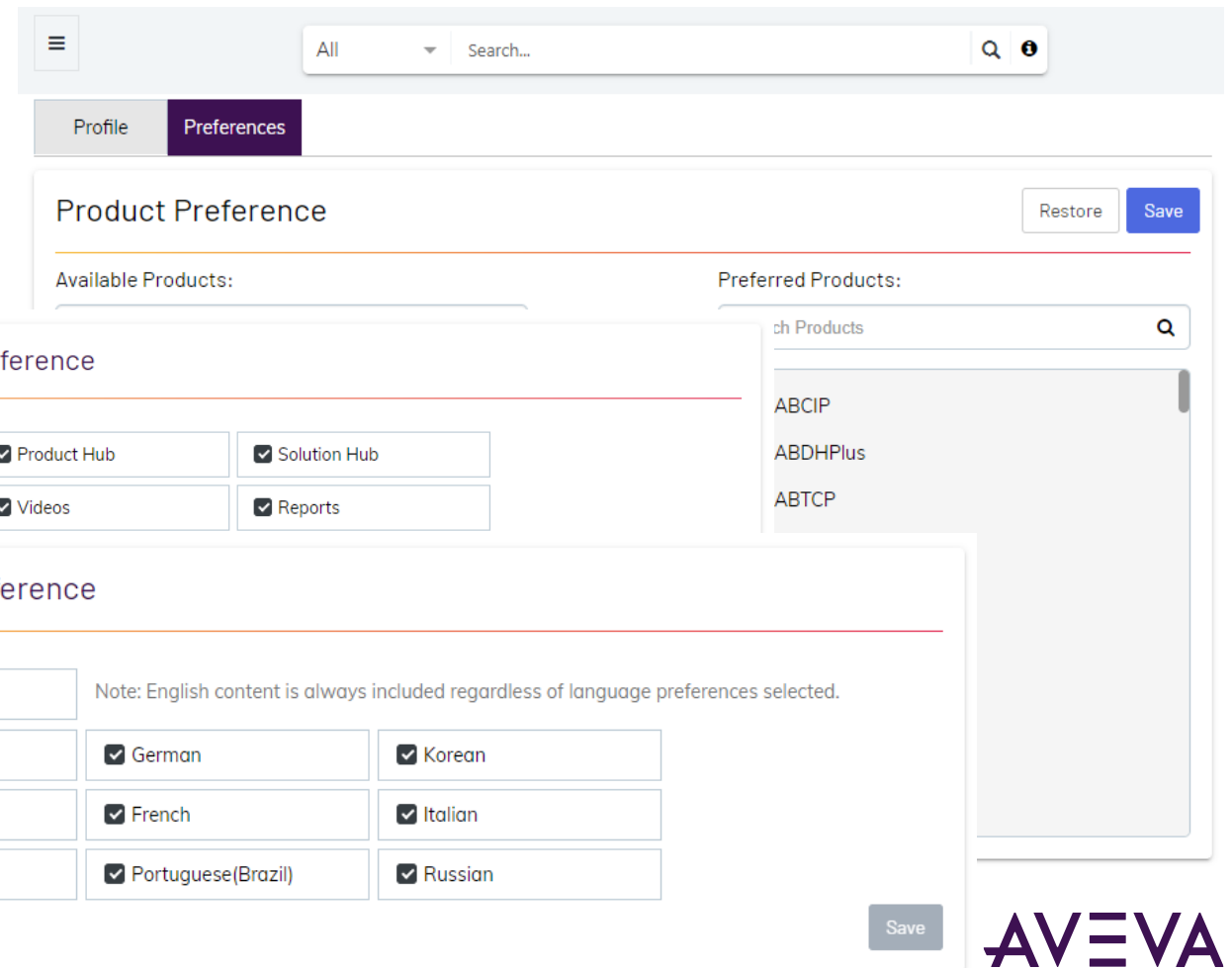
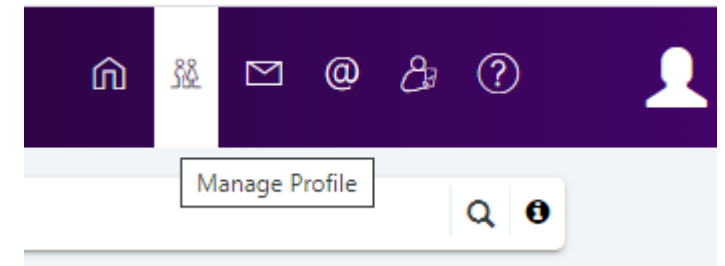
 Customize



AVEVA Knowledge & Support Center

Customization

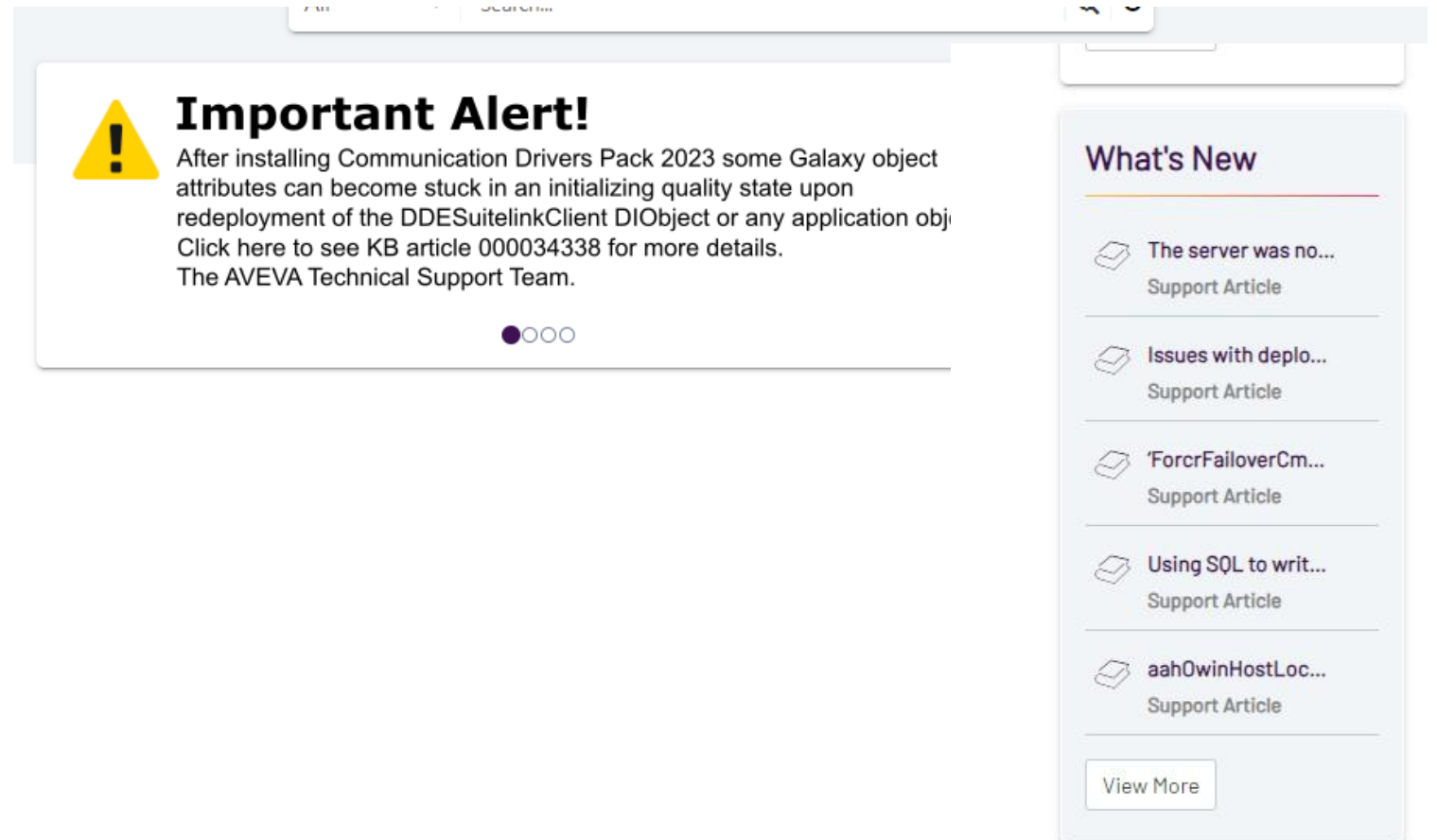
- Manage Profile
- Product Preference
- Home Page Menu Preference
- Language Preference



AVEVA Knowledge & Support Center

- Important Alerts
- Announcements
- Recent Cases

- What's New








The screenshot displays a user interface for the AVEVA Knowledge & Support Center. At the top, there is a search bar. Below it, a prominent alert box is shown with a yellow warning icon and the heading "Important Alert!". The alert text reads: "After installing Communication Drivers Pack 2023 some Galaxy object attributes can become stuck in an initializing quality state upon redeployment of the DDESuitelinkClient DIO object or any application object. Click here to see KB article 000034338 for more details. The AVEVA Technical Support Team." Below the alert text are four small circles, with the first one filled, indicating the current position in a sequence. To the right of the alert is a "What's New" section with a heading and a list of five support articles, each with a document icon and a truncated title. A "View More" button is located at the bottom of this section.

Important Alert!
After installing Communication Drivers Pack 2023 some Galaxy object attributes can become stuck in an initializing quality state upon redeployment of the DDESuitelinkClient DIO object or any application object. Click here to see KB article 000034338 for more details. The AVEVA Technical Support Team.

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What's New

-  The server was no...
Support Article
-  Issues with deplo...
Support Article
-  'ForcrFailoverCm...
Support Article
-  Using SQL to writ...
Support Article
-  aah0winHostLoc...
Support Article

View More

Problem Statement & Exact Replication

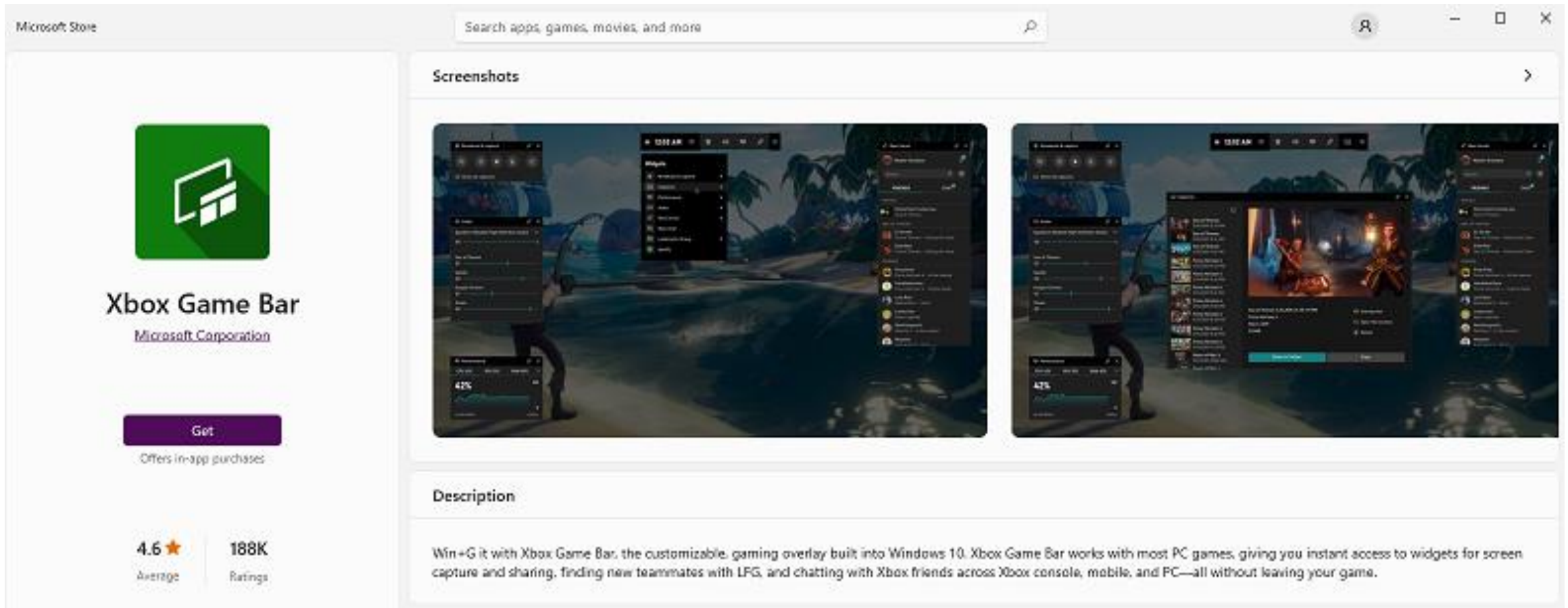
Problem Statement

- State the exact issue encountered
- If there are a few products used in your solution, be specific on the particular product(s) causing the problem
- If possible, provide a specific timeline of when the issue had started
- It is best to know what had transpired prior to the start of the problem. Always keep a record of what had been changed in the system.

Exact Replication

- Provide a step-by-step description of how the problem started
- Even if the problem cannot be described step-by-step, at least roughly indicate how the issue will occur
- Attach screen shots if possible
- If it is not easy to describe the issue, a picture (or video) is ‘worth a thousand words’
 - XBox Game Bar
 - Google – ‘Best free screen recorders for Windows PC’

Exact Replication



Microsoft Store

Search apps, games, movies, and more

Xbox Game Bar
Microsoft Corporation

Get

Offers in-app purchases

4.6 ★ Average
188K Ratings

Screenshots

Description

Win+G it with Xbox Game Bar, the customizable, gaming overlay built into Windows 10. Xbox Game Bar works with most PC games, giving you instant access to widgets for screen capture and sharing, finding new teammates with LFG, and chatting with Xbox friends across Xbox console, mobile, and PC—all without leaving your game.

Details of Case Submission

Required Details to start

Minimum essential information to start looking into the issue

- Product Name e.g. Application server, InTouch, OMI...
- Product version e.g. 2023 P02, 2020 R2 SP1 P01, 2017 U3 SP1 P01...
- Component e.g. Installation, Deploy/Undeploy, DDE/Suitelink ...
- Subject
- Description of the issue
- Reproducible steps
- OCMC logs
- Screenshot / video
- If required : Application / Galaxy backup
 - Database (other than Galaxy) backup
 - Windows Event log

Support Priority

What associated actions mean for each priority for SR

- **P1 - Critical**

- System or process is down, loss of essential function, critical business or operational impact, human safety or environmental impact. AVEVA Software's GCS team will work on the case full time, including evenings and weekends as necessary, until it is resolved, or an appropriate workaround is found.

- **P2 - Serious**

- Key feature(s) is inoperable, no evident workaround is available, failure of one or more components, degraded operation of an essential function, potential business or operational impact, project is up against a hard deadline. AVEVA Software's GCS team will work on the case full time during normal business hours until it is resolved, or an appropriate workaround is found.

- **P3 – Moderate**

- One or more minor feature(s) are inoperable, operational question, minimal business or operational impact, a workaround is possible. AVEVA Software's GCS will work on the case during normal business hours.

- **P4 – Informational**

- Informational question, no business or operational impact, customer request,

Support Priority

What associated actions mean for each priority for SR

- Impact to customer / SI
 - Development
 - Plant down situation such as deployment / un-deployment / etc etc

When to call and when to create WebSR ?

- When to call in ?
 - Really urgent issues that caused a plant down
 - If you are an SI, make sure you have the end-customer's CustomerFIRST Agreement
- When to create WebSR ?
 - Issue that are non-critical, examples such as a question related to a product or the usage of certain functions
- If the issue is urgent, do not create a WebSR
 - WebSR will not be processed after hours

Case Escalation and Turnaround

Stages of case escalation to resolution

- Customer creates case
- Case is picked up by support engineer
- If the issue is already known or the issue is easily reproduced, the resolution would be quicker.
- If the issue is new and unknown, issue reproduction by the support engineer is required before they are submitted to development for a fix / workaround.
- Most of the time, issue can be resolved at the GCS level. Otherwise, further INV would be needed.

Stages of case escalation to resolution

- Once the reproduced issue is submitted to DEV, they will evaluate how to fix it and how soon the fix can be delivered.
- If the issue cannot fix the issue in the current version, DEV will also indicate whether it can be fixed in the next version.
- **IMPT:** The quicker the issue can be reproduced and submitted, the quicker DEV will be able to narrow down the codes to review and correct if it is a software bug.
- **NOTE:** Not all issues are software bugs. Some issue can be due to architecture configuration / design / scripting errors / training / etc etc

Case Study

Case Studies

BAD Example

Example of customers' escalation

- What the customer did not submit, that *delayed* the escalation process
 - Irrelevant data or data chunk submission
 - Delayed response
 - Not able to determine how / when the problem started
 - Not sure how what are the steps to trigger the issue

Case Studies

GOOD Example

- What the customer did submit, that *speeds* up the case
 - Specifics
 - Quick response with narrowed down info
 - Provided SOE
 - Able to detailed what changes had been done on the system – MS KBs; Galaxy modifications; network changes; domain policies

Questions?

Please wait for the microphone.
State your name and company.



Please remember to...

Navigate to this session in the mobile app to complete the survey.



Thank you!

This presentation may include predictions, estimates, intentions, beliefs and other statements that are or may be construed as being forward-looking. While these forward-looking statements represent our current judgment on what the future holds, they are subject to risks and uncertainties that could result in actual outcomes differing materially from those projected in these statements. No statement contained herein constitutes a commitment by AVEVA to perform any particular action or to deliver any particular product or product features. Readers are cautioned not to place undue reliance on these forward-looking statements, which reflect our opinions only as of the date of this presentation.

The Company shall not be obliged to disclose any revision to these forward-looking statements to reflect events or circumstances occurring after the date on which they are made or to reflect the occurrence of future events.

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ABOUT AVEVA

AVEVA is a world leader in industrial software, providing engineering and operational solutions across multiple industries, including oil and gas, chemical, pharmaceutical, power and utilities, marine, renewables, and food and beverage. Our agnostic and open architecture helps organizations design, build, operate, maintain and optimize the complete lifecycle of complex industrial assets, from production plants and offshore platforms to manufactured consumer goods.

Over 20,000 enterprises in over 100 countries rely on AVEVA to help them deliver life's essentials: safe and reliable energy, food, medicines, infrastructure and more. By connecting people with trusted information and AI-enriched insights, AVEVA enables teams to engineer efficiently and optimize operations, driving growth and sustainability.

Named as one of the world's most innovative companies, AVEVA supports customers with open solutions and the expertise of more than 6,400 employees, 5,000 partners and 5,700 certified developers. The company is headquartered in Cambridge, UK.

Learn more at www.aveva.com