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Knowledge Base Article

Product Group: Software
Product: CMSW7200 - @ptitude Inspector; CMSW7300, CMSW7400 - @ptitude Analyst
Version: All

Abstract

Scheduled Alarm Notification is a powerful feature added in SKF @ptitude Analyst 2012 Edition (version 7). Combined with email and SMS text support, the Scheduled Alarm Notification feature is used by many customers to communicate issues discovered by the @ptitude Analyst condition monitoring system throughout the plant. As the adaptation of this feature has expanded, a few anomalies have been discovered. This article discusses how to work around those anomalies.

Overview

ISSUE: Selecting a Set does not automatically report on the Machines or POINTs under that Set (OTD# 9284)

When setting up a scheduled Alarm condition event (Customize > Scheduler > "Alarm condition" as event type – see Figure 1), the Settings button allows for the selection of what areas of the hierarchy to act upon.

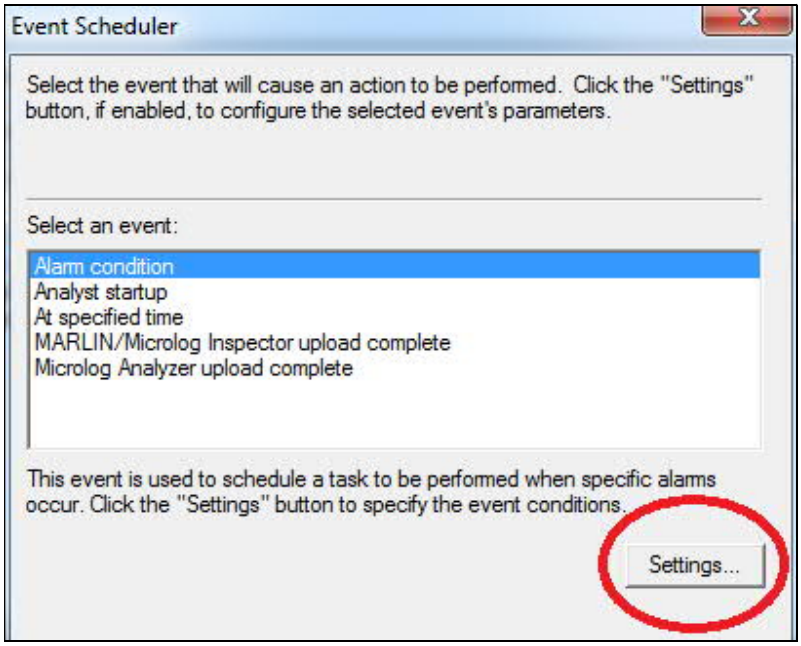

Figure 1. Event type selection in the Event Scheduler wizard

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The Settings button brings up a tree control showing the Hierarchies, ROUTEs and Workspaces for all the hierarchies that are currently open. [Figure 2]

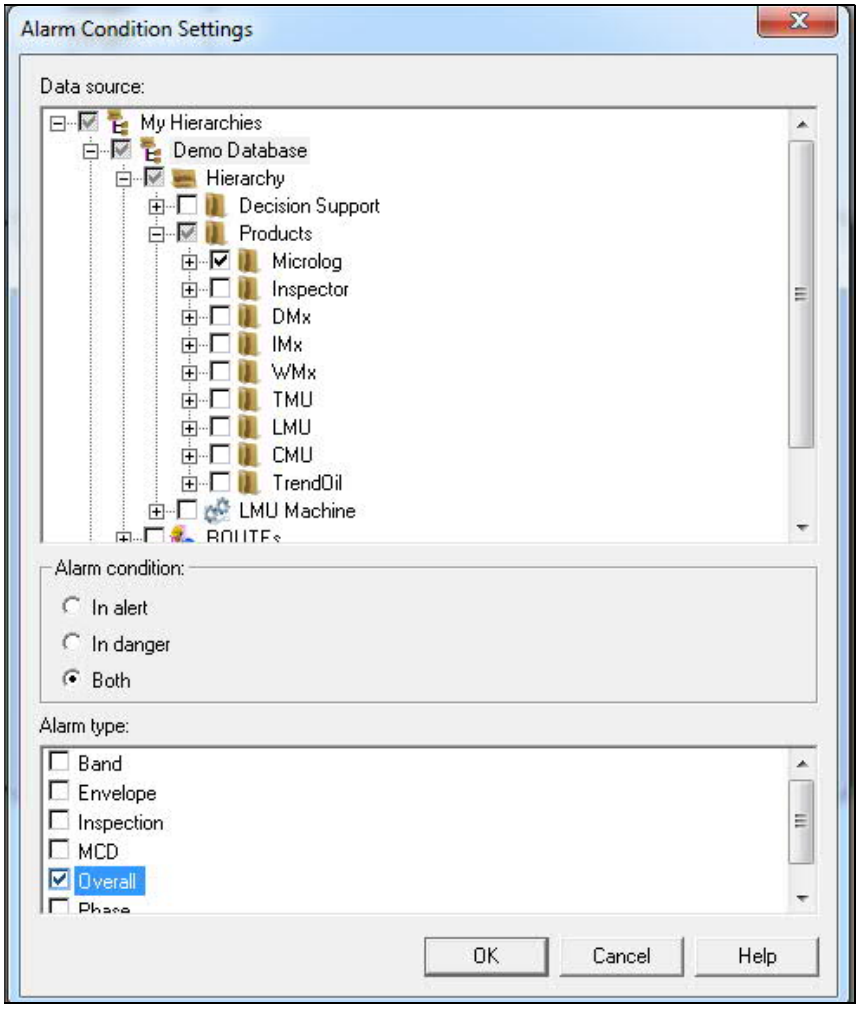

Figure 2. Data source, Alarm condition and Alarm type selections

In the 'Demo Database' example above, the Hierarchy > Products > Microlog Set has four Machines (Single Channel, Two Channels, Three Channels and Cross Channel Phase) with a total of 18 measurement POINTs in those machines.

Prior to @ptitude Analyst 2013 MR2 (v8.1.2001.3), the selection of a node did not automatically get applied to sub-elements of that node, unless each node was visible and selected in the displayed hierarchy tree. So selecting an unexpanded section of the hierarchy tree (such as the Microlog Set in Figure 2 above) would not include POINTs within that section that were not visibly selected in the tree display.

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To resolve this issue, either upgrade to @ptitude Analyst 2013 MR2 and re-edit your scheduled events (newly created events will automatically be set correctly) or, if using an @ptitude Analyst version older than 2013 MR2, expand the tree control and make sure the POINTs that notifications are to be sent out about are visible and selected with a check in the checkbox next to each POINT (such as the POINTs in the Single Channel set shown in Figure 3).

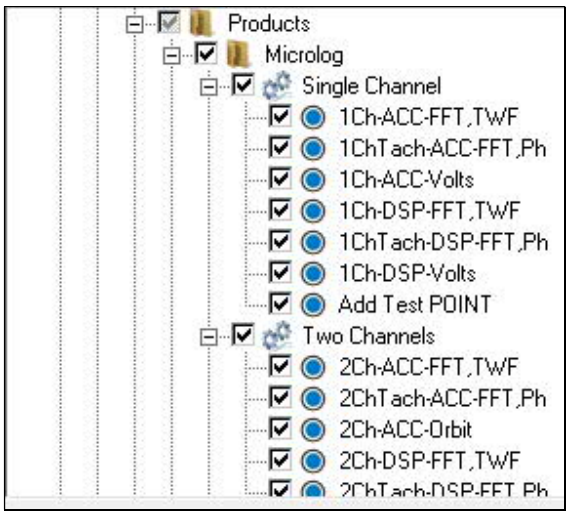

Figure 3. Hierarchy > Products > Microlog > Single Channel expanded

ISSUE: After setting up a scheduled Alarm condition event, newly entered elements do not automatically get added to the event (OTD 9136)

Currently, when an event is scheduled, the list of POINTs to act upon is a static list. That is, the event does not adapt to new Sets, Machines or POINTs added to selected Sets or Machines.

The current resolution to this issue is, when adding new elements to your hierarchy,

- edit any affected scheduled event
- verify that the newly entered elements are checked, and
- save the event

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ISSUE: Selecting both Hierarchy elements and a ROUTE doesn't update Alarms correctly (OTD 8994)

The selection dialog (Figure 2) allows for the selection of Hierarchy elements, ROUTE names and Workspace names. Currently, there is a conflict when mixing selections from the different areas. The resulting output will sometimes just repeat the same result and not reflect new alarm conditions.

The current resolution to this issue is when creating events, ensure that only ONE area is used as the source – ROUTE names, Workspace names, or elements from the Hierarchy.

For further assistance, please contact the Technical Support Group by phone at 1-800-523-7514 option 8, or by e-mail at TSG-CMC@skf.com.