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Inherited an AVEVA™ PI System™?

Ten things to know!

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AVEVA

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- Started at OSIsoft in 2019, now part of AVEVA
- Former AVEVA PI System customer in the energy industry
- Support, services, and teaching roles

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Topics

- Intended for new AVEVA™ PI System™ admins
- High-level discussion of architecture, best practices, troubleshooting, further education
- Focused on discovery in on-premises systems
- Not an exhaustive list

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If you are not sure about something…
reach out to support!

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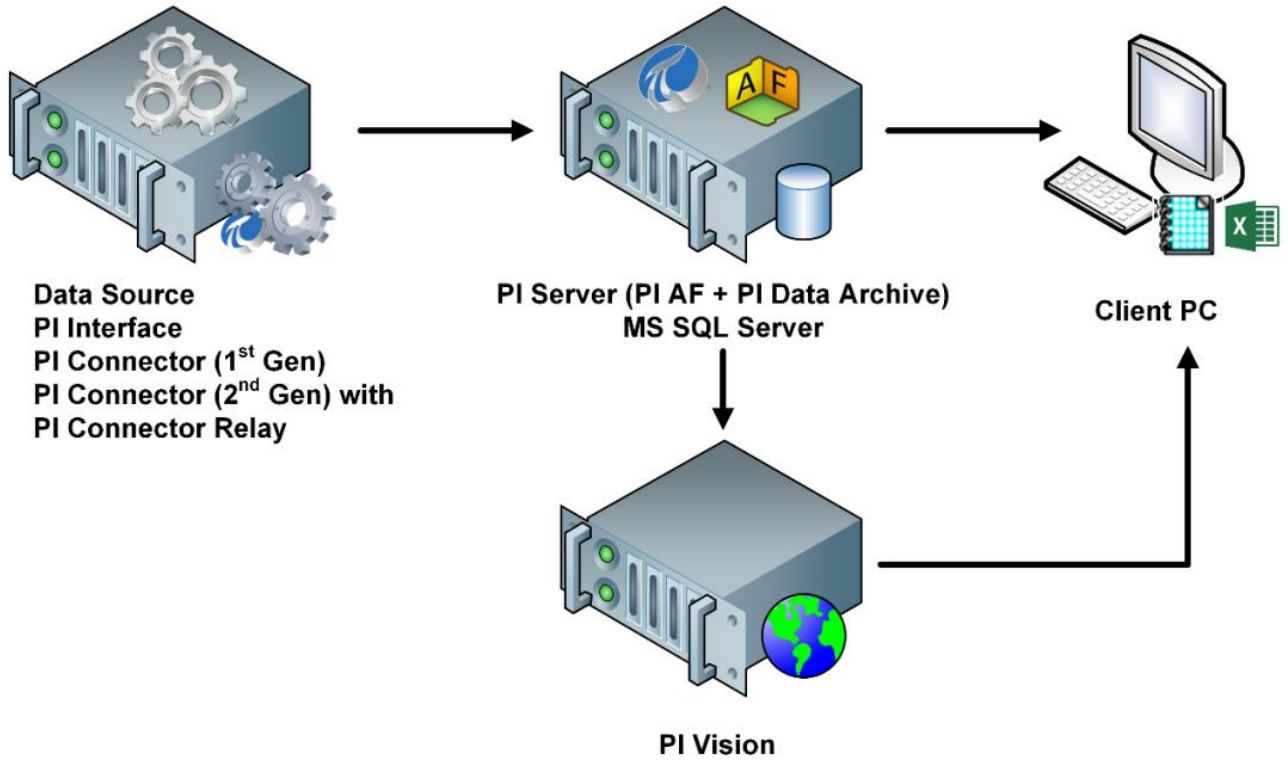
#1: What is AVEVA™ PI System™?

- **AVEVA™ PI Server™/Data archive**
  - Receives incoming data, stores in AVEVA PI System tags, and serves it to clients
- **Asset framework server**
  - Adds structure and metadata to PI tag data
  - Analysis + notifications services
- **Data collectors**
  - AVEVA PI Interfaces, AVEVA PI Connectors, AVEVA Adapters
  - PI AF SDK, OMF Ingress w/PI Web API
- **Data egress**
  - Visualization: AVEVA™ PI Vision™, AVEVA™ PI DataLink™
  - Management: PI System Management Tools, PI System Explorer, PI SDK Utility



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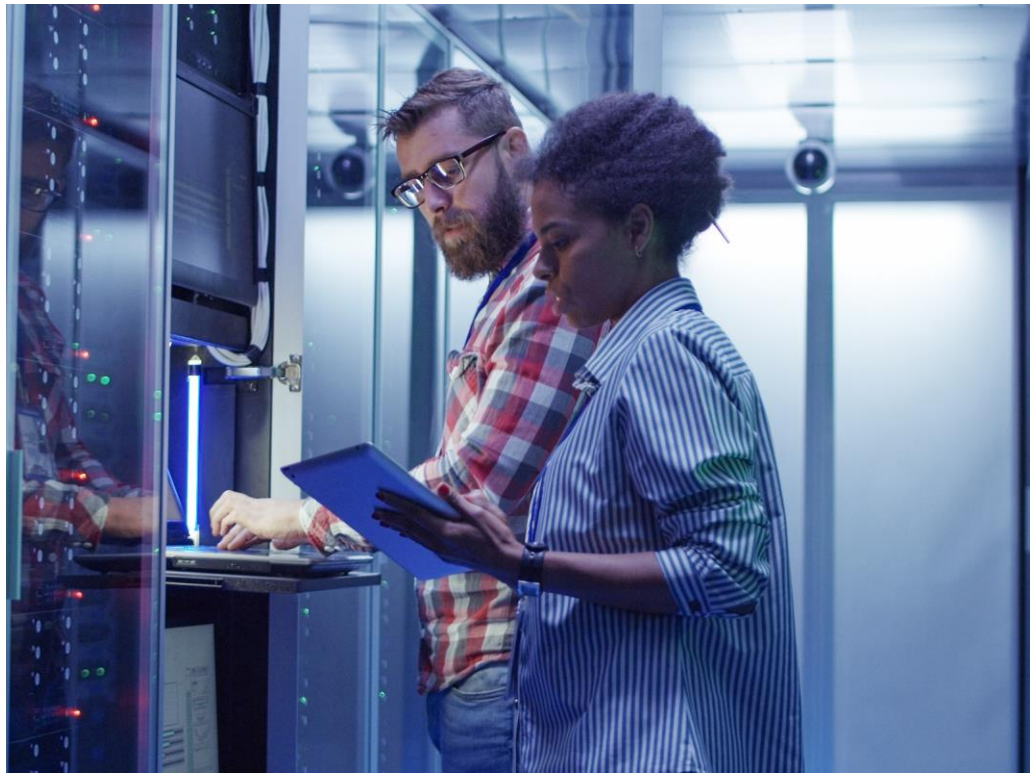
#2: Who do I need to know?

- “Data source” group
  - Controls, OT, operators
  - Responsible for daily operations, availability, safety, config changes
- IT group
  - Responsible for server and network infrastructure used by AVEVA PI System software
- Compliance group
  - Enforce regulatory compliance
  - May have change control process
- End user group
  - Data consumers
  - Your users are your customers!



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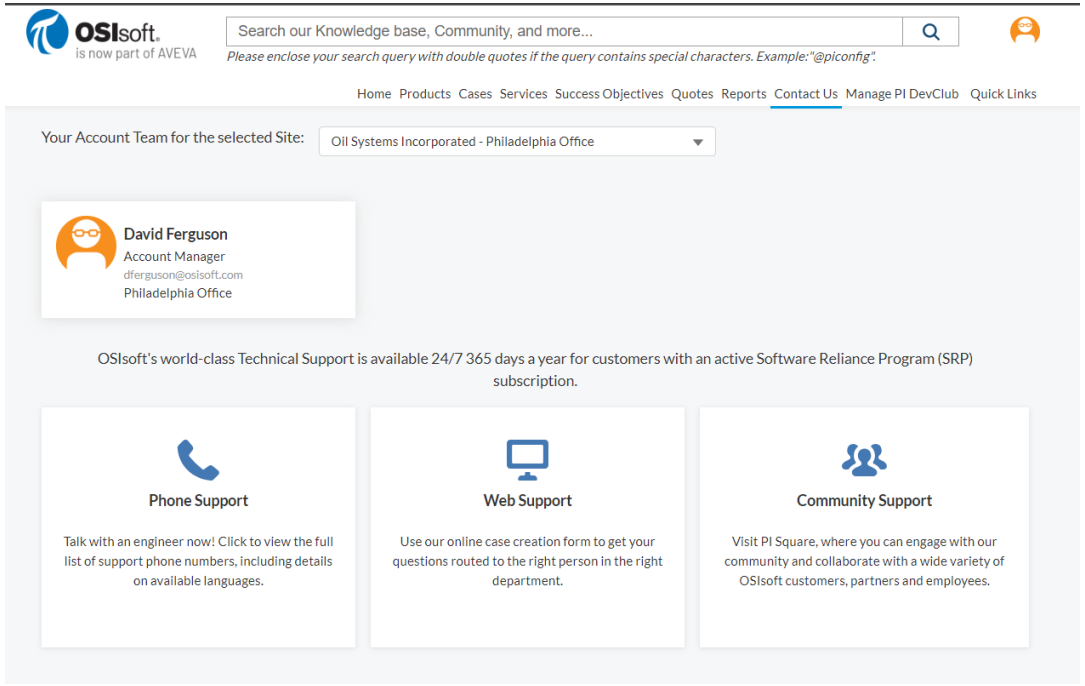
#3: How do I get help?

- Public documentation: docs.aveva.com
- Knowledge base
- AVEVA technical support
  - AVEVA PI System customer portal (web/phone cases)
  - discover.aveva.com/myosisoft-customer-portal/
- Account manager/customer success manager
- AVEVA success acceleration services
- Partners and system integrators



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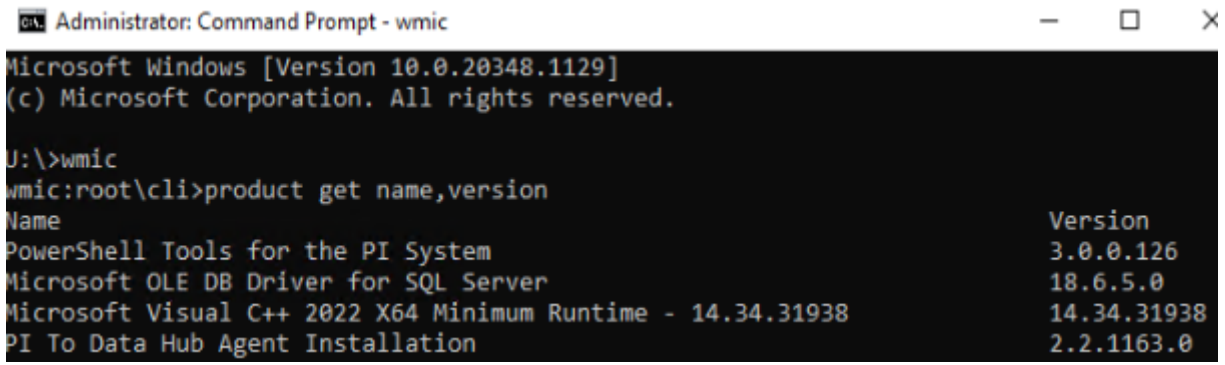
#4: How do I tell what is in my system?

- Use what you have first!
  - Check with IT group for any AVEVA PI System architecture diagrams
  - AVEVA PI System service documentation
- Interface list
  - PI SMT > Interfaces > Interface List
  - May include old interfaces
- Command prompt
  - systeminfo
  - wmic product get version, name



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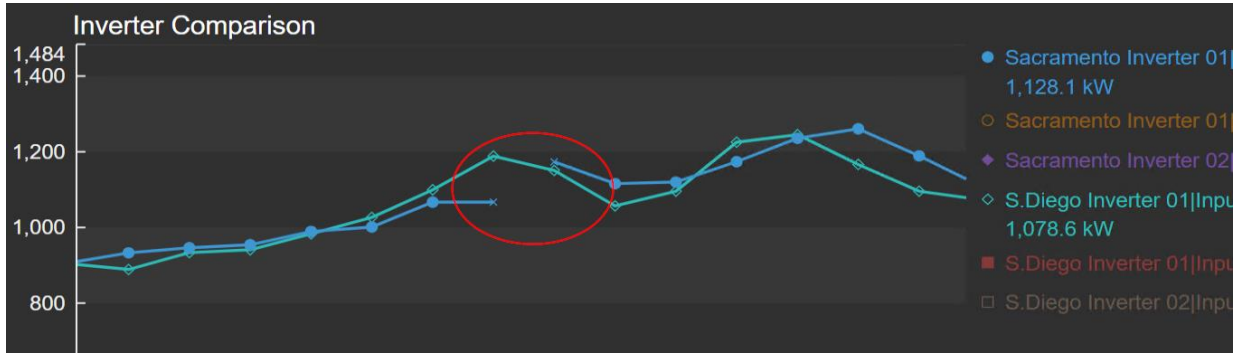
#5: How do I see data?

- First stop: Data archive
  - PI SMT > Data > Current values
  - Can filter by tags, point source, etc.
- Next: Visualization tools
  - Requires connection to the data archive
  - Trends show the big picture
- What do your users look at?



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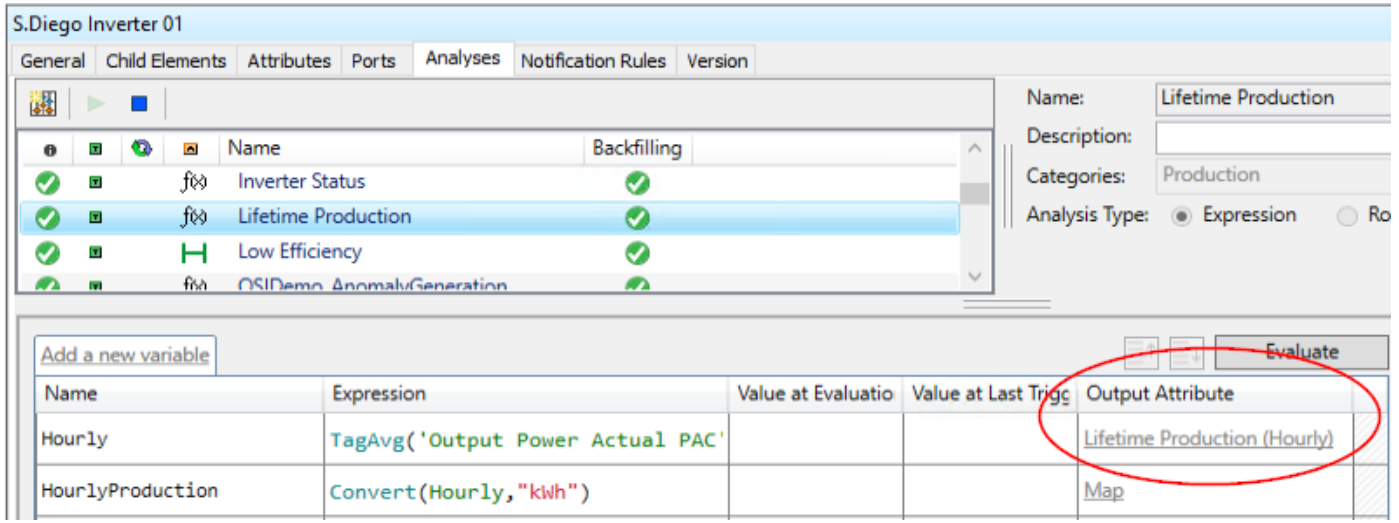
#6: Where is data coming from?

- “Where is data coming from” KB
- Tag configuration
  - PI SMT > Points > Point Builder
  - Note PointSource and Location1
- Interface configuration
  - Interface ID = Location1
  - Interface settings show source
- Asset framework elements and analyses
- This is a starting point



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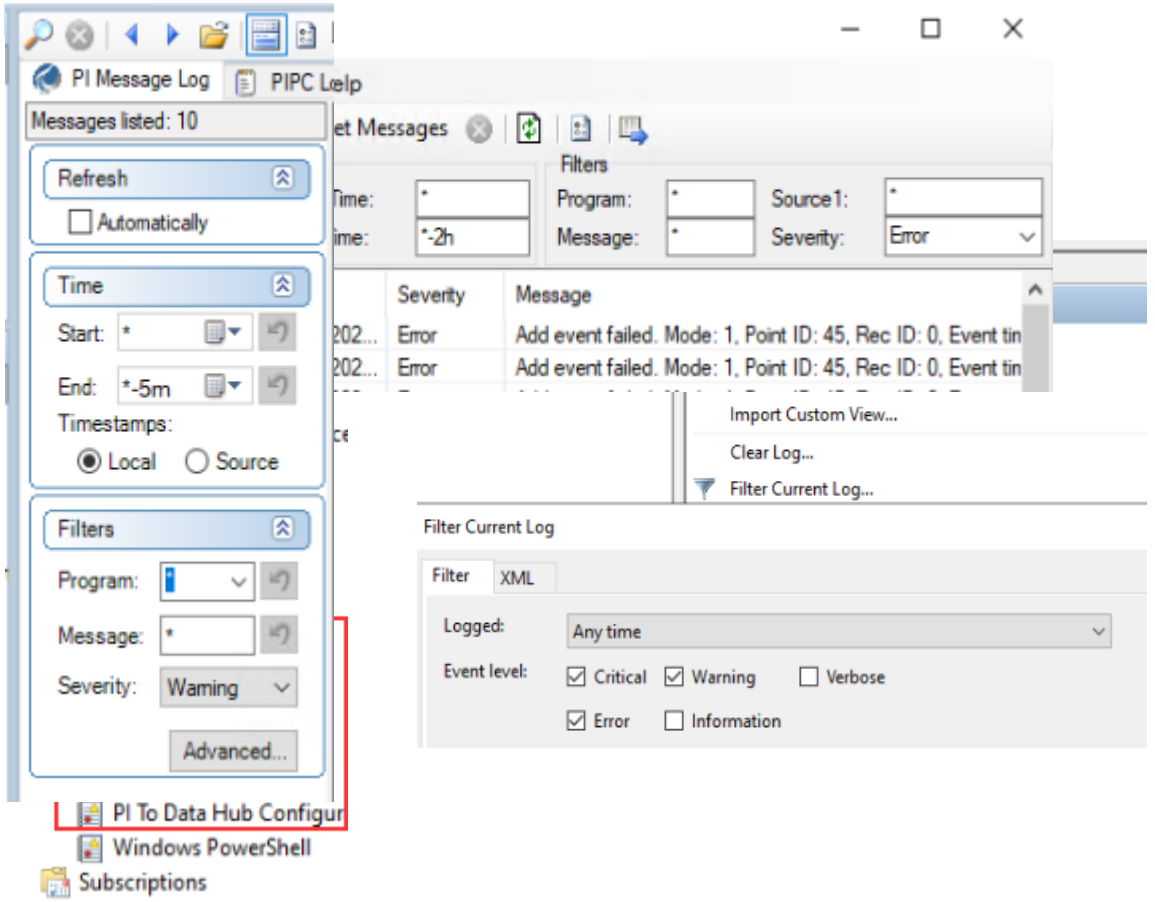
#7: How do I check for errors?

- AVEVA PI System management tools
- “pigetmsg” command
- Event Viewer logs
  - Applications & Services > PI*
- Web application errors
  - HTTP errors show in browser
  - Vision client errors are shown top-right



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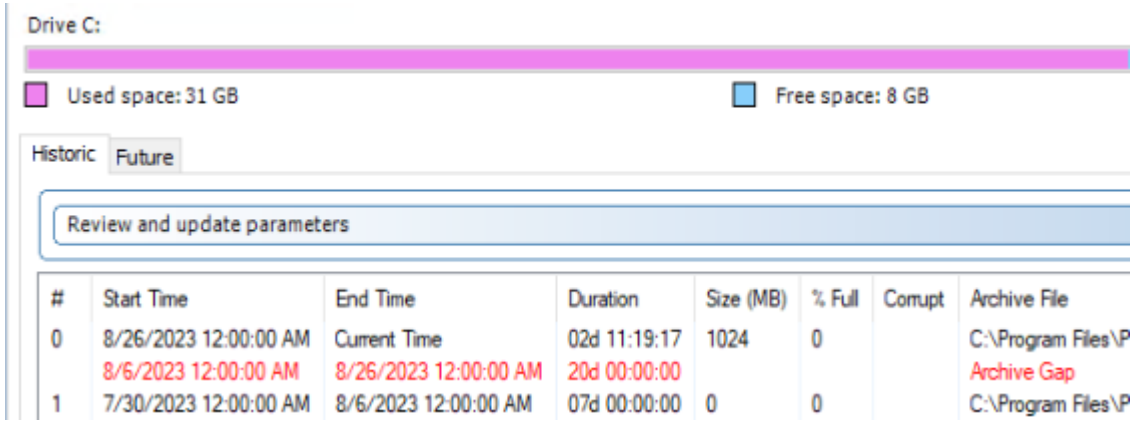
#8: Data archive health check

- Are services running?
- Queueing or out-of-order data?
  - %piserver%\adm\piartool.exe –qs or -as
- When was the last successful backup?
  - PI SMT > Operation > Backups
- Are there any archive gaps?
  - PI SMT > Operation > Archives
- Any recent error messages?
  - PI SMT > Operation > Message Log



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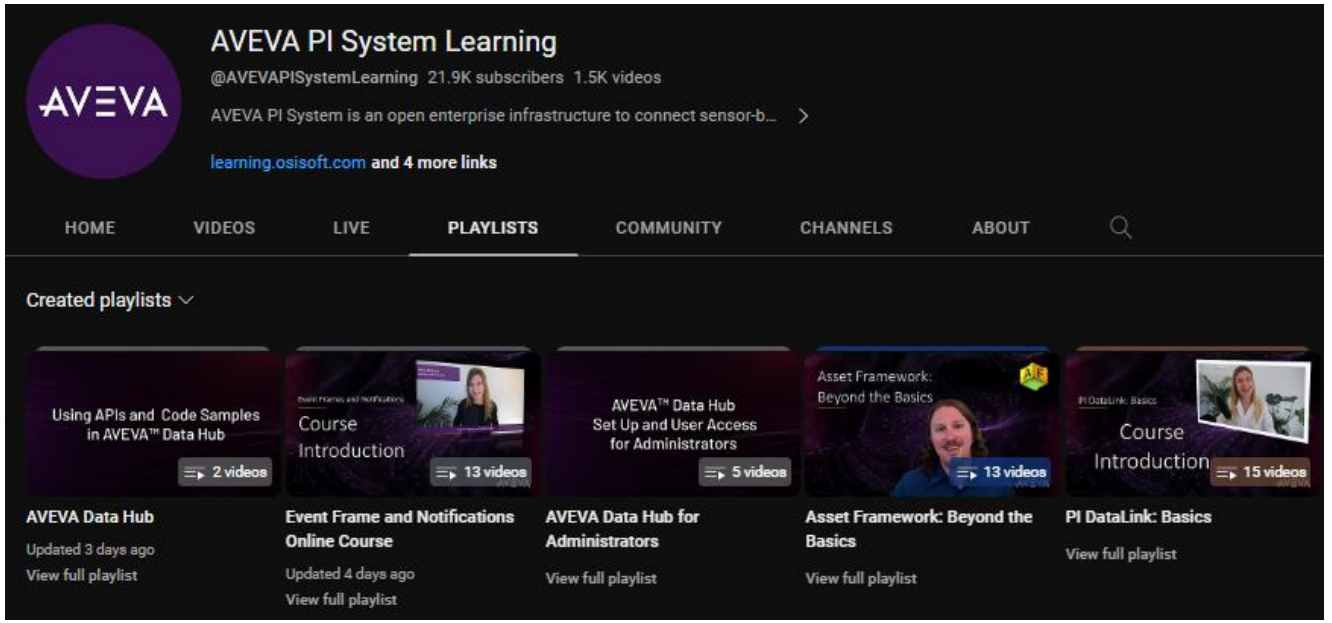
#9 Where can I learn more?

- Public documentation site
  - docs.aveva.com
- Knowledgebase
  - “x Playbook”
  - “x Quick Start Guide”
- Youtube @AVEVAPISystemLearning
- Training
  - learning.osisoft.com
  - Self-paced and instructor-led courses



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#10: What's next?

- **Document your system**
- Take new backups
- Secure and optimize
  - Security Alerts KB article
- Get training
- Configure monitoring
- Configure redundancy

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Who has questions?

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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!

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Useful links

- Public Documentation Site
- Where is data coming from?
- Security alerts
- How do I find downloads on the customer portal?
- Partner-hosted alternatives to the NOC service
- How do I configure and schedule a PI Data Archive backup?
- How to perform a full backup of the AF SQL database

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