

GLOBAL  WEBINAR

myOSIsoft & OSIsoft Customer Portal

Why, What and When things will be changing

Presenter:

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February 27, 2019



About Randy



- At OSIsoft since 2016. Currently the group lead for our customer success operations team.
- User of the PI software since 2000 originally as a controls engineer.
- Enterprise customer for 9 years prior to joining OSIsoft.

World Class Support

Support is **available**

24 hours a day **7** days a week

world-wide from dedicated and highly trained employees.

40%

of all requests are resolved in less than one day

50k+

Cases handled by our support engineers in 2018

4.7

OSIsoft customers rate us **4.7/5** for support satisfaction



from offices in **16** countries

and in **12** languages

myOSIsoft

Your **RECONSTRUCTED** digital support experience **IS COMING**

OSIsoft has been talking about digital transformation for 38+ years. A major milestone of our own digital transformation will be unveiled

MARCH 4th, 2019

my.osisoft.com

Why Are We Doing This?

- Streamlined and efficient interactions
- Transparency and control
- Enable customers to self-serve
- Enhanced digital experience (opening doorways)

OSIsoft Customer Portal



**Online Support Case
Creation & Management**



**Expanded
Knowledge Base**



Improved Search



**More than just
Support**



**Customized
Homepage**



**Customer User
Management**

my.osisoft.com

On-line Case Creation and Management

The screenshot displays the online case creation interface. At the top, a progress bar shows three stages: 'Category' (highlighted in blue), 'Product & Version' (highlighted in green), and 'Submission' (highlighted in blue). Below this, a second progress bar shows 'Product & Version' (highlighted in green) and 'Submission' (highlighted in blue). The main content area is titled 'Case Form' and includes a sidebar menu on the left with options: Visualization, Storage (selected), Collection, Development, and Not Sure. The 'Sales at Licensii' label is also visible. The 'Case Form' fields include: Product (Data Archive), Version (2017 R2), License (Data Archive (S.No.- 2566003)), Contact (Will Esposito), *Subject (PI Tags Not updating), *Description (Data is not being updated for a number of PI tags.), and Language You Prefer Support In (English). At the bottom, there are 'Back' and 'Submit' buttons.

- Retiring email as a way to initiate a case
- More than just technical issues
- Information up front
- Smart solutions at your fingertips

Expanded Knowledge Base

PI Analysis returns Calc Failed when DST starts in Brazil

Applies to: Asset Framework- 2.6.0.5843, 2.6.1.6238, 2.6.2.6558, 2.7.0.121, 2.7.0.6937, 2.7.1.6962, 2.7.5.7166, 2.7.6.7239, 2.8.0, 2.8.0.71, 2.8.0.7444, 2.8.1.754...[More](#)

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✔️ **SOLUTION VERIFIED** - Updated on January 21, 2019 - English

Issue

PI Analysis returns Calc Failed when using time expressions t and/or y when DST starts in Brazil.

If you're analyses aren't running correctly since the DST change, then please refer to [Asset Analytics stopped updating outputs after DST change in Brazil](#).

Environment

- Server on which Asset Analytics is running is in either (UTC -3:00) Brasilia or (UTC -4:00) Cuiaba.
- Asset Analytics 2.9 and later

Solution

Using Bod() function will bring the correct timestamp because it returns the first hour of the day applying DST.

Examples:

- Use Bod("**") instead of 't'
- Use Bod("**-1d") instead of 'y'
- Use Bod("**")+8h' instead of 't+8h'

Cause

This is a known issue in the AF SDK. It will be resolved in the 2018 SP2 version of PI AF.

- Simpler format
- Knowledge as part of the process
- More transparent knowledge base

Enhanced Search



PI Tags Not Updating



[Home](#) [Products](#) [Cases](#) [Services](#) [Success Objectives](#) [Quotes](#) [Reports](#) [Contact Us](#) [Quick Links](#)

Content Type

- Downloads
- PI Square
- Online Developer Docs
- Product Pages
- Known Issues
- Product Feedback
- Videos
- KB Articles

Product

- PI Interfaces
- PI Vision
- PI Manual Logger
- PI Server
- PI Cloud Connect
- Search

Results 1-10 of 2,955 for PI Tags Not Updating in 0.55 seconds

RELEVANCE DATE

- Tags not updating in PI** 2018-03-09
 We are having OPC interface and We have created the **tags** in PI but the **tags** are **not updating**. ... and then scan on the **tags** and noticed that even scan off value is **not** getting stored in PI.
0 Likes | 372 Views | 3 Comments
- Re: Tags not updating in PI** 2018-03-10
- Re: Tags not updating in PI** 2018-03-10
- [Show more](#)
- Some random PI OPCHDA tags not updating** 2018-07-13
 I have a problem where some random pi opchda **tags** are **not updating** unit i restart an interface. ... location4 settings and also instrumenttags are correct and **updating** on scada opc viewer.
0 Likes | 188 Views | 7 Comments
- Re: Some random PI OPCHDA tags not updating** 2018-07-13
- Re: Some random PI OPCHDA tags not updating** 2018-08-09
1 Likes
- [Show more](#)
- Digital tags not updating after source PI server failover. (69629)** 2019-02-18
 Digital tags not updating after source PI server failover. (69629)

- Number one site feedback item
- Intelligent search engine
- Across OSIsoft resources

More than just Support

The screenshot displays the OSIsoft user interface. At the top left is the OSIsoft logo. A search bar is located at the top center. A navigation menu includes links for Home, Products, Cases, Services, Success Objectives, Quotes, Reports, Contact Us, and Quick Links. Below the navigation, there is a dropdown menu for site selection. The main content area is titled "Your Account Team for the selected Site:" and features two profile cards: "Account Manager" and "Customer Success Manager". Below these cards, a text block states: "OSIsoft's world-class Technical Support is available 24/7 365 days a year for customers with an active Software Reliance Program (SRP) subscription." Three support options are presented in separate boxes: "Phone Support" (with a phone icon), "Web Support" (with a computer monitor icon), and "Community Support" (with a group of people icon). Each box contains a brief description of the support service. On the right side of the interface, there is a "Quick Links" sidebar with a "Service" button and a "NEXT DATE" section.

- More than just support cases
- Information Visibility
- Interactions with OSIsoft in one place.

Customized Home Page

OSISOFT

Home Products Cases Services Success Objectives Quotes Reports Contact Us Quick Links

Will Esposito
PI System Admin

3 My Open Cases

4 All Open Cases

0 My Cases Needing Attention

RECENT CASES

Go To My Open Cases + Open a New Case

STATUS	CASE NUMBER	SUBJECT	UPDATED ON
Closed	00515183		Feb 20, 2019, 12:03:23 PM
Closed	00423526		Feb 15, 2019, 1:03:10 PM
New	00537378		Feb 15, 2019, 1:00:22 PM
Researching	00536878		Feb 11, 2019, 5:09:20 PM
Researching	00536833		Feb 11, 2019, 4:30:58 PM
New	00536019		Feb 06, 2019, 1:43:22 PM
Closed	00521010		Jan 31, 2019, 7:09:21 PM


MY FEED

- Personalize, not one size fits all
- Things that are important to you
- Actionable information

Customer User Management



[Home](#) [Products](#) [Cases](#) [Services](#) [Success Objectives](#) [Quotes](#) [Reports](#) [Contact Us](#) [QuickLinks](#)



- User Profile
- My Preferences
- My Team**
- NOC Alerts
- Vouchers
- Logout

My Team All Sites Don't See Who You're Looking For? + Add a Team Member

NAME	EMAIL	PHONE	PROFILE	ACTIVE?	SITE ACCESS
[blurred]	[blurred]	[blurred]	Support User	<input checked="" type="checkbox"/>	Configure
[blurred]	[blurred]	[blurred]	Super User	<input checked="" type="checkbox"/>	Configure
[blurred]	[blurred]	[blurred]	Support User	<input checked="" type="checkbox"/>	Configure
[blurred]	[blurred]	[blurred]	Super User	<input checked="" type="checkbox"/>	Configure
[blurred]	[blurred]	[blurred]	Super User	<input checked="" type="checkbox"/>	Configure
[blurred]	[blurred]	[blurred]	Super User	<input checked="" type="checkbox"/>	Configure
[blurred]	[blurred]	[blurred]	Super User	<input checked="" type="checkbox"/>	Configure
[blurred]	[blurred]	[blurred]	Super User	<input checked="" type="checkbox"/>	Configure
[blurred]	[blurred]	[blurred]	Super User	<input checked="" type="checkbox"/>	Configure
[blurred]	[blurred]	[blurred]	Super User	<input checked="" type="checkbox"/>	Configure

- Visibility
- Control
- Simple user addition

What's Available for March 4

The screenshot shows the myOSISOFT Customer Portal homepage. At the top, there is a navigation bar with the OSISOFT logo and links for PI System, Solutions, Support, Partners, and About OSISOFT. Below the navigation bar, there are links for "About myOSISOFT" and "Login to OSISOFT Customer Portal". The main content area features a large banner with the text "Welcome to myOSISOFT! Home to your Digital Experience with OSISOFT". Below the banner, there is a paragraph explaining that myOSISOFT is a hub for managing interactions with OSISOFT, including support cases, product downloads, and integrated searches. A prominent orange "Login" button is centered below the text. Underneath the banner, there is a section titled "Looking for one of these?" which lists three categories of resources: "Login to OSISOFT Customer Portal:", "OSISOFT Customer Portal How To's", and "OSISOFT Partner EcoSphere Members". Each category has a list of specific links. At the bottom of the page, there are logos for "PI Square The OSISOFT Community", "OSISOFT Learning", and "OSISOFT Live Library". A language selection bar is also present, offering options in Français, Deutsch, Español, Português, Русский, 中文, 日本語, and 한국어.

OSISOFT

PI System Solutions Support Partners About OSISOFT

About myOSISOFT Login to OSISOFT Customer Portal

Welcome to myOSISOFT!
Home to your Digital Experience with OSISOFT

myOSISOFT is where you can manage your interactions with OSISOFT, all in one place. The biggest tool in that arsenal is the OSISOFT Customer Portal where you can interact with support cases, manage who has access to support and the portal, download products and conduct integrated searches throughout OSISOFT's resources.

Login

Looking for one of these?

Login to OSISOFT Customer Portal:

- See Your Downloads
- Create a New Case
- View your Cases
- Use the Enhanced Search
- See your Upcoming Services
- Manage Your Team

... and more!

OSISOFT Customer Portal How To's

- How to Get an OSISOFT Customer Portal Login
- How to Create a New Case
- How to Download Products
- How to Search for Articles
- How to Manage Users

ALL HOW TO'S

OSISOFT Partner EcoSphere Members

- OSISOFT Partner Portal Login
- OSISOFT Partner Portal How To's
- OSISOFT Partner Marketplace
- Partner Accreditation

OSISOFT Customer Portal How To's

Français | Deutsch | Español | Português | Русский | 中文 | 日本語 | 한국어

PI Square
The OSISOFT Community

OSISOFT Learning

OSISOFT Live Library

- <http://my.osisoft.com> is the hub for all information and training materials
- If you have issues call us

Training Materials

OSISOFT

How to Create and Manage a Case on OSISOFT Customer Portal

If you are having a critical issue, don't hesitate to call us!
24/7 Global Technical Support
+1 510 297 5828 (English)
[Other languages](#)
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Support Case Creation

Provide base information needed to properly funnel your request to the right support specialist. This is a 3-step process: **Category**→ **Product & Version**→ **Submission**.

Case Initiation : Opening a Case

1. Log into the Customer Portal
2. Open a New Case through the homepage Cases list or from the Cases tab.

If you had an active case with OSISOFT in February 2019, we've migrated your case to OSISOFT Customer Portal.

There will be a new case number, but the old case number will appear in the Subject Line of the new

RECENT CASES	STATUS	CASE NUMBER	SUBJECT	UPDATED ON
New		00534014	Backup p	Jan 28, 2019, 2:24:44 PM

Next →

- Annotated walk throughs of tasks
- Translated into major languages
- Video walk throughs of key items

Key Takeaways

- New OSISOFT Customer Portal Launches March 4.
- Not changing how we do support, enhancing your digital experience
- More information available to you at your fingertips
- Techsupport@osisoft.com succeed by the on-line case submission process
- Go to <https://my.osisoft.com> now for more information and after launch for training materials

Questions and Answers





OSIsoft®

PIWorld

SAN FRANCISCO / APRIL 8 - 12, 2019

謝謝

KEA LEBONA

TAPADH LEIBH

고맙습니다

DZIĘKUJĘ CI

NGIYABONGA

TEŞEKKÜR EDERİM

БАЯРЛАЛАА

MISAOTRA ANAO

OBRIGADO شكرا

DANKON TANK TAPADH LEAT

SALAMAT

KÖSZÖNÖM

DANKIE

TERIMA KASIH

GRÀCIES

СПАСИБО

PAKMET CI3GE



OSIsoft®

MULȚUMESC

HVALA

FAAFETAI

ESKERRIK ASKO

HVALA ХВАЛА ВАМ

TEŞEKKÜR EDERİM

GO RAIBH MAITH AGAT

БЛАГОДАРЯ GRACIAS

ТИ БЛАГОДАРАМ

TAK DANKE

MAHADSANID

THANK YOU

DANKJE

ΕΥΧΑΡΙΣΤΩ GRATIAS TIBI

AČIŪ

SALAMAT

MAHALO IĀ 'OE

TAKK SKALDU HA

ДЗЯКУЙ

GRAZIE

RAHMAT

MERCI

GRAZZI

PAKKA PÉR

ありがとうございました

DI OU MÈSI

ĎAKUJEM

HATUR NUHUN

PAXMAT CAĜA

SIPAS JI WERE

TERIMA KASIH

MATUR NUWUN

CẢM ƠN BẠN

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ТИ БЛАГОДАРАМ

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