Inherited an AVEVA™ PI System™?

Ten things to know!

Presented by: Adam Bolin
Adam Bolin

Product Support Engineer II

- Started at OSIsoft in 2019, now part of AVEVA
- Former AVEVA PI System customer in the energy industry
- Support, services, and teaching roles
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
If you are not sure about something...
reach out to support!
#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

- **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
#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!
#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
#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`
#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?**
#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
#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
#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
#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
#10: What’s next?

- **Document your system**
- Take new backups
- Secure and optimize
  - [Security Alerts](#) KB article
- Get training
- Configure monitoring
- Configure redundancy
Who has questions?
Questions?

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

Thank you!

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

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